



CABINET REPORT

Report Title	FINANCE AND PERFORMANCE REPORT TO THE END OF JULY 2011
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AGENDA STATUS: PUBLIC

Cabinet Meeting Date:	14 September 2011
Key Decision:	NO
Listed on Forward Plan:	YES
Within Policy:	YES
Policy Document:	NO
Directorate:	Management Board
Accountable Cabinet Member:	Cllr A Bottwood/Cllr D Palethorpe
Ward(s)	N/A

1. Purpose

- 1.1 This report presents the Council's key financial and performance exceptions for the year to date.

2. Recommendations

- 2.1 That Cabinet note the contents of the report and recommends actions to be taken, if any, to address the issues arising.

3. Issues and Choices

3.1 Report Background

- 3.1.1 The purpose of this report is to assist Cabinet in monitoring the progress against the delivery of the Corporate Plan priorities within the agreed capital and revenue budgets for general fund and HRA by highlighting the key exceptions and identifying any emerging issues as notified by service managers.
- 3.1.2 It is important that the savings built into the budget are achieved in order to minimise the impact on the Council's general reserves and the budget for future years. Should any of

the savings be unachievable Management Board and Heads of Service are responsible for identifying and undertaking appropriate management action to deliver alternative savings or income.

3.1.3 The report takes into consideration the progress of key projects being delivered across the Council, achievement against performance indicators and financial/resource information.

3.1.4 Portfolio holders receive detailed information on all the measures monitoring the Corporate Plan within their portfolios.

3.2 Issues

3.2.1 Performance Exceptions on Corporate Plan Priorities

This section of the report brings to the attention of Cabinet those measures that are under (▲) or over (●) performing by corporate priority against their profiled monthly targets. Appendix 1 provides further detail of the issues and actions being taken by service areas.

This report does not include performance data for the Leisure Trust and the Enterprise Managed Services (EMS) LTD contract delivering services including household waste and recycling, street cleaning, parks, cemeteries and grounds maintenance. Data for reporting by the Leisure Trust will be considered and approved by the Trust Board in September, therefore exception reporting will commence next quarter. Client monitoring and reporting processes are being finalised and exception reporting will commence next quarter for performance measures relating to services covered by the EMS contract.

Theme 1 - You

Measure	Performance status	Actual (YTD)	Target (YTD)	Portfolio	Page ref. for further detail
HI 36 Number of affordable homes delivered	▲	0	10	Housing	Appendix 1 page 2
Profiled target not achieved this quarter, although it is anticipated that the annual target will still be achieved.					
HI 07 Number of households living in temporary accommodation	●	33	45	Housing	Appendix 1 page 2
Increasing number of households in temporary accommodation, but below profiled targets.					
HI 09 Homeless households for whom casework advice resolved their situation	●	790	619	Housing	Appendix 1 page 2
Performance higher than the profiled target for the fourth consecutive month.					
RB 02 Speed of processing: Average time for processing new claims	●	20 days	22.25 days	Finance	Appendix 1 page 2
New benefit claim processing times being maintained below monthly profiled targets and improving month on month.					

Theme 2 – Your Town

Measure	Performance status	Actual (YTD)	Target (YTD)	Portfolio	Page ref. for further detail
CH 04 Visits to museums in person per 1,000 population	▲	221.62	255.14	Community engagement	Appendix 1 page 3
Profiled targets not achieved for the last three months.					
NI 157a Percentage of small scale major planning applications determined within 13 weeks	▲	66.67%	75%	Planning & environment	Appendix 1 page 3
Profiled target for the month not achieved.					
TCO 02 Number of events delivered in partnership: parks and open space	▲	1	2	Community engagement	Appendix 1 page 3
Profiled target for the month not achieved.					
TCO 05 Percentage increase in Market Square footfall compared to 2010-11	▲	-6.04%	2%	Community engagement	Appendix 1 page 3
Profiled target for the month not achieved.					
TCO 05 Market Square footfall	▲	1.22m	1.34m	Community engagement	Appendix 1 page 3
Profiled target for the month not achieved.					
TCO 01 Number of events delivered in partnership: Town Centre	●	3	2	Community engagement	Appendix 1 page 3
Profiled target achieved.					

Theme 3 – Your Council

Measure	Performance status	Actual (YTD)	Target (YTD)	Portfolio	Page ref. for further detail
BV 12 The number of working days / shifts lost to sickness absence	▲	3.54	3	Leader	Appendix 1 page 4
BV 12r The number of working days / shifts lost to sickness absence for rolling 12 month period	▲	12.14	9	Leader	Appendix 1 page 4
Monthly improvement, but profiled target not achieved.					
CS 05 Percentage of customers satisfied with their contact experience	▲	84.67%	90%	Community engagement	Appendix 1 page 4
Target not achieved for the last two months.					
CS 13 Percentage of all calls answered	▲	78.09%	95%	Community engagement	Appendix 1 page 4
Profiled target not achieved over the last four months.					
CS 14 One-stop-shop: Percentage of all customers waiting less than 15 minutes	▲	75.01%	90%	Community engagement	Appendix 1 page 4
Profiled target not achieved.					

Measure	Performance status	Actual (YTD)	Target (YTD)	Portfolio	Page ref. for further detail
PP 05 Percentage change in 12 months electric consumption compared to previous year	▲	-4.5%	-5%	Finance	Appendix 1 page 4
Improvement on previous year's performance, but profiled target not achieved.					
RB 06 Percentage of Council Tax collected	▲	38.88%	39.4%	Finance	Appendix 1 page 4
Profiled target not achieved.					
FIN27 NBC procurement savings for the year against costs of NBC procurement	●	£166,865	£123,333	Finance	Appendix 1 page 4
Performance better than profiled target.					
RB 04 Percentage of non-domestic rates due for the year, which have been received	●	41.4%	41.13%	Finance	Appendix 1 page 4
Profiled target achieved.					
RB 07 Total percentage of debt outstanding, not in recovery and overdue	●	6.53%	9.4%	Finance	Appendix 1 page 4
Profiled targets achieved for the fourth consecutive month.					

3.2.2 Key Financial Indicators Exceptions

Target of £0k means that the target is to deliver the budget

Ref	Dashboard Indicator Description	Latest Position		Target	RAG
2	Total GF Revenue Controllable Budget	Under Spend	£178k	£0	B
3.	Total HRA Revenue Controllable Budget	Under Spend	£159k	£0	B
5.	Debt Financing Budget	Under Spend	£347k	£0	B

3.2.3 General Fund and HRA Revenue Budget Issues

1. Number of Service Areas Materially Overspending

3.2.4 None of the 20 services with general fund budgets are reporting material variations.

2. Total General Fund Revenue Controllable Budget

3.2.5 The following table explains the main under and overspends on the General Fund.

Service Area	£,000
Neighbourhood Environmental Services	32
Pension Fund Strain	-147
Housing General Fund	-63
Debt Financing	-347
Total Forecast Under/Overspend	- 525

- 3.2.6 **Neighbourhood & Environmental Services (Green)** managers are reporting a forecast overspend of £32k after management action, due to income from NCC for weed spraying and grass cutting on verges etc reducing, the impact on the Council being £15k. £17k overspend is due to the production of bin collection timetables as the contract start date was delayed.
- 3.2.7 **Finance (Blue)** managers are reporting an under spend of £147k. This is mainly due to prior year pension strain costs being paid up front in previous years, instead of spreading over 3 years as previously expected.
- 3.2.8 **Housing General Fund (Green)** managers are reporting a forecast underspend of £63k mainly arising from employee savings through restructuring.
- 3.2.9 The **Debt Financing (Blue)** manager is forecasting an underspend of £347k. This is due to an over achievement of investment income as a result of higher balances during the year due mainly to capital slippage, so has no impact for 2012/13.

3. Total HRA Revenue Controllable Budget (Blue)

- 3.2.10 Managers are currently reporting an under spend of £159k on the HRA, which is mainly due to savings on vacant posts.

4. 2010/11 GF Savings and Efficiency Targets

- 3.2.11 Managers are currently forecasting these savings targets as being on target for 2011/12.

3.2.12 Capital Programme Budgets

General Fund

- 3.2.13 Managers are currently forecasting the General Fund capital programme as being on track with no slippage.

Housing Revenue Account (HRA)

- 3.2.14 Managers are currently forecasting the HRA capital programme as being on track with no slippage.

3.2.15 Data Quality

- 3.2.16 The Council has processes in place to ensure that the data and information it provides to support management decision making is as reliable as possible. The Council has a strategy to improve data quality and service areas are working to achieve the objectives within it. This is closely linked to the Council's risk assessment processes and is monitored each month as part of the Council's Performance Management Framework.

3.3 Choices (Options)

- 3.3.1 Cabinet is asked to note the reported position.

4. Implications (including financial implications)

4.1 Policy

- 4.1.1 The Council agreed a balanced budget for the Capital Programme and Revenue budgets for HRA and General Fund in February 2011. The monitoring of delivery of the budget is through the budget monitoring framework.

4.1.2 Corporate measures are monitored regularly to track progress towards delivering our priorities, as detailed in the Council's Corporate Plan. Service areas annually develop objectives, measures and targets to ensure the delivery of the Corporate Plan through the service planning process. The monitoring of progress is through the Performance Management Framework.

4.2 Resources and Risk

4.2.1 This report informs the Cabinet of the forecast outturn positions for capital and revenue, HRA and General Fund as at the end the period. It also highlights the key risks identified to date in delivering those budgets and where performance measures are significantly over or under performing.

4.2.2 There will be an ongoing impact in future years of not achieving the savings within the 2011/12 budget, particularly where services move outside the direct control of NBC.

4.2.3 All objectives, measures and actions within the Service Plans are risked assessed and challenged before final approval. The challenge process includes the agreement of performance targets and the capacity / ability to deliver the plans with appropriate resource set aside to do so.

4.3 Legal

4.3.1 There are no specific legal implications arising from this report.

4.4 Equality

4.4.1 There are no specific equalities implications arising from this report.

4.5 Consultees (Internal and External)

4.5.1 Heads of Service and Budget Managers and Management Board are consulted as part of the budget and performance monitoring process on a monthly basis.

4.5.2 Performance data (financial and non financial) is published on the NBC website.

4.6 How the Proposals deliver Priority Outcomes

4.6.1 Performance monitoring (financial and non financial) by exception and using it to improve performance is good practice in terms of efficient and effective management. It focuses on the key areas and therefore contributes directly to the priorities of sustaining "effective and prudent financial management" and being "an agile transparent organisation with good governance".

4.7 Other Implications

4.7.1 There are no other implications arising from this report.

5. Background Papers

5.1 Cabinet and Council Budget and Capital Programme Reports February 2011.

5.2 Finance Monitoring Dashboard to the end of May 2011 report to Cabinet

Dale Robertson, Head of Performance and Change, 01604 837110
Isabell Procter, Director of Finance and Support, 01604 838757
Management Board, C/o David Kennedy, Chief Executive, 01604 837726