BABERGH DISTRICT COUNCIL

FROM: Head of Corporate Services & Head of Finance	**REPORT NUMBER** **G224**
TO: Overview and Scrutiny (Stewardship) Committee and Overview and Scrutiny (Community Services) Committee	**DATE OF MEETING: 18 March 2008 25 March 2008**

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 financial and performance management for the current year to date.

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.

3. FINANCIAL IMPLICATIONS

3.1 On capital expenditure, the total predicted spend for the year of £4.8m will be a substantial level of capital investment. Although that would be £0.9m less than the total planned, the Committee have been advised throughout the year that there were risks associated with certain projects or programmes (a £0.5m shortfall was identified in Q2). Specifically, some work has been delayed to allow further consideration on whether the capital investment is appropriate e.g. on CAST).

3.2 Looking ahead, the following steps have been taken in relation to 2008/09 capital plans to improve the likelihood of outcomes matching spending plans:

- A 15% to 20% scaling down of ongoing General Fund programmes to reflect this year's and previous year-on-year experiences
- A comprehensive review and re-assessment of HRA capital plans to ensure that actual work is better matched to each individual budget
- Projects that are uncertain in terms of timing and cost have been put into a forward plan/reserve. These can be committed by Members as and when appropriate.

3.3 Of course, it is recognised that future capital plans need careful thought in relation to the Local Government Review and decisions made on what the council should or should not progress. That will impact on next year's plans and actual expenditure, potentially considerably.

3.4 On the revenue budget, consideration will be needed on the actual revenue saving or underspend in 2007/08. For 2006/07, Strategy Committee allocated some of the savings to corporate priority projects. Similar consideration will be required again this year.

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/repairs High on Concessionary bus fares)	Critical	Regular monitoring at officer & Member level with actions agreed to remedy the situation.
Budgets are under spent or savings made	High	Marginal	As above. This early warning system will enable the Council to consider the implications in terms of the use of any savings in relation to financial planning and management, both corporately and in specific priority areas.

5. KEY INFORMATION

Overall Context

5.1 In line with Quarter 2 the performance and financial information is reported in an integrated format as follows:-

- All performance 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. 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.

Financial information – Key Q3 variations

5.2 Overview and Scrutiny Committees were advised in Q2 that:

- Capital Expenditure for the year could be around £0.5m below budget, which would still mean that nearly 88% or £5.2m of the total planned spend of £5.7m for the year would be achieved. This would be close to our overall target of 90%
- A total General Fund Revenue Budget variation (saving/underspend) of up to £150,000 could arise depending on the concessionary fares position
- An overspend on the HRA of up to £100K compared to budget was likely on work to void properties.

5.3 Since Q2, revised budgets for the year have been agreed and approved.

Q3 position

5.4 Potential key budget variations (savings/underspends in brackets) predicted for the year, compared to what was reported to Overview and Scrutiny Committees for Q2 are summarised in Appendix 2. There are further explanations for each variation in Appendix 3.

5.5 The total variation shown is compared to the original budget for the year. The extent to which this variation relates to the approved revised budget will be clearly explained as part of the year-end outturn report to Members.

5.6 It is predicted that we should spend around 85% of the total capital programme – or around £4.8m out of the £5.7m total original spending plans for the year. This is about £0.3m less than the approved revised budget.

5.7 An overall saving/underspend of up to around £400K is now predicted on the General Fund revenue budget, depending on the final concessionary fares scheme cost this year. The actual position may vary from that, especially in terms of any further amounts that relate to commitments that don't get spent by the year-end and that result in budget c/f requests.

5.8 The HRA position is poorer than in Q2 due to additional expenditure on repairs, over and above the increase in void repair costs, and these increases have been reflected in the approved revised budget, resulting in a reduction in this year's capital programme.

5.9 Further information on the predicted variances on the revenue budget and the General Fund is provided below:

- Corporate budgets – Training, recruitment, CAST – the expected outturn position may be an overall £150K underspend/saving. This is £40K more than reported in Q2.
- Waste management – Additional recycling credits of £100K are reflected in the revised budget but some one-off costs of around £50k on new waste contract may be required.
- Investment income – Final position is likely to be around £200K more than expected in the original budget, which is slightly higher than allowed for in the revised budget.
- Concessionary Fares Scheme - The latest position reflects a more favourable outturn prediction than previously reported. The overall increase in costs for the year could be in region of £85K- £225K.

5.10 The overall predicted net variation and increased costs on the Housing Revenue Account (HRA) amounts to £175K, which includes:

- Voids – the revised budget includes an additional £100K to allow for additional requirements.
- Day to day responsive repairs – additional £80K
- Loss of rent income resulting from longer void periods of £65K.
- A favourable variation of £70K resulting from adjustment to Housing Subsidy and other minor items.

5.11 On capital expenditure, there is a predicted overall underspend of around £670K for the year on the General Fund, which includes:

- ICT- similar to Q2 prediction, slippage of around £220K.
- Contract & Asset Management – as Q2 (mainly joint refuse depot) with further variations in this quarter relating to expenditure on car parks work, Pin Mill and Calais Street Pavilion, which will now also be carried forward to next year (£320K).
- Private sector Housing grants/loans- lower than budgeted demand resulting in underspend of around £130K.

5.12 On HRA capital expenditure, it is expected that 94% of the total £3M budget should be achieved, slightly below target (97%).

<u>Performance – Key Q3 highlights</u>

5.13 For each of the council's corporate priorities, highlights from the basket of key performance indicators (KPIs) and analysis of performance exceptions are outlined below. Full details on the KPI basket can be found in Appendix 1a and exceptions in Appendix 1b.

5.14 **Maintain a Safe, Clean and Sustainable environment**

- Recycling levels are continuing to rise year on year. This is the case for both the percentage of tonnage of waste recycled **[BV82ai]** which has increased this quarter to 29.8% and the percentage of tonnage of waste composted **[BV82bi]** which increased to 9.86%. Whilst the overall targets for 2007/08 appear unlikely to be achieved it should be noted that Babergh is over 5% ahead of its combined figure for these indicators at quarter 3 last year. This is in part due to much lower bin contamination rates coupled with the continued promotion of the recycling agenda. The percentage of non-recoverable material present by weight **[LPI22]** has fallen this quarter to 4.4% from 10.3% in 2006/07.

- The overall reduction in waste collected **[BV84b]** continues to improve. The 2007/08 year to date reduction of -3.86% compares favourably with only -0.21% for 2006/07 and is significant. Countywide campaigns to minimise waste are directly targeted at achieving this reduction as historically household waste has increased year on year. At the same time Babergh is actively encouraging the increase of green waste recycling which as a result is improving. However, this actually has a negative impact on the overall reduction which has improved despite this.

- Numbers of abandoned cars have until relatively recently presented a significant problem for local authorities. However changes in the law which have removed scrapping costs have seen a vast reduction in the numbers being discarded in such a way and much greater use of recognised scrap yards. The percentage of abandoned cars being investigated by Babergh in under 24 hours **[BV 218a]** has increased this quarter to 90%. This represents a +10% improvement on last year. However, the percentage of abandoned vehicles *removed* within 24 hours **[BV 218b]** fell slightly from the last quarter to 76%. Due to the numerous ways available to the public for reporting this problem, officers at Babergh are at times reliant on information being forwarded on by third parties, limiting the speed with which intervention can be made.

- The percentage of major planning applications **[BV109a]** has seen a drop in performance since the last quarter to 71%, but we are still exceeding both the Government target for this indicator and our own internal target of 65%. Details on the numbers of applications determined within the given time frames which provide the percentage figures for major, minor and other planning applications can be found in Appendix 1a. Our performance this quarter for the percentage of planning appeals allowed against the authority's decision to refuse a planning application **[BV204]** improved from 24% to 21% against our annual target of max 30%.

- In recent years authorities have been encouraged to focus on "major" applications covered by BV109a. However, local planning authorities are now expected to broaden their focus to all types so the same level of expectation applies for "minor" and "other" applications. This is especially important as any future grants under the proposed Planning and Housing Performance regime will be influenced by performance against all three targets. Babergh still has some way to go to reach the internal and national targets set for BVPI 109b and c. Further information on Planning Performance can be found in the Development Committee report G196.

- There has been a reduction in the number of domestic burglary offences **[BV126a]** from 43 in quarter 2 to 33 in quarter 3. However, based on projections for the year end we are unlikely to meet our annual target of just 3 offences per thousand households. Violent offences **[BV127a]** are also down from 189 in quarter 2 to 172 in quarter 3. Based on projected figures we are on track to meet our annual target of 9.1 offences per thousand households.

5.15 **Give easy and convenient access to quality public services**

- The average time taken for processing new Housing Benefit and Council tax claims **[BV78a]** has improved to 17 days from a position of 20.5 days in 2006/07. This improved level of performance is expected to be maintained until the end of the year. However, the annual target of 14 days will not be met. There has been a further reduction in the average time taken to process a change in circumstances for benefits claims **[BV78b].** Performance at quarter 3 is on target at 6 days, down from 9 days in 2006/07.

- The percentage of council tax collected during the year **[BV9]** is 88.17% at quarter 3 and we are expecting the annual target of 99% to be met. This would maintain our top quartile position nationally and bring us in line with the highest performing authority in Suffolk. Similarly there are improvements in the percentage of non domestic rates collected **[BV10].** We are predicting year-end performance to marginally exceed the annual target at 99.1%

- The percentage of overpaid housing benefit written off **[BV79biii]** at quarter 3 is 5.9%. This is below the annual target of 4%. The total amount of debt written off stands at £40,976. However over a quarter of this sum, around £13,000 relates to a deceased customer where there is no estate to pay.

5.16 **Promote healthy living and reduce health inequalities**

- Ensuring all Babergh's housing stock meet the Decent Homes Standard by 2010 is key to our commitment on health. The percentage of local authority homes which were non-decent at the beginning of the year **[BV184a]** has fallen from 12% to 9% and further improvements are expected in line to meet the annual target of 8%.

- The number of clients provided with contact care alarm systems **[LPI 39]** has increased. Babergh set a target for 2007/08 of 200 new installations, but the year to date performance is 129. The number of new installations is below target this year because of the work involved in the changeover to the new Control Centre. The community alarm market is also becoming more competitive with other providers moving into the area. A marketing campaign is planned to promote Babergh's scheme.

- The number of homes adapted to meet the needs of older people and the disabled **[LPI 9]** is on target for the year with 26 of the 29 achieved to date. 8 of these were completed during the 3rd quarter.

5.17 **Increase the supply of housing that local people can afford to rent or buy**

- Babergh's target of 700 new affordable homes by 2009, measured by **LPI 41** will be met and exceeded. Overall 986 units are in the pipeline with 655 properties either completed, being built or with planning permission. Only a further 45 properties are required to reach the target set for 31st March 2009.

- The number of formal homelessness presentations **[LPI 42]** looks set to rise from 63 in 2006/07 to an *estimated* 74 in 2007/08. The position at quarter 3 is 55 presentations.

Direction of Travel analysis

5.18 Table 1 below shows the direction of travel for the 28 KPIs at the end of Q3, based on the position year to date verses the end of year 2006/07 figure or where more appropriate the corresponding position at Q3 in 2006/07. There is a positive direction of travel for 17 of the 21 PIs (81%) where comparison is possible.

Table 1

	↑ Improving	←→ Unchanged	↓ Deteriorating	Contextual PI	No Comparison	Totals
BVPI	13	2	4	0	0	**19**
LPI	2	0	0	1	6	**9**
Totals	**15**	**2**	**4**	**1**	**6**	**28**

Actual v Target analysis

5.19 Table 2 shows the year-to-date position for key performance indicators against the target set by Strategy Committee. 13 of the 25 PIs (52%) where targets have been set are currently on or exceeding the end-of-year target.

Table 2

	↑ On or exceeding target	↓ Below target	No comparison	Totals
BVPI	9	10	0	**19**
LPI	4	2	3	**9**
Totals	**13**	**12**	**3**	**28**

5.20 Table 3 summarises the direction of travel for Babergh's basket of KPIs since 31st March 2007.

Table 3

Deteriorating	Unchanged	Improving
4	**2**	**15**
		LPI 9 Number of homes adapted to meet the needs of older people or disabled people
		LPI 41 The cumulative total number of affordable units of accommodation in the affordable housing programme between 2004 and 2009
		BV184a Local authority homes which were non-decent at beginning of the year
		BV212 Average time to re-let local authority housing
		BV78b The average time taken to process a change in circumstances in days
		BV78a The average time taken to process new claims in days
		BV218a % of abandoned vehicles investigated within 24 hours
		BV204 Planning Appeals allowed against the authority's decision to refuse a planning application
		BV199b Local Street and Environmental cleanliness (graffiti)
		BV199a Local Street and Environmental cleanliness (litter) – proportion that falls below acceptable level
		BV127a The number of violent offences per 1,000 pop'n
BV126a The number of domestic burglaries per 1000 households		BV109a The % of major planning applications determined in 13 weeks
BV79bi % of overpayments recovered against % deemed recoverable		BV84b Household waste collection % change per head of population
BV218b % of abandoned vehicles removed within 24 hours	BV199c Local Street and Environmental cleanliness (fly posting)	BV82bi The % of total tonnage of waste arising which has been sent for composting
BV109c The % of other planning applications determined in 8 weeks	BV109b The % of minor planning applications determined in 8 weeks	BV82ai The % of total tonnage of waste arising which has been recycled

6 APPENDICES

Appendix 1a – Quarter 3 basket of Key Performance Indicators (KPIs)
Appendix 1b – Quarter 3 performance exceptions
Appendix 2 – Quarter 3 key budget variations
Appendix 3 – Quarter 3 key operational activities

7 BACKGROUND PAPERS REFERRED TO:

None.

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CORPORATE PLAN MONITORING -2007/08

APPENDIX 1a

Key Performance Indicator basket

Quarter 3

BVPI	Description	Previous Years			Comparative data					Improvement targets		Current Position			
		2005/06 Actual	2006/07 Actual	2006/07 Actual YTD Q3	Suffolk Rank 1 05/06 (of 7)	Babergh ASG Rank 1 perf 05/06 (Authority)	Babergh Quartile [SPARSE]	Babergh Quartile [Districts]	District Council Top Quartile	2007/08 Target	Babergh objective [Districts] 2007/08	2007/08 Actual YTD Q3	Actual v Target	Direction of travel	Comments
Safe, clean & sustainable															
82ai	The % of total tonnage of waste arising which has been recycled	26.85%	28.63%	25.31%	2	34.21% (Mid Suffolk)	TQ	TQ	24.19%	32%	TQ	29.82%	⇩	⇧	Contamination figure (LPI22) continues to fall which has a positive impact on the overall recycling levels.
82bi	The % of total tonnage of waste arising which has been sent for composting	6.45%	7.83%	9.33%	6	26.83% (St.Edmundsbury)	3rd Q	3rd Q	17.97%	10%	2nd Q	9.86%	⇩	⇧	Whilst compost levels are high these have fallen slightly on the last quarter due to the effects of seasonal variation. As such the 10% target is unlikely to be met.
84b	Household waste collection % change per head of population	1.32%	-0.21%	1.30%	3	(Waveney) -3.12%	3rd Q	2nd Q	-1.87%	0%	2nd Q	-3.86%	⇧	⇧	Countywide campaigns to minimise waste and maximise reuse may be impacting on this result.
109a	The % of major planning applications determined in 13 weeks	67.57%	62%	61%	6	78.43% (Ipswich)	BQ	BQ	80.71%	65%	2nd Q	71%	⇧	⇧	There has been a 7.7% decline in performance since quarter 2 with 6 out of 13 decisions made outside of the 13 week time frame
109b	The % of minor planning applications determined in 8 weeks	69.76%	60%	64%	5	90.94% (Ipswich)	BQ	BQ	83.66%	75%	2nd Q	60%	⇩	⇔	This PI had been slowly improving in each quarter of 2007/08 and now exceeds the final figure for 2006/07. - During the quarter 47 from a total of 77 applications were determined on time.
109c	The % of other planning applications determined in 8 weeks	83.87%	77%	76%	6	93.49% (Ipswich)	BQ	BQ	92.57%	85%	2nd Q	74%	⇩	⇩	This PI remains below target for the year. 74% represents 655 other applications determined within the given time from a total of 885.
126a	The number of domestic burglaries per 1000 households	4.52	3.2	2.2	2	1.7 (St.Edmundsbury)	no comparison data	TQ	5	3	TQ	2.9	⇩	⇩	End of year estimate = 3.8 (based on Q3 figures) On track to exceed year end target of 3.0 crimes per 1000 population. However, there has been a reduction in the number of offences in comparison to Q2 (from 43 to 33). Figures for November were the lowest in the year at just 7 offences.
127a	The number of violent offences per 1,000 pop'n	9.26	9.2	7.3	2	7.4 (Mid Suffolk)	no comparison data	TQ	11.4	9.1	TQ	6.2	⇧	⇧	End of year estimate = 8.2 (based on Q3 figures) On track to be below year end target of 9.1. A reduction in figures compared to Q2 (from 189 to 172), with figures for October (47), being the lowest for the year.
199a	Local Street and Environmental cleanliness (litter) – proportion that falls below acceptable level	16%	19%	20%	5=	5.0% (Ipswich)	no comparison data	BQ	6%	12%	2nd Q	16%	⇩	⇧	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. Top performer in Suffolk by some margin is Ipswich Borough.
199b	Local Street and Environmental cleanliness (graffiti)	2%	5%	2%	6=	1% (Ipswich)	no comparison data	BQ	0	1.0%	2nd Q	1%	⇔	⇧	This remains on target despite higher profile of issue through CDRP causing increased awareness to public
199c	Local Street and Environmental cleanliness (fly posting)	1%	0%	0%	1=	0% (Ipswich)	no comparison data	TQ	0	0	TQ	0%	⇔	⇔	Remains on target.
204	Planning Appeals allowed against the authority's decision to refuse a planning application	31%	28%	24%	4=	23.9 (Suffolk Coastal)	BQ	2nd Q	25%	30%	2nd Q	21%	⇧	⇧	On target
218a	% of abandoned vehicles investigated within 24 hours	97%	80%	71%	6	100% (St.Edmundsbury)	no comparison data	BQ	98%	90%	2nd Q	90%	⇔	⇧	Currently on Target. Due to the scrap value of cars increasing and scraping costs being removed there are now far fewer abandoned vehicles
218b	% of abandoned vehicles removed within 24 hours	75%	80%	62%	3	100% (St.Edmundsbury)	no comparison data	3rd Q	98%	80%	2nd Q	76%	⇩	⇩	This figure is fluctuating due to historical problems in getting data from the contractor, hence the drop since the last quarter.
78a	The average time taken to process new claims in days	26.32	20.51	21	2	13.1 (Forest Heath)	TQ	TQ	24	14	TQ	17	⇩	⇧	Performance on this PI is holding steady at around 17 days and on current performance we should maintain this until the end of the year. Out of the 1,673 new claims processed this year 39% were processed within 10 days, with 61% being processed within 20 days. Staff turnover has temporarily reduced
78b	The average time taken to process a change in circumstances in days	11.96	9.04	11	3	4.7 (Forest Heath)	2nd Q	2ndQ	7.1	7	TQ	6	⇧	⇧	Quarter 3 shows us maintaining our performance of 3 days under target, therefore we are confident of being on target for the year.

		Previous Years			Comparative data					Improvement targets		Current Position			
BVPI	**Description**	**2005/06 Actual**	**2006/07 Actual**	**2006/07 Actual Q3**	**Suffolk Rank 1 05/06** (of 7)	**Babergh ASG Rank 1 perf 05/06** (Authority)	**Babergh Quartile [SPARSE]**	**Babergh Quartile [Districts]**	**District Council Top Quartile**	**2007/08 Target**	**Babergh objective [Districts] 2007/08**	**2007/08 Actual Q3**	**Actual v Target**	**Direction of travel**	**Comments**
Safe, clean & sustainable															
212	Average time to re-let local authority housing	40.53days	47 days	39 days	4*	23 days (Ipswich)	no comparison data	BQ	25 days	35 days	2nd Q	45 days	⇩	⇧	The BV212 calculation for Q3 is 45 days. This includes general needs, sheltered and homeless properties and is a year-to-date figure for performance between 1 April 2007 and 31 December 2007. During this period developments have been made in the process and a BPR review is currently being held. It should be noted that the calculation for Q3 does not reflect current performance levels. For example, if we consider the period 1 October 2007 to 31 December 2007 only, the figure for BV212 is actually 37 days, with general needs accommodation 25 days, and sheltered accommodation 16 days. This improvement in process efficiency is coupled with improved levels of customer service throughout the whole process.
Healthy Living															
184a	Local authority homes which were non-decent at beginning of the year	15%	12%	12%	1*	12%	no comparison data	2nd Q	10%	8%	TQ	9.00%	⇔	⇧	Has now improved 3% since April. On target to meet the Decent Homes Standard by 2010
Access to quality services															
79bi	% of overpayments recovered against % deemed recoverable	n/a	68.53%	n/a	5	83.54% (Suffolk Coastal)	no comparison data	3rd Q	81.71%	71.00%	TQ	68.26%	⇩	⇩	Quarterly profileOct 71.81%, Nov 67.36%, Dec 68.26%. Reduced collection from Nov attributable to increased fraudelent overpayments(£14K) general overpayments(5K + further £5K Dec) As payment arrangements take effect % collected will recover. It is anticipated collection will be on target by 31st March. No reactive measures required or recommended at this time.
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	205								264	⇔	⇧	Target met. At the end of December there were a total of 986 affordable units in the development pipeline, of which 655 were either completed, being built or had planning permission.
	(b) units in development	No data	73	53						700 by end of March 2009		227	⇔	⇧	
	(c) units with planning permission	No data	318	86								164	⇔	⇧	
	(d) units in the development pipeline	No data										331	no comparison	no comparison	
LPI 42	The number of formal homelessness presentations	No data	63	57						0		55	Contextual PI only.	Contextual PI only.	This is a contextual indicator, which is used to monitor the number of formal homeless presentations. The pro-rata estimate for the whole of 2007/08 is 74, based on year to date figures
LPI 9	Number of homes adapted to meet the needs of older people or disabled people	42	28	5						29		26	⇔	⇧	8 more homes have been adapted since the end of Q2. On target for year
LPI 12a	% of capital expenditure achieved on the Housing Revenue Account	0.85	101%	No data						97%		50%	⇩	no comparison data	Spending profile is not linear during the year. Latest year-end prediction is for 94% achievement which is 3% below target
LPI 12b	% of capital expenditure achieved on the General Fund	0.86	68%	No data						89%		38%	⇩	no comparison data	The target is not expected to be met. Latest year end prediction is for 75% achievement. Contributory factors to this envisaged under spend are:- * 200k for joint refuse depot. A site is still to be located delaying spend until 2009/10 * 100k spend on the LAMP project will now take place in 2008/09

		Previous Years			Comparative data					Improvement targets		Current Position			
BVPI	**Description**	**2005/06 Actual**	**2006/07 Actual**	**2006/07 Actual Q3**	**Suffolk Rank 1 05/06** (of 7)	**Babergh ASG Rank 1 perf 05/06** (Authority)	**Babergh Quartile [SPARSE]**	**Babergh Quartile [Districts]**	**District Council Top Quartile**	**2007/08 Target**	**Babergh objective [Districts] 2007/08**	**2007/08 Actual Q3**	**Actual v Target**	**Direction of travel**	**Comments**
Access to quality services															
LPI 18	Percentage of telephone calls answered (enquiry resolved) at point of contact	No data	No data	No data						60%		81%	⇧	no comparison data	General -77.24%(+49.83%, -2.43%) Housing - 87.67% (-1.66%, -4.16%) Planning - 64.45% (-.31%, -16.05%) Money Matters - 94.45%(+1.34%, -1.81%) %'s in brackets indicate variation Q1-Q2, Q2-Q3. High outcomes need to be treated with some caution as definition used to determine resolution is not be being applied consistently. Variation is estimated as being around 5%. Consequently resolution still meets or exceeds 60% target set. Housing have taken on a broader range of enquiries which has temporarily increased the incidence of back office handoffs. This was expected and is not a concern as performance will recover in the longer term. Similarly Planning are now handling and filtering traffic previously routed direct to Planning professionals. Lower % resolution reflects work items which cannot be handled in the front office but is nevertheless above target. Content of enquiries will be reviewed to establish whether a specific target needs to be set for Planning interactions because of the level of technicality involved. No other reactive measures required.
LPI 19	Average elapsed time before a telephone call is answered.	(S)9.8s (DDI)4.2s	(S)10.3s (DDI)4.7s	(S)10.6s (DDI)4.9s						15		(S)7.38secs (DDI)4.33s (CST)10s	⇧	no comparison data	Incoming calls are matched to Officer availability. Target of 15 seconds equals 6 rings. No queuing system in place as at Q3 but is being introduced during Q4. Target for 2007/08 will be revised in the light of experience gained. No other reactive measures required.
NEW LPI	% of planning decisions determined as delegated items	No data	No data	No data						To be determined		91.3%	no comparison	no comparison	This equates to 1094 delegated decisions from a total of 1198
LPI 80	Customer satisfaction - telephone service	No data	No data	No data						No target. New PI		98%	no comparison data	No comparison data	New indicator from Q3. Surveys commenced in October 2007. Outcomes are derived fron a relativley small sample and for that reason need to be viewed with caution. Around 50% of responses indicated an improvement on their previous contact with the authority. In the light of this early indication of general improvement no immediate action is required to influence performance. Insufficient data at this point to establish any meaning ful target. It is proposed to set target from April 2008.

CORPORATE PLAN MONITORING -2007/08

Positive | Negative

APPENDIX 1b

Quarter 3 - Exceptions

		Previous Years			Comparative data					Improvement targets		Current Position			
BVPI	**Description**	**2005/06 Actual**	**2006/07 Actual**	**2006/07 Actual YTD Q3**	**Suffolk Rank 1 05/06** (of 7)	**Babergh ASG Rank 1 perf 05/06** (Authority)	**Babergh Quartile [SPARSE]**	**Babergh Quartile [Districts]**	**District Council Top Quartile**	**2007/08 Target**	**Babergh objective [Districts] 2007/08**	**2007/08 Actual Q3 YTD**	**Actual v Target**	**Direction of travel**	**Comments**
Safe, clean & sustainable															
84a	Number of Kilograms of household waste collected per head	403.1	404.4	308.63	2	307.1 (Mid Suffolk)	2nd Q	2nd Q	380.8	409	2^{nd} Q	294.96	⇧	⇧	Shows a reduction of 3.8% since last year despite increasing number of garden waste customers [YTD Target is 307.5]
Healthy Living															
LPI 39	The number of clients provided with a Babergh response alarm system	n/a	211	165						200		129	⇩	⇩	The number of new installations is below target this year because of the work involved in the changeover to the new Control Centre. The community alarm market is also becoming more competitive with other providers moving into the area. A marketing campaign is planned to promote Babergh`s scheme.
LPI 68	The number of disabled people participating in leisure activities (arranged by Babergh DC or our partners) for the first time.	No data	No data	No data						2		29	⇧	no comparison data	Target met - Target was set too low and apparently high outcome is as expected. This Target represents participations rather than individuals

Appendix 2

Q3 – key budget variations

Area	Q2 £000	Q3 £000
Capital		
• General Fund:		
ICT (incl.CAST)	(180)	(220)
Contract & Asset Management	(230)	(320)
Private Sector Housing grants/loans	(80)	(130)
Sub Total	(490)	(670)
• HRA	-	(200)
Total variation (saving/underspend)	**(490)**	**(870)**
Revenue		
• General Fund:		
Salaries	-	(70)
Training & Recruitment/other costs	(100)	(100)
CAST	(10)	(50)
Waste Management	(110)	(50)
Investment Income	(100)	(200)
Concessionary Fares	160-310	85 – 225
Other areas	30	(20)
Total variation (saving/underspend)	**(150) - 0**	**(405) - (265)**
• HRA		
Voids	70-100	95
Other repairs	-	80
Rent Income	-	65
Other	16	(70)
Total variation (overspend)	**86 - 116**	**170**

Appendix 3

Key operational activities table

Activity	Variation Over/(Under) £'000	Key operational factors/indicators	Trend to date	Expected result
Salary savings	(70)	Number of vacancies Staff turnover	←→	Vacancy savings. Based on existing data – final position could vary from this.
Training & recruitment	(100)	Training courses Cost of courses	↓	Some likely to be carried forward to 2008-09 to meet leadership and management development needs.
Investment income	(200)	Interest rates Available funds	↑ ↑	Increased income resulting from: • Capital receipts • Capital programme slippage • Increased cash-flow • Higher interest rates
Concessionary Fares scheme	85-225	Number of passes Number of journeys Fares Reimbursement rate/appeals	↑ ↑ ↑ ↑	Reduction in potential requirements since Q2 (£160K-£310K)
Income from charges for services	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 – Void repairs	100	Number of void properties Cost of repairs	↑ ↑	Revised budget reflects this.

Appendix 3

Key operational activities table

Activity	Variation £'000	Key change factors	Trend to date	Expected result
Capital Programme (GF)	(670)	Number of projects and costs Delivery timescales	←→ ↓	Budget has been revised to reflect more up to date position.
Capital Programme (HRA)	(200)	Number of projects and costs Delivery timescales	←→ ←→	Expected to achieve 94% completion – target 97%

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