



MEETING : EXECUTIVE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 6 NOVEMBER 2012
TIME : 7.00 PM

MEMBERS OF THE EXECUTIVE

- | | |
|------------------------------|---|
| Councillor Tony Jackson | - Leader of the Council |
| Councillor Malcolm Alexander | - Deputy Leader and Executive Member for Community Safety and Environment |
| Councillor Mike Carver | - Executive Member for Strategic Planning and Transport |
| Councillor Linda Haysey | - Executive Member for Health, Housing and Community Support |
| Councillor Paul Phillips | - Executive Member for Economic Development |
| Councillor Michael Tindale | - Executive Member for Finance |

CONTACT OFFICER: Martin Ibrahim
Tel: 01279-502173
Email: martin.ibrahim@eastherts.gov.uk

DISCLOSABLE PECUNIARY INTERESTS

1. A Member, present at a meeting of the Authority, or any committee, sub-committee, joint committee or joint sub-committee of the Authority, with a Disclosable Pecuniary Interest (DPI) in any matter to be considered or being considered at a meeting:
 - must not participate in any discussion of the matter at the meeting;
 - must not participate in any vote taken on the matter at the meeting;
 - must disclose the interest to the meeting, whether registered or not, subject to the provisions of section 32 of the Localism Act 2011;
 - if the interest is not registered and is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days;
 - must leave the room while any discussion or voting takes place.

2. A DPI is an interest of a Member or their partner (which means spouse or civil partner, a person with whom they are living as husband or wife, or a person with whom they are living as if they were civil partners) within the descriptions as defined in the Localism Act 2011.

3. The Authority may grant a Member dispensation, but only in limited circumstances, to enable him/her to participate and vote on a matter in which they have a DPI.

4. It is a criminal offence to:

- fail to disclose a disclosable pecuniary interest at a meeting if it is not on the register;
- fail to notify the Monitoring Officer, within 28 days, of a DPI that is not on the register that a Member disclosed to a meeting;
- participate in any discussion or vote on a matter in which a Member has a DPI;
- knowingly or recklessly provide information that is false or misleading in notifying the Monitoring Officer of a DPI or in disclosing such interest to a meeting.

(Note: The criminal penalties available to a court are to impose a fine not exceeding level 5 on the standard scale and disqualification from being a councillor for up to 5 years.)

AGENDA

1. Apologies

To receive apologies for absence.

2. Minutes

*To approve the Minutes of the meeting held on 4 September 2012
(previously circulated as part of Council Agenda of 26 September 2012)*

3. Leader's Announcements

4. Declarations of Interest

To receive any Member(s) declaration(s) of interest.

5. Ageing Well - Review of Progress (Pages 5 - 16)

6. Monthly Corporate Healthcheck - August/September 2012 (Pages 17 - 82)

7. Urgent Business

To consider such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration and is not likely to involve the disclosure of exempt information.

EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 28 AUGUST 2012

EXECUTIVE – 6 NOVEMBER 2012

REPORT BY EXECUTIVE MEMBER FOR HEALTH, HOUSING AND COMMUNITY SUPPORT

EAST HERTS AGEING WELL – REVIEW OF PROGRESS

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This is an update and progress report on the East Herts Ageing Well agenda following the three recommendations made by the Community Scrutiny Committee Meeting on 28 February 2012.

<u>RECOMMENDATION FOR EXECUTIVE: that:</u>	
(A)	the progress made by Members and Officers against the three recommendations made at the Community Scrutiny Committee meeting on 28 February 2012 be noted and supported;
(B)	the ambitions set out in paragraph 2.9 of the report now submitted, be supported and are integrated into the strategic policy making of the Council via the Equalities Impact Assessment; and
(C)	the Ageing Well agenda be developed within the context of the Council's corporate priority to enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.

1.0 Background

- 1.1 "There are now more people over state pension age in the UK than children and by 2050 a 65 year old man in Britain can expect to live to 91", LGA (Local Government Association) First magazine March 2012. The place-based approach to Ageing Well is being

delivered through the LGA on behalf of the Department of Work and Pension (DWP). It is designed to identify ways in which services for older people can be improved through working across services in a locality effectively. It is also hoped that older people will be engaged in the process.

1.2 The current demography (Census 2011, Office for National Statistics ONS) for East Herts older population is:

- 65 plus is 15.3% (21,100) of the East Herts total population
- 75 plus is 7.2% (9,900) of the total East Herts population
- 85 plus is 2% (2,700) of the total East Herts Population.

1.3 Following a discussion with the Executive Member for Health, Housing and Community on 28 February 2012, Community Scrutiny Committee resolved that:

- (A) Corporate Management Team and Senior Officers be asked to look at best practice around the “ageing well” agenda and to report back to Community Scrutiny Committee on 28 August 2012 on what action the Council might take and the financial implications of such action;
- (B) An informal Member Group of six be established to look at Members’ role within respective wards; and
- (C) The Council continue to work with its partners to establish where it can be of mutual help to one another.

1.4 Engagement of older people has been identified in Hertfordshire as a priority for the County. Stevenage, St Albans and East Herts District Councils were chosen by the County Council as pilot areas for the initiative. It was suggested by the Hertfordshire County Council (HCC) that the focus for the work would have a number of components:

- i. To agree a model for engaging older people in the work of the Hertfordshire Health and Wellbeing Board, linked to District level engagement structures;
- ii. To agree outline action plans in St Albans and East Herts for the implementation of a locality approach to Ageing Well, which could be used as a starting point for similar approaches in other localities.

- iii. The locality-based approaches would explore/engage older people's forums together with local public, voluntary and community sector services and activities and help to strengthen their preventative role and achieve a wider range of health and wellbeing outcomes.
- 1.5 Following a discussion with HCC Adult Commissioning Services, East Herts Council was one of the three districts alongside Stevenage and St. Albans to participate in a pilot Ageing Well programme in October 2011. HCC assigned the work to Shared Intelligence (an independent consulting agency). East Herts Officers worked with consultants from Shared Intelligence with support from Members and ran a pilot project in January 2012. The purpose of the initiative was to carry out research to build up a picture of how residents in Hornsmill estate view and prepare for "ageing well" (report is attached as Background Paper). The reason for choosing Hornsmill was that work was already underway since January 2011 to establish a Council presence on the estate and revitalise the community centre).
- 1.6 HCC has also established a Member level Ageing Well group where each district is represented by their relevant portfolio holders. The group is led by HCC Adult Care Commissioning Services.
- 2.0 Report
- 2.1 All three priorities resolved as in 1.2 are being considered by the Corporate Management Team (CMT) as part of their strategic consideration. The progress made on the three priorities is as follows:
- 2.2 Recommendation 1.2 – (A) The Ageing well agenda is being taken forward by the Equalities Officers' Group for the Council, within existing resources. Through the existing Corporate Equalities Group, officers from all service departments will collate further information on the potential service and budget implications for the Council and put together a report at a later date. This will be reported to Community Scrutiny Committee at a later date.
- 2.3 Recommendation 1.2 (B) An informal Member group with nine members across the district has been set up as in 2.8.

- 2.4 Recommendation 1.2 (C) The work is linked to East Herts Local Strategic Partnership's (LSP) Sustainable Community Strategy for East Herts (2009 -2024) Health and Well Being delivery theme group. It is proposed that the Ageing Well initiative be discussed at the Local Strategic Partnership (LSP) meeting to establish where the gaps are and where partnership working can support the work of the Council. Relevant outcomes will be reported to Community Scrutiny at a later date.
- 2.5 Members carried out their reviews/information gathering exercise in May and June 2012 as part of future proofing the Council policies and procedures for an ageing well population. They have collected information about activities in parishes /towns which are used largely by older people, such as lunch clubs, walking clubs, bowls clubs etc. They also gathered information about activities or community events which residents would like to see happening, such as a lunch club. (Spreadsheet attached as **Essential Reference Paper "B"**)
- 2.6 The Ageing Well Members' Audit covers all five towns and a proportion of surrounding rural areas. A large list of thriving groups and activities across East Herts has emerged with some exclusively for older residents and others for all ages currently with a majority membership of older residents. The groups, clubs and activities have been categorised as follows - physical exercise, luncheon clubs, skills & training, arts & crafts, amateur dramatics, historic, food & drink, gardening, nature, civic, games, talking groups, church and social with physical exercise, social clubs and arts and crafts. The total number of groups within these categories are then listed by area and finally summarised with total numbers across East Herts. This creates an up to date but evolving picture with the recent emergence of a new skills & training group as a result of broadband installation in a small parish hall.
- 2.7 This work will enable the Council to communicate with the groups' active participants and start the dialogue on gaps in service provision and how best to address those gaps in a climate of reduced budget.
- 2.8 The Informal Member group membership:
Councillor Linda Haysey
Councillor Eric Buckmaster
Councillor Peter Gray
Councillor Michael Newman
Councillor Patricia Moore

Councillor Tim Page
Councillor Nigel Poulton
Councillor Charles Rowley
Councillor Stan Bull

Officer Support:

Engagement and Partnerships Team Leader
Engagement and Partnerships Officer (Equalities and Consultation)

- 2.9 Members agreed East Herts “Ageing Well Ambitions” as making the District a good place to grow old in. Members’ suggested approach for the Council is to:

Strategy and Partnerships:

- Be prepared to make East Herts towns and parishes a good place to grow old in
- Use existing contacts and structures to connect and collaborate
- Gather intelligence/case studies to discover what works well and replicate
- Find the gaps or obstacles that can realistically be addressed to improve the experiences of an aging population
- Encourage councillors to keep up to date with matters/issues that concern older people
- Create an attitude among councillors that in all they do they are minded to consider the impacts or benefits to older people. To always consider ‘what can we do to make things better’
- Establish a means of communication among various bodies.

People and places:

- Use the overlapping connections to enable change e.g. District Councillors who are also Parish and County Councillors
- Understand what organisations are doing at ground level e.g. Parish and Town Councils
Local Strategic Partnerships (LSP)
Relevant national and local charities,
Housing associations
Churches, religious bodies
Clubs/associations with interest in ageing people or with a membership of ageing people

residents association
interest groups
schools that have connections with older people
medical centres, doctors surgeries

- Create informal communication/dialogue with these bodies
- Establish a process of 'alerts' for situations that need addressing
- Being aware of situations where people can suddenly become vulnerable e.g. bereavement
- set up informal groups of local volunteers who can assist as required, e.g. urgent need of transportation, or helping with digibox tuning
- Broadcast/publicise successful activities around the district or beyond

Achieving cost effective services

- Learn from best practices for minimising costs of delivering added value service through collaboration of 3 tiers of local government and/or private sponsorship.
e.g. community transport, residents or community infrastructure projects, good use of New Homes Bonus for community benefit, purposeful use of Council community grants system

Prosperity and well being

- Ensure East Herts Councils policies reflect the needs of an ageing population
- Ensure District Plan reflects the needs of older people
- Encourage Towns and Parishes to include policies for older people in Local Plans
- Encourage businesses that are older people 'friendly' to use or to work in.
- Encourage older people to be engaged in appropriate economic activity/employment
- Encourage able older people to volunteer or use their life skills to help others
- Encourage appropriate healthy activities.
- Encourage older people to participate in relevant education

Possible Next Steps

- Create a database of organisations to establish 'touching points' for example existing councillor involvement.
- Gather case studies on council website.
- List useful website links for reference

- Set up local meetings with residents to discover local gaps/needs using existing funding (e.g. Councillor Community Engagement Grant)
- establish priorities as a group
- Follow up with a wider meeting of interested parties to move concept forward.
- Roll out concepts to Parish and Town Councils including Rural Parish Conference
- Invite Community Scrutiny Committee to recommend these ambitions to be considered for future decisions making and planning.

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

Contact Member: Cllr Linda Haysey
linda.haysey@eastherts.gov.uk

Contact Officer: Will O'Neill – Head of communications, engagement and cultural services
Contact Tel No: ext 1594
will.oneill@eastherts.gov.uk

Report Author: Mekhola Ray, Engagement and Partnerships Team Leader
mekhola.ray@eastherts.gov.uk

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i>	<p>People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Place This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</p> <p>Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p>
Consultation:	<i>As referred to in the report 1.4, 2.5 and 2.7</i>
Legal:	<i>None</i>
Financial:	<i>None at this time. Any proposals in future will be subject to consideration through the budget setting process.</i>
Human Resource:	None
Risk Management:	None

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AGEING WELL MEMBERS AUDIT

ESSENTIAL REFERENCE PAPER B

Physical Exercise		Luncheon Club		Arts & Crafts		Amateur Dramatics		Historic		Food & Drink		Gardening			
Nature		Civic		Games		Talking Groups		Church		Social		Skills & Training			
Area															
Bishops Stortford & Surrounding Area	Physical Exercise						14			Physical Exercise			38		
	Social						5			Luncheon Club			3		
	Church						2								
	Games						2								
	Arts & Crafts						12			Skills & Training			2		
	Talking Groups						4			Arts & Crafts			26		
	Gardening						3								
	Civic						1			Amateur Dramatics			2		
	Historic						2								
	Skills & Training						1								
	Nature						1			Historic			4		
	Buntingford	Social						6			Food & Drink			3	
Gardening							2								
Talking Groups							1			Gardening			10		
Physical Exercise							2			Nature			4		
Social							5								
Hertford & Surrounding Area	Historic						1			Civic			7		
	Physical Exercise						3								
	Talking Groups						2			Games			7		
	Nature						1								
Hertford Rural South Ward	Skills & Training						1			Talking Groups			9		
	Games						2								
	Physical Exercise						2			Church			6		
Sawbridgeworth & Surrounding Areas	Arts & Crafts						2			Social			27		
	Gardening						4						148		
	Nature						1								
	Civic						6								
	Arts & Crafts						4								
	Historic						1								
	Food & Drink						2								
	Amateur Dramatics						2								
	Games						2								
	Physical Exercise						7								
	Social						2								
	Luncheon Club						1								
Datchworth Walkern Watton-at-Stone & Aston Ward	Talking Groups						1								
	Church						4								
	Physical Exercise						9								
	Arts & Crafts						8								
	Food & Drink						1								
	Social						6								
	Luncheon Club						2								
Mundens & Cottered Ward	Nature						1								
	Gardening						1								
	Talking Groups						1								
	Games						1								
Ware & Surrounding Areas	Social						2								
	Physical Exercise						1								
	Social						1								
												148			

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EAST HERTS COUNCIL

EXECUTIVE – 6 NOVEMBER 2012

REPORT BY THE LEADER OF THE COUNCIL

MONTHLY CORPORATE HEALTHCHECK
– AUGUST & SEPTEMBER 2012

WARD (S) AFFECTED: All

Purpose/Summary of Report:

- To set out an exception report on the finance and performance monitoring for East Herts Council up to September / Quarter 2 for 2012 and risk monitoring for the period July 2012 to September 2012.




<u>RECOMMENDATIONS FOR DECISION:</u> that:	
(A)	the budgetary variances set out in paragraph 2.1 of the report be noted;
(B)	£20,000 of the IT Network, Servers and Storage capital budget is re-profiled from 2012/13 into 2013/14, as detailed at paragraph 2.34 of the report;
(C)	£30,000 of the Hardware Funding capital budget is re-profiled from 2012/13 into 2013/14 as detailed at paragraph 2.35 of the report;
(D)	£40,000 of The Bourne Ware play development area capital budget is re-profiled from 2012/13 into 2013/14 as detailed at paragraph 2.36 of the report;
(E)	£25,000 of the Hartham Common parks development plan project capital budget is re-profiled from 2012/13 into 2013/14 as detailed at paragraph 2.37 of the report;
(F)	the £10,000 capital budget for the Ventilation improvements to



	the Café kitchen at Hertford Theatre is vired to replacing the roof at the Castle Gardens bungalow as detailed at paragraph 2.38 of the report;
(G)	action taken to control strategic risks during the period July to September 2012, be noted; and
(H)	the list of 2011/12 Unit Cost performance indicators as detailed in paragraph 2.42 and Essential Reference Paper ‘G’ of the report submitted, be noted.

1.0 Background

- 1.1 This is the monthly finance and performance monitoring report for the council, which also includes for this month only Quarter 2 data and risk monitoring information for the period July 2012 to September 2012.
- 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 salaries.
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 strategic risk register.
Essential Reference Paper ‘G’ shows the full set of Unit Cost performance indicators for 2011/12.

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 2012 to September 2012.

	Position as at 30.09.12				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						
Turnover	0	72	0	52	71	0
Community Planning	0	11	0	0	0	11
Pest Control (wasps)	3	0	0	0	0	5
Animal Control	3	0	0	0	6	0

	Position as at 30.09.12				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						
Waste contract (various budgets)	100	0	58	0	200	0
Recycling income	0	79	66	0	0	45
Organic Waste Collect	27	0	4	0	50	0
Materials Handling	4	0	1	0	7	0
Bulky Waste Income	0	1	0	0	0	3
Recycling Bank maint	5	0	1	0	6	0
Clinical Waste income	0	0	2	0	4	0
Kerbside dry collections	0	14	0	10	0	18
Alternative Financial Model	0	0	0	0	0	16
Trade Waste	14	0	1	0	11	0
Paper/Textile Banks	0	2	0	0	9	0
Clinical Waste collec/disposal	7	0	0	0	7	0
Trade Waste bins/disposal	102	0	0	0	22	0
Street Cleansing	64	0	0	0	54	0
Land Drainage	0	7	0	0	0	40
Police C.S O	7	0	0	0	0	21

	Position as at 30.09.12				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						
Building Control income	0	82	0	23	0	150
Pay and Display income	43	0	66	0	90	0
PCN income	0	91	0	13	0	150
Parking Enforce. Contract	84	0	0	0	89	0
Investment Income	175	0	29	0	350	0
External Audit fees	113	0	14	0	43	0
SIAS-Audit Fees	0	28	0	18	0	7
Treasury Mgt Fees	45	0	0	0	30	0
DC Adverts/postage	19	0	0	0	25	0
Local Dev Framework	59	0	0	0	10	0
DC income	0	61	0	0	0	80
TOTAL:	874	448	242	116	1,084	546
Net Projected Variance					538	
Supported by supplementary estimates						
Total Supplementary Estimates						

- 2.2 Subject to all other budgets being equal, this would result in an under spend of £538k.
- 2.3 Salary budgets are constantly monitored and **Essential Reference Paper 'C'** shows a projected small under spend of £71k.

FINANCIAL ANALYSIS AND PERFORMANCE ANALYSIS

People

Financial analysis

- 2.4 Due to extremely low levels of wasp nest treatments income is anticipated to be down by £16k. This is partly off set by a reduction in external resources, to supplement in house resources, of £11k giving a net £5k projected adverse position.
- 2.5 Envirocrime and the Dog Control Officer have been very effective at re-homing stray dogs and keeping kenneling costs to a minimum, despite no reduction in the number of stray dogs. Thus projecting a saving of £6k.

Performance analysis

- 2.6 **EHPI 3a – Usage: number of swims (under 16)**. Performance was 'Red' for quarter two. Figures for quarter two in 2012/13 show that there has been a decline in throughput for this period when a comparison is made against 2011/12, although throughput did increase against the previous quarter in line with seasonal trends. The service is monitoring the continuing decline and is actively in discussion with SLM on ways to improve throughput for this age group.
- 2.7 **NI 181 – Time taken to process Housing Benefit/Council Tax Benefit new claims and change events**. Performance was 'Red' for September 2012. Performance for September was 21.98 days against a target of 10 days. This was a slight improvement in performance when compared to the previous month. Cumulative average performance is 17.48 days.
- 2.8 The following indicators were 'Green', meaning that the target was either met or exceeded for September. They were:
- EHPI 3b - Usage: number of swims (16 – under 60 year olds)
 - 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.

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

Place

Financial analysis

- 2.9 The waste contract covers various budgets but there are lower costs of transition to date and an under spend of £200k is anticipated for 2012/13. This may not be transferable into 2013/14 base budgets if recycling collection costs increase with the removal of card from the organic bins. A report will be brought to the Executive in December 2012.
- 2.10 The income and expenditure budgets relating to paper and textile banks are predicting a net £9k favourable variance due to a combination of lower paper usage and additional textile tonnage collected.
- 2.11 The clinical waste collection and disposal budgets are currently under spending amounting to circa £7k.
- 2.12 The kerbside dry collections budget is likely to be overspent by £18k. £11k is due to indexation on fuel being higher than forecasted and £7k is due to property growth, as approximately 1,000 more flats are receiving full recycling services.
- 2.13 The latest Alternative Financial Model (waste reduction) income forecast for 2011/12 is £419,000. £16k below the sum accrued.
- 2.14 The Trade Waste Collection service is estimating an additional £21k of income due to an increased level of business. This will be partly offset by additional costs of £10k, giving a net £11k favourable position.
- 2.15 The delivery of trade waste bins coupled with lower trade waste disposal costs shows a £22k favourable under spend. £2k relates to under spending on bin delivery and £20k relates to lower disposal costs due to businesses producing less weight per capita
- 2.16 There is £4k additional street cleansing income received and a

possible £50k under spend on the street cleansing contract due to lower than expected ad-hoc cleansing work. This may vary according to weather conditions, particularly if there is the need for ad-hoc work in the winter months.

- 2.17 The environment agency has withdrawn the funding for the land drainage work East Herts carries out on their behalf. This has repercussions for the cost of any similar work that would have been carried out for East Herts under the same terms. In addition, circa £40k of administrative costs will be lost. A separate report will be forwarded to CMT on the subject in due course.
- 2.18 Only £28k was received from Herts County Council for Safer Stronger Communities against a budgeted figure of £55k. A proportion of this was to fund Police Community Support Officers. There is also a requirement from the Home Office to compile a specialised report on a Homicide within the District. This will result in an estimated net adverse position of £21k.

Performance analysis

- 2.19 **EHPI 2.1e – Planning Enforcement: Service of formal Notices.** Performance was 'Red' for September 2012. This was because no notices were issued in September so the value entered was 0% against a target of 50%. There was no issue with performance.
- 2.20 **NI 191 – Residual household waste per household** was 229kg for the month of September. Waste arisings continue to be below expectations, against the national and county trend.
- 2.21 **NI 192 - Percentage of household waste sent for reuse, recycling and composting.** The September performance data for this indicator was 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 Executive on 6 November 2012.
- 2.22 The following indicators were 'Green', meaning that the targets were either met or exceeded for September 2012. They were:
- EHPI 2.4 – Fly-tips: Removal
 - EHPI 2d - Planning Enforcement: Initial Site Inspections.
 - EHPI 2.2(45) – Number of collections missed per 100,000 collections of household waste.
 - NI 157a – Processing of planning applications: Major applications

- NI 157b – Processing of planning applications: Minor applications
- NI 157c - Processing of planning applications: Other applications

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

Prosperity

Financial analysis

- 2.23 The Parking Enforcement contract is anticipated to show an under spend of £89k. Two projects (mobile camera enforcement and vehicle removals) will go live next year so operational costs will not be incurred this financial year. There is also a contractor under spend relating to vacancies in management which the council benefits from.
- 2.24 Penalty Charge Notice income remains as an adverse variance currently projected to be £150k due to the failure of contractor equipment and management arrangements
- 2.25 As a consequence of withdrawing investment income from the Council’s fund managers and re-investing in fixed term deposits, fees for managing these funds will reduce by £30k.
- 2.26 The Shared Internal Audit Service Board agreed on the 7 December 2011 to increase the daily charge rate for Audit services from £240/day to £255/day. An increase of 6.25%. The effect of this will have an adverse £7k on the budget.
- 2.27 Budgets within Development Control for advertising and postage are estimated to underspend by £25k. Advertising is in line with last year’s expenditure and other forms of communication are being used therefore postage costs are falling
- 2.28 Commitments to date on the Local Development Framework suggest there will be saving of £10k.
- 2.29 Development Control income is down by £80k against profile. Some of the shortfall may be recovered depending on when a large application for Bishop’s Stortford is received.

Performance analysis

- 2.30 **EHPI 6.8 – Turnaround of pre NTO PCN challenges.** Performance was ‘Red’ for September 2012. Performance has slipped below target due to annual leave this month. Turnaround of NTO representations

remains within target.

2.31 **EHPI 8 – % of invoices paid on time.** Performance was ‘Amber’ for September 2012. Although the short term trend for this indicator has improved.

2.32 The following indicators were ‘Green’, meaning that targets were either met or exceeded for September 2012. They were:

- EHPI 12c – Total number of sickness absence days per FTE staff in post.
- EHPI 6.9 – Turnaround of NTO Representations.

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

CAPITAL FINANCIAL SUMMARY

2.33 The table below sets out expenditure to 30 September 2012 against the Capital Programme. The Executive are invited to consider the overall position. **Essential Reference paper ‘D’** contains details of the 2012/13 Capital Programme. Comments are provided by the Project Control Officers in respect of individual schemes.

	Column 1	Column 2	Column 3	Column 4	
SUMMARY	2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Actual Commit to date	2012/13 Projected Spend	Variance Col 4 - Col 2
	£	£	£	£	£
People	3,003,400	2,975,780	1,523,129	2,866,430	(109,350)
Place	824,600	952,160	298,596	952,540	380
Prosperity	1,000,150	1,785,090	682,594	1,756,720	(28,370)
Re-profiling potential Slippage	(250,000)	(250,000)		(250,000)	
TOTAL	<u>4,578,150</u>	<u>5,463,030</u>	<u>2,504,319</u>	<u>5,325,690</u>	<u>(137,340)</u>

2.34 Executive to support a request to re-profile £20k of the IT Network, Servers and Storage Upgrade budget from 2012/13 into 2013/14 as any spend is dependent on the Shared Service decision.

2.35 Executive to support a request to re-profile £30k of the IT Hardware

Funding budget from 2012/13 into 2013/14 as any spend is dependent in part on the Shared Service outcomes.

- 2.36 Executive to support a request to re-profile £40k of “The Bourne”, Ware play development area programme from 2012/13 into 2013/14 as sources of external funding have not yet been identified.
- 2.37 Executive to support a request to re-profile £25k of the Hartham Common parks development plan project from 2012/13 into 2013/14 as staff resources are undertaking other priorities.
- 2.38 Executive to support a request to vire £10k from the Ventilation to the Café kitchen at Hertford Theatre to replacing the roof at the Castle Gardens bungalow as the quotes received for this work exceed the existing budget following a more detailed investigation into the roof condition. The kitchen serving the café was used by the previous operator of the café for preparing an extensive range of hot food. The ventilation of the kitchen was not designed for this level of hot food preparation. A £10k budgetary provision was agreed to improve the ventilation, but since being approved the original refurbishment contractor has installed air conditioning. The kitchen is now run directly by the council and the new menu involves less hot food preparation. Consequently the £10k budget is not now required for these specific works.
- 2.39 There will be a £9,730 under spend on the Buntingford Car Park improvement to surface water drainage as the second phase of the project is now not required.
- 2.40 The On-street Pay and Display charges budget of £48,200 has been closed and the capital provision is no longer required.

STRATEGIC RISKS

- 2.41 Controls have been updated for all risks for the period July to September 2012. No scores have changed.
- 2.42 Please refer to **Essential Reference Paper ‘F’** for the Strategic Risk Register.

UNIT COST PERFORMANCE INDICATORS

- 2.43 Each year the council publishes unit cost information as soon as it becomes available. The Executive is asked to note the 2011/12 Unit Cost outturns detailed in **Essential Reference Paper ‘G’**. These

indicators are used by officers as a tool to help identify possible service efficiencies.

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

2011/12 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 Member: Councillor A Jackson, Leader of the Council
tony.jackson@eastherts.gov.uk

Contact Officer:

In terms of performance issues

Simon Chancellor – Head of Financial Support Services and Performance
Ext 2050 simon.chancellor@eastherts.gov.uk

In terms of financial issues

Mick O'Connor – Principal Accountant, Ext 2054
mick.oconnor@eastherts.gov.uk

In terms of risk management issues

Graham Mully – Risk Assurance Officer, Ext 2166
graham.mully@eastherts.gov.uk

Report Author:

Ceri Pettit – Corporate Planning and Performance Manager
Ext 2240 ceri.pettit@eastherts.gov.uk

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ESSENTIAL REFERENCE PAPER 'A'

Contribution to the Council's Corporate Priorities/ Objectives:	<p>People <i>This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Place <i>This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</i></p> <p>Prosperity <i>This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</i></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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Monthly / Quarterly Executive Corporate Healthcheck – September 2012

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 4 September 2012
EHP13a	Usage: number of swims (under 16)		13,879	17,319	↑	Figures for 2012/13 Quarter 2 shows that there has been a decline in throughput for this period. The service is monitoring the continuing decline and is actively in discussion with SLM on ways to improve throughput for this age group.	<p>Q2 2012/13 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 4 September 2012
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		22.0 days	10.0 days	↑	Performance was 'Red' for September 2012. Performance for September was 21.98 days against a target of 10 days. This was a slight improvement in performance when compared to the previous month. Cumulative performance is 17.48 days.	<p>September 2012 result</p>	

Traffic Light Red
Description Place

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 4 September 2012
EHPI 2.1e	Planning Enforcement: Service of formal Notices		.00%	50.00%		Performance was 'Red' for September 2012. This was because no notices were issued in September so the value entered was 0% against a target of 50%. There was no issue with performance.	<p>September 2012 result</p> 	None.




Traffic Light Red
Description Prosperity

Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 4 September 2012
EHPI6.8	Turnaround of Pre NTO PCN challenges (10 working days)		15 days	14 days		Performance has slipped below target following increased staff absence due to annual leave in the month of September. Turnaround of formal representations remains within target.	<p>September 2012 result</p> 	None.




Traffic Light Amber
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 4 September 2012
EHP18	% of invoices paid on time		96.61%	98.00%		The number of invoices paid on time is slightly better than last month but is still below target.	<p>September 2012 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 4 September 2012
EHP14a	Usage: Gym (16 – under 60 year olds)		43,333	41,849		Performance for this quarter is exceeding the target.	<p>Q2 2012/13 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 4 September 2012
EHPI4b	Usage: Gym (60 + year olds)		4,035	4,008		Throughput is in line with target and the previous seasonal trend.	<p>Q2 2012/13 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 4 September 2012
EHPI3b	Usage: number of swims (16 – under 60 year olds)		33,752	27,220		Performance for this quarter is exceeding the target.	<p>Q2 2012/13 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 4 September 2012
EHPI3c	Usage: number of swims (60 year old +)		8,332	6,121		Performance for this quarter is exceeding the target.	<p>Q2 2012/13 result</p> 	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 4 September 2012
EHPI129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		September 2012 There were four complaints made to the ASB officer at EHC, all of which were responded to within the minimum two working days.	<p>September 2012 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 4 September 2012
EHPI2.4 (47)	Fly-tips: removal		1.11	2		Another good performance this month, keeping the year to date average far better than the targeted performance.	<p>September 2012 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 4 September 2012
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste		36.61	48		There has been a decrease in performance on waste and recycling collections in September. This has been addressed by the contractor. Performance is still well within target parameters.	<p>September 2012 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 4 September 2012
NI 157a (BV109a)	Processing of planning applications: Major applications		67.00%	60.00%		Performance exceeding target.	<p>September 2012 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 4 September 2012
NI 157b (BV109b)	Processing of planning applications: Minor applications		89.00%	70.00%		Performance exceeding target.	<p>September 2012 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 4 September 2012
NI 157c (BV109c)	Processing of planning applications: Other applications	✓	93.00%	90.00%	▬	Performance exceeding target.	<p>September 2012 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 4 September 2012
EHPI 2.1d	Planning Enforcement: Initial Site Inspections	✓	92.00%	75.00%	↑	Performance exceeding target.	<p>September 2012 result</p>	None.

Traffic Light Green Description Prosperity

Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 4 September 2012
EHPI6.9	Turnaround of NTO Representations	✓	15 days	28 days	↓	This performance indicator remains within target.	<p>September 2012 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 4 September 2012
EHP112c	Total number of sickness absence days per FTE staff in post		0.33 days	0.70 days		Performance exceeding target. Total absence for the year so far = 3.32 (target = 3.75)	<p>September 2012 result</p> <p>0.74 days 0.71 days 0.00 days 0.33 days 5.00 days</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 4 September 2012
NI 191	Residual household waste per household	N/A	229	N/A		Waste arisings continue to be below expectations, against the national and county trend.	No gauge as no target set for this indicator.	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 4 September 2012
NI 192	Percentage of household waste sent for reuse, recycling and composting	N/A	TBC	N/A	TBC	No data for September available. To be verbally reported at Executive on 6 November 2012.		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
	£	£	£	£	£	£
Executive/ Corp Support	198,800	99,400	42,709	-56,691	87,450	-111,350
Internal Services	5,052,120	2,526,060	2,667,861	141,801	5,112,010	59,890
Neighbourhood Services	3,805,200	1,901,550	1,877,456	-24,094	3,762,050	-43,150
Customer & Community	2,747,960	1,378,480	1,401,805	23,325	2,796,950	48,990
Summary	11,804,080	5,905,490	5,989,831	84,341	11,758,460	-45,620
Additional NI contributions	25,000	12,500	0	-12,500	0	-25,000
TOTAL	11,829,080	5,917,990	5,989,831	71,841	11,758,460	-70,620

g:P&F/SALARIES HEALTHCHECK

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Exp. To 30/09/12

Essential Reference Paper 'D'

SUMMARY	2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend	2012/13 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	3,003,400	2,975,780	1,523,129	2,866,430	(109,350)
Place - focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean	824,600	952,160	298,596	952,540	380
Prosperity - focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities	1,000,150	1,785,090	682,594	1,756,720	(28,370)
TOTAL	4,828,150	5,713,030	2,504,319	5,575,690	(137,340)
RE-PROFILING POTENTIAL SLIPPAGE (71264/7501)	(250,000)	(250,000)		(250,000)	0
	4,578,150	5,463,030	2,504,319	5,325,690	(137,340)
Reconciliation of Original to Revised Estimate					
Other Amendments	434,400				
Slippage from 2011/12	450,480				
	<u>5,463,030</u>				

PEOPLE

Essential Reference Paper 'D'

Exp Code	2012/13 Approved Schemes	Exp. To 30/09/12				2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend		
		£	£	£	£	£	
Various	Hartham	52,000	58,630	6,399	58,630	0	
Various	Grange Paddocks	87,000	87,000	0	87,000	0	Specification stage
Various	Fanshawe	20,000	106,080	84,012	108,300	2,220	Small overspend offset by similar underspend at Leventhorpe. Works 90% completed for Air Handling. Specification stage for pool filters.
72348	Leventhorpe Replacement Gym Equipment	29,000	29,000	0	26,780	(2,220)	Proposed spend November. See above comment.
72347	Ward Freman External Repairs & Decorations	10,000	10,000	6,137	10,000	0	Works 75% completed.
72596	Hillcrest Hostel Fire Alarm	15,000	15,000	14,739	15,000	0	Order placed. Works in progress.
72597	Hillcrest Hostel Fire Escape Upgrade	15,000	15,000	12,961	15,000	0	Works 80% completed.
72599	Scotts Grotto Renovation	10,000	10,000	238	10,000	0	Specification stage

PEOPLE

Exp. To 30/09/12

Exp Code	2012/13 Approved Schemes	2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend	2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		£	£	£	£	£	
Various	Private Sector Improvement Grants	820,000	820,000	148,260	720,000	(100,000)	The breakdown of projected spend of £720k is:- Commitment for DFG i.e. unpaid approved grants, at this stage has further reduced to just £96k, the current case list is around half normal levels & the referral rate from HCC Occupational Therapists is also around half 2010 levels. However, HCC advise the demand for OT assessments is increasing as is their waiting list & that as their new HCC/SERCO structure beds in & they deal with the backlog that built up during this transition period, we should see a marked increase. It was expected that all the £560k predicted for spend on mandatory DFG will be needed.
Various	Private Sector Improvement Grants contd.						However, the referral rate has still not picked up. We currently have 30 grants still to be approved, but with an average of £7k per grant, this potential spend in addition to commitment and spend so far totals £421,100. If referrals increase too late in year, there will be slippage which will be needed in 2013/14. In addition up to £60k of the combined improvement grant budget is usually available for Discretionary DFG (DDFG), however only 1 big scheme has been identified at this stage requiring DDFG input & one other potential DDFG. This element of the budget is often needed to meet demand for Mandatory DFG which is expected to increase. The Decent Home Grants budget was reduced in 2011/12 to £120k reflecting need to reduce capital spend, reduced demand & to allow resource to be focused on mandatory DFG. This reduction should be continued into current year. Projected spend of £100k would allow a safety net for vulnerable households & potential to transfer to a loan scheme if developed.

PEOPLE

Essential Reference Paper 'D'

Exp Code	2012/13 Approved Schemes	Exp. To 30/09/12				2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend		
		£	£	£	£	£	
72604	Energy Grants	20,000	20,000	0	15,000	(5,000)	The HEEP (Herts Essex Energy Partnership) scheme replaced this budget in the previous 2 years. Although HEEP is now closing, energy suppliers are still offering good deals for insulation, so council energy grants are not currently being promoted. Reducing this budget to £15k would allow emergency response if needed for boilers for up to 3 vulnerable households.
72685	Social Housing Schemes	700,000	318,000	0	318,000	0	
72607	Local Authority Mortgage Scheme (Note 1)	1,000,000	1,000,000	1,000,000	1,000,000	0	
71201	Capital Salaries	25,400	25,400	0	25,400	0	
72442	Community Capital Grants	100,000	198,600	53,118	198,600	0	20 of the 40 individual grants that were unpaid approved grants in 11/12 have now been paid. It is anticipated that another 7 will be paid by end of calendar year. 8 individual grants have been awarded in 12/13 so far, totalling £59,186. No claims have been received yet. A second funding round for rural areas has been announced - deadline 15 Oct. It is expected that all the budget will be needed.
72578	Drill Hall	100,000	200,000	195,645	195,650	(4,350)	Completed.

PEOPLE

Exp. To 30/09/12

Exp Code	2012/13 Approved Schemes	2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend	2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		£	£	£	£	£	
72545	Presdales - Replace Pavilion	0	9,400	0	9,400	0	Scheme completed. Remaining budget to be spent on further works needed on pavilion & car park.
72582	LSP Capital Grants	0	53,670	1,620	53,670	0	
TOTAL		3,003,400	2,975,780	1,523,129	2,866,430	(109,350)	

Reconciliation of Original to Revised Estimate
 Other Amendments
 Slippage from 2011/12

(27,620)
2,975,780

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

Note 1. This funding will be returned as a capital receipt at the end of the guarantee period.

CAPITAL MONITORING 2012/13

PLACE

Essential Reference Paper 'D'

Exp. To 30/09/12

Exp Code	2012/13 Approved Schemes	Exp. To 30/09/12				2012/13 Variance between Proj Spend and Approved Estimate £	COMMENTS
		2012/13 Original Estimate £	2012/13 Revised Estimate £	2012/13 Total to Date £	2012/13 Projected Spend £		
Various	Hertford Theatre	90,000	216,750	112,643	206,750	(10,000)	Budget now not needed for Ventilation Imp to Café Kitchen as air conditioning has been installed. Virement requested.
74106	Heart of B/S - Market Improvement Scheme	0	46,300	533	46,300	0	
72592	New Stall Covers for Hertford & Ware Markets	0	2,200	1,425	1,430	(770)	Completed.
71272	Castle Gardens Bungalow - Replace Roof Covering	7,500	7,500	0	17,500	10,000	See above comment on 72595.
74102	Historic Building Grants	51,800	52,660	20,783	52,660	0	
Various	Refuse Collection & Recycling	139,000	142,450	122,562	143,600	1,150	Forecast outturn on Wheeled Bin & Recycling currently £102,000. However, no further spend in 12/13 on ARC for communal properties. Underspend may be used to cover forecast additional expenditure on wheeled bin & box replacement if required.
72504	Provision of Play Equipment	50,000	50,000	0	50,000	0	Spend profiled for second half of 2012/13.
72506	Art in Parks Project (Note 1)	5,000	5,000	0	5,000	0	Currently investigating sources of external funding to extend the value of this project.
72585	The Bourne, Ware - Play Area Development Programme	40,000	0	0	0	0	Project will slip to 2013/14 as sources of external funding not yet identified

CAPITAL MONITORING 2012/13

PLACE

Essential Reference Paper 'D'

Exp. To 30/09/12

Exp Code	2012/13 Approved Schemes	2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend	2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		£	£	£	£	£	
72580	Vantors Sawbridgeworth-Play Area Development	0	0	0	0	0	Final payment due at the end of Retention period in September 2012.
72507	Pishiobury Park Wetland Habitat Project (Note 2)	20,000	20,000	0	20,000	0	Currently developing plans for a boardwalk at Pishiobury Park for completion by the end of the March 2013.
72583	Improvements to Works at Southern Country Park	0	0	0	0	0	Final payment due at the end of Retention period at the end of August 2012.
72584	Sacombe Road, Hertford - Play Area Development Programme	0	10,000	0	10,000	0	Awaiting completion of the S106 element of the project by the developer, expected by the end of August, before proceeding with the EHC phase. Also seeking external funding sources.
72508	Hartham Common - Parks Development Plan Project (Note 3)	25,000	0	0	0	0	Project will slip to 2013/14 as staff resources undertaking other priorities.
75168	Energy Efficiency & Carbon Reduction Measures (Note 4)	45,000	45,000	0	45,000	0	
72591	Castle Weir Micro Hydro Scheme	219,000	219,000	5,650	219,000	0	Currently progressing Floor Risk Assessment for submission to the Environment Agency in late August. Planning Application to be submitted in August following pre-application consultation.
74105	Town Centre Environmental Enhancements	132,300	135,300	35,000	135,300	0	

Exp 2012/13
Code Approved Schemes

Exp. To 30/09/12

COMMENTS

	2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend	2012/13 Variance between Proj Spend and Approved Estimate
	£	£	£	£	£
TOTAL	824,600	952,160	298,596	952,540	380

Reconciliation of Original to Revised
Estimate

Other Amendments

Slippage from 2011/12

(15,000)
<u>142,560</u>
<u>952,160</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.

CAPITAL MONITORING 2012/13

PROSPERITY

Essential Reference Paper 'D'

Exp. To 30/09/12

Exp Code	2012/13 Approved Schemes	2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend	2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		£	£	£	£	£	
71374	Network, Servers & Storage Upgrade	30,000	10,000	0	10,000	0	Slip £20k into 13/14 as dependant on shared services decision.
71370	Development Control EDM	0	4,500	0	4,500	0	Awaiting sign off from users. To be paid end of November 2012
71377	BACS	0	2,500	0	2,500	0	Awaiting migration of EH Revs and Bens before implementing BACS project. Starting January 2013.
71379	Authentication	31,000	31,000	0	31,000	0	Awaiting implementation of Capita upgrades. Likely to slip.
71388	GIS	0	5,470	0	5,470	0	Awaiting invoice from HCC.
71389	Small Systems	0	0	0	0	0	
71395	EDM - Corporate	18,000	28,070	0	28,070	0	£10k for additional 25 licences for Revs and Bens EDM. £4k for additional scanner, remainder possible slippage.
71408	Housing Benefits System	0	0	5,216	31,300	31,300	Relates to 'Risk & reward' payment to Capita.
71409	Locata	0	14,280	(5,300)	14,280	0	Complete. Invoice to be paid.
71413	New Telephone System	0	0	0	0	0	
71414	Hardware Funding	90,000	57,180	37,615	57,180	0	Slip £30k into 13/14 as dependant on shared services decision.

PROSPERITY

Essential Reference Paper 'D'

Exp Code	2012/13 Approved Schemes	Exp. To 30/09/12					COMMENTS
		2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend	2012/13 Variance between Proj Spend and Approved Estimate	
		£	£	£	£	£	
71415	Applications	55,000	78,850	36,764	78,850	0	£28,050 to be spent on the purchase of new software to meet requirements for the taking of card payments (agreed at IT Steering Group 2.8.12)
71416	Merging systems - Licensing & Env Health	0	15,000	0	15,000	0	Original contract on Lalpac contract still running, therefore, software will be purchased once this has run out. Software viewed 25.9.12 at South Cambs. Initial thoughts from officers are that the M3 system can cope but may be too unwieldy. Visit to Epping being arranged to confirm/deny whether this software is a practical replacement.
71418	Mayrise Upgrade	30,000	30,000	0	30,000	0	Going live 5 November 2012.
71419	IT support regarding above scheme	20,000	20,000	0	20,000	0	
71420	Integrated DC & BC Systems	60,000	60,000	0	60,000	0	Tender document being compiled.
71421	IT support regarding above scheme	20,000	20,000	0	20,000	0	
71422	Shared Services Infrastructure Integration	50,000	50,000	0	50,000	0	
71423	Replacement Condensers to Server Room	20,000	20,000	9,671	20,000	0	Works completed awaiting invoice.
71362	Capital Salaries	107,000	107,000	0	107,000	0	

CAPITAL MONITORING 2012/13

PROSPERITY

Essential Reference Paper 'D'

Exp. To 30/09/12

Exp Code	2012/13 Approved Schemes	2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend	2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		£	£	£	£	£	
75241	Gascoyne Way MSCP - Major Refurb. & Repairs	0	4,580	1,544	4,580	0	Final a/c stage.
Various	Bircherley Green MSCP	0	390,800	256,166	390,900	100	Final a/c being prepared. Slippage will be necessary as retention will need to be paid next year.
Various	Other Car Parks	240,250	438,470	290,857	378,020	(60,450)	
71267	Upgrade Pedestrian Route Grange Paddocks to Causeway	0	21,800	10,582	21,800	0	90% completed, retention still to be paid
71270	Wallfields Upgrade Car Park Lighting	10,000	10,000	0	10,000	0	Specification stage
71273	Wallfields Fire Alarm Upgrade to Old Building	20,000	20,000	3,916	20,000	0	Order placed.
72598	Cricketfield Lane - Resurface Footpath & Retainment Works	75,000	75,000	0	75,000	0	Works may now be included in the proposed health centre development - to be reviewed
72590	Vantorts Open Space - Resurface Footpaths	0	2,230	0	2,230	0	90% complete, further works still to be carried out
71262	Elizabeth Road Shops - Renew Water Main	0	7,200	0	7,200	0	Works completed, paving works may be carried out.
71203	Replacement Chairs & Desks	10,000	15,670	8,521	15,670	0	Various items of furniture still need to be replaced.

CAPITAL MONITORING 2012/13

PROSPERITY

Essential Reference Paper 'D'

Exp Code	2012/13 Approved Schemes	Exp. To 30/09/12				2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend		
		£	£	£	£	£	
71268	Stevenage BC Shared Service, Furniture & Equipment	0	0	681	680	680	To be financed from Stevenage B.C.
75160	River & Watercourse Structures	47,500	67,090	21,361	67,090	0	Inspections on EH bridges in the district (24 number) are now complete. Structural/ remedial/maintenance works have been prioritised and are ongoing. Work on the feasibility Study/Surface Water Management Plan (SWMP) continues.
75157	Footbridge over River Stort	0	94,500	3,480	94,500	0	Outstanding dispute with contractor still unresolved.
72568	North Drive - reconstruct road & drainage	0	17,500	1,520	17,500	0	
71266	Capital Salaries	53,600	53,600	0	53,600	0	
71251	Automated Telling Machines at Hertford & B/S	12,800	12,800	0	12,800	0	Project on track for implementation by Q4
TOTAL		1,000,150	1,785,090	682,594	1,756,720	(28,370)	
Reconciliation of Original to Revised Estimate							
Other Amendments		449,400					
Slippage from 2011/12		335,540					
		<u>1,785,090</u>					

ESSENTIAL REFERENCE PAPER 'E'

SUMMARY OF PREVIOUSLY REPORTED VARIANCES ON THE REVENUE BUDGET

		Projected Outturn 31 March 2012 £'000	
1.1	April	0	
	May	100	Favourable
	June-July	331	Favourable
	August	333	Favourable

ITEM (in order of Corporate Priority)		MONTH(S) REPORTED
People		
1.2	TURNOVER Salary budgets are constantly monitored and <u>Essential Reference Paper 'C'</u> shows the budget is broadly in line with the projected expenditure.	May
1.3	TURNOVER Salary budgets are constantly monitored and <u>Essential Reference Paper 'C'</u> shows a projected small under spend of £4k.	June-July
1.4	REVENUES AND BENEFITS At the Joint Revenues and Benefits Committee on 19 July 2012 it was identified that due to the increased workload and to avoid increasing backlogs of work both councils needed to fund an additional £201k each for agency staff to support the service. As a consequence a Supplementary Revenue estimate from the council of £120k requires approval. The greater than allowed for under spend in 2011/12 permits for this funding to be approved from the general reserve.	June-July

ITEM (in order of Corporate Priority)	MONTH(S) REPORTED
1.5 COMMUNITY PLANNING Income of £58,800 was received in 2011/12 for Community Planning Resource Mapping, but the final payment of £11,169 was not made until 2012/13.	June-July
1.6 STANSTED AREA HOUSING PARTNERSHIP Stansted Area Housing Partnership – As part of the process for granting planning permission for the expansion of Stansted Airport, the section 106 agreement provided a sum of money for affordable housing in East Hertfordshire. This sum of money amounts to approximately £358,000. At present a site in Sawbridgeworth is being developed, with section 106 agreement providing for affordable homes. The site meets the location criteria of the Stansted S.106.	June-July
1.7 TURNOVER Salary budgets are constantly monitored and <u>Essential Reference Paper 'C'</u> shows a projected small under spend of £34k.	August
1.8 PEST CONTROL Due to extremely low levels of wasp nest treatments income is anticipated to be down by £16k. This is partly off set by a reduction in external resources, to supplement house resources of £11k. Giving a net £5k projected adverse position.	August
1.9 ANIMAL CONTROL Envirocrime and the Dog Control Officer have been very effective at re-homing stray dogs and keeping kennelling costs to a minimum, despite no reduction in the number of stray dogs. Thus projecting a saving of £6k.	August
Place	
1.10 WASTE CONTRACT Early indications show that the costs of transition to the new waste contract have to date been lower than expected and an under spend of up to £100k is possible.	May

ITEM (in order of Corporate Priority)	MONTH(S) REPORTED
<p>1.11 RECYCLING INCOME</p> <p>An under recovery of £59k of recycling income is expected from the sale of recyclable materials collected at the kerbside believed to be due to the economic downturn and the increasing use of electronic communication (reducing the amount of newspapers and magazines consumed).</p>	June-July
<p>1.12 ORGANIC WASTE</p> <p>There is a likely under spend in the contracted costs of organic waste collection of £50k</p>	June-July
<p>1.13 MATERIALS HANDLING</p> <p>An under spend of £7k is expected in the costs of materials handling at the Service Centre.</p>	June-July
<p>1.14 ENVIRONMENT AGENCY</p> <p>The Environment Agency has withdrawn the funding for the land drainage work East Herts carries out on their behalf. This has repercussions for the cost of any similar work that would have been carried out by East Herts under the same terms. A separate report will be considered by Corporate Management Team.</p>	June-July
<p>1.15 BULKY WASTE INCOME</p> <p>Bulky waste income is forecasting a £6k adverse variance believed to be due to the economic climate.</p>	June-July
<p>1.16 RECYCLING BANKS</p> <p>As there are less recycling banks to maintain there is a forecast under spend of £7k.</p>	June-July
<p>1.17 CLINICAL WASTE COLLECTION</p> <p>Clinical Waste Collection income is forecasting additional income of £6k due to additional business in the first part of the year.</p>	June-July
<p>1.18 KERBSIDE DRY RECYCLING</p> <p>The kerbside dry collections budget is likely to be overspent by £18k. £11k is due to indexation on fuel</p>	August

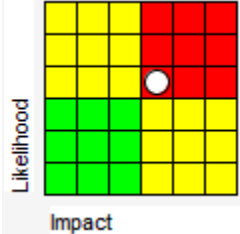
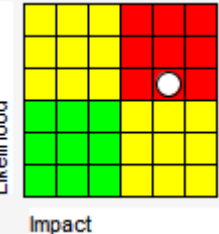
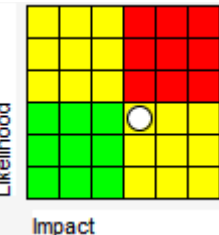
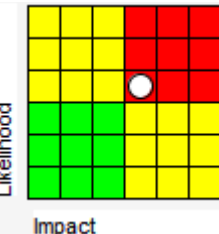
ITEM (in order of Corporate Priority)	MONTH(S) REPORTED
being higher than forecasted and £7k is due to property growth, as approximately 1,000 more flats are receiving full recycling services.	
1.19 ALTERNATIVE FINANCIAL MODEL The latest Altrernative Financial Model (waste reduction) income forecast for 2011/12 is £419,000. £16k below the sum accrued.	August
1.20 TRADE WASTE COLLECTION The Trade Waste Collection service is estimating an additional £20k of income due to an increased level of business. This will be partly off set by additional costs of £12k, giving a net £8k favourable position.	August
Prosperity	
1.21 BUILDING CONTROL INCOME If the current trend continues the indications are a short fall of circa £150k in Building Control income. Processes being considered to rectify the situation are to possibly increase fees and potential other sources of income.	June-July
1.22 CAR PARKING PAY AND DISPLAY Car Parking Pay and Display income is predicted to produce a £89,000 favourable variance by year end.	June-July
1.23 CAR PARKING PENALTY CHARGE NOTICE Car Parking Penalty Charge Notice income is under achieving as at the end of July and is likely to show a shortfall of circa £75k. This is due in part to the bedding in of the new enforcement contract and the inability to process Notices to owners due to a new system migration at DVLA.	June-July
1.24 INVESTMENT INCOME Investment funds have been and are continuing to be placed on fixed deposit with U.K. clearing banks to take advantage of the rates being offered. (See report to Council July 2012). Expectations are that the 2012/13 estimated Investment income will be exceeded by circa	June-July

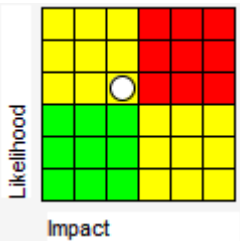
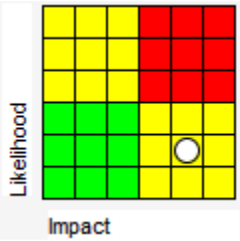
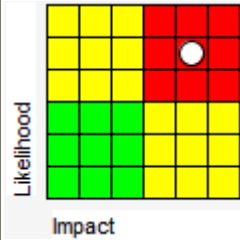
ITEM (in order of Corporate Priority)	MONTH(S) REPORTED
<p>£350k.</p> <p>1.25 AUDIT FEES</p> <p>A reduction in core audit fees of £20k will result in a favourable variance.</p>	June-July
<p>1.26 SHARED INTERNAL AUDIT SERVICE</p> <p>The Shared Internal Audit Service Board agreed on the 7 December 2011 to increase the daily charge for Audit services from £240/day to £255/day. An increase of 6.25%. The effect of this coupled with a prior year adjustment will have an adverse £17k on the budget.</p>	August

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Strategic Risk Register - July to September 2012

Code	Title	Description	Current Risk Matrix	Impact	Likelihood	Managed By	Latest Note
12 - 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.		3	3	Director of Finance and Support Services	July - September 2012: Latest Medium Term Financial Plan reflects funding risks.
12 - 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.		4	3	Director of Finance and Support Services	July - September 2012: No change in status.
12 - 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	July - September 2012: No service delivery or financial concerns about main contractors. Planned mitigating action: Telephone system fault to be rectified. (Calls dropping out).
12 - SR4	Risk that investment and effort does not deliver benefits and returns in Shared Services	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.		3	3	Director of Finance and Support Services	July - September 2012: Detailed business case to go to members on 28 November 2012. Training and support will be provided to managers to ensure they have the skill set.

Code	Title	Description	Current Risk Matrix	Impact	Likelihood	Managed By	Latest Note
12 - SR5	There is uncertainty on overall future government policy and a number of changes required without accompanying resource.	Risk of being unable to long term strategically plan.		2	3	Simon Drinkwater	July - September 2012: 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. The community infrastructure levy will be considered once the report on the issue is available. 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.
12 - 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.		4	1	Simon Drinkwater	July - September 2012: 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.
12 - 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	4	Director of Finance and Support Services	July - September 2012: Additional resources have been allocated to ICT to ensure service is improved.

Code	Title	Description	Current Risk Matrix	Impact	Likelihood	Managed By	Latest Note
12 - 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	3	George A Robertson	<p>July - September 2012: All staff undertaking on line data protection training. An improved data protection framework and programme is under development.</p> <p>Planned mitigating actions: Services to develop data protection risk assessments through the service planning process which builds on the audit of data protection compliance. Will be monitored through the risk management process.</p>

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2011/12 Unit Cost

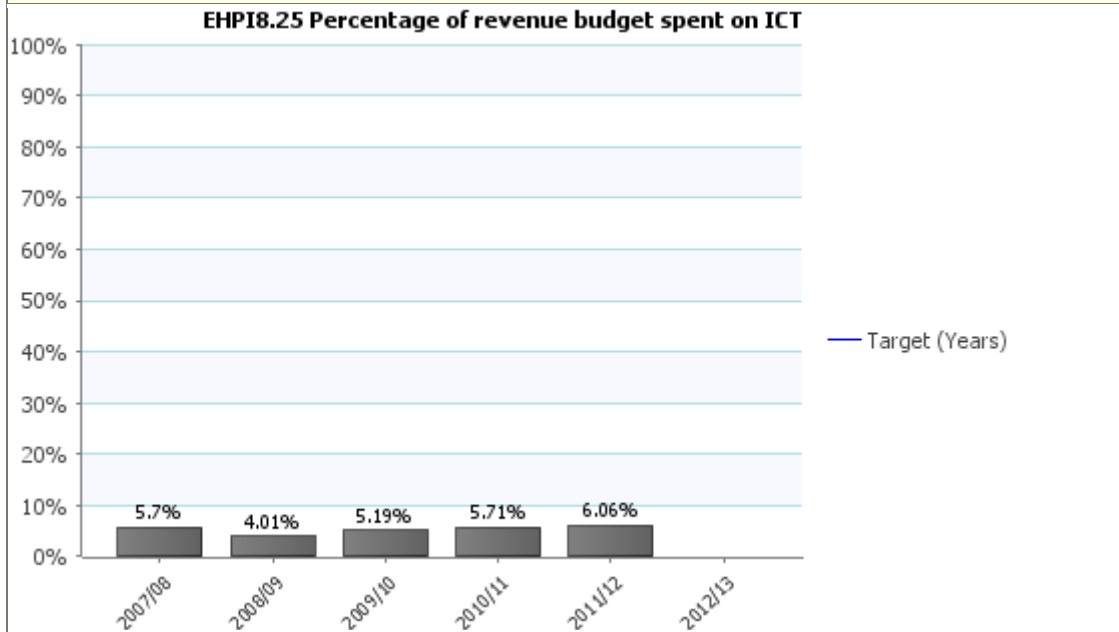


Fit for purpose, services fit for you

Business Support Services

PI code	Short Name	Current Value	Short term trend	Notes
EHP18.25	Percentage of revenue budget spent on ICT	6.06%	↓	The net cost has increased by 6.1%, above the rate of inflation. The increase was due to additional office costs (£15k) and central establishment charges (£62k). Officers have proposed to revise this indicator so it is based on cost per 'employee' to better reflect the cost of service and the change will be applied for the 2012/13 outturn. 2011/12 Unit Costs were reported to CMT on 25 August 2012.

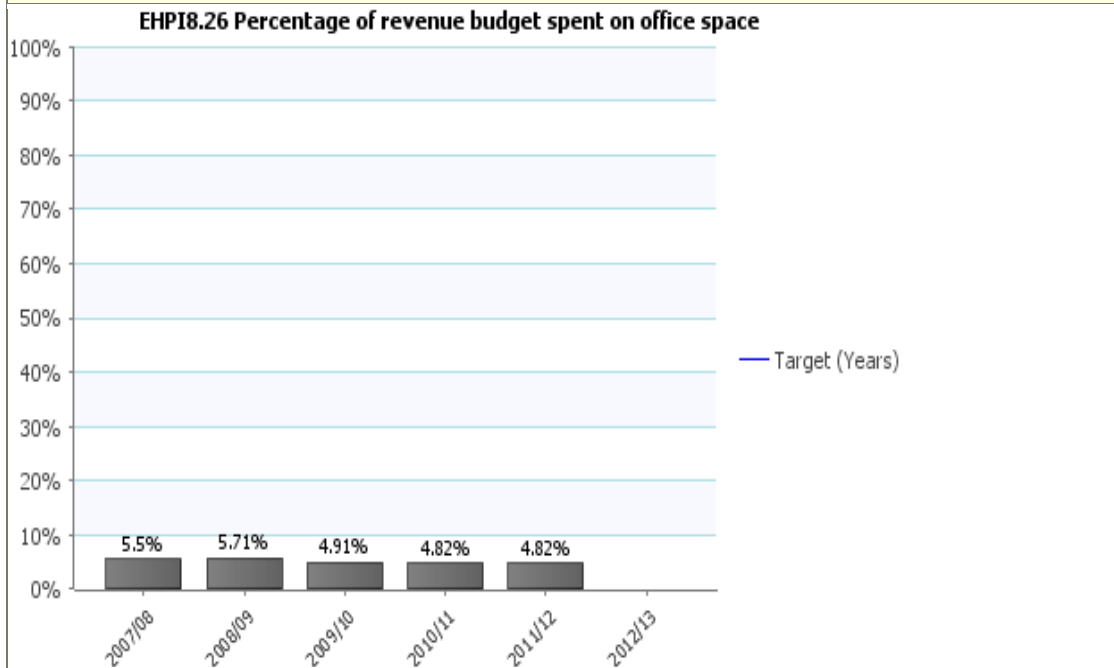
Trend Chart



Business Support Services

PI code	Short Name	Current Value	Short term trend	Notes
EHP18.26	Percentage of revenue budget spent on office space	4.82%	■	£1.546m impairment costs on Wallfields not included. Officers have proposed to revise this indicator so it is based on cost per 'employee' to better reflect the cost of service and the change will be applied for the 2012/13 outturn. 2011/12 Unit Costs were reported to CMT on 25 August 2012.

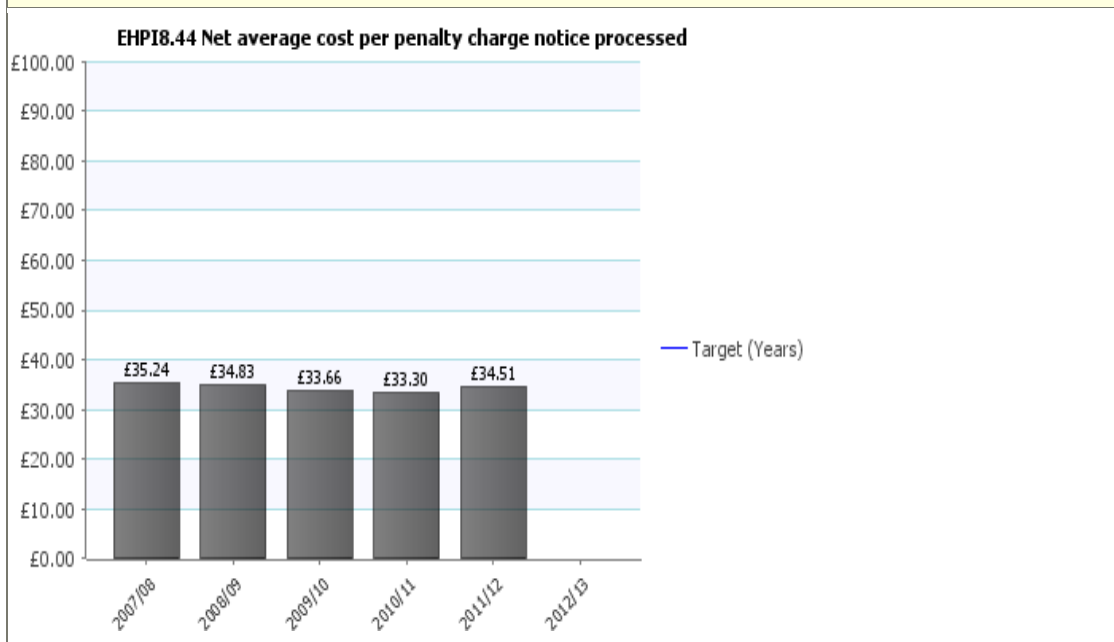
Trend Chart

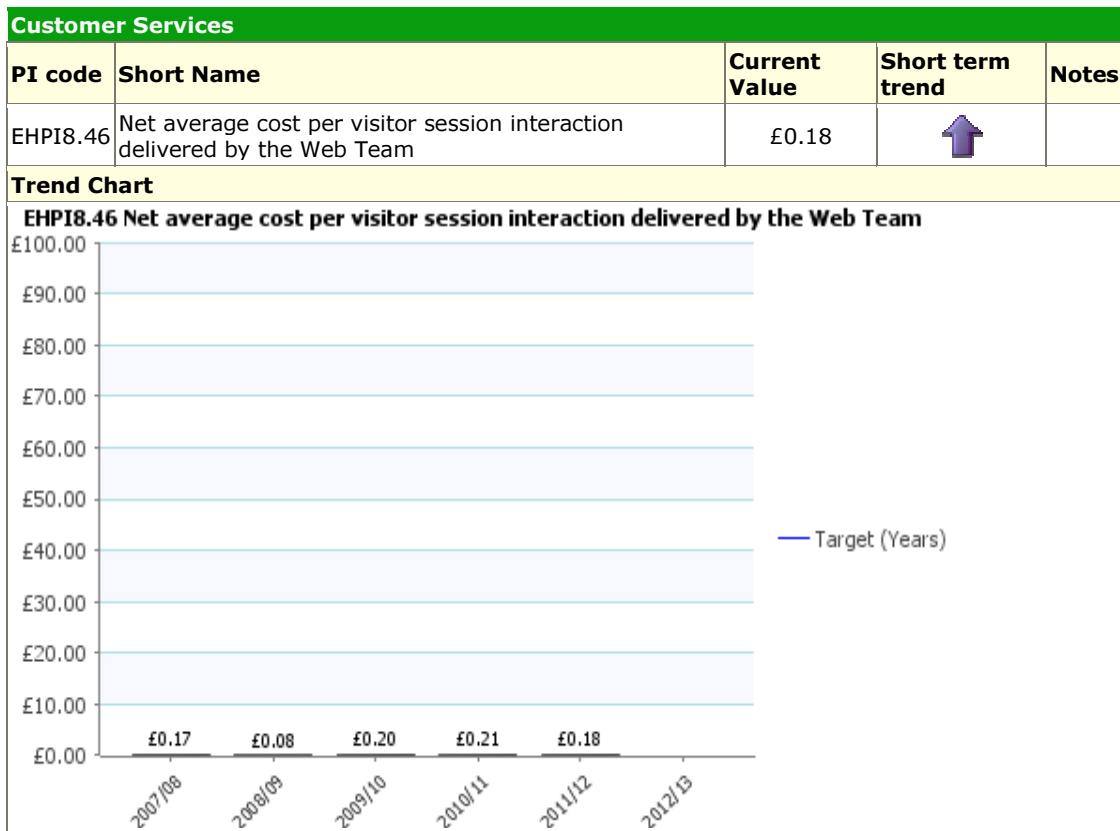
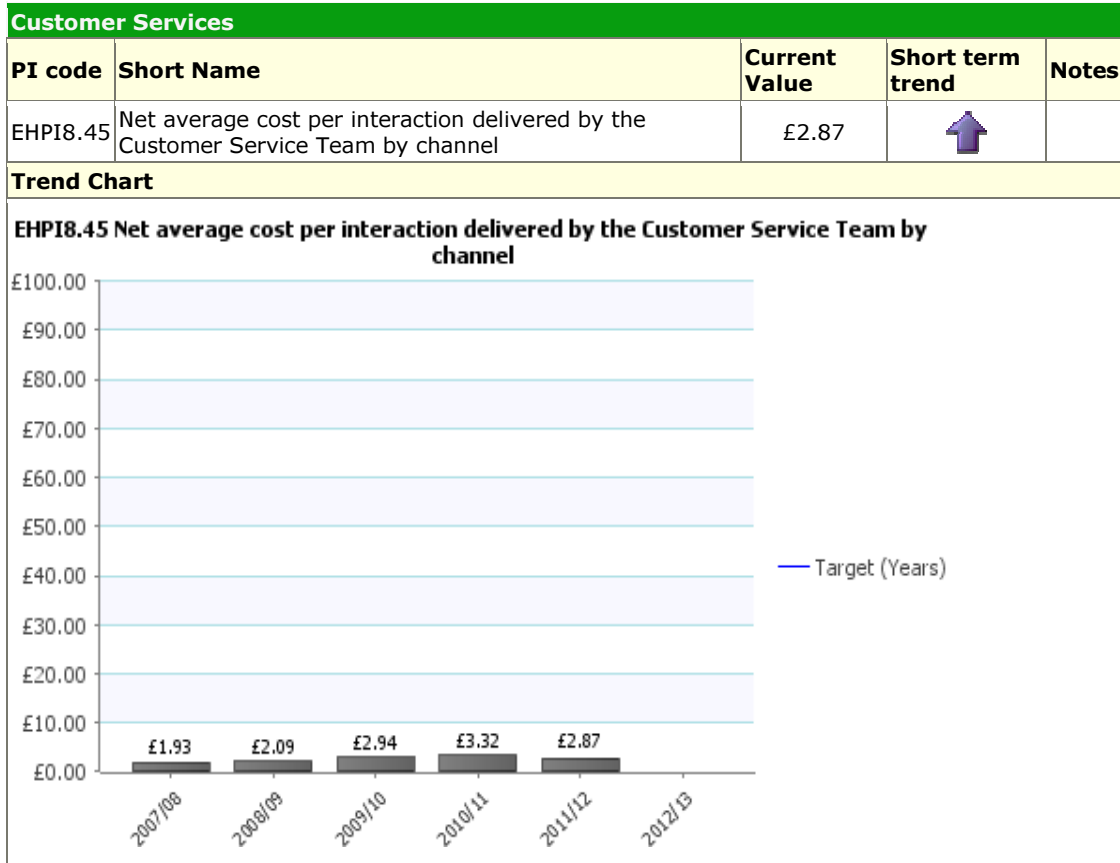


Customer Services

PI code	Short Name	Current Value	Short term trend	Notes
EHP18.44	Net average cost per penalty charge notice processed	£34.51	↓	The net cost has increased by 3.6%, slightly above the rate of inflation. 2011/12 Unit Costs were reported to CMT on 25 August 2012.

Trend Chart

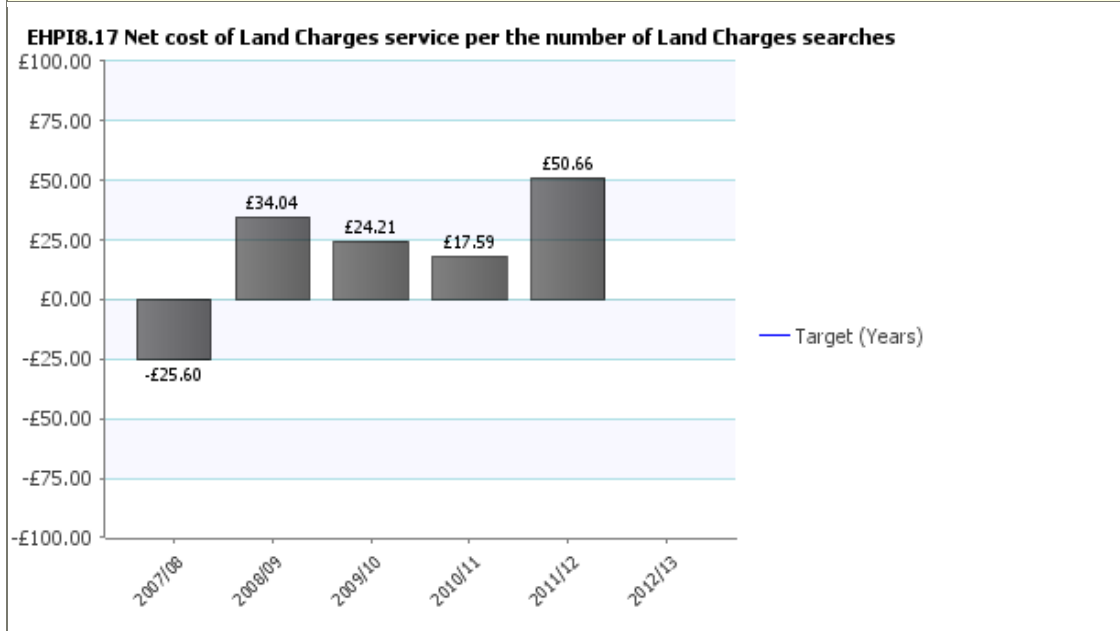




Democratic & Legal Support Services

PI code	Short Name	Current Value	Short term trend	Notes
EHP18.17	Net cost of Land Charges service per the number of Land Charges searches	£50.66	↓	The net cost has increased by 188%, above the rate of inflation. Despite the number of land charge searches having increased when compared to the previous year, income was significantly less (a reduction of 113k) than in 2010/11, which is the main contributing factor to the increase in the unit cost. It is important to note that a policy decision in 2011/12 was taken to reduce charges with the knowledge this would increase costs. 2011/12 Unit Costs were reported to CMT on 25 August 2012.

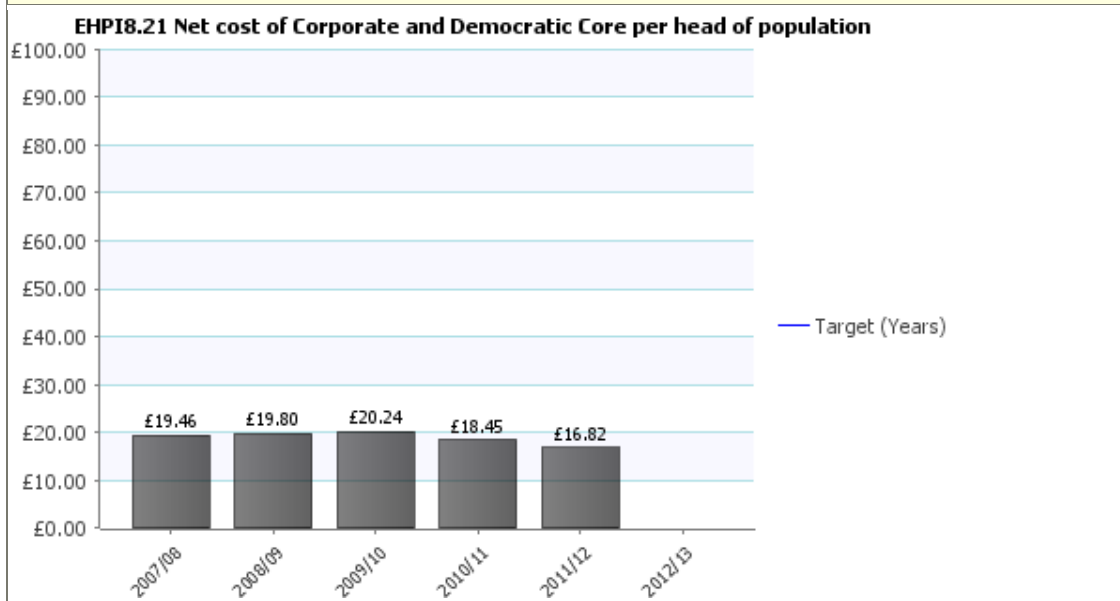
Trend Chart




Democratic & Legal Support Services

PI code	Short Name	Current Value	Short term trend	Notes
EHP18.21	Net cost of Corporate and Democratic Core per head of population	£16.82	↑	

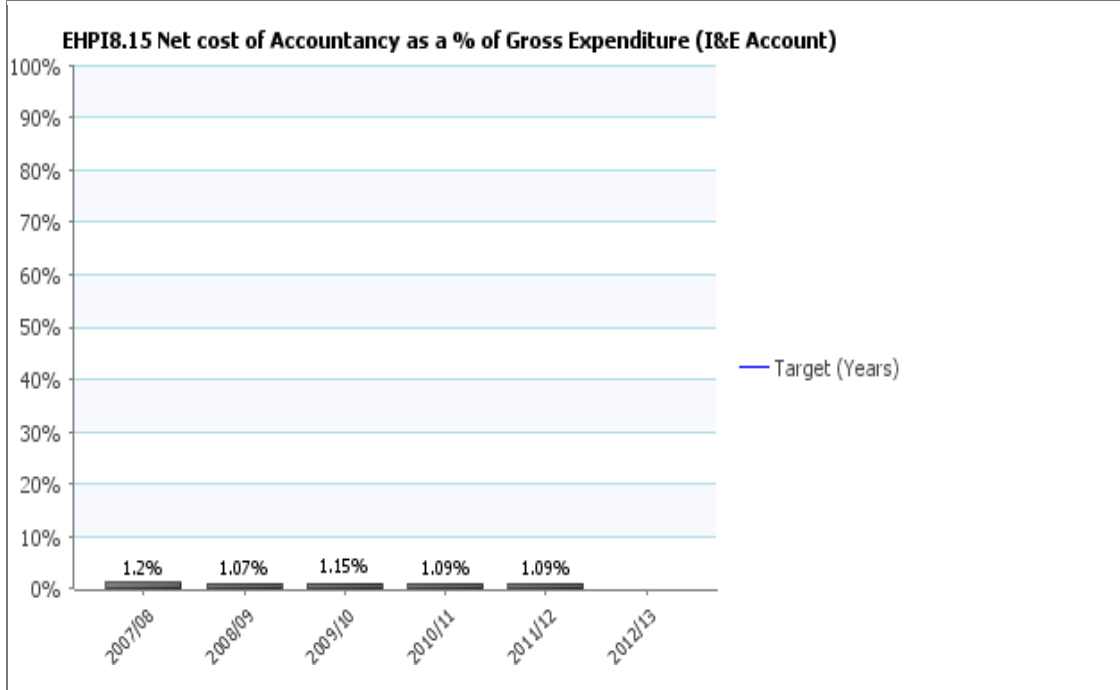
Trend Chart




Financial Support Services

PI code	Short Name	Current Value	Short term trend	Notes
EHPI8.15	Net cost of Accountancy as a % of Gross Expenditure (I&E Account)	1.09%		

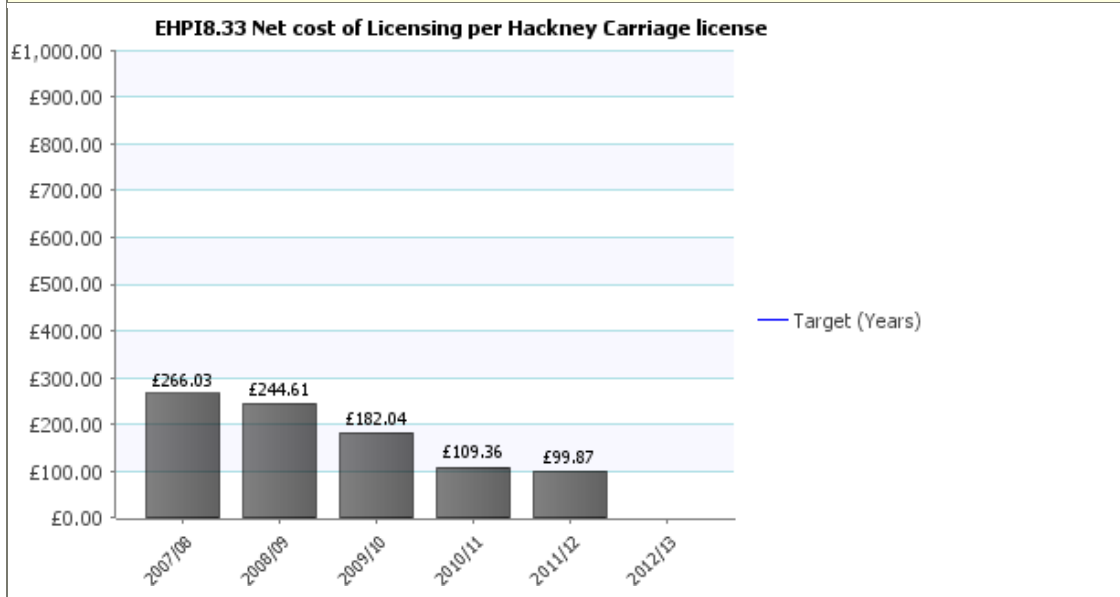
Trend Chart

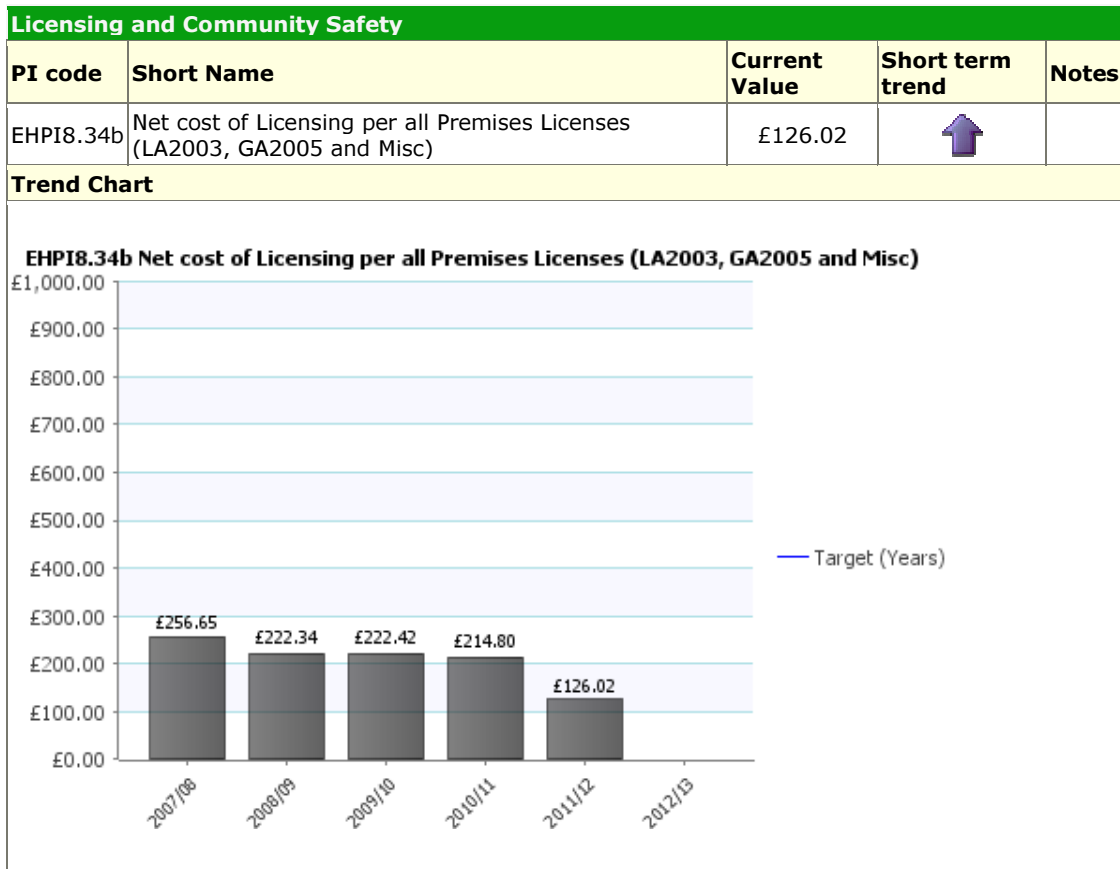
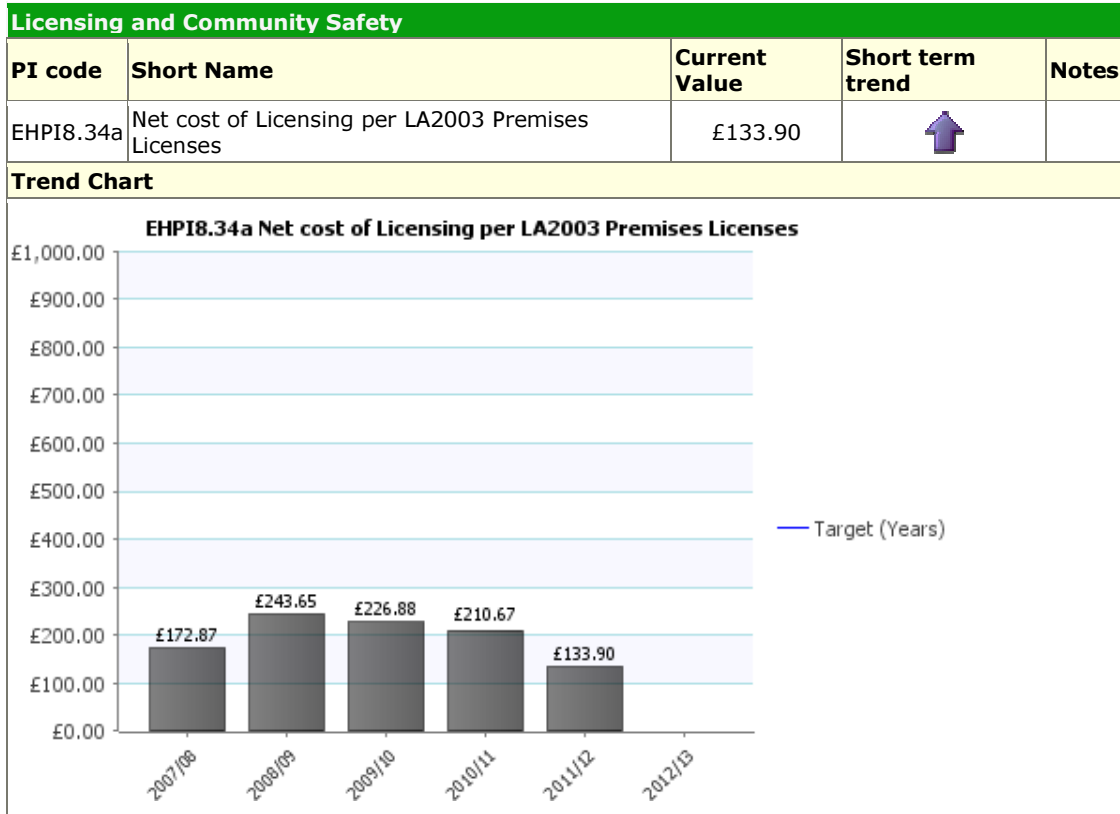


Licensing and Community Safety


PI code	Short Name	Current Value	Short term trend	Notes
EHPI8.33	Net cost of Licensing per Hackney Carriage license	£99.87		

Trend Chart

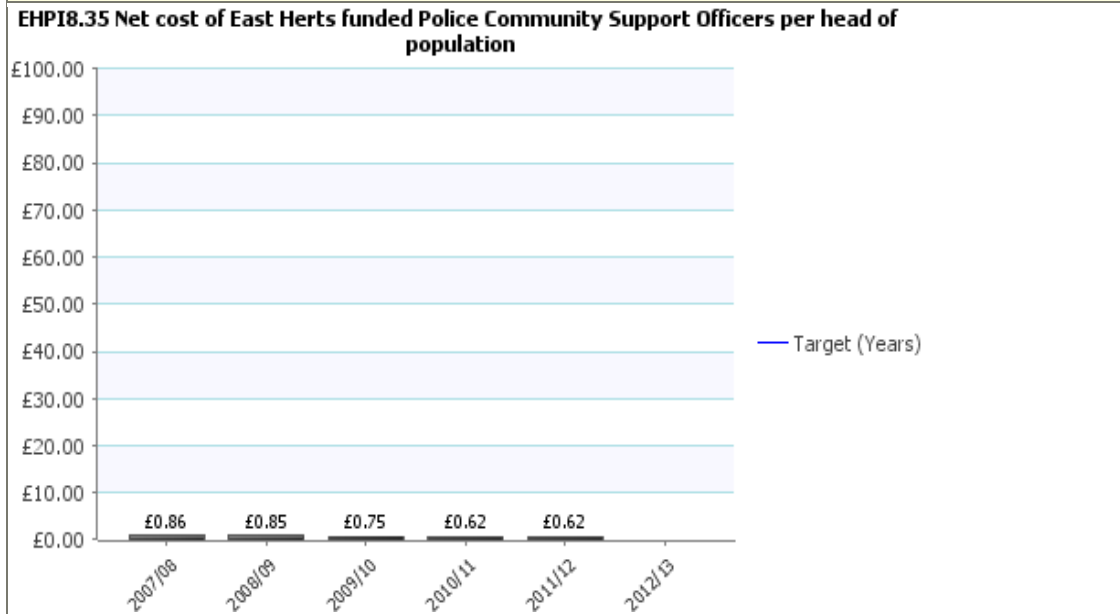





Licensing and Community Safety

PI code	Short Name	Current Value	Short term trend	Notes
EHP18.35	Net cost of East Herts funded Police Community Support Officers per head of population	£0.62		

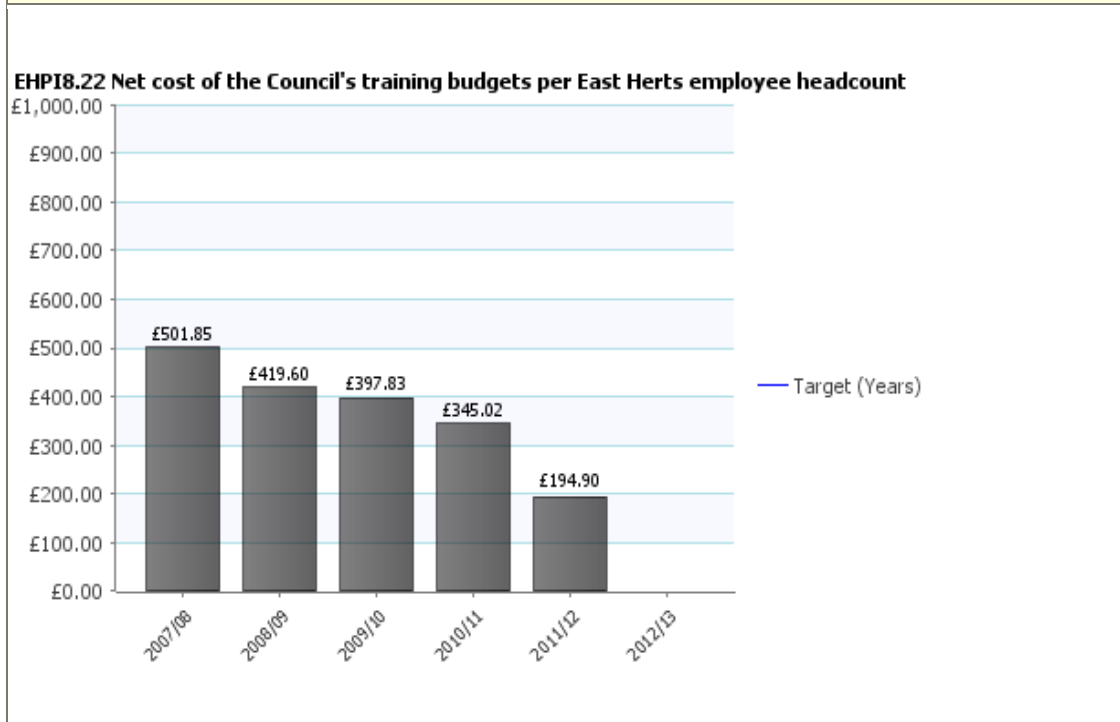
Trend Chart



People Services and Organisational Development

PI code	Short Name	Current Value	Short term trend	Notes
EHP18.22	Net cost of the Council's training budgets per East Herts employee headcount	£194.90		

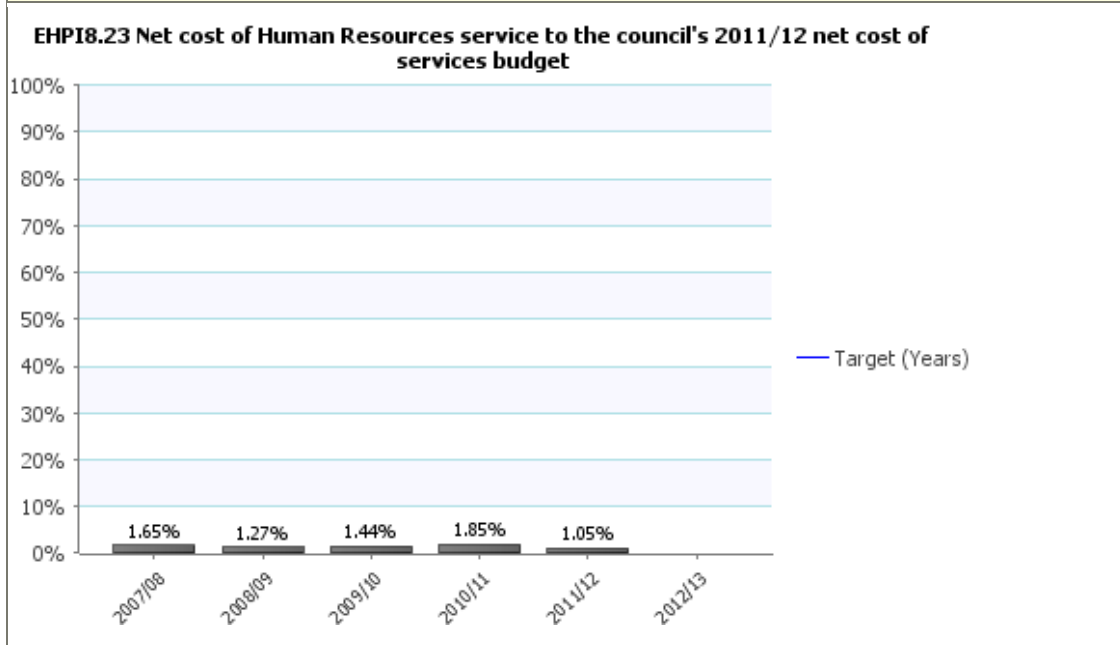
Trend Chart



People Services and Organisational Development

PI code	Short Name	Current Value	Short term trend	Notes
EHP18.23	Net cost of Human Resources service to the council's 2011/12 net cost of services budget	1.05%	↑	

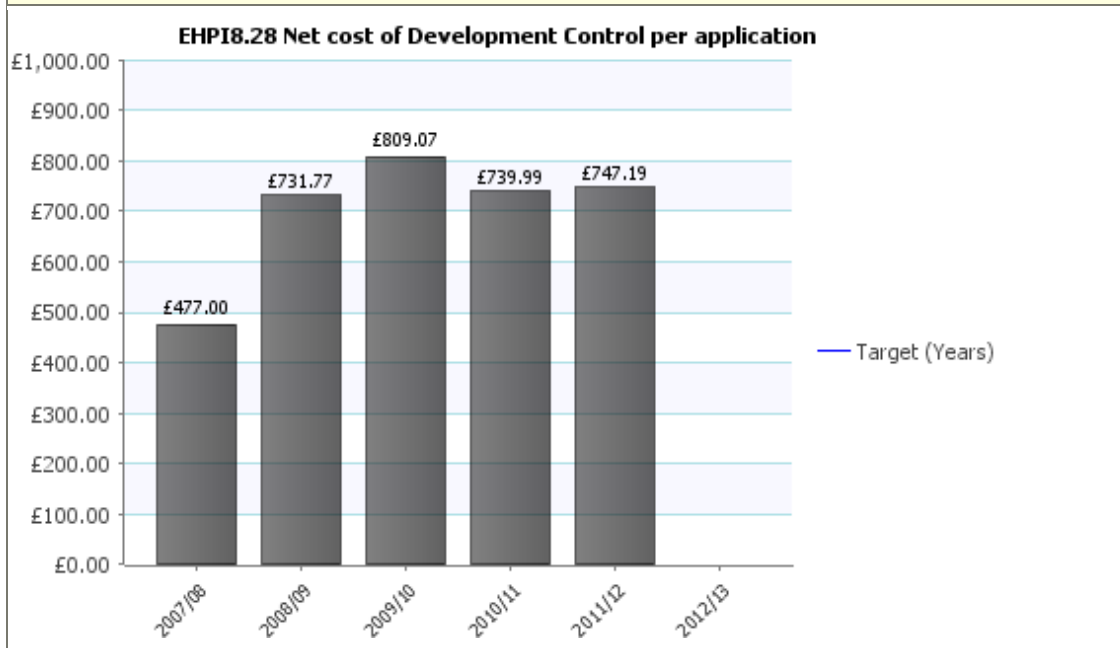
Trend Chart



Planning & Building Control

PI code	Short Name	Current Value	Short term trend	Notes
EHP18.28	Net cost of Development Control per application	£747.19	↓	The net cost has increased by 1%, below the rate of inflation. The increase was due to an increase in the cost of appeals (£144k), a reduction in income (£77k) and decrease in central establishment charges (£203k). 2011/12 Unit Costs were reported to CMT on 25 August 2012.

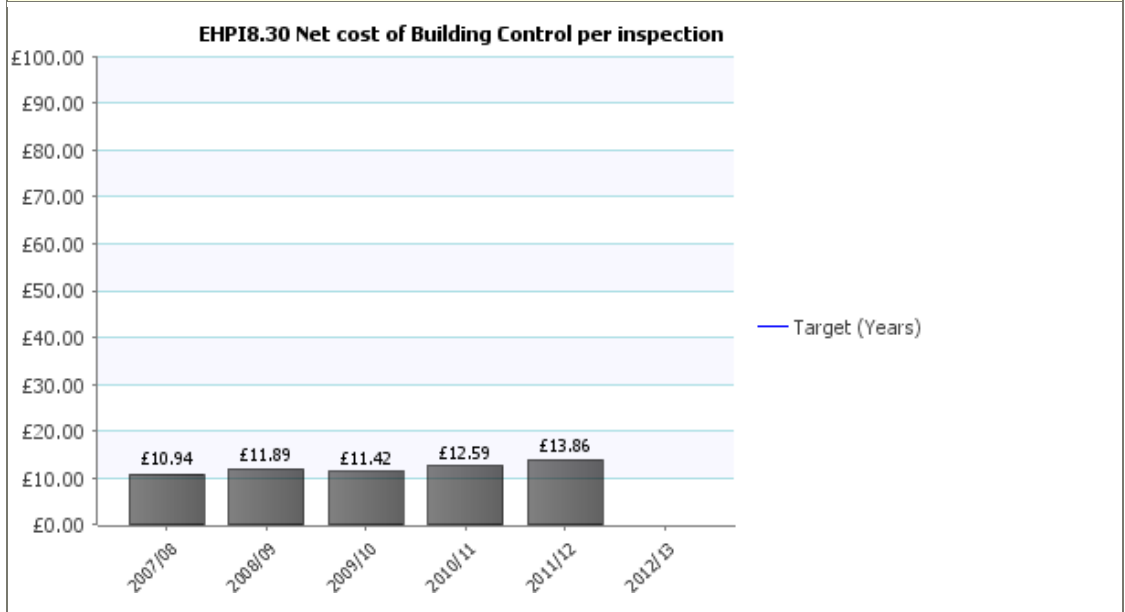
Trend Chart



Planning & Building Control

PI code	Short Name	Current Value	Short term trend	Notes
EHPI8.30	Net cost of Building Control per inspection	£13.86	↓	The net cost has increased by 10.1%, above the rate of inflation. The increase was due to a decrease in building control inspections. CMT would have received a report at its 2 August 2012 meeting which sets out an approach to address this matter. 2011/12 Unit Costs were reported to CMT on 25 August 2012.

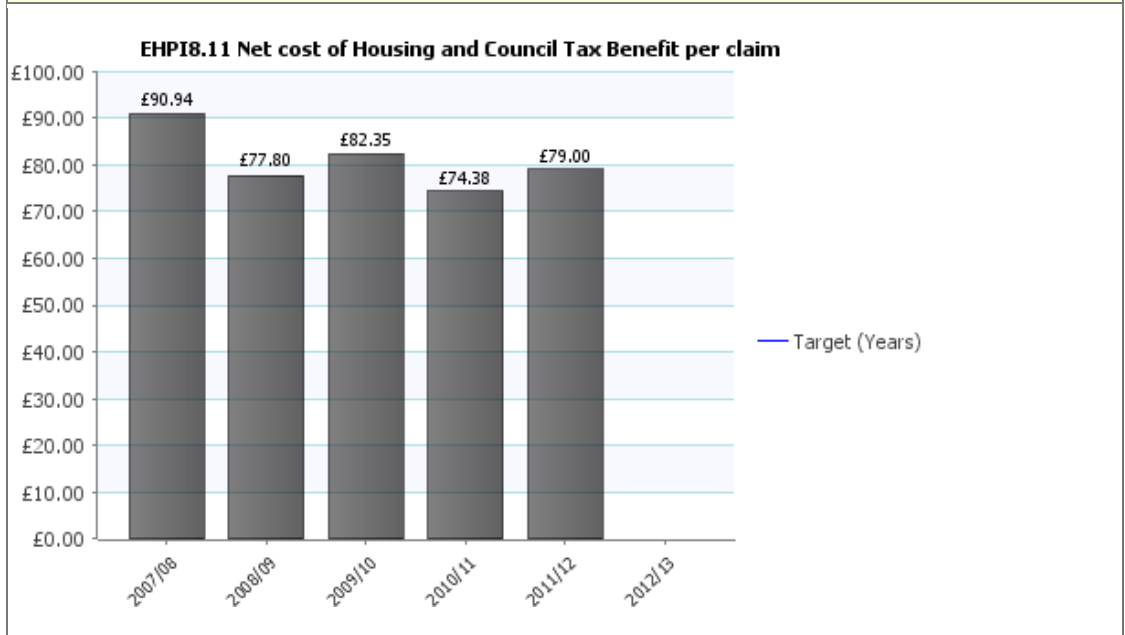
Trend Chart

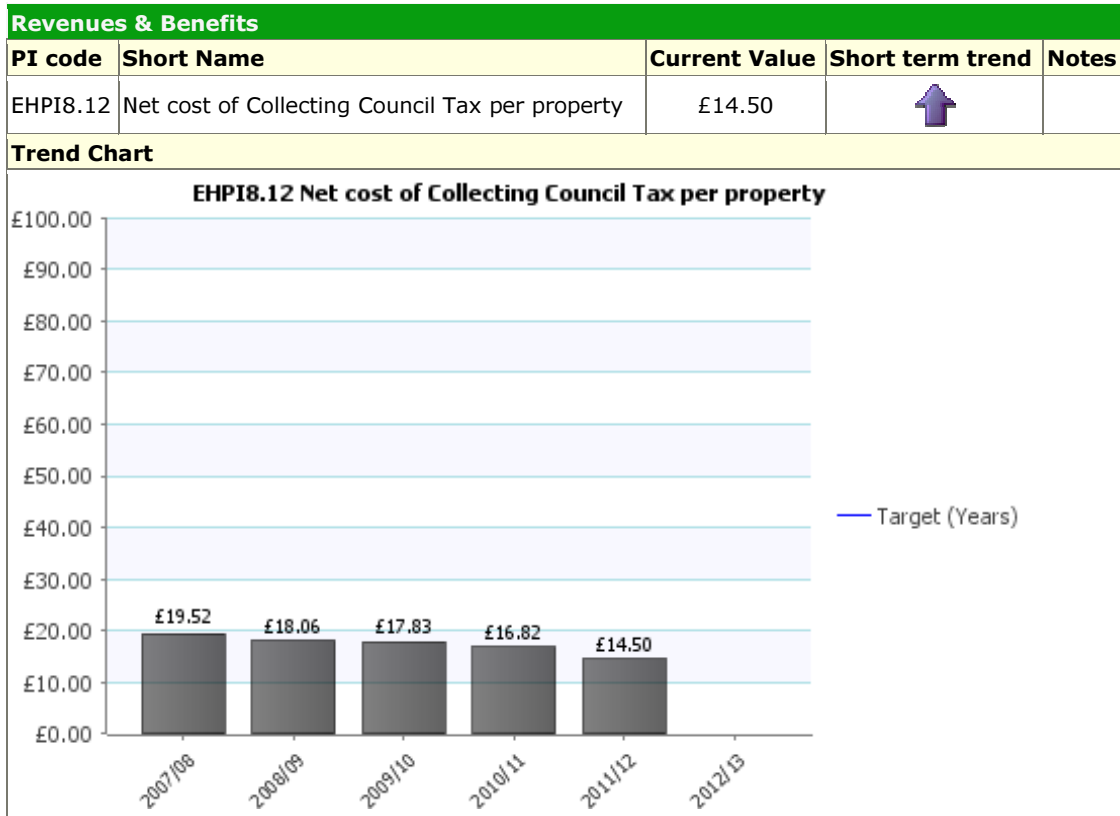


Revenues & Benefits

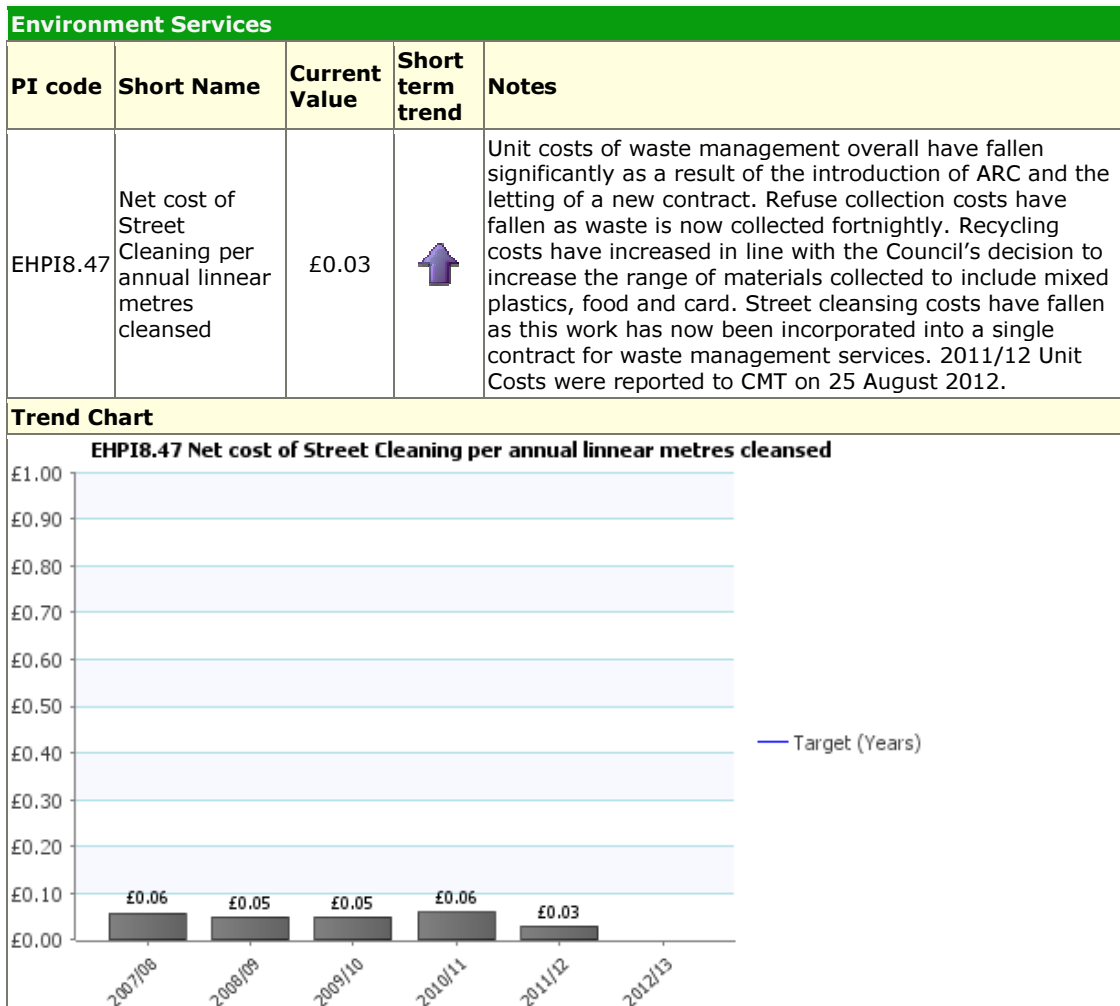
PI code	Short Name	Current Value	Short term trend	Notes
EHPI8.11	Net cost of Housing and Council Tax Benefit per claim	£79.00	↓	The net cost has increased by 6.2%, above the rate of inflation. The increase was due to a rise in central establishment charges by £119k, despite an increase in the number of claims. 2011/12 Unit Costs were reported to CMT on 25 August 2012.

Trend Chart



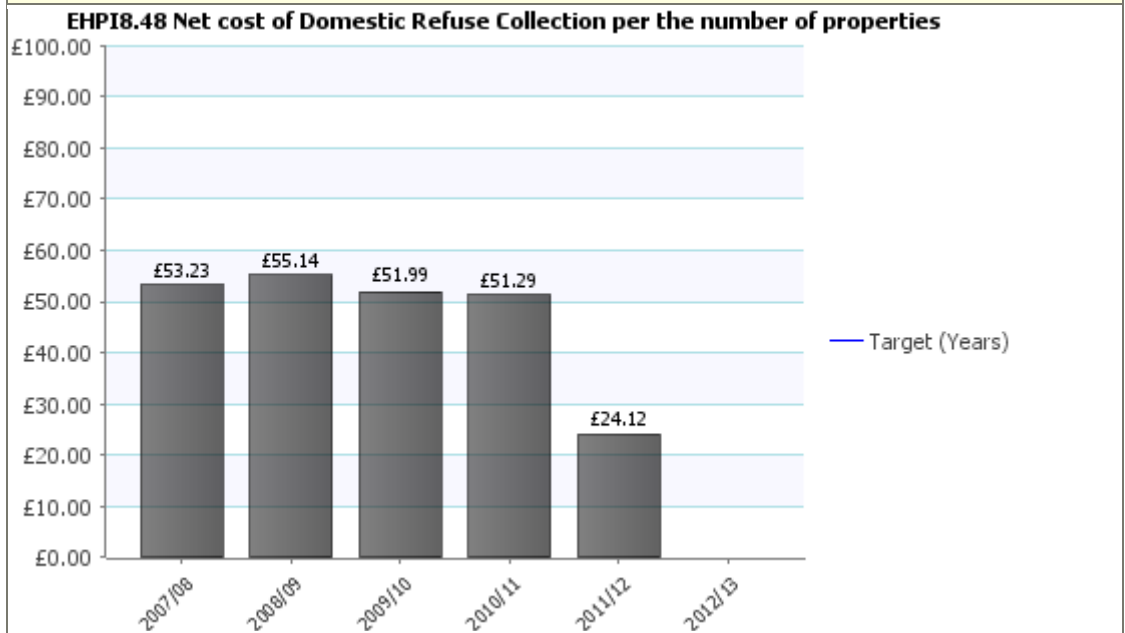


Pride in East Herts



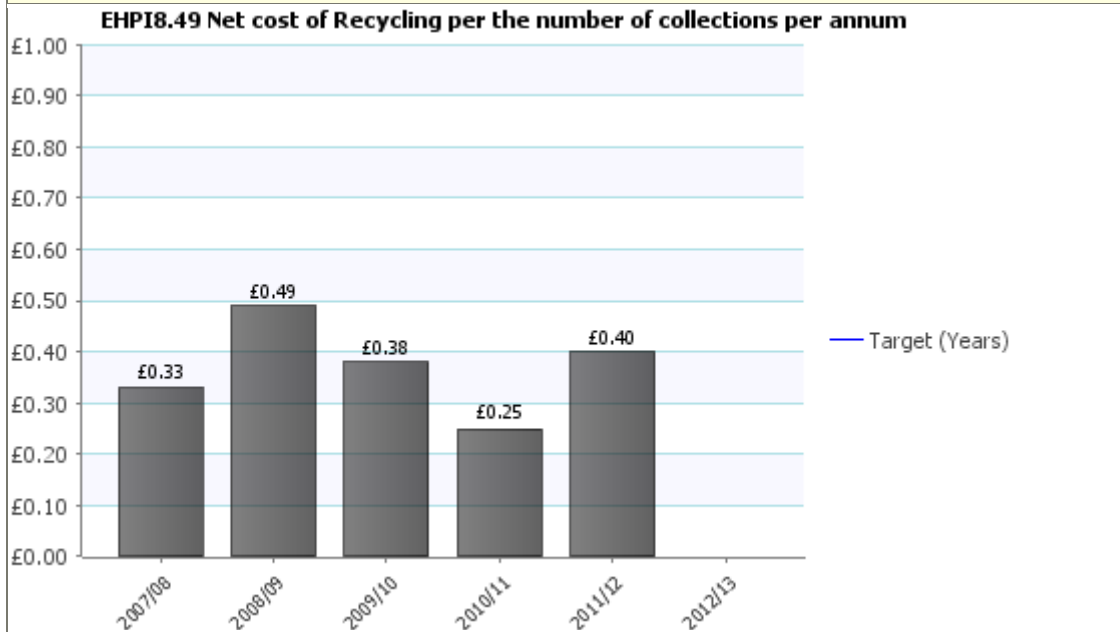
PI code	Short Name	Current Value	Short term trend	Notes
EHPI8.48	Net cost of Domestic Refuse Collection per the number of properties	£24.12	↑	Unit costs of waste management overall have fallen significantly as a result of the introduction of ARC and the letting of a new contract. Refuse collection costs have fallen as waste is now collected fortnightly. Recycling costs have increased in line with the Council's decision to increase the range of materials collected to include mixed plastics, food and card. Street cleansing costs have fallen as this work has now been incorporated into a single contract for waste management services. Officers have requested if more information could be provided about these measures and where available this will be applied for the reporting of the 2012/13 outturn. 2011/12 Unit Costs were reported to CMT on 25 August 2012.

Trend Chart



Environment Services				
PI code	Short Name	Current Value	Short term trend	Notes
EHP18.49	Net cost of Recycling per the number of collections per annum	£0.40	↓	Unit costs of waste management overall have fallen significantly as a result of the introduction of ARC and the letting of a new contract. Refuse collection costs have fallen as waste is now collected fortnightly. Recycling costs have increased in line with the Council's decision to increase the range of materials collected to include mixed plastics, food and card. Street cleansing costs have fallen as this work has now been incorporated into a single contract for waste management services. Officers have requested if more information could be provided about these measures and where available this will be applied for the reporting of the 2012/13 outturn. 2011/12 Unit Costs were reported to CMT on 25 August 2012.

Trend Chart

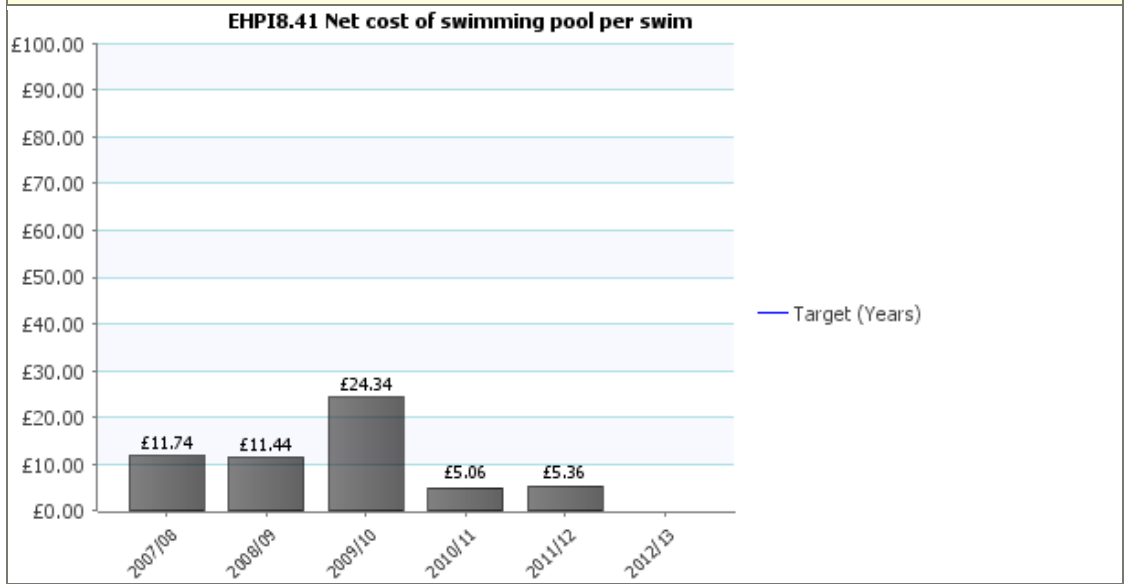


Promoting prosperity & well being providing access & opportunities

Community and Culture

PI code	Short Name	Current Value	Short term trend	Notes
EHPI8.41	Net cost of swimming pool per swim	£5.36	↓	The net cost has increased by 5.9%, above the rate of inflation. The net cost of service shows a marginal increase due to the Leisure Contract as the actual inflation indexation varied from forecast, as reported in the February 2012 Healthcheck. However there has also been a significant drop in the number of swims (13,000) compared to the previous year which would also account for the increase in the unit cost. This again is due to the prevailing economic climate. Officers have proposed to revise this indicator as it is now outdated. This is due to the change in delivery of leisure across the district and that a significant proportion of the leisure business now relates to gym usage. Officers recommend that this measure is changed to provide a better reflection of the cost of service and usage in preparation for the reporting of the 2012/13 outturn. 2011/12 Unit Costs were reported to CMT on 25 August 2012.

Trend Chart



Community and Culture

PI code	Short Name	Current Value	Short term trend	Notes
EHPI8.42	Net cost of Citizen Advice Bureau per contact	£12.23	↑	

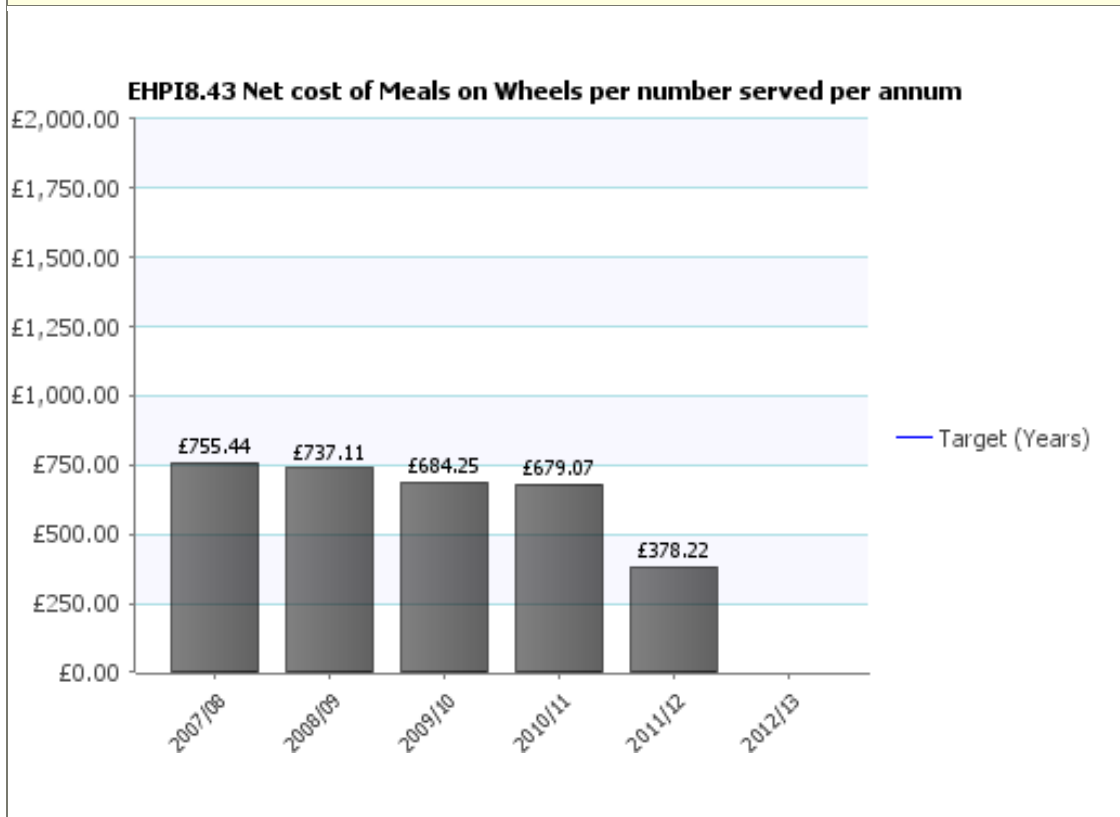
Trend Chart



Community and Culture

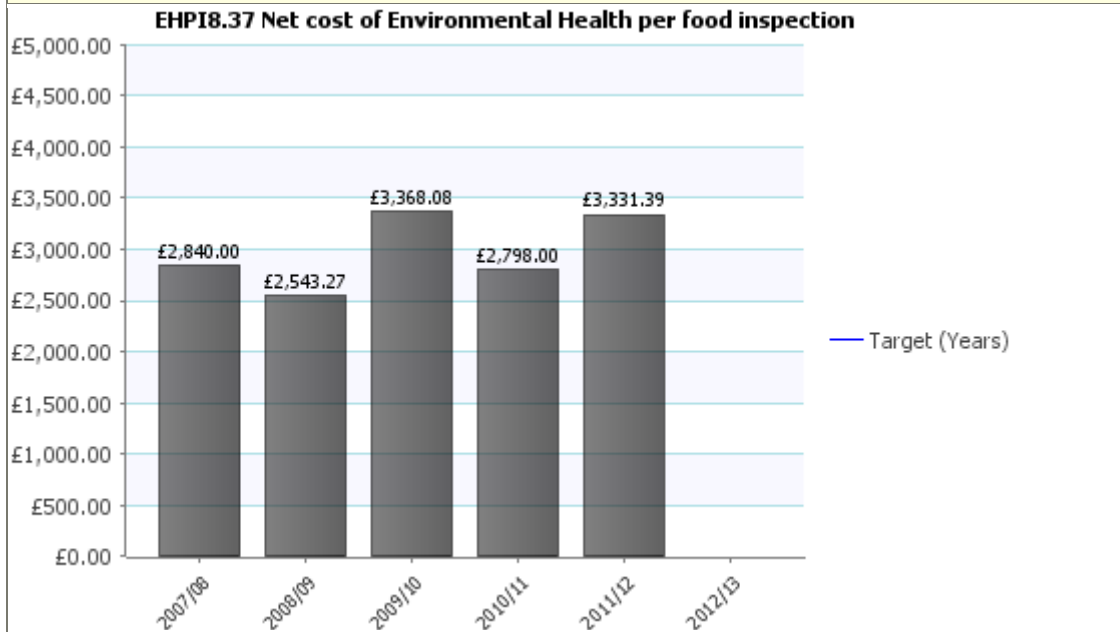
PI code	Short Name	Current Value	Short term trend	Notes
EHPI8.43	Net cost of Meals on Wheels per number served per annum	£378.22	↑	Officers have proposed to revise this indicator so it is based on cost per 'person' as opposed to 'per number' to better reflect the cost of service and the change will be applied for the 2012/13 outturn. 2011/12 Unit Costs were reported to CMT on 25 August 2012.


Trend Chart



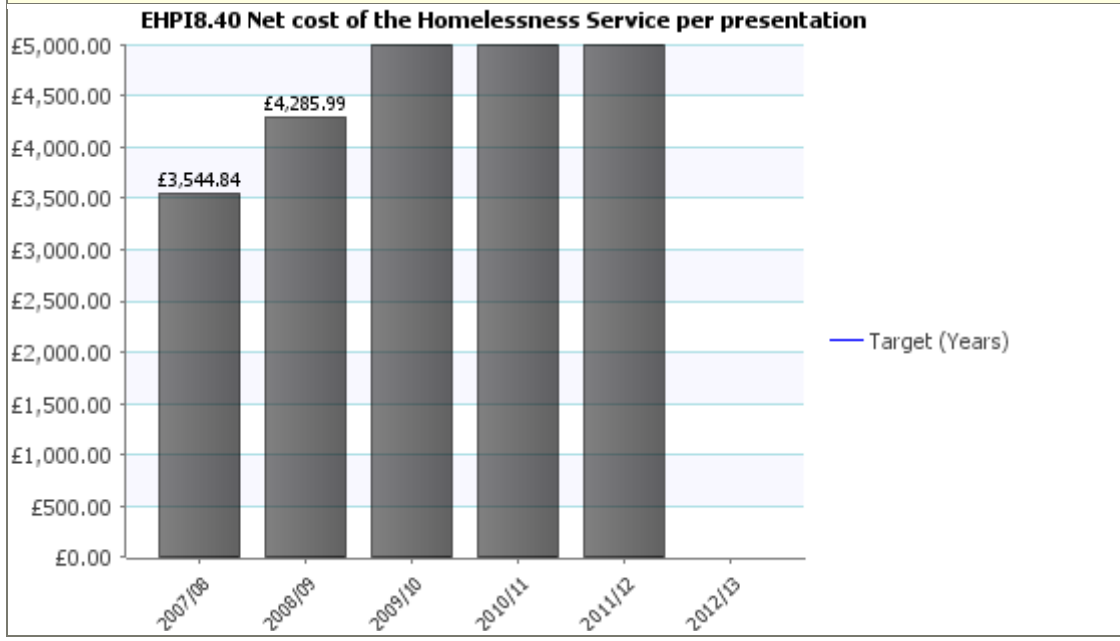
Health and Housing				
PI code	Short Name	Current Value	Short term trend	Notes
EHP18.37	Net cost of Environmental Health per food inspection	£3,331.39	↓	The net cost has increased by 19.1%, above the rate of inflation. The increase was largely due to the fact that the number of food inspections have declined by 116 (23%). The decline in food inspections, particularly medium risk premises, are because the inspections take place every 18 months. This means one year the Council will inspect around 400 and then the following year around 500, then 400, 500 etc. Given 2011/12 saw a dip in inspections, the increase in the unit cost was inevitable. 2011/12 Unit Costs were reported to CMT on 25 August 2012.






Trend Chart









Health and Housing				
PI code	Short Name	Current Value	Short term trend	Notes
EHP18.40	Net cost of the Homelessness Service per presentation	£6,043.05		The net cost has increased by 19%, above the rate of inflation. The increase was due to a rise in central establishment charges coupled with a slight decline in the number of homeless presentations. 2011/12 Unit Costs were reported to CMT on 25 August 2012.

Trend Chart



PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse