

Taunton Deane Borough Council

Executive - 16 September 2009

Performance and Financial Monitoring - Quarter 1 Report

Joint Report of Performance and Client Lead and Acting Financial Services Manager

(This matter is the responsibility of Executive Councillor Nicola Wilson)

1.0 Purpose

- 1.1 This report is to provide an overview of service and financial performance for Taunton Deane Borough Council between 1 April and 30 June 2009. As the Outturn Report has only just been approved by the Executive, it is proposed to focus only on the progress with performance on an exception basis. A more in-depth report will be provided for Quarter 2 in November.

2.0 Progress against the Corporate Strategy 2008/2011

- 2.1 The Objectives of the Council, together with the key actions to attain them, were listed in the Corporate Strategy 2008 - 2011, and approved by the Executive. So far, we are on track to deliver all the Objectives in the Corporate Strategy.

3.0 Progress against local and national indicators

- 3.1 At Quarter 1, the only local indicators which are not on target are BV 9 and BV 10. These relate to the in-year collection rates for Council Tax and Non Domestic Rates. Details are provided in Appendix 1. The remaining performance indicators (listed in Appendix 2) are either on track or are not collected every quarter. A more in depth update will be provided as part of Quarter 2 monitoring in November.
- 3.2 As part of the core council restructure we want to rationalise the existing arrangements for managing and monitoring performance. We need to challenge what we have to enable the introduction of a smarter and more efficient process which effectively drives and monitors council performance. This work has already started and a separate paper regarding 'Proposals for improving Performance Management' is being presented at this meeting.
- 3.3 If any Member would like any further information about any of the performance indicators, please contact Ruth James.

4.0 April - June Budget Monitoring

4.1 General Fund

4.1.1 Budget monitoring for the period April to June is showing a potential overspend of £299k. The variations from the planned budget are shown in the table below:

| Description of Variance | | Qtr 1 £'000 | Total £'000 | |
|--------------------------|--|----------------|----------------|---|
| Land Charges | The £40k represents the projected loss of income for the year. This takes into account the current situation in the Housing market. | +40 | +40 | ☹ |
| Car Parking (off street) | This is the current prediction for the full year effect of reduced occupancy of TDBC car parks – this is linked to the overall slowdown in the economy. | +30 | +30 | ☹ |
| Planning | The predicted loss of income is due to slowdown in the Housing market. | +250 | +250 | ☹ |
| Concessionary Fares | The present position indicates that if usage remains at current levels an underspend in the region of £100k may occur. However, historically the financial position has changed significantly around Q3 so we need to be cautious. | -100 | -100 | ☺ |
| Investment Income | There is an expected minor reduction in interest receipts. This is largely due to a reduction in interest rates. | +13 | +13 | ☹ |
| Recycling/ Refuse | Information supplied by SWP shows an increase in the predicted outturn for the recycling/refuse contract. | +66 | +66 | ☹ |
| Net variation | | +299 | +299 | ☹ |

4.1.2 Members should note that no national agreement has been reached yet over the inflationary increase for staff pay, the 2009/10 budgets include a cost of living increase of 2.5% on salaries.

4.1.3 The General Fund reserve is forecast to stand at around £1.58m at the end of 2009/10. This takes into account the supplementary estimate of £148k for the Core Council Review approved by Full Council in April.

4.2 Housing Revenue Account Qtr 1 Budget Monitoring

4.2.1 Budget monitoring for April to June shows a potential underspend of £60k. The variations are shown in the table below:

| Description of Variance | Qtr 1 £'000 | Total £'000 | |
|---|----------------|----------------|---|
| Additional admin and printing costs due to the rent restructuring agreed by Full Council 11 th August. | +15 | +15 | ☹ |

| | | | |
|---|-----|-----|---|
| Further slippage in asbestos works due to compatibility with Academy. | -75 | -75 | ☺ |
| Net variation | -60 | -60 | ☺ |

4.2.2 The Housing Revenue Account working balance is forecast to stand at around £1.8m at the end of 2009/10. This takes into account the supplementary estimate of £13.4k for the Core Council Review approved by Full Council in April and the £20k approved in August for Tenant Empowerment.

4.3 Capital

4.3.1 No budget monitoring variance for either the General Fund or Housing Revenue Account Capital have been reported.

4.4 Comment from the Strategic Finance Officer (S151 Officer)

4.4.1 With the introduction of the new finance system (SAP) it is recognised that there are some transactions for the period April to June 2009 that have yet to be processed through the new system. These transactions relate to both income and expenditure. However, through the controls that have been put in place since April, managers' detailed knowledge of their service and the input of the accountants, I have confidence that the figures shown above are as robust as they can be at the current time.

4.4.2 We cannot confirm the position for the DLO at the present time due to interfaces between legacy systems and SAP still being completed. However the DLO are both paying bills and billing customers as they did pre-SAP so no material variance is currently expected at the year end.

5.0 Effect on corporate priorities

5.1 As this report covers all aspects of the Council's performance, all corporate priorities are affected.

6.0 Recommendation

6.1 It is recommended that the Executive challenges the Council's performance and financial management at the end of Quarter 1 and make recommendations as appropriate to deal with any specific issues.

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Appendix 1

TDBC local indicator update to June 2009: Quarter 1

| Local indicator | Description | information owner | Target | Performance in Quarter 1 2009/10 | Frequency of data collection and when | On target Yes/No | If off target reasons why and actions taken |
|-----------------|---|-------------------|--------|----------------------------------|---------------------------------------|------------------|--|
| BV 9 | Percentage of the net collectable council tax debit collected in-year | Simon Doyle | 98.5% | 35.02% | Annual | No | At the end of Q1 we were 0.34% short of the target for Q1 (the annual collection target for 2009/10 is 98.50%). We believe this is mainly due to the severe economic downturn, although some early delay in progressing recovery action due to uncertainty concerning the receipt of payments through SAP implementation has inevitably impacted on performance in this area. A robust programme of recovery action is in place to chase late payers and the effects of this action should start to be felt as the year progresses. |
| BV 10 | Percentage of the net collectable NNDR are debit collected in-year | Simon Doyle | 98.82% | 32.07% | Annual | No | At the end of Q1 we were 4.83% short of the target (the annual collection target for 2009/10 is 98.82%). The Q1 target was largely based on collection performance in 2008/09. However, many large organisations have this year restructured their payment |

| Local indicator | Description | information owner | Target | Performance in Quarter 1 2009/10 | Frequency of data collection and when | On target Yes/No | If off target reasons why and actions taken |
|-----------------|-------------|-------------------|--------|----------------------------------|---------------------------------------|------------------|--|
| | | | | | | | <p>patterns to monthly rather than annual in advance. These changing payment patterns will have an affect on the early quarters collection rates, which should start to even out as the year progresses.</p> <p>There are however continuing signs the economic downturn is affecting our business community. There has been a rise in applications for hardship relief and also the number of empty properties, on which we have to collect full rates, continues to climb. Collecting rates on empty properties is particularly challenging.</p> <p>Additionally, reminder & final notices have been delayed during the quarter due to early uncertainty of receipt of payments through SAP.</p> |

Appendix 2

Local Area Agreement National Indicators

| National indicator | Definition | Baseline Performance 2008/09 | LAA Somerset target Variable depending on Delivery Plan |
|--------------------|---|--|---|
| 1 | Percentage of people who believe people from different backgrounds get on well together in their local area | 77.3% | 81% |
| 4 | Percentage of people who feel they can influence decisions in their locality | 28.4% | Baseline +4% |
| 6 | Participation in regular volunteering | 27.9% | Baseline +4% |
| 7 | Environment for a thriving third sector | 16.3% | Baseline +3.5% |
| 11 | Engagement in the arts | Active people survey revealed 47.7% in Somerset engaged. | Baseline +3.9% |
| 16 | Serious acquisitive crime rate | 9.66 crimes per thousand population | 9.04 crimes per thousand population |
| 21 | Dealing with local concerns about anti-social behaviour and crime by the local council and police | 29.7% | Not set |
| 30 | Reoffending rates of prolific and priority offenders | Avon and Somerset Police to provide data | Target to be set |
| 32 | Repeat incidents of domestic violence | Avon and Somerset Police to provide data | Target to be set |
| 39 | Rate of hospital admissions per hundred thousand for alcohol- | NHS to provide data | Target to be set |

| National indicator | Definition | Baseline Performance 2008/09 | LAA Somerset target Variable depending on Delivery Plan |
|---------------------------|--|-------------------------------------|--|
| | related harm | | |
| 47 | People killed or seriously injured in road traffic accidents | SCC to provide information | Target to be set |
| 56 | Obesity in primary school aged children in year 6 | NHS to provide data | 14.9% (2008-9) 14.7% (2009-10) 14.6% (2010-11) |
| 111 | First Time entrance To the Youth Justice System aged 10-17 | Probation Service to provide data | Target to be set |
| 112 | Under 18 conception rate | NHS to provide data | 22.8 per 1015-17-year-olds (data available in 2012) |
| 115 | Substance misuse by young people | Data not yet available | Target to be set |
| 121 | Mortality rate from all circulatory diseases ages under 75 | NHS to provide data | Target to be set |
| 136 | People supported to live independently through social services (all adults) | Data not yet available | Target to be set |
| 139 | The extent to which older people receive the support they need to live independently at home | 34.9% | 36.8% by 2011 |
| 142 | Percentage of vulnerable people who are supported to maintain independent living | Data not yet available | 95.49% |
| 147 | Care leavers in suitable accommodation | Data not yet available | 2008/0 990%; 2009/10 90.5%; 2010/11 91% |
| 152 | Working aged people on out of work benefit | Data not yet available | Target to be set |

| National indicator | Definition | Baseline Performance 2008/09 | LAA Somerset target Variable depending on Delivery Plan |
|---------------------------|---|---|--|
| 154 | Net additional homes provided | Data not yet available | Target to be set |
| 155 | Number of affordable homes delivered (gross) | Data not yet available | 611 per annum |
| 163 | Proportion of population aged 19-64 for males and 19-59 for females qualified to at least level 2 or higher | 72.4% | Target to be set |
| 165 | Portion of population aged 19-64 for males and 19-59 for females qualified to at least level 4 or higher | 28.8% | Target to be set |
| 166 | Median earnings of employees in the area | ONS data to be provided | Baseline +1.6% |
| 171 | New business registration rate | Data not yet available | Target to be set |
| 172 | Percentage of small businesses in an area at showing employment growth | Data not yet available | Target to be set |
| 175 | Access to services and facilities by public in court, walking and cycling | 70% (Baseline in 2007) | 90% |
| 179 | Value for money-total net value of on-going cash-releasing value for money gains | Actual efficiency, total in-year gains £573,613 | Target to be set |
| 185 | CO2 reduction from local authority operations | Data not yet available | Target to be set |
| 186 | Per capita CO2 emissions in the local authority area | Data not yet available | Target to be set |

| National indicator | Definition | Baseline Performance 2008/09 | LAA Somerset target Variable depending on Delivery Plan |
|---------------------------|---|-------------------------------------|--|
| 187 | Tackling fuel poverty -- people receiving income-based benefits living in homes with a low energy visions in rating | 16.91% | Target to be set |
| 188 | Adapting to climate change | 0 | Target to be set |
| 191 | Residual household waste per household | 371.56 kg per household | Target to be set |

TDBC National Indicators

| National indicator | Description | Baseline performance 2008/09 | TDBC target 2009/10 |
|---------------------------|--|-------------------------------------|----------------------------|
| 2 | Percentage of people who feel that they belong to their neighbourhood | 60.3% | Target to be set |
| 3 | Civic participation in the local area | 14.8% | Target to be set |
| 5 | Overall general satisfaction with local area | 87.7% | Target to be set |
| 8 | Adult participation in sport | 20.4 | Target to be set |
| 14 | Avoidable contact: the proportion of customer contact that is of low or no value to the customer | 27% | Target to be set |
| 15 | Serious violent crime rate | 0.22 | Target to be set |
| 17 | Perception of anti-social behaviour | 10.3% | Target to be set |
| 20 | Assault with injury crime rate | 6.26 | Steady downward trend |
| 22 | Perception of parents taking responsibility for the behaviour of their children in the area | 34.7% | Target to be set |

| National indicator | Description | Baseline performance 2008/09 | TDBC target 2009/10 |
|---------------------------|---|---|----------------------------|
| 23 | Perception that people in the area treat one another with respect and dignity | 23.8% | Target to be set |
| 27 | Understanding of local concerns about anti-social behaviour and crime by the local council and police | 28% | Target to be set |
| 29 | Gun crime rate | Avon and Somerset Police to provide data | Target to be set |
| 34 | Domestic violence – murder | Avon and Somerset Police to provide data | Target to be set |
| 35 | Building resilience to violent extremism | Avon and Somerset Police to provide data | Target to be set |
| 36 | Protection against terrorist attack | Avon and Somerset Police to provide data | Target to be set |
| 37 | Awareness of civil protection arrangements in the local area | 16.1% | Target to be set |
| 41 | Section of drunk or rowdy behaviour as a problem | 23% | Target to be set |
| 42 | Perception of drug use or drug dealing as a problem | 19.3% | Target to be set |
| 48 | Children killed or seriously injured in road traffic accidents | Road Safety Partnership provide information | Target to be set |
| 110 | Young people's participation in positive activities | Data not yet available | Target to be set |
| 118 | Take-up of formal childcare by low-income working families | HMRC to provide data | Target to be set |
| 119 | Self-reported measure of people's overall health and well-being | 77% | Target to be set |

| National indicator | Description | Baseline performance 2008/09 | TDBC target 2009/10 |
|---------------------------|--|-------------------------------------|----------------------------|
| 120 | All age all cause mortality rate | NHS to provide data | Target to be set |
| 122 | Mortality from all cancers and ages under 75 | NHS to provide data | Target to be set |
| 137 | Healthy life expectancy at age 65 | NHS to provide | Target to be set |
| 140 | Fair treatment by local services | 73.8% | Target to be set |
| 151 | Overall employment rate | SCC to provide data | Target to be set |
| 156 | Number of homes in temporary accommodation | 43 | 56 |
| 157 a | Processing of planning applications as measured against targets for "major applications" | 75% | 65% |
| 157b | Processing of planning applications as measured against targets for "minor applications" | 75% | 75% |
| 157c | Processing of planning applications as measured against targets for "other applications" | 83% | 85% |
| 158 | Percentage of decent council homes | 15.41% | 15% |
| 159 | Supply of ready to develop housing sites | Data not yet available | Target to be set |
| 160 | Local authority tenant satisfaction with landlord | 82.2% | Target to be set |
| 170 | Previously developed land that has been vacant or derelict for more than 5 years | Data not yet available | Target to be set |
| 180 | Changes in the Housing Benefit/council Tax Benefit new claims and change events | 694.7 | Target to be set |

| National indicator | Description | Baseline performance 2008/09 | TDBC target 2009/10 |
|---------------------------|---|-------------------------------------|----------------------------|
| 181 | Time taken to process housing benefit/council tax benefit new claims and change events | 10.3 days | Target to be set |
| 182 | Satisfaction of businesses with local authority regulation services | 82.1% | Somerset target: 75% |
| 184 | Food establishments in the area which are broadly compliant with food hygiene | 86.5% | Target to be set |
| 189 | Flood and coastal erosion risk management | Environment Agency | Target to be set |
| 192 | Household waste recycled composted | 48.22% | Not applicable |
| 193 | Percentage of municipal waste to landfill | Data not yet available | Target to be set |
| 194 | Air quality -- percent reduction in NOx and PM10 emission through local authority estates in operations | Data not yet available | Target to be set |
| 195 | Improved street and environmental cleanliness (levels of graffiti, litter, detritus and flyposting) | Data not yet available | Target to be set |
| 196 | Improved street and environmental cleanliness-fly tipping | 4 | 4 |
| 197 | Improved biodiversity -- active management of local sites | 100% | 100% |
| 199 | Children and young people satisfaction with park and play areas | Data not yet available | Target to be set |

Current TDBC local indicators

| Local indicator | Description | Performance 2008/09 | Target |
|-----------------|---|--|---------------------|
| BV 2a | The level of the Equality Standard | Level 1 of the new Equality Framework for Local Government | Level 3 |
| BV 2b | The duty to promote racial equality | 79% | 89% |
| BV 12 | The proportion of working days lost due to sickness absence | 10.9 days | 11 days |
| BV 63 | Average SAP rating for local authority owned premises | 66.02% | 66% |
| BV 66 a | Percentage of rent owed that was collected | 100.15% | 98.3% |
| BV 80 (vii) | Overall satisfaction with the service (Benefits) | 82.85% | Greater than 81.43% |
| BV 86 | Cost of waste collection per household | Data not yet available | |
| BV 156 | Percentage of buildings were all public areas are suitable for an accessible to disabled people | Data not yet available | 68% |
| BV 202 | Number of people sleeping rough | 10 | 10 |
| BV 204 | Percentage of appeals allowed against the authority's decision (planning) | 18.2% | 10% |
| BV 213 | Housing casework intervention | 6.4 | 4 |
| BV 218 a | Percentage of new reports of abandoned vehicles investigated within 24 hours of notification | 100% | 98% |
| BV 219b | Percentage of conservation areas with up-to-date appraisals | 45.2% | No target set |
| LPI 10 | Percentage of telephone calls answered within 20 | 86.2% | 83.5% |

| Local indicator | Description | Performance 2008/09 | Target |
|------------------------|--|----------------------------|---------------|
| | seconds (Contact Centre only) | | |
| LPI 30 | Percentage of council tenants who have reported anti-social behaviour in the last 12 months, rating the help and advice given as excellent or good | 66.6% | 66% |
| LPI 35 | Overall tenant satisfaction with repair service | 97.81% | 98.1% |
| LPI 41 | Area of local nature reserves per 1000 population | 1.07 | 1.07 |
| LPI 47 | Percentage of available commercial premises let | 89.29% | 90% |
| LPI 48 | Percentage of available industrial premises let | 63.64% | 90% |
| LPI 60 | The proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings | 57.55% | 67% |
| LPI 61 | Proportion of expenditure on emergency and urgent repairs to HRA dwellings compared to non-urgent repairs expenditure to HRA dwellings | 17.71% | 14% |
| LPI 62 | Percentage of calls resolved at the first point of contact (Contact Centre only) | 96.4% | 72% |