

BABERGH DISTRICT COUNCIL

FROM: Head of Finance and Head of Corporate Services

REPORT NUMBER

G148

TO: OVERVIEW AND SCRUTINY (STEWARDSHIP) / (COMMUNITY SERVICES) COMMITTEE

DATE OF MEETING: 27 November 2007 and 4 December 2007

FINANCE AND PERFORMANCE MANAGEMENT – QUARTERLY MONITORING REPORT

1. PURPOSE OF REPORT

- 1.1 This monitoring report aims to provide an integrated picture of the significant issues relating to finance and performance management for the current year.
- 1.2 It also presents a projected financial outturn view for the year based on the current position on key service areas and activities.
- 1.3 The format follows that of the Corporate Plan 2007/8 to show the linkages to the Council's corporate priorities.

2. RECOMMENDATIONS

- 2.1 That Members note the key points relating to variations against the 2007/8 Budget, Best Value Performance Indicators (BVPIs) and Local Performance Indicators (LPIs).
- 2.2 That Members scrutinise the financial and performance information set out in this report and appendices to determine where further work is required by officers, or recommendations made to the Strategy Committee or Council.

The Committee is able to resolve these matters.

3. FINANCIAL IMPLICATIONS

- 3.1 The half year's financial position indicates the following potential key outcomes at the end of this financial year:
 - Salaries budget – the expected General Fund salary savings of £210,000 relating to vacancies should be fully achieved. Detailed assessment of this and other budget areas are currently taking place, as part of the revised budget process. Members will be updated on these in the next monitoring report.
 - General Fund Revenue Budget – Depending on the above, due to variations in other areas, a net saving/underspend of around £150,000 **could** arise (see Appendix 2 for details). If, however, the worst-case scenario on concessionary fares arises, this would fully offset that.
 - Housing Revenue Account (HRA) – stronger indications that the additional costs of up to £100,000 on void properties that arose last year will be repeated again this year.

Discussions taking place with relevant officers and Housing Panel to agree a revised position in order to minimise impact on capital programme and protect reserves position

- Capital – HRA target of 97% of budget spend appears achievable. General Fund shortfall of approaching £500,000, most of which is likely slippage

3.2 The HRA had excess costs in 2006/07, some of which were to be recovered this year. A further overspend on void properties will make that difficult. The Housing Panel is considering the position and the outcome will be reported to this committee at the next monitoring report.

3.3 The General Fund capital shortfall could result in the planned borrowing of just over £500,000 this not being required – the saving in borrowing costs is allowed for in the indicated net General Fund Budget saving/underspend.

3.4 Please see appendices 2 and 3 for more detailed views of the variances and links to key operational indicators that influence costs and income.

4. **RISK MANAGEMENT**

4.1 This report links to Corporate Business Risk No.7 – Finance, Performance & Risk Management. Key risks are seen as:

| Risk Description | Likelihood | Seriousness or Impact | Mitigation Measures |
|--|---|------------------------------|---|
| BVPI and LPI performance does not improve compared to previous years and LA's nationally | To be determined | Marginal | Regular monitoring to identify key variations. |
| Budgets are overspent, depleting reserves or requiring savings in other areas | Low (High on HRA voids High on Concessionary bus fares) | Critical | Regular monitoring at officer & Member level with actions agreed to remedy the situation |
| Budgets are underspent or savings made | High | Marginal | As above. This early warning system will enable the Council to consider the implications in terms of future financial planning and management, both corporately and in specific areas |

5. **KEY INFORMATION**

Overall Context

5.1 In developing a stronger integration between the performance data, financial information and key operational activities, revisions have been made to the way this report is presented since the last quarter as follows:-

- All indicators are still collected and monitored on a quarterly basis.
- Only a basket of key performance indicators, as agreed by Members and Management Team, are formally reported each quarter.
- The full set of national Best Value Performance Indicators and Local Performance Indicators has been analysed and any PIs meeting the criteria for exceptions are highlighted in Appendix 1b and also in the body of this report. An exception arises where performance is substantially above or below the annual target set by Strategy Committee and/or where the direction of travel is deteriorating i.e. where current performance is lower than the position as at 31st March 2007.
- There are closer links between the financial and performance information.
- There are also additional links between the financial and operational activities.

Performance information – Key Q2 highlights

- 77% of PIs in the basket are improving
- 14% of PIs in the basket are unchanged (since 31st March 2007)
- 9% of PIs in the basket are deteriorating
- 58% of PIs in the basket are on or exceeding the end of year target
- 42% of PIs in the basket are currently below the end of year target
- There are 7 exceptions

5.2 This section sets out key performance information for Quarter 2 and is divided into two parts. Firstly, the direction of travel analysis outlines the performance trend since year end 2006/07. Secondly, the actual vs target analysis outlines the year to date performance in relation to the targets agreed by Strategy Committee. Full details on the basket of key performance indicators (KPIs) and exceptions for Q2 are given in Appendices 1a and 1b.

5.3 **PART 1**

Progress since 31st March 2007 (Direction of Travel Analysis)

Table 1 below shows the direction of travel for the 28 KPIs at the end of Q2, based on the position year to date verses the end of year 2006/07 figure.

Table 1

| | ↑ Improving | ← → Unchanged | ↓ Deteriorating | New LPIs, with no data | Contextual PI | No Comparison | Totals |
|---------------|----------------|------------------|--------------------|---------------------------|------------------|------------------|-----------|
| BVPI | 14 | 2 | 2 | 0 | 0 | 0 | 18 |
| LPI | 3 | 1 | 0 | 3 | 1 | 2 | 10 |
| Totals | 17 | 3 | 2 | 3 | 1 | 2 | 28 |

5.4 Table 1 shows a positive direction of travel for 17 of the 22 PIs (77%) where comparison is possible.

5.5 Deteriorating PIs

In total just 2 of the key performance indicators are deteriorating. Details are given below:-

| Indicators | Performance | Financial position |
|-------------------|---|---|
| BV109c | <i>The % of other planning applications determined in 8 weeks.</i> – There has been a deterioration of 12% since Q4 last year and year-to-date performance is below target. Within the quarter only 68% of applications were determined within the given time frame. This equates to 199 from an overall figure of 292. | Planning applications income on target. No significant cost variations. |
| BV212 | <i>Average time taken to re-let local authority housing</i> - This PI is currently performing 14 days below target and 2.5 days below the end of year figure. A business process review of the voids area will begin shortly and it is anticipated that this will lead to improvements. | Rental income loss on void properties. Currently under review. Working towards reduction on void properties in 2008-09. |

5.6 Improving PIs

In total 17 of the key performance indicators are improving. Four have improved substantially and the details for these are given below:-

| Indicators | Performance | Financial position |
|-------------------|--|---|
| BV109a | <i>The % of major planning applications determined in 13 weeks</i> – Performance between 1 st July and 30 September was 87%, up from 62% at the end of 2006/07. This equates to 13 of the 15 applications being within time. The year to date position is 17 of 21 in time (81%). | Planning applications income on target. No significant cost variations. |
| BV78a | <i>The average time taken to process new claims in days</i> – Year to date performance is 17 days; an improvement of 3.5 days on the position at the end of 2006/07. The last month of the quarter (September) provides evidence of continuous improvement with overall processing time currently operating at 13 days – a substantial improvement. However, it is still unlikely that we will meet our end-of-year target as full year predictions are 15 days. | No significant cost variations on Housing and Council Tax Benefits. |
| BV78b | <i>The average time taken to process a change in circumstances in days</i> – Quarter 2 shows performance being maintained at 3 days under target, therefore it is anticipated that the target will | As above. No significant cost variations. |

| | | |
|--------|--|---|
| BV184a | <p>be achieved this year. Progress made is due to a higher percentage of new claims being received fully completed, thus freeing up more time to work on change of circumstances.</p> <p><i>Local authority homes, which were non-decent at the beginning of the year – Improved by 2.6% since year-end. On target to meet the decent homes target by 2010. However, we are not currently on target for this year.</i></p> | Capital programme spend for the year on target. |
|--------|--|---|

5.7 **PART 2**

Actual v Target analysis

Table 2 shows the year-to-date position for key performance indicators against the target set by Strategy Committee. As one would predict at the mid-year point, the proportion of indicators on or exceeding target is lower than the proportion that have 'improved'. However, 14 of the 24 PIs (58%) are currently on or exceeding the end-of-year target which is promising at this stage.

Table 2

| | ↑ On or exceeding target | ↓ Below target | No comparison | Totals |
|---------------|-----------------------------|-------------------|---------------|-----------|
| BVPI | 9 | 9 | 0 | 18 |
| LPI | 5 | 1 | 4 | 10 |
| Totals | 14 | 10 | 4 | 28 |

5.8 The 9 BVPIs within the KPI basket which are currently below target are detailed as follows:

| Indicators | Performance | Financial position |
|-------------------|--|---|
| BV 82ai | <i>The % tonnage of waste arising, which has been recycled - The end of year target of 32% would seem difficult to achieve with a half-year figure of 28.92%. However the direction of travel is up with around a 0.5% increase since April 07 and a 1.2% increase since Q2 06/07.</i> | Increased income from SCC recycling credits. |
| BV 109b | <i>The % of minor application determined in 8 weeks - There has been no improvement made on this PI in the year to date and the figure remains at 60%. In Q2 Babergh recorded 94 applications of which 56 were determined in the 8 week target period.</i> | Planning applications income on target. No significant cost variations. |
| BV109c | <i>The % of other planning applications determined in 8 weeks – Current performance in Q2 (68%) is</i> | Please see comment for BV109b above. |

| | | |
|---------|---|---|
| | well below the target of 85%. | |
| BV 199a | <i>Local street and environmental cleanliness (litter) - Proportion that falls below acceptable level – An improvement of 4% on the end of year figure. This BVPI is not completed on a quarterly basis – it is carried out in 3 tranches – this is the first. There is concern that the target of 12% may be unrealistic, as top quartile performers tend to be suburban areas with a large proportion of kerbed roads. This indicator measures road cleanliness including debris, detritus, leaves and mud. Consequently rural districts tend to perform less well than more urbanised areas.</i> | No significant cost variations. |
| BV 199b | <i>Local street and environmental cleanliness (graffiti) - The data from the first tranche shows an improvement of 3% from the year-end. Current performance of 2% is just below the end-of-year target (1%).</i> | No significant cost variations. |
| BV 218a | <i>% of abandoned vehicles investigated within 24 hours - This PI is currently 8% short of target. It is showing a 2% increase since the beginning of the financial year. It is anticipated that improved reporting mechanisms through the One Suffolk portal and others will increase this further.</i> | Possible minor increase in income due to higher scrap metal values. |
| BV 78a | <i>The average time taken to process new claims in days – Year to date performance is 17 days, 3 days off the target. However, please refer to the previous comments for this PI under 5.6</i> | As in para5.6. |
| BV 212 | <i>Average time taken to re-let local authority housing - please refer to the previous comments for this PI under 5.5.</i> | As in para.5.5. |
| BV 184a | <i>Local authority homes which were non decent at beginning of the year - please refer to the previous comments for this PI under 5.6.</i> | As in para5.6. |

5.9 The 1 LPI from the basket which is below target is detailed as follows:

| Indicators | Performance | Financial position |
|-------------------|---|-------------------------------------|
| LPI 79bi | <i>The % of overpayments recovered against % deemed recoverable – This PI is currently performing at 68% but is expected to achieve the target figure (71%) by year-end. Comparison shows the Q2 figure to be almost identical to last years.</i> | No significant variations expected. |

5.10 Exception Reporting

In addition to the KPI basket the full data set was examined for exceptions, as detailed at 1.3. Full details on the PIs designated exceptions are provided in Appendix 1b. Key information on these indicators is given below.

5.11 Exceptions showing a positive trend:-

| Indicators | Performance | Financial position |
|-------------------|---|--|
| LPI 22 | <i>% of non recoverable material present by weight</i> - This is showing a strong position after 6 months. Recycling is exposed to levels of contamination caused by non recyclable waste being present in this waste The overall status shows only half as much contamination being found at this stage as compared to the previous year. | Increased income from SCC recycling credits. |

5.12 Exceptions showing a negative trend:-

| Indicators | Performance | Financial position |
|-------------------|---|---|
| LPI54 | <i>The % of standard searches carried out in 10 working days</i> - Previous performance was running at 100%. In the year to date there have been staffing issues resulting in delays to when data is received for processing and separately at the processing stage. | Reduced land charges income. |
| LPI43 | <i>Local authority housing – repairs and maintenance service – proportion of planned repairs to responsive maintenance.</i> The figure reported here is for Q1 as there was no data received for Q2. However, an improvement in performance is anticipated in the third quarter. | No significant cost variations for the year expected. |
| BV66a | <i>Proportion of rent collected</i> - Whilst a true reflection on performance can not be gauged until the end of the year (due to the nature of how payments are made) we are currently below the position at the same point last year, albeit by only a small amount | No significant cost variations for the year expected. |
| BV66b | <i>% of tenants with more than 7 weeks rent arrears</i> - Both the actual figure verses target and direction of travel are showing a negative trend. We have almost twice the percentage than targeted. This is caused by delays of at least 6 weeks at Bury Court in getting cases to court. However, it should be noted that even our current position | See comments for BV66a |

| | | |
|-------|--|------------------------|
| | would place Babergh comfortably in the top quartile, based on the 2005/06 figures. | |
| BV66c | <i>% of tenants who have had notices seeking possession served</i> - Whilst not yet reaching target the direction of travel shows positive movement as we have improved on the year end figure. 28 cases have been progressed to this stage in the year to date. | See comments for BV66a |
| BV66d | <i>% of tenants evicted as a result of rent arrears</i> - The figure year-to-date of 0.02% represents 2 cases. The annual target is 0 cases. Therefore, it will not now be possible to achieve the target. | See comments for BV66a |

Financial Information – Key variations

5.13 Revenue/General Fund

The key areas of variances are:

- Corporate budgets – Training, recruitment, CAST - £100K saving possibly, although may be c/f request on training
- Investment income is likely to generate additional income of up to £120 K. This is depending on interest rates and cashflow movements.
- Additional recycling credits of around £100K (some relates to 06/07)
- Savings/additional income on borrowing costs and other areas (see appendix) of £80K
- Concessionary Bus Fares scheme remains a high-risk and difficult to predict area. Based on current information at county wide and national levels, additional costs of around £160K to £310K may materialise. More will be known at the end of November.
- This quarter's income shows lower than budgeted income levels on some areas such as car park fines and land charges and increased costs in some other areas (see Appendix 2) of around £90K.

5.14 Housing Revenue Account

There are no significant changes to the quarter 1 position on HRA. Based on quarter 2 information, work on void properties remains the key risk area and an outturn overspend of between £70-£100K is considered likely.

5.15 Capital

There are no changes to the key variations reported at quarter 1.

- HRA – at least 97% delivery of the programme is expected.

- General Fund - An overall projected underspend of about £500K mainly due to slippage
- Key variances are:
 - Joint refuse contract – new depot (£180K)
 - ICT (£180K)
 - Private Sector Renewal grants/loans (£110K)

Please see appendix 2 for a more detailed view of the information.

5.16 Efficiencies

Based on this quarter's assessment the position remains as reported in quarter 1.

It still appears very likely that the Gershon efficiency forecast of over £400K is achievable. This will be at least £80k in excess of Babergh's annual Gershon efficiency target and we have already exceeded the 3-year cumulative target

6. **APPENDICES**

Appendix 1a – Quarter 2 basket of Key Performance Indicators (KPIs)

Appendix 1b – Quarter 2 performance exceptions

Appendix 2 – Quarter 2 key projected budget variations table

Appendix 3 – Quarter 2 key operational activities table

7. **BACKGROUND PAPERS REFERRED TO:**

None.

CONTACT: Jonathan Seed (Performance)
Homira Javadi (Finance)

DIRECT LINE: 01473 826649
01473 825841

Key Performance Indicator basket

Quarter 2

| BVPI | Description | Previous Years | | | Comparative data | | | | | Improvement targets | | Current Position | | | Comments |
|---------------------------|--|----------------|----------------|-------------------|----------------------|-------------------------------|---------------------------|------------------------------|-------------------------------|---------------------|---------------------------------------|-------------------|-----------------|---------------------|---|
| | | 2005/06 Actual | 2006/07 Actual | 2006/07 Actual Q2 | Suffolk Rank 1 05/06 | Babergh ASG Rank 1 perf 05/06 | Babergh Quartile [SPARSE] | Babergh Quartile [Districts] | District Council Top Quartile | 2007/08 Target | Babergh objective [Districts] 2007/08 | 2007/08 Actual Q2 | Actual v Target | Direction of travel | |
| Safe, clean & sustainable | | | | | | | | | | | | | | | |
| 82ai | The % of total tonnage of waste arising which has been recycled | 26.85% | 28.44% | 27.77% | 2 | 28.35% | TQ | TQ | 21.72% | 32% | TQ | 28.92% | ↓ | ↑ | This PI has increased by half a percentage point since year end. Unlikely to achieve end-of year target based on current performance level |
| 82bi | The % of total tonnage of waste arising which has been sent for composting | 6.45% | 7.83% | 9.41% | 6 | 27.10% | 3rd Q | 2nd Q | 14.67% | 10% | 2nd Q | 10.96% | ↑ | ↑ | Currently exceeding target. This PI has increased by 1.5% since year end 2006/07 |
| 84b | Household waste collection % change per head of population | 1.32% | 0.80% | -0.12% | 4 | -6.46% | 3rd Q | 3rd Q | -3.29% | 0% | 2nd Q | -1.20% | ↑ | ↑ | Percentage change is currently decreasing. This is positive as it reflects a reduction in the amount of waste collected per head |
| 109a | The % of major planning applications determined in 13 weeks | 67.57% | 62% | 65% | 5 | 88% | BQ | 3rd Q | 74.75% | 65% | 2nd Q | 87% | ↑ | ↑ | Performance in quarter shows significant improvement. 15 applications, 13 within time |
| 109b | The % of minor planning applications determined in 8 weeks | 69.76% | 60% | 69% | 3 | 83% | BQ | BQ | 80.39% | 75% | 2nd Q | 60% | ↓ | ↔ | 94 applications, 56 within time |
| 109c | 7000.00% | 83.87% | 77% | 77% | 4 | 89% | BQ | BQ | 91.61% | 85% | 2nd Q | 68% | ↓ | ↓ | Performance deteriorating. 292 applications, 199 within time |
| 126a | The number of domestic burglaries per 1000 households | 4.52 | 3.2 | 1.9 | 3 | 2.20 | no comparison data | TQ | 5.7 | 3 | TQ | 0.9 | ↑ | ↑ | End of year estimate = 1.8 On track to exceed year end target of 3.0 crimes per 1000 population. A slight increase in the month by month figures in August and September (16 reported crimes in comparison to an average of 10.75 for previous months). Situation will be closely monitored to determine whether this represents an upward trend or a temporary spike. |
| 127a | The number of violent offences per 1,000 pop'n | 9.26 | 9.2 | 5.2 | 2 | 7.40 | no comparison data | TQ | 11.1 | 9.1 | TQ | 4.1 | ↑ | ↑ | End of year estimate = 8.3 On track to exceed year end target. There has been a slight spike in September, but this may be due to targeted use of CCTV in Sudbury resulting in increased Police intervention and thereby an increase in reported incidents. |
| 199a | Local Street and Environmental cleanliness (litter) – proportion that falls below acceptable level | 16% | 19% | 16% | 2 | 6% | no comparison data | BQ | 8% | 12% | 2nd Q | 15% | ↓ | ↑ | This BVPI is not completed on a quarterly basis, it is done over 3 tranches - this is the first. Concern that the target of 12% for BV199a may be unrealistic. TQ performers tend to be 'suburban' districts with a high proportion of kerbed roads. This indicator measures road cleanliness, including debris, detritus, leaves and mud. Consequently rural districts tend to perform relatively low. |
| 199b | Local Street and Environmental cleanliness (graffiti) | 2% | 5% | 2% | 5 | 0% | no comparison data | BQ | 0 | 1% | 2nd Q | 2% | ↓ | ↑ | This BVPI is not completed on a quarterly basis- it is done over 3 tranches. - this is the first. |
| 199c | Local Street and Environmental cleanliness (fly posting) | 1% | 0% | 0% | 4 | 0% | no comparison data | TQ | 0 | 0 | TQ | 0% | ↑ | ↔ | This BVPI is not completed on a quarterly basis- it is done over 3 tranches. this is the first. |
| 204 | Planning Appeals allowed against the authority's decision to refuse a planning application | 31% | 28% | 24% | 1 | Yes | BQ | 2nd Q | 25% | 30% | 2nd Q | 24% | ↑ | ↑ | 17 appeals 4 allowed YTD (Planning report 31/10/07) |
| 218a | % of abandoned vehicles investigated within 24 hours | 97% | 80% | 66% | 4 | 100% | no comparison data | 3rd Q | 96% | 90% | 2nd Q | 82% | ↓ | ↑ | Q2 result 82%, target 90%. Progress is being made towards this target as a result of improved reporting systems through OneSuffolk and other portals. (reducing delays where full vehicle details are not given in initial report) |
| 218b | % of abandoned vehicles removed within 24 hours | 75% | 80% | 70% | 4 | 100% | no comparison data | 2nd Q | 94% | 80% | 2nd Q | 93% | ↑ | ↑ | Q2 result 93%, target 80%. Work is currently on target as a result of improved communication with contractors |
| 78a | The average time taken to process new claims in days | 26.32 | 20.51 | 22 | 2 | 15 | TQ | TQ | 25.5 | 14 | TQ | 17 | ↓ | ↑ | Improvement of 1 day on Q1, Processing time down to 13 days throughout September. Maintaining that level through to March 2008 will give an annual average of 15 days (1 day below target) |
| 78b | The average time taken to process a change in circumstances in days | 11.96 | 9.04 | 13 | 4 | 6 | 2nd Q | 2nd Q | 8.5 | 7 | TQ | 4 | ↑ | ↑ | Quarter 2 shows us maintaining our performance of 3 days under target, therefore we are confident of being in target for the year. Being under target is due to a higher percentage of new claims being received fully completed, thus freeing up more time to work on change of circumstances. |

| BVPI | Description | Previous Years | | | Comparative data | | | | | Improvement targets | | Current Position | | | Comments |
|--------------------------------------|---|----------------|----------------|-------------------|----------------------|-------------------------------|---------------------------|------------------------------|-------------------------------|--------------------------|---------------------------------------|--|-----------------|---------------------|--|
| | | 2005/06 Actual | 2006/07 Actual | 2006/07 Actual Q2 | Suffolk Rank 1 05/06 | Babergh ASG Rank 1 perf 05/06 | Babergh Quartile [SPARSE] | Babergh Quartile [Districts] | District Council Top Quartile | 2007/08 Target | Babergh objective [Districts] 2007/08 | 2007/08 Actual Q2 | Actual v Target | Direction of travel | |
| Safe, clean & sustainable | | | | | | | | | | | | | | | |
| 212 | Average time to re-let local authority housing | 40.53days | 46.6 days | 44.29 days | 2 | 25 days | no comparison data | 3rd Q | 27 days | 35 days | 2nd Q | 49 days | ↓ | ↓ | The process has now changed and responsibility for this has transferred to the Lettings Team. A group has been formed to monitor the voids process and a staff training programme is planned. Committee approval has been given for a voids BPR review which will start shortly. This will evaluate the service and produce a plan to reduce void times further. The method for calculating BV212 changed recently to include homeless properties. As there is a lower demand for this type of property, this has resulted in longer void periods. It is likely that the void time will reduce when Stour House closes. If homeless properties are excluded from the calculation the void time falls to 44 days. |
| Healthy Living | | | | | | | | | | | | | | | |
| 184a | Local authority homes which were non-decent at beginning of the year | 15% | 12% | 12% | 1 | 15% | no comparison data | TQ | 12% | 8% | TQ | 9.43% | ↓ | ↑ | Improved by 2.6% since year end. On target to meet the Decent Homes Standard by 2010 |
| Access to quality services | | | | | | | | | | | | | | | |
| NEW LPI | % of planning decisions determined as delegated items | No data | No data | No data | | | | | | To be determined | n/a | 90.70% | No data | No data | 738 delegated from 814 (planning report 31/10/07) |
| 79bi | % of overpayments recovered against % deemed recoverable | n/a | 68.53% | n/a | 1 | n/a | no comparison data | 3rd Q | 79.46% | 71.00% | TQ | 68.30% | ↓ | ↔ | This is the outturn figure based on first 2 quarter's collection. Comparison with last years second outturn shows us to be on target to maintain the current collection performance. |
| Affordable Housing | | | | | | | | | | | | | | | |
| LPI 41 | The cumulative total number of affordable units of accommodation in the affordable housing programme between 2004 and 2009: | | | | | | | | | | | | | | |
| | (a) completed units | No data | No data | 103 | | | | | | 700 by end of March 2009 | | 239 | ↔ | ↑ | At the end of September there were a total of 1135 affordable units in the development pipeline, of which 755 were either completed, being built or had planning permission. |
| | (b) units in development | No data | 73 | 95 | | | | | | | 245 | ↔ | ↑ | | |
| | (c) units with planning permission | No data | 318 | 201 | | | | | | | 271 | ↔ | ↑ | | |
| | (d) units in the development pipeline | No data | | | | | | | | | 380 | ↔ | ↑ | | |
| LPI 42 | The number of formal homelessness presentations | No data | 63 | 40 | | | | | | | | 37 | Contextual PI | Contextual PI | This indicator is used to monitor the number of formal homeless presentations. The pro-rata estimate for the whole of 2007/08 is 74, based on data for the first 2 quarters. |
| LPI 9 | Number of homes adapted to meet the needs of older people or disabled people | 42 | 28 | 6 | | | | | | 29 | | 18 | ↑ | ↑ | Currently on target |
| LPI 12a | % of capital expenditure achieved on the Housing Revenue Account | 0.85 | 101% | 49% | | | | | | 97% | | 35% | ↑ | ↑ | The delivery of the Housing Revenue Capital programme target of 97% is fully achievable. |
| LPI 12b | % of capital expenditure achieved on the General Fund | 0.86 | 68% | 19% | | | | | | 89% | | see paragraph 5.16 in the main body of the report and Appendix 2 for details | | | The delivery of the capital programme is reviewed as part of revised budget and budget monitoring processes. The revised position will reflect a more realistic delivery position against this target. Next quarter's position will provide a more clear picture. |
| Access to quality services | | | | | | | | | | | | | | | |
| LPI 18 | Percentage of telephone calls answered (enquiry resolved) at point of contact | No data | No data | | | | | | | 60% | | 91% | ↑ | no comparison data | Outcome is overstated because of inconsistent interpretation of the outcomes that define resolution at point of contact. However the impact is not so significant to suggest the true outcome is below the target figure of 60% |
| LPI 19 | Average elapsed time before a telephone call is answered. | No data | No data | | | | | | | 15 | | 7 secs (CST's) 10.38* secs (S) | ↑ | no comparison data | Target is currently being easily achieved because of the way in which incoming calls are handled. Work on increasing the number of calls being handled in the next quarter will impact on this level of performance. |

CORPORATE PLAN MONITORING -2007/08

Performance Exceptions

Quarter 2

| BVPI | Description | Previous Years | | | Comparative data | | | | | Improvement targets | | Current Position | | | Comments |
|---|---|----------------|----------------|-------------------|----------------------|-------------------------------|---------------------------|------------------------------|-------------------------------|---------------------|---------------------------------------|-----------------------|-----------------|---------------------|---|
| | | 2005/06 Actual | 2006/07 Actual | 2006/07 Actual Q2 | Suffolk Rank 1 05/06 | Babergh ASG Rank 1 perf 05/06 | Babergh Quartile [SPARSE] | Babergh Quartile [Districts] | District Council Top Quartile | 2007/08 Target | Babergh objective [Districts] 2007/08 | 2007/08 Actual Q2 YTD | Actual v Target | Direction of travel | |
| Exceptions demonstrating a positive trend | | | | | | | | | | | | | | | |
| LPI 22 | % of non recoverable material present by weight | 19.85% | 10.26% | 10% | | | | | | 5% | | 4.63% | ↑ | ↑ | Performance currently exceeding target. Last years performance was due to higher than expected level of contamination |
| Exceptions demonstrating a negative trend | | | | | | | | | | | | | | | |
| LPI 54 | The % of standard searches carried out in 10 working days | No data | 100% | 99.67% | | | | | | 100% | | 91% | ↓ | ↓ | 788 searches, 716 within time. Performance has dropped 9%. This is due to delays in receiving relevant data and internal staff sickness |
| LPI 43 | Local authority housing - repairs and maintenance service - proportion of planned repairs to responsive maintenance | No data | 81% | 85.93% | | | | | | 70% | | 66% | ↓ | ↓ | No figures available from Finance so Q1 data shown. Q1 data shows performance below the government guidance of 70%. Improvement expected in Q3 |
| Possible exceptions [further information required from division] | | | | | | | | | | | | | | | |
| 66a | Proportion of rent collected | 98.84% | 98.84% | 97.32% | 1 | 98.84% | no comparison data | TQ | 98.84% | 99% | TQ | 96.98% | ↓ | ↓ | 2.27% down on target, however 1.35% up on Q1 (95.63%) Q2 2006/07 was 97.32% The trend shows that the performance increases as we move through Year. This is due to rent free weeks and Direct Debit payers paying 4 weekly in arrears. Current projection is that we will be under the 99% target albeit around last years target of 98.84% |
| 66b | Rent collection and arrears recovery: % of tenants with more than 7 weeks rent arrears | 1.25% | 1.36% | 1.84% | 1 | 1.25% | no comparison data | TQ | 3.39% | 1% | TQ | 1.95% | ↓ | ↓ | There are 68 secure tenants who are more than 7 weeks in arrears amounting to £54,070. The target set is 50. The figure for Q2 2006/07 was 1.84% The lowest debt in this range is £142.48 and the highest is £1719.71. All appropriate action has been taken with these cases, we have delays with the Bury Court at present and are waiting at least 6 weeks to get Court dates. This is due to Court staffing issues. |
| 66c | Rent collection and arrears recovery: % of tenants who have had Notices Seeking Possession served | 4.45% | 4.45% | 2.40% | 1 | 4.45% | no comparison data | TQ | 13.55% | 2% | TQ | 3.40% | ↓ | ↑ | 28 cases progressed to this stage compared to 34 in Qtr1 for 2006/07. |
| 66d | % of tenants evicted as a result of rent arrears | 0% | 0.03% | 0% | 1 | 0% | no comparison data | TQ | 0.15% | 0% | TQ | 0.02% | ↓ | ↑ | 2 cases have progressed to eviction stage during this quarter and the evictions have been carried out. |

Appendix 2

Key projected budget variations table

| Area | Risk Rating High/ Medium/ Low | Annual Budget £'000 | Actual spend to end of Sept 07 £'000 | Potential Outturn variation (Under spend) Q2 £'000 |
|--|----------------------------------|------------------------|--|---|
| Corporate (75% General Fund) | | | | |
| Salaries (excl.HRA) | M | 9223 | 4528 | - |
| Recruitment | M | 80 | 16 | (30) |
| Corporate/Other Training (incl. £30k Carry forwards) | H | 75 | 5 | (50) |
| Other Divisional costs | M | 150 | 64 | (35) |
| CAST* | H | 226 | 113 | (13) |
| CAST efficiency Programme savings* | M | (38) | (19) | - |
| General Fund | | | | |
| Car park income | H | (30) | (7) | 17 |
| Land charges income | H | (322) | (157) | 25 |
| Discretionary Rate Relief | H | 77 | 54 | 30 |
| Concessionary Bus Fares | H | 607 | 275 | 160-310 |
| Investment income | M | (430) | (140) | (120) |
| Borrowing costs (inc. HRA) | H | 70 | 25 | (20) |
| Specialist legal costs | M | 69 | 20 | - |
| Planning Policy/LDF | H | 166 | 83 | - |
| New joint waste contract* | M | 1,554 | 770 | (13) |
| Waste income –Trade, Green, SCC contns.* | M | (842) | (425) | (10) |
| Planning & Bldg Control Fees | M | (797) | (414) | (20) |
| Licensing costs/income | M | (110) | (64) | (15) |
| Energy Costs-including HRA | M | 232 | 82 | (7) |

| Area | Risk Rating High/ Medium/ Low | Annual Budget £'000 | Actual spend to end of Sept 07 £'000 | Potential Outturn variation (Under spend) Q2 £'000 |
|--|----------------------------------|------------------------|--|---|
| Economic Development | M | 88 | 53 | - |
| Community Safety/CDRP | M | 178 | 88 | - |
| Leisure/Sports & Rec. Grants | M | 184 | 49 | (9) |
| Street Cleansing & Grounds Maintenance | M | 1,058 | 478 | - |
| Housing/Council Tax Benefits | M | (512) | (250) | 13 |
| Council Tax Summons costs* | H | (84) | (40) | 5 |
| Housing Revenue Account (HRA) | | | | |
| Income - Rents and charges (after voids) | H | (11,708) | (5,800) | - |
| Work to void properties | H | 296 | 154 | 70-100 |
| Responsive Repairs | M | 816 | 313 | - |
| Painting/pre-paint repairs | L | 314 | 127 | - |
| Sheltered scheme salaries | H | 180 | 88 | 16 |
| Capital | | | | |
| Joint Refuse Depot | H | 200 | 20 | (180) |
| Pin Mill | H | 24 | 0 | (24) |
| Car Parks Planned Maintenance | H | 103 | 0 | (30) |
| Hadleigh Pool feasibility study | L | 62 | 23 | - |
| ICT * | H | 480 | 150 | (178) |
| Disabled Facilities Grant | M | 265 | 155 | 30 |
| Other Private Sector Renewal Grants/ loans | H | 292 | 32 | (110) |
| Sudbury HERS Grant | M | 214 | 63 | (15) |
| HRA | M | 3,084 | 992 | - |

* Actual spend to date figures have been time apportioned.

Key operational activities table

| Activity | Budget £'000 | Key operational factors/indicators | Trend to date | Expected result |
|---------------------------|--------------------------------|---|------------------|---|
| Salary savings | 210 | Number of vacancies Staff turnover | ← → | Savings should be achieved. Further monitoring and updated assessment to follow. |
| Training | 225 | Training courses Cost of courses | ↓ | Could be delays in delivering some of the training programme. |
| Investment income | 460 | Interest rates Available funds | ↑ ↑ | Increased income resulting from: <ul style="list-style-type: none"> • Capital receipts • Capital programme slippage • Increased cash-flow • Higher interest rates |
| Concessionary bus fare | 607 | Number of passes Number of journeys Fares Reimbursement rate/appeals | ↑ ↑ ↑ ↑ | Additional budget requirements of between £160k and £310k - see appendix 2. |
| Income | Please see appendix 2 | Level of recycling credits. Number of subscribers/applications Fees | ↑ ↓ | Waste income –Trade, Green, SCC contns (recycling credits). Planning & building control. Licensing fees. Lower than projected income levels on car parking fines and land charges. |
| HRA - Voids | 296 | Number of void properties Cost of repairs | ↑ ↑ | Additional requirements of up to £100K. |

Key operational activities table

| Activity | Budget £'000 | Key change factors | Trend to date | Expected result |
|-------------------------|-----------------|---|------------------|---|
| Capital Programme (GF) | 2,662 | Number of projects and costs Delivery timescales | ← → ↓ | Estimated slippage of about £500K is expected. Key areas as per appendix 2. |
| Capital Programme (HRA) | 3,048 | Number of projects and costs Delivery timescales | ← → ← → | Expected to be fully delivered – minimum target of 97% |

G:\DOCS\Committee\REPORTS\Overview&Scrutiny\Stewardship\2007\271107QtyMon Rep Appendix 3.doc