

**BROMSGROVE DISTRICT COUNCIL**

**CABINET**

**3 NOVEMBER 2010**

**SEPTEMBER (QUARTER 2) INTEGRATED FINANCE AND PERFORMANCE REPORT**

Relevant Portfolio Holder	Cllr Roger Hollingworth
Relevant Head of Service	Hugh Bennett, Director of Policy, Performance and Partnerships
Non-Key Decision	

**1. SUMMARY OF PROPOSALS**

- 1.1 To report to Cabinet on the Council's performance and financial position at 30 September 2010.

**2. RECOMMENDATIONS**

- 2.1 That Cabinet notes that 59% of PIs are stable or improving.
- 2.2 That Cabinet notes that that 59% of PI's that have a target are meeting their target as at the month end and 76% are projected to meet their target at the year end.
- 2.3 That Cabinet notes the performance figures for September 2010 as set out in Appendix 2.
- 2.4 That Cabinet notes the successes and areas for potential concern as set out in the 'Council Summary' below.
- 2.5 That Cabinet note the current financial position on Revenue and Capital as detailed in the report and requests officers to consider actions to enable the predicted overspend to be as mitigated as possible.
- 2.6 That Cabinet approves the budget virements between £15k and £100k, listed in Appendix 6.
- 2.7 That Cabinet notes complaints & compliments data. Details are shown in Appendix 7.
- 2.8 That Cabinet approve a new reserve of £20k for Voice Recognition Analysis (VRA), within the Benefits Section.

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### 3. BACKGROUND

3.1 This report looks to integrate the financial and performance information across the Council. This aims to ensure officers and members can make informed and considered judgement of the overall position of the Council.

### 4. KEY ISSUES

4.1 An integrated performance and finance report for each department, plus a council summary, is shown on the following pages.

<b>4.1.1 Overall Council Summary</b>	<b>Quarter 2 (Jul-Sep) 2010/11</b>
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#### Performance Summary

No. of PI's improving <b>(I)</b>	23	No. of PI's meeting YTD target	24	No. of PI's where est. outturn projected to meet target	32
No. of PI's Stable <b>(S)</b>	2	No. of PI's missing YTD target by < 10%	7	No. of PI's projected to miss target by < 10%	5
No. of PI's worsening <b>(W)</b>	17	No. of PI's missing YTD target by >10%	11	No. of PI's projected to miss target by >10%	5

#### Achievements

- Re-cycling rate (43.06%) is highest since implementation of co-mingled service
- Successful Papal visit
- Implementation of CCTV & Lifeline shared service with Redditch Borough Council
- Increased attendance (just under 13,000) at summer Street Theatre events (although there was a health & safety incident at Rubery)
- First school sailing regatta held
- Sainsbury's development gains planning approval, S106 gain to fund elements of the high street refurbishment
- CSC performance continues at high level
- Number of compliments equals number of complaints for first time
- Together Bromsgrove plus – older peoples directory – issued
- Artrix attendance well above target
- Sports development usages continues to exceed target.

#### Issues

- Large overspend in Environmental budget, due primarily to car park revenue being significantly below target
- Large underspend on Capital budget
- Increase in sickness absence. The position is now Amber and therefore CMT have agreed to hold a performance clinic to review actions to improve the situation.

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- Many Community services Crime PI's are Red.
- Recovery of Benefits overpayments below target, a recovery officer has been appointed and is proving effective in the generation of income
- Savings identified in Medium Term Financial Plan are currently lower than anticipated as shared services projects are still being implemented.

**BROMSGROVE DISTRICT COUNCIL****CABINET****3 NOVEMBER 2010****Revenue Budget summary Quarter 2 (Jul- Sep) 2010/11 – Overall Council**

Service Head	Revised Budget 2010/11 £'000	Budget April - Sep £'000	Actual spend April - Sep £'000	Variance to date April - Sep £'000	Projected outturn 2010/11 £'000	Projected variance 2010/11 £'000
<b>Environmental Services</b>	4,478	926	1,209	283	4,740	262
<b>Community Services</b>	3,301	992	914	-78	3,170	-131
<b>Pre-Regulatory Services</b>	1,019	290	283	-7	1018	-1
<b>Leisure &amp; Cultural Services</b>	1,911	614	626	12	1,939	28
<b>Planning &amp; Regeneration</b>	1,435	194	170	-24	1433	-2
<b>Customer Services</b>	81	239	231	-8	66	-15
<b>Finance &amp; Resources</b>	1,479	1,161	1,107	-54	1,519	40
<b>Legal, Equalities &amp; Democratic Services</b>	968	503	493	-10	970	2
<b>Policy, Performance &amp; Partnerships</b>	8	257	264	7	10	2
<b>Business Transformation</b>	5	761	757	-4	51	46
<b>Corporate Services</b>	608	442	435	-7	710	102
<b>Regulatory Services</b>	0	0	-79	-79	-219	-219
<b>SERVICE TOTAL</b>	<b>15,293</b>	<b>6,379</b>	<b>6,410</b>	<b>31</b>	<b>15,407</b>	<b>114</b>
<b>Exceptional Income (Fleming VAT)</b>	<b>0</b>	<b>0</b>	<b>-85</b>	<b>-85</b>	<b>-85</b>	<b>-85</b>
<b>Interest on Investments</b>	<b>-87</b>	<b>-44</b>	<b>-47</b>	<b>-3</b>	<b>-87</b>	<b>0</b>
<b>Savings attributable to Partner Council's within Regulatory Services</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>195</b>	<b>195</b>

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<b>COUNCIL SUMMARY</b>	<b>15,206</b>	<b>6,335</b>	<b>6,278</b>	<b>-57</b>	<b>15,430</b>	<b>224</b>
<b>Financial Commentary</b>						
<ul style="list-style-type: none"><li>• The Shared Regulatory Service commenced on 1<sup>st</sup> June 2010, and whilst the saving projected for this service is £219k, Bromsgrove DC will receive 11.05% of this amount which equates to £24k, the rest is to be split between all partners based on the partner percentage cost variance as agreed in the Business Case.</li><li>• Car Park income is significantly down, £109k from that expected for this period, the projected outturn includes the re-instatement of the 10 minute parking increment.</li><li>• Income levels within Land Charges have been adversely affected by the impact of Third Party service Providers.</li><li>• The projected overspend of £224k is to be reviewed by officers and an action plan is to be prepared to ensure the overspend is reduced as much as possible for the next report to members.</li></ul>						

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**Capital Budget summary Quarter 2 (Jul- Sep) 2010/11 – Overall Council**

<b>Department</b>	<b>Revised Budget 2010/11 £'000</b>	<b>Actual spend April – Sep £'000</b>	<b>Variance To date April – Sep £'000</b>	<b>Projected outturn £'000</b>	<b>Projected variance £'000</b>
<b>Finance &amp; Resources</b>	636	513	-123	550	-86
<b>Business Transformation</b>	93	77	-16	93	0
<b>Environmental Services</b>	320	161	-159	320	0
<b>Planning &amp; Regeneration</b>	170	13	-157	170	0
<b>Regulatory Services</b>	491	50	-441	491	0
<b>Community Services</b>	1,924	931	-993	1,207	-717
<b>Leisure &amp; Cultural Services</b>	799	429	-370	799	0
<b>Budget for Support Services Recharges</b>	136	68	-68	136	0
<b>Total</b>	<b>4,569</b>	<b>2,242</b>	<b>-2,327</b>	<b>3,766</b>	<b>-803</b>

**Financial Commentary:**

- The variance between the Community Services area is because no capital spend has been made on the Houndsfield Lane Caravan Site project, it is unlikely that there will be any spend on this budget and there is a request to reallocate this to the RSL's in 2011/12.
- The capital expenditure within the Regulatory Services area is being jointly funded by the partners in accordance with the Business Case. The variance at the end of quarter 2 is because the service is subject to a transformation review before the new system purchase commences.

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<b>4.1.2 Environmental Services</b>	<b>Quarter 2 (Jul-Sep) 2010/11</b>
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**Performance Summary**

No. of PI's improving <b>(I)</b>	1	No. of PI's meeting YTD target	2	No. of PI's where est. outturn projected to meet target	4
No. of PI's Stable <b>(S)</b>		No. of PI's missing YTD target by < 10%	1	No. of PI's projected to miss target by < 10%	
No. of PI's worsening <b>(W)</b>	2	No. of PI's missing YTD target by >10%		No. of PI's projected to miss target by >10%	

**Achievements**

- Continuation of comingled recycling bin collections to approximately 38,000 residential properties, well received.
- Refuse and recycling crews who underwent the NVQ level 1 in Refuse Collection have now received their certificates.

**Issues**

- Long-term and short-term sickness is still an on going issue amongst refuse & recycling crews.

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**Revenue Budget summary Quarter 2 (Jul- Sep) 2010/11 – Environmental Services**

Service Head	Revised Budget 2010/11 £'000	Profiled Budget April - Sep £'000	Actual spend April - Sep £'000	Variance to date April - Sep £'000	Projected outturn 2010/11 £'000	Projected variance 2010/11 £'000
<b>Waste Management Policy</b>	-24	-12	4	16	-3	21
<b>Depot / Transport</b>	-87	137	380	243	-72	15
<b>Car Parks / Civil Enforcement Parking</b>	-931	-506	-300	206	-680	251
<b>Cemeteries / Crematorium</b>	72	9	31	22	110	38
<b>Streets &amp; Grounds</b>	2,488	748	576	-172	2,425	-63
<b>Transport &amp; Waste</b>	2,960	550	518	-32	2,960	0
<b>TOTAL</b>	<b>4,478</b>	<b>926</b>	<b>1209</b>	<b>283</b>	<b>4,740</b>	<b>262</b>

**Financial Commentary**

- Car Park income is still significantly down for the first half of the financial year. The projected outturn includes the re-instatement of the 10 minute parking increment.
- The overspend within the Cemeteries service is partially offset by the under spend included within the Streets and Grounds service as these services overlap. It also includes an unbudgeted expenditure of £9k for the locking of cemetery gates.
- Waste and Policy overspend is due to a budget pressure as only income targets were set and no allowance was made for expenditure relating to the recycling bring sites.
- Depot/Transport overspend is mainly due to no vacancies within this service area.



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**Capital Budget summary Quarter 2 (Jul- Sep) 2010/11 Environmental Services**

Service	Revised Budget 2010/11 £'000	Actual spend April – Sep £'000	Variance To date April – Sep £'000	Projected outturn 2010/11 £'000	Projected variance 2010/11 £'000
<b>Depot Services</b>	30	5	-25	30	0
<b>Vehicle &amp; Equipment replacement programme</b>	170	120	-50	170	0
<b>Other schemes</b>	120	36	-84	120	0
<b>TOTAL</b>	<b>320</b>	<b>161</b>	<b>-159</b>	<b>320</b>	<b>0</b>

**Financial Commentary:**

- Capital expenditure is on target, no under spends are anticipated at the year end.

**4.1.3 Community Services**

**Quarter 2 (Jul-Sep) 2010/11**

**Performance Summary**

No. of PI's improving (I)	13	No. of PI's meeting YTD target	10	No. of PI's where est. outturn projected to meet target	10
No. of PI's Stable (S)	1	No. of PI's missing YTD target by < 10%	1	No. of PI's projected to miss target by < 10%	2
No. of PI's worsening (W)	4	No. of PI's missing YTD target by >10%	7	No. of PI's projected to miss target by >10%	5

**Achievements**

- Transfer of Houndsfield Lane Caravan site to Rooftop Housing Group and success in gaining Govt Refurbishment Grant for the site.
- Maintained low use of temporary accommodation well within target.
- Private sector housing policies aligned across Worcestershire.
- Enhancements to Home Choice Plus to improve security and access to choice based lettings system.
- First Kick Start cases being assessed for equity release instead of grant.
- 100th 'Step up' Private Tenancy secured.
- SP funded Private Tenancy Support Worker appointed.

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- Foyer completed and handed over to St Basils.
- Continued development of CCTV and Lifeline Shared Service.
- Implementation of new service structure and shift rota.
- Close down of BDC Control Room
- Installation and commissioning of CCTV transmission and control
- Procurement of CCTV maintenance (BDC)
- Production and implementation of procedures for CCTV operation.
- Induction and training schedule for staff implemented.
- Implementation of Proactive monitoring schedule
- 3 Monitoring Centre Operators have completed NVQs (Level 2 Customer Service or Business Administration)
- Community Safety team involvement in successful Papal visit in September.
- 40% reduction in reported youth ASB incidents during school summer holidays resulting from Operation 'Harness'
- Updated Bromsgrove Community Safety Partnership Plan published on the Council public web-site
- Full page of positive news published every month in the Bromsgrove Standard.

#### **Issues**

- Rising Housing Waiting List, all cases being reviewed / need within Bronze.
- Upturn in Homeless presentations.
- Performance on DFG spend is down but piloting phased approvals to maximise best use, close liaison taking place with HIA.
- Potential reduction in Supporting People budgets.
- Accreditation to be achieved against New 2009 Telecare Service Association Code of Practice. A large piece of work to unify policy, practice and procedure following Shared service
- Budget arrangements to be finalised for new shared service.
- Merger of BDC and RBC Lifeline Installation office.
- Camera 10 relocation on Worcester Rd, planning application to be submitted.
- The volume of Violent Crime incidents has been consistently high this year and continuously over target, the CSP is taking action to combat this rise. Altered policing tactics in the town centre at pub closing times has resulted in a reduction in the violent crime figures for September.

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**Revenue Budget summary Quarter 2 (Jul- Sep) 2010/11 – Community Services**

Service Head	Revised Budget 2010/11 £'000	Profiled Budget April - Sep £'000	Actual spend April – Sep £'000	Variance to date April - Sep £'000	Projected outturn 2010/11 £'000	Projected variance 2010/11 £'000
<b>Housing Strategy</b>	2,174	425	401	-24	2,132	-42
<b>Community Safety &amp; Transport</b>	623	315	368	53	652	29
<b>Travel Concessions</b>	464	232	134	-98	346	-118
<b>Community Cohesion</b>	40	20	11	-9	40	0
<b>TOTAL</b>	<b>3,301</b>	<b>992</b>	<b>914</b>	<b>-78</b>	<b>3,170</b>	<b>-131</b>

**Financial Commentary**

- Housing Strategy - The under spend relates to savings being made on a number of schemes during the period. There have also been slight delays in the receipt of invoices from Suppliers.
- Community Safety – The over spend within this area is mainly related to the transfer of budgets between authorities for the shared service and timing differences in invoicing between Redditch and Bromsgrove. This issue should be resolved by quarter 3 to reflect a more accurate picture, but it is still deemed likely to be over spent by the end of the financial year.
- Travel Concessions - This service is under spent at this time, this position is projected to be maintained to the end of the financial year in the projected outturn. This is due to the increased grant income received during 2010-11.

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**Capital Budget summary Quarter 2 (Jul- Sep) 2010/11 Community Services**

Service	Revised Budget 2010/11 £'000	Actual spend April – Sep £'000	Variance To date April – Sep £'000	Projected outturn 2010/11 £'000	Projected variance 2010/11 £'000
<b>Strategic Housing</b>	1,720	727	-993	1,003	-717
<b>CCTV/ Lifeline</b>	204	204	0	204	0
<b>TOTAL</b>	<b>1,924</b>	<b>931</b>	<b>-993</b>	<b>1,207</b>	<b>-717</b>

**Financial Commentary:**

- Capital expenditure commitments are increasing with a large amount of Disabled Facilities Grants and Discretionary already processed. Traditionally the first two quarter's reflects lower expenditure due to the nature of grant approvals.
- A large proportion of the current underspend is due to the Houndsfield Lane Caravan Site. It is unlikely that there will be any spend on this budget and therefore a request will be made to re allocate this to RSLs in a bid in 2011-12.
- The £700k budget for Affordable Housing across the district has not yet been spent. The first tranche payment is due to be paid over in the third quarter once the legal agreements have been approved and completed.

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<b>4.1.4 Leisure and Cultural Services</b>	<b>Quarter 2 (Jul-Sep) 2010/11</b>
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#### Performance Summary

No. of PI's improving <b>(I)</b>	2	No. of PI's meeting YTD target	5	No. of PI's where est. outturn projected to meet target	6
No. of PI's Stable <b>(S)</b>		No. of PI's missing YTD target by < 10%	1	No. of PI's projected to miss target by < 10%	
No. of PI's worsening <b>(W)</b>	4	No. of PI's missing YTD target by >10%		No. of PI's projected to miss target by >10%	

#### Achievements

- Street Theatre was a great success again this year celebrating its 15<sup>th</sup> anniversary with many new activities. Revised marketing and communications helped increase overall attendance to 12,921.
- Bandstand ran from May to September with attendance figures of 4602. Again, with reviewed marketing and communications for the events. Sponsorship was gained for the event this year from the catering concession within the park.
- Awarded almost £38k in capital funding to partnership projects and develop disabled sports opportunities.
- Great uptake in school holiday provision, all provision took place with high numbers. Phenomenal response to community gym sessions and high demand.
- Discounted swim session had 500 children through the free swim event and accessing free swim sessions over the summer period.
- New health walks started in Wythall and Hagley, as well as Children's Centre walks and a CLFH bid approved to develop Nordic Walking in the New Year.
- Disability festival great success at Upton Warren Education centre and 30 disabled residents and carers enjoyed Sailing and Archery raising money for Caudwell Children's Charity.
- First ever School Sailing regatta ran successfully with all middle schools attending.
- High 5 a great success with over 27 clubs and organisations attending and over 4000 attending. The BECAN group have had a successful club open night off the back of the event, BECAN have now set up themed evenings in response to work with local clubs and develop new partnerships with the local community.
- PSI Falls Prevention successfully launched in Central Bromsgrove, with plans to reach out to Wythall in the New Year. We have started up classes in Finstall and Charford through Community Leadership for Health funding. A third course has already been developed through a partnership with Age Concern and will be launched at the end of October.
- Probation Service continual clearing works on POS and allotments
- Commenced pumpkin competition with Allotment tenants in readiness for October judging day and Pumpkin Carving in Sanders Park
- Extension to Roundhill Allotments and New Perryfield Community Allotments new allotment Association at Stourbridge
- Football Pitch enhancement throughout the district

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<ul style="list-style-type: none"><li>• Footpath restoration works at the Oakalls</li></ul>
<b>Issues</b> <ul style="list-style-type: none"><li>• Activity referral – poor feedback and high drop out from course. Communication problems and concern over missing referrals. New partnership with Altered Images with Award winning instructor and feedback and retention has been stronger to date.</li><li>• Facilities - access to quality facilities is increasingly becoming an issue across BDC and is impacting on programme development</li><li>• The shortage of qualified casual coaches who are available at peak times is impacting on service delivery</li></ul>

**Revenue Budget summary Quarter 2 (Jul- Sep) 2010/11 – Leisure and Cultural Services**

Service Head	Revised Budget 2010/11 £'000	Profiled Budget April - Sep £'000	Actual spend April - Sep £'000	Variance to date April - Sep £'000	Projected outturn 2010/11 £'000	Projected variance 2010/11 £'000
<b>Parks &amp; Open Spaces</b>	488	152	154	2	494	6
<b>Allotments</b>	71	4	-1	-5	69	-2
<b>Promotions</b>	337	116	144	28	380	43
<b>Sports &amp; Recreation Development</b>	229	88	69	-19	207	-22
<b>Sports Centres</b>	717	221	226	5	722	5
<b>Leisure Services</b>	69	33	34	1	67	-2
<b>TOTAL</b>	<b>1,911</b>	<b>614</b>	<b>626</b>	<b>12</b>	<b>1,939</b>	<b>28</b>

<b>Financial Commentary</b> <ul style="list-style-type: none"><li>• Promotions – due to the economic downturn sponsorship has decreased. Officers are reviewing the situation and will endeavor to mitigate the shortfall during 2010/11. It is anticipated that there will be a deficit at the end of year.</li><li>• Promotions – There is an estimated deficit of £12k on the cost of the firework display, and there is an anticipated shortfall on income of £15k.</li><li>• Sports &amp; Recreation Development – The underspend is due to vacancies within the section, this service is to be reviewed as part of the shared services.</li></ul>
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**Capital Budget summary Quarter 2 (Jul- Sep) 2010/11 Leisure and Cultural Services**

Service	Revised Budget 2010/11 £'000	Actual spend April – Sep £'000	Variance To date April – Sep £'000	Projected outturn 2010/11 £'000	Projected variance 2010/11 £'000
<b>Sports Facilities</b>	593	435	-158	593	0
<b>Parks &amp; Cemeteries</b>	15	0	-15	15	0
<b>Sanders Park</b>	55	0	-55	55	0
<b>Other Schemes</b>	136	-6	-142	136	
<b>TOTAL</b>	<b>799</b>	<b>429</b>	<b>-370</b>	<b>799</b>	<b>0</b>

**Financial Commentary:**

- Expenditure is in line with expectations with work being completed in accordance with timescales. It is anticipated that all projects will be completed during 2010/11.

<b>4.1.5 Planning and Regeneration</b>	<b>Quarter 2 (Jul-Sep) 2010/11</b>
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**Performance Summary**

No. of PI's improving (I)	1	No. of PI's meeting YTD target	2	No. of PI's where est. outturn projected to meet target	2
No. of PI's Stable (S)		No. of PI's missing YTD target by < 10%		No. of PI's projected to miss target by < 10%	1
No. of PI's worsening (W)	2	No. of PI's missing YTD target by >10%	1	No. of PI's projected to miss target by >10%	

**Achievements**

- Performance levels being maintained

**Issues**

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**Revenue Budget summary Quarter 2 (Jul- Sep) 2010/11 – Planning and Regeneration**

Service Head	Revised Budget 2010/11 £'000	Profiled Budget April - Sep £'000	Actual spend April - Sep £'000	Variance to date April - Sep £'000	Projected outturn 2010/11 £'000	Projected variance 2010/11 £'000
<b>Building Control</b>	3	-55	-59	-4	7	4
<b>Development Control</b>	830	15	7	-8	816	-14
<b>Strategic Planning</b>	447	197	176	-21	428	-19
<b>Economic &amp; Tourism Development</b>	169	64	61	-3	158	-11
<b>Emergency Planning</b>	35	14	2	-12	15	-20
<b>Land Charges</b>	-72	-55	-27	28	-15	57
<b>Town Centre Development</b>	23	14	10	-4	24	1
<b>TOTAL</b>	<b>1,435</b>	<b>194</b>	<b>170</b>	<b>-24</b>	<b>1,433</b>	<b>-2</b>

**Financial Commentary;**

- Land charges income is still continuously below budget. Personal search fee has now been taken by the Government, it is hoped the abolition of HIPs will encourage more full Searches. This should hopefully maintain our second-half-year income at that achieved in the first half year.
- The income for development control and building control is on target for the first half of this financial year.
- There are under spends within the department which are due to vacancies these have recently been filled which will result in a reduction in the level of under spend by the year end.
- It has been projected that the emergency planning budget will not all be spent by year end.



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#### Capital Budget summary Quarter 2 (Jul- Sep) 2010/11 Planning and Regeneration

Service	Revised Budget 2010/11 £'000	Actual spend April – Sep £'000	Variance To date April – Sep £'000	Projected outturn 2010/11 £'000	Projected variance 2010/11 £'000
Town Centre Development	170	13	-157	170	0
<b>TOTAL</b>	<b>170</b>	<b>13</b>	<b>-157</b>	<b>170</b>	<b>0</b>

#### Financial Commentary:

- This is the Council's contribution towards the cost of a Project Management team for the redevelopment of Bromsgrove Town Centre.
- It is planned to spend the budget this year but it may be required to roll a small balance over to 2011/12.

<b>4.1.6 Worcestershire Regulatory Services</b>	<b>Quarter 2 (Jul-Sep) 2010/11</b>
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#### Performance Summary

Director of Policy, Performance and Partnerships is to meet with head of WRS to agree method of reporting performance and achievements/issues for the shared service.

#### Revenue Budget summary Quarter 2 (Jul- Sep) 2010/11 – Regulatory Services

Service Head	Revised Budget 2010/11 £'000	Profiled Budget April – Sep £'000	Actual spend April – Sep £'000	Variance to date April – Sep £'000	Projected outturn 2010/11 £'000	Projected variance 2010/11 £'000
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>-79</b>	<b>-79</b>	<b>-219</b>	<b>-219</b>

#### Financial Commentary

- Regulatory Services full year budgets amount to zero, due to contributions from all other councils.
- Projected outturn variance of £219k will be split between all partners on the partner percentage cost share variance as agreed in the business case. Bromsgrove percentage cost share percentage is 11.05% (£24k)

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**Capital Budget summary Quarter 2 (Jul- Sep) 2010/11 Regulatory Services**

Service	Revised Budget 2010/11 £'000	Actual spend April – Sep £'000	Variance To date April – Sep £'000	Projected outturn 2010/11 £'000	Projected variance 2010/11 £'000
<b>Worcestershire Enhanced Two Tier Programme (WETT)</b>	491	50	-441	491	0
<b>TOTAL</b>	<b>491</b>	<b>50</b>	<b>-441</b>	<b>491</b>	<b>0</b>

**Financial Commentary:**

- Very little expenditure has been incurred to the end of Quarter 2 as a transformation review is being carried out at this time, to inform the choice of systems to be used for this service.

<b>4.1.7 Pre-Regulatory</b>	<b>Quarter 2 (Jul-Sep) 2010/11</b>
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**Revenue Budget summary Quarter 2 (Jul- Sep) 2010/11 – Pre-Regulatory**

Service Head	Revised Budget 2010/11 £'000	Profiled Budget April - Sep £'000	Actual spend April - Sep £'000	Variance to date April - Sep £'000	Projected outturn 2010/11 £'000	Projected variance 2010/11 £'000
<b>Environmental Health</b>	1,045	323	321	-2	1,045	0
<b>Licensing</b>	-39	-37	-42	-5	-42	-3
<b>Land Drainage</b>	13	4	4	0	15	2
<b>TOTAL</b>	<b>1,019</b>	<b>290</b>	<b>283</b>	<b>-7</b>	<b>1,018</b>	<b>-1</b>

**Financial Commentary:**

- Environmental Health transferred to Regulatory Services 1<sup>st</sup> June 2010.
- Pension backfunding costs are to be absorbed by the partner Councils, once the actuarial review has been completed.

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<b>4.1.8 Customer Services</b>	<b>Quarter 2 (Jul-Sep) 2010/11</b>
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**Performance Summary**

No. of PI's improving (I)	3	No. of PI's meeting YTD target	4	No. of PI's where est. outturn projected to meet target	5
No. of PI's Stable (S)	1	No. of PI's missing YTD target by < 10%	1	No. of PI's projected to miss target by < 10%	
No. of PI's worsening (W)	1	No. of PI's missing YTD target by >10%		No. of PI's projected to miss target by >10%	

**Achievements**

- Better use of the CRM to provide improved performance data for CSA's
- Work to improve the collection of avoidable contact data to inform the transformation agenda
- High standard of service maintained through holiday periods

**Issues**

**Revenue Budget summary Quarter 2 (Jul- Sep) 2010/11 – Customer Services**

Service Head	Revised Budget 2010/11 £'000	Profiled Budget April - Sep £'000	Actual spend April - Sep £'000	Variance to date April - Sep £'000	Projected outturn 2010/11 £'000	Projected variance 2010/11 £'000
<b>Customer Services</b>	81	239	231	-8	66	-15
<b>TOTAL</b>	<b>81</b>	<b>239</b>	<b>231</b>	<b>-8</b>	<b>66</b>	<b>-15</b>

**Financial Commentary;**

- The underspend within the Customer Service department is due to a number of vacancies within the department.

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<b>4.1.9 Finance and Resources</b>	<b>Quarter 2 (Jul-Sep) 2010/11</b>
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**Performance Summary**

No. of PI's improving (I)	3	No. of PI's meeting YTD target	1	No. of PI's where est. outturn projected to meet target	5
No. of PI's Stable (S)		No. of PI's missing YTD target by < 10%	3	No. of PI's projected to miss target by < 10%	2
No. of PI's worsening (W)	4	No. of PI's missing YTD target by >10%	3	No. of PI's projected to miss target by >10%	

**Achievements**

- Service Level Agreements for Internal Audit and Property Service agreed with WETT service suppliers
- Financial support services provided to Worcestershire Regulatory Services
- Percentage of Invoice payments within 10 days reached 92% for September

**Issues**

- Comprehensive Spending Review impact. Special CMT and Leaders' group meetings held on October 12<sup>th</sup>.

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**Revenue Budget summary Quarter 2 (Jul- Sep) 2010/11 – Finance and Resources**

Service Head	Revised Budget 2010/11 £'000	Profiled Budget April - Sep £'000	Actual spend April - Sep £'000	Variance to date April - Sep £'000	Projected outturn 2010/11 £'000	Projected variance 2010/11 £'000
<b>Central Overheads</b>	145	72	70	-2	141	-4
<b>Accounts &amp; Financial Mgmt</b>	57	317	350	33	93	36
<b>Human Resources &amp; Welfare</b>	16	185	201	16	59	43
<b>Grants &amp; Donations</b>	91	46	44	-2	91	0
<b>Property, Assets &amp; Facilities Mgmt</b>	-47	410	322	-88	-84	-37
<b>Revenues &amp; Benefits</b>	1,217	131	120	-11	1,219	2
<b>TOTAL</b>	<b>1,479</b>	<b>1,161</b>	<b>1,107</b>	<b>-54</b>	<b>1,519</b>	<b>40</b>

**Financial Commentary**

- The overspend in Human Resources and Welfare relates to the management restructure and the severance costs that require funding from reserves.

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**Capital Budget summary Quarter 2 (Jul- Sep) 2010/11 Finance and Resources**

Service	Revised Budget 2010/11 £'000	Actual spend April – Sep £'000	Variance To date April – Sep £'000	Projected outturn 2010/11 £'000	Projected variance 2010/11 £'000
<b>Alterations to Council Buildings in compliance with DDA</b>	36	0	-36	0	-36
<b>Remedial Work to Council Buildings following Stock Conditions Survey</b>	50	0	-50	0	-50
<b>Purchase of George House, Worcester Road</b>	550	513	-37	550	0
<b>TOTAL</b>	<b>636</b>	<b>513</b>	<b>-123</b>	<b>550</b>	<b>-86</b>

**Financial Commentary:**

- Remedial Works at the Council House have been put on hold pending a review on the space required by employees and services of the Council.

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<b>4.1.10 Legal, Equalities and Democratic Services</b>	<b>Quarter 2 (Jul-Sep) 2010/11</b>
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### Performance Summary

There are no corporately reported PI's for this team.

No. of PI's improving (I)		No. of PI's meeting YTD target		No. of PI's where est. outturn projected to meet target	
No. of PI's Stable (S)		No. of PI's missing YTD target by < 10%		No. of PI's projected to miss target by < 10%	
No. of PI's worsening (W)		No. of PI's missing YTD target by >10%		No. of PI's projected to miss target by >10%	

### Achievements

- Two successful planning appeals.
- Collaborative working with Redditch to cover maternity leave and admin resources resulting in savings to both Councils.
- Local Democracy Task Group outcomes – events are now planned during the months between October and March to engage with the community and to encourage democratic participation at all levels.
- New Joint Independent Remuneration Panel for all 6 District Councils now in place and being supported.
- Employee completed 12 month AEA Foundation course - recommendation for entry to professional AEA Certificate qualification modules.
- Rollout of new Interpreting and Translation Services nearly completed in this quarter through Equality Officer attending team meetings to explain new system.
- The consultation on the proposed Disabled Access Awards Scheme was started and distributed throughout the District to shops and at various events including Street Theatre and started to receive a good response.

### Issues

- Impending RIPA inspections – officer working group established to manage the visit and compilation of evidence.
- Member investigations – the investigations into the meeting of 29<sup>th</sup> July 2009 continue – external reports expected imminently.
- Joint Committee (Regulatory Services) – meetings require additional support – discussed and agreed with Head of Regulatory Services.
- Leader commissioned a report into Governance Arrangements – this review will now take place and findings reported to full Council.
- Member Training – there are members who are now unable to sit on boards and committees due to non attendance at compulsory sessions. It has been agreed through the Member Development Steering Group that the Chairs of Boards and Committees will be presented with lists of members who have received the required level of training and that they will refuse to allow members who do not appear on the lists to participate in meetings.

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- Review of Polling Places - wide consultation, recommendations to Electoral Matters Committee in December.
- The implementation of the Equality Act 2010 needs a concentrated project period over the duration of November and December to ensure up to date policy and procedures and documentation including preparation for a new Single Equality Scheme to be consulted on early 2011 and agreed by April 2011.

#### **Revenue Budget summary Quarter 2 (Jul- Sep) 2010/11 – Legal, Equalities and Democratic Services**

Service Head	Revised Budget 2010/11 £'000	Profiled Budget April - Sep £'000	Actual spend April - Sep £'000	Variance to date April - Sep £'000	Projected outturn 2010/11 £'000	Projected variance 2010/11 £'000
<b>Democratic Services &amp; Member Support</b>	758	239	232	-7	754	-4
<b>Elections &amp; Electoral Services</b>	185	77	76	-1	190	5
<b>Legal Advice &amp; Services</b>	25	187	185	-2	26	1
<b>TOTAL</b>	<b>968</b>	<b>503</b>	<b>493</b>	<b>-10</b>	<b>970</b>	<b>2</b>

#### **Financial Commentary;**

- There is a slight shortfall in income due to work for BDHT not being required as frequently as previously targeted.
- There are no other major variances that have arisen in the 2nd quarter of 2010/11 within the service.



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<b>4.1.11 Policy, Performance and Partnerships</b>	<b>Quarter 2 (Jul-Sep) 2010/11</b>
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#### **Performance Summary**

There are no corporately reported PI's for this team.

No. of PI's improving <b>(I)</b>		No. of PI's meeting YTD target		No. of PI's where est. outturn projected to meet target	
No. of PI's Stable <b>(S)</b>		No. of PI's missing YTD target by < 10%		No. of PI's projected to miss target by < 10%	
No. of PI's worsening <b>(W)</b>		No. of PI's missing YTD target by >10%		No. of PI's projected to miss target by >10%	

#### **Achievements**

- Summer Together Bromsgrove issued
- Together Bromsgrove Plus – older peoples directory – issued
- Successful Budget Juries held
- Project Management methodology improved
- Continued roll-out of ORB
- Communications support to Worcestershire Regulatory Services and North Worcestershire Economic Development Unit

#### **Issues**

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### Revenue Budget summary Quarter 2 (Jul- Sep) 2010/11 – Policy, Performance and Partnerships

Service Head	Revised Budget 2010/11 £'000	Profiled Budget April - Sep £'000	Actual spend April - Sep £'000	Variance to date April - Sep £'000	Projected outturn 2010/11 £'000	Projected variance 2010/11 £'000
<b>Printing</b>	0	45	49	4	5	5
<b>Corporate Admin / Central Post</b>	32	78	76	-2	28	-4
<b>Policy &amp; Performance</b>	-24	134	139	5	-23	1
<b>TOTAL</b>	<b>8</b>	<b>257</b>	<b>264</b>	<b>7</b>	<b>10</b>	<b>2</b>

#### Financial Commentary;

- At this time of the year expenditure is in line with expectations and therefore no major variances have arisen in the 2nd quarter of 10/11.

<b>4.1.12 Business Transformation</b>	<b>Quarter 2 (Jul-Sep) 2010/11</b>
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#### Performance Summary

##### Achievements

- Completed Staff re-structure for ICT and Business Development.
- Sited all staff for Business Development at RBC.
- Purchased and Installed new storage area for files at RBC.
- Purchased and Installed new network and wireless connections for RBC ready for use before end of December 2010.
- Reduced outstanding helpdesk calls by 10%.

##### Issues

- Due to the air conditioning failing at RBC there is a constant failure on the existing ICT equipment that is impacting on all staff at the Authority. It is also impacting on resource to implement the new equipment and respond to helpdesk calls. This will be resolved by the end of the year with the completion of the ICT improvement programme.

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**Revenue Budget summary Quarter 2 (Jul- Sep) 2010/11 – Business Transformation**

Service Head	Revised Budget 2010/11 £'000	Profiled Budget April - Sep £'000	Actual Spend April - Sep £'000	Variance to date April - Sep £'000	Projected outturn 2010/11 £'000	Projected variance 2010/11 £'000
<b>IT Services</b>	<b>5</b>	<b>761</b>	<b>757</b>	<b>-4</b>	<b>51</b>	<b>46</b>
<b>TOTAL</b>	<b>5</b>	<b>761</b>	<b>757</b>	<b>-4</b>	<b>51</b>	<b>46</b>

**Financial Commentary**

- The overspend within the department is mainly due to the departmental restructure during the shared services and the severance costs.

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**Capital Budget summary Quarter 2 (Jul- Sep) 2010/11 Business Transformation**

Service	Revised Budget 2010/11 £'000	Actual spend April – Sep £'000	Variance To date April – Sep £'000	Projected outturn 2010/11 £'000	Projected variance 2010/11 £'000
<b>Internet/ Intranet Development</b>	3	0	-3	3	0
<b>Government Connect Scheme</b>	1	-2	-3	1	0
<b>Spatial Project Phase 1</b>	1	0	-1	1	0
<b>Spatial Project Phase 2</b>	5	0	-5	5	0
<b>Councillors Remote Access</b>	4	0	-4	4	0
<b>Increased Bandwidth for Internet Link</b>	10	10	0	10	0
<b>ICT Shared Service – Phase 1</b>	69	69	0	69	0
<b>TOTAL</b>	<b>93</b>	<b>77</b>	<b>-16</b>	<b>93</b>	<b>0</b>

**Financial Commentary:**

- The spend for some of these schemes has been delayed whilst a review of the projects is being undertaken.

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**Revenue Budget summary Quarter 2 (Jul- Sep) 2010/11 – Corporate Resources**

Service Head	Revised Budget 2010/11 £'000	Profiled Budget April - Sep £'000	Actual Spend April - Sep £'000	Variance to date April - Sep £'000	Projected outturn 2010/11 £'000	Projected variance 2010/11 £'000
<b>Corporate Resources</b>	608	442	435	-7	710	102
<b>TOTAL</b>	<b>608</b>	<b>442</b>	<b>435</b>	<b>-7</b>	<b>710</b>	<b>102</b>

**Financial Commentary**

- The full year corporate savings target of £163k is included within the Corporate Resources budget and is being met partially by savings currently reflected within departments e.g. relating to insurance. The full cost of the Joint Management/Transformation team was also budgeted within Corporate Resources as part of original budgets for 2010/11 and is showing a projected underspend of £68k due to delayed appointments to selected posts.

**4.2 Sundry Debtors**

Sundry Debt is raised by the Council to ensure effective recovery of debts owing. The outstanding balance at 30/09/10 was £1,252k (balance to 30/06/10 was £996k which includes:-

Type of Debt	Amount £'000
Car Parking Fines	70
Lifeline debts	40
Rents/Hire Charges	56
Building Regulations	8
Trade Waste and Cesspool emptying	35
Developer Contributions – s106 monies	116
Housing Schemes	27
Enhanced Recycling	55
Licensing	12
Cemeteries	9
Sponsorship	7
Shared Services	763
Contributions from other organisations	37

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The age of the debt is represented as follows:

<b>Age of Debt</b>	<b>Balance as at 30/06/10 £'000</b>	<b>Balance as at 30/09/10 £'000</b>
Under 30 days (not yet due)	772	339
Up to 1 month	66	220
1 – 2 months	6	491
3 – 6 months	7	65
Over 6 months	145	137

The increase in debt due for payment is because of amounts to be paid from other Council's for the provision of shared services. A complete breakdown of the outstanding debts at 30<sup>th</sup> September 2010 is included at Appendix 8.

Debts recovery is originally carried out by the Exchequer Section with 2 reminders being sent to debtors. Debts over 90 days are currently under review and recovered by the legal team.

#### **5.0 TREASURY MANAGEMENT**

The Council's Treasury Management Strategy has been developed in accordance with the Prudential Code for Capital Finance prudential indicators and is used to manage risks arising from financial instruments. Additionally treasury management practices are followed on a day to day basis.

#### **5.1 Credit Risk**

Credit risk arises from deposits with banks and financial institutions, as well as credit exposures to the Council's customers. Credit risk is minimised by use of a specified list of investment counterparty criteria and by limiting the amount invested with each institution. The Council receives credit rating details from its Treasury Management advisers on a daily basis and any counterparty falling below the criteria is removed from the list.

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The Council has not had and does not expect any default losses by any of its counterparties in relation to investments.

Due to market conditions the Council has reduced its credit risk for all new investments by only investing in the highest rated instruments and has shortened the allowable length of investments in order to reduce risk.

The credit criteria in respect of financial assets managed in-house by the Council are as follows:

<b>Financial Asset Category</b>	<b>Criteria (Fitch ratings)</b>	<b>Maximum Investment</b>
Deposits with banks	Short Term: F1+/F1 Support: 1,2,3 Long Term: minimum 'AA-'/A	£3million/£2million
Deposits with building societies	Short Term: F1+/F1 Support: 1,2,3 Long Term: minimum 'AA-'/A	£3million/£2million
Deposits with Debt Management Account – Deposit Facility (DMADF)		£no upper limit *

Fitch Ratings is an international credit rating agency (one of three nationally recognised rating agencies alongside Moody's and Standard & Poor's). Fitch Rating's long-term credit ratings are set up along a scale from 'AAA' to 'D' where 'AAA' designates the best quality companies, reliable and stable through to 'D' where the company has defaulted on obligations and Fitch believes that it will generally default on all or most of its obligations. Fitch's short term ratings indicate the potential level of default within a 12 month period. F1+ is the best quality grade, indicating exceptionally strong capacity of obligor to meet its financial commitment

At 30 September short term investments comprise:

	31 March 10 £	30 Sept 10 £
Deposits with Banks/Building Societies	8,360	15,850
<b>Total</b>	<b>8,360</b>	<b>15,850</b>

\* Investments with the DMADF are guaranteed by HM Treasury. Following advice from the Council's treasury advisors, from a credit perspective no upper limit was imposed on investments with the DMADF.

**5.2 Income from investments**

An investment income target of £87k has been set for 2010/11 using a projected return rate of 0.75% – 1.50 %. During the past financial year bank base rates have dropped to 0.5% and current indications are projecting minimal upward movement for the short term.

In the period to 30 September 2010 the Council received income from investments of £47k. In order to maximise available returns within our risk criteria the Council placed £1million in a one year deposit attracting 1.85%. Accrued interest on this deposit is included in the figures referred to above.

Details of the Council's performance for the Treasury Management function during the first half of 2010/11 are included at Appendix 9.

**6.0 EFFICIENCY SAVINGS**

As part of the budget round for 2010/11 a number of efficiency savings were approved. These challenging targets were allocated across all services as detailed in Appendix 4. To date the efficiency savings total £281k for 2010/11.

**7.0 REVENUE BALANCES AND EARMARKED RESERVES**

**7.1 Revenue Balances**

The revenue balances brought forward at 1 April 2010 were £1.266m. It is anticipated that a further £134k will be transferred to balances during 2010/11, however of this £2.5k has been released to fund the proposed dissolution of Lickey End Parish Council.

**7.2 Earmarked Reserves**

The Council maintains a number of reserves which have been set up to earmark resources for future spending plans. The funding to be utilised from these reserves equates to £135k. Details are shown in Appendix 5.

**8.0 CAPITAL RECEIPTS**

8.1 The Capital Programme was approved by Members in January 2010, the effect of the level of Capital Spend to 2012/13 on capital receipts is estimated below:



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<b>Capital Programme</b>	<b>2010/11 £'000</b>	<b>2011/12 £'000</b>	<b>2012/13 £'000</b>
Balance b/fwd	5,133	2,032	905
Actual funding to date (April – Sept)	-898		
Estimated use for the remainder of the year	-2,303	-1,227	-226
Received in year	100	100	100
Balance c/fwd	2,032	905	779

- 8.2 The figures in the above table include general capital receipts for the funding of projects throughout the District. In addition, an estimate of capital receipts has been made of £100k per annum in relation to any sales of assets.

### **9. FINANCIAL IMPLICATIONS**

- 9.1 Covered in the report.

### **10. LEGAL IMPLICATIONS**

- 10.1 None

### **11. POLICY IMPLICATIONS**

- 11.1 None

### **12. COUNCIL OBJECTIVES**

- 12.1 Performance reporting & management links to the Improvement objective

### **13. RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS**

- 13.1 Risk considerations covered in the report. There are no Health & Safety considerations

### **14. CUSTOMER IMPLICATIONS**

- 14.1 Performance Improvement is a Council Objective

### **15. EQUALITIES AND DIVERSITY IMPLICATIONS**

- 15.1 None.

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**16. VALUE FOR MONEY IMPLICATIONS, PROCUREMENT AND ASSET MANAGEMENT**

16.1 None

**17. CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY**

17.1 None

**18. HUMAN RESOURCES IMPLICATIONS**

18.1 None

**19. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS**

19.1 Sound performance management and data quality are key to achieving improved scores in the Use of resources judgement. This performance report supports that aim.

**20. COMMUNITY SAFETY IMPLICATIONS INCLUDING SECTION 17 OF CRIME AND DISORDER ACT 1998**

20.1 None

**21. HEALTH INEQUALITIES IMPLICATIONS**

21.1 Not applicable

**22. LESSONS LEARNT**

22.1 Not applicable

**23. COMMUNITY AND STAKEHOLDER ENGAGEMENT**

23.1 None

**24. OTHERS CONSULTED ON THE REPORT**

Portfolio Holder	No
Chief Executive	No
Executive Director (S151 Officer)	Yes
Executive Director – Leisure, Cultural,	No

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Environmental and Community Services	
Executive Director – Planning & Regeneration, Regulatory and Housing Services	No
Director of Policy, Performance and Partnerships	Yes
Head of Service	Yes
Head of Resources	No
Head of Legal, Equalities & Democratic Services	No
Corporate Procurement Team	No

**25. WARDS AFFECTED**

All

**26. APPENDICES**

- Appendix 1 Performance Summary for April – Sept 2010
- Appendix 2 Detail Performance report for April – Sept 2010
- Appendix 3 Detailed figures to support the performance report
- Appendix 4 Efficiency Savings 2010/11
- Appendix 5 Current Position (April – Sept) on Earmarked Reserves
- Appendix 6 Virements for approval by Cabinet
- Appendix 7 Customer Feedback
- Appendix 8 Outstanding debts as at 30<sup>th</sup> September 2010
- Appendix 9 Performance for the Treasury Management Function for April – Sept 2010

**27. BACKGROUND PAPERS**

None

**28. KEY**

- PI - Performance Indicator
- NI - National Indicator ( a PI defined by government and used by all Councils)

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- LPI - Local Performance Indicator – (a PI defined by Bromsgrove, District Council to measure performance on local priorities)
- CAA - Corporate Area Assessment – the methodology used by the Audit Commission to judge the performance of Councils and partners

**AUTHORS OF REPORT**

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