

Agenda Item 6

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Date	7 October 2014

Ward (s) affected	None specifically
Subject	Month 5 2014/15 Budget and Performance Report
RECOMMENDATION	
<p>That the Executive notes the Council’s financial and performance position for Month 5 2014/15 and asks Officers to report back on any financial or performance issues identified by the Executive.</p>	

EXECUTIVE SUMMARY
<p>In February 2011 the Council adopted a Corporate Plan for the period 2011-2015. Specific priorities were identified based around three themes of:</p> <ul style="list-style-type: none"> • Access to Services • Environment • Value for Money <p>To measure progress against these themes, a basket of performance indicators and key corporate projects were agreed to enable the Council to manage, monitor and report on progress made.</p> <p>The Plan and associated performance indicators and priorities are refreshed on an annual basis to ensure it continues to be relevant to the needs of the Council and the community.</p> <p>For 2014/15, there are 26 performance indicators in the basket. This report provides the Executive with progress made over the year. It highlights areas of good performance and, where performance fell below the target set, outlines the reasons and the actions taken in response.</p> <p>The report also sets out details of visitors to the website and transactions undertaken online.</p> <p>The report includes the outcome of the monthly budget monitoring exercise for the end of August – after 5 months of the financial year. Projected year-end variations on both revenue and capital are marginal – a slight underspend on each.</p>

The report is set out in three parts:

- Part 1 - introduction
- Part 2 - financial issues
- Part 3 - performance issues

There are four appendices:

- Appendix A sets out the revenue position by business area
- Appendix B summarises the progress on capital schemes
- Appendix C summarises progress against the basket of performance indicators.
- Appendix D is the website and social media report

CORPORATE PRIORITIES

This report is an update on the Council's progress in implementing the priorities contained in the Corporate Plan.

The Executive has the authority to determine the Recommendations

1.0 INTRODUCTION

1.1 Budget Managers have provided year-end projections on their revenue and capital budgets. On revenue, an underspend of £54,000 is projected for year-end. On capital, the projected variation across all schemes is a £268,000 underspend.

1.2 There are 26 Performance Indicators (PIs) in the basket; three do not have targets and are reported factually and four are reported on an annual basis. We will set a target for the percentage of residents on the electoral register once the work on Individual Electoral Registration is completed later in the year. Work is underway to finalise the CO2 information for 2013/14, once complete, a target for 2014/15 will be set. Two indicators have a target yet to be set. At the end of Month 5 2014/15, of the remaining 17 PIs, performance is assessed as follows:

- PIs on or above target (green): 13 (76%)
- PIs slightly off target (amber): 3 (18%)
- PIs off target (red) 1 (6%)

Comparing this year's performance with the same period last year, 65% of PIs have either performed better or stayed at similar levels.

1.3 A number of targets have exceptionally good performance and exceeded the targets set. They include:

- Benefits – time taken to assess changes in circumstances for benefit claims
- Benefits – percentage of Housing Benefits overpayments recovered
- Missed bins - number of reported missed bins per 100,000 collections
- All sickness absence – total number of working days lost per employee

2.0 REVENUE & CAPITAL BUDGET (see Appendices A & B)

Revenue projection for 2014/15

2.1 The projected year-end outturn on revenue expenditure as at the end of August is an underspend of £54,000. The position projected a month ago was an underspend of £159,000. Variations are explained below.

Major Variations

2.2 The detailed projections for each Business Manager are set out at Appendix A. Those that are in excess of £50,000 or that have changed significantly since last month are listed.

- Property - £79,000 underspend
The underspend is due to the successful completion of lease arrangements on Curtis Road, as reported last month. The lease is for more than a year's duration so will be a factor in planning the budget for 2015/16, alongside a review of all other leases. A review of resources in Property is currently underway, reflecting the heightened level of activity on various Property initiatives, which is likely to have an impact on next month's projection.
- Partnerships - £59,000 underspend
As previously reported, the underspend is due to agreed profit share of income at Leatherhead Leisure Centre during 2013/14. Income levels in the first quarter of this year suggest a potential repeat in 2015/16 – though the actual figure will not be determined until the full year's results are known.
- Car Parking - £15,000 overspend (previously £46,000 underspend)
The forecast overspend is largely as a result of a large purchaser of season tickets deciding to cancel their permits mid way through the year.
- Development Control - £38,000 overspend (previously £6,000 underspend)
The change in projection is due to increased estimates of costs primarily due to 2 major inquiries and a court case.

2014/15 Capital Budget

2.3 The projected position on capital is set out at Appendix B and is an underspend on the programme of £268,000. The change since last month's projection of a slight overspend is related to the Disabled Facilities Grant. This is a demand-led budget and is difficult to predict from month to month. However, expenditure after five months is running below budget and analysis of the last three years indicates that the eventual year-end outturn tends to remain in line with the first half year's spend. The projection, an underspend of £328,000, has been prepared on that basis, though it will continue to be closely watched from month to month.

2.4 The plan to refurbish Pippbrook was agreed by the Executive last month and this will have a major impact on the programme going forward. The programme will be amended when detailed plans of work and schedule are developed. There also remains the provision of £750,000 for Pippbrook House on which an overspend of £116,000 is forecast if the original plan is carried through. Again, this will be revised as the plans for the site are developed.

2.5 The Appendix on capital has been extended this month to include scheduled start and end dates for the major projects. These will usually span more than one financial year. The additional information has been recommended by our External Auditors and requested by councillors to assist with understanding of the position.

- 2.6 For example, the inclusion of start and end dates enables distinction to be drawn between schemes like the LINKS Playing Field and Depot Relocation. Both indicate £0 spend but in the case of LINKS, the work has been completed but settlement of the Council's part of the shared cost is awaited; on the Depot, land and property complications have delayed the formulation of a firm plan and schedule, so start and end dates remain unconfirmed.
- 2.7 The major projects within the current capital programme are listed and described briefly below:-
- Emergency Accommodation (Budget Manager: Alison Wilks) – purchase of housing to provide emergency accommodation and reduce bed & breakfast costs
 - HOPE Mausoleum (Paul Anderson) – work to prepare a “Stage 2” bid of £1m+ to the Heritage Lottery Fund to revitalise Deepdene
 - Leatherhead High Street (Jack Straw) – public realm improvements
 - Ashted Village Centre (Jack Straw) – environmental improvements
 - LINKS Playing Field (Patrick McCord) – construction of an Astroturf pitch at St John's School, jointly funded with Surrey CC
 - Carbon Reduction Project (Steve Ruddy) – miscellaneous carbon reduction initiatives
 - Multi Sports Conversion (Paul Anderson) – improvement of multi-use sports facilities
 - KGV Playing Field Improvements (Paul Anderson) – improving sports facilities at King George V Playing Fields, Dorking
 - Dorking Halls Cinema (Keith Garrow) – provision of second cinema screen
 - Pippbrook House (Paul Brooks) – external refurbishment to protect fabric of the building
 - Depot Relocation (Steve Ruddy) – relocate Depot from Dorking to the north of the district
 - Property Projects Advancement (Paul Brooks) – costs relating to the advancement of the North Leatherhead project and Dorking Football Club

3.0 PERFORMANCE ISSUES

Access to Services

- 3.1 Overall performance in the Access to Services theme has been good. There are twelve performance indicators, six of which are reported against a monthly target. Five of these performance indicators either exceeded or met their targets, with one missing the target.
- 3.2 The **time taken to assess new benefits claims** has decreased from a high of over 28 days in May and June, to just over 25 days by the end of August.

It is expected that this improvement will continue and this will be closely monitored over the next month.

- 3.3 The **time taken to assess changes in circumstances for benefits claims** is showing strong performance at just under seven days against a target of eleven days. The impact of the National Welfare Reforms continues to be monitored, and currently a general increase in volume of work continues to be experienced. This is being monitored to ensure we remain on track to achieve our targets.
- 3.4 The targets to answer both **telecare calls and calls to the Customer Services Unit** have both been met, with 98% of telecare calls being answered within 60 seconds, and 83% of CSU calls being answered within 20 seconds.
- 3.5 Housing advice is offered with a view to preventing homelessness occurring and, so far during 2014/15, 38 households have been prevented from becoming homeless. Where possible, homeless households have been helped with accommodation in the private rented sector using the Council's rent deposit guarantee scheme.
- 3.6 MVDC has a stock of 22 units of emergency accommodation that is used as the preferable alternative to bed and breakfast and there are plans to increase this further during 2014/15. At the end of August 2014, there were eight households in bed and breakfast. This has declined from eighteen households at the end of March 2014.
- 3.7 Work to refresh the council's website is due to go live this autumn. The redesign will make the site more user-friendly, including for those who want to use their mobile devices to access the website on the go. The number of visits to the website from a mobile device has increased significantly and is currently 43% higher than that for the same period last year. Our social media presence continues to grow, with over 300 new Twitter followers in the first five months of the year.

Environment

- 3.8 Overall performance in the Environment theme has been good. There are seven performance indicators, of which six have a target set. All these performance indicators either exceeded or met their targets.
- 3.9 The **number of missed bins per 100,000 collections** has shown continued improvement over the year. There has been a reduction from 30 missed bins per 100,000 collections as at April 2014, to 29 per 100,000 as at August 2014.
- 3.10 The **percentage of waste sent for recycling, reuse and composting** in Mole Valley remains one of the highest in the South East at 56.7%. At the end of March 2014, Mole Valley was ranked 3rd in Surrey with a recycling rate of 53.9%, with Surrey Heath achieving 58.2% and Woking achieving 55.5%.
- 3.11 Performance is above target to process all **major, minor and 'other' planning applications** within the agreed timeframes.

Value for money

- 3.12 Overall performance in the Value for Money theme has been good. There are seven performance indicators, of which five have a target set. Three of these

either exceeded or met their targets, and three, (staff turnover, the percentage of council tax collected and the percentage of non-domestic rates collected), were slightly below target.

- 3.13 The **percentage of Housing Benefit (HB) overpayments recovered as a percentage of all HB payments** shows strong performance at 82% compared to a target of 70%.
- 3.14 In 2013/14, Mole Valley District Council was 3rd out of 326 billing authorities in terms of the performance to collect council tax. As at the end of August, **the percentage of council tax collected and the percentage of non-domestic rates collected** were slightly below target but are expected to be on target by end September.
- 3.15 **All sickness absence** remains low with just over 5 days per employee against the target of 7 days.
- 3.16 **Staff turnover (voluntary leavers)** has been declining over a number of months and is currently below the target range. Turnover has been affected by reduced local government job opportunities. This indicator does not measure internal movement within the organisation, i.e. employees moving roles within it, or increasing partnership opportunities where our employees jointly work with our local government peers. As an organisation, we are promoting and encouraging internal secondments, partnerships and job shadowing wherever possible as an effective way to develop skills, improve service delivery and make best use of our potential.

4.0 OPTIONS

The Executive has two options for consideration:

Option One – To note the Council’s financial and performance position for Month 5 2014/15.

Option Two – To ask Officers to report back on any financial or performance issues identified by the Executive.

5.0 CORPORATE IMPLICATIONS

Financial Implications

- 5.1 The S151 Officer confirms that all financial implications have been taken into account.

Legal Implications

- 5.2 The Monitoring Officer has confirmed that there are no legal implications arising as a direct consequence of this report.

Risk Implications

- 5.3 This is fundamentally a risk report and as such those implications are contained within the report itself.

Equalities Implications

- 5.4 There are no equalities implications arising as a direct consequence of this report.

Employment Issues

5.5 There are no employment implications arising as a direct consequence of this report.

Sustainability Issues

5.6 There are no sustainability implications arising as a direct consequence of this report.

Consultation

5.7 There are no consultation issues in this report.

BACKGROUND PAPERS

None

APPENDIX A

PROJECTED REVENUE COST OF SERVICES

	2014/15 BUDGET £000	2014/15 PROJECT'N £000	PROJECTED VARIANCE £000
1. ENVIRONMENT <i>(Executive Member: Paul Newman)</i>			
Waste, Street Care & Sustainability	3,304	3,335	31
Environmental Health & Licensing	403	376	(27)
TOTAL ENVIRONMENT	3,707	3,711	4
2. WELLBEING <i>(James Friend)</i>			
Parks & Open Spaces	599	585	(14)
Community Support Services	128	139	11
Partnerships (excl Grants & Youth Voice)	(432)	(491)	(59)
TOTAL WELLBEING	295	233	(62)
3. COMMUNITY ENGAGEMENT & RESIDENT SERVICES <i>(Vivienne Michael)</i>			
Benefits	258	271	13
CSU & Communications	626	604	(22)
Housing	520	536	16
Partnerships (Grants & Youth Voice)	254	254	0
TOTAL CE & RS	1,658	1,665	7
4. ASSETS <i>(Charles Yarwood)</i>			
Property	(837)	(916)	(79)
Car Parking	(1,200)	(1,184)	16
Dorking Halls	124	136	12
TOTAL ASSETS	(1,913)	(1,964)	(51)
5. PLANNING <i>(John Northcott)</i>			
Building Control	(95)	(89)	6
Development Control	265	302	37
Planning Policy	457	484	27
Planning Support	195	188	(7)
TOTAL PLANNING	822	885	63
6. FINANCE & CORPORATE SERVICES <i>(Simon Ling)</i>			
Finance & Corporate Costs	1,978	1,974	(4)
Revenue & Exchequer	331	324	(7)
ICT	840	823	(17)
HR	278	305	27
Democratic Services	954	911	(43)
Legal	187	183	(4)
Policy & Performance	69	64	(5)
Strategic Management Team	858	897	39
TOTAL F&CS	5,495	5,481	(14)
TOTAL SERVICE COSTS	10,064	10,010	(54)

CAPITAL MONITORING

	BUDGET £000	SPEND TO DATE £000	PROJ'D SPEND £000	PROJ'D VAR'CE £000	START DATE	END DATE
	£000	£000	£000	£000	MM/YY	MM/YY
MAJOR CAPITAL PROJECTS						
Emergency Accommodation	1,400	713	1,295	(105)	04/14	03/15
HOPE Mausoleum (HLF)	153	53	153	0	07/13	09/17
Leatherhead High Street	33	24	33	0	04/11	11/15
Ashted Village Centre	48	31	48	0	02/13	03/15
LINKS Playing Field	100	0	100	0	02/12	10/12
Carbon Reduction Project	300	176	300	0	03/11	TBC
Multi Sports Conversion	38	0	38	0	10/14	12/14
KGV Playing Fields Improvements	100	12	100	0	10/14	03/16
Dorking Halls Cinema	175	170	171	(4)	06/12	03/14
Pippbrook House	750	27	866	116	03/13	TBC
Depot Relocation	210	0	210	0	TBC	TBC
Property Project Advancement	295	300	300	5	03/11	TBC
CAPITAL BLOCK SUMS						
Disability Adaptations	760	138	432	(328)		
S106 Projects	250	150	250	0		
Affordable Housing	735	0	735	0		
Community Grants	70	22	70	0		
Playground Refurbishment	60	32	60	0		
Capitalised Salaries	464	0	464	0		
Telecare Equipment	151	82	151	0		
Dial-A-Ride Vehicles	200	47	200	0		
Property Projects	150	110	150	0		
CAPITAL MINOR WORKS						
Minor Works Contingency	294	0	294	0		
Estates & Car Parking	467	255	491	24		
Waste, Street Cleaning	53	0	48	(5)		
ICT	80	54	88	8		
Parks & Landscape	260	83	227	(33)		
Community Support	185	158	219	34		
Housing	57	16	57	0		
Dorking Halls	230	129	250	20		
Legal	21	8	21	0		
TOTAL CAPITAL	8,089	2,790	7,821	(268)		

APPENDIX C

Performance indicators April - August 2014

ACCESS TO SERVICES						
Ref	Performance indicator title	April - August 2013/14	April-August 2014/15	Current target status	2014/15 target	DoT
1	Time taken to assess new benefit claims (Cumulative year to date figure. The PI measures the time between when a claim is received and when assessment is completed)	22.5 days	25.5 days	☹	24 days	↓
2	Time taken to assess changes in circumstances for benefit claims (Cumulative year to date figure. The PI measures the time between when a claim is received and when assessment is completed)	5.3 days	6.7 days	☺	11 days	↓
3	Percentage of Telecare calls answered within 60 seconds (Cumulative year to date figure generated from Telecare's call handling system, which automatically records all answering times)	97.7%	98.1%	☺	97.5%	↔
4	Dial a Ride customer satisfaction (Calculated annually from surveys with customers)	96.0% ¹	N/A	N/A	98%	N/A
5	Day centres customer satisfaction (Calculated annually from surveys with customers)	96.5% ²	N/A	N/A	95%	N/A
6	Telecare customer satisfaction (Calculated annually from surveys with customers)	98.8% ³	N/A	N/A	97.5%	N/A
7	Percentage of Customer Service Unit calls answered within 20 seconds (Cumulative year to date figure of time taken to answer calls to 01306 885001)	82.0%	83%	☺	80%	↑
8	Percentage of residents on electoral register (Annual calculation of the % of residents registered compared to total number eligible to vote)	97.5% ⁴	N/A	N/A	TBC when IER complete	N/A
9	Housing advice – instances of homelessness prevented (Cumulative year to date figure of the number of households prevented from becoming homeless, through advice offered by the housing team)	52	38	N/A	Not targeted	N/A
10	Core website availability (Year to date figure showing the availability of the Council's website; generated automatically from IT reporting system)	94.59%	99.5%	☺	98%	↑
11	Planning website availability (Year to date figure showing the availability of the Council's website; generated automatically from IT reporting system)	94.62%	98.97% ⁵	☺	98%	↑

¹ Customer satisfaction survey 2011

² Customer satisfaction survey 2013

³ Customer satisfaction survey 2013

⁴ 2013/14 annual figure

⁵ As at end July 2014

12	Number of affordable homes delivered – 3 year target <i>(A count of the number of affordable homes provided in the three years – 2014/15 to 2016/17)</i>	21 ⁶	16	N/A	150	N/A
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ENVIRONMENT						
Ref	Performance indicator title	April-August 2013/14	April-August 2014/15	Current target status	2014/15 target	DoT
13	Number of missed bins per 100,000 collections due to contractor contravention <i>(Cumulative year to date figure calculated from the number of reported missed bins divided by the number of properties visited for scheduled collections of refuse and recycling)</i>	57	29	☺	90	↑
14	Percentage of waste sent for recycling, reuse and composting <i>(Cumulative year to date figure, calculated by comparing the amount of waste sent for recycling against the total waste collected)</i>	57.3%	56.7%	☺	54.9%	↔
15	CO₂ reduction from the Council's operations <i>(Collected annually. Council's CO₂ is calculated from annual energy usage in buildings and fuel consumption of vehicles on Council business. The year on year usage is then compared to get the CO₂ reduction)</i>	7.7% ⁷	N/A	N/A	TBC when 2013/14 information available	N/A
16	Percentage of food businesses with a score of 3 or over <i>(This is an 'as is now' figure at the end of each quarter which represents the number of business assigned an hygiene rating of 3 or over, by the environmental health team)</i>	89%	92%	☺	85%	↑
17	Percentage of major applications processed within 13 weeks or within timescale agreed with applicant <i>(Cumulative year to date figure of the number of applications processed within timescales against total received)</i>	66.7%	80% ⁸	☺	60%	↑
18	Percentage of minor applications processed within 8 weeks or within timescale agreed with applicant <i>(Cumulative year to date figure of the number of applications processed within timescales against total received)</i>	62.5%	70.0% ⁹	☺	65%	↑
19	Percentage of other applications processed within 8 weeks or within timescale agreed with applicant <i>(Cumulative year to date figure of the number of applications processed within timescales against total received)</i>	91.3%	80.6% ¹⁰	☺	80%	↓

⁶ 2013/14 annual figure

⁷ Percentage reduction since 2008/09

⁸ 4 out of 5 major applications determined in the period (including with agreed extension of time)

⁹ 105 out of 150 minor applications determined in the period (including with agreed extension of time)

¹⁰ 304 out of 377 other applications determined in the period (including with agreed extension of time)

VALUE FOR MONEY						
Ref	Performance indicator title	April - August 2013/14	April - August 2014/15	Current target status	2014/15 target	DoT
20	Percentage of housing benefit (HB)	87%	82%	😊	70%	↓

	overpayments recovered as a % of all HB overpayments (This is an 'as is now' figure at the end of each quarter of the total HB overpayments collected against total overpayments raised)					
21	Staff turnover (voluntary leavers) in the past twelve months (Rolling annual figure; calculated from the total number of staff leaving voluntarily as a percentage of total staff in post)	10.2%	6.6%	☹️	8 – 15%	↓
22	All sickness absence (Rolling annual figure, calculated from the total number of working days lost, due to sickness, including self-certified, GP certified or long term; per employee)	5.0 days	5.3 days	☺️	<7.8 days	↔️
23	Percentage of council tax collected - by the end of the financial year that the amount is due (Calculated, as a cumulative year to date figure, from the total council tax payments received compared to the total amounts payable in that year)	49.9%	49.8%	☹️	49.9% ¹¹	↔️
24	Percentage of non-domestic rates collected - (Calculated, as a cumulative year to date figure, from the total business rates payments received compared to the total amounts payable in that year)	54.3%	51.4%	☹️	52.5% ¹²	↓
25	Percentage of income generating council properties that are in arrears for more than 3 months. (This is an 'as is now' figure, calculated from the total number of income generating assets compared to the number who are more than 3 months in arrears).	N/A	5.26% ¹³	N/A	No target Baseline being established	N/A
26	Car parking: average duration of pay and display tickets purchased (Calculated as the mean, in minutes, of the total duration of pay and display tickets bought in the period)	87	87	N/A	Not targeted	N/A

¹¹ Target as at end August 2014

¹² Target as at end August 2014

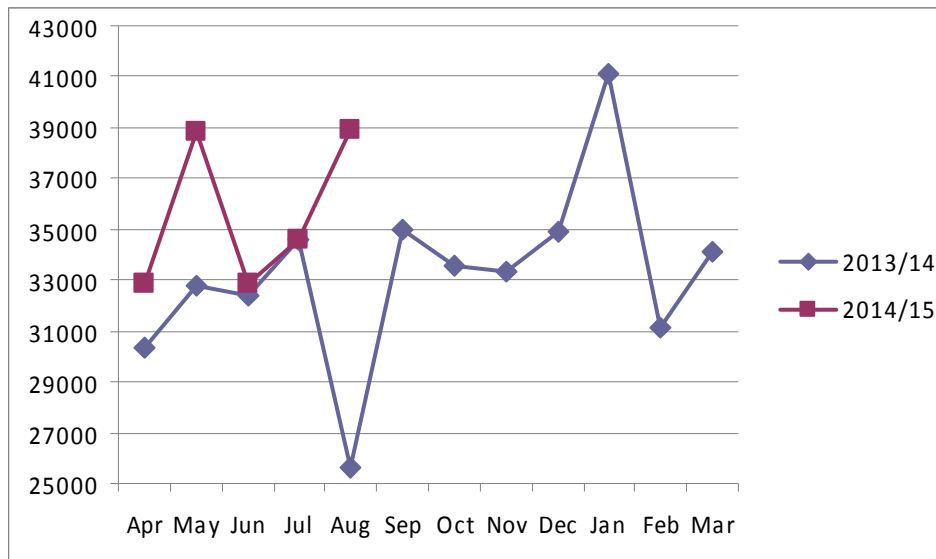
¹³ Calculated quarterly

Website and social media

Unique Visitors

These figures detail the number of people who visited the website more than once during a monthly monitoring period. Unique visitors are counted only once during each set of monthly statistics, no matter how many times they visit the website.

Unique Visitor numbers (2014/15 compared to 2013/14)



There was a drop in visitor numbers in August 2013 due to the ‘Anonymous Group’ attack on the website.

Visits to the website and pages viewed

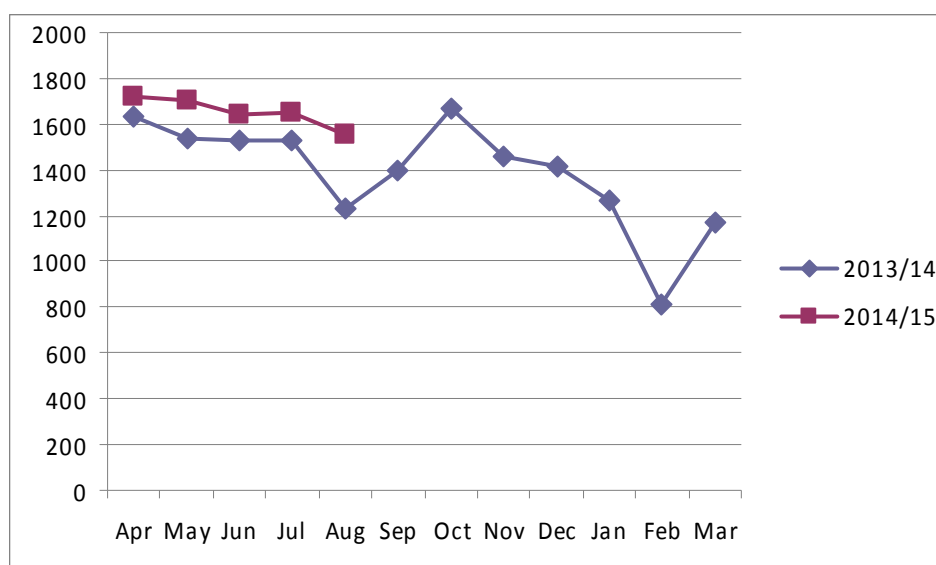
	April to August 2013/14	April to August 2014/15	Percentage increase
Total visitors	211,778	242,960	13%
Unique visitors	155,706	178,154	13%
Number of visits from a mobile device	32,830	58,008	43%
Total page views	588,106	649,922	10%
Average number of pages viewed per visitor	2.74	2.68	N/A

For the first five months of the year the number of total visitors, unique visitors and total page views are higher than for the same period last year. The number of visits from a mobile device has increased significantly.

Top 10 Pages visited during April to August 2014/15

1.	Search for a Planning Application	32,329
2.	Planning / Building	20,972
3.	Contact Us	17,014
4.	Search	16,282
5.	Pay It	10,118
6.	Recycling & Waste	8,979
7.	Recycling & Waste Facilities	8,850
8.	Planning Applications	6,552
9.	Council Tax and Benefits	4,491
10.	/RideLondon	4,101

Payment Transactions:



Figures for 2013/14 were affected by the 'anonymous group' attack in August 2013.

E-forms:

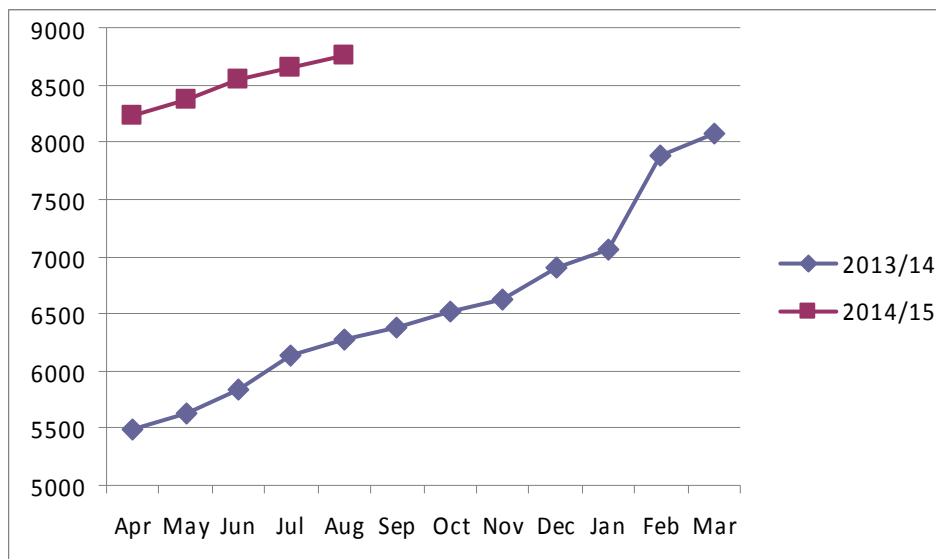
E-forms are available on the website to enable residents to apply for services, for example, applying for the dial-a-ride service, hiring a football pitch or for an allotment. E-forms are also available to enable residents to report something, such as benefit fraud or a missed bin. During April to August, 1,422 forms were submitted by members of the public.

Social Networks

YouTube:

The number of views of MVDC produced videos has increased.

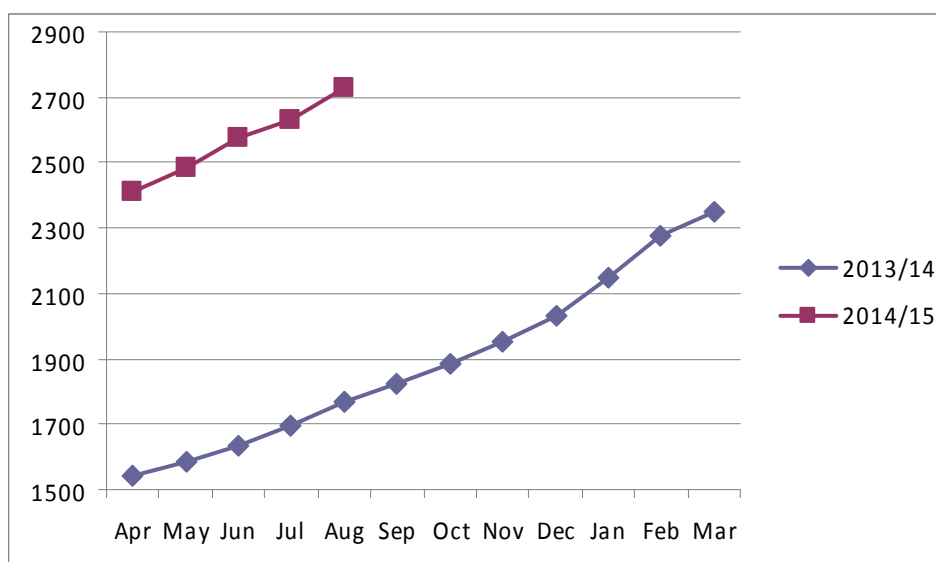
Views of MVDC produced videos 2014/15 compared to 2013/14



Twitter:

The number of people following the Council's twitter account continues to increase.

Twitter Followers 2014/15 compared to 2013/14



Website Availability

Main website availability was 99.5% during April to August 2014, compared with 94.59% for April to August 2013.

Figures for 2013/14 were affected by the 'anonymous group' attack in August 2013.