

# Taunton Deane Borough Council

## Executive – 10 September 2014

### Financial and Performance Monitoring – Quarter 1 2014/15

#### Joint report of the Corporate Strategy and Performance Manager and the Finance Manager

(This matter is the responsibility of Executive Councillor Mrs Vivienne Stock-Williams)

#### **IMPORTANT NOTE –**

In order for this performance information to be debated in the most efficient manner at the Executive Committee, we would encourage Members who have queries with any aspect of the report to contact the appropriate officer(s) named (at the end of the report) before the meeting so that information can be collated in advance or relevant officers can be invited to the meeting.

#### **1. Executive Summary**

This report provides an update on the projected outturn financial position and the performance of the Council to the end of Quarter 1 of 2014/15 (as at 30 June 2014).

In order to capture the key variances we have concentrated on the more volatile areas and have taken a high level approach. In future quarters we will provide a more detailed report.

Monitoring the Corporate Strategy, performance indicators and budget is an important part of the Council's performance management framework. Regular scrutiny of its performance is an essential part of the Council's Governance framework.

The 2014/15 financial position for Quarter 1 is provided in section 2 of this report although a high level summary is also included in the Scorecard (section 3).

The overall financial position of the Council remains within 0.79% of the approved budget.

The current forecast outturn for the financial year 2014/15 is:

- General Fund Revenue is an underspend of £99k
- Housing Revenue Account (HRA) to have a surplus of £373k

Of the 55 performance measures reported this quarter, **39** are **Green** - on target (this compares to 33 in Q1 2013/14) and **1** is **Red** - significantly off target (this compares to 5 in Q1 2013/14).

#### **2. 2014/15 Financial Position – Quarter 1 Update (to 30<sup>th</sup> June 2014)**

## Introduction

- 2.1 This report provides an early indication of the potential variances that could be reported at the end of the financial year 2014/15. We have focused on those areas reporting large variances in the 2013/14 outturn report that were demand-led and affected by external factors.
- 2.2 Members will be aware from previous experience that the position can change between 'in year' projections and the final outturn position, mainly due to demand-led services. The budget monitoring process involves a detailed review of all budgets. Budget Holders, with support and advice from their accountants, regularly review the position and update their forecasts based on currently available information and knowledge of service requirements for the remainder of the year. As with any forecast there is always a risk that some unforeseen changes could influence the position at the year end, and a number of risks and uncertainties are highlighted within this report. However, the current forecast is considered to be reasonable based on current information.

## General Fund Revenue Account – 2014/15 Forecast Outturn

- 2.3 The overall financial position of the Council is that the General Fund outturn position is currently projected at a level 0.79% below that budgeted, i.e. a £99k underspend. However, it is feasible that this forecast could range from £50k to £100k below budget at this stage.
- 2.4 A summary of the General Fund Revenue Account budget and forecast for the year is included in **Annex A**.
- 2.5 The major underspends and overspends forecasted for year end relate predominantly to demand-led services where it is more difficult to predict income levels with certainty, and are summarised as follows:-
- 2.5.1 **Waste Collection and Recycling:** This service has a total income budget of £430k. The forecast outturn is £508k. Therefore this service is currently forecasting a net underspend against budget of approximately £78k. This is mainly due to an over-achievement of garden waste income due to an increase in demand for this service. This service is able to forecast their year end outturn with a high degree of accuracy as the majority of income is received before the start of the financial year as customers pay upfront. An element of volatility remains, however, due to the purchase of waste sacks throughout the year, the level of which is uncertain but expected to be c£30k.
- 2.5.2 **Parking:** This service has a total (controllable) net income budget of £2,511k. The forecast outturn is net income of £2,674k. Therefore this service is currently forecasting an under spend against budget of £163k. This is mainly due to an over-achievement of income received for penalties (£56k) and parking income (£89k). This service is not able to forecast their year end outturn with a high degree of accuracy as the majority of income is directly attributable to demand for public parking services within the town centre (approx. 94% of total income budget), which can be volatile. We would therefore caveat this forecast to say that the outturn position may range from a maximum underspend in the region of £200k to a position closer to budget.

2.5.3 **Planning Advice and Applications:** This service is demand-led and consequently income levels could change during the year. The budgeted income for 2014/15 is £709k. The forecasting tool used for this service is predicting that income will be approximately £715k, hence the variance of £6k being reported.

The Q1 income received of c£140k for 2014/15 is down compared to the same period in the previous two years (c£192k received in 2013/14 and c£252k received in 2012/13). The income received for 2013/14 was c£990k.

Whilst pre-application advice has been given regarding a number of major schemes that could result in planning applications being received this year, it should be noted that the Developers optimism in terms of time scale for submission of their planning application is not always precise. At the moment the information available to us suggests that the forecast outturn figure (£715k) will be met, but should be treated with caution. If an outline application were to be submitted on an Urban Extension, for instance Comeytrowe, this would significantly increase the income expected to be received.

2.5.4 **Crematorium & Cemeteries:** This service is currently forecasting a net overspend against budget of £248k, which is mainly attributable to an under-achievement of crematorium income of £302k (20.8% of the income budget). Whilst income did increase in February & March (c£160k income received per month), this has dropped again by approximately £20k per month in April (c£140k) and May (c£120k). When comparing Q1 this year to last year, we can see there has been a reduction of approximately 100 funerals. An analysis has been carried out of the referrals from funeral directors. This has shown reduced demand in Bridgwater and we surmise that this is as a result of using the new Bridgwater crematorium. We will continue to monitor this budget closely.

2.5.5 **Housing Benefits:** This service is currently forecasting a net underspend of £100k which represents less than 0.3% of the predicted spend of £33.2m in assisting claimants with their housing costs. This area is expected to report significant variances to budget at each quarter, and has done so over the past few years. This is due to this service being demand-led and experiencing continuous fluctuations in the number of people claiming benefits which is of course outside of the Council's control.

2.6 Further information regarding the above and other reported variances to budget, together with the management action that has been taken, or is planned, is included in **Annex B**.

### **General Fund - Risk and Uncertainty**

2.7 Budgets and forecasts are based on known information and the best estimates of the Council's future spending and income. Incomes and expenditures over the financial year 2014/15 are estimated by budget holders and then reported through the budget monitoring process. During this process risks and uncertainties are identified which could impact the financial projections, but for which the likelihood, and/or amount are uncertain.

2.8 The following risks have been identified though the Q1 process:-

2.8.1 **Fluctuation in demand for services:** We operate a number of demand-led services and the levels of demand do not always follow a recognisable trend. We therefore have to caveat the forecasts in these areas to account for fluctuations.

- 2.8.1 **Bed and Breakfast:** Whilst this service is currently not reporting a variance to budget, this is a demand-led service which tends to have higher levels of demand in the second half of the financial year.
- 2.8.2 **Business Rates:** As reported last year, there is a new and complex scheme in place which is being closely monitored by Revenues and Finance Teams. The current retained business rates forecast is on budget in line with the original NNDR1 (business rates estimates) return. There is a risk that the accounting treatment in relation to our provision for appeals at the end of the financial year could result in a change to our current forecast, and there is a need to continuously review and update these figures for each quarterly report.
- 2.8.3 **Year End Adjustments:** Certain items are not determined or finalised until the financial year end. For example the final assessment of provisions required for bad debts, and final allocations of support service recharges. These can result in potentially significant differences to current forecasts.
- 2.9 The Council carries protection against risk and uncertainty in a number of ways, such as insurances and maintaining reserves. This is a prudent approach and helps to mitigate unforeseen pressures.

### **General Fund Reserves**

- 2.10 The General Fund reserve balance at the start of the year was £2.480m. As yet, there have been no approvals for supplements or returns. If the current trend continues on all of the budgets highlighted above and the Council takes no further alternative action in the year, the potential underspend of £99k would be transferred to this reserve, increasing the projected balance to £2.579m at the end of the financial year (see **Annex C**). The projected balance for year end is above the current minimum balance of £1.5m required in the Council's financial strategy.

### **Forecast Outturn Summary – Housing Revenue Account**

- 2.11 The current forecast outturn for the Council's Housing Revenue Account (HRA) is a surplus of £373k (1.4% of budget). A summary of the HRA revenue budget and forecast for the year is included in **Annex D**.
- 2.12 The main variance being reported is **Rental Income**. Weekly rental income is currently due to over-achieve by £373k, based on rents in Q1. However this is subject to change throughout the year as void levels vary and an ongoing high level of Right to Buy applications will impact on the rental income received.
- 2.13 Further details of these and other variances against budget can be found of the variances in **Annex E**.

### **HRA - Risk and Uncertainty**

- 2.14 As with the General Fund, budgets and forecasts are based on known information and the

best estimates of the Council's future spending and income. Income and expenditure over the financial year 2014/15 is estimated by budget holders and then reported through the budget monitoring process. During this process risks and uncertainties are identified which could impact financial projections, but for which the likelihood and/or amount are uncertain.

2.15 The following risks have been identified through the Q1 process:-

2.15.1 **Rental Income:** As stated above, rental income fluctuates due to Voids and this may change the forecast outturn later in the year.

2.15.2 **Responsive Maintenance:** General Maintenance on dwellings is currently on target, however there is an ongoing backlog of maintenance linked to the bad weather earlier in the year, and generally higher levels of maintenance needed over winter months may put pressure on the budget.

2.15.3 **Voids:** Spend on voids continues to be monitored and although spend is currently on target, an increase in void numbers or an increase in the works needed on void properties to reach the Lettable Standard, would increase expenditure levels.

2.16 The Council carries protection against risk and uncertainty in a number of ways, such as insurances and maintaining reserves.

### **Housing Revenue Account Reserves**

2.17 The HRA reserves ("working balance"), at the start of the year were £3.059m. Following approved budget allocations during 2014/15, the budgeted balance is currently £2.171m, and is forecasted to be £2.544m at the end of the current financial year (see **Annex F**). This is above the minimum reserve level of £1.8m.

### **Budget Changes**

2.18 There are no new requested "Supplementary Estimates and Returns" in either the General Fund or HRA included in this report (see **Annex G**).

### **Deane DLO Trading Account**

2.19 At Q1 the DLO is forecasting a zero variance to budget and will be able to meet its target to contribute £101k to the General Fund.

2.20 The Trading Account Reserves Position balance brought forward of £470k (see **Annex H**) relates to a retained trading surplus of £205k, plus capital reserves set aside to support investment in the service: £25k for fuel tanks; and £240k to fund vehicle replacement.

2.21 As agreed within the transformation plan, continuous improvement of DLO services will enhance all aspects of operational efficiency and effectiveness. The DLO is continuing to implement the replacement IT system with a 'go-live' date scheduled for 1<sup>st</sup> September 2014, and work also continues on the Depot Relocation Project.

2.22 Due to the complexities and significant monies involved in the DLO operation, the year end

outturn forecast may change. It is anticipated that improvements to both management and financial reporting will result from the replacement of the DLO's costing system (COSY).

- 2.23 A Trading Account Summary and Reserves Position Statement for the DLO are included in **Annex H**. The trading account reserves are reported as part of the General Fund Earmarked Reserves balance.

### **Deane Helpline Trading Account**

- 2.24 The Deane Helpline is forecasting a year end outturn net deficit of £74k which is an underspend of £12k, against a budgeted cost of £86k.
- 2.25 A considerable amount of work has been undertaken throughout 2013/14 to reduce costs and to increase income; and although operating the service within existing budgetary constraints will continue to be challenging, every effort is being made to ensure that potential difficulties and problems are managed. The Q1 forecast outturn position is forecasting an underspend due to early indications that salary costs may be less than budgeted. This forecast will be revised each month as more information is received.
- 2.26 There are no funds held in the Deane Helpline Trading Account Reserve.
- 2.27 The fundamental service review of Deane Helpline to address the costs to the General Fund of operating the service is ongoing, and various options are being explored.

### **Forecast Outturn Summary – General Fund Capital Programme**

- 2.28 The General Fund approved Capital Programme for 2014/15 is £14,307k. This relates to schemes which will be completed over the next five years. Of this, Budget Holders have informed us that £7,018k is planned to be spent during 2014/15. The Council is supporting this investment through the use of Capital Grants and Contributions, Revenue Funding and Borrowing.
- 2.29 The major areas of capital spend planned for 2014/15 include £3.748m for the Blackbrook Pool Development; £530k of grant support for private and social sector housing, £671k related to the capital element of the JMASS project and £340k for the Orchard Multi-storey Car Park.
- 2.30 Actual spend at Q1 is £285k with a further £6,698k forecasted to be spent by the end of the year. The forecast variance at Q1 is that there will be an underspend of £35k for budgets are no longer required (£5k Brewhouse and £30k Energy Efficiency).
- 2.31 A summary of the General Fund Capital Programme budget and forecast for the year is included in **Annex I**.

### **Forecast Outturn Summary – Housing Revenue Account Capital Programme**

- 2.32 The HRA approved Capital Programme for 2014/15 is £19,904k. This relates to schemes which will be completed over the next five years. The profiled budgeted spend for 2014/15 is £17,354k, with the remainder planned to be spent in 2015/16. The Council is supporting this

investment through the use of Capital Receipts, the Major Repairs Reserve, Social Housing Development Fund, Revenue Funding and Borrowing.

- 2.33 The major areas of capital spend planned for 2014/15 include £4.3m at Creechbarrow Road; £1.3m for HRA heating improvements; £1.2m for HRA Facias and Soffits; £1.2m for HRA kitchens; £1.0m for phase 1 at Bacon Drive and £1m for Phase 1 Vale View at West Bagborough.
- 2.34 Actual spend at Q1 is £1,204k with a further £16,150k forecast to be spent by the end of the year. The HRA Capital Programme is forecasting to come in on target.
- 2.35 A summary of the HRA Capital Programme budget and forecast for the year is included in **Annex I**.

### 3. The Corporate Performance Scorecard (please see Appendix A)

3.1 The TDBC Corporate Scorecard at **Appendix A** contains details of Quarter 1 2014/15 performance against the Council's key priorities, finance and corporate health indicators. In total there are **55** indicators which we report against, covering these areas.

#### 3.2 Scorecard explanation / key:

In addition to a brief description of the indicator, each measure is given a visual RAG (Red, Amber and Green) status based upon progress at the end of the quarter. These statuses are explained below.

	<b>Explanation</b>
<b>Green</b>	Planned actions are on course
	Performance indicators are on target
<b>Amber</b>	Some uncertainty in meeting planned actions
	Some concern that performance indicators may not achieve target
<b>Red</b>	Planned actions are off course
	Performance indicators will not achieve target
<b>Not Due</b>	The indicator isn't due to be measured this quarter or no specific activity was required this quarter.

### 3.3 Q1- High Level Performance Summary

	No. of measures	Green	Amber	Red	Not Due
<b>Total Measures Reported</b>	<b>55</b>	39 (71%)	11 (20%)	1 (1.8%)	4 (7.2%)

At the corresponding point last year (Q1 2013/14), **33** (59%) of indicators were **Green** and **5** (9%) **Red**

3.4 The 1 red indicator this quarter relates to the **time taken to respond to complaints** (see 6.2.4 on the scorecard for details). There doesn't appear to be a single specific cause of this downturn in performance in respect of this measure.

3.5 Performance against these measures is reviewed by the Joint Management Team (JMT) each quarter; most recently on 23rd July 2014. Any areas requiring attention are highlighted and appropriate requests made of managers, as necessary, in order to address any performance issues.

### 3.6 Summary of Performance against Corporate Aims, Managing Finances and Corporate Health

The table below provides a quick means of identifying how we are performing against each corporate aim and against our finance and corporate health indicators. **Appendix A** provides the detail behind these numbers and alerts.

Section	Number of measures	Green	Amber	Red	Not Due
<b>Corporate Aim 1 – Quality Sustainable Growth &amp; Development</b>	<b>9</b>	5	3		1
<b>Corporate Aim 2 – A Vibrant Economic Environment</b>	<b>7</b>	5	2		
<b>Corporate Aim 3 – A Vibrant Social, Cultural and Leisure Environment</b>	<b>9</b>	6	1		2
<b>Corporate Aim 4 – A Transformed Council</b>	<b>4</b>	4			
<b>Managing Finances</b>	<b>14</b>	10	3		1
<b>Corporate Health</b>	<b>12</b>	9	2	1	
<b>TOTALS</b>	<b>55</b>	<b>39</b>	<b>11</b>	<b>1</b>	<b>4</b>



- 3.7 This report is one of a number of reports which make up our corporate performance framework. A summary of the whole performance reporting framework is shown below. This indicates where other performance information is provided and reviewed relating to services, projects and key partnerships.

<b>What</b>	<b>Responsible officer</b>	<b>Where</b>	<b>When</b>
<b>Corporate scorecard &amp; financial monitoring</b>	Paul Harding / Paul Fitzgerald	~ JMT ~ Corporate Scrutiny ~ Executive	Quarterly
<b>Assistant Director 'Exception &amp; Highlight' reports</b>	Assistant Directors	~ JMT ~ PFH briefings	Quarterly
<b>Corporate Programmes &amp; major projects</b> (Growth & Development, Transformation)	Programme & Project Managers	~ Programme & Project Boards ~ Member Steering / Advisory Groups (eg 'JPAG')	Various
<b>Southwest One</b> Performance / KPI monitoring	Richard Sealy	~ Corporate Scrutiny ~ Client KPI monitoring ~ Joint client board	6-monthly Monthly
<b>Somerset Waste Partnership</b> Performance monitoring report	Chris Hall	~ Waste Board ~ Members' Portal	Quarterly
<b>Somerset Waste Partnership</b> Annual business plan	Chris Hall	Corporate Scrutiny	Annual
<b>Tone Leisure</b> Performance report	Chris Hall	Community Scrutiny	6-monthly
<b>Housing Services</b> Performance indicators report	Simon Lewis	Tenant Services Management Board	Quarterly
<b>Somerset West Private Sector Housing Partnership</b>	Simon Lewis	~ SWPSHP Board ~ Client KPI monitoring	Quarterly Monthly
<b>South West Audit Partnership (SWAP)</b> - progress of audit plan	Richard Sealy	~ Corporate Governance Officer's Group ~ Corporate Governance committee	Quarterly
<b>DLO transformation</b>	Chris Hall	DLO Member's Steering Group	
<b>Taunton Deane Partnership - Priority Areas Strategy</b>	Simon Lewis	~ TDP Executive ~ TDP Board ~ Community Scrutiny	

#### 4. Legal Comments

There are no legal implications associated with this report.

## **5. Links to Corporate Aims**

This report highlights progress against delivery of the corporate aims.

## **6. Environmental and Community Safety Implications**

References 3.3 and 3.31 of the Corporate Scorecard include measures relating to fly-tipping and parks and open spaces.

## **7. Equalities Impact**

No equalities impact assessment is required in relation to this report since it makes no recommendations for changes affecting either staff or the public. It is an update only. However, reference 6.5 within the Corporate Scorecard provides details of progress in delivering the Corporate Equality Action Plan.

## **8. Risk Management**

Ref 6.6 within the Corporate Scorecard provides details of corporate risk management progress within the Council.

## **9. Partnership Implications**

A number of corporate aims and objectives reported within the corporate scorecard are delivered in partnership with other organisations such as Southwest One. At a service delivery level, each of the major partnerships the Council are involved with have their own governance and performance reporting mechanisms and are subject to separate scrutiny. These are described earlier in this report.

## **10. Recommendations**

- 10.1 This report was noted by the Corporate Scrutiny Committee but no recommendations were made. It is recommended that the Executive reviews the Council's performance as at the end of Quarter 1, requesting corrective action or further information where necessary.

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## ANNEX A

## GENERAL FUND REVENUE ACCOUNT SUMMARY 2014/15

	Original Budget £000s	Forecast Outturn £000s	Forecast Variance £000s
<b>Service Portfolios</b>			
Community Leadership	1,048	1,048	0
Corporate Resources	1,253	1,153	(100)
Economic Development, Asset Management, Arts & Tourism	1,127	1,127	0
Environmental Services	4,313	4,483	170
General Services	1,077	1,077	0
Housing Services	2,519	2,519	0
Planning, Transportation & Communications	(1,515)	(1,684)	(169)
Sports, Parks & Leisure	2,690	2,690	0
<b>Net Cost of Services</b>	<b>12,512,090</b>	<b>12,512</b>	<b>12,413</b>
<b>Other Operating Costs and Income</b>			
Deane Helpline Trading Account	86	86	0
DLO Trading Account	(101)	(101)	0
Interest Payable and Debt Management Costs	0	0	0
Interest and Investment Income	(314)	(314)	0
Parish Precepts & Special Expenses	593	593	0
Capital Financing from GF Revenue (RCCO)	0	0	0
Repayment of Capital Borrowing (MRP)	529	529	0
Transfers to Capital Adjustment Account	(2,702)	(2,702)	0
Transfers To/(From) Earmarked Reserves	1,911	1,911	0
Transfers To/(From) General Reserves	(17)	(17)	0
Transfers To/(From) Pension Reserve	693	693	0
<b>Total Other Operating Costs and Income</b>	<b>676,220</b>	<b>676</b>	<b>676</b>
<b>NET EXPENDITURE BEFORE GRANTS AND TAXATION</b>	<b>13,188,310</b>	<b>13,188</b>	<b>13,089</b>
Formula Grant and Council Tax Income	(10,885)	(10,885)	0
New Homes Bonus Grant	(2,303)	(2,303)	0
<b>PROJECT (UNDER)/OVERSPEND FOR THE YEAR</b>	<b>0</b>	<b>0</b>	<b>(99)</b>

**ANNEX B**

**GENERAL FUND REVENUE ACCOUNT FORECAST VARIANCES TO BUDGET 2014/15**

	Port- folio	Cost Centre Description	Forecast Variance Updates				Variance explanation	Management Action
			Q1 £k	Q2 £k	Q3 £k	Total £k		
1	COR	Housing Benefit	(100)			(100)	As per main report.	Budget holder will review on a monthly basis.
2	ENV	Waste Collection & Recycling	(78)			(78)	As per main report.	Budget holder will review on a monthly basis.
3	ENV	Crematorium and Cemeteries	248			248	As per main report.	Budget holder will review on a monthly basis.
4	PTC	Parking	(163)			(163)	As per main report.	Budget holder will review on a monthly basis.
5	PTC	Planning Advice and Applications	(6)			(6)	As per main report.	Budget holder will review on a monthly basis.
		<b>GRAND TOTAL</b>	<b>(99)</b>			<b>(99)</b>		

Key: Portfolios

COM	Community Leadership
COR	Corporate Resources
ECD	Economic Development, Asset Management, Arts & Tourism
ENV	Environmental Services
GEN	General Services
HSG	Housing Services (Non-HRA)
PTC	Planning and Transportation/Communications
SPL	Sports, Parks & Leisure
OTH	Other Central Costs and Income

**ANNEX C**

**GENERAL FUND RESERVES SUMMARY 2014/15**

	£k	Current Budget & Forecast £k
Balance Brought Forward 1 April 2013		2,480
<u>Supplementary Estimates</u>		
<u>Returns</u>		
Surplus Earmarked Reserves		
Balance March 2015		2,480
Projected Outturn 2014/15		99
Projected Balance Carried Forward 31 March 2015		2,579

## ANNEX D

## HOUSING REVENUE ACCOUNT SUMMARY 2014/15

	Original Budget £'000	Current Budget £'000	Forecast Outturn £'000	Forecast Variance £'000	Forecast Variance %
<b>Income</b>					
Dwelling Rents	(24,279)	(24,279)	(24,569)	(290)	1%
Non Dwelling Rents	(557)	(557)	(584)	(27)	5%
Charges for Services/Facilities (Service Charges, Rechargeable Repairs, Leaseholder Charges)	(958)	(958)	(1,014)	(56)	6%
Contributions Towards Expenditure	(460)	(460)	(460)	0	0%
<b>Total Income</b>	<b>(26,254)</b>	<b>(26,254)</b>	<b>(26,627)</b>	<b>(373)</b>	<b>1%</b>
<b>Expenditure</b>					
Repairs and Maintenance	8,265	8,265	8,265	0	0%
Supervision & Management	5,391	5,779	5,779	0	0%
Rents, Rates, Taxes and Other Charges	301	301	301	0	0%
Capital Charges – Depreciation and Impairment	6,709	6,709	6,709	0	0%
Debt Management Expenses	8	8	8	0	0%
Provision for Bad Debt	225	225	225	0	0%
<b>Total Expenditure</b>	<b>20,899</b>	<b>21,287</b>	<b>21,287</b>	<b>0</b>	<b>0%</b>
<b>Other Costs &amp; Income</b>					
CDC Costs	202	202	202	0	0%
Interest Payable	2,831	2,831	2,831	0	0%
Interest and Investment Income	(53)	(53)	(53)	0	0%
Revenue Contribution to Capital	1,041	1,041	1,041	0	0%
Provision for Repayment of Debt	511	511	511	0	0%
Social Housing Development Fund	500	500	500	0	0%
Procurement Savings	323	323	323	0	0%
Transfers To/(From) Earmarked & Other Reserves	0	(388)	(388)	0	0%
<b>Total Other Costs &amp; Income</b>	<b>5,355</b>	<b>4,967</b>	<b>4,967</b>	<b>0</b>	<b>0%</b>
<b>NET (SUPLUS)/DEFICIT FOR THE YEAR</b>	<b>0</b>	<b>0</b>	<b>(373)</b>	<b>(373)</b>	<b>1%</b>

**ANNEX E**

**HOUSING REVENUE ACCOUNT FORECAST VARIANCES TO BUDGET 2014/15**

	Cost Centre Description	Forecast Variances Updates				Variance explanation	Management Action
		Q1 £k	Q2 £k	Q3 £k	Total £k		
1	Income	(373)			(373)	As per main report.	Budget holder will review on a monthly basis as per the HRA Business Plan.
2	Expenditure	0			0	None.	Budget holder will review on a monthly basis as per the HRA Business Plan.
	<b>TOTALS</b>	<b>(373)</b>			<b>(373)</b>		

**ANNEX F**

**HOUSING REVENUE ACCOUNT RESERVES SUMMARY 2014/15**

	£k	Current Budget & Forecast £k
Balance Brought Forward 1 April 2014		3,059
Supplementary Estimates		
Community Development Reserve (Approved July 2014)	(500)	
Administration Support (Approved July 2014)	(41)	
JMASS Restructure Costs (Approved July 2014)	(347)	
		(888)
Returns		
Surplus Earmarked Reserves	0	
		0
Balance March 2015		2,171
Projected Outturn 2014/15		373
Projected Balance Carried Forward 31 March 2015		2,544



**BUDGET VIREMENTS FOR APPROVAL**

#	Fund	From		To		Explanation
		Amount £	Heading	Amount £	Heading	
		<b>Total Revenue Budget Virements</b>				

## ANNEX H

## DEANE DLO TRADING ACCOUNT AND RESERVES SUMMARY

	2014/15		
	Income £'000	Expenditure £'000	Net £'000
(Surplus)/Deficit for the year:			
Grounds Maintenance	(3,297)	2,735	(562)
Building Maintenance	(5,390)	4,697	(693)
Trading (Surplus) / Deficit Before Adjustments	<b>(8,687)</b>	<b>7,432</b>	<b>(1,255)</b>
Capital Charges & Income			232
Net Recharges			721
Offset IFRS* Technical Accounting Adjustments			201
Adjusted Trading (Surplus) before Contributions			<b>(101)</b>
Contribution to General Fund			101
Contribution from Trading Reserve			0
Trading Surplus After Adjustments and Contributions			(0)
<b>Surplus transferred to Trading Account Reserve</b>			<b>(0)</b>
	Reserves £000s		
	Vehicle	Capital Replacement	Trading
Reserve balance brought forward 1 April	(240)	(25)	(205)
Retained Trading (Surplus) / Deficit			
Transfer to Capital Replacement Reserve Fund			
Transfer to Vehicle Replacement Reserve Fund			
Other transfers			
Reserve balance carried forward 31 March	(240)	(25)	(205)

## Notes:

1. These are forecast figures provided by managers from the DLO, and may be subject to change as the year progresses.

## CAPITAL BUDGET MONITORING 2014/15

## ANNEX H

Cost Centre	Cost Centre Name	Approved Budget 2014-15 £	Profiled Budget 2014-15 £	Virement £	Current Budget £	Actuals £	Actuals Vs Budget %	Forecast Outturn £	Forecast Outturn Vs Budget £	Overspend £	Slippage £	Underspend £
<b>Community Leadership</b>		<b>5,600</b>	<b>5,600</b>	<b>0</b>	<b>5,600</b>	<b>0</b>	<b>0%</b>	<b>5,600</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	800058 Swim Pool PV Cells	5,600	5,600		5,600	0	0%	5,600	0	0	0	0
<b>Corporate Resources</b>		<b>2,319,800</b>	<b>887,600</b>	<b>0</b>	<b>887,600</b>	<b>154,871</b>	<b>17%</b>	<b>887,600</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	800000 PC Refresh Project	166,200	166,200		166,200	152,670	92%	166,200	0	0	0	0
	800001 Members IT Equipment	9,700			0	0		0	0	0	0	0
	800040 IT Infrastructure	25,400	25,400		25,400	2,201	9%	25,400	0	0	0	0
	800074 SCCC Loan	1,000,000			0	0		0	0	0	0	0
	800075 Gypsy Site	108,500	25,000		25,000	0	0%	25,000	0	0	0	0
	800111 Joint management	1,010,000	671,000		671,000	0	0%	671,000	0	0	0	0
<b>Environmental Services</b>		<b>104,900</b>	<b>104,900</b>	<b>0</b>	<b>104,900</b>	<b>(46,401)</b>	<b>-44%</b>	<b>104,900</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	800008 Canal Grant	10,000	10,000		10,000	0	0%	10,000	0	0	0	0
	800009 Waste Containers	86,000	86,000		86,000	(16,716)	-19%	86,000	0	0	0	0
	800041 Mercury Abatement	8,900	8,900		8,900	(29,685)	-334%	8,900	0	0	0	0
<b>Housing Services</b>		<b>1,846,100</b>	<b>782,100</b>	<b>0</b>	<b>782,100</b>	<b>(71,960)</b>	<b>-9%</b>	<b>752,150</b>	<b>(29,950)</b>	<b>0</b>	<b>0</b>	<b>(29,950)</b>
	800016 Energy Efficiency	29,900	29,900		29,900	0	0%	0	(29,900)	0	0	(29,900)
	800017 Landlord Acc Scheme	4,900	4,850		4,850	(6,984)	-144%	4,800	(50)	0	0	(50)
	800018 Wessex HI Loans	1,700	1,700		1,700	(8,700)	-512%	1,700	0	0	0	0
	800019 DFGs Private Sector	530,200	530,200		530,200	(62,860)	-12%	530,200	0	0	0	0
	800020 Grants to RSLs	1,257,900	193,950		193,950	0	0%	193,950	0	0	0	0
	Capital Receipts for RSL	0			0	0		0	0	0	0	0
	800101 Community Alarms	21,500	21,500		21,500	6,583	31%	21,500	0	0	0	0
								0				
<b>Ec Dev, Asset Management, Arts &amp; Tourism</b>		<b>3,777,200</b>	<b>972,200</b>	<b>0</b>	<b>972,200</b>	<b>48,990</b>	<b>5%</b>	<b>967,200</b>	<b>(5,000)</b>	<b>0</b>	<b>0</b>	<b>(5,000)</b>
	800002 DLO Vehicles	191,800	191,800		191,800	51,450	27%	191,800	0	0	0	0
	800003 DLO Plant	26,300	26,300		26,300	0	0%	26,300	0	0	0	0
	800004 PT Longrun Meadow C	103,000	103,000		103,000	0	0%	103,000	0	0	0	0
	800007 PT High Street	20,300	20,300		20,300	41,967	207%	20,300	0	0	0	0
	800042 DLO System	186,300	186,300		186,300	0	0%	186,300	0	0	0	0
	800044 PT Firepool	47,200	47,200		47,200	(41,850)	-89%	47,200	0	0	0	0
	800045 PT Castle Green	236,500	236,500		236,500	(34,700)	-15%	236,500	0	0	0	0
	800046 PT High St Retail	18,300	18,300		18,300	0	0%	18,300	0	0	0	0
	800049 PT Urban Growth	28,000	28,000		28,000	0	0%	28,000	0	0	0	0
	800052 PT Coal Orchard	10,000	10,000		10,000	0	0%	10,000	0	0	0	0
	800054 PT Sineage	1,000	1,000		1,000	0	0%	1,000	0	0	0	0
	800103 Brewhouse	5,000	5,000		5,000	0	0%	0	(5,000)	0	0	(5,000)
	800106 Thales	800,000			0	0		0	0	0	0	0
	800105 Creech Castle Improvements	375,000	0		0	0		0	0	0	0	0
	800112 Crematorium Roof	180,000			0	0		0	0	0	0	0
	800113 Firepool Access	1,500,000	50,000		50,000	0	0%	50,000	0	0	0	0
	800114 Canon Street Carpark	48,500	48,500		48,500	32,123	66%	48,500	0	0	0	0

Cost Centre	Cost Centre Name	Approved Budget 2014-15 £	Profiled Budget 2014-15 £	Virement £	Current Budget £	Actuals £	Actuals Vs Budget	Forecast Outturn £	Forecast Outturn Vs Budget £	Overspend £	Slippage £	Underspend £
<b>Planning, Transport &amp; Communications</b>		<b>681,200</b>	<b>340,000</b>	<b>0</b>	<b>340,000</b>	<b>0</b>	<b>0%</b>	<b>340,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
800010	Orchard Car Park	681,200	340,000		340,000	0	0%	340,000	0	0	0	0
<b>Sports Parks and Leisure</b>		<b>5,571,900</b>	<b>3,925,600</b>	<b>0</b>	<b>3,925,600</b>	<b>199,933</b>	<b>5%</b>	<b>3,925,600</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
800012	Grants to Clubs Play	112,600	70,800		70,800	28,454	40%	70,800	0	0	0	0
800013	Grants to Parishes	21,300	16,800		16,800	2,075	12%	16,800	0	0	0	0
800014	Replace Play Equip	25,800	25,800		25,800	5,180	20%	25,800	0	0	0	0
800055	Play Equip Long Run	0			0	2,600		0	0	0	0	0
800060	Fitzhead Tythe Barn	0			0	(182)		0	0	0	0	0
800071	Wellington Pavilion	0			0	30		0	0	0	0	0
800076	Station Road Swimming Pool	64,100	64,100		64,100	34,981	55%	64,100	0	0	0	0
800073	Wellington Sports Centre	0			0	23,000		0	0	0	0	0
800102	Blackbrook Pool	5,348,100	3,748,100		3,748,100	44,817	1%	3,748,100	0	0	0	0
800115	Langford Budville Play		0		0	15,264		0	0	0	0	0
800116	Taunton Athletics Club					18,674		0	0	0	0	0
800117	Norton Fitzwarren VH					20,000		0	0	0	0	0
800122	Farriers Green					0		0	0	0	0	0
800123	West Monkton Cricket					5,040		0	0	0	0	0
800124	Staplegrave Play Areas					0		0	0	0	0	0
800129	Churchinford					0		0	0	0	0	0
<b>Total GF</b>		<b>14,306,700</b>	<b>7,018,000</b>	<b>0</b>	<b>7,018,000</b>	<b>285,433</b>	<b>4%</b>	<b>6,983,050</b>	<b>(34,950)</b>	<b>0</b>	<b>0</b>	<b>(34,950)</b>

Cost Centre	Cost Centre Name	Approved Budget 2014-15 £	Profiled Budget 2014-15 £	Virement £	Current Budget £	Actuals £	Actuals Vs Budget	Forecast Outturn £	Forecast Outturn Vs Budget £	Overspend £	Slippage £	Underspend £
<b>HRA</b>												
800021	Community Alarms	82,600	82,600		82,600	1,980	2%	82,600	0	0	0	0
800022	HRA Kitchens	1,209,100	1,209,100		1,209,100	84,954	7%	1,209,100	0	0	0	0
800023	HRA Bathrooms	998,500	998,500		998,500	261,836	26%	998,500	0	0	0	0
800024	HRA Roofing	341,100	341,100		341,100	50,352	15%	341,100	0	0	0	0
800025	HRA Windows	150,900	150,900		150,900	50,561	34%	150,900	0	0	0	0
800026	HRA Heating Imps	1,275,400	1,275,400		1,275,400	16,109	1%	1,275,400	0	0	0	0
800027	HRA Doors	553,500	553,500		553,500	46,406	8%	553,500	0	0	0	0
800028	HRA Fire Safety Work	318,800	318,800		318,800	21,674	7%	318,800	0	0	0	0
800030	HRA Facias Soffits	1,237,700	1,237,700		1,237,700	58,265	5%	1,237,700	0	0	0	0
800031	HRA Heat Pumps	683,300	683,300		683,300	121,111	18%	683,300	0	0	0	0
800032	HRA IT Development	241,900	241,900		241,900	5,008	2%	241,900	0	0	0	0
800033	HRA Door Entry	149,400	149,400		149,400	(15,416)	-10%	149,400	0	0	0	0
800034	HRA Aids and Adapts	120,000	120,000		120,000	14,308	12%	120,000	0	0	0	0
800035	HRA Soundproofing	0	0		0	300		0	0	0	0	0
800036	HRA DDA Work	30,000	30,000		30,000	(208)	-1%	30,000	0	0	0	0
800037	HRA Asbestos Works	259,000	259,000		259,000	64,621	25%	259,000	0	0	0	0
800038	HRA Tenants Imps	5,000	5,000		5,000	0	0%	5,000	0	0	0	0
800039	HRA DFGs	346,000	346,000		346,000	(18,690)	-5%	346,000	0	0	0	0
800077	HRA Creechbarrow Road	6,916,100	4,366,100		4,366,100	293,979	7%	4,366,100	0	0	0	0
800078	Sustainable Energy Fund	455,400	455,400		455,400	0	0%	455,400	0	0	0	0
800079	Environmental Implications	301,300	301,300		301,300	0	0%	301,300	0	0	0	0
800080	Other Ext Insulation	0	0		0	0		0	0	0	0	0
800081	Garages	30,000	30,000		30,000	0	0%	30,000	0	0	0	0
800082	Sewerage Treatment	20,000	20,000		20,000	0	0%	20,000	0	0	0	0
800083	Extensions	160,000	160,000		160,000	0	0%	160,000	0	0	0	0
800084	Revise Bathroom Location	0	0		0	0		0	0	0	0	0
800085	HRA Phase 1 Vale View West Bagborough	1,000,200	1,000,200		1,000,200	30,125	3%	1,000,200	0	0	0	0
800086	HRA Phase 1 Milton Close	332,800	332,800		332,800	0	0%	332,800	0	0	0	0
800087	HRA Phase 1 Bacon Drive	1,020,300	1,020,300		1,020,300	13,452	1%	1,020,300	0	0	0	0
800088	HRA Phase 1 Normandy Drive	982,000	982,000		982,000	29,137	3%	982,000	0	0	0	0
800108	HRA Buybacks	5,100	5,100		5,100	88,986	1745%	5,100	0	0	0	0
800110	Unadopted Areas	44,000	44,000		44,000	0	0%	44,000	0	0	0	0
800118	Lifts	135,000	135,000		135,000	0	0%	135,000	0	0	0	0
800119	Social Housing Development Programme	500,000	500,000		500,000	0	0%	500,000	0	0	0	0
800121	Aginhills Milton Hil	0	0		0	(15,281)		0	0	0	0	0
<b>Total HRA</b>		<b>19,904,400</b>	<b>17,354,400</b>	<b>0</b>	<b>17,354,400</b>	<b>1,203,569</b>	<b>7%</b>	<b>17,354,400</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total GF &amp; HRA</b>		<b>34,211,100</b>	<b>24,372,400</b>	<b>0</b>	<b>24,372,400</b>	<b>1,489,002</b>	<b>6%</b>	<b>24,337,450</b>	<b>(34,950)</b>	<b>0</b>	<b>0</b>	<b>(34,950)</b>

## CAPITAL BUDGET MONITORING 2014/15

## ANNEX H

Cost Centre	Cost Centre Name	Approved Budget 2014-15 £	Profiled Budget 2014-15 £	Virement £	Current Budget £	Actuals £	Actuals Vs Budget %	Forecast Outturn £	Forecast Outturn Vs Budget £	Overspend £	Slippage £	Underspend £
<b>Community Leadership</b>		<b>5,600</b>	<b>5,600</b>	<b>0</b>	<b>5,600</b>	<b>0</b>	<b>0%</b>	<b>5,600</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	800058 Swim Pool PV Cells	5,600	5,600		5,600	0	0%	5,600	0	0	0	0
<b>Corporate Resources</b>		<b>2,319,800</b>	<b>887,600</b>	<b>0</b>	<b>887,600</b>	<b>154,871</b>	<b>17%</b>	<b>887,600</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	800000 PC Refresh Project	166,200	166,200		166,200	152,670	92%	166,200	0	0	0	0
	800001 Members IT Equipment	9,700			0	0		0	0	0	0	0
	800040 IT Infrastructure	25,400	25,400		25,400	2,201	9%	25,400	0	0	0	0
	800074 SCCC Loan	1,000,000			0	0		0	0	0	0	0
	800075 Gypsy Site	108,500	25,000		25,000	0	0%	25,000	0	0	0	0
	800111 Joint management	1,010,000	671,000		671,000	0	0%	671,000	0	0	0	0
<b>Environmental Services</b>		<b>104,900</b>	<b>104,900</b>	<b>0</b>	<b>104,900</b>	<b>(46,401)</b>	<b>-44%</b>	<b>104,900</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	800008 Canal Grant	10,000	10,000		10,000	0	0%	10,000	0	0	0	0
	800009 Waste Containers	86,000	86,000		86,000	(16,716)	-19%	86,000	0	0	0	0
	800041 Mercury Abatement	8,900	8,900		8,900	(29,685)	-334%	8,900	0	0	0	0
<b>Housing Services</b>		<b>1,846,100</b>	<b>782,100</b>	<b>0</b>	<b>782,100</b>	<b>(71,960)</b>	<b>-9%</b>	<b>752,150</b>	<b>(29,950)</b>	<b>0</b>	<b>0</b>	<b>(29,950)</b>
	800016 Energy Efficiency	29,900	29,900		29,900	0	0%	0	(29,900)	0	0	(29,900)
	800017 Landlord Acc Scheme	4,900	4,850		4,850	(6,984)	-144%	4,800	(50)	0	0	(50)
	800018 Wessex HI Loans	1,700	1,700		1,700	(8,700)	-512%	1,700	0	0	0	0
	800019 DFGs Private Sector	530,200	530,200		530,200	(62,860)	-12%	530,200	0	0	0	0
	800020 Grants to RSLs	1,257,900	193,950		193,950	0	0%	193,950	0	0	0	0
	Capital Receipts for RSL	0			0	0		0	0	0	0	0
	800101 Community Alarms	21,500	21,500		21,500	6,583	31%	21,500	0	0	0	0
								0				
<b>Ec Dev, Asset Management, Arts &amp; Tourism</b>		<b>3,777,200</b>	<b>972,200</b>	<b>0</b>	<b>972,200</b>	<b>48,990</b>	<b>5%</b>	<b>967,200</b>	<b>(5,000)</b>	<b>0</b>	<b>0</b>	<b>(5,000)</b>
	800002 DLO Vehicles	191,800	191,800		191,800	51,450	27%	191,800	0	0	0	0
	800003 DLO Plant	26,300	26,300		26,300	0	0%	26,300	0	0	0	0
	800004 PT Longrun Meadow C	103,000	103,000		103,000	0	0%	103,000	0	0	0	0
	800007 PT High Street	20,300	20,300		20,300	41,967	207%	20,300	0	0	0	0
	800042 DLO System	186,300	186,300		186,300	0	0%	186,300	0	0	0	0
	800044 PT Firepool	47,200	47,200		47,200	(41,850)	-89%	47,200	0	0	0	0
	800045 PT Castle Green	236,500	236,500		236,500	(34,700)	-15%	236,500	0	0	0	0
	800046 PT High St Retail	18,300	18,300		18,300	0	0%	18,300	0	0	0	0
	800049 PT Urban Growth	28,000	28,000		28,000	0	0%	28,000	0	0	0	0
	800052 PT Coal Orchard	10,000	10,000		10,000	0	0%	10,000	0	0	0	0
	800054 PT Sineage	1,000	1,000		1,000	0	0%	1,000	0	0	0	0
	800103 Brewhouse	5,000	5,000		5,000	0	0%	0	(5,000)	0	0	(5,000)
	800106 Thales	800,000			0	0		0	0	0	0	0
	800105 Creech Castle Improvements	375,000	0		0	0		0	0	0	0	0
	800112 Crematorium Roof	180,000			0	0		0	0	0	0	0
	800113 Firepool Access	1,500,000	50,000		50,000	0	0%	50,000	0	0	0	0
	800114 Canon Street Carpark	48,500	48,500		48,500	32,123	66%	48,500	0	0	0	0

Cost Centre	Cost Centre Name	Approved Budget 2014-15 £	Profiled Budget 2014-15 £	Virement £	Current Budget £	Actuals £	Actuals Vs Budget	Forecast Outturn £	Forecast Outturn Vs Budget £	Overspend £	Slippage £	Underspend £
<b>Planning, Transport &amp; Communications</b>		<b>681,200</b>	<b>340,000</b>	<b>0</b>	<b>340,000</b>	<b>0</b>	<b>0%</b>	<b>340,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	800010 Orchard Car Park	681,200	340,000		340,000	0	0%	340,000	0	0	0	0
<b>Sports Parks and Leisure</b>		<b>5,571,900</b>	<b>3,925,600</b>	<b>0</b>	<b>3,925,600</b>	<b>199,933</b>	<b>5%</b>	<b>3,925,600</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	800012 Grants to Clubs Play	112,600	70,800		70,800	28,454	40%	70,800	0	0	0	0
	800013 Grants to Parishes	21,300	16,800		16,800	2,075	12%	16,800	0	0	0	0
	800014 Replace Play Equip	25,800	25,800		25,800	5,180	20%	25,800	0	0	0	0
	800055 Play Equip Long Run	0			0	2,600		0	0	0	0	0
	800060 Fitzhead Tythe Barn	0			0	(182)		0	0	0	0	0
	800071 Wellington Pavilion	0			0	30		0	0	0	0	0
	800076 Station Road Swimming Pool	64,100	64,100		64,100	34,981	55%	64,100	0	0	0	0
	800073 Wellington Sports Centre	0			0	23,000		0	0	0	0	0
	800102 Blackbrook Pool	5,348,100	3,748,100		3,748,100	44,817	1%	3,748,100	0	0	0	0
	800115 Langford Budville Play		0		0	15,264		0	0	0	0	0
	800116 Taunton Athletics Club					18,674		0	0	0	0	0
	800117 Norton Fitzwarren VH					20,000		0	0	0	0	0
	800122 Farriers Green					0		0	0	0	0	0
	800123 West Monkton Cricket					5,040		0	0	0	0	0
	800124 Staplegrove Play Areas					0		0	0	0	0	0
	800129 Churchinford					0		0	0	0	0	0
<b>Total GF</b>		<b>14,306,700</b>	<b>7,018,000</b>	<b>0</b>	<b>7,018,000</b>	<b>285,433</b>	<b>4%</b>	<b>6,983,050</b>	<b>(34,950)</b>	<b>0</b>	<b>0</b>	<b>(34,950)</b>

Cost Centre	Cost Centre Name	Approved Budget 2014-15 £	Profiled Budget 2014-15 £	Virement £	Current Budget £	Actuals £	Actuals Vs Budget	Forecast Outturn £	Forecast Outturn Vs Budget £	Overspend £	Slippage £	Underspend £
<b>HRA</b>												
800021	Community Alarms	82,600	82,600		82,600	1,980	2%	82,600	0	0	0	0
800022	HRA Kitchens	1,209,100	1,209,100		1,209,100	84,954	7%	1,209,100	0	0	0	0
800023	HRA Bathrooms	998,500	998,500		998,500	261,836	26%	998,500	0	0	0	0
800024	HRA Roofing	341,100	341,100		341,100	50,352	15%	341,100	0	0	0	0
800025	HRA Windows	150,900	150,900		150,900	50,561	34%	150,900	0	0	0	0
800026	HRA Heating Imps	1,275,400	1,275,400		1,275,400	16,109	1%	1,275,400	0	0	0	0
800027	HRA Doors	553,500	553,500		553,500	46,406	8%	553,500	0	0	0	0
800028	HRA Fire Safety Work	318,800	318,800		318,800	21,674	7%	318,800	0	0	0	0
800030	HRA Facias Soffits	1,237,700	1,237,700		1,237,700	58,265	5%	1,237,700	0	0	0	0
800031	HRA Heat Pumps	683,300	683,300		683,300	121,111	18%	683,300	0	0	0	0
800032	HRA IT Development	241,900	241,900		241,900	5,008	2%	241,900	0	0	0	0
800033	HRA Door Entry	149,400	149,400		149,400	(15,416)	-10%	149,400	0	0	0	0
800034	HRA Aids and Adapts	120,000	120,000		120,000	14,308	12%	120,000	0	0	0	0
800035	HRA Soundproofing	0	0		0	300		0	0	0	0	0
800036	HRA DDA Work	30,000	30,000		30,000	(208)	-1%	30,000	0	0	0	0
800037	HRA Asbestos Works	259,000	259,000		259,000	64,621	25%	259,000	0	0	0	0
800038	HRA Tenants Imps	5,000	5,000		5,000	0	0%	5,000	0	0	0	0
800039	HRA DFGs	346,000	346,000		346,000	(18,690)	-5%	346,000	0	0	0	0
800077	HRA Creechbarrow Road	6,916,100	4,366,100		4,366,100	293,979	7%	4,366,100	0	0	0	0
800078	Sustainable Energy Fund	455,400	455,400		455,400	0	0%	455,400	0	0	0	0
800079	Environmental Implications	301,300	301,300		301,300	0	0%	301,300	0	0	0	0
800080	Other Ext Insulation	0	0		0	0		0	0	0	0	0
800081	Garages	30,000	30,000		30,000	0	0%	30,000	0	0	0	0
800082	Sewerage Treatment	20,000	20,000		20,000	0	0%	20,000	0	0	0	0
800083	Extensions	160,000	160,000		160,000	0	0%	160,000	0	0	0	0
800084	Revise Bathroom Location	0	0		0	0		0	0	0	0	0
800085	HRA Phase 1 Vale View West Bagborough	1,000,200	1,000,200		1,000,200	30,125	3%	1,000,200	0	0	0	0
800086	HRA Phase 1 Milton Close	332,800	332,800		332,800	0	0%	332,800	0	0	0	0
800087	HRA Phase 1 Bacon Drive	1,020,300	1,020,300		1,020,300	13,452	1%	1,020,300	0	0	0	0
800088	HRA Phase 1 Normandy Drive	982,000	982,000		982,000	29,137	3%	982,000	0	0	0	0
800108	HRA Buybacks	5,100	5,100		5,100	88,986	1745%	5,100	0	0	0	0
800110	Unadopted Areas	44,000	44,000		44,000	0	0%	44,000	0	0	0	0
800118	Lifts	135,000	135,000		135,000	0	0%	135,000	0	0	0	0
800119	Social Housing Development Programme	500,000	500,000		500,000	0	0%	500,000	0	0	0	0
800121	Aginhills Milton Hil	0	0		0	(15,281)		0	0	0	0	0
<b>Total HRA</b>		<b>19,904,400</b>	<b>17,354,400</b>	<b>0</b>	<b>17,354,400</b>	<b>1,203,569</b>	<b>7%</b>	<b>17,354,400</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total GF &amp; HRA</b>		<b>34,211,100</b>	<b>24,372,400</b>	<b>0</b>	<b>24,372,400</b>	<b>1,489,002</b>	<b>6%</b>	<b>24,337,450</b>	<b>(34,950)</b>	<b>0</b>	<b>0</b>	<b>(34,950)</b>



## TDBC CORPORATE PERFORMANCE UPDATE

## Corporate Business Plan Strategic Aims and Objectives &amp; Corporate Health

Ref	KEY TASK	ACTION / MEASURES	Update - Q1 2014/15 (1 Apr to 30 June)	Status Q1	JMT Owner
<b>Aim 1. Quality Sustainable Growth &amp; Development</b>					
<b>Objective 1 Increase number, quality &amp; range of housing / affordable housing</b>					
1.1	Creechbarrow Road redevelopment	42 units complete by 31 March 2015 40 units past foundation stage by 31 March 2015 (remaining 10 units to commence works early 15/16)	Additional asbestos found on site, however associated delays accommodated within existing program. All works progressing to target.	Green	Kene Ibezi
1.1.1	HRA house building - phase 1 sites	19 units to be handed over by 31 March 2015 - West Bagborough 7 units - Normandy Drive 8 units Bacon Drive 4 units	All works progressing to target	Green	Kene Ibezi
1.1.2	Increase supply of Affordable Homes	25% of net additional dwellings to be affordable housing. The calculation is based on the net new build housing trajectory figure (excluding small sites) of 916 homes. Current estimate 25.76%	Estimated 14/15 completion of 236 affordable homes. 57 homes have completed in Quarter 1 with the build schedules for the balance currently showing 14/15 completion	Green	Kene Ibezi

Ref	KEY TASK	ACTION / MEASURES	Update - Q1 2014/15 (1 Apr to 30 June)	Status Q1	JMT Owner
1.1.3	Facilitate delivery of urban extensions (Monkton Heathfield, Comeytrove / Trull & Staplegrove)	Key Targets / measures / milestones and dates for 2014/15: ~ Planning permission for Western Relief Rd (WRR) granted ~ Mechanism for delivery of WRR agreed by Autumn 2014 ~ Further Masterplanning completed by end 2014 ~ Inclusion of sites at Comeytrove, Trull & Staplegrove with Site Allocation Plan - adoption Spring 2015	There continues to be a risk to delivery until the WRR issues and funding are resolved - progress has been delayed due to the need for clarity on legal and CPO issues. ~ Viability advice has been provided to the Council ~ Redrow & Persimmon have submitted a Large Site Infrastructure bid to the HCA and TDBC have submitted a further Capacity Funding bid to the DCLG ~ Traffic modelling for Comeytrove, Trull & Staplegrove is now being carried out in support of the Site Allocation Plan	Amber	Tim Burton
1.1.4	Maintain 5 year supply of ready to develop housing sites	Annual Strategic Housing Land Availability Assessment (2014) continuing to identify 5 year supply.	The Council has completed its annual Strategic Housing Land Availability Assessment (2013). The document is based upon extensive involvement from the development industry and shows in excess of a 5 year supply plus 5% buffer - 5.44 years @Dec 13. Assessed annually.	Not Due	Tim Burton
1.1.5	Major Planning applications processed in target time	Target 60% of Major Development planning applications (large and small scale) determined within 13 weeks or within agreed time period extension.	Quarter 1 2014/15 = 93% (15 decisions made, out of which 11 determined within 13 weeks and 3 within agreed time period extension).  Quarter 1 2013/14 = 56% (09 out of 16 applications determined within 13 weeks).	Green	Tim Burton
<b>Objective 2 Deliver infrastructure necessary to bring forward development opportunities.</b>					
1.2	Firepool Project (achieve a 'development ready' regeneration scheme by April 2016)	Key Targets / measures / milestones and dates for 2014/15: ~ land necessary to carry out development assembled ~ NIDR access constructed by Spring 2015 ~ Masterplan agreed Autumn 2014 ~ Planning permission secured by mid 2015	Outstanding issues with land ownership and Planning permission - until these are resolved, this project will remain 'amber'. ~ Land assembly - negotiations with 3rd parties are on-going ~ NIDR - on track for completion Spring 2015 ~ Master planning - currently being reviewed by Somerset & Devon Design Review Panel ~ Planning permission - discussions underway with St Modwen on information required to support Planning application	Amber	Tim Burton / Tom Gillham
1.2.1	Strategic Flood protection for Taunton (completion of long-term solution by 2019)	~ Initial feasibility to be reported to Members by Sept 2014 ~ Interim Flood Guidance issued by Sept 2014 ~ appointment of consultants for 'phase 2' (to identify engineering options) by Jan 2015	Feasibility report and Flood Guidance is in the final stages (to be reported to Community Scrutiny & Executive in Sept/Oct). Funding options for next phase are being explored by TDBC & Environment Agency. The project is also now included within the Levels & Moors Flood Action Plan.	Green	Tim Burton
1.2.3	Strategic Transport Initiatives (NIDR, J25)	~ Completion of Traffic Modelling ~ submission of funding bids to LEP	~ Project teams to be established and plans / business cases under development (SCC) ~ A303/358 Feasibility study & traffic modelling underway and due Nov 2014 (also considers options, phasing & connection to J25) ~ LEP funding envelope to be confirmed July 2014	Amber	Tim Burton

Ref	KEY TASK	ACTION / MEASURES	Update - Q1 2014/15 (1 Apr to 30 June)	Status Q1	JMT Owner
<b>Aim 2). A Vibrant Economic Environment</b>					
<b>Objective 3 Improving perception of Taunton, attracting new businesses &amp; supporting existing ones</b>					
2.1	Marketing & promotion of Taunton	New visitor website to be launched July 2014. Monthly increase in website visits after launch.	New website under construction. Due to be completed in July.	Green	Ian Timms
2.1.2	Taunton town centre shop vacancy rate	Target - maintain vacancy rate at 50% of national average (or lower).	April 2014: Overall vacancy rate in terms of floorspace is now 5.85%. Primary vacancy rate is 4.93% Secondary vacancy is 8.61% In terms of vacant units – this is running at 7.7%	Green	Ian Timms
2.1.3	Regulation	Target - 95% licensing applications processed within 14 days	271 out of 277 determined in 14 days = 98%	Green	Chris Hall
<b>Objective 4. Increasing economic activity</b>					
2.2	Job Clubs - employment & skills	Assist 48 clients per year to obtain paid employment. Assist 72 clients per year to obtain a learning or work experience opportunity.	8 people assisted during the three month period to obtain paid employment (against a target of 12). 8 people assisted to obtain a learning or work experience opportunity (against a target of 18)	Amber	Ian Timms
2.2.1	Employment land (delivery & take-up)	Target - Achieve 100% of employment land requirements as per Core Strategy by 2028.	Core Strategy requirement was for provision for 36.5 ha Class B1b,c, B2 and B8 plus 49,500 sq.m. Bia (office) space. At April 2014, 15.76 ha employment and 19,797 sq.m. office completed. Assessed annually.	Green	Tim Burton
2.2.2	Inward investment	Assist 40 potential investors per year	Assisted 11 investors to locate into Taunton Deane during Q1. Also positive work with range of existing investors to deliver new jobs including 42 at Henlade Batching Plant.	Amber	Ian Timms
2.2.3	Support for local businesses	Deliver 4 business events per year(attended by at least 10 businesses) Provide financial assistance to 20 start up businesses and 5 rural businesses per year. Provide active support to 20 businesses with investment proposals ( incl. via support for planning applications) Establish and maintain liaison with all businesses within the Borough with 100+ employees. Provide a programme of support via the Taunton Deane Manufacturing Forum.	Sponsored Urban Greening Conference in June. Few businesses attended. 7 New Business Grants offered at end of June. Financial support given to Go Create - Taunton Creative industries network of 120 businesses - 6 business workshops. Supported 11 local businesses during Q1 with their investment proposals Management of Manufacturing forum going well. Meeting in April attended by 6 large businesses. The group has appointed a chair from the businesses.	Green	Ian Timms

Ref	KEY TASK	ACTION / MEASURES	Update - Q1 2014/15 (1 Apr to 30 June)	Status Q1	JMT Owner
<b>Aim 3. A Vibrant Social, Cultural and Leisure Environment</b>					
<b>Objective 5. Work with partners to improve the lives of our most vulnerable households</b>					
3.1	Priority Areas Strategy (PAS)	Delivey of the PAS action plan to reduce deprivation in Taunton Deane. Measures - successful achievement of the 7 outcomes.	Performance monitoring of the PAS action plan will commence in Quarter 2 (monitoring of both individual project progress and collective progress towards delivery of 7 outcomes) using a range of statistical data and narrative. This information will be available for the next quarterly report.	Not Due	Simon Lewis
3.1.1	Halcon One Team	Continue to reduce crime, ASB, Children Centre Referrals, Housing Evictions.	Police innovation bid submitted and awaiting outcome. CLG TCA innovation bid submitted and awaiting outcome. Continue to build on 2013/14 success: Recorded Crime Down 31%, ASB Down 8%, Proportion of total children centre referrals to Acorns 48%, Housing evictions down to 3p.a.	Green	Simon Lewis
3.1.2	Health & Wellbeing Strategy	Delivery of the TDBC Health and Wellbeing Strategy and action plan.	The TDBC Health and Wellbeing Strategy and Action plan were developed as planned by April 2014. The documents have been approved and commended by the Somerset Health and Wellbeing Board. The action plan will be taken to JMT for adoption during this quarter with the aim to deliver during 2014/15. Some progress has already been made including the identification and training of 154 dementia friends across TDBC, WSC and Wellington Community Office and Members, the designation of no smoking childrens play areas in Taunton, and enabling the Voluntary sector to deliver on the Health and Wellbeing agenda through the allocation of targetted small grants.	Green	Simon Lewis
3.1.3	'Family Focus' (Troubled Families) project	Government target is 262 families to be attached to project by March 2015.  Project updates circulated to Members every two months and detailed scorecards reported to Family Focus Strategic Group and Taunton Deane Partnership.	More than 290 families already attached to the project.	Green	Simon Lewis
<b>Objective 6 Facilitate and support cultural and leisure opportunities</b>					
3.2	Blackbrook Pool	Progress against plan. (planning consent, procurement of contractor, construction commenced).  Achieve planning consent by August 2014.  Construction to commence Jan/Feb 2015 (subject to planning).	Programme is on track. Public pre planning consultation event completed and planning application submitted due at the August committee. NB: if this committee is missed then the programme will be delayed by 6 months due to Dormice licence implications. Site surveys are mostly completed. RIBA Stage C is signed off and the team have now moved to stage D design detail which is well in progress.	Green	Chris Hall

Ref	KEY TASK	ACTION / MEASURES	Update - Q1 2014/15 (1 Apr to 30 June)	Status Q1	JMT Owner
3.2.1	Taunton town centre events programme	Coordinate the delivery of a year round programme of cultural events via the Taunton Events Group (including lights switch on event in Nov 2014 and enabling and encouraging regular cultural events on Castle Green).  Attract additional visitors to the town centre (measured by footfall counters) - 2% year on year increase.	Somerfest delivered successfully by TDDB on 21st June saw a day and evening's cultural festivities in Taunton town centre, utilising the town's open spaces and the river. Other events supported include: Family Fun Day on 27th May Dragon Boat Festival on 8th June Markets in the town centre. Support given to TIME4, which has been set up to deliver markets and events in the town centre	Green	Ian Timms
3.2.2	Brewhouse Theatre	Target - Develop a sustainable solution for the Brewhouse Theatre.	Brewhouse now open and running a programme of fund raising events. Annual funding agreement agreed but not yet signed, final lease yet to be signed off. Lease has to be agreed before financial contributions for current year can be made.  Monitoring group will be established to monitor contributions once signed off.	Amber	Ian Timms
<b>Objective 7 Maintain clean streets, good quality parks, open spaces and leisure &amp; cultural facilities</b>					
3.3	Fly-tipping	Measure - Numbers of fly-tipping incidents reported in the Borough. (562 - 2013/14)  Target-Respond to 80% of reported incidents within 5 days of report.	147 incidents in quarter 1. 136 reported to within 5 days	Green	Chris Hall
3.3.1	Parks & open-spaces	Maintain parks in accordance with schedule and in response to incidents to ensure high standard of cleanliness.  <b>Target:</b> 70% positive feedback from parks annual customer satisfaction survey - (Survey issued September - analysed December).	Not reported until Q3	Not Due	Chris Hall

Ref	KEY TASK	ACTION / MEASURES	Update - Q1 2014/15 (1 Apr to 30 June)	Status Q1	JMT Owner
<b>Aim 4. A Transformed Council – key projects of the transformation programme:</b> <b>Objective 8) Achieve financial sustainability; Objective 9) Transform services; Objective 10) Transform the way we work</b>					
<b>Projects</b>					
4.1	TDBC & West Somerset Joint Management & Shared Services (JMASS)	<p>Progress Against Business Case:</p> <p>Delivery of agreed level of savings.</p> <p>Expenditure is within business case budget (inc TCA award)</p> <p>1 Aug 2014 - tier 4&amp;5 officers in post.</p> <p>1 Feb 2015 - One Team in place</p>	<p>The Full year savings of JMT are £277.8k against a target of £227.2k - £51k over the business case target.</p> <p>With tier 4/5 phases 1 &amp; 2 nearing completion and assuming that Assistant Directors are able to meet their savings target, the current prediction is that the savings (for non JMT areas) will be £1.203k against a target of £1.162k - £41k over the business case target.</p> <p>Expenditure on redundancies for JMT were within the business case budget. Redundancy costs for tier 4/5 will not be available until the restructure is completed for these tiers and expected to be available for Qtr 2.</p> <p>There has been some delay the Tier 4/5 restructure following UNISON raising some issues regarding TUPE transfer; Despite this, the majority of tier 4/5 officers will be in post by 1st Aug.</p> <p>Any vacant posts within the new structure will be progressed through the agreed recruitment processes. The economic development/growth restructure is still planned for Sept.</p> <p>Assistant Directors, with support from their tier 4/5 staff appointed are reviewing the structures required for tier 6 and below; HR are supporting this process. The restructure remains on track for completion by 1 Feb 2015.</p> <p>Assistant Directors, with support from their tier 4/5 staff appointed are reviewing the structures required for tier 6 and below; HR are supporting this process. The restructure remains on track for completion by 1 Feb 2015.</p>	Green	Richard Sealy
4.2	Council Accommodation Project	Members to make decision by end July 2014 on preferred Accomodation solution.	Analysis completed and outcome is that County Hall is best value for money option. Committee report going through current cycle.	Green	James Barra
4.3	Asset Strategy	To bring forward the Community Asset Transfer Policy viz: (1) JMT - September. (2) Community Scrutiny - October. (3) Executive - TBD. (4) WSC Asset Management Group, Corporate PAG, Cabinet, Council - TBD. (5) TDBC Council - November.	(1) Coding work progressing well to allow ongoing valuation of assets. (2) To progress actions / measures as listed for the Community Asset Transfer Policy.	Green	Kene Ibezi
4.4	DLO depot relocation feasibility	<p>Undertake feasibility study on the two identified site options.</p> <p>Paper to scrutiny Sept 2014 and Executive Oct 2014 with recommended option.</p>	<p>Working with Procurement to create the tender document, to be signed off WC 14th July and sent to both land owners/developers.</p> <p>Tender interviews and analysis dates WC 4th August TBC.</p> <p>Corporate Scrutiny 18th September - TBC.</p> <p>Exclusive rights agreed with both parties.</p> <p>Tom Gillham now on board to assist with the project.</p>	Green	Chris Hall

Ref	KEY TASK	ACTION / MEASURES	Update - Q1 2014/15 (1 Apr to 30 June)	Status Q1	JMT Owner
<b>Managing Finances - Budget monitoring</b>					
To control spending within approved budget total for the year					
5.1	a) General Fund Revenue controlled within budget.	Variance within 1% = Green, 1-2% = Amber and over 2% = Red	Q1 - £99,000 underspend.	Green	Paul Fitzgerald
5.1.1	b) General Fund Capital controlled within budget	Variance within 2% = Green, 2-3.5% = Amber and over 3.5% = Red	The General Fund approved Capital Programme for 2014/15 is £14,307k. This relates to schemes which will be completed over the next five years. The profiled budgeted spend for 2014/15 is £7,018k. Actual spend at Q1 is £285k with a further £6,698k forecasted to be spent by the end of the year. The General Fund Capital Programme is forecasting an underspend of £35k (0.5%) and no slippage.	Green	Paul Fitzgerald
5.1.2	c) Housing Revenue (HRA) controlled within budget	Variance within 0.5% = Green, 0.5-2% = Amber and over 2% = Red	The HRA is forecasting that the outturn is predicted to be £373k (1.4%) below budgeted levels. The reason for this variance is outlined within the report. Regular monitoring processes are in place, and appropriate actions will be determined and implemented as required.	Amber	Paul Fitzgerald
5.1.3	d) HRA Capital controlled within budget	Variance within 2% = Green, 2-3.5% = Amber and over 3.5% = Red	The HRA approved Capital Programme for 2014/15 is £19,904k. This relates to schemes which will be completed over the next five years. The profiled budgeted spend for 2014/15 is £17,354k. Actual spend at Q1 is £1,204k with a further £16,150k forecasted to be spent by the end of the year. The HRA Capital Programme is forecasting to come in on target.	Green	Paul Fitzgerald
5.1.4	e) Council Tax Support	<b>TDBC's portion</b> of the budget : Within £25k of budget = Green, £25k-£50k = Amber and over £50k = Red	Information at 30 June 2014: Budget £5,938,290 Expenditure £5,793,767.77 leaving us with a variance of £144,522.23. This variance equates to just 2% of the budget and is the equivalent of 100 new recipients of CTS. It is highly possible there could be such an increase within the year. (TDBC are responsible for approximately a 10% share of the total expenditure).	Green	Paul Fitzgerald
5.1.5	f) Business Rates Net rate yield	Target: Net Rates Payable per NNDR1 = £39,533,144 (before appeals and bad debts). >£39.5m = Green, £39.0m - £39.5m = Amber, <£39.0m = Red	The target is based on the NNDR1 and is therefore a relevant measure, indicating the rates collectable after deduction of mandatory and discretionary reliefs. Officers need to review the mechanism for monitoring in light of guidance received for 2013/14 Outturn, and will report performance in Q2.	Amber	Paul Fitzgerald
<b>Managing Finances -Reserves</b>					
5.2	To maintain an adequate reserve (based on financial risk analysis)	General Fund reserve >£1.25m = Green £1- £1.25m = Amber <£1m = Red	The General Fund Reserve balance as at the 1 April 2014 is £2,480k. There have been no supplements or returns approved this year so far. The balance will increase by £99k if the current year predicted outturn proved to be accurate and the projected residual balance of £2,579k would still be above minimum requirement of £1,500k.	Green	Paul Fitzgerald
<b>Managing Finances -Next Year's Budget Gap</b>					
5.3	Next year's budget gap	Support Members to set a balanced budget for 2015/16 for approval Feb 2015	This will need to be addressed through the budget setting process with approval by Council in Feb 2015.	Not Due	Paul Fitzgerald
<b>Debt Collection</b>					

Ref	KEY TASK	ACTION / MEASURES	Update - Q1 2014/15 (1 Apr to 30 June)	Status Q1	JMT Owner
5.4	Council Tax Collection	Council Tax Target = 97.8% (98% achieved 2013/14)	Actual for Q1 = 34.78% The target for Q1 = 35.04% Target at this stage, not met but likely to be met by year end. Service Manager does not flag up any concern at this stage	Green	Paul Fitzgerald
5.4.1	Business Rate Collection	Target = 98.5% (98.9% achieved 2013/14)	Actual for Q1 = 33.96% The target for Q1 = 33.81% Exceeded target	Green	Paul Fitzgerald
5.4.2	Housing Rent Collection	Arrears no higher than £360k at Q4. (£351k end 2013/14)	£363k at week 13. The Housing Estates Team continue to take effective steps to manage rent accounts within the service.	Green	Simon Lewis
5.4.3	Sundry Debts (In SAP)	Value of debts over 90 days old and total outstanding to be lower than corresponding point in 2013/14.	30/6/14 debt over 90 days = £512,959.68 30/6/13 debt over 90 days = £521,989.57	Green	Paul Fitzgerald
<b>Benefits Subsidy</b>					
5.5	Benefits subsidy	To achieve 100% subsidy in respect of 2013/14 (confirmation due in Q3)  100% subsidy forecast for 2014/15	The lower threshold for TDBC is £159k pa. The predicted outturn is £36k leaving us with a £123k margin.	Green	Paul Fitzgerald
<b>Procurement Transformation</b>					
5.6	Procurement Savings	Value of savings signed off and savings delivered.  RAG status based upon likelihood of realising sufficient savings to repay 'loan' for Sw One transformation projects.	£3.416m of savings initiatives have been signed-off and agreed as at 31st May 2014 (latest published figures), of which £2.2m has been delivered; the balance will be delivered in subsequent months/years.  The Procurement Service has reviewed the 'pipeline' of further possible initiatives for TDBC to provide a clearer forecast of total likely savings at end of the current Sw One contract (expires 2017). Their current best estimate is £4.992m could be delivered.	Amber	Paul Fitzgerald



Ref	KEY TASK	ACTION / MEASURES	Update - Q1 2014/15 (1 Apr to 30 June)	Status Q1	JMT Owner
<b>CORPORATE HEALTH (People, Customer Service, &amp; Corporate Governance)</b>					
<b>People</b>					
6.1	Staff Sickness	Staff sickness - Target 8.2 days or lower per FT employee.  (Actual for 2013/14 8.2 days)	Q1 results for TDBC are 1.64 days absence per employee, giving a current annual prediction of 6.58 days absence per employee  Below is the breakdown of the absence figures, based on long-term absence being defined as a continuous period of 28 calendar days or more.  April – June 2014  Short-term absence – 380 days / 41% Long-term absence – 550 days/ 59%	<b>Green</b>	Richard Sealy
6.1.1	Staff Turnover	Leavers - Ill Health. Leavers - Dismissed	Q1. TDBC - Ill Health = 0% Dismissals= 0.2%	<b>Green</b>	Richard Sealy
<b>Delivering customer driven services achieving high levels of satisfaction</b>					
6.2	Telephone enquiries (contact centre)	a) Enquiries resolved at 1 <sup>st</sup> point of contact - Target 92% ( actual 95.8% 2013/14)	Target - for Contact Centre 92 %. Quarter 1 actual = 98.3% Total for Year = 98.3% (Qtr 1 last Year = 97.24%)	<b>Green</b>	Jill Sillifant
6.2.1	Telephone calls (contact centre)	b) Calls answered within 20 seconds - Target 80% (81.49% actual 2013/14)	Target - for Contact Centre 80 %. Quarter 1 actual = 85.79% Total for Year = 85.79% (Qtr 1 last Year = 77.95%) 4743 out of 33374 answered waited longer than 20 seconds during quarter.	<b>Green</b>	Jill Sillifant
6.2.3	Telephone calls (contact centre)	c) Calls abandoned -target below 5% (actual 2013/14 3.10%)	Target for Contact Centre <5%. Quarter 1 actual = 1.13% Total for Year = 1.13% (Qtr 1 last Year = 3.88%) 381 calls out of a total of 33755 offered abandoned during quarter	<b>Green</b>	Jill Sillifant
6.2.4	Customer Feedback (Complaints & Compliments)	Target - 100% complaints responded to within 10 days. (2013/14 actual 77% )	Q1 - 65% responded to within 10 days (48 complaints recorded. 17 dealt with outside of 10 days - 8 property services, 1 Parks , 2 Estates, 4 Housing options, 1 Development Control, 1 Waste ). 14 Compliments also received in same period. Matter highlighted at JMT Performance Review Session 23rd July and action taken to highlight importance of prompt response to complaints.	<b>Red</b>	Richard Sealy
6.2.5	Freedom of Information (FOI) requests	Measure: - Number of FOI enquiries received.  Target 75% answered witin 20 working days. (actual 2013/14 = 82%)	170 FOI Requests with 83 % responded with 20 days	<b>Green</b>	Richard Sealy

Ref	KEY TASK	ACTION / MEASURES	Update - Q1 2014/15 (1 Apr to 30 June)	Status Q1	JMT Owner
<b>Corporate Governance Action Plan</b>					
6.3	Deliver the action plan, focussing on high priority areas	Complete 95% of High priority Actions, and 80% of Medium priority actions by target dates	As at the previous review point (Dec 2013) the Corporate Governance Action Plan included 8 'open' actions (3 actions carried over from previous years plus 5 new external audit recommendations (Grant Thornton audit findings 2012/13). The latest position is: <ul style="list-style-type: none"> <li>• 4 of these actions are now considered 'closed'</li> <li>• Of the remaining 4 'open' actions, 2 are 'Green' (on track), and 2 are 'Amber' (some concern).</li> </ul>	Amber	Richard Sealy
<b>Audit and Inspection</b>					
6.4	Internal audit findings	Ensure that statutory Audit & Inspection obligations are met	2013-14 Internal Audit Work: Indicative opinion based on 29 reviews as draft or final (further 8 in progress / drafting). The following audit assessments were reported in respect of these audits were complete or draft (draft reports could be subject to change): Green - Substantial assurance = 1 Green - Reasonable assurance = 10	Green	Richard Sealy
<b>Equalities &amp; Diversity</b>					
6.5	Ensure compliance with general & specific duties of Equalities Act 2010	Number of actions within the Corporate Equality Action Plan delivered	The Corporate Equality Action Plan is on track to be delivered during 2014/2015. 23 of the 28 Actions within the plan are 'Green' and either ontrack or completed. New Assistant Directors are yet to develop equality action plans to reflect their new areas of work, these will address the delivery of the remaining 5 actions.	Amber	Simon Lewis
<b>Risk Management</b>					
6.6	Delivery of Risk Management Strategy & action plan	Joint WSC/TDBC Corporate risk register to be reviewed quarterly by JMT and progress against action plan tracked.  Joint WSC/TDBC risk management strategy and policy to be developed and approved by Corporate Governance / Audit Committees in Sept 2014.	First draft of joint WSC/TDBC Risk Management strategy produced. Further refinement needed but on track.  Corporate Risks last reviewed by JMT on 23rd July.	Green	Richard Sealy
<b>Corporate Health &amp; Safety</b>					
6.7	To raise the standard of Health & Safety knowledge & performance within the organisation.	Targets 1. increase accident reporting by 10% on previous year. 2. Carry out accident investigations within 2 weeks. 3. Carry out 5 audits per quarter. 4. Ensure 100% of audit reports completed within 2 weeks.	1. 10 accidents reported this year, up from 3 in same period last year = 233% increase. 2. Actual average 3 days - longest 6 days 3. 2 audits carried out to date 4. 100% completion to date	Green	Chris Hall