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Leader and Members
of the Executive

Your contact: Martin Ibrahim
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Date: 29 August 2013

cc. All other recipients of the
Executive agenda

Dear Councillor

EXECUTIVE - 3 SEPTEMBER 2013: SUPPLEMENTARY AGENDA NO 1

Please find attached the following reports which were marked "to follow" on the agenda for the above meeting:

5. Issues Arising From Scrutiny (Pages 3 - 8)

12. Monthly Corporate Healthcheck - June/July 2013 (Pages 9 - 60)

Please bring these papers with you to the meeting next Tuesday.

Yours faithfully

Martin Ibrahim
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Democratic Services
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MEETING : EXECUTIVE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 3 SEPTEMBER 2013
TIME : 7.00 PM

EAST HERTS COUNCIL

EXECUTIVE – 3 SEPTEMBER 2013

REPORT BY SCRUTINY COMMITTEE CHAIRMEN

ISSUES ARISING FROM SCRUTINY

WARD(S) AFFECTED: All

Purpose/Summary of Report

- This report details the comments and recommendations made by the Scrutiny Committees since the last meeting of the Executive and should be read in conjunction with reports of the Executive Members found elsewhere on the agenda.

<u>RECOMMENDATION FOR DECISION:</u>
(A) That the report be received.

1.0 Background

1.1 Scrutiny meetings have been held recently as follows:

Environment Scrutiny Committee – 11 June 2013

Community Scrutiny Committee – 25 June 2013

Corporate Business Scrutiny Committees – 2 July 2013

Corporate Business Scrutiny Committees – 27 August 2013

2.0 Report

2.1 **Corporate Annual Report 2012/13**
(Agenda Item 6)

The Corporate Business Scrutiny Committee recommended the Corporate Annual Report 2012/13 for approval.

2.2 **Corporate Strategic Plan 2014/15 – 2017/18**
(Agenda Item 7)

The Corporate Business Scrutiny Committee recommended the Corporate Strategic Plan 2014/15 – 2017/18 for approval.

2.3 **Financial Strategy and Medium Term Financial Plan to 2017/18**
(Agenda Item 8)

The Corporate Business Scrutiny Committee, whilst supporting the Financial Strategy and the Medium Term Financial Plan, also supported the concept of reducing the General Reserve, particularly in relation to keeping car park charges down and reducing the pension shortfall and that these be fully costed for further consideration.

2.4 **Annual Governance Statement 2012/13 and Action Plan 2013/14**
(Agenda Item 9)

The Corporate Business Scrutiny Committee supported the Annual Governance Statement 2012/13 and Action Plan 2013/14.

2.5 **Other issues**

- 2.5.1 The Corporate Business Scrutiny Committee considered a report in respect of the **Employment Land Review 2013** and agreed that the Executive be advised to consider the resources required to achieve the outcomes detailed in the Employment Land Review 2013 where a sustainable and manageable outcome is indicated by the detailed business case.

3.0 **Implications/Consultations**

- 3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

Background Papers
None

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATION

Contribution to the Council's Corporate Priorities/ Objectives:	This report seeks to summarise scrutiny activities, which in general terms, support all of the Council's objectives.
Consultation:	This report assists the wider consultation process in reporting issues arising from scrutiny to the Executive.
Legal:	The Constitution provides for issues arising from Scrutiny to be reported to the Executive.
Financial:	None
Human Resource:	None
Risk Management:	None

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EAST HERTS COUNCIL

EXECUTIVE – 3 SEPTEMBER 2013

REPORT BY THE LEADER OF THE COUNCIL

MONTHLY CORPORATE HEALTHCHECK – JUNE TO JULY 2013

WARD (S) AFFECTED: All

Purpose/Summary of Report:

- To set out an exception report on the finance and performance monitoring for East Herts Council for the periods June to July and Quarter 1 for 2013.

<u>RECOMMENDATION FOR EXECUTIVE:</u> that:	
(A)	the budgetary variances set out in paragraph 2.1 of the report be noted;
(B)	in accordance with Financial Regulation 4.5.5, the £40k virement from the Planning Contingency budget agreed by CMT on 16 July for a Housing Needs Survey as detailed at paragraph 2.10 of the report, be noted;
(C)	in accordance with Financial Regulation 4.5.5, the £24k virement from the Planning Contingency budget agreed by CMT on 16 July for a Human Resources post as detailed at paragraph 2.10 of the report, be noted;
(D)	the continued monitoring of the performance of EHPI 157a – Processing of planning applications: Major applications by CMT to ensure service changes are implemented, as detailed at paragraph 2.22 of the report, be noted;
(E)	the planned appropriation to the interest equalization reserve in 2013/14 being reduced in line with any shortfall in investment income arising in the current year as detailed at paragraph 2.27 of the report, be approved;

(F)	April and May sickness absence data for EHPI 12c - Total number of sickness absence days per FTE being restated, as detailed at paragraph 2.29 of the report, be noted;
(G)	£54,900 of the Community Capital Grants budget be re-profiled from 2013/14 into 2014/15 as outlined in paragraph 2.38 of the report;
(H)	in accordance with Financial Regulation 4.5.5, the virement of £21,000 from the Discretionary Disabled Facility grants capital budget into the Historic Buildings grant budget as detailed at paragraph 2.39 of the report, be noted;
(I)	£15,000 of the IT Merging Licensing and Environmental Health capital budget be re-profiled from 2013/14 into 2014/15 as outlined in paragraph 2.40 of the report; and
(J)	the controls and scores listed in the strategic risk register for the period April to June 2013 as detailed at paragraph 2.42 of the report, be approved.

1.0 Background

1.1 This is the monthly finance and performance monitoring report for the council.

1.2 Each month the report will contain a breakdown of the following information by each corporate priority where remedial action is needed:

- Salary, Capital and Revenue variance.
- Performance information (based on the performance indicator suite that is reported on a monthly basis and where relevant quarterly data) and also the Directorate's position in respect to payment of invoices and sickness absence.




1.3 **Essential Reference Paper 'B'** shows the full set of performance indicators that are reported on a monthly and quarterly basis. **Essential Reference Paper 'C'** shows detailed information on the capital programme.



Essential Reference Paper 'D' shows explanations of variances on the Revenue Budget reported in previous months.

Essential Reference Paper 'E' shows the council's 2013/14 savings.

Essential Reference Paper 'F' shows the April to June 2013 strategic risk register.

The codes used in relation to performance indicator monitoring are as follows:

Status	
	This PI is 6% or more off target.
	This PI is 1-5% off target.
	This PI is on target.

Short Term Trends	
	The value of this PI has changed in the short term.
	The value of this PI has not changed in the short term.

2.0 Report – Directorate Position

REVENUE FINANCIAL SUMMARY

2.1 The financial aspects of this report are based on budgetary information from April 2013 to July 2013.

	Position as at 31.07.13				Projected Position year end	
	Favourable £000	Adverse £000	Favourable Variance since last month £000	Adverse Variance since last month £000	Favourable £000	Adverse £000
(1) People						
New Homes Bonus Grant	20	0	0	0	20	0
Collection Fund Balance	55	0	0	0	55	0
Hillcrest Hostel Rent Income	0	12	0	3	0	25
Environmental co-ordination	20	0	0	0	9	0
(2) Place						
Community Safety	21	0	13	0	8	0
Green Waste Collection	86	0	72	0	40	0
Maintenance of recycling banks	4	0	1	0	5	0
Clinical Waste income	5	0	0	1	20	0
Street Cleansing	80	0	75	0	25	0
Grounds Maintenance	13	0	0	0	13	0
Kerbside Dry recyc. Collection	101	0	0	0	0	31
Textiles Bank income	0	14	0	0	0	16
Trade Waste income	25	0	0	0	60	0
Environ Protection Parish Litter	0	1	0	0	0	1

	Position as at 31.07.13				Projected Position year end	
	Favourable £000	Adverse £000	Favourable Variance since last month £000	Adverse Variance since last month £000	Favourable £000	Adverse £000
(3) Prosperity						
Development Management income	362	0	48	0	250	0
Pay and Display car park income	0	41	10	0	0	12
Investment Interest	0	8	0	0	0	100
Car Park Enforcement contract	123	0	0	0	20	0
TOTAL:	915	76	219	4	525	185
Net Projected Variance					340	
Supported by supplementary estimates						
Total Supplementary Estimates						

- 2.2 Subject to all other budgets being equal, this would result in an underspend of £340k.
- 2.3 A new payroll system has been installed and staff are being successfully paid. However, the output from the system is being tested and April, May and June have been run into the ledger, but unfortunately too late to be reflected in this Healthcheck. July is currently being tested for interfacing. As a consequence there is no information on budgetary monitoring for April to July.
- 2.4 The Budget Challenge process is underway and Heads of Service are being challenged over their budget needs compared to previous years spends. The purpose being to identify savings that will be brought forward to future Healthcheck meetings and reflected in future budget proposals as appropriate.

FINANCIAL ANALYSIS AND PERFORMANCE ANALYSIS

People

Financial analysis

- 2.5 The occupancy rate at Hillcrest Hostel is lower than the last financial year. If there is no up lift in the winter months then the shortfall of income could be greater than the £25k being reported.
- 2.6 Due to a decline in the uptake of local environmental action grants the Environmental Co-ordination budget is likely to underspend by £9k.

Performance analysis

- 2.7 **EHPI 3b - Usage: number of swims (16 – under 60 year olds).** Performance was 'Red' for Quarter 1. Performance was below target, and throughput was down against service expectations. This user group will be monitored by both the Leisure Service Manager and SLM.
- 2.8 The following indicators were 'Green', meaning that the targets were either met or exceeded for July/Quarter 1 2013. They were:
- EHPI 3a - Usage: number of swims (under 16)
 - EHPI 3c - Usage: number of swims (60 year old +)
 - EHPI 4a - Usage: Gym (16 – under 60 year olds)
 - EHPI 4b - Usage: Gym (60 + year olds)

- EHPI 129 – Response time to anti social behaviour (ASB) complaints made to East Herts Council.
- EHPI 181 – Time taken to process Housing Benefit new claims and change events.

Please refer to **Essential Reference Paper 'B'** for full details.

Place

Financial analysis

- 2.9 The original 2013/14 budget included a planning contingency sum of £591k which allows for unforeseen events to be funded in-year. Currently there is a balance of £502k which if not required during the year will result in an additional favourable variance from the £340k reported this month.
- 2.10 CMT agreed on 16 July 2013 to vire £40k of the Planning Contingency budget for a Housing Needs Survey. They also agreed to vire a sum for an additional Human Resources admin post for one year on scale 5. The table below shows a summary of the Planning Contingency budget: as it stands as at the end of July 2013.

	£000	Comment
Planning Contingency budget at the start of the financial year	591	
Less	25	New Recycling Initiative
	40	Housing Needs Survey
	24	Human Resources Post
Planning Contingency still to be utilised	502	

- 2.11 There has been a CCTV refund of £8k received from Stevenage Council in respect of previous years running costs.
- 2.12 There is a possible underspend on Green Waste collection of £40k (subject to the implementation of the new recycling scheme). This is due to limited opportunities to implement organic waste collection from hard to reach properties and contract design efficiencies.

- 2.13 There is an expected underspend of at least £5k on the maintenance of recycling banks. Recycling banks have been reduced in recent years to collect paper and textiles only. There is a reduction in the number of sites due to supermarkets making their own arrangements expected. Members chose not to implement cardboard recycling banks as part of the new recycling service.
- 2.14 Business in the first quarter suggests additional income of £20k with Clinical Waste.
- 2.15 There is a possible underspend of £25k in the Street Cleansing service due to contact efficiencies.
- 2.16 There is a net saving of £13k in the Grounds maintenance contract as Hertford Town Council has taken over the maintenance of the Castle grounds under a service level agreement. This was a Non Key decision report made in September 2012.
- 2.17 The Kerbside Dry Recycling budget is currently overspending due to additional transport costs of recyclables. Therefore, this budget is anticipating overspending by £31k.
- 2.18 The Textile Banks income budget could show a shortfall of £16k. The first quarter showed an adverse £2.7k, but is highly seasonal. However, this sum would be partly off set by reduced expenditure for collection of around £6k.
- 2.19 Due to an increase in Trade Waste business, income is predicting to be £60k greater than expected. This is partly off set by increased operating costs.
- 2.20 There will be a £1k over spend on the Environmental Protection Parish Litter budget.
- 2.21 Following a review of VAT arrangements at Hertford Theatre the Council has made a voluntary declaration to HMRC that the Council owes some VAT relating to 2011/12 and 2012/13. The total cost is circa £40k, but given the better than anticipated performance in year it is believed this amount can be covered without the need for additional one off budget in the service.

Performance analysis

- 2.22 **EHPI 157a – Processing of planning applications: Major**

applications. Performance was 'Red' for July 2013. 1 out of 5 decisions were made within the target timescale. The remaining four were delayed either by applicants or as a result of the requirement for additional input from third party organisations. CMT were advised in their June Healthcheck report the reasons for performance being off target for the first quarter. CMT accepted the recommendation that it would be inappropriate to change the approach in relation to the preparation of legal agreements at this stage, which had impacted on performance between April to June 2013. However CMT did support the proposal that the service ensured sufficient priority is made available for major development proposals. It is recommended that CMT continue to monitor performance closely in respect to this measure.

2.23 **NI 191 – Residual household waste per household and NI 192 - Percentage of household waste sent for reuse, recycling and composting.** The July performance data for these indicators were not available for inclusion in this report, however the data for this period will be verbally reported by the Chief Executive and Director of Customer and Community Services at the Executive meeting on 3 September 2013.

2.24 The following indicators were 'Green', meaning that the targets were either met or exceeded for July 2013. They were:

- EHPI 2.2(45) – Number of collections missed per 100,000 collections of household waste.
- EHPI 2.4 – Fly-tips: Removal.
- EHPI 2.1d – Planning Enforcement: Initial Site Inspections.
- EHPI 2.1e – Planning Enforcement: Service of formal notices.
- EHPI 157b – Processing of planning applications: Minor applications.
- EHPI 157c – Processing of planning applications: Other applications

Please refer to **Essential Reference Paper 'B'** for full details.

Prosperity

Financial analysis

2.25 There has been a £12k loss of income (£5k stolen) due to machines being broken into and then out of action (£7k).

- 2.26 With Development Management income of £125k received from the Bishop's Stortford North Development and the underlying income being maintained, the extra income will move to £250k. Larger fees are being received for proposed developments in Buntingford and Hertford.
- 2.27 Investment interest is anticipated to be £100k less than budgeted for due to the lower returns that are available on the maturing funds. Also, the Fund Manager has taken a more pro-active stance with the Council's gilt holdings and at this stage it would be prudent to reduce the return until the position taken starts to show the positive returns that could follow in the future. It is proposed that the planned appropriation to the Interest Equalisation Reserve in 2013/14 be reduced to offset this shortfall.
- 2.28 The vehicle removal scheme was discontinued as per a report to Executive on the 23 July 2013. As a consequence there will be a £20k saving on the Parking Enforcement budget.

Performance analysis

- 2.29 **EHPI 12c – Total number of sickness absence days per FTE staff in post.** Performance was 'Green' for July 2013. Executive are advised that following the discovery of an accounting error on the new HR system (Wealden) there has been an adjustment to the figure for the April and May 2013 period. The table below details the updated performance data following the adjustment:

Corporate Healthcheck Report	Previously reported	Performance data following adjustment
April	0.97 days	0.36 days
May	0.83 days	0.67 days

- 2.30 Sickness absence data previously reported in April and May did not meet the council absence standard of 0.70 days because of the error, however following the adjustments both April and May absence standards were met.
- 2.31 Going forward the council's performance management system will be updated with the amended figures.

2.32 A new set of performance indicators is being developed to measure ICT performance in consultation with ITSG. A suite of eight measures have been agreed. Performance is being captured against the following five indicators:

- EHPI 9.1 - Percentage availability of core systems during supported hours.
- EHPI 9.2 - Percentage Resolution of Incidents Within 4 Hours
- EHPI 9.4 - Percentage of Calls Abandoned on ICT Service Desk
- EHPI 9.5 - Percentage of Calls Resolved at First Point of Contact
- EHPI 9.6 - Satisfaction with ICT Services

2.33 ITSG have proposed that performance be measured for a further three months to establish a proper baseline for performance. Targets will then be set for the performance of the service until the year end. Actual performance achieved year to date is set out in **Essential Reference Paper B**.

2.34 A further three measures have been proposed as follows:

- EHPI 9.3 - Percentage Reduction in the Number of Incidents
- EHPI 9.7 - Delivery of Key ICT Projects
- EHPI 9.8 - Delivery of Key Milestones in the ICT Strategy

2.35 The reduction in the number of incidents measure will be reported once a 6 month baseline for performance has been established. The delivery of Key ICT Projects indicator will be reported upon from quarter 3 onwards, once the ICT programme has been reviewed and agreed by ITSG. The key milestones indicator will be reported once the ICT Strategy has been agreed.

2.36 The following indicators were 'Green', meaning that targets were either met or exceeded for July 2013. They were:

- EHPI 6.8 – Turnaround of pre NTO PCN challenges.
- EHPI 6.9 – Turnaround of NTO Representations.
- EHPI 8 – % of invoices paid on time.

Please refer to **Essential Reference Paper 'B'** for full details.

CAPITAL FINANCIAL SUMMARY

2.37 The table below sets out expenditure to 31 July 2013 against the Capital Programme. Members are invited to consider the overall

position. **Essential Reference paper 'C'** contains details of the 2013/14 Capital Programme. Comments are provided by the project Control Officers in respect of individual schemes.

	Column 1	Column 2	Column 3	Column 4	Column 5
Summary	2013/14 Original Estimate	2013/14 Revised Estimate	2013/14 Actual Commit to date	2013/14 Projected spend	Variance Col 4 – Col 2
	£	£	£	£	£
People	2,314,970	2,717,750	184,490	2,612,860	(104,890)
Place	729,510	3,061,770	187,939	2,947,720	(114,050)
Prosperity	1,647,540	1,683,130	111,160	1,653,210	(29,920)
Re-profiling potential slippage	(250,000)	(250,000)	0	(250,000)	0
Total	4,442,020	7,212,650	483,589	6,963,790	(248,860)

2.38 It is estimated that more than half of the Community Capital Grants budget will be claimed within this financial year. Therefore, Members are being asked to support a request to re-profile £54,900 of the remaining committed funds from 2013/14 into 2014/15.

2.39 Further to the Healthcheck report to Executive on the 4 June 2013, it is now highly likely that requests for grants for Buildings at Risk will be forth coming and there is no capital provision in this financial year. Therefore, in accordance with Financial Regulations 4.5.5 a virement of £21k has been sought from the under spend within the Discretionary Disabled Facility Grants budget.

2.40 Executive are being asked to support a request to re-profile £15k of the IT Merging of Licensing and Environmental Health systems budget from 2013/14 into 2014/15. The budget is unlikely to be required this financial year. Software has been tested, but does not meet the Council's needs. However, new Licensing staff have been appointed who may have input into other options that maybe available.

2012/13 SAVINGS

- 2.41 The external auditor requires the Council to establish whether the 2013/14 savings offered up by Heads of Service and Managers and agreed by Members to set the 2013/14 Council Tax have actually been achieved. This will be monitored and reported on a quarterly basis. **Essential Reference Paper 'E'** sets out those savings and using a RAG system of Red, Amber or Green Heads of Service and Managers have indicated the relevant RAG with accompanying narrative as to the savings status.

STRATEGIC RISKS

- 2.42 All strategic and operational risks were reviewed ahead of the new risk year following completion of service plans, consideration of new and emerging risks identified by local authorities and other sources, and discussions at both Departmental and Corporate Management Team meetings.
- 2.43 The eight strategic risks from 2012/13 remain and a new risk concerning the welfare reforms has been added for 2013/14. (Reference 13-SR9).
- 2.44 The Strategic Risk Register for 2013/14, including control commentary for the period April to June 2013 can be found at **Essential Reference Paper 'F'**. (In previous years the Audit Committee timetable has been followed, but quarterly reporting has been introduced to mirror the financial year. This has resulted in a one month overlap with the final report of 2012/13).
- 2.45 A new risk scoring matrix has been introduced following revision of the Risk Management Strategy. The Strategy was presented to Corporate Business Scrutiny Committee on 27 August and will go to Audit Committee on 18 September, and the Executive on 1 October 2013. The new matrix, and all strategic and operational risks, can be viewed on Covalent.

Please refer to **Essential Reference Paper 'F'** for the Strategic Risk Register.

3.0 **Implications/Consultation**

- 3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

Background Papers:

2012/13 Estimates and Future Targets Report, Essential Reference Paper B – For complete list of performance indicators that are being monitored for 2012/13

<http://online.eastherts.gov.uk/moderngov/ieListDocuments.aspx?CId=119&MId=1792&Ver=4>

Contact Officer:

In terms of performance issues

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ESSENTIAL REFERENCE PAPER 'A'

Contribution to the Council's Corporate Priorities/ Objectives:	<p>People</p> <p>This priority focuses on enhancing the quality of life, health and wellbeing, particularly for those who are vulnerable, and delivering strong services.</p> <p>Place</p> <p>This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</p> <p>Prosperity</p> <p>This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p>
Consultation:	Performance monitoring discussions have taken place between Directors and Heads of Service.
Legal:	There are no legal implications.
Financial:	There are no financial implications.
Human Resource:	There are no Human Resource implications.
Risk Management:	There are no Risk implications.

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June/Quarter 1 to July Executive Corporate Healthcheck 2013/14




Traffic Light Red
Description People

Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 3b	Usage: number of swims (16 " under 60 year olds)		26,202	28,344		Performance was below target, and throughput was down against service expectations. This user group will be monitored by both the Leisure Service Manager and SLM.	<p>Q1 2013/14 result</p>	None



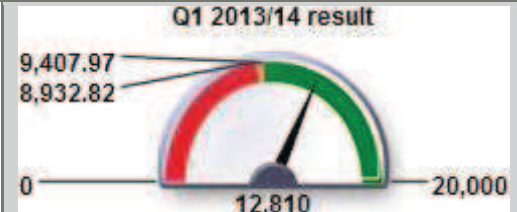
Traffic Light Red
Description Place

Planning and Building Control

Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
Processing of planning applications: Major applications		20.00%	60.00%		Target not achieved - 1 out of 5 decisions made within target timescale. The remaining four were delayed either by applicants or as a result of the requirement for additional input from third party organisations.	 <p>July 2013 result</p>	None




Traffic Light Green
Description People




Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 3a	Usage: number of swims (under 16)		12,810	9,503		Figures for 2013/14 Quarter 1 shows that there has been an increase in throughput for this period and performance shows a favourable position against target.	 <p>Q1 2013/14 result</p>	None

Community and Cultural Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 3c	Usage: number of swims (60 year old +)		6,551	6,448		Figures for 2013/14 Quarter 1 shows that throughput is in line with normal trends for this period and performance shows a favourable position against target.	<p>Q1 2013/14 result</p> <p>6,383.52</p> <p>6,061.12</p> <p>0 6,551 20,000</p>	None

Community and Cultural Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 4a	Usage: Gym (16 " under 60 year olds)		49,071	44,586		Figures for 2013/14 Quarter 1 shows that throughput is in line with normal trends for this period and performance shows a favourable position against target.	<p>Q1 2013/14 result</p> <p>41,910.84</p> <p>44,140.14</p> <p>0 49,071 70,000</p>	None




Community and Cultural Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 4b	Usage: Gym (60 + year olds)		3,860	3,661		Figures for 2013/14 Quarter 1 shows that throughput is in line with normal trends for this period and performance shows a favourable position against target.		None




Licensing and Community Safety								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were 11 complaints made to the ASB officer at EHC all of which were responded to within the minimum of two working days.		None




Revenues and Benefits Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 181	Time taken to process Housing Benefit new claims and change events		10.9 days	15.0 days		Period from 11 June 2013 to 9 July 2013 is 15.73 days. The Cumulative position is 10.88 days.		None




Traffic Light Green
Description Place

Environmental Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 2.4 (47)	Fly-tips: removal		1.09	2		Overall the number of fly-tips for the month was higher, however removal time is at its lowest since March 2012.		None

Environment Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 2.2 (45)	Waste: missed collections per 100,000 collections of household waste		29.57	47		missed collections are slightly higher than the previous month but remain under 30, significantly below the target of 47.		None

Planning and Building Control								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 157b	Processing of planning applications: Minor applications		86.00%	80.00%		Performance on target.		None

Planning and Building Control								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 157c	Processing of planning applications: Other applications		91.00%	90.00%		Performance on target.		None

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 2.1d	Planning Enforcement: Initial Site Inspections		82.00%	75.00%		Performance is exceeding target.		None

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 2.1e	Planning Enforcement: Service of formal Notices		100.00%	50.00%		Performance exceeding target	<p>July 2013 result</p>	None




Traffic Light Green
Description Prosperity

Financial Support Services


PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 8	% of invoices paid on time		99.22%	98.00%		The number of invoices paid on time is above target.	<p>July 2013 result</p>	None

Parking Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 6.8	Turnaround of Pre NTO PCN challenges (10 working days)		7 days	14 days		This PI remains within target		None

Parking Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 6.9	Turnaround of NTO Representations		7 days	21 days		This PI remains within target		None

People Services & Organisational Development								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 12c	Total number of sickness absence days per FTE staff in post		0.40 days	0.70 days		Absence levels are within council standards.	<p>July 2013 result</p> 	None

Traffic Light Unknown Description Place

Environment Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 191	Residual household waste per household					July performance data for this indicator is not available for inclusion in this report, however the data for this period will be verbally reported by the Chief Executive and Director of Customer and Community Services at the Executive meeting on 3 September 2013.	N/A	None

Environment Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 192	Percentage of household waste sent for reuse, recycling and composting	?				July performance data for this indicator is not available for inclusion in this report, however the data for this period will be verbally reported by the Chief Executive and Director of Customer and Community Services at the Executive meeting on 3 September 2013.	N/A	None

Traffic Light Unknown Description Prosperity

ICT Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 9.1	Percentage availability of core systems during supported hours.	?	99.52%		?	Quarter 1 will just be presenting actual figures. Performance target against this indicator will be set following a further three months so that a baseline for performance can be established.	N/A	None

ICT Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 9.2	Percentage Resolution of Incidents Within 4 Hours	?	58.81%		?	Quarter 1 will just be presenting actual figures. Performance target against this indicator will be set following a further three months so that a baseline for performance can be established.	N/A	None

ICT Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 9.3	Percentage Reduction in the Number of Incidents	?			?	Performance data for this ICT performance indicator will not be available until performance targets have been approved by ITSG	N/A	None












ICT Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 9.4	Percentage of Calls Abandoned on ICT Service Desk	?	13.41%		?	Quarter 1 will just be presenting actual figures. Performance target against this indicator will be set following a further three months so that a baseline for performance can be established.	N/A	None

ICT Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 9.5	Percentage of Calls Resolved at First Point of Contact	?	40.67%		?	Quarter 1 will just be presenting actual figures. Performance target against this indicator will be set following a further three months so that a baseline for performance can be established.	N/A	None

ICT Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 9.6	Satisfaction with ICT Services	?	58.66%		?	Quarter 1 will just be presenting actual figures. Performance target against this indicator will be set following a further three months so that a baseline for performance can be established.	N/A	None

ICT Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 9.7	Delivery of Key ICT Projects	?			?	Performance data for this ICT performance indicator will not be available until performance targets have been approved by ITSG	N/A	None

ICT Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 23 July 2013.
EHPI 9.8	Delivery of Key Milestones in the ICT Strategy	?			?	Performance data for this ICT performance indicator will not be available until performance targets have been approved by ITSG	N/A	None

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Exp. To 31/07/13

Essential Reference Paper C

SUMMARY

	2013/14 Original Estimate	2013/14 Revised Estimate	2013/14 Total Spend to Date	2013/14 Projected Spend	2013/14 Variance between Proj Spend and Approved Estimate
	£	£	£	£	£
People - focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable & delivering strong services	2,314,970	2,717,750	184,490	2,612,860	(104,890)
Place - focuses on sustainability, the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean	729,510	3,061,770	187,939	2,947,720	(114,050)
Prosperity - focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities & delivering cost effective services	1,647,540	1,683,130	111,160	1,653,210	(29,920)
TOTAL	4,692,020	7,462,650	483,589	7,213,790	(248,860)
RE-PROFILING POTENTIAL SLIPPAGE (71264/7501)	(250,000)	(250,000)		(250,000)	0
	4,442,020	7,212,650	483,589	6,963,790	(248,860)
Reconciliation of Original to Revised Estimate					
Other Amendments	2,500,170				
Slippage from 2012/13	270,460				
	<u>7,212,650</u>				

CAPITAL MONITORING 2013/14

PEOPLE

Exp Code	2013/14 Approved Schemes	Project Control Officer	Exp. To 31/07/13				2013/14 Variance between Proj Spend and Approved Estimate £	COMMENTS
			2013/14 Original Estimate £	2013/14 Revised Estimate £	2013/14 Total Spend to Date £	2013/14 Projected Spend £		
Various	Hartham	S. Whinnett	120,000	141,960	0	141,960	0	Works planned for later in the year (late summer & during Xmas closedown). Some works have slipped due to programming with SLM.
Various	Grange Paddocks	S. Whinnett	107,000	107,000	11,544	107,000	0	Design stage on two schemes. Football pavilion work completed, awaiting final invoices.
72350	Pool Covers at Hartham & Grange Paddocks	M. Kingsland	59,000	59,000	0	59,000	0	In negotiation with SLM to agree reduced management fee prior to commencement of works. Agreement expected to be reached by the end of August.
Various	Fanshawe	S. Whinnett	20,000	40,000	0	40,000	0	Specification stage. Awaiting approval to spend. Discussions taking place with Head of Environmental Services.
72348	Leventhorpe Gym Equipment	M. Kingsland	0	26,780	26,484	26,500	(280)	Completed.
72338	Leventhorpe Renew Air Handling Plant	S. Whinnett	22,800	25,000	0	25,000	0	Specification stage. Awaiting approval to spend. Discussions taking place with Head of Environmental Services.
72599	Scotts Grotto Renovation	J. Earley	4,700	4,700	1,220	4,700	0	60% completed.
<u>Private Sector Improvement Grants</u>								
72602	Disabled Facilities (Note 1)	S. Winterburn	710,000	690,000	114,772	690,000	0	Commitment carried forward from previous year is lower than usual due to lower HCC Occupational Therapy referral rates since 12/13. Publicity underway to raise awareness. Meeting taken place with Director of Neighbourhood Services 23.7.13 who now intends to review these through the challenge process. Please see note 1 below re. Government funding.
72605	Disabled Facilities - Discretionary	S. Winterburn	110,000	110,000	0	60,000	(50,000)	As HCC backlog now nearly cleared the £50,000 that had already slipped to 2013/14 is no longer needed (reported at 4.6.13 Executive).

CAPITAL MONITORING 2013/14

PEOPLE

Exp. To 31/07/13

Exp Code	2013/14 Approved Schemes	Project Control Officer	2013/14 Original Estimate	2013/14 Revised Estimate	2013/14 Total Spend to Date	2013/14 Projected Spend	2013/14 Variance between Proj Spend and Approved Estimate	COMMENTS
			£	£	£	£	£	
72606	Decent Home Grants	S. Winterburn	120,000	116,600	326	116,600	0	Spend to date relates to work being carried out by Building Control Officers
72604	Energy Grants	S. Winterburn	20,000	20,000	0	20,000	0	No significant interest amongst residents noted as yet for the new Green Deal Scheme, so some additional incentives may be required from this budget.
72685	Social Housing Schemes	S. Drinkwater	827,900	827,900	0	827,900	0	Currently, no commitments have been made as Registered Providers are in programme with the Homes and Communities Agency. The Housing Team is exploring options of utilising S106 monies first and the LA Capital subsequently to develop and deliver a strategic investment plan for affordable housing.
72698	Rental Accommodation in Sawbridgeworth	S. Drinkwater	0	360,840	0	360,840	0	To be used for the provision of rent accommodation in Sawbridgeworth from the monies held by Uttlesford D C who act as banker for these funds. Approved at Exec 4.9.12
71201	Capital Salaries	S. Chancellor	26,000	26,000	0	26,000	0	

PEOPLE

Exp Code	2013/14 Approved Schemes	Project Control Officer	Exp. To 31/07/13				2013/14 Variance between Proj Spend and Approved Estimate	COMMENTS
			2013/14 Original Estimate	2013/14 Revised Estimate	2013/14 Total Spend to Date	2013/14 Projected Spend		
			£	£	£	£	£	
72442	Community Capital Grants	C. Pullen	140,900	140,900	29,344	86,000	(54,900)	It is estimated that more than half of the budget will be claimed by individual grant recipients before the end of the financial year. Request that the remaining committed balance be rolled over to the next financial year. In July 2013, the Council allocated 12 grants totalling £59,889. The next funding round deadline is 16th December and it is anticipated that most of the grant money allocated at this time will also roll over. Successful applicants have 1 year to complete & claim their project and typically many straddle the financial years. Note that the £140,900 budget is comprised of £90,000 new money & £50,900 from years 11/12 & 12/13. Further request that total of £21,096 is reallocated from monies awarded in 11/12 & 12/13, these have had to be withdrawn. The money would be allocated and re-committed before the end of the financial year.
72578	Drill Hall	W. O'Neill	4,350	4,350	0	4,640	290	Retention of £4,638.83 still to be paid.
72582	LSP Capital Grants	W. O'Neill	12,920	7,320	800	7,320	0	LSP board determines when grants are going to be awarded. Sum of £30,790 held in Capital Grants in Advance.
72545	Presdales - Replace Pavilion	M. Kingsland	9,400	9,400	0	9,400	0	Remaining budget to be spent on further works required to pavilion & car park, to be spent within the next quarter. Property organising works.
TOTAL			2,314,970	2,717,750	184,490	2,612,860	(104,890)	
Reconciliation of Original to Revised Estimate								
Other Amendments			360,840					
Slippage from 2012/13			41,940					
			<u>2,717,750</u>					

Expenditure on Joint Use Pools 40% funding sought from HCC/schools as appropriate

Note 1. Government funding of £232,717 in 13/14

CAPITAL MONITORING 2013/14

PLACE

Exp. To 31/07/13

Exp Code	2013/14 Approved Schemes	Project Control Officer	2013/14 Original Estimate	2013/14 Revised Estimate	2013/14 Total Spend to Date	2013/14 Projected Spend	2013/14 Variance between Proj Spend and Approved Estimate	COMMENTS
			£	£	£	£	£	
Various	Hertford Theatre	S. Whinnett	19,700	54,300	38,651	53,180	(1,120)	Works on the boiler & fire alarm to be completed in August when the Theatre is closed. Saving achieved on the roof scheme.
72703	Hertford Theatre Audio, lighting & technical equipment	W. O'Neill	0	64,500	0	64,500	0	Approved at 23.7 Exec
71272	Castle Gardens Bungalow - Replace Roof Covering	S. Whinnett	0	2,400	905	900	(1,500)	Completed. Saving achieved.
71271	Castle Gardens B/S-Resurface Footpaths	S. Whinnett	30,000	30,000	0	30,000	0	Tender stage.
74106	Heart of B/S - Market Improvement Scheme	W. O'Neill	45,300	45,300	0	45,300	0	Specification stage - considering relocation of stalls and costs associated with improvements to B/S market.
72701	Hartham Art Project	W. O'Neill	0	5,000	0	5,000	0	Final completion date July 2013. Fully funded from Sainsbury's S106 monies. 2nd stage payment to be made this year.
74102	Historic Building Grants	K. Steptoe	35,000	29,140	5,664	50,000	20,860	Further to the report to Exec of 4.6.13, it is now highly likely that the grants for Buildings at Risk will be forthcoming and no capital provision has been made for this year. Therefore, after consultation with the Exec Member and the Director of Finance & Support Services a virement should be made of £21k from the underspend within discretionary disabled facility grants.
Various	Refuse Collection & Recycling	C. Cardoza	139,000	2,341,190	118,190	2,204,620	(136,570)	New wheeled bins procured for delivery in September & October. New vehicles ordered with a delivery date of September.

CAPITAL MONITORING 2013/14

PLACE

Page 44

Exp Code	2013/14 Approved Schemes	Project Control Officer	Exp. To 31/07/13				2013/14 Variance between Proj Spend and Approved Estimate	COMMENTS
			2013/14 Original Estimate	2013/14 Revised Estimate	2013/14 Total Spend to Date	2013/14 Projected Spend		
			£	£	£	£	£	
72504	Provision of Play Equipment	C. Cardoza	50,000	50,000	(20)	50,000	0	
72506	Art in Parks Project (Note 1)	C. Cardoza	5,000	5,000	0	5,000	0	Still seeking to identify a suitable project.
72585	The Bourne, Ware - Play Area Development Programme	C. Cardoza	40,000	40,000	0	44,280	4,280	Working on additional funding with the Groundwork Trust so spend depends on that. £4,280 funded by S106 monies.
72507	Pishiobury Park Wetland Habitat Project (Note 2)	C. Cardoza	0	20,000	7,820	20,000	0	First stage complete. Second stage requires a land swap with local fishing club and this is subject to a Non-Key decision report which will be coming forward during the summer.
72508	Hartham Common-Parks Development Plan Project (Note 3)	C. Cardoza	25,000	25,000	0	25,000	0	Currently subject to consultation.
75168	Energy Efficiency & Carbon Reduction Measures (Note 4)	C. Cardoza	45,000	45,000	0	45,000	0	Funding is allocated to two projects. Web based 'smart metering' system for Wallfields to monitor and improve energy use by building zones and deliver energy efficiency savings.

CAPITAL MONITORING 2013/14

PLACE

Exp. To 31/07/13

Exp Code	2013/14 Approved Schemes	Project Control Officer	2013/14 Original Estimate	2013/14 Revised Estimate	2013/14 Total Spend to Date	2013/14 Projected Spend	2013/14 Variance between Proj Spend and Approved Estimate	COMMENTS
			£	£	£	£	£	
72591	Castle Weir Micro Hydro Scheme	C. Cardoza	210,210	208,710	4,729	208,710	0	Further study to be commissioned. Planning process to be re-started. Due to the amount of work to do on this scheme, the remaining budget may slip into 14/15.
74105	Town Centre Environmental Enhancements	P. Pullin	85,300	96,230	12,000	96,230	0	
TOTAL			729,510	3,061,770	187,939	2,947,720	(114,050)	

Reconciliation of Original to Revised Estimate
 Other Amendments 2,264,500
 Slippage from 2012/13 67,760
3,061,770

- Note 1. Provision to attract external funding.
- Note 2. This project will require match funding to maximise the potential of this project and this sum reflects provision for this.
- Note 3. Development of this site will require significant external investment and this sum represents provision to support bids for external funding.
- Note 4. Relates to provision for energy efficiency measures following C3W. This is subject to bids for grant funding.

PROSPERITY

Exp Code	2013/14 Approved Schemes	Project Control Officer	Exp. To 31/07/13				2013/14 Variance between Proj Spend and Approved Estimate	COMMENTS
			2013/14 Original Estimate	2013/14 Revised Estimate	2013/14 Total Spend to Date	2013/14 Projected Spend		
NOTE ON ICT SCHEMES Programme of work to be provided by ICT after consultation with project sponsors & project control officers			£	£	£	£	£	
71374	Network, Servers & Storage Upgrade	D. Frewin	50,000	0	3,900	0	0	Spend dependant on shared services decision.
71377	BACS	P. Bowler	2,500	2,500	0	2,500	0	Interim Head of ICT to liaise with Revs & Bens to rationalise this.
71379	Authentication	P. Bowler	31,000	31,000	0	31,000	0	Interim Head of ICT to clarify.
71388	GIS	P. Bowler	2,000	5,470	0	5,470	0	Awaiting invoice from HCC.
71395	EDM - Corporate	P. Bowler	11,000	16,070	0	16,070	0	Requirement for this budget still to be determined.
71408	Housing Benefits System	S. Tarran	16,100	16,100	0	16,100	0	Relates to 'Risk & reward' payment to Capita.
71409	Locata	P. Bowler	10,000	10,000	0	10,000	0	Scheme to go ahead but may slip into 14/15 due to the number of local authorities involved.
71414	Hardware Funding	D. Frewin	140,000	0	8,516	0	0	
Various	New Hardware schemes	D. Frewin		293,000	0	293,000	0	
71415	Applications	P. Bowler	55,000	110,070	47,758	110,070	0	
71435	Proposed Funding for Applications	P. Bowler	0	200,000	0	200,000	0	
Various	New Software Schemes	P. Bowler	0	43,000	0	43,000	0	
71416	Merging systems - Licensing & Env Health	B. Simmonds	15,000	15,000	0	0	(15,000)	To slip into 13/14
71418	Mayrise Upgrade	P. Bowler	10,000	30,000	22,877	30,000	0	To be completed in August.

CAPITAL MONITORING 2013/14

PROSPERITY

Exp. To 31/07/13

Exp Code	2013/14 Approved Schemes	Project Control Officer	2013/14 Original Estimate	2013/14 Revised Estimate	2013/14 Total Spend to Date	2013/14 Projected Spend	2013/14 Variance between Proj Spend and Approved Estimate	COMMENTS
			£	£	£	£	£	
	NOTE ON ICT SCHEMES							
	Programme of work to be provided by ICT after consultation with project sponsors & project control officers							
71420	Integrated DC & BC Systems	K. Steptoe	60,000	60,000	0	60,000	0	Subject to soft market testing, information to be sent to CMT with a probable higher figure. Interim Head of ICT and Head of Planning to discuss further.
71422	Shared Services Infrastructure Integration	A. Taylor	50,000	0	0	0	0	Budget utilised elsewhere.
71438	EH share 50% of estimated costs	H. Lewis		55,000	0	55,000	0	
71439	Service Desk & Utilities	H. Lewis		64,000	0	64,000	0	
71424	Provisional IT Investment	A. Taylor	500,000	0	0	0	0	Budget utilised elsewhere.
71362	Capital Salaries	S. Chancellor	109,000	109,000	0	109,000	0	
71423	Replacement Condensers to Server Room	S. Whinnett	0	1,000	0	0	(1,000)	Completed. Saving achieved.
75240	Bircherley Green MSCP - Major Refurb. & Repairs	S. Whinnett	66,240	66,240	10,294	66,240	0	Asset Management Group have requested that further expenditure be postponed until after a decision has been made on the future of the car park.
75241	Gascoyne Way MSCP - Major Refurb. & Repairs	S. Whinnett	0	8,600	3,955	8,600	0	Completed, awaiting final invoices.
75268	Northgate End - Resurfacing & Lining	S. Whinnett	50,000	50,000	400	50,000	0	Out to tender.
75269	Bell Street - Resurfacing & Lining	S. Whinnett	25,000	25,000	0	25,000	0	Out to tender.
75166	Replace Footbridge Library Car Park Ware	S. Whinnett	7,200	7,200	0	7,200	0	Retention & fees still to be paid in September.

PROSPERITY

Exp. To 31/07/13

Exp Code	2013/14 Approved Schemes	Project Control Officer	2013/14 Original Estimate	2013/14 Revised Estimate	2013/14 Total Spend to Date	2013/14 Projected Spend	2013/14 Variance between Proj Spend and Approved Estimate	COMMENTS
			£	£	£	£	£	
	NOTE ON ICT SCHEMES							
	Programme of work to be provided by ICT after consultation with project sponsors & project control officers							
71273	Wallfields Fire Alarm Upgrade	S. Whinnett	0	0	0	(3,920)	(3,920)	Completed, o/s order to be cancelled, therefore, credit will appear on this code.
71274	Wallfields Replacement of Radiators	S. Whinnett	60,000	60,000	0	60,000	0	Specification stage.
71275	Wallfields & Charringtons - Server Room Fire Suppression Systems	S. Whinnett	20,000	20,000	0	20,000	0	Awaiting instructions from ICT.
71276	Wallfields - Equality Access & Card Control to Doors	S. Whinnett	40,000	40,000	0	40,000	0	Specification stage.
71269	Wallfields Security Gates & Fencing to Boiler House	S. Whinnett	15,000	15,000	0	15,000	0	Specification stage.
72598	Cricketfield Lane - Resurface Footpath & Retainment Works	S. Whinnett	75,000	75,000	0	75,000	0	Scheme to be reviewed.
71203	Replacement Chairs & Desks	R. Crow	10,000	11,080	2,810	11,080	0	As the spend against this budget is predominately demand driven the projected spend is based on potential demand.
75160	River & Watercourse Structures	G. Field	47,500	61,800	10,650	61,800	0	The replacement bridge in Pishiobury Park is now complete. Works are progressing to replace the St. Andrew Street Car Park bridge in Hertford Castle grounds in liaison with the town council, the Env Agency, planning & parks departments. Remedial works required for other EH owned bridges will be assessed according to priority.
75157	Footbridge over River Stort	A. Osborne	91,020	90,220	0	90,220	0	Still trying to resolve the outstanding issues so while there is no progress yet, hope to finalise the matter this year.

PROSPERITY

Exp. To 31/07/13

Exp Code	2013/14 Approved Schemes	Project Control Officer	2013/14 Original Estimate	2013/14 Revised Estimate	2013/14 Total Spend to Date	2013/14 Projected Spend	2013/14 Variance between Proj Spend and Approved Estimate	COMMENTS
NOTE ON ICT SCHEMES								
Programme of work to be provided by ICT after consultation with project sponsors & project control officers								
			£	£	£	£	£	
72568	North Drive - reconstruct road & drainage	A. Osborne	15,380	15,380	0	15,380	0	Unable to resolve this at the moment as the money available is not enough to upgrade the road properly, however there are a couple of private planning schemes that may come forward that we hope to be able to include the road in.
71266	Capital Salaries	S. Chancellor	53,600	53,600	0	53,600	0	
71251	Automated Telling Machines at Hertford & B/S	N. Sloper	0	12,800	0	12,800	0	The work is underway. Due to Civica payment system upgrade it is anticipated that the project will be delivered in Q4.
72702	Parking Services - Operational Vehicle	N. Sloper	10,000	10,000	0	0	(10,000)	Originally an approved capital bid for a used operational vehicle for Parking Services. Following a full cost/benefit review the lease cost of a new vehicle was comparable to the net cost of running a used vehicle so a new lease is to be progressed instead.
TOTAL			1,647,540	1,683,130	111,160	1,653,210	(29,920)	
Reconciliation of Original to Revised Estimate								
Other Amendments			(125,170)					
Slippage from 2012/13			160,760					
			<u>1,683,130</u>					

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ESSENTIAL REFERENCE PAPER 'D'

SUMMARY OF PREVIOUSLY REPORTED VARIANCES ON THE REVENUE BUDGET

		Projected Outturn 31 March 2014 £'000	
1.1	April	0	
	May	225	Favourable
	June	349	Favourable

ITEM (in order of Corporate Priority)		MONTH(S) REPORTED
People		
1.2	TURNOVER There are no financial issues this month regarding this priority.	April
1.3	TURNOVER A new payroll system has been installed and staff are being successfully paid. However, the output from the system has yet to be tested for interfacing into the General Ledger (financial system). As a consequence there is no information on budgetary monitoring for April and May.	May
1.4	NEW HOMES BONUS GRANT The Government has released additional New Homes Bonus grant monies. As a consequence East Herts Council has received a windfall sum of £20k.	May
1.5	COLLECTION FUND Upon finalising the balance on the Council Tax Collection Fund there is a £55k favourable position.	May
1.6	TURNOVER	June

ITEM (in order of Corporate Priority)

**MONTH(S)
REPORTED**

A new payroll system has been installed and staff are being successfully paid. However, the output from the system has yet to be tested for interfacing into the General Ledger (financial system). As a consequence there is no information on budgetary monitoring for April to June.

Place

1.7 PLANNING CONTINGENCY

April

The 2013/14 budget includes a planning contingency sum of £600k which allows for unforeseen events to be funded in-year. The changes that were agreed in February 2013 to the current recycling provision in East Herts have now been financially evaluated and a paper is included as **Essential Reference Paper 'F'** that details the latest available financial information. Due to changes in funding available from County, a reduction in the value achievable through sale of the vehicles and reductions in expenditure, £24,606 is required from the planning contingency to allow the scheme to remain affordable

The current assumptions are that the remainder of this budget are also fully utilised in 2013/14 but no further call is made on this budget, then the Council will have an underspend of £575k. Future Healthchecks will consider if there are any further calls on this sum.

1.8 PLANNING CONTINGENCY

May

The original 2013/14 budget included a planning contingency sum of £600k which allows for unforeseen events to be funded in-year. In the April corporate healthcheck it was agreed that some of this funding will be used to support the new recycling initiative. This left a balance of £575k which if not required during the year will result in an additional favourable variance from the £225k reported this month.

1.9 PLANNING CONTINGENCY

June

ITEM (in order of Corporate Priority)	MONTH(S) REPORTED
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The original 2013/14 budget included a planning contingency sum of £600k which allows for unforeseen events to be funded in-year. It has been agreed that some of this funding will be used to support further initiatives namely a Housing Needs survey and a Human Resources post. Currently there is a balance of £511k which if not required during the year will result in an additional favourable variance from the £349k reported this month.

1.10	PLANNING CONTINGENCY	June
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CMT agreed on 16 July 2013 to vire £40k of the Planning Contingency budget for the Housing Needs Survey. They also agreed to vire a sum for an additional Human Resources admin post for one year on scale 5. It is assumed that the funding required in 2013/14 will be for eight months at circa £16k. This will result in a cost of circa £8k falling in 2014/15 in respect of the balance of four months.

1.11	CCTV	June
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There has been a CCTV refund of £8k received from Stevenage Council in respect of previous years running costs.

1.12	GREEN WASTE COLLECTION	June
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There is a possible underspend on Green Waste collection of £40k (subject to the implementation of the new recycling scheme). This is due to limited opportunities to implement organic waste collection from hard to reach properties and contract design efficiencies.

1.13	RECYCLING BANKS MAINTENANCE	June
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There is an expected underspend of at least £5k on the maintenance of recycling banks. Recycling banks have been reduced in recent years to collect textiles and paper only. There is a reduction in the number of sites due to supermarkets making their own arrangements expected. Members chose not to implement cardboard recycling banks as part of the new recycling service.

ITEM (in order of Corporate Priority)	MONTH(S) REPORTED
1.14 CLINICAL WASTE Business in the first quarter suggests additional income of £20k with Clinical Waste.	June
1.15 STREET CLEANSING There is an underspend of £25k in the Street Cleansing service due to contract efficiencies.	June
1.16 GROUNDS MAINTENANCE There is a net saving of £13k in the Grounds maintenance contract as Hertford Town Council has taken over the maintenance of the Castle grounds under a service level agreement. This was a Non Key decision report made in September 2012.	June
Prosperity	
1.17 DEVELOPMENT CONTROL FEES With income of £125k received from Bishop's Stortford North Development and the underlying income being maintained for the first two months an extra £150k is expected at this point in time.	April
1.18 CAR PARK INCOME There has been a £12k loss of Car Park income (£5k stolen) due to machines being broken into and then out of action (£7K).	June

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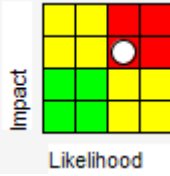
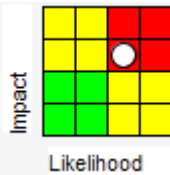
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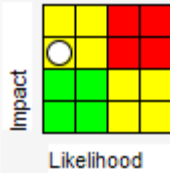
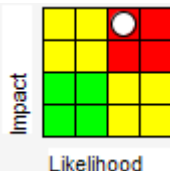
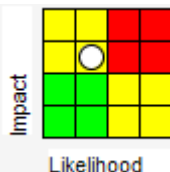
Ledger Code	Savings	Responsible officer	2013/14 £	Red/Amber/Green	COMMENTS
	Planning & Building Control				
17102/0110	Building Control Reduced Spending	KS	(50,000)	AMBER	Savings to be achieved as a combination of salary underspend and maintained income. A combination of these will deliver an element of savings but strength of income remains unpredictable over the year.
Various	DC miscellaneous costs	KS	(10,000)	GREEN	Saving drawn from a range of budgets in the service area. No overspending pressure as a result evident.
Various	Planning policy resources	KS	(12,000)	GREEN	Saving drawn from a range of budgets in the service area. No overspending pressure as a result evident.
	Community Safety & Health				
17107/3878	Set taxi licence fees to recover full costs	BS	(5,000)	RED	Red but achieved elsewhere.
26904/4433	Continuation of funding Housing Improvement Agency	SD	(10,000)	GREEN	This saving has been achieved.
	Community Engagement				
21299/4449	C&C - MOW	WO	(15,269)	GREEN	
20603/various	Hertford Theatre - new business plan (subject to approval)	WO	(57,671)	AMBER	Achievement of saving depends on performance on ticket sales etc throughout the year. Please note the business plan was approved in 2010.
17802/3889	Public Consultation & Research	WO	(5,700)	GREEN	
	Customer Services & Parking				
50532/9610	Ware Amwell End - Revision of rent payable by Hertford regional College for student car park spaces	NS	(1,000)	GREEN	Achieved, increase in base budget
50511/9349	Elm Road income	NS	(15,000)	AMBER	Current car park income below profile for this car park by 26.5% (£3,470). Further investigation on parking behaviour being undertaken.

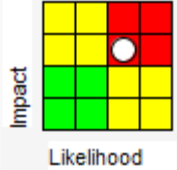
50512/9349	Rye St/Grange Paddocks income	NS	(35,000)	RED	Significant variance from expected income. Income impacted by inability to offer long stay car parking in car park B without impacting Leisure Centre customers. Car park operated by the Council with the agreement of the Leisure contractor as they hold title to the car park under the terms of their lease. Further review on parking behaviour being undertaken. Car Park currently 84% below profiled income (£19,533)
50506/9349	Link Road resulting from redesignation as short stay	NS	(50,000)	AMBER	Current car park income below profile for this car park by 35% (£15,488). Further investigation on parking behaviour being undertaken.
50507/9349	Northgate End resulting from redesignation as short stay	NS	(56,000)	GREEN	Current income ahead of profiled budget on this car park by 8%, base budget includes this saving (additional income).
50541/9421	Grange Paddocks Project - Resident permit income	NS	(2,500)	GREEN	Current income has exceeded budget. Achieved
ICT - Shared Services Savings					
17713----	ICT - Shared Services Savings	HL	(18,000)	N/A	Savings are being reviewed pending a decision from
17414----	Printing - Shared Services Savings	HL	(13,000)	N/A	the Shared Service meeting which took place in July.
People & Property					
17411/0110	Phased reduction in hours of estates staffing	GB	(14,000)	AMBER	The service is currently identifying savings for 2013/4.
Revenues & Benefits					
17719various	Invest to save option	ST	(64,000)	AMBER	Dependent on shared service making sufficient savings - concern that this will not be achieved in current year
Corporate Risk					
Various	Reduction of insurance premiums following retender	CG	(3,000)	GREEN	Savings split between 2012/13 and 2013/14. Achieved and can be evidenced through communications with insurance broker.
Total Savings			<u>(437,140)</u>		

Strategic Risk Register April to June 2013

Code	Title	Description	Current Risk Matrix	Impact	Likelihood	Managed By	Latest Note
13-SR1	Risk of significant reduction in funding above that planned for, in particular localisation of Council Tax Support and localisation of business rates.	There is uncertainty around future funding, both from Government and other areas such as income from commodities markets for recycled materials. There are cost pressures combined with an increased awareness and scrutiny of financial position.		4	3	Adele Taylor	April to June 2013: Recent announcements on funding from the Comprehensive Spending Review are being analysed and will feed into the refreshed Medium Term Financial Plan in September.
13-SR2	Risk of a loss of capacity / capability and flexibility to deliver service levels we would like.	There are challenges around workforce planning to ensure the Council is fit for the future, in terms of workforce skills, capacity and flexibility.		3	3	Adele Taylor	April to June 2013: Workforce planning issues need to be considered alongside recent announcements of future funding cuts.
13-SR3	Risk that supplier / contractor or key third sector partner fails or fails to deliver.	A number of key external and internal services are delivered through major contracts, both directly and in consortia. This is both through private sector supply chains and in conjunction with the voluntary and third sector.		3	2	George A Robertson	April to June 2013: The council has robust contract management processes and procedures in place to ensure any concerns are flagged up early.

<p>13-SR4</p>	<p>Risk that investment and effort does not deliver benefits and returns in Shared Services</p>	<p>Moving more towards shared services with other public sector partners. Potential for lack of consistent political buy-in by all partners resulting in considerable effort without benefit. There is also a challenging skill set for managers due to the complexity.</p>		<p>3</p>	<p>3</p>	<p>Adele Taylor</p>	<p>April to June 2013: Business case for Shared ICT, Print and Design due to go to Executive in July 13.</p>
<p>13-SR5</p>	<p>There is uncertainty on overall future government policy and a number of changes required without accompanying resource.</p>	<p>Risk of being unable to long term strategically plan.</p>		<p>3</p>	<p>3</p>	<p>Simon Drinkwater</p>	<p>April to June 2013: Risk on target. Risks arising from changes in government policy are identified and reported to Corporate Management Team. The reduction in Council Tax benefit and the introduction of universal credit are issues which are currently being considered. Extra resources and training have been provided. The Council is continuing to respond to changes in the benefit system. The situation is being monitored. The Council has responded to the changes in planning resulting from the introduction of the new framework and other changes arising from the Localism Act. The District Plan is progressing with a revised timetable. The delay in the provision of the District Plan increases risks of housing development being allowed on appeal. So far the impact has been limited. The situation is being kept under review.</p>

<p>13-SR6</p>	<p>Risk that SMG does not implement Council policies in a coherent and consistent way.</p>	<p>There could be a lack of consistency and cohesion at senior management levels of implementing decisions.</p>		<p>3</p>	<p>1</p>	<p>Simon Drinkwater</p>	<p>April to June 2013: Corporate Management Team meets fortnightly. Part of the role of CMT is to ensure consistency in implementing decisions. Directors discuss the implementation of decisions with Heads of Service and other managers to ensure consistency of approach. Departmental Management Team meetings convey details of decisions to relevant staff. Directors are responsible for ensuring that decisions are implemented correctly. The changes from the action plan produced after the Peer Challenge are intended to improve decision making.</p>
<p>13-SR7</p>	<p>Availability and performance of IT systems and resources impacting on service delivery.</p>	<p>Reduced levels of service across the Authority. Targets may not be achieved. Staff morale and reputation of Council may suffer. Influence of ITSG should reduce risks</p>		<p>4</p>	<p>3</p>	<p>Adele Taylor</p>	<p>April to June 2013: New performance reporting is being introduced and should be available from July to monitor the impact of ICT performance on service delivery.</p>
<p>13-SR8</p>	<p>Data Protection: Failure to comply with the data protection principles. The potential disclosure of personal data inappropriately.</p>	<p>Action may be taken by the ICO. Individuals may suffer if their personal data, particularly sensitive personal data is disclosed.</p>		<p>3</p>	<p>2</p>	<p>George A Robertson</p>	<p>April to June 2013: The council is undertaking a programme of policy and process review which will further strengthen this area and mitigate potential risks.</p>

<p>13-SR9</p>	<p>Impact of welfare reform changes.</p>	<p>New legislation will have an adverse financial impact on a significant number of residents. Residents will require more support from services across the Council affecting staffing levels, finances, and a risk of increased aggression. There may also be difficulties in implementing Government policy.</p>		<p>3</p>	<p>3</p>	<p>Adele Taylor</p>	<p>April to June 2013: The workload in Revenues and Benefits service continues to increase. Services across the Council including Housing and Customer Service continue to also experience an increase in demand. Services are working together to work efficiently and effectively to manage the increased workload.</p>
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