

Public Document Pack



Leader and Members
of the Executive

Your contact: Martin Ibrahim
Ext: 2173
Date: 30 October 2013

cc. All other recipients of the
Executive agenda

Dear Councillor

EXECUTIVE - 5 NOVEMBER 2013: SUPPLEMENTARY AGENDA NO 1

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

9. Monthly Corporate Healthcheck - September 2013 (Pages 3 - 64)

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

Yours faithfully

Martin Ibrahim
Democratic Services Team Leader
Democratic Services
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MEETING : EXECUTIVE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 5 NOVEMBER 2013
TIME : 7.00 PM

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EAST HERTS COUNCIL

EXECUTIVE – 5 NOVEMBER 2013

REPORT BY THE LEADER OF THE COUNCIL

MONTHLY CORPORATE HEALTHCHECK – SEPTEMBER 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 September/Quarter 2 for 2013.




<u>RECOMMENDATIONS FOR EXECUTIVE:</u> that:	
(A)	the budgetary variances set out in paragraph 2.1 of the report be noted;
(B)	the re-profile of Capital Scheme budgets totaling £1.08 million to 2014/15 as detailed at paragraphs 2.34, be approved;
(C)	the virement of budget (£15,000) savings from the Hertford Theatre: McMullen gates refurbishment to the renewal of the Theatre's Boilers, as detailed at paragraph 2.37, be noted;
(D)	the 2013/14 savings position, as detailed at paragraph 2.38, be noted; and
(E)	the controls and scores listed in the strategic risk register for the period July to September 2013, as detailed at paragraph 2.40, 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 summarised information on salary costs.
Essential Reference Paper 'D' shows detailed information on the capital programme.
Essential Reference Paper 'E' shows explanations of variances on the Revenue Budget reported in previous months.
Essential Reference Paper 'F' shows the council's 2013/14 savings.
Essential Reference Paper 'G' shows the July to September 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 September 2013.

	Position as at 30.09.13				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	24	0	9	0	25
Environmental Action Grants	24	0	4	0	9	0
Land Charge Income	28	0	8	0	20	0
Staff salaries (Essential Reference Paper 'C').	25	0	10	0	0	97
Customer Services security	4	0	0	1	5	0

	Position as at 30.09.13				Projected Position year end	
	Favourable £000	Adverse £000	Favourable Variance since last month £000	Adverse Variance since last month £000	Favourable £000	Adverse £000
(2) Place						
Community Safety	27	0	6	0	8	0
Green Waste Collection	97	0	27	0	40	0
Maintenance of recycling banks	6	0	2	0	5	0
Clinical Waste income	7	0	0	0	20	0
Street Cleansing	87	0	0	0	25	0
Grounds Maintenance(Net)	13	0	0	0	13	0
Kerbside Dry Recyc. Collection	96	0	0	29	0	23
Textiles Bank (Net)	0	15	0	0	0	10
Trade Waste income	39	0	11	0	30	0
Trade Waste Collection contract	0	1	9	0	0	10
Environ Protection Parish Litter	0	1	0	0	0	1
Paper Bank Income	0	15	0	5	0	10
Dry Recycling	279	0	0	0	0	15

	Position as at 30.09.13				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	477	0	19	0	330	0
Development Management Income	20	0	0	0	25	0
Development Management Cost of Appeals	0	19	0	0	0	60
Pay and Display Car Park Income	0	284	0	33	0	175
Investment Interest	0	65	0	25	0	100
Car Park Enforcement Contract.	160	0	95	0	99	0
Supermarket Reimbursement.	141	0	0	0	46	0
Parking Repairs & Maintenance.	0	22	0	6	0	16
Parking – PCN Income.	0	70	0	0	0	75
Parking - Gascogne Way – car washing.	0	5	0	0	0	8
Parking – Bishop Stortford Season tickets.	12	0	0	0	9	0
Public Conveniences – Cleaning Contract.	15	0	0	0	4	0

	Position as at 30.09.13				Projected Position year end	
	Favourable £000	Adverse £000	Favourable Variance since last month £000	Adverse Variance since last month £000	Favourable £000	Adverse £000
TOTAL:	1,632	521	191	108	763	625
Net Projected Variance - Favourable					138	
Supported by supplementary estimates						
Total Supplementary Estimates						

- 2.2 Subject to all other budgets being equal, this would result in an underspend of £138k.
- 2.3 A summarised salaries monitoring report for the period April to September 2013 is attached to this report in **Essential Reference Paper C**. A minor favorable variance of £25k has been identified comparing actual salary costs for the reporting period with the profiled budget. The Forecast Outturn for 2013/14 is expected to result in an adverse variance of £97,000. This is a slight improvement on the prior period forecast outturn (£113k) as arrangements for Pensions Auto Enrolment have been deferred to April 2014.
- 2.4 The Budget Challenge process is underway and Heads of Service are being challenged over their budget needs both for 2013/14 and 2014/15 in light of prior year trends. The purpose being to identify savings that will be brought forward to November's Healthcheck meeting and reflected in future budget proposals as appropriate.

FINANCIAL ANALYSIS AND PERFORMANCE ANALYSIS

People

Financial analysis

- 2.5 No material variances have been identified since the last Healthcheck reporting period.

Performance analysis

- 2.6 **EHPI 3b - Usage: number of swims (16 – under 60 year olds).** Performance was 'Red' for Quarter 2. Throughput is down on service expectations, but has increased when performance is compared to Quarter. Current throughput is performing at the seasonal norm. This group continues to be monitored by both the Leisure Service Manager and SLM.
- 2.7 **EHPI 3c - Usage: number of swims (60 year old +).** Performance was 'Red' for Quarter 2. Although throughput is not at the same level compared to same period last year, the Quarter 2 throughput is still within service expectations and has increased inline with normal seasonal trends.
- 2.8 **EHPI 4b - Usage: Gym (60 + year olds).** Performance was 'Red' for Quarter 2. Although throughput did not achieve the same level compared to same period last year, throughput is still within service

expectations.

2.9 **EHPI 4a - Usage: Gym (16 – under 60 year olds).** Performance was 'Amber' for Quarter 2. Although throughput did not achieve the same level compared to the same period last year, throughput is not dissimilar to previous year Quarter 2 values and in line with normal trends for this period. This group to be monitored by both the Leisure Service Manager and SLM.

2.10 The following indicators were 'Green', meaning that the targets were either met or exceeded for September/Quarter 2 for 2013. They were:

- EHPI 3a - Usage: number of swims (under 16)
- 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.

2.11 However despite meeting the target for September 2013 the following indicator shows a declining trend when performance is compared to the previous month:

- 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

2.12 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 £487k which if not required during the year will result in an additional favourable variance over and above the £138k reported for the period.

	£000	Comment
Planning Contingency budget at the start of the financial year	591	
Less	25	New Recycling Initiative
	15	Review of Car Park Management Systems
	40	Housing Needs Survey
	24	Human Resources Post
Planning Contingency still to be utilised	487	

2.13 Since the last reporting period the forecast outturn position for Kerbside Dry Recycling collection has been reduced to £23,000 (£31,000 for August 2013). Trade waste income has also been marginally revised downwards.

2.14 In line with the national trend, Dry Recycling income is forecast to result in an adverse variance of £15,000 by the end of the financial year.

Performance analysis

2.15 **EHPI 2.1e – Planning Enforcement: Service of formal notices.** There were no notices served in September, so there is no performance data to analyse.

2.16 **EHPI 191 – Residual household waste per household.** Waste levels for the first half of the year are at the same level as last year, so the expectancy of a reduction may not be fulfilled.

2.17 **EHPI 192 - Percentage of household waste sent for reuse, recycling and composting.** Cumulative performance is lower in September and slightly below the half year level when compared to the same period in 2012/13. The primary variant being a 3% reduction in dry recycling.

2.18 The following indicators were 'Green', meaning that the targets were either met or exceeded for September 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 157a – Processing of planning applications: Major applications.
- EHPI 157b – Processing of planning applications: Minor applications.
- EHPI 157c – Processing of planning applications: Other applications.

2.19 However despite meeting the target for September 2013 the following indicators shows a declining trend when performance is compared to the previous month:

- EHPI 2.1d – Planning Enforcement: Initial Site Inspections.
- EHPI 2.2(45) – Number of collections missed per 100,000 collections of household waste.

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

Prosperity

Financial analysis

2.20 With Development Management income of £125k received from the Bishop's Stortford North Development and the underlying income being maintained, the forecast outturn for income is expected to increase by £330k (revised from £300k in July 2013). Larger fees are being received for proposed developments in Buntingford and Hertford.

2.21 In line with increased development activity in the District pre-application advice is expected to increase resulting in a forecasted favourable variance of £25,000. However Planning Appeals are expected to increase in 2013/14 resulting in a forecast adverse variance of £60,000 for the additional costs.

2.22 Parking PCN income is expected to be £75,000 lower than expected by the end of the financial year. Officers are satisfied that the issue

and processing arrangements for the service are robust. The adverse variance may have an ongoing impact for the 2014/15 budget. This adverse variance is partially offset by higher than expected season ticket sales at Bishop Stortford (£9,000). However the car washing income for Hertford is no longer a feasible income stream.

Performance analysis

2.23 The following indicators were 'Green', meaning that targets were either met or exceeded for September 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.
- EHPI 12c – Total number of sickness absence days per FTE staff in post.

2.24 However despite meeting the target for September 2013 the following indicator shows a declining trend when performance is compared to the previous month:

- EHPI 8 – % of invoices paid on time.

2.25 ITSG have proposed that for the ICT indicators below, performance be measured further to establish a proper baseline for performance before targets are set. Actual performance achieved year to date is set out in **Essential Reference Paper B**:

2.26 **EHPI 9.1 - Percentage availability of core systems during supported hours.** Core systems availability has remained strong since April 2013.

2.27 **EHPI 9.2 - Percentage Resolution of Incidents Within 4 Hours.** Performance has improved somewhat compared to Quarter 1 but is still below benchmark good performance. New proposals to improve the service desk and second line support arrangements should help improve this from October onwards.

2.28 **EHPI 9.4 - Percentage of Calls Abandoned on ICT Service Desk.** Performance continues to be disappointing. Additional agency staff has been appointed to cover the service desk, although there were unavoidable delays in the process. New proposal to ITSG to transfer the service desk to Stevenage should significantly improve performance.

- 2.29 **EHPI 9.5 - Percentage of Calls Resolved at First Point of Contact.** Performance is disappointing and can be explained by a lack of cover on the service desk and in new staff taking some time to get up to speed with EHC processes and systems. This indicator should improve significantly now that the service desk is in Stevenage (transfer occurred in early October).
- 2.30 **EHPI 9.6 - Satisfaction with ICT Services.** Performance off target, a formal report on Quarter 2 performance is to be submitted to the November meeting of ITSG.
- 2.31 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
- 2.32 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.

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

CAPITAL FINANCIAL SUMMARY

- 2.33 The table below sets out expenditure to 31 September 2013 against the Capital Programme. Members are invited to consider the overall position. **Essential Reference paper 'D'** 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
	£'000	£'000	£'000	£'000	£'000
People	2,315	2,642	707	1,749	(893)
Place	730	3,083	1,078	2,767	(271)
Prosperity	1,648	1,750	176	1,726	(24)
Re-profiling potential slippage	(250)	(250)	0	(250)	0
Total	4,442	7,180	1,961	5,992	(1,188)

2.34 Members are asked to support the re-profile of £1.08 million within the Capital Programme to 2014/15 as follows:

- People – Social Housing Schemes - £820,740.
- People – Community Capital Grants - £21,100.
- Place – Parks – Hartham Common - £25,000.
- Place – Castle weir Micro Hydro Scheme - £203,980.
- Prosperity – Automated Telling Machines at Hertford and B/Stortford - £12,800.

2.35 The Social Housing Investment strategy is currently under review as registered social housing providers have limited development funding and project management capacity to progress the original social housing investment strategy.

2.36 The Castle Weir Micro Hydro Scheme is subject to further negotiation with the Environment Agency.

2.37 Members are asked to note the application of savings realised for the McMullen Gates Refurbishment to the renewal of the Theatre's boilers.

2013/14 SAVINGS

- 2.38 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 is monitored and reported on a quarterly basis. **Essential Reference Paper 'G'** 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.
- 2.39 As at the end of September 76% of the total savings have been classified as 'Green' or 'Amber'.

STRATEGIC RISKS

- 2.40 Controls have been updated for all risks for the period July to September 2013. Scoring remains unchanged from last quarter.

Please refer to **Essential Reference Paper 'G'** 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>

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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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Executive Corporate Healthcheck September/Quarter 2 for 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 1 st October 2013.
EHPI 3b	Usage: number of swims (16 - under 60 year olds)		30,646	33,752		Throughput is down on service expectations, but has increased when performance is compared to Quarter 1. Current throughput is performing at the seasonal norm. This group continues to be monitored by both the Leisure Service Manager and SLM.	<p>Q2 2013/14 result</p> <p>0 30,646 31,726.88 33,414.48 50,000</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 1 st October 2013.
EHPI 3c	Usage: number of swims (60 year old +)		7,776	8,332		Although throughput is below target, it is within service expectations and has increased inline with normal seasonal trends.		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 1 st October 2013.
EHPI 4b	Usage: Gym (60 + year olds)		3,717	4,035		Throughput is below target; however it is still within service expectations.		None




Traffic Light Amber
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 1 st October 2013.
EHPI 4a	Usage: Gym (16 - under 60 year olds)		41,369	43,333		Throughput slightly down on target, but not dissimilar to previous Quarter 2 values and in line with normal trends for this period, this group to be monitored by both the Leisure Service Manager and SLM.		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 1 st October 2013.
EHPI 3a	Usage: number of swims (under 16)		16,088	13,879		Throughput for 2013/14 Quarter 2 shows that there has been an increase in throughput 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 1 st October 2013.
EHPI 129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were 3 complaints made to the ASB officer at EHC all of which were responded to within the minimum of two working days, therefore meeting the 100% target.	<p>September 2013 result</p> 	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 1 st October 2013.
EHPI 181	Time taken to process Housing Benefit new claims and change events		13.4 days	15.0 days		Performance target achieved, performance for the period from 6 August 2013 to 10 September 2013 is 20.56 days. This moves the cumulative position to 13.44 days.	<p>September 2013 result</p> 	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 1 st October 2013.
EHPI 2.4 (47)	Fly-tips: removal		1.12 days	2.00 days		70 fly-tips were cleared in September compared to 81 in the previous month. Performance is exceeding target.	<p>September 2013 result</p>	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 1 st October 2013.
EHPI 2.2 (45)	Waste: missed collections per 100,000 collections of household waste		36.02	47		Performance has fallen compared to last month however is with the target. We will explore this with the contractor however we anticipate this is as a result of moving crews around to accommodate SPARC	<p>September 2013 result</p>	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 1 st October 2013.
EHPI 157a	Processing of planning applications: Major applications		100.00%	60.00%		Performance exceeding target. 4 applications were determined on time.		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 1 st October 2013.
EHPI 157b	Processing of planning applications: Minor applications		89.00%	80.00%		Performance exceeding target. Out of a total of 38 decisions, 4 were out of the target timescale.		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 1 st October 2013.
EHPI 157c	Processing of planning applications: Other applications		99.00%	90.00%		Performance exceeding target. Out of a total of 148 decisions, 2 were out of the target timescale.	 <p>September 2013 result</p>	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 1 st October 2013.
EHPI 2.1d	Planning Enforcement: Initial Site Inspections		88.00%	75.00%		Performance exceeding target.	 <p>September 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 1 st October 2013.
EHPI 8	% of invoices paid on time		98.31%	98.00%		The number of invoices paid on time is less than last month but still above target. Of the 827 invoices paid in September 813 were paid on time.	<p>September 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 1 st October 2013.
EHPI 6.8	Turnaround of Pre NTO PCN challenges (10 working days)		8 days	14 days		This PI remains within target	<p>September 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 1 st October 2013.
EHPI 6.9	Turnaround of NTO Representations		8 days	21 days		This PI remains within target	<p>September 2013 result</p>	None

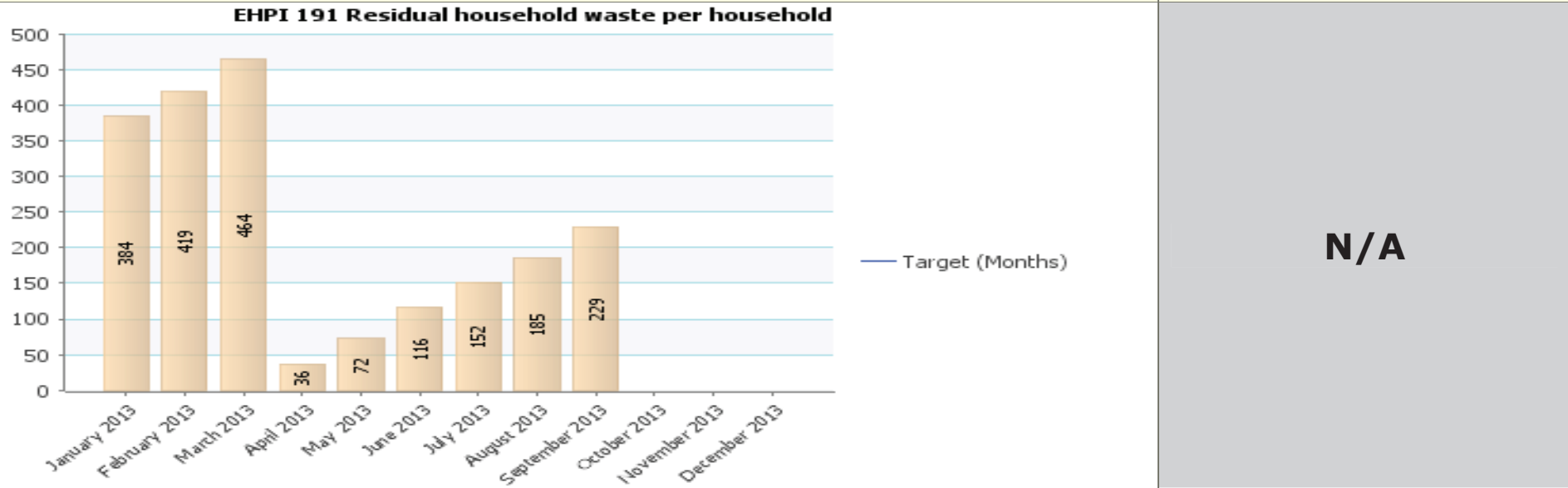
People Services & Organisational Development								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 1 st October 2013.
EHPI 12c	Total number of sickness absence days per FTE staff in post		0.28 days	0.70 days		Total absence for the year so far = 2.23 days	<p>September 2013 result</p>	None

Traffic Light Non Applicable
Description Place

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 th September 2013.
EHPI 191	Residual household waste per household	N/A	229	N/A	↓	Waste levels for the first half of the year are at the same level as last year, so the expectancy of a reduction may not be fulfilled.	None

Trend Chart **Performance Gauge**





N/A

Environment Services																											
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 th September 2013.																				
EHPI 192	Percentage of household waste sent for reuse, recycling and composting	N/A	50.81%	N/A	↓	Cumulative performance is lower in September and slightly below the half year level when compared to the same period in 2012/13. The primary variant being a 3% reduction in dry recycling.	None																				
Trend Chart						Performance Gauge																					
<p>EHPI 192 Percentage of household waste sent for reuse, recycling and composting</p> <table border="1"> <caption>EHPI 192 Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>January 2013</td><td>48.68%</td></tr> <tr><td>February 2013</td><td>48.24%</td></tr> <tr><td>March 2013</td><td>47.46%</td></tr> <tr><td>April 2013</td><td>47.99%</td></tr> <tr><td>May 2013</td><td>50.49%</td></tr> <tr><td>June 2013</td><td>51.26%</td></tr> <tr><td>July 2013</td><td>51.19%</td></tr> <tr><td>August 2013</td><td>51.20%</td></tr> <tr><td>September 2013</td><td>50.81%</td></tr> </tbody> </table>						Month	Percentage	January 2013	48.68%	February 2013	48.24%	March 2013	47.46%	April 2013	47.99%	May 2013	50.49%	June 2013	51.26%	July 2013	51.19%	August 2013	51.20%	September 2013	50.81%	<p>N/A</p>	
Month	Percentage																										
January 2013	48.68%																										
February 2013	48.24%																										
March 2013	47.46%																										
April 2013	47.99%																										
May 2013	50.49%																										
June 2013	51.26%																										
July 2013	51.19%																										
August 2013	51.20%																										
September 2013	50.81%																										

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 1 st October 2013.
EHPI 2.1e	Planning Enforcement: Service of formal Notices	N/A	N/A	50.00%	N/A	No notices were served in September. So there is no performance to analyse.	N/A	None

Traffic Light Non Applicable 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 1 st October 2013.
EHPI 9.1	Percentage availability of core systems during supported hours.	N/A	99.58%	N/A		Core systems availability has remained strong since April.	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 1 st October 2013.
EHPI 9.2	Percentage Resolution of Incidents Within 4 Hours	N/A	55.7%	N/A		Performance has improved somewhat but is still below benchmark good performance. New proposals to improve the service desk and second line support arrangements should help improve this from October onwards.	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 1 st October 2013.
EHPI 9.3	Percentage Reduction in the Number of Incidents	N/A	N/A	N/A	N/A	Further analysis of the number and nature of incidents will be undertaken before recommending a target reduction to 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 1 st October 2013.
EHPI 9.4	Percentage of Calls Abandoned on ICT Service Desk	N/A	18.27%	N/A	↓	Performance continues to be disappointing. Additional agency staff have been appointed to cover the service desk, although there were unavoidable delays in the process. New proposal to ITSG to transfer the service desk to Stevenage should significantly improve performance.	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 1 st October 2013.
EHPI 9.5	Percentage of Calls Resolved at First Point of Contact	N/A	43.9%	N/A	↑	Performance is disappointing and can be explained by a lack of cover on the service desk and in new staff taking some time to get up to speed with EHC processes and systems. As above this indicator should improve significantly now that the service desk is in Stevenage (transfer occurred in early October).	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 1 st October 2013.
EHPI 9.6	Satisfaction with ICT Services	N/A	58%	N/A		Formal report on Quarter 2 performance is to be submitted to the November meeting of 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 1 st October 2013.
EHPI 9.7	Delivery of Key ICT Projects	N/A	N/A	N/A	N/A	Methodology now agreed through SMG. ITSG session to weight projects to be undertaken once the development programme for 2013/14 is agreed at the meeting in early November.	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 1 st October 2013.
EHPI 9.8	Delivery of Key Milestones in the ICT Strategy	N/A	N/A	N/A	N/A	Can not report until milestones agreed alongside the IT Strategy	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				

SALARIES/AGENCY/APPOINTMENT OF STAFF**Essential Reference Paper 'C'**

	Estimate	Profile to 30.09.12	Actual to 30.09.12	Variance to Profile	Projected outturn	Projected Outturn Variance to Estimate
	£	£	£	£	£	£
Finance & Support Services	4,893,270	2,550,690	2,547,127	-3,563	4,964,350	71,080
Neighbourhood Services	3,896,980	1,948,490	1,917,450	-31,040	3,859,670	-37,310
Customer & Community	2,852,780	1,426,390	1,435,736	9,346	2,916,200	63,420
Summary	<u>11,643,030</u>	<u>5,925,570</u>	<u>5,900,313</u>	<u>-25,257</u>	<u>11,740,220</u>	<u>97,190</u>

g:P&F/SALARIES HEALTHCHECK

Exp. To 30/09/13

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	2,641,850	706,881	1,748,980	(892,870)
Place - focuses on sustainability, the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean	729,510	3,037,770	1,078,212	2,766,750	(271,020)
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	1,750,630	176,073	1,726,060	(24,570)
TOTAL	4,692,020	7,430,250	1,961,166	6,241,790	(1,188,460)
RE-PROFILING POTENTIAL SLIPPAGE (71264/7501)	(250,000)	(250,000)		(250,000)	0
	4,442,020	7,180,250	1,961,166	5,991,790	(1,188,460)
Reconciliation of Original to Revised Estimate					
Other Amendments	2,467,770				
Slippage from 2012/13	270,460				
	<u>7,180,250</u>				

PEOPLE

Exp. To 30/09/13

Exp Code	2013/14 Approved Schemes	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	Hartham	120,000	141,960	12,400	136,960	(5,000)	Works planned for later in the year (some during Xmas closedown). Some works have slipped due to programming with SLM. Saving achieved on learner pool pumps.
Various	Grange Paddocks	107,000	107,000	52,629	106,540	(460)	Design stage on one scheme, works in progress on roof covering.
72350	Pool Covers at Hartham & Grange Paddocks	59,000	59,000	40,917	42,420	(16,580)	Project agreed at CMT 28th August, pool covers complete to Hartham pools, Grange Paddocks teaching pools, necessary to review fixing method for GP main pool, allow an extra £1,503 additional costs but still within original project costs, agreed a reduction of £9,500 p.a. to SLM management fee, pro-rata to start from October 2013. Works outstanding to Grange Paddocks main pool.
Various	Fanshawe	20,000	40,000	0	40,000	0	Specification stage. Awaiting approval to spend. Discussions taking place with Head of Environmental Services.
72348	Leventhorpe Pool Replacement Gym Equipment	0	26,780	26,484	26,500	(280)	Completed.
72338	Leventhorpe Pool Renew Air Handling Plant	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	4,700	4,700	1,220	4,700	0	60% completed.
	<u>Private Sector Improvement Grants</u>						

Exp. To 30/09/13

Exp Code	2013/14 Approved Schemes	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
		£	£	£	£	£	
72602	Disabled Facilities (Note 1)	710,000	690,000	156,092	690,000	0	Commitment carried forward and so far this year is lower than usual due to lower HCC Occupational Therapy referral rates since 12/13. Publicity underway to raise awareness. Unlikely to spend budget this year, though underspend likely to be needed for 2014/15's smaller budget. The detailed work following the budget challenge is still taking place so no details available for a while, will have a clearer picture when members consider the capital programme. Please see Note 1 below re. Government funding.
72605	Disabled Facilities - Discretionary	110,000	89,000	4,990	60,000	(29,000)	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). £21k vired to Historic Building Grants (agreed at 3.9 Exec). No current large DFG schemes requiring Discretionary top up.
72606	Decent Home Grants	120,000	116,600	326	116,600	0	Spend to date relates to work carried out through Building Control Agency. Availability restricted due to limited resource. Need some of budget for vulnerable cases, however underspend likely.
72604	Energy Grants	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 required from this budget. To amend and re-launch previous insulation grant scheme; promotion planned for October.
72685	Social Housing Schemes	827,900	827,900	7,156	7,160	(820,740)	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. Request that this budget slips into 14/15.

PEOPLE

Exp. To 30/09/13

Exp Code	2013/14 Approved Schemes	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
		£	£	£	£	£	
72698	Rental Accommodation in Sawbridgeworth	0	360,840	360,844	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	26,000	26,000	0	26,000	0	
72442	Community Capital Grants	140,900	86,000	38,384	64,900	(21,100)	There has been no new allocations this month. Of the 19 projects funded in 12/13, 4 are still to claim but are within the year deadline. Of the 12 funded in July this year, 3 have already completed their projects and submitted claims. It has been agreed that £21,096 awarded in 11/12, 12/13 but withdrawn can be re-allocated this financial year, but its very unlikely this will be paid out in 13/14 so request that £21,100 slips into 14/15. The deadline for the next funding round is 16 December 2013.

PEOPLE

Exp. To 30/09/13

Exp Code	2013/14 Approved Schemes	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
		£	£	£	£	£	
72578	Drill Hall	4,350	4,350	4,639	4,640	290	Completed.
72582	LSP Capital Grants	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	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. Partitioning works to Boiler room being costed. Property organising works.
TOTAL		2,314,970	2,641,850	706,881	1,748,980	(892,870)	
Reconciliation of Original to Revised Estimate							
Other Amendments		284,940					
Slippage from 2012/13		41,940					
		<u>2,641,850</u>					

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

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

Exp. To 30/09/13

COMMENTS

Exp Code	2013/14 Approved Schemes	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	19,700	54,300	36,703	53,180	(1,120)	Further works to be carried out on the boilers, underspend on Gates scheme. Small saving achieved on the roof.
72703	Hertford Theatre Audio, lighting & technical equipment	0	64,500	56,831	64,500	0	Approved at 23.7 Exec
71272	Castle Gardens Bungalow - Replace Roof Covering	0	2,400	905	900	(1,500)	Completed. Saving achieved.
71271	Castle Gardens B/S-Resurface Footpaths	30,000	30,000	0	30,000	0	Tenders received.
74106	Heart of B/S - Market Improvement Scheme	45,300	45,300	0	45,300	0	Ideas being developed for B/S market. There will be cost implications but we will need to consult with traders when we have something more tangible. Consultation is likely to take place in Autumn/Winter 2013.
72701	Hartham Art Project	0	5,000	3,500	5,000	0	Final completion date was July 2013. Fully funded from Sainsbury's S106 monies. 2nd stage payment to be made this year.
74102	Historic Building Grants	35,000	50,140	13,349	50,140	0	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.

Exp. To 30/09/13

Exp Code	2013/14 Approved Schemes	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 Refuse Collection & Recycling	139,000	2,341,190	938,150	2,297,490	(43,700)	Demand for inner paper boxes has now exceeded 24,000. However, prices for bins and boxes was lower than anticipated and so it will be possible to supply more inner boxes than planned within available budgets. This is being reviewed on a monthly basis as the scheme is rolled out in October and November. New vehicles delivered in September and are now being prepared. Project on target. Vehicle cost came in under anticipated level.
72504	Provision of Play Equipment	50,000	50,000	(20)	50,000	0	Spend programmed for the next two quarters. Mainly in improvements to open spaces at Chapplefields; Hornsmill; Lowerbourne Gardens and King George Playing Fields in accordance with the parks development programme
72506	Art in Parks Project (Note 1)	5,000	5,000	0	5,000	0	Have identified a possible project to create wood sculpures at Pishobury Park and this will developed in the next quarter.

Exp. To 30/09/13

COMMENTS

Exp Code	2013/14 Approved Schemes	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
		£	£	£	£	£	
72585	The Bourne, Ware - Play Area Development Programme	40,000	40,000	4,245	44,280	4,280	Working on additional funding with the Groundwork Trust so spend depends on that. If no further external funding can be brought in that would justify a delay, the project will proceed in 2013/14 (£4,280 funded by S106 monies).
72507	Pishiobury Park Wetland Habitat Project (Note 2)	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 autumn.
72508	Hartham Common-Parks Development Plan Project (Note 3)	25,000	25,000	0	0	(25,000)	Currently working with the Countryside Management Service to lever in external funding so project will slip to 2014/15
75168	Energy Efficiency & Carbon Reduction Measures (Note 4)	45,000	0	0	0	0	Programme work to commence early autumn 2014. The works would include the web based smart metering to cover electric/gas (+ water if proves practicable) to as many metered sites as possible to build on that within Wallfields. We will also be recommending the solar pv scheme. Regarding costs these 2 schemes are likely to take the bulk of the funding available, if not all – and we are seeking revised detailed costings, which should be available later in the month. Agreed at 1.10.13 Exec. to slip into 2014/15.

Exp. To 30/09/13

Exp Code	2013/14 Approved Schemes	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	210,210	208,710	4,729	4,730	(203,980)	Water Framework Directive study now complete. Work to date shows the scheme will result in no increase in flood risk or damage to ecology. However, Environment Agency are seeking upstream improvements and this is subject to further negotiations. Project unlikely to be completed in current financial year and will slip to 2014/15.
74105	Town Centre Environmental Enhancements	85,300	96,230	12,000	96,230	0	Town council projects have been slow to deliver. Officer to undertake a series of site visits in October to monitor reasons.
TOTAL		729,510	3,037,770	1,078,212	2,766,750	(271,020)	
Reconciliation of Original to Revised Estimate							
Other Amendments		2,240,500					
Slippage from 2012/13		67,760					
		<u>3,037,770</u>					

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.

Exp. To 30/09/13

Exp Code	2013/14 Approved Schemes	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
		£	£	£	£	£	
71374	Network, Servers & Storage Upgrade	50,000	0	3,900	0	0	Spend dependant on shared services decision.
71377	BACS	2,500	2,500	0	2,500	0	Interim Head of ICT to liaise with Revs & Bens to rationalise this.
71379	Authentication	31,000	31,000	0	31,000	0	Interim Head of ICT to clarify.
71388	GIS	2,000	5,470	0	5,470	0	Awaiting invoice from HCC.
71395	EDM - Corporate	11,000	16,070	0	16,070	0	Requirement for this budget still to be determined.
71408	Housing Benefits System	16,100	16,100	0	16,100	0	Relates to 'Risk & reward' payment to Capita.
71409	Locata	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. Director of Neighbourhood Services to pick this up.
71414	Hardware Funding	140,000	0	0	0	0	
	Various New Hardware schemes	0	293,000	9,291	293,000	0	
71415	Applications	55,000	110,070	47,758	110,070	0	
71435	Proposed Funding for Applications	0	200,000	0	200,000	0	
	Various New Software Schemes	0	43,000	0	43,000	0	
71416	Merging systems - Licensing & Env Health	15,000	0	0	0	0	Slipped into 14/15 (agreed at 3.9 Exec)
71418	Mayrise Upgrade	10,000	30,000	22,877	30,000	0	Completed in August.

Exp. To 30/09/13

Exp Code	2013/14 Approved Schemes	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
		£	£	£	£	£	
71420	Integrated DC & BC Systems	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	50,000	0	0	0	0	Budget utilised elsewhere.
71438	EH share 50% of estimated costs of implementation	0	55,000	0	55,000	0	
71439	Service Desk & Utilities	0	64,000	0	64,000	0	
71440	Shared service print investment costs 50%	0	20,500	0	20,500	0	
71441	Shared service accommodation costs 50%	0	62,000	0	62,000	0	
71424	Provisional IT Investment	500,000	0	0	0	0	Budget utilised elsewhere.
71362	Capital Salaries	109,000	109,000	0	109,000	0	
71423	Replacement Condensers to Server Room	0	1,000	0	0	(1,000)	Completed. Saving achieved.
75240	Bircherley Green MSCP - Major Refurb. & Repairs	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. Spend to date relates to final payment for the major works.
75241	Gascoyne Way MSCP - Major Refurb. & Repairs	0	8,600	7,435	8,600	0	Completed, awaiting final invoices.

Exp. To 30/09/13

Exp Code	2013/14 Approved Schemes	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
		£	£	£	£	£	
75268	Northgate End - Resurfacing & Lining	50,000	50,000	36,050	50,000	0	Orders placed.
75269	Bell Street - Resurfacing & Lining	25,000	25,000	11,761	25,000	0	Orders placed.
75166	Replace Footbridge Library Car Park Ware	7,200	7,200	5,265	7,200	0	Completed, awaiting final invoices.
71273	Wallfields Fire Alarm Upgrade	0	0	(766)	(770)	(770)	Completed, small saving.
71274	Wallfields Replacement of Radiators	60,000	60,000	0	60,000	0	Scheme to be reviewed.
71275	Wallfields & Charringtons - Server Room Fire Suppression Systems	20,000	20,000	0	20,000	0	Awaiting instructions from ICT.
71276	Wallfields - Equality Access & Card Control to Doors	40,000	40,000	4,150	40,000	0	Specification stage.
71269	Wallfields Security Gates & Fencing to Boiler House	15,000	15,000	0	15,000	0	Specification stage.

Exp. To 30/09/13

Exp Code	2013/14 Approved Schemes	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
		£	£	£	£	£	
72598	Cricketfield Lane - Resurface Footpath & Retainment Works	75,000	75,000	0	75,000	0	Scheme to be reviewed.
71203	Replacement Chairs & Desks	10,000	11,080	4,308	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	47,500	61,800	13,750	61,800	0	Works are still ongoing 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. Proposed flood alleviation asset to be constructed in Dane End is progressing and is at present awaiting necessary consent for the works from HCC Flood Risk Management Team.
75157	Footbridge over River Stort	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.
72568	North Drive - reconstruct road & drainage	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.

Exp. To 30/09/13

Exp Code	2013/14 Approved Schemes	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
		£	£	£	£	£	
71266	Capital Salaries	53,600	53,600	0	53,600	0	
71251	Automated Telling Machines at Hertford & B/S	0	12,800	0	0	(12,800)	Due to significant issues with the testing of the Civica payment system upgrade it is now requested to carry forward the funding to Q1 of 2014/15.
72702	Parking Services - Operational Vehicle	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	1,750,630	176,073	1,726,060	(24,570)	
Reconciliation of Original to Revised Estimate							
Other Amendments		(57,670)					
Slippage from 2012/13		160,760					
		<u>1,750,630</u>					

ESSENTIAL REFERENCE PAPER 'E'

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
	July	340	Favourable
	August	290	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	TURNOVER April and May sickness absence data for EHPI 12c – Total number of sickness absence days per FTE being restated (paragraph 2.9 of report).	July
1.5	TURNOVER The Forecast Outturn for 2013/14 is expected to result in an	August

ITEM (in order of Corporate Priority)	MONTH(S) REPORTED
adverse variance of £113k. The projection includes the part year cost of Pensions Auto Enrolment	
1.6 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
1.7 COLLECTION FUND Upon finalising the balance on the Council Tax Collection Fund there is a £55k favourable position.	May
1.8 REVENUES AND BENEFITS SERVICE Additional DWP support has been received totalling £38k to assist with the ongoing cost of the Welfare Reform arrangements. The additional funding will be spent by the end of the financial year.	August
1.9 COMMUNITY CAPITAL GRANTS £54,900 of the Community Capital Grants budget to be re-profiled from 2013/14 to 2014/15. (Para 2.38 to Report)	July
1.10 DISCRETIONARY DISABLED FACILITIES In accordance with Financial Regulation 4.5.5, the virement of £21,000 from Discretionary Disabled Facility Grants capital budget into the Historic Buildings Grant budget. (Para 2.39 of Report)	July
Place	
1.11 PLANNING CONTINGENCY 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 <u>Essential Reference Paper 'F'</u> 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	April

ITEM (in order of Corporate Priority)	MONTH(S) REPORTED
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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 under spend of £575k. Future Healthchecks will consider if there are any further calls on this sum.

1.12	PLANNING CONTINGENCY	May
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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. 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.

1.13	PLANNING CONTINGENCY	June
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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.

1.14	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.

ITEM (in order of Corporate Priority)	MONTH(S) REPORTED
<p>1.15 PLANNING CONTINGENCY</p> <p>In accordance with Financial regulations 4.5.5, the £40k virement from Planning Contingency budget agreed by CMT on 16 July for Housing Needs Survey. (Para 2.10 of Report)</p>	July
<p>1.16 PLANNING CONTINGENCY</p> <p>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. (Para 2.27 of Report.</p>	July
<p>1.17 PLANNING CONTINGENCY</p> <p>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 £209k reported this month.</p>	August
<p>1.18 CCTV</p> <p>There has been a CCTV refund of £8k received from Stevenage Council in respect of previous years running costs.</p>	June
<p>1.19 GREEN WASTE COLLECTION</p> <p>There is a possible under spend 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.</p>	June
<p>1.20 RECYCLING BANKS MAINTENANCE</p> <p>There is an expected under spend 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</p>	June

ITEM (in order of Corporate Priority)	MONTH(S) REPORTED
<p>expected. Members chose not to implement cardboard recycling banks as part of the new recycling service.</p>	
<p>1.21 CLINICAL WASTE Business in the first quarter suggests additional income of £20k with Clinical Waste.</p>	June
<p>1.22 STREET CLEANSING There is an under spend of £25k in the Street Cleansing service due to contract efficiencies.</p>	June
<p>1.23 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.</p>	June
<p>1.24 TRADE WASTE 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.</p>	August
<p>1.25 RECYCLING A reduction in paper tonnage collected is likely to result in reduced income of £10k for the year.</p>	August
<p>1.26 ENERGY EFFICIENCY AND CARBON REDUCTION MEASURES – CAPITAL BUDGET Re profile £45,000 Energy Efficiency and Carbon Reduction capital budget to 2014/15 from 2013/14.</p>	August
Prosperity	
<p>1.27 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.</p>	April

ITEM (in order of Corporate Priority)	MONTH(S) REPORTED
<p>1.28 DEVELOPMENT CONTROL FEES</p> <p>With Development Management income of £125k received from the Bishop's Stortford North Development and the underlying income being maintained, the forecast outturn for income is expected to increase by £300k (revised from £250k in July 2013). Larger fees are being received for proposed developments in Buntingford and Hertford.</p>	August
<p>1.29 CAR PARK INCOME</p> <p>There has been a £12k loss of Car Park income (£5k stolen) due to machines being broken into and then out of action (£7K).</p>	June
<p>1.30 CAR PARK INCOME</p> <p>Due to significant volatility in car park use, the 2013/14 income budget for Pay and Display Parking will not be achieved, a shortfall of £160k is anticipated. This includes a shortfall in the income forecast to result from the re-designation of Link and Northgate End car parks.</p> <p>A realignment of supermarket parking reimbursement fees is forecast to result in a favourable variance of £46k.</p>	August
<p>1.40 CAR PARKING EXPENDITURE</p> <p>A contingency in the Enforcement contract is now no longer required resulting in a favourable variance of £50k. The implementation of a mobile enforcement vehicle has been delayed until 2014/15 resulting in a further favourable variance of £29k. These are in addition to the favourable contract variation of £20k reported in the prior period due to the abandonment of vehicle removals.</p>	August
<p>1.41 INVESTMENT INTEREST</p> <p>The planned appropriation to the interest equalization reserve in 2013/14 being reduced in line with any</p>	July

ITEM (in order of Corporate Priority)

**MONTH(S)
REPORTED**

shortfall in investment income arising in the current year.
(Para 2.27 of Report.

1.42 IT – MERGING OF LICENSING AND
ENVIRONMENTAL HEALTH CAPITAL BUDGET

July

That £15,000 of the IT merging Licensing and
Environmental Health capital budget is re- profiled from
2013/14 into 2014/15.

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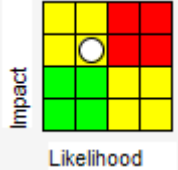
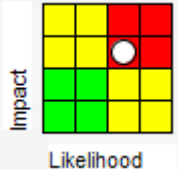
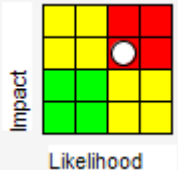
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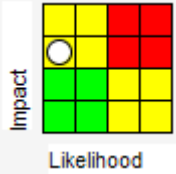
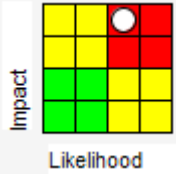
Ledger Code	Savings	Responsible officer	2013/14 £	Red/Amber/ Green	COMMENTS	Q1	Q2
17102/0110	Planning & Building Control Building Control Reduced Spending	KS	(50,000)	AMBER	Savings to be achieved as a combination of salary underspend and maintained income. A combination of these will deliver an element of savings but strength of income remains unpredictable over the year.		Savings for the current year to be achieved as a combination of salary underspend and maintained income. These are likely to deliver the required saving for the current year – but cannot necessarily be relied upon beyond this. Work is underway to consider the structure of the service and form of delivery in the future. This may enable the implementation of ongoing savings in 2014/15 and future years.
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.		Saving drawn from a range of budgets in the service area. No overspending pressure as a result evident.
17107/3878	Community Safety & Health Set taxi licence fees to recover full costs	BS	(5,000)	RED	Red but achieved elsewhere.		Budget Challenge for 2014/15 identified increased charges unachievable. Will not be pursued for 2013/14.
26904/4433	Continuation of funding Housing Improvement Agency	SD	(10,000)	GREEN	This saving has been achieved.		This saving has been achieved.
21299/4449	Community Engagement C&C - MOW	WO	(15,269)	GREEN			Achieved
20603/variou	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.		Saving is still looking achievable at this at this stage but with added 'burden' of back dated VAT liability to be accounted for in this financial year.
17802/3889	Public Consultation & Research	WO	(5,700)	GREEN			
50532/9610	Customer Services & Parking 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		No Change - Achieved, increase in base budget
50511/9349	Elm Road income	NS	(15,000)	RED	Current car park income below profile for this car park by 26.5% (£3,470). Further investigation on parking behaviour being undertaken.		Now classed as RED as income remains below profile by 32% (£6,365).
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)		No Change - Income from Grange Paddocks/Rye Street 82% below profile. Analysis of long stay parking suggests motorists no longer choosing Link are moving to on-street parking as Grange Paddocks B unable to offer all-day parking without impacting Leisure Centre users.

50506/9349	Link Road resulting from redesignation as short stay	NS	(50,000)	RED	Current car park income below profile for this car park by 35% (£15,488). Further investigation on parking behaviour being undertaken.	Now classed as RED as income remains below profile by 35% (£23,201). Short stay use has replaced long stay as per policy decision but on a like for like basis, increased parking acts have not resulted.
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).	No Change - 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	No Change - 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 the Shared Service meeting which took place in July.	The service is progressing well towards the delivery of £78k gross savings for 2013/14 which will partially offset the implementation costs for the ICT Shared Service which became operational from August 2013. Formalisation of the savings proposals and progress will be formally reported to the Shared Services Partnership Board at the end of the third quarter of 2013/14.
17414----	Printing - Shared Services Savings	HL	(13,000)	N/A		
People & Property						
17411/0110	Phased reduction in hours of estates staffing	GB	(14,000)	AMBER	The service is currently identifying savings for 2013/14.	
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	£47k of savings managed within the base budget for 2013/14. Given the increased operational demands on the service the remaining savings have been formally deleted from the action plan.
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.	Achieved. Savings managed within base budget for 2013/14.
Total Savings			<u>(437,140)</u>			

Strategic Risk Register July to September 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	July to September 2013: Refreshed Medium Term Financial Plan produced and considered by Corporate Business Scrutiny Committee and Executive in September before being presented to Council in October 2013. Significant new savings to be delivered in Year 3 and 4 of the plan with actions to be identified.
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	July to September 2013: Refreshed Medium Term Financial Plan produced and considered by Corporate Business Scrutiny Committee and Executive in September before being presented to Council in October 2013. Significant new savings to be delivered in Year 3 and 4 of the plan with actions to be identified. The workforce implications of any decisions will need to be considered through the detailed budget setting process.

<p>13-SR3</p>	<p>Risk that supplier / contractor or key third sector partner fails or fails to deliver.</p>	<p>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.</p>		<p>3</p>	<p>2</p>	<p>George A Robertson</p>	<p>July to September 2013: The council has robust contract management processes and procedures in place to ensure any concerns are flagged up early.</p>
<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>July to September 2013: The new ICT, Print & Design and Business Improvement shared service started on 1st August 2013. Significant savings to be delivered when fully operational which supports the Council's financial strategy going forward. Delivery will be closely monitored.</p>
<p>13-SR5</p>	<p>There is uncertainty on overall future government policy and a number of changes required without accompanying</p>	<p>Risk of being unable to long term strategically plan.</p>		<p>3</p>	<p>3</p>	<p>Simon Drinkwater</p>	<p>July - September 2013: Risk on target. Risks arising from changes in government policy are identified and reported to Corporate Management Team. 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</p>

	resource.						the introduction of the new framework and other changes arising from the Localism Act. The District Plan is progressing with a report to Council in December 2013. The delay in the provision of the District Plan has increased the risks of housing development being allowed on appeal. The budget challenge process has created opportunities for additional financial savings.
13-SR6	Risk that SMG does not implement Council policies in a coherent and consistent way.	There could be a lack of consistency and cohesion at senior management levels of implementing decisions.		3	1	Simon Drinkwater	July - September 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 Here to Help initiative should lead to more dynamic decision making.
13-SR7	Availability and performance of IT systems and resources impacting on service delivery.	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		4	3	Adele Taylor	July to September 2013: New shared service started in August 2013 which should support a more resilient service better able to support the systems we currently have. In addition a programme of investment in new ICT infrastructure has been approved and will begin to be rolled out in the next quarter which should improve reliability and availability of systems. Performance being monitored through Information Technology Steering Group.

							(ITSG).
13-SR8	Data Protection: Failure to comply with the data protection principles. The potential disclosure of personal data inappropriately.	Action may be taken by the ICO. Individuals may suffer if their personal data, particularly sensitive personal data is disclosed.		3	2	George A Robertson	July to September 2013: The council is undertaking a programme of policy and process review which will further strengthen this area and mitigate potential risks. Data protection risk assessments required within the service planning process that commenced in September 2013.
13-SR9	Impact of welfare reform changes.	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.		3	3	Adele Taylor	July to September 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.