



**QUARTERLY PERFORMANCE
REPORT**

QUARTER 1

1ST April to 30th June 2007

2007 / 2008 Quarter 1 Report

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**PERFORMANCE INDICATORS - SUMMARY
QUARTER 1**

The overall picture of performance this quarter is good – nearly 90% of high priority targets are green, and overall, 70% of targets are green. The complete picture is as shown.

	Total	Red	Amber	Green	Data Only
High priority quarterly indicators	27	1	2	24 (89%)	0
High priority annual Indicators	34	7	1	26 (76%)	0
Medium priority indicators	61	7	4	42 (68%)	8
Low priority indicators	35	2	2	27 (77%)	4
All BVPIs	121	12	7	97 (80%)	5
All indicators	168	17	9	120 (71%)	22

Note – high medium and low priority categories include BVPIs and local PIs, so the sum of high, medium and low indicators will not be the same as all BVPIs or all indicators. The two lower rows are included for comparison.

For a more detailed look at the indicators, there are two tables in this report. The first table (Table 1) shows the performance of the high-priority indicators. These indicators are prioritised because they are direction-of-travel indicators, recategorisation indicators, or because they have been recognised by the Council as a significant indicator. The second table (Table 2) shows the remaining BVP indicators that are within (amber) or below (red) 5% of the Council's target for the year. Data only indicators are not included.

Note: this is the first quarter report, so there is no direction of travel trend to report.

PERFORMANCE INDICATORS - QUARTERLY PERFORMANCE COMMENTARY

The corporate action plan defines high, medium and low priority indicators. Not all the high-priority indicators are collected quarterly. Where information is collected quarterly, these tables show the first quarter's outturn and the target for the year-to-date. For some indicators (for example BV 9 and 10), the quarterly target is only a proportion of the annual target, and the annual target is also given in a separate column.

Although less than half of these indicators are being collected quarterly, the remaining indicators are being reviewed to allow quarterly reporting of more of the indicators. In particular, the satisfaction indicators will require more frequent reporting, and this will be reflected in later quarterly reports.

Green Indicators **(Performance is on or above target for the quarter)**

Highlights include:

- 100% of abandoned cars are being removed within 24 hours of our right to do so.
- Graffiti removal is at optimum performance with 100% of incidents being removed within the target timescales.
- The number of missed bins per 100,000 population is also well within target for the first quarter.
- Number of shifts lost to sickness is well below the national average for the first quarter.

Amber indicators **(Performance is up to 5% off target for the quarter)**

Commentary given in table below

Red Indicators  **(Performance is 6% or more off target for the quarter)**

The two waste indicators are both increased by the exceptional growing conditions in a warm, wet spring. Garden waste collections have been higher than usual and this has raised the total collection rate (84a), and because this figure is higher, the *percentage* of the total waste that is being recycled is lower as well.

Contextual Information

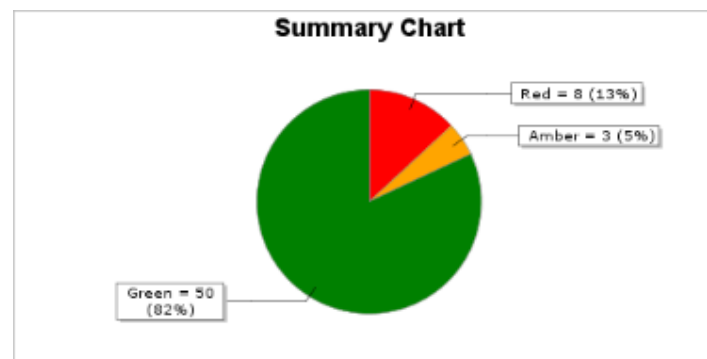
Performance Indicators reported

This is the first quarterly monitor to report the performance against the high priority indicators defined in the 2007-8 corporate performance plan. Where the outturns are reported as 'unknown' this is because the indicator does not have a meaningful target; either because the indicator is new (HLP4 adjusted), or because there is no practical way of setting a target (BV119d).

The second table in this report is the exception report of all the remaining BVP indicators that are being reported as red or amber for whatever reason.

Allan Reid
Chief Executive
August 2007

Quarterly monitor for high-priority indicators.



Theme: **Create a Better Place to Live, Work and Play**

Traffic Light: **Green**

Traffic Light: Green 19

PI Code	Description	2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date			Traffic Light	Latest Notes
		2006/07	Q1 2007/08	Q2 2007/08	Q3 2007/08	Q4 2007/08	2007/08		Annual 2007		
		Value	Value	Value	Value	Value	Value	Target			
HLP2	The percentage of urgent repairs which were completed within Government time limits	97.5%	98%				98%	98%	98%	✓	
HLP3	Average time taken in days to complete non-urgent repairs	10.75	8				8	12	12	✓	
HLP4 adjusted	Percentage of private sector homes which remain vacant for more than six months	1%	Not Collected					1%	1%	✓	Provisional target set for 2006/07 as per C.E.



BV66b	The number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants.	5.55	5.26				5.26	5.6	5.6			
BV74a adjusted	The percentage of all council tenants, or a representative sample of council tenants, stating that they are satisfied with the overall service provided by their landlord when surveyed.	90.00%	Not Collected							90.00%		Housing transfer - no target set for 2007 ; Provisional target set as per C.E. ; The Re-categorisation Assessment does not include figures for 2003/04 although they were submitted by the Council. This is being queried with the Audit Commission. No comparison available until resolved.
BV75a adjusted	Satisfaction of council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord.	66.00%	Not Collected									Housing transfer - no target set for 2007
BV109a	Percentage of major applications determined in 13 weeks	75.00%	96.00%				96.00%	82.00%	82.00%			
BV109b	Percentage of minor applications determined in 8 weeks	74.89%	75.94%				75.94%	75.00%	82.00%			
BV109c	Percentage of other applications determined in 8 weeks	83.69%	92.03%				92.03%	90.00%	90.00%			
BV111	Percentage of applicants and those commenting on planning applications satisfied with the service received - Overall	74%	Not Collected						75%	75%		Satisfaction data to be collected more frequently
BV119a	Percentage of residents satisfied with the authorities sports/leisure facilities	60%	Not Collected						60%	60%		Satisfaction data to be collected more frequently ; Data amended to correct rounding errors

BV119c	Percentage of residents satisfied with the authorities museums and galleries.	41%	Not Collected				42%	42%		Satisfaction data to be collected more frequently ; Data amended to correct rounding errors
BV119d	Percentage of residents satisfied with the authorities theatres and concert halls.	28%	Not Collected				0%	0%		No theatres or concert halls in the district
BV119e	Percentage of residents satisfied with the authorities parks and open spaces	68%	Not Collected				72%	72%		Satisfaction data to be collected more frequently
BV184a	The proportion of LA homes which were non-decent at start of financial year	58%	Not Collected				56%	56%		Can only be collected at start of year
BV184b	The percentage change in proportion of non-decent dwellings between the start and end of the financial year.	9.8%	Not Collected				3.36%	3.36%		Can only be collected at year end
BV204	The number of planning appeal decisions allowed against the authority's decision to refuse on planning applications, as a percentage of the total number of planning appeals against refusals of planning applications.	40.0%	23.5%				23.5%	24.0%	24.0%	
BV212	Average time taken to re-let local authority housing.	53	32				32	48	48	
BV218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	87.79%	100.00%				100.00%	94.00%	94.00%	

Theme: **Create a Better Place to Live, Work and Play**

Traffic Light: **Amber**



Traffic Light: Amber 2

		2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date				
PI Code	Description	2006/07	Q1 2007/08	Q2 2007/08	Q3 2007/08	Q4 2007/08	2007/08		Traffic Light	Latest Notes	
		Value	Value	Value	Value	Value	Value	Target			Annual 2007
BV66a	Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings	98.01%	90.95%				90.95%	91.15%	94.50%		Performance was only slightly below target for quarter one, and is now back on track for quarter two.
BV205	The local authority's score against a 'quality of planning services' checklist		95.0%				96.0%	100.0%	100.0%		Using estimated figure of 96% while awaiting publication of Pendleton report

Theme: **Create a Better Place to Live, Work and Play**

Traffic Light: **Red**

Traffic Light: Red 2




		2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date				
PI Code	Description	2006/07	Q1 2007/08	Q2 2007/08	Q3 2007/08	Q4 2007/08	2007/08		Traffic Light	Latest Notes	
		Value	Value	Value	Value	Value	Value	Target			Annual 2007
HLP4 unadjusted	Percentage of private sector homes which remain vacant for more than six months	1.5%	Not Collected					1.5%	1.5%		Annual figure under review regarding the practicality of collecting quarterly
HLP5	Average Weekly Management Cost	£15.34	Not Collected					£14.63	£14.63		Annual figure under review regarding the practicality of collecting quarterly

Theme: **Create a Cleaner and Greener District**

Traffic Light: **Green**

Traffic Light: Green 10


PI Code	Description	2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date			Traffic Light	Latest Notes
		2006/07 Value	Q1 2007/08 Value	Q2 2007/08 Value	Q3 2007/08 Value	Q4 2007/08 Value	2007/08 Value	Target	Annual 2007		
WCLP1	Number of missed bins per 100,000	20.3	25				25	35	35		
WCLP2	% and Number of Fly Tips cleared within 24 hours of being reported	98.53%	98.77%				98.77%	98.6%	98.6%		
WCLP3	Percentage of cases of graffiti removed from the public highway within 5 days of being reported	100%	100%				100%	100%	100%		
WCLP4	% of cases of Graffiti removed within 24 hours of being reported	100%	100%				100%	100%	100%		
BV63	The average SAP rating of local authority-owned dwellings.	71	Not Collected					71	71		
BV82b(i)	Percentage of the total tonnage of household waste arisings which have been sent for composting or for treatment by anaerobic digestion	12.02%	21.75%				21.75%	13.00%	13.00%		
BV86	Cost of waste collection per household	£64.60	Not Collected					£68.00	£68.00		The BVPI cost per property for 2007/08 has been amended. Although this is slightly higher than previously stated the figure is still the lowest for three years (despite inflation and increased recycling) and is well within the councils target of £73.70 quoted within the corporate management plan. The council has to provide BVPI figures by the end of June but oddly the government returns (called RO forms) which contain the costs from which the BVPI's

										are calculated are not submitted until late July. This makes the job of providing a cost per property figure difficult, as it cannot be reconciled to the RO forms at the time the BVPI is required nor take into account any late adjustments.
BV90b adjusted	Percentage of people expressing satisfaction with the provision of recycling facilities overall	72%	79%				79%	79%	79%	 estimated outturn for first quarter - data to be collected more frequently
BV091a	Percentage of households resident in the authority's area served by kerbside collection of recyclables	100.0%	Not Collected					100.0%	100.0%	
BV199a	The proportion of relevant land and highways (expressed as a percentage) that is assessed as having combined deposits of litter and detritus that fall below an acceptable level	7.0%	Not Collected					7.5%	7.5%	 Data amended to correct rounding errors ; DEFRA guidance requires this data three times a year, not quarterly, hence no data reported in Q1

Theme: **Create a Cleaner and Greener District**

Traffic Light: **Red**

Traffic Light: Red 2

PI Code	Description	2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date			Traffic Light	Latest Notes
		2006/07 Value	Q1 2007/08 Value	Q2 2007/08 Value	Q3 2007/08 Value	Q4 2007/08 Value	2007/08 Value	Target	Annual 2007		
BV82a(i)	Percentage of the total tonnage of household waste arisings which has been recycled	23.19%	23.24%				23.24%	26.50%	26.50%		A report on future proposals for waste collection will be taken to Cabinet on October 15th ; This indicator reflects the seasonal nature of green recycling. This indicator measures recycling and household waste and the wet spring has increased the total material collected
BV84a	Number of kilograms of household waste collected per head	412.0	113.0				113.0	105.0	420.0		A report on the future of waste collection and recycling will be taken to cabinet on October 15th ; The high level of waste collected reflects the increased collection of garden waste due to the wet spring. (Note that this indicator records the collection of all waste; recycling and landfill)

Theme: **Help People Feel Safe and Well**

Traffic Light: **Green**



Traffic Light: Green 5

		2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date				
PI Code	Description	2006/07	Q1 2007/08	Q2 2007/08	Q3 2007/08	Q4 2007/08	2007/08		Annual 2007	Traffic Light	Latest Notes
		Value	Value	Value	Value	Value	Value	Target			
BV166a	Score against a checklist of enforcement best practice for environmental health.	100.0%	Not Collected					100.0%	100.0%		Due to loss of a post due to outsource housing this may affect the 100% score
BV175	The percentage of racial incidents reported to the local authority that resulted in further action	100.00%	100.00%				100.00%	100.00%	100.00%		
BV183a	The average length of stay in bed and breakfast accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need.	0	0				0	0	0		
BV183b	The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need.	15.5	14				14	15	15		
BV214	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years	.72%	Not Collected					2.00%	2.00%		Annual figure under review regarding the practicality of collecting quarterly

Theme: **Help People Feel Safe and Well**

Traffic Light: **Red**





Traffic Light: Red 2



		2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date				
PI Code	Description	2006/07	Q1 2007/08	Q2 2007/08	Q3 2007/08	Q4 2007/08	2007/08		Traffic Light	Latest Notes	
		Value	Value	Value	Value	Value	Value	Target			Annual 2007
CSLP4	The percentage of people surveyed who said they felt fairly safe or very safe outside in their local area during the day	81.2%	Not Collected					82%	82%		review frequency of measuring satisfaction
CSLP5	The percentage of people surveyed who said they felt not very safe or not at all safe outside in their local area during the night	30.5	Not Collected					30	30		review frequency of measuring satisfaction





Theme: **Improve Performance and Deliver Better Value**

Traffic Light: **Green**


Traffic Light: Green 16

		2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date				
PI Code	Description	2006/07	Q1 2007/08	Q2 2007/08	Q3 2007/08	Q4 2007/08	2007/08		Traffic Light	Latest Notes	
		Value	Value	Value	Value	Value	Value	Target			Annual 2007
CHLP7	The average telephone response time in the Customer Service Centre	11	8				8	15	15		
BV8	Percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms.	96.44%	97.74%				97.74%	97.00%	97.00%		
BV9 unadjusted	Percentage of Council Tax collected by the Authority in the year	98.47%	29.89%				29.89%	29.27%	98.55%		
BV9 adjusted	Percentage of Council Tax collected by the Authority in the year	98.47%	29.89%				29.89%	24.64%			

BV10	The percentage of non-domestic rates due for the financial year which were received by the authority	99.07%	30.83%				30.83%	29.40%	99.20%		
BV12	Number of working days/shifts lost to the Local Authority due to sickness absence	9.89	1.46				1.46	2.12	8.48		
BV74a unadjusted	The percentage of all council tenants, or a representative sample of council tenants, stating that they are satisfied with the overall service provided by their landlord when surveyed.	83.00%	Not Collected								Satisfaction data to be collected more frequently
BV75a unadjusted	Satisfaction of council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord.	61.00%	Not Collected								Housing transfer Nov 2007
BV78a	The average processing time taken for all new Housing and Council Tax Benefit (HB/CTB) claims submitted to the Local Authority, for which the date of decision is within the financial year being reported.	30.8	23.2				23.2	26.4	26.4		
BV78b	The average processing time taken for all written notifications to the Local Authority of changes to a claimant's circumstance that require a new decision on behalf of the Authority.	13.2	7.0				7.0	9.1	9.1		
BV79b(i)	The amount of Housing Benefit overpayments (HB) recovered during the period being reported on as a percentage of HB deemed recoverable over-payments during that period.	58.23%	Not Collected					60.00%	60.00%		Review practicality of collecting quarterly ; Includes outstanding debts at start of year
BV79b(iii)	Housing Benefit (HB) overpayments written off during the period as a percentage of the total amount of HB overpayment	7.30%	Not Collected					3.00%	3.00%		

	debt outstanding at the start of the period, plus amount of HB overpayments identified during the period											
BV89	Percentage of people satisfied with the cleanliness standard in their area (streets and relevant land)	68%	69%				69%	69%	69%			
BV89 adjusted	Percentage of people satisfied with the cleanliness standard in their area (streets and relevant land)	77%	Not Collected									Satisfaction data to be collected more frequently
BV90a	Percentage of people expressing satisfaction with the household waste collection service overall	80%	80%				80%	80%	80%		Satisfaction data to be collected more frequently	
BV90b unadjusted	Percentage of people expressing satisfaction with the provision of recycling facilities overall	72%	74%				74%	74%	74%		estimated outturn for first quarter - data to be collected more frequently	



Theme: Improve Performance and Deliver Better Value
Traffic Light: Amber
 Traffic Light: Amber 1

PI Code	Description	2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date			Traffic Light	Latest Notes
		2006/07 Value	Q1 2007/08 Value	Q2 2007/08 Value	Q3 2007/08 Value	Q4 2007/08 Value	2007/08 Value	Target	Annual 2007		
BV79a	The percentage of cases within a random sample for which the Authority's calculation of Housing and Council Tax Benefit (HB/CTB) is found to be correct.	98.00%	98.40%				98.40%	99.00%	99.00%		New monitoring module implemented in the IBS system to improve accuracy, this will take effect in Q2.

Theme: **Improve Performance and Deliver Better Value**

Traffic Light: **Red**

Traffic Light: Red 2


PI Code	Description	2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date			Traffic Light	Latest Notes
		2006/07	Q1 2007/08	Q2 2007/08	Q3 2007/08	Q4 2007/08	2007/08		Annual 2007		
		Value	Value	Value	Value	Value	Value	Target			
BV3	The percentage of citizens satisfied with the overall service provided by their local authority	55%	Not Collected					70%	70%		Satisfaction data to be collected more frequently
BV79b(ii)	HB overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period.	31.49%	Not Collected					35.00%	35.00%		Levels of recovery influenced by claimants remaining on benefit or coming off of benefit.

Themed medium and low priority indicators. Publication of exceptions only.

Theme: **Create a Better Place to Live, Work and Play**

Traffic Light: **Amber**


Traffic Light: Amber 1

		2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date				
PI Code	Description	2006/07 Value	Q1 2007/08 Value	Q2 2007/08 Value	Q3 2007/08 Value	Q4 2007/08 Value	2007/08 Value	Target	Annual 2007	Traffic Light	Latest Notes
BV170c	The number of pupils visiting museums and galleries in organised school groups	6686	Not Collected					6000	6000		We are on target to achieve approximately 7,000 school users

Theme: **Help People Feel Safe and Well**

Traffic Light: **Amber**


Traffic Light: Amber 1

		2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date				
PI Code	Description	2006/07 Value	Q1 2007/08 Value	Q2 2007/08 Value	Q3 2007/08 Value	Q4 2007/08 Value	2007/08 Value	Target	Annual 2007	Traffic Light	Latest Notes
EHLP1	Remove 500 properties at risk from flooding by March 2008	128	Not Collected					87	87		Alderford Street Project finished 28 properties removed from risk ; This is the last year that this PI applies

Theme: **Help People Feel Safe and Well**

Traffic Light: **Red**





Traffic Light: Red 1

		2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date				
PI Code	Description	2006/07	Q1 2007/08	Q2 2007/08	Q3 2007/08	Q4 2007/08	2007/08		Annual 2007	Traffic Light	Latest Notes
		Value	Value	Value	Value	Value	Value	Target			
BV127a	Violent crime per year, 1,000 population in the Local Authority area.	11.8	3.2				3.2	3.0	12.0		Reliant on police to supply data

Theme: **Improve Performance and Deliver Better Value**

Traffic Light: **Amber**









Traffic Light: Amber 4

		2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date				
PI Code	Description	2006/07	Q1 2007/08	Q2 2007/08	Q3 2007/08	Q4 2007/08	2007/08		Annual 2007	Traffic Light	Latest Notes
		Value	Value	Value	Value	Value	Value	Target			
CHLP3	Number of complaints responded to in 7 working days	75	74				74	75	75		Response time is just below target at 74%
BV80a	Satisfaction with contact/access facilities at benefit office - % agree all. Conducted every 3 years.	82%	Not Collected								Satisfaction surveys to be carried-out more frequently
BV80d	Satisfaction with Staff in benefit office - % agree all	79%	Not Collected								Satisfaction surveys to be carried-out more frequently
BV80e	Clarity etc. of forms & leaflets - % agree all	69%	Not Collected								Satisfaction surveys to be carried-out more frequently

Theme: **Improve Performance and Deliver Better Value**

Traffic Light: **Red**

Traffic Light: Red 8

PI Code	Description	2006/7 outturn	2007/8 quarterly outturns				2007/8 year to date		Annual 2007	Traffic Light	Latest Notes
		2006/07	Q1 2007/08	Q2 2007/08	Q3 2007/08	Q4 2007/08	2007/08				
		Value	Value	Value	Value	Value	Value	Target			
CHLP6	The number of transactions carried out via the Council's web-site	23,513	5,925				5,925	6,250	25,000		On target to reach last year's actuals. Increased marketing is increasing web transactions.
BV4	The percentage of complainants satisfied with the handling of their complaint	38%	Not Collected					38%	38%		Satisfaction data to be collected more frequently
BV74b	Satisfaction of ethnic minority local authority tenants (excluding white minority tenants) with the overall service provided by their landlord.	55.00%	Not Collected								Only received 11 returns. This is a 1% response and so the confidence level correspondingly low at 29%.
BV75b	Satisfaction of ethnic minority council housing tenants (excluding white minority) with their opportunities for participation in management and decision-making in relation to housing services provided by their landlord.	54.00%	Not Collected					54.00%	54.00%		There were only 9 returns from this questionnaire. This is less than a 1% response and so the confidence level correspondingly low at 35%.
BV80b	Satisfaction with service in benefit office - % agree all	80%	Not Collected								Satisfaction surveys to be carried-out more frequently
BV80c	Satisfaction with telephone service at benefit office - % agree all	70%	Not Collected								Satisfaction surveys to be carried-out more frequently
BV80f	Time taken for a decision - % agree all	72%	Not Collected								Satisfaction surveys to be carried-out more frequently
BV80g	Overall satisfaction with the benefits service. Conducted every 3 years.	79%	Not Collected								Satisfaction data to be collected more frequently

THE COUNCIL'S FINANCIAL POSITION AS PROJECTED AT THE FIRST QUARTER

NOTE: Transfer of housing to Greenfield Community Housing

This financial statement is compiled on the basis that unless appropriate to charge direct to a revenue account, the costs incurred on the housing transfer will be met from the future capital receipt. At the end of June 2007 costs totaling £2.74m, have been incurred.

1. GENERAL FUND – OVERALL POSITION

Budget for the year:	£17.166m
Projected spend for the year:	£16.459m
Projected over/under spend £/ %	£398,490 or 2.3% (after making provision for concessionary travel - see comments below)

Comment and issues for the year:

Results for the first quarter provides an opportunity to compare variances from the previous year's outturn and assess their impact on the current year (in so far as not already reflected in the budget), as well as picking up any new issues emerging in the year.

The main reasons for the projected variance is a combination of the following:

- an overall under spend on expenditure budgets (mainly staffing related) of £479,900
- an over-achievement of income of £403,730
- the projected under spend also takes account of a vacancy factor assumed within the base budget of £202,160, which is an allowance in recognition of natural staff turnover, and the fact that use of temporary/ seasonal staff can vary where work load and service demands can vary between years.

The sub-total of the above is £681,470, however, this needs to be reduced as some of the underspends relate to efficiencies identified through the Business Efficiency Review process. The process currently in progress is seeking to identify the efficiencies/savings required as a result of the transfer of housing to Greenfields Community Housing.

- The total identified to-date amounts to £282,980 (£382,350 full-year effect). Proposals under review have potential costs implications regarding staff severance payments, however, as no decisions have yet been taken these costs and funding arrangements (e.g. use of the Invest to Save reserve and/ or from the corporate under spend) have not been reflected at this stage.

The underspend identified other than as a result of the housing transfer element of the Business Efficiency Review process is £398,490. Further details of the underspend is provided in the Sections below, along with supporting appendices.

Other issues for the year are:

- In 2006/07 there was a significant underspend reported against the cost of the concessionary travel scheme, which was transferred to a separate reserve. Although the costs of the scheme have been projected to increase between years by around 14% due to higher fare costs, travel growth, and demographic changes, it is still anticipated that there will be an underspend against budget of in excess of £100,000. In line with last year, it is proposed that this amount is retained in the reserve (and is therefore not part of the projected under spend) pending resolution of the outstanding transport operator appeals against the income they receive, and final outcomes for 2006/07 along with impact on subsequent years is determined. One of the principles agreed in favour of operators was the removal of any cap on reimbursement and that authorities must fund the scheme whatever the cost. A further point of note from the scheme advisors' latest report indicates that pass growth over 2006/07 was highest in Braintree (+104%). A new National scheme is to be introduced from 2008/09 and although funding is due from Government, there still remains uncertainty on the impact on individual authorities.
- The Council is currently in discussion with DC Leisure Management over the financial impact of taking on the management of the redeveloped all weather pitch and changing pavilion at Witham, and the new Braintree Pool.
- The budget for the year assumed a pay award of 3% and this continues to apply in terms of the projections for the year. However, at present the offer that has been made by the employers' side is for an effective 2.5% increase, achieved through a combination of cash and/ or changes in conditions. A ½% change in pay costs would equate to around £60,000 to the General Fund (after allowing for the estimated impact between funds and vacancy factor adjustment).
- Deregulation of Land Charges fees came into effect on 1 April 2007, under which it is suggested that local authorities should in future set fees to recover costs over a suggested 3-year period. At present the implications of this change are not fully understood and further advice is being sought so that any potential impact on the Council's budget can be established.

2. GENERAL FUND – EXPENDITURE

Projected year-end variation		
Net under spend of £479,900		
Key exp. budget Under spends	Projected Variance	Reasons/ comments
Staffing budgets – other than reflected in other specific service variations	£(317,600)	<p>Across the Council's General Fund services it is projected that there will a net under spend on staff costs principally due to the impact of staff turnover in terms of vacant posts, lower re-appointment costs. The main areas where these circumstances have arisen are across Exchequer services, Environmental Services, and Waste management.</p> <p>The budget provides for a vacancy factor, which amounts to £202,610.</p>
Staff – retirements approved in the last financial year	£(147,630)	A number of retirements were approved last year, which was too late to be reflected in the budget setting process. A number of these were in anticipation of future savings required under the business efficiency review. Furthermore, although a controllable saving to the General Fund there is an impact on recharges to other funds, which have been reflected elsewhere in the projections – see Charges Between Funds under Income variances. The variance is shown net of an extra £12,970 payment to the Pension Fund based on current commitments.
ICT and Telecommunications services	£(88,600)	<p>Savings identified from a review of the ICT contract. The requirement for spending on computer equipment and maintenance budgets retained by the Client is now less. These savings have been identified as part of the Business Efficiency Reviews process and will generate £185,000 on a full-year basis.</p> <p>The reductions reported in call costs and rentals in 2006/07 are also expected to continue, after allowing for the cost of providing remote access and the web-casting pilot project.</p>
Other expenditure under spends	£(34,400)	

Main areas of over spend		
Development Control – consultant fees	+£50,000 offset by salary under spend £22,000	This is due to the need to continue to use external planning consultants to support caseload management. A staff member has been on long-term sick leave and there has also been a continued need to achieve performance improvement to maximise the Council's Planning Delivery Grant award. The details of the award have just been published and indicate an overall grant of £362,754 of which £140,000 is attributed to Development Control performance. [Note the service is also reporting an estimated over-achievement of income]

External Audit Fees	+£13,000	PKF have provided details of the proposed fee charges for 2007/08, which on a like for like basis have increased over 2006/07 by 3%, plus additional fees for increased Best Value Inspection work. New charges have also been introduced for Use of Resources target work covering the Council's participation in both the Essex and East of England wide health inequalities project and the Essex LAA. This extra will contribute to preparations for the forthcoming Comprehensive Area Assessment due to replace CPA from 2008/09.
Discovery Centre	£55,200 (Including a shortfall on income)	It has been previously reported that the cost of operating the Centre are higher than provided in the base budget. In 2006/07 a backdated business rate refund of £65,000 effectively covered the position, and in the interim the Council has been exploring partnership arrangements with the County Council, the business case for which was approved by the Cabinet at their meeting in March.
Street Scene - Operational maintenance and similar budgets across parks and open spaces, cemeteries, car parks, and public halls, offset by reductions on community wardens and horticultural services.	+£32,500 (Net)	Across a range of service areas operating budgets are being exceeded where the nature of expenditure is responsive e.g. maintenance and requirements have changed due to the provision of new facilities. Some of these issues may be dealt with through re-alignment of budgets, including where on-going additional income may be being achieved, as well as reviewing, and as part of the business efficiency review, with any residual issues having to be picked through the review of the medium term financial strategy.

3. GENERAL FUND – INCOME		
Projected year-end variation		
Net over-achievement of £403,730		
Areas where income projected to be over-achieved		Reasons / comments
Housing benefit subsidy and overpayment recoveries	£(79,100)	<p>Subsidy against benefits paid amounts to around £31m per year. The actual level of recovery against actual benefits paid can vary depending upon the classification of benefit according to subsidy rules e.g. normal, claimant error, LA error. To project the position for the year an average recovery rate has been assumed based on the last three years, which across the three benefit type: council tax, rent allowances, and rent rebates, equate to 99.6%, which has increased the projected overall net subsidy by £36,100.</p> <p>In addition to subsidy the Council is able to recover overpayments from claimants, although the amount is difficult to predict. Based on current year progress, it is expected that recovery will be in line with that achieved last year, adding a further £45,000 to the £143,730 already provided in the budget.</p>

Treasury Management – investment income and debt management expenses	£(172,400) (overachieved income and savings on fees)	<p>The original budget was set on the basis of a return of 4.75%. Since this time interest rates have been rising, with the Base Rate currently at 5.75%. During the first quarter an overall return of 5.66% was achieved and it is projected that 5.82% will be achieved for the year. Cash balances for investment were forecast to average £30m for the year, and currently they are still expected to be around this level, although risks exist regarding timing of capital receipts/ third party funding for capital projects. Based on this position it is currently projected that interest income will be higher for the year by £275,000 (£1.72m against £1.44m) and after allowing for amounts attributable to other funds would leave extra income to the General Fund of £156,400.</p> <p>At the end of 2006/07 the Council terminated the contract with the external cash fund manager due to continuing poor performance. As a result savings have been achieved on fees, as well as associated monitoring costs also bought-in totalling £32,500, as the majority of this charge would normally be met by the Housing Revenue Account this has already been taken into account as part of the reductions to be achieved under the Business Efficiency Review.</p> <p>In the past out-performance on investment returns have been transferred to the treasury management reserve. With the demise of the external fund manager contract, the level of volatility in returns should reduce without exposure to the gilt market. Therefore no provision has been made to add any of the over-achieved income reported to the reserve. The balance on the reserve is currently £435,000.</p>
Development control fees and other income	£(81,620)	<p>The level of development control fee income is inherently difficult to predict, being very much demand-led. The latest projection is based on extrapolation of the current year achievement using previous years' as a guide, which suggests an over-achievement of £68,000 against the budget of £532,000, giving a total estimate for the year of £600,000. Last year the outturn was around £700,000, however, within this figure was a small number of applications that related to some large developments, the fees for which totalled around £100,000.</p> <p>In addition to application income, the service is also expected to over-achieve on a number of other income heads, e.g. for publication sales, and copies of plans.</p>
Horticultural services, Street Cleansing, and Parks	£(66,850)	External contracts and one-off orders, plus reimbursements for highway verge cutting
Asset Management – commercial and other property rental income	£(29,300)	The projection for the year is an over-achievement on rental income of around £20,400 or +1.6% against the budget of £1.246m, primarily due to a higher expected occupancy level. In addition ad hoc land transaction fees and legal cost recovery are forecast to be higher for the year in line with last year's outturn and current trend within the year.
Government grant: Smoke-free legislation	£(51,700)	In conjunction with new legislation on smoke free areas, the Government has paid grant to local authorities to assist implementation and enforcement. At present it is anticipated that the requirements could be assimilated with other enforcement roles and met from other sources of funding. Consequently, the grant that has been received is not immediately required by the service other than £6,000 in the current year, with the balance of grant being transferred to general balances.
Waste Management	£(67,710)	Increased income is projected from recycling credits; trade waste contracts, and partnership arrangements with Uttlesford DC.

Areas where Income projected to be under achieved		Reasons / comment
Car parking	£40,000	<p>Car parking income is derived under a number of headings:</p> <p>Pay & Display: The budget for the year is £786,140, however, last years outturn was only £706,409, and assuming a similar level this year, this would generate a shortfall of around £80,000.</p> <p>Penalty Charge Notices (PCN) off-street: The budget for the year is £80,490, whereas last year's outturn was £62,070. Based on achievement in the first quarter, it is considered appropriate at this stage to anticipate a shortfall against budget of £41,000</p> <p>Decriminalised Parking Enforcement (DPE): This activity relates to the agency taken on from ECC for dealing with on-street parking problems. Under the agreement ECC reimburse the Council for any deficit (after allowing for income from PCN's) that arises based on operating to the agreed business plan. It is anticipated that an additional £79,000 of income will be received under this agreement, subject to ECC agreement and audit of the Council's claim.</p>
Public Halls	£18,090	Following on from last year's outturn it is projected that bookings for the community halls will be down against that assumed in the budget.
Local Tax cost recovery	£42,500	The budget for cost recovery on council tax and NNDR debt is £446,550, whereas last years outturn was £404,626. By its very nature income is variable and will fluctuate based on arrears levels and recovery proceedings instigated.
Charges between funds	£42,800	The original budget was based on a net recharge outside of the General Fund to other accounts e.g. HRA and capital of £3.3m. A substantial proportion of this recharge will no longer apply post-housing transfer and effectively contributes to the savings target under the current business efficiency review. At present it assumed that the targeted level of savings would be achieved, either via reductions in cost and/ or through service level agreements with GCH. The variance reported at this stage relates to the savings on staff from retirements that impact on charges to capital.

4. HOUSING REVENUE ACCOUNT – OVERALL POSITION

The original budget approved for the HRA assumed a net addition to the HRA balance of £159,370. For the purposes of financial control in the lead up to the housing transfer, budgets have been re-profiled to reflect an expected net position as at the date of the transfer and against which performance for the year is being measured.

Projected variance against re-profiled budget to date of transfer	Over spend of £235,300	
Main contributory factors – over spends		
Area	Amount	Comment
Supervision and management costs	+£60,300	Due to revision in the base data, e.g. average dwelling numbers for the year have increased due to the change in transfer date from that originally planned, leading to higher amount of negative subsidy to be paid.
	+£28,400	Salaries – Net additional cost of backfilling for staff seconded to Greenfields Community Housing
Repairs and Maintenance	+£100,000	External decorations – extra costs due to health & safety requirements that mean that the frequency of scaffolding properties prior to carrying out works has increased. In addition there is generally a higher level of repairs been required prior to painting. Options are currently being explored to bring expenditure back into line with budget.

	+£64,000	Overall increase in responsive and planned maintenance repairs on council dwellings is forecast. The former by their very nature are demand-led. Included within the variance is an expected under achievement of work carried out for other services by the property maintenance team. The overspend represents 3.7% variance against the total budget of £1.74m,
	+£27,000	Additional expenditure has been incurred due to the need to provide further information in the context of the housing transfer.
Offset by Net Over-achievement of income		
Rents and other income	£(47,200)	Increased dwelling rental income due to faster turn round in void properties. Rent loss to end of July is 1.7% of total rent compared to 2% for the same period last year.
	£(19,200)	Increased income from garage rents and other service charges
	£(16,800)	Higher income from small capital receipts e.g. Electricity sub-station leases, sales of small areas of land etc.
Leasehold Flat charges/ sewage treatment plant recharges	£26,900	Income is projected to be lower than budget based the value of income raised as estimated charges at the start of the year, after allowing for prior year adjustments. Income raised in 2007/08 to end of June is £197k compared to £227k for the same period last year.
Eviction & recoveries	£14,600	Income projected to be lower due to continuation of writing off irrecoverable debts, together with a reduction in the value of court costs invoices being raised.

5. RESERVES AND BALANCES

	This quarter	Last quarter
General balances:		
Current balances brought forward at March 2007	£2.223m	
Planned withdrawal from balances	£54,300	N/a
Add projected under spend reported above	£398,490	N/a
Est. level of general balances at end of year	£2.567m	N/a
Earmarked Reserves:		
The budget for the year was set on the basis that £370,180 of earmarked reserves would be used to support specific budget heads, along with £68,110 of commuted maintenance funds.		
Main Changes to earmarked reserves reflected in the quarterly review		
£180,510	Carry forwards were approved from out of last year's under spend and the relevant budgets have been increased in the current year with a commensurate adjustment to the planned use of reserves for the year. The amount also includes items that were originally approved out of the 2005/06 under spend and were planned to be spent over more than one financial year.	
£(30,400)	Due to savings projected on vehicle financing costs it is anticipated that there will be small addition to vehicle replacement reserve, rather than a draw down of £29,180.	
£37,770	Allocations from the Leader's Budget including locality management, member development and support, Five Years to the Five Rings project, and the Braintree/Pierrefitte Twinning Association 40 th Anniversary	
Other Balances		
Housing Revenue Account		
The end of year balance for the HRA is £4.989m, and the budget for the year assumed an increase of £159,370. With the current projected over spend indicated in Section 4 above this would mean that the estimated year-end balance would be reduce by £75,930.		

CAPITAL PROGRAMME 2007/ 08

The Capital Programme is divided between General Fund Projects and Housing Investment Schemes.

GENERAL FUND PROJECTS				
The General Fund Capital Programme budget for the year is: (After including £2.76m brought forward from last year's programme, in addition to the extra £250,000 allocated to the new Braintree pool)			£10.362m	
	Quarter1	Quarter 2	Quarter 3	Year End
Profiled	£1.442m			
Actual	£1.450m			
Variance	+£8,079			

Main variances to this Quarter's profile (excluding internal fee allocations)

At the end of the first quarter the overall programme was in line with expectation, with an under spend against profile on the new Braintree pool and ICT projects offset by over profile spend on community halls and playground refurbishments.

HOUSING INVESTMENT SCHEMES				
The Housing Investment Programme for the year is: (After including £386k brought forward from last year's social housing budget, plus an addition funded from S106 funds)			£ 9,638,820	
	Quarter1	Quarter 2	Quarter 3	Year End
Profiled	£1.893m			
Actual	£1.493m			
Variance	-£409,040			
At the end of the first quarter the programme was spending below profile, mainly on works to the council's own housing stock by £340,064. In addition there was below profile spend on private sector housing grants of £67,204, although this is a budget head which is committed and subject to draw down by the grant recipients.				

FINANCIAL MANAGEMENT STATEMENT 2007/08 - FULL YEAR REVIEW AS AT QUARTER 1

(a)		ACTUAL £'000						(b)	(b) as % of (a)
		Updated Controllable Budget	Full Year Spend	Budget variance Exp	Income	Allocated Vacancy Factor	Business Efficiency savings already assumed		

General Fund - Business Plans									
APM	Asset Management	108.8	53.3	(26.2)	(29.3)	5.2	0.0	(50.3)	(46.3%)
CMP	Corporate Management Plan	1,332.1	1,227.8	(104.3)	0.0	7.5	103.3	6.5	0.5%
COR	Law & Governance	939.6	922.5	(2.5)	(14.6)	9.8	0.0	(7.4)	(0.8%)
CUS	Exchequer & Customer Services Economic Development & Rural Policy	1,633.6	1,503.0	(93.4)	(37.2)	31.0	0.0	(99.6)	(6.1%)
ECO	Environmental Health	250.7	243.7	0.5	(7.5)	2.2	0.0	(4.9)	(1.9%)
ENV	Financial Services	1,342.4	1,252.1	(72.4)	(17.9)	17.3	44.2	(28.8)	(2.1%)
FIN	Human Resources	1,056.6	870.0	(45.7)	(140.9)	11.7	32.5	(142.4)	(13.5%)
HUR	ICT Services	248.9	237.9	(11.0)	0.0	2.7	0.0	(8.3)	(3.3%)
ICT	Organisational Development	1,168.3	1,079.7	(88.6)	0.0	1.6	87.0	0.0	0.0%
ORG	Development	217.0	208.5	(8.5)	0.0	1.0	7.5	0.0	0.0%
DEV	Partnerships & Performance	23.7	(51.2)	9.6	(84.5)	17.7	4.0	(53.2)	(224.5%)
POL	Procurement	433.3	433.3	0.0	0.0	3.9	0.0	3.9	0.9%
PRO	Public Protection & Health Living	99.8	94.8	(5.0)	0.0	0.0	0.0	(5.0)	(5.0%)
PHL	Strategic Housing	2,323.5	2,301.1	(17.8)	(4.7)	11.2	0.0	(11.3)	(0.5%)
STH	Street Scene	918.5	875.5	(36.5)	(6.5)	6.8	4.6	(31.7)	(3.5%)
SSO		2,729.9	2,828.7	63.5	35.4	35.1	0.0	134.0	4.9%

		ACTUAL £'000							
		(a)						(b)	(b) as % of (a)
		Updated Controllable Budget	Full Year Spend	Budget variance Exp	Income	Allocated Vacancy Factor	Business Efficiency savings already assumed	Net Variance	Variance as % of budget
				Adverse/ (Favourable)	Adverse/ (Favourable)				
General Fund - Business Plans									
SSO	Street Scene	2,729.9	2,828.7	63.5	35.4	35.1	0.0	134.0	4.9%
SUS	Sustainable Development	769.2	773.9	4.8	0.0	8.5	0.0	13.3	1.7%
WST	Waste & Energy Management	3,415.3	3,268.7	(59.4)	(87.2)	29.1	0.0	(117.5)	(3.4%)
Business Plan Controllable		19,011.1	18,123.4	(492.9)	(394.8)	202.2	283.0	(402.6)	(2.1%)
CF	Corporate Financing	1,661.8	1,623.1	13.0	(51.7)	-	-	(38.7)	2.3%
CBF	Charges Between Funds	(3,304.7)	(3,261.9)	0.0	42.8	-	-	42.8	1.3%
EFF	Efficiency and Customer First Targets	(202.2)	-	0.0	0.0	-	-	-	-
Total - General Fund		17,166.1	16,484.6	(479.9)	(403.7)	202.2	283.0	(398.5)	(2.3%)
Housing Revenue Account - Business Plans									
HRA	Housing Management & Development	(5,449.7)	(5,411.5)	76.7	(38.5)	0.0		38.2	0.7%
PRY	Housing Maintenance	3,567.4	3,764.5	174.7	22.4	0.0		197.1	5.5%
Total - HRA		(1,882.3)	(1,647.0)	251.4	(16.1)	0.0		235.3	

FINANCIAL MANAGEMENT STATEMENT 2007/08 - Quarter 1
CAPITAL PROGRAMME

	Budget 2007/08 £	Profiled Budget to 30th Jun £	Actual Spend to 30th Jun £	Variance to Profile £
General Fund				
New Swimming Pools	3,834,820	1,000,000	920,796	(79,204)
Community Halls	2,243,920	135,400	193,130	57,730
Sports and Leisure Centre	1,019,750	10,000	7,616	(2,384)
Playgrounds	544,100	59,860	103,054	43,194
IT / eGovernment projects	432,060	50,000	25,721	(24,279)
Council Offices	361,480	53,000	61,911	8,911
Industrial Units/Land	326,600	4,000	3,825	(175)
Cemeteries	301,810	3,500	3,449	(51)
Parks and Open Spaces	173,620	16,180	15,622	(558)
Discovery Centre & Car Park	107,550	2,000	1,603	(397)
CCTV	100,000	0	0	0
Town Hall and Museums	82,050	32,000	34,973	2,973
Rural Development Fund	73,030	0	0	0
Cycleways	70,480	12,590	12,276	(314)
Urgent Council Asset works	57,880	0	0	0
Witham Technology Centre	50,000	50,000	50,000	0
Braintree Town Centre improvements	47,750	0	(814)	(814)
Equipment & Vehicle	38,670	2,000	1,875	(125)
Community Transport	38,000	0	0	0
Fire Risk,Asbestos and Condition Surveys	33,430	0	0	0
Car Parks	20,000	11,000	10,477	(523)
Waste Management & Recycling	20,000	0	4,095	4,095
Environmental Health	10,000	0	0	0
Capital Salaries	373,420	0	0	0
Total - General Fund	10,360,420	1,441,530	1,449,609	8,079

Housing Investment				
Housing Grants - Private Sector	958,100	201,730	134,526	(67,204)
Social Housing Grants	1,629,830	5,000	3,228	(1,772)
Works to Council Houses and Estates	6,297,000	1,686,574	1,346,510	(340,064)
Capital salaries	800,000			
Total Housing Investment	9,684,930	1,893,304	1,484,264	(409,040)