

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – 21 AUGUST 2012

Report Title	2012/13 QUARTER 1 PERFORMANCE MANAGEMENT REPORT
Key Decision	a) Financial - No b) Community - No
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Purpose of report	The report provides members of the Cabinet with information on the performance and progress made against the Council Delivery Plan actions and performance indicators for Quarter 1 (April – June).
Reason for Decision	The Quarter 1 Performance & Finance Report is provided for Member information in order for them to effectively manage the organisation's performance.
Council Priorities	The report addresses performance against each of the Council's Priorities for 2012/13
Implications	
Financial/Staff	The report contains summary performance data on staff management & financial information.
Link to relevant CAT	The report links to the work of all Corporate Action Teams.

Risk Management	Risk management is applicable to all areas of the Council's statutory duties and service provision. Any relevant risks relating to actions set out in the Council Delivery Plan are managed through the Corporate Risk Register.
Equalities Impact Assessment	Equality Impact Assessments undertaken in line with the Corporate timetable during 2012/13.
Human Rights	No direct implications.
Transformational Government	No direct implications.
Comments of Head of Paid Service	The report is satisfactory
Comments of Section 151 Officer	The report is satisfactory
Comments of Monitoring Officer	The report is satisfactory
Consultees	Corporate Leadership Team has been consulted on this report.
Background papers	(1) Council Delivery Plan 2012/13 http://www.nwleics.gov.uk/files/documents/council_delivery_plan_201213/CDP%20final.pdf (2) Change Control Documents available from the Performance Team.
Recommendations	THAT CABINET RECEIVES AND COMMENTS ON THE QUARTER 1 PERFORMANCE REPORT.

Executive Summary

1. Background

1.1 This report summarises the Council's performance to the end of Quarter 1, covering the period from April to June 2012. The report includes a summary of performance against actions and performance indicators set out in the Council Delivery Plan for Quarter 1 of 2012/13, along with high level finance, sickness absence and health and safety performance information.

2. Performance for Quarter 1 of 2012/13

2.1 Performance against the Council Delivery Plan

During Quarter 1, the Council had 42 actions comprising of 63 milestones. 45 of the 63 milestones set out for the Quarter were achieved. Therefore, 71% of the actions for the Quarter have been achieved. Of the remaining 18 milestones, all are considered to be under control (amber).

Of the 34 performance indicators set out for the Quarter, 68% (23 indicators) were on or above target.

2.2 Update on previous Quarters performance during 2012/13

Not applicable as this is the first Quarter's report. Quarter 2's performance report will include Quarter 1's actions that were not on track.

2.3 Finance Performance

At the end of Quarter 1, the Council's forecast budget will be approximately £30,000 underspent. Budgets continue to be monitored for all areas.

2.4 Management of Absence Performance

Cumulative sickness absence levels of 2.17 days per full time equivalent member of staff is slightly above the target of 2 days for Quarter 1. Absence levels will continue to be closely monitored by Human Resources with the relevant Team Managers in future Quarters to identify any developing trends and assist service areas in improving their sickness levels.

2.5 Health & Safety Performance

In 2012/13, the actual number of accidents to employees' have increased to 22 and is 12 more than at this stage last year. The highest numbers of accidents by type in the Quarter reported were due to manual handling where 6 accidents were reported in Waste Services.

Community Services

Performance highlights

Business & Jobs

- Over 5000 people attended the Coalville Twenty 12 celebration event that took place on Sunday 27th May in Coalville Park.
- The highlight for the 2012 Ashby Arts Festival was the Outdoor Gallery which was featured in the June edition of the Derbyshire Life.

Green Footprint Challenge

- To increase recycling of street waste, recycling sacks were issued to community litter picking groups to recycle plastics and cans.

Safer & Healthier Districts

- To co-ordinate and promote a range of activities for young people, a Facebook site has been set up. The site contains information regarding holiday activities, music festivals and playdays.
- A family orientated event saw over 100 children celebrate 100 days to the Olympics aimed at encouraging families to participate in physical activities that included BMX cycling, basketball, badminton, hockey, football and boxing.
- Year 2 of the Don't Muck Around delivery plan completed and in place for NWLDC & Charnwood Borough Council.

CDP ACTIONS/MILESTONE

0 Failing

2 Under Control

15 On Track

CDP INDICATORS

4 Below Target

3 On or above Target




Future Plans - 2012/13 Quarter 2

- Prepare programme of improvements to improve cleanliness of approach roads and town centres.
- Develop a comprehensive summer holiday activities programme with partners to ensure all age groups are catered for.
- Implement Autumn campaigns of Year 2 Don't Muck Around plan.





Community Services actions not on track at the end of Quarter 1

During 2012/13 we said we would:	Quarter 1 Milestone to achieve this:	Status	Progress
SHD-CS-SP-CS03 To promote the protection of children and vulnerable adults	Carry out a review of all staff training needs to ensure compliance with county wide training agreement	Amber	This is not underway currently due to work taking place on Learning Pool, a new online training system. A district and borough safeguarding course is already on learning pool and all staff will be expected to undertake this training as a basic knowledge level and also as a refresher for officers who have undertaken the training. This will form the basis of a staff mapping exercise and should be available during Quarter 2.
	Develop electronic Safeguarding database	Amber	All safeguarding forms need to be scanned and inputted to electronic data base. This is being progressed during Quarter 2.

Community Services Performance Indicators on or above target for Quarter 1

Performance Indicator	Target	Actual	Status
CS-SP-WS-02 - Kgs of waste sent to landfill per household	524	521	
CS-SP-LS-02 - Number of leisure centre users (Cumulative)	265,000	274,290	
CS-SP-CS-02 - Number of Tourist Information Centre Enquiries	7,000	8,513	

Community Services Performance Indicators below target for Quarter 1

Indicator	Target	Actual	Status	Comments
CS-SP-CS-01 - Number of Paying Visitors at Moira Furnace (Museum and Boat trips)	2,560	1,737		The number of visitors is down largely due to the poor weather conditions compared to 2011. The opening hours have also been slightly reduced from a 4 pm to 3 pm closure. The reduced opening hours was approved by the Moira Furnace Trustees and was taken due to resource implications which identified savings. It is hoped that the visitor numbers will recover during Quarter 2 and that the end of year target will still be realised.
CS-SP-SA-02 - Process DFG enquiry to 1st contact within 5 working days	95%	86%		The team dealt with 14 Disabled Facilities Grant referrals in Quarter 1, 2 of which did not get a 5 day response due to staff absence but were responded to within the 10 day corporate response target. A process has been established to cover staff absences.
CS-SP-LS-01 - The amount of membership income at Hermitage and Hood Park LC's (Cumulative)	£198,500	£193,509		A Health and Fitness Manager has been appointed to drive up membership sales and all signs are currently positive. As at the end of Quarter 1 2012 we had 2,321 members as compared to 2,257 at the end of June 2011. Unfortunately, the Quarter 1 target was narrowly missed by less than £5,000 or 2.5%. As we were unable to recruit to the role from our initial interviews we had to readvertise to ensure we got the right candidate in post. This led to a delay of approximately 4 weeks which meant the postholder commenced on 1 May rather than the targeted date of 1 April. Consequently, the positive impact the role has had on memberships was delayed by a month which in turn adversely impacted on income.
CS-SP-WS-01 - Percentage of waste recycled and composted	45.47%	45.20%		The amount of waste recycled is 0.27% behind target. This is mainly due to falling paper consumption in the UK and lower levels of recycling tonnage generally. In addition during 2011/12 glass from bring sites was being collected by external contractors and it has subsequently been discovered that the contractors reported tonnages were based on over estimated weights. This correction is shown in the figures submitted for Quarter 1.

Housing & Customer Services

Council Delivery Plan – Performance Highlights

Value for Money

- Task & Finish Group for the review of sheltered housing schemes has been developed and meetings held for 2 of the 3 schemes.
- Strategic review of customer services concluded. Cabinet report to ascertain strategic direction of customer service offer development to be considered on 17 July 2012.
- There are currently 2 business cases in development by Open Housing Improvement Group (OHIG) members for use of funding. The OHIG Action Plan is reviewed and updated monthly and all members are actively exploring opportunities to maximise the functionality of the OPENHousing system.

Safer & Healthier Districts

- Tenants have been involved in evaluating tender documents and assisted with clarification interviews from tenders.

CDP ACTIONS/MILESTONES

0 Failing

6 Under Control

12 On Track

CDP INDICATORS

2 Below Target

8 On or above Target

Future Plans - 2012/13 Quarter 2

- Deliver agreed targets outlined in the strategic review for customer services.
- Complete review of the sheltered housing schemes and report outcomes to Corporate Leadership Team.
- Award contracts to deliver Housing's Decent Homes Improvement Programme.









Housing & Customer Services actions not on track at the end of Quarter 1

During 2012/13 we said we would:	Quarter 1 Milestone to achieve this:	Status	Progress
BNJ-HM-SP-HM02 To promote public engagement in the provision of public services, Housing Management will develop a Tenant Scrutiny Panel to meet the needs of Reform of Social Housing Regulation by September 2012.	Recruit to Tenant Scrutiny Panel	Amber	The approach to recruiting tenant scrutiny members has been agreed with a Tenant Steering Group with a special edition of INTouch being the preferred mechanism for advertising and recruiting. In order to achieve a VFM approach, the special edition has been posted with the July rent statements.
VFM-HM-SP-HM02 To improve the quality of our customer services, Housing Management will carry out a review of garages/garage sites to determine long term viability of each location	Produce initial report consolidating existing information on sites, condition and demand, and scope of the review, and report to Head of Housing & Customer Service	Amber	Work has been ongoing during Quarter 1 to inform the initial report. The compilation of the initial report will be completed in Quarter 2.
VFM-HM-SP-HM03 To improve the quality of our customer services, Housing Management will undertake a review of their sheltered housing schemes for empty and occupied.	Develop and agree timetable for review of all schemes in three phases and gain CLT approval.	Amber	Plan developed but not yet presented to CLT for approval. Plan and approval timetable included report to CLT to be agreed by Head of Housing and Customer Services.



Housing & Customer Services actions not on track at the end of Quarter 1

During 2012/13 we said we would:	Quarter 1 Milestone to achieve this:	Status	Progress
VFM-HM-SP-HM03 To improve the quality of our customer services, Housing Management will undertake a review of their sheltered housing schemes for empty and occupied	CLT to approve recommendations for the future of Heather House, Greenacres and Woulds Court buildings already decommissioned	Amber	A different approach is being taken for each of the 3 decommissioned schemes: Heather House - preference for redevelopment but we need to understand implications of Capital Allowances before formally recommending the preferred option to CLT. Greenacres - a event 'The Future of Greenacres' was held mid June with registered providers and local developers to understand the options for the future use of the building and/or land. This information is scheduled for return at the end of July 2012. Woulds Court - As Woulds Court heating system heats the neighbouring properties at Cherry Tree Court, consultation is required to determine the most appropriate approach before considerations can be given to the future of Woulds Court.
VFM-PBS-SP-PBS05 To improve the quality of the customer experience and deliver more efficient working practices we will implement a range of ICT solutions including mobile working, and dynamic scheduling	Mobile working, dynamic scheduling and repairs diagnostic procurement undertaken	Amber	Asset Management system implementation has continued to progress and is on-track for the critical delivery date of 31 st August 2012. The Repairs Diagnostic software project is being progressed in Quarter 2, with a high level timeline to inform strategic decision developed. High level strategic timelines developed for all work streams and with Head of Service for prioritisation.
Ensure all colleagues are aware of the upgrade and the implications of the upgrade	Ensure all colleagues are aware of the upgrade and the implications of the upgrade	Amber	Staff communication to be carried out as part of project plan for version 11 upgrade in July.

Housing & Customer Services Performance Indicators on or above target for Quarter 1

Performance Indicators	Target	Actual	Status
% of rent loss through vacant dwellings	0.75%	0.74%	
% of new tenants satisfied with the allocation and letting process	85%	86%	
% of Emergency repairs completed on time - within 24 hours	99.25%	99.83%	
% tenant satisfaction with responsive repairs service	88.00%	89.00%	
% total repairs completed within target	97%	99%	
All new customers to have a support plan within 6 weeks of tenancy start date	100%	100%	
Average number of days to resolve stage 1 complaints	10 days	7 days	
Quality of call response by Control Centre	99%	99%	

Housing & Customer Services Performance Indicators on or above target for Quarter 1

Performance Indicators	Target	Actual	Status	Comments
% of dwellings vacant but unavailable	2.41%	2.45%		Compared with Quarter 1 2011/12 there has been a reduction of 0.35% in the number of unavailable properties as some properties have been successfully advertised through the Choice Based Lettings Allocations system. There has been an increase in the number of properties requiring extensive works to bring them to the void lettable standard. Some of these properties will be retained for temporary moves which may be necessary for vulnerable households in order to undertake Decent Homes Improvement Work
% of customers satisfied with the complaints process	75%	63%		This indicator measures how the Council handles customer complaints and at ensuring we follow procedures. However, complainants tend to provide a negative response if they do not get a positive response to their complaint even though we have followed correct procedures.

Planning & Engagement

Council Delivery Plan – Performance Highlights

Green Footprints Challenge

- Design Ambassadors formally presented rating certificates to David Wilson Homes and Bloor Homes with two “A” ratings for major developments in Castle Donington.
- To encourage energy efficiency to residents and customers, Building Control Team have given advice to applicants, general enquiries etc as and when required.

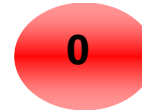
Business & Jobs

- To promote economic development opportunities in North West Leicestershire, a database of key commercial agents who operate in the district has been established.
- Various members of Business Growth & Support Partnership have attended meetings of different key business sectors.

Safer & Healthier Districts

- An evaluation was completed and circulated amongst Safer North West Partnership (SNWP) members for comment regarding evaluation and redesign of the Respect Program. Revised guidelines for the new Respect Scheme for 2012/13 were agreed with SNWP and Chief Executive. The scheme was launched in June.

CDP MILESTONES



Failing



Under Control



On track

CDP INDICATORS



Below target



On or above target






Future Plans - 2012/13 Quarter 2

- Launch and promote Green league to Council Offices based staff.
- Promote Green Footprints challenge awards and encourage applications.
- Present Respect evaluation and recommendations report to Corporate Leadership Team.
- To complete all actions in the Safer North West Partnership action plan


Planning & Engagement actions not on track at the end of Quarter 1

During 2012/13 we said we would:	Quarter 1 Milestone to achieve this:	Status	Progress
GFC-PD-SP-PD01 To influence more sustainable developments through the 'ourplaceTM' scheme, focusing on residential led development	Production of Design Supplementary Planning Document	Amber	Consultation delayed until August 2012 due to the volume of re-plans of major residential developments.
GFC-SSC-SP-SSC01 To coordinate the Green Business Network	1 Green Footprints Business Network event held in Q1	Amber	Stephenson College were not able to accommodate the event in June and so a date has been set for July 4th 2012.
GFC-SSC-SP-SSC05 To promote existing woodlands and support the creation of new woodlands through the National Forest.	Submit a funding application to the National Forest Company	Amber	Funding application will be submitted in Quarter 2 now as Swannington Orchard and Foan Hill traffic island tree planting schedules will be included but require quotes from Grounds Maintenance to confirm future maintenance costs before funding application submission.
GFC-SSC-SP-SSC08 To continue to attract new supporters and sponsors of the Green Footprints Challenge to allow ongoing improvements to the awards scheme	Promote Green Footprints Challenge Awards and encourage applications	Amber	The debrief for the 2012 event was later than had originally been anticipated which has resulted in minor delays. However this poses no threat to the 2013 event.
SHD-SSC-SP-SSC01 To work with partners to reduce crime and anti-social behaviour (by delivering the Partnership action plan)	All Q1 actions within the Safer North West Partnership Community Safety Action Plan are complete	Amber	15 out of 18 actions are completed. One action to review the Measham Alcohol Free Zone has been put on hold because the legislation is about to change. The other 2 actions relate to Neighbourhood Watch which has been delayed for reason explained at SSC7.
SHD-SSC-SP-SSC02 To work with partners to reduce crime and anti-social behaviour (by completing home safety checks)	Working with Neighbourhood Watch, develop a procedure to ensure that all new & appropriate ASB cases receive a home safety check	Amber	Neighbourhood Watch are not yet in a position to adopt a home safety check scheme and so initial steps are being taken with the Police to develop the role and skill set, to work towards home safety checks. In Quarter 1 we have formulated a role description and the Police are aiming to recruit new volunteers to the scheme.

Planning & Engagement Performance Indicators on or above target for Quarter 1

Performance Indicators	Target	Actual	Status
PE-SP-PD-01 - % of customers very satisfied or satisfied with the Planning Service	85%	87%	
NI157a - % of major planning applications processed within period agreed with applicant	85%	85.70%	
NI157b - Percentage of planning applications determined within 8 weeks for minor applications	65%	78.25%	
NI157c - Percentage of planning applications determined within 8 weeks for other applications	80%	90.75%	
PE-SP-SH-01 Reduction in gross B&B expenditure	£40,000	£30,075	

Planning & Engagement Performance Indicators below target for Quarter 1

Indicator	Target	Actual	Status	Comments
PE-SP-BC-01 Full Plan applications checked within 12 working days	90%	86%		Target missed by 2 applications. Issues identified include staff still learning the process.

Corporate Services (Finance, Legal & Support)

Council Delivery Plan – Performance Highlights

Value for Money

- An audit of the main Council Offices has taken place to improve the energy efficiency of existing Council assets.

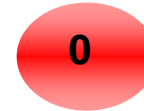
Business & Jobs

- To enable small and medium sized enterprises and the voluntary sector to participate in procurement activities across the public sector, annual procurement plans have been uploaded onto the Council website.
- Voluntary Action Leicestershire and Federation of Small Businesses have now been advised on how to participate in procurement activities.

Green Footprints Challenge

- NWLDC website updated informing suppliers of opportunities through procurement for businesses to be greener.

CDP ACTIONS



Failing



Under Control



On track

CDP INDICATORS



Below target



On or above target








Future Plans - 2012/13 Quarter 2

- Conclude review of satisfaction levels from members.
- Report feasible efficiency schemes to the Greener Corporate Action Team.
- Set up process to capture feedback from suppliers on their tendering experience.
- Progress report to Corporate Leadership Team on implementation of planned changes to Housing & Council tax benefits.




Corporate Services actions not on track at the end of Quarter 1

During 2012/13 we said we would:	Quarter 1 Milestone to achieve this:	Status	Progress
BNJ-P-SP-P02 Enable small and medium sized enterprises and the voluntary sector to participate in procurement activities across the public sector (Finance Services)	Launch "Better Selling for NWLDC Businesses" initiative	Amber	Delay with the purchase of online supplier registration portal outside of procurement control. Soft Launch planned for the end July 2012. Full Launch planned for September 2012
GFC-P-SP-P01 To identify opportunities through procurement for businesses to be greener (Finance Services)	Update procurement toolkit. Providing guidance to internal officers on sustainable procurement	Amber	Dependant on changes to contract procedurals going through on the 18th Sept 2012.
VFM-IA-SP-IA02 Develop a business continuity plan (Finance Services)	Establish and review procedure for developing a business continuity plan for Procurement	Amber	Procurement Manager to progress further with the shared resource contact at Leicestershire Resilience Forum (LRF).
VFM-DS-SP-DS02 To support elected Members in their role as Community Leaders (Legal & Support Services)	Review members satisfaction questionnaire to ensure fit for purpose	Amber	In view of an impending ward boundary review affecting all Members and the need to ascertain the views of Members to feed into the Council size report, it is considered appropriate to encompass any questions into the one questionnaire. Therefore once the Boundary Commission for England have spoken with Corporate Leadership Team on 24 July, and Members on 13 August, we will pick up the additional questions required and include them in the single questionnaire before sending.

Corporate Services Performance Indicators on or above target for Quarter 1

Performance Indicators	Target	Actual	Status
FS-SP-FP-01 - External Suppliers paid within 30 days (Finance Services)	98%	98%	
FS-SP-RB-08 - HB overpayments recovered (All Debt) (Finance Services)	11.25%	14.30%	
LDS-SP-LS-02 - % of clients satisfied or very satisfied with services received (Legal & Support Services)	90%	100%	
LDS-SP-PS-01 - Commercial Property Occupancy Rates (Legal & Support Services)	85%	94%	
LDS-SP-PS-02 - All buildings/land surveyed and agreed works completed (Cumulative) (Legal & Support Services)	20%	20%	
LDS-SP-PS-03 - Implement strategic Asset Management in line with the Best Practice guidance of the Royal Institution of Chartered Surveyors 2007 (Cumulative) (Legal & Support Services)	20%	20%	
LDS-SP-PS-04 - Asset challenges are undertaken on all property assets to ensure that they are required, are fit for purpose and provide value for money. This includes an assessment of current and future needs combined with fundamental property reviews. Under performing assets are rationalised or declared surplus to requirements and a disposal strategy is agreed (Cumulative) (Legal & Support Services)	20%	20%	

Corporate Services Performance Indicators below target for Quarter 1

Indicator	Target	Actual	Status	Comments
FS-SP-RB-01 Time taken to process new Housing Benefit/Council Tax Benefit claims (Finance Services)	16 days	23 days		Excellent progress has been made by the Benefits Team in tackling the backlog which at the start of the Quarter was 6 weeks and the team is now only 1 week behind on new claims. The service has experienced a significant increase in workload (approx 4000 extra items per month equivalent to 3-4 extra assessors) following the roll out of the Department of Works & Pension's 'ATLAS' programme.
FS-SP-RB-02 Time taken to process Housing Benefit/Council Tax Benefit change events (Finance Services)	8 days	20 days		
FS-SP-RB-07 Average number of days to process new claims and change events (right time) (Finance Services)	10 days	20 days		
LDS-SP-LS-01 - % of overall expenditure generated in external income (Cumulative) (Legal & support Services)	3%	1%		1.3% of the controllable expenditure (£3,914.59) has been generated and banked. However, the team has a current expected income of £14,214.59 for the year. There are further income opportunities available from the Section 106 planning agreements which should boost this income level later in the year as they complete. The initial target was set prior to the Legal Practice Manager sharing agreement being terminated at the end of 2011 and therefore may require review as there is an immediate shortfall of £17,300.

Finance



This section sets out the provisional financial position of the Council for the year ending March 2013. The Council set its Revenue Budget at £10.533m on 7th February 2012. A nil increase in council tax was also agreed for the fourth year running.

General Fund – Summary of Net Expenditure 2012/13

SERVICE	ORIGINAL BUDGET NET £	FORECAST OUTTURN NET £	FORECAST VARIANCE NET £
Chief Executive's Department	£3,418,000	£3,351,000	-£67,000
Director of Services	£6,355,000	£6,416,000	£61,000
Non-distributed Costs	£96,000	£122,000	£26,000
Corporate & Democratic Core	£71,000	£71,000	0
NET COST OF SERVICE	£9,940,000	£9,960,000	£20,000
Net recharges from General Fund	-£1,091,000	-£1,091,000	0
NET COST OF SERVICES AFTER RECHARGES	£8,849,000	£8,869,000	£20,000
Corporate Income and Expenditure			
Net Financing Costs	£1,035,000	£1,120,000	£85,000
Investment Income	-£45,000	-£50,000	-£5,000
Corporate Contingency	£230,000	£100,000	-£130,000
NET REVENUE EXPENDITURE	£10,069,000	£10,039,000	-£30,000
Contribution to (from) General Fund Balance	£464,000	£494,000	£30,000
AMOUNT TO BE MET FROM GOVERNMENT GRANT AND COUNCIL TAX (Budget Requirement)	£10,533,000	£10,533,000	0
Financed by:			
Revenue Support Grant	£93,000	£93,000	0
Redistributed National Non-Domestic Rates	£4,662,000	£4,662,000	0

SERVICE	ORIGINAL BUDGET NET £	FORECAST OUTTURN NET £	FORECAST VARIANCE NET £
Council Tax Freeze Grant	£283,000	£283,000	0
New Homes Bonus	£463,000	£463,000	0
Transfer from Collection Fund	£34,000	£34,000	0
Transfer from Collection Fund	£4,998,000	£4,998,000	0
TOTAL FUNDING AVAILABLE	£10,533,000	£10,533,000	0

Comments on major General Fund variances to the end of Q1

At this early stage in the financial year projections of the year-end outturn are quite tentative. A small overall under spending of £30,000 is projected for the General Fund. The following projected year-end variances are highlighted:

- Across the Chief Executive Directorate, it is projected that Salaries will be under spent by £60,000.
- Non National Domestic Rates (NNDR) costs are projected to be less than budget by £19,000.
- Additional external legal and consultants' fees of £86,000 are projected relating to planning appeals and the second Bardon Grange planning application.
- Essential car user savings are likely to be about £11,000 less than budgeted for because of payments in the first quarter including agreed compensation.
- The temporary use of agency staff in Customer Services until September 2012 will have an additional cost of £44,000.
- Capital financing costs will be £85,000 higher because of changes in accounting practices required but there was a corresponding saving in 2011/12.
- Based on the experience of previous years, it has been assumed that only £100,000 of the £230,000 Revenue Budget Contingency will be used.

Housing Revenue Account Summary to end of Quarter 1

HRA SUMMARY - EXPENDITURE	2012/13 Budget	2012/13 Forecast Outturn	2012/13 Forecast variance
Total Repairs and Maintenance	£4,543,000	£4,543,000	0
Supervision & Management			
General	£1,938,000	£1,925,000	-£13,000
Special / Supporting People	£252,000	£252,000	0
Total Supervision & Management	£2,190,000	£2,177,000	-£13,000
Provision - Doubtful Debts	£60,000	£60,000	0
Capital Financing			
Depreciation - MRA & other	£4,008,000	£4,008,000	0
Debt Management Expenses	£2,000	£2,000	0
Total Capital Financing	£4,010,000	£4,010,000	0
Housing Subsidy Payment to National Pool	0	0	0
TOTAL EXPENDITURE	£10,803,000	£10,790,000	-£13,000

HRA SUMMARY – INCOME	2012/13 Budget	2012/13 Forecast Outturn	2012/13 Forecast variance
Rent Income			
Dwellings	-£15,228,000	-£15,256,000	-£29,000
Service Charges	-£303,000	-£303,000	0
Garages & Sites	-£78,000	-£78,000	0
Other	-£26,000	-£26,000	0
Total rent income	-£15,635,000	-£15,663,000	-£29,000
NET COST OF SERVICE (Total rent income less total expenditure)	-£4,832,000	-£4,873,000	-£42,000
Capital Financing - Existing Loans	£175,000	£175,000	0
Capital Financing - Self Financing Loans	£3,675,000	£3,675,000	0
Investment Income	-£25,000	-£25,000	0
Premature Loan Redemption Premiums	£24,000	£24,000	0
Total Financing costs	£3,849,000	£3,849,000	0
Net Operating Expenditure (net cost of service less total financing costs)	-£983,000	-£1,025,000	-£42,000
Revenue Contribution to Capital	0	0	0
Contingency	£70,000	£70,000	0
NET (SURPLUS) / DEFICIT	-£913,000	-£955,000	-£42,000

Comments on HRA variances to end of Quarter 1

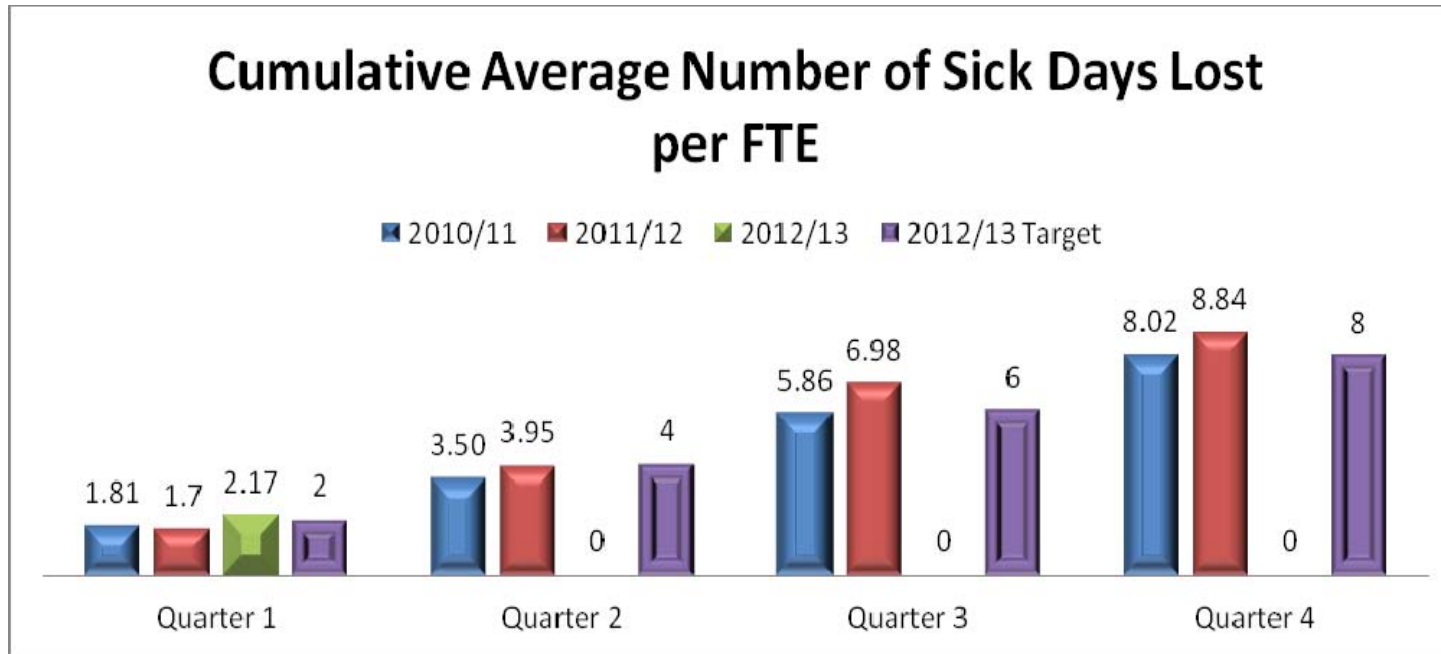
- A small saving of £13,000 is projected which is a combination of increased agency costs of £15,000, an under spend on Older Persons Service of £19,000 and a number of smaller budget variations.
- Increased forecast rent income of £21,000 arising from increased income from re-lets at target rent levels. When tenants vacate their homes, the Council is usually able to relet the dwellings at higher rent levels under the prescribed formula.

Capital Expenditure - April to March 2013

	General Fund	Special Expenses	HRA
Approved Budget for the Year	£1,193,000	£187,000	£8,225,000
C/F from 2011/12	£325,000	£63,000	£15,000
Total Budget for 2012/13	£1,518,000	£250,000	£8,240,000
Actual Quarter 1 expenditure	£447,000	0	£498,000
Likely outturn for 2012/13	£1,518,000	£250,000	£8,240,000

- The additional expenditure on the General Fund is slippage on Disabled Facilities Grants from 2011/12 and the corresponding funding is available.
 - There was only a small level (£15,000) of more general slippage on the Housing Revenue Account.
-

Management of Absence

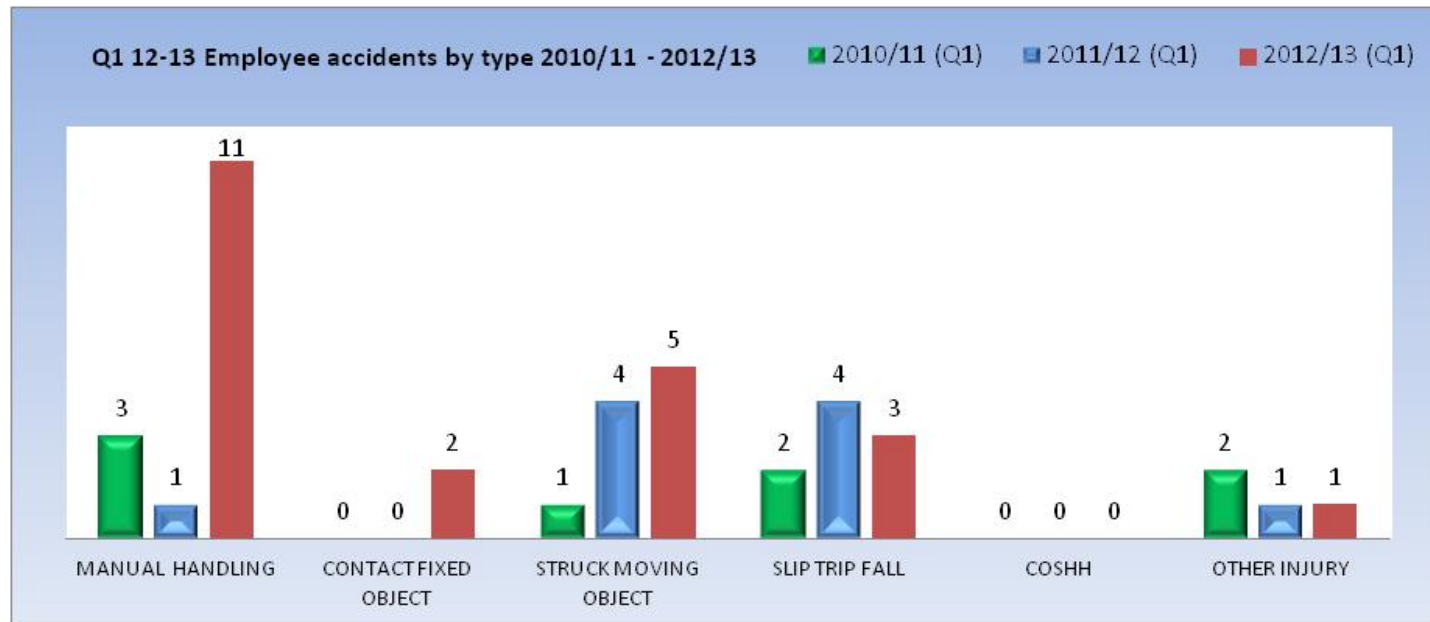


- The quarter 1 rate shows a slight increase to 2.17 working days lost per full time equivalent employee when compared to the same quarter in previous years. The 2.17 working days lost is above the target of 2 days.
- The main reasons for absence during the Quarter were musculo-skeletal problems, followed by Operations and post-operative recovery, followed by Chest and respiratory problems.
- HR support and advice continues to be given to Manager's where employees have long-term conditions, or regular short term absences, to help their employee's recovery and return to work. A number of formal actions have been taken in line with the recently-revised (April 2012) Attendance Policy.
- Improved monitoring and review processes have been introduced within the Human Resources Team to ensure long-term absence cases are proactively managed, particularly in Community Services and Housing & Customer Services where the overall levels are highest.

Management of Absence

Management of Absence 2012/13									
SERVICE	Ave. No of FTE per Qtr	Number of Days Lost per Quarter			Cumulative	No of days lost per FTE			
	Q1	Q1	Long	Short	Days lost	Q1	Q2	Q3	Q4
Chief Exec & HR	17.22	8.00	0	8.00	8.00	0.46			
Community	208.97	499.96	266.00	233.96	499.96	2.39			
Finance	40.82	57.50	51.50	6.00	57.50	1.41			
Housing & Customer Services	117.49	382.27	94.43	287.84	382.27	3.25			
Legal & Support	32.80	7.51	0	7.51	7.51	0.23			
Planning & Engagement	47.60	55.38	37.00	18.38	55.38	1.16			
All Directorates	464.90	1010.62	448.93	561.69	1010.62	2.17			

Health & Safety



Accidents

- There were 0 accidents reported to the HSE under the RIDDOR regulations.
- Quarter 1 2012/13 actual numbers of accidents to employees' is 22, an increase of 12 compared to the same period of 2011/12. The highest numbers of accidents by type in the Quarter reported were due to manual handling where 11 accidents were reported. Of these 11 manual handling accidents, 6 were in Waste Services. The Waste Services Team Manager has an action plan in place to monitor Health & Safety closer.
- 26 accidents to visitors were reported during the quarter, all occurred at the Leisure Centres. This is an increase of 11 when compared to the same period of 2011/12, from the 11, 8 were related to slips/trips.
- 60 days absences lost due to workplace accident to one employee and relates to an accident that occurred in Quarter 4 of 2011/12. The 60 days absence is an increase of 42 days when compared to the same period of 2011/12.

Health & Safety

Accident statistics for employees in previous years

	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13 (Quarter 1)
Actual incidents for the whole year	66	44	43	52	103	50	34	22
Sick days attributed to accidents at work	74	50	299	187	84	82	206	60

Service	Quarter 1		Cumulative number of accidents	Cumulative days absence resulting from accidents
	Total accidents	Days absence resulting from accidents		
Chief Executive & HR	0	0	0	0
Community Services	15	0	15	0
Finance	0	0	0	0
Housing & Customer Services	6	60 *	6	60
Legal & Support Services	0	0	0	0
Planning & Engagement	1	0	1	0
All Services	22	60	22	60

* Relates to an accident that occurred in Quarter 4 of 2011/12.