

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – 11 JUNE 2013

Report Title	2012/13 QUARTER 4 PERFORMANCE MANAGEMENT REPORT
Key Decision	a) Financial - No b) Community - No
Contacts	Councillor Richard Blunt 01530 564510 richard.blunt@nwleicestershire.gov.uk Chief Executive 01530 454500 christine.fisher@nwleicestershire.gov.uk Director of Services 01530 454555 steve.bambrick@nwleicestershire.gov.uk
Purpose of report	The report provides members of the Cabinet with information on the performance and progress made against the Council Delivery Plan actions and performance indicators for Quarter 4 (Jan – Mar).
Reason for Decision	The Quarter 4 Performance & Finance Report is provided for Members to effectively monitor the organisation’s performance.
Council Priorities	The report addresses performance against each of the Council’s four Priorities for 2012/13
Implications	
Financial/Staff	The report contains summary performance data on staff management & financial information.
Link to relevant CAT	The report links to the work of all Corporate Action Teams.
Risk Management	Risk management is applicable to all areas of the Council's statutory duties and service provision. Any relevant risks relating to actions set out in the Council Delivery Plan are managed through the Corporate Risk Register.
Equalities Impact Assessment	Equality Impact Assessments undertaken in line with the Corporate timetable during 2012/13.
Human Rights	No direct implications.

Transformational Government	No direct implications.
Comments of Head of Paid Service	The report is satisfactory.
Comments of Section 151 Officer	The report is satisfactory.
Comments of Monitoring Officer	The report is satisfactory.
Consultees	Corporate Leadership Team has been consulted on this report.
Background papers	(1) Council Delivery Plan 2012/13 (http://www.nwleics.gov.uk/files/documents/council_delivery_plan_201213/CDP%20final.pdf)
Recommendations	THAT CABINET RECEIVES AND COMMENTS ON THE QUARTER 4 PERFORMANCE REPORT (JANUARY – MARCH 2013).

Executive Summary

1. Background

- 1.1 This report summarises the Council's performance to the end of Quarter 4, covering the period from January to March 2013. The report includes a summary of performance against actions and performance indicators set out in the Council Delivery Plan for Quarter 4 of 2012/13, along with an overview of finance, sickness absence and health and safety performance information.

2. Performance for Quarter 4 of 2012/13

2.1 Performance against the Council Delivery Plan

During Quarter 4, the Council had 36 actions linked to 36 milestones. 29 of the 36 milestones (81%) set out for the Quarter were achieved. Of the remaining 7 milestones, 4 are off track (red) and 3 under control (amber). 14 actions were not progressed during the Quarter as they were dependent on actions in the previous quarter which were either rescheduled to 2013/14 or not applicable.

Of the 48 performance indicators set out for the Quarter, 85% (41 indicators) were on or above target, an improvement from the 79% achieved during Quarter 3.

Key achievements during Quarter 4:

- 38% of total spend during the year was with small and medium-sized enterprises (SME's) an increase from 30% in the previous year.
- 99.2% of National Non Domestic Rates (NNDR) collected during 2012/13, this is the highest in Leicestershire.
- 91% of customers were very/fairly satisfied with the planning service, an improvement of 4% when compared to the same period of 2011/12. During 2012/13, average satisfaction with the planning service was 90%, an improvement of 7% when compared to 2011/12.
- There has been a 50% reduction in dog fouling in hot spot areas with 90% and 100% reduction in two areas.
- A total of 91 affordable homes were delivered during 2012/13, an increase of 31 when compared to 2011/12.

2.2 Finance Performance

At the end of Quarter 4, the Council's forecast General Fund budget will be approximately £280,000 underspent. Budgets continue to be closely monitored for all areas on a monthly basis by CLT.

2.3 Management of Absence Performance

Cumulative sickness absence levels of 8.86 days per full time equivalent member of staff is above the target of 8 days for 2012/13, the main reason for absence during the year was Musculo-Skeletal problems.

The corporate target for 2013/14 has been set at a reduction to 7.5 working days per full time equivalent. Individual targets for all team areas have also been established, taking into account the previous levels and the nature of the work undertaken. The management of absence remains a key priority for CLT and managers across the Council.

2.4 Health & Safety Performance

In Quarter 4 2012/13, actual numbers of accidents to employees was 11, which is comparable with the number of accidents recorded in the previous Quarter and 2 more than the same period in 2011/12. The highest number of accidents by type in Quarter 4 were due to slips/trips/falls where 5 accidents were reported.

To reduce future accidents of the type reported, managers are asked to review each incident and detail the actions they will take to reduce such accidents. This could include actions such as undertaking a risk assessment review or arranging for attendance at a manual handling course.

Council Delivery Plan - Performance Highlights

Business & Jobs

- The 2013 Coalville Town Centre events programme has been confirmed, partners include Mantle Arts, Coalville Town Team, Belvoir Shopping Centre, Coalville Market, Snibston Discovery Park and Stephenson College.

Green Footprint Challenge

- Two Green Flag school environment awards were achieved during 2012/13 - Woodstone Primary and Snarestone Primary.
- The Green Footprints Challenge Annual Awards resulted in 5 category winners including Children & Young People, Partnerships & Community groups and Sustainable Urban Design.
- 53% of all street cleansing waste has been recycled or composted in 2012/13, an increase of 18% when compared to 2011/12.

Safer & Healthier Districts

- 47.1% (estimated) of waste was recycled and composted, an increase of 1% when compared to 2011/12.
- There has been an average 50% reduction in dog fouling in hot spot areas with 90% and 100% reduction in two areas.

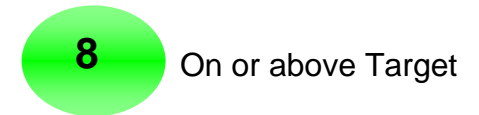
Value for Money

- The annual target set for the amount of membership income at Hermitage and Hood Park LC's has been exceeded by £11,960 to over £785,000.

CDP ACTIONS/MILESTONE



CDP INDICATORS











Future Plans – 2013/14

- To increase the proportion of waste recycled through increasing participation in the kerbside recycling service to 48%.
- Deliver Supporting Leicestershire Families program across the district.
- Deliver Don't Muck Around Campaign 2013-14. Focussing on Trade Waste, Lorry Litter, Dog Fouling and Littering
- To deliver National Forest projects in partnership, which inspire people to live a greener lifestyle.
- Develop NWLDC attendance at community events to deliver key council messages to promote a reduction in avoidable contacts and raise awareness of council services.

Table 1 - Community Services actions not on track at the end of Quarter 4

During 2012/13 we said we would:	Quarter 4 Milestone to achieve this:	Status	Progress
SHD-SSC-SP-SSC01 To work with partners to reduce crime and anti-social behaviour (by delivering the Partnership action plan))	All Q4 actions within the Safer North West Partnership Community Safety Action Plan are complete	Amber	At year end 79 out of 92 (86%) of actions contained within the 2012/13 Safer North West Partnership Action Plan completed. 10 of the outstanding actions were not progressed by the partnership and the remaining 3 will be completed during 2013/14.

Community Services Performance Indicators on or above target for Quarter 4

Performance Indicator	Target	Actual	Status
CS-SP-WS-01 (Waste Services) - Percentage of waste recycled and composted	46%	47.1%	
CS-SP-WS-02 (Waste Services) - Kgs of waste sent to landfill per household (low is good)	520 kgs	520 kgs	
CS-SP-LS-02 (Cultural Services) - Number of leisure centre users (Cumulative)	1,125,000	1,130,739	
CS-SP-CS-02 (Cultural Services) - Number of Tourist Information Centre Enquiries	6,000	8,969	
CS-SP-LS-01 (Leisure Services) - The amount of membership income at Hermitage and Hood Park LC's (Cumulative)	£775,490	£787,450	
CS-SP-SA-02 (Street Action) - Process DFG enquiry to 1st contact within 5 working days	95%	100%	
CS-SP-SA-01 - Number of empty homes brought back into use (Annual PI)	5	8	
CS-SP-SSC-01 Number of Green Footprint Community network meetings held	1	1	

Council Delivery Plan – Performance Highlights

Safer & Healthier District

- A total of 91 affordable homes were delivered during 2012/13, an increase of 31 when compared to 2011/12.
- Southworth Close Breedon Exception Site received full planning permission and work on site commenced before the end of the financial year with an anticipated completion date of March 2014. This scheme, providing 10 affordable homes for local people, was brought forward with funding support from NWLDC & Leicestershire County Council New Homes Bonus
- Decent Homes Improvement Programme 2012/13 (yr.1) completed on 31st March. Overall satisfaction with the programme was 94%, an improvement of 2% when compared to the 2011/12 programme.

Value for Money

- 91% of new tenants were very satisfied/satisfied with the allocation and letting process giving an actual year end performance of 93%, and is an improvement of 7% when compared to 2011/12.

CDP ACTIONS/MILESTONES

3 Failing

1 Under Control

5 On Track

CDP INDICATORS

3 Below Target

9 On or above Target










Future Plans – 2013/14

- To improve the quality of our Council tenants homes through the delivery of the Decent Homes Improvement Programme, ensuring that an additional 1560 homes meet the Decent Homes standard by the end of the year.
- To complete a pilot scheme examining retrofit green technologies for Council tenants homes.
- To work with our partner Housing Associations and other means, to deliver a programme creating an additional 120 affordable homes across the District.




Table 2 - Housing Services actions not on track at the end of Quarter 4

During 2012/13 we said we would:	Quarter 4 Milestone to achieve this:	Status	Progress
BNJ-HM-SP-HM02 To promote public engagement in the provision of public services, Housing Management will develop a Tenant Scrutiny Panel to meet the needs of Reform of Social Housing Regulation by September 2012	Panel to have developed agreed term of reference, schedule of meetings and future workplan	Amber	Terms of Reference agreed and the schedule of meetings and future work plan are being developed as part of the training being undertaken which is due for completion in April 2013.
VFM-HM-SP-HM02 To improve the quality of our customer services, Housing Management will carry out a review of garages/garage sites to determine long term viability of each location	Gain CLT/Cabinet approval for proposed strategy for each site, including implementation timetable	Red	Capacity to complete the review has now been identified and work will be completed by the end of Q2 2013/14
VFM-HM-SP-HM03 To improve the quality of our customer services, Housing Management will undertake a review of their sheltered housing schemes for empty and occupied.	Q4 - 1 of 2 Complete reviews of Phase 3 schemes and report outcomes to CLT	Red	Resources have been prioritised to prepare our customers and staff for the significant changes required as a result of Welfare Reform delaying the progress made against this action. Of the three schemes, Cabinet has approved the preferred option for one scheme to dispose and the marketing of the scheme will be undertaken in Q1 of 2013/14. The Task & Finish Group has completed the evaluation of another scheme and are further exploring the preferred option. A review of the third scheme will be undertaken in 2013/14.
VFM-HM-SP-HM03 To improve the quality of our customer services, Housing Management will undertake a review of their sheltered housing schemes for empty and occupied.	Q4 - 2 of 2 Implement outcomes from Phase 2 scheme reviews	Red	As above

Housing Services Performance Indicators on or above target for Quarter 4

Performance Indicator	Target	Actual	Status
HCS-SP-TTT-HM-02 (Housing Management) - Percentage of new tenants satisfied with the allocation and letting process	85%	91%	
HCS-SP-TTT-OPS-01 (Older Persons Services) - All new customers to have a support plan within 6 weeks of tenancy start date	100%	100%	
HCS-SP-TTT-HRI-01 (Housing Repairs) - % of Emergency repairs completed on time - within 24 hours	99.25%	99.91%	
HCS-SP-TTT-HRI-03 (Housing Repairs) - % total repairs completed within target	97%	100%	
HCS-SP-TTT-PBS-01 (Performance & Business Support) - Avg no of days to resolve stage 1 complaints	10 days	9 days	
HCS-SP-TTT-PBS-02 (Performance & Business Support) - Quality of call response by Control Centre	99%	99%	
HCS-SP-TTT-PBS-03 (Performance & Business Support) - % of customers satisfied with the complaints process	75%	75%	
HS-SP-SH-01 (Strategic Housing) Reduction in gross B&B expenditure	£120,000	£90,422	
HS-SP-SH-02 (Strategic Housing) No's of affordable homes delivered gross	90	91	

Housing Services Performance Indicators below target for Quarter 4

Indicator	Target	Actual	Status	Comments
HCS-SP-TTT-HM-03 (Housing Management) - % of dwellings vacant but unavailable	2.37%	2.80%		A pro-active approach is taken to ensure that properties are advertised regularly through the Choice Based Lettings Allocations system, including properties in low demand. A further 6 properties have been held to be used for temporary moves for vulnerable people who are unable to manage the disruption caused by the improvement work being undertaken as part of the Decent Homes Improvement Programme. This together with an increase in the number of properties requiring extensive works to bring them to the void lettable standard, (a standard we have agreed with our involved tenants) has resulted in more properties being unavailable at the end of the quarter
HCS-SP-TTT-HRI-02 (Housing Repairs) - % total responsive repairs completed within target satisfaction	88%	82%		Quarter 4's performance is an improvement from the previous quarter, Year to date performance is 83% and is a drop of 6% when compared to 2011/12. Investigation into dissatisfied tenants has identified a number of issues i.e. unable to complete the work earlier than appointed (due to increase in call volumes as a result of the cold spell of weather experienced during the quarter and category of job). Survey form is to be reviewed in 2013/14 to encourage more tenants to complete survey as we are currently experiencing a less than 10% response rate which means the results are of questionable validity.
HCS-SP-TTT-HM-01 (Housing Management) - Percentage of rent loss through vacant dwellings	0.75%	0.83%		As more properties benefit from improvement works as part of the Decent Homes Improvement Programme, some properties are remaining empty for longer increasing the level of rent loss. Performance is monitored on a weekly basis to ensure properties are available to allocate at the earliest opportunity.

Regeneration & Planning

Council Delivery Plan – Performance Highlights

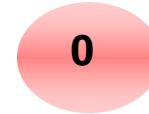
Business and Jobs

- The Business Focus team co-ordinated and delivered a redundancy support session for Schlegel employees following the firm's administration. The Schlegel support session was well received by staff of Schlegel, the Schlegel directors, Springfields (Schlegel's administrators and Unite (Schlegel's union) with 70 (21%) of Schlegel's former staff attending.
- Partners who joined NWLDC at the support session included; the Coalville CAB, MRC, HMRC, LCC Adult Learning, Stephenson College, In Training, Apricot Training, Wheels 2 Work, Care Plus EM, Job Centre Plus and a series of local and specialist recruitment agencies.
- 48 job seekers took part in the Spar sector based work academy (government initiative to help those who are ready for work and receiving benefits to secure employment) supported by NWLDC and JCP of whom 14 undertook further training through Care Training East Midlands. Spar has subsequently made 6 offers of employment.

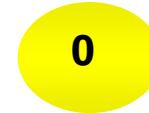
Value for Money

- 91% of customers were very/fairly satisfied with the planning service, an improvement of 4% when compared to the same period of 2011/12.
- 88% of major planning applications processed within period agreed with applicant – target 85%

CDP MILESTONES



Failing



Under Control



On track

CDP INDICATORS



Below target



On or above target


Future Plans - 2013/14

- Prepare for Community Infrastructure Levy (CIL)
- Delivering a Coalville Action Plan
- Delivering a North West Leicestershire 'Economic Growth Plan'
- Developing a design guide for planning applications in the district

Regeneration & Planning Performance Indicators on or above target for Quarter 4

Performance Indicators	Target	Actual	Status
PE-SP-PD-01 (Planning & Development) - % of customers very satisfied or satisfied with the Planning Service	85%	91.20%	
NI157a (Planning & Development) - % of major planning applications processed within period agreed with applicant	85%	87.50%	
NI157b (Planning & Development) - % of planning applications determined within 8 weeks for minor applications	65%	72.35%	
NI157c (Planning & Development) - % of planning applications determined within 8 weeks for other applications	80%	84.12%	
PE-SP-BC-02 (Building Control & land Charges) - % number of searches retained by the local authority (Q2 & Q4 only)	75%	77%	
PE-SP-PPBF-01 Vacancy rates in Coalville and Ashby Town Centres	1	1	

Regeneration & Planning Performance Indicators below target for Quarter 4

Indicator	Target	Actual	Status	Comments
PE-SP-BC (Building Control) -01 Full Plan applications checked within 12 working days	90%	77%		End of year leave, and sickness within the team has further reduced plan checking performance during the quarter.

Finance Services

Council Delivery Plan – Performance Highlights

Business & Jobs

- 38% of total spend during the year was with small and medium-sized enterprises (SME's), this is an increase from 30% in the previous year.
- We now have 604 businesses signed up on Buy Local including 259 within North West Leicestershire.

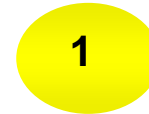
Value for Money

- 99.2% of National Non Domestic Rates (NNDR) collected during 2012/13, this is the highest in Leicestershire.
- Pre 2012/13 Council Tax Arrears have reduced from £2.09 million to £1.25 million although in year collection was slightly below target.
- The time taken to process Housing Benefit/Council Tax Benefit change events reduced to 9 days in the fourth quarter and compared to a target of 17 days.

CDP ACTIONS



Failing



Under Control



On track

CDP INDICATORS



Below target



On or above target







Future Plans – 2013/14

- Refresh of Medium Term Financial Strategy
- Preparations for Universal Credit and other Welfare Reforms
- Development of ICT Strategy
- Further Development of finance systems and processes.









Table 3 - Finance Services actions not on track at the end of Quarter 4

During 2012/13 we said we would:	Quarter 4 Milestone to achieve this:	Status	Progress
GFC-PS-SP-PS01 To improve the energy efficiency of existing Council assets by undertaking efficiency audits of all buildings and updating the Opportunity database, to enable delivery of efficiency schemes as agreed by the Greener CAT	Monitor and evaluate improvements and report to Greener CAT	Amber	Awaiting to receive costs from our contractors to progress this further.
BNJ-P-SP-P02 Enable small and medium sized enterprises and the voluntary sector to participate in procurement activities across the public sector	Consult with these sectors as to how successful the initiative has been and report the findings to CLT.	Red	Not yet completed, although positive feedback on the buy local initiative has been received.


Finance Services Performance Indicators on or above target for Quarter 4

Performance Indicators	Target	Actual	Status
FS-SP-FP-01 (Finance Services) - External Suppliers paid within 30 days	98%	99%	
LDS-SP-PS-01 (Property Services) - Commercial Property Occupancy Rates	85%	90%	
LDS-SP-PS-02 (Property Services) - All buildings/land surveyed and agreed works completed (Cumulative)	100%	100%	
LDS-SP-PS-03 (Property Services) - Implement strategic Asset Management in line with the Best Practice guidance of the Royal Institution of Chartered Surveyors 2007 (Cumulative)	20%	30%	
LDS-SP-PS-04 (Property Services) - Asset challenges are undertaken on all property assets to ensure that they are required, are fit for purpose and provide value for money. This includes an assessment of current and future needs combined with fundamental property reviews. Under performing assets are rationalised or declared surplus to requirements and a disposal strategy is agreed (Cumulative)	10%	40%	
FS-SP-RB -01 (Revenues & Benefits) - Time taken to process new Housing Benefit/Council Tax Benefit claims	23	23	

Finance Services Performance Indicators on or above target for Quarter 4

Performance Indicators	Target	Actual	Status
FS-SP-RB-02 (Revenues & Benefits)- Time taken to process Housing Benefit/Council Tax Benefit change events	17	9.16	
FS-SP-RB-06 (Revenues & Benefits) - Fraud Sanctions (this PI measures the number of high value investigations undertaken that have resulted in a Fraud Sanction being administered against a fraudulent claimant. Sanctions include official cautions, Administrative Penalties or Prosecutions).	25.5	28.8	
FS-SP-RB-04 - (Revenues & Benefits) - Proportion of national non-domestic rates (NNDR)	98.2%	99.2%	
FS-SP-RB-05 - Council Tax Arrears (Annual)	£1,700,000	£1,250,000	
FS-SP-RB-06 - Fraud Sanctions (Annual)	34	36	
FS-SP-RB-07 (Revenues & Benefits) - Average number of days to process new claims and change events (right time)	18	10.5	
FS-SP-RB-08 - (Revenues & Benefits) - HB overpayments recovered (All Debt)	45%	46.41%	
FS-SP-RB-09 - Non Domestic Rates Arrears (Annual)	£1,200,000	£280,000	

Finance Services Performance Indicators below target for Quarter 4

Indicator	Target	Actual	Status	Comments
FS-SP-RB-03 - (Revenues & Benefits) - Proportion of Council Tax collected	98.30%	97.76%		Council Tax Collection has improved when compared to the 2011/12. We will be revising the recovery strategy for 2013/14 to take into account the new debt created by the LCTS scheme. We will also be fast tracking debt to ensure that post liability order recovery options can be fully considered/utilised during the financial year.

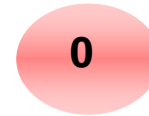
Legal & Support Services

Council Delivery Plan – Performance Highlights

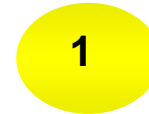
Value for Money

- The income from the sale of legal services externally was £50K. This was against a target for 2012/13 of £35K and represents 15.5 % of the controllable expenditure for the service.
- Legal services were awarded LEXCEL accreditation for the 5th year running. LEXCEL is the national standard for legal practice management and is run by The Law Society. The team scored highly in the areas of client care, risk management and case management. The team is one of only 42 of 236 districts in the country to have been awarded LEXCEL.

CDP ACTIONS



Failing

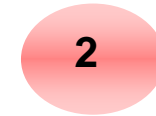


Under Control



On track

CDP INDICATORS



Below target



On or above target





Future Plans – 2013/14

- To maximise income opportunities within Environmental Health.
- Delivery of the communications strategy and action plan, which directly supports the Council's strategic direction.
- To further reduce the level of crime and disorder associated with licensed premises (Licensing Act 2003) by undertaking a review of policies.
- Delivery of the communications strategy and action plan, which directly supports the Green Footprints Challenge.



Table 4 - Legal & Support Services actions not on track at the end of Quarter 4

During 2012/13 we said we would:	Quarter 4 Milestone to achieve this:	Status	Progress
VFM-PBS-SP-PBS06 To ensure that customers can access the services they need, and to improve the performance of customer services, we will implement the findings of the strategic review for customer services - Performance & Business Support	Deliver agreed targets outlined in the strategic review for the quarter.	Amber	Consultant recruited to assist and sense check preparations for Welfare Reform. Reviewed reception area with a view to implementing automated ticketing system and forecast planning for assisting in resource management of Customer Services.

Legal & Support Services Performance Indicators on or above target for Quarter 4

Performance Indicators	Target	Actual	Status
LSS-SP-EH-01 (Environmental Health) - % of food establishments within the District deemed to be broadly compliant with food hygiene law on 31st March 2013	92%	92%	
LSS-SP-LS-01 (Legal Services)- % of overall expenditure generated in external income (Cumulative)	3%	15%	
LSS-SP-LS-02 (Legal Services) - % of clients satisfied or very satisfied with services received	90%	100%	
LSS-SP-DS-01 - Annual Canvass Response Rate	96%	96%	

Legal & Support Services Performance Indicators below target for Quarter 4

Indicator	Target	Actual	Status	Comments
LSS-SP-EH-02 - % of vehicles passing the 'on the spot' depot inspection first time	70%	45%		45% of vehicles pulled in to have an on the spot check done passed the inspection first time. Target not achieved due to poorly maintained vehicles which is beyond our control.
LSS-SP-EH-07 - Number of firework displays within voluntary registration scheme	6	2		The voluntary registration scheme was developed in 2012. 2 premises registered their event on the registration scheme. Scheme was advertised but a poor take up resulted in target not been achieved.

Finance

This section sets out the provisional financial position of the Council for the year ending 31st March 2013. The Council set its Revenue Budget at £10.533m on 23rd February 2012. A nil increase in council tax was also agreed for the third year running.

General Fund – Summary of Net Expenditure 2012/13

SERVICE	ORIGINAL BUDGET NET £	FORECAST OUTTURN NET £	FORECAST VARIANCE NET £
Chief Executive's Department	£4,325,390	£4,209,690	-£115,700
Director of Services	£5,447,700	£5,312,290	-£135,410
Non-distributed Costs	£95,980	£121,120	£25,140
Corporate & Democratic Core	£71,280	£61,950	-£9,330
NET COST OF SERVICE	£9,940,350	£9,705,050	-£235,300
Net recharges from General Fund	-£1,091,250	-£1,091,250	0
NET COST OF SERVICES AFTER RECHARGES	£8,849,100	£8,613,800	-£235,300
Corporate Income and Expenditure			
Net Financing Costs	£1,034,940	£1,119,940	£85,000
Investment Income	-£45,000	-£45,000	£0
Corporate Contingency	£230,000	£100,000	-£130,000
NET REVENUE EXPENDITURE	£10,069,040	£9,789,040	-£280,000
Contribution to (from) General Fund Balance	£464,130	£464,130	£0
AMOUNT TO BE MET FROM GOVERNMENT GRANT AND COUNCIL TAX (Budget Requirement)	£10,533,170	£10,252,870	-£280,300

SERVICE	ORIGINAL BUDGET NET £	FORECAST OUTTURN NET £	FORECAST VARIANCE NET £
Financed by:			
Revenue Support Grant	£93,000	£93,000	£0
Redistributed National Non-Domestic Rates	£4,662,000	£4,662,000	£0
Council Tax Freeze Grant	£283,000	£283,000	£0
New Homes Bonus	£463,300	£463,300	£0
Transfer from Collection Fund	£33,870	£33,870	£0
Council Tax	£4,998,000	£4,998,000	£0
TOTAL FUNDING AVAILABLE	£10,533,170	£10,533,170	£0

Comments on major General Fund variances to the end of Quarter 4

Chief Executive's Directorate – underspent £116k

- Across the Chief Executive's Directorate, there are a number of minor over and underspendings within the directorate which net off against a £135k underspend on salaries.
- Benefits expenditure is forecast to be £36k underspent (Rent Allowances and Rent Rebates, partly offset by overspends on Council Tax Benefit and Bed & Breakfast).
- Rent on Industrial units is forecasted to be £23k under budget.

Director of Services – underspent £135k

- Overspending on external legal fees and advice relating to planning appeals and the second Bardon Grange planning application - £140k
- Increased Recycling Income and Land Charges income -£114k and £50k respectively
- Income shortfall on Building Control - £75k. This is due to a continued downturn in demand, an over optimistic forecast of income at the start of the year and a reduction in the levels of fees charged.
- Equalities, Stronger and Safer Communities and Refuse - Underspend on Salaries -£102K
- Street Action – underspend on Salaries -£65k

Contingency and Financing Cost

- We are forecasting that £130k of the contingency will not be required and that the overspending of £85k on Financing Costs identified in Quarter 1 will be confirmed.

Housing Revenue Account Summary to end of Quarter 4

HRA SUMMARY - EXPENDITURE	2012/13 Budget	2012/13 Forecast Outturn	2012/13 Forecast variance
Total Repairs and Maintenance	£4,588,000	£4,515,000	-£73,000
Supervision & Management			
General	£1,968,000	£1,963,000	-£5,000
Special / Supporting People	£248,000	£169,000	-£79,000
Total Supervision & Management	£2,216,000	£2,132,000	-£84,000
Provision - Doubtful Debts	£60,000	£60,000	0
Capital Financing			
Depreciation - MRA & other	£4,008,000	£4,008,000	0
Debt Management Expenses	£2,000	£2,000	0
Total Capital Financing	£4,010,000	£4,010,000	0
Housing Subsidy Payment to National Pool	0	£41,000	-£41,000
TOTAL EXPENDITURE	£10,874,000	£10,676,000	-£198,000

HRA SUMMARY – INCOME	2012/13 Budget	2012/13 Forecast Outturn	2012/13 Forecast variance
Rent Income			
Dwellings	-£15,228,000	-£15,230,000	-£2,000
Service Charges	-£303,000	-£301,000	£2,000
Garages & Sites	-£78,000	-£88,000	-£10,000
Other	-£26,000	-£26,000	0

HRA SUMMARY – INCOME	2012/13 Budget	2012/13 Forecast Outturn	2012/13 Forecast variance
Total rent income	-£15,635,000	-£15,645,000	-£10,000
NET COST OF SERVICE (Total rent income less total expenditure)	-£4,761,000	-£4,969,000	-£208,000
Capital Financing - Existing Loans	£175,000	£175,000	0
Capital Financing - Self Financing Loans	£3,675,000	£3,257,000	-£418,000
Investment Income	-£25,000	-£25,000	0
Premature Loan Redemption Premiums	£24,000	£24,000	0
Total Financing costs	£3,849,000	£3,431,000	-£418,000
Net Operating Expenditure (net cost of service less total financing costs)	-£912,000	-£1,538,000	-£626,000
Revenue Contribution to Capital	0	0	0
Contingency	0	0	0
NET (SURPLUS) / DEFICIT	-£912,000	-£1,538,000	-£626,000

Comments on HRA variances to end of Quarter 4

- The budgeted financing costs of the new Housing self-financing regime were calculated in January prior to the actual figures being available and were based on an assumed higher level of 'take on' debt and a higher level of interest charges. The actual costs are £417k lower in 2012/13. Note that this lower cost is already built into the approved HRA Business Plan, and the higher level of balances built up by this are programmed to be required in future years.
- Net increase in Employee related costs of £48k mainly due to customer services & other agency costs. Also forecast increase in Council tax for empty properties £12k. Forecast reductions of £15k in external audit fees, £15k in Contract Cleaning, £15k Bereavement allowance, £7k Tenant removal expenses and £11k for Energy Performance Certificates.
- In Special/Supporting People the Older Person's Service is forecast to be £59k underspent, £19k of which relates to reduced costs of the responder service & £20k forecast underspend due to re-alignment of Midlands Telecare contract with financial years.

Capital Expenditure – Forecast Expenditure April 2012 to March 2013

	General Fund	Special Expenses	HRA
Approved Budget for the Year	£1,193,000	£187,000	£8,225,000
C/F from 2011/12	£325,000	£63,000	£15,000
Approved projects in year	£159,000	0	0
Total Budget for 2012/13	£1,677,000	£250,000	£8,240,000
Likely outturn for 2012/13 (provisional)	£1,360,000	£34,000	£5,900,000

- The lower than budgeted out turn on the General Fund is mainly due to the works that takes place from one period to another on Disabled Facilities Grant Work which will be now completed in 2013/14. This has resulted in £263k been carried forward into 2013/14.
- Special Expenses - A few capital projects have slipped into 2013/14 mainly due to unforeseen circumstances and delays in the projects.
- HRA underspend on capital is mainly due to Insulation works which are now expected to be carried forward to future years and decent homes which has slipped into 2013/14.

Management of Absence

Service	Number of Days lost per Quarter												Cum days lost to end Q4	Cumulative no of days lost per FTE			
	Quarter 1			Quarter 2			Quarter 3			Quarter 4				Q1	Q2	Q3	Q4
	Total	Long	Short	Total	Long	Short	Total	Long	Short	Total	Long	Short					
Chief Exe & HR	8.00	0	8.00	0	0	0	8.40	0	8.40	1.0	0.0	1.0	17.40	0.29	0.56	1.21	1.29
Com Services	499.96	266.00	233.96	558.15	424.00	134.20	551.5	395.5	155.9	160.2	41.6	118.6	1769.77	2.39	5.26	8.12	8.77
Finance	57.50	51.50	6.00	117.74	87.5	30.3	134.8	90.7	44.2	103.0	61.6	41.5	413.09	1.40	3.00	5.29	6.80
Housing Services	382.27	94.43	287.84	314.49	438.6	-124.1	341.4	210.6	130.9	256.9	158.4	98.5	1295.05	3.25	7.20	10.84	13.75
Legal & Support Services	7.51	0	7.51	423.83	262.4	161.4	-112.9	-191.8	78.9	198.2	103.8	94.4	516.62	0.22	6.40	4.72	7.44
Reg & Planning	55.38	37.00	18.38	-4.37	-4.4	0.1	44.1	25.2	18.9	33.8	10.00	12.7	117.80	1.16	1.77	3.68	4.46
All Directorates	1010.62	448.93	561.69	1409.84	1207.94	201.90	967.3	530.14	437.17	741.97	375.36	366.62	4129.73	2.17	5.2	7.37	8.86

Please note: Where there are negative figures in the table, these occur as a result of organisational structure changes, or when long-term absences have been reclassified as being disability-related.

- The Quarter 4 rate shows an increase to 8.86 working days lost per full time employee and is above the target of 8 days set for 2012/13. The outturn is an increase of 0.02 working days when compared to 2011/12.
- The overall rate has declined again during the final quarter of the year, which mirrors a slowing of the rate that happened in Q3. Standalone number of days lost per FTE during Q4 was 1.49 and is an improvement of 0.37 when compared to the same period of 2011/12.
- At the end of Q2 the annual rate was projected to be 10.4 days per fte, which fell to a projected rate of 9.8 days per fte at the end of Q3. There has been a relative fall in the percentage of short-term absences during 2012/13 when compared to the previous two years - the percentage of short-term absences has fallen to 38% of all absences, while in the previous two years the rates were around 50%.
- Return to work completion rates were high at 95%. Long-term absences are continuing to be reviewed on a weekly basis and reports are being issued to managers on a monthly basis.

Health & Safety

Accidents reported during Quarter 4	Manual Handling	Contact Fixed Object	Struck by Moving Object	Slip/Trip/Fall	COSHH	Other Injury	Total during Quarter 4	Total – Cumulative to Q4
2011/12	1	1	1	6	0	0	9	34
2012/13	4	1	0	5	0	1	11	57

Accidents

- There were 2 reports to the HSE under the RIDDOR regulations a member of the public dislocated a knee whilst playing football and a refuse operative cut his thumb on broken glass through his glove.
- Quarter 4, 2012/13 actual numbers of accidents to employees' is 11, which is consistent with the total accidents recorded in the previous quarter but an increase of 2 when compared to the same period of 2011/12. The highest number of accidents by type in the Quarter reported were due to Slip trip falls where 5 accidents were reported.

From the total of 11 accidents reported:

- Housing Services reported 2 accidents – various types
- Community Services reported 8 accidents of which 4 related to manual handling
- Legal & Support Services reported 1

To manage the accidents reported within the above areas, managers provide recommendations of actions they will take to reduce future incidents of such accidents i.e. undertake a risk assessment review, arrange for attendance at a manual handling course, notices provided to customers for them to inform staff of any spillages.

- During 2012-13 Quarter 4, there were no day's absences due to reported workplace accidents compared with 157 for the same period last year.
- Reported accidents to visitors were 97 to the end of Q4, an increase of 4 on last year's total of 93 by the end of Q4

Health & Safety

Accident statistics for employees in previous years

	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13
Actual incidents for the whole year	66	44	43	52	103	50	34	57
Sick days attributed to accidents at work	74	50	299	187	84	82	206	151*

Service	Quarter 4, 2012/13		Cumulative number of accidents	Cumulative days absence resulting from accidents
	Total accidents	Days absence resulting from accidents		
Chief Executive & HR	0	0	0	0
Community Services	8	0	38	3
Finance	0	0	1	0
Housing Services	2	0	14	162
Legal & Support Services	1	0	3	0
Regeneration & Planning	0	0	1	0
All Services	11	0	57	165*

*135 of the 165 cumulative day's absence is for one member of staff who suffered an accident during Quarter 4 of 2011/12.