

HIGH PEAK BOROUGH COUNCIL

Report to the Corporate Select Committee

14th September 2015

TITLE:	First Quarter Performance & Financial Review 2015/16
PORTFOLIO HOLDER	Cllr Emily Thrane – Executive Councillor for Corporate Services
CONTACT OFFICERS:	Claire Hazeldene - Finance Vanessa Higgins - Performance
WARDS INVOLVED:	Non-Specific

Appendices Attached

- **Appendix A (2015/16 – First Quarter Performance Report)**
- **Appendix B (2015/16 – First Quarter Financial Report)**
- **Appendix C (2015/16 – Fourth Quarter 2014/15 Action Plan: follow up)**
- **Appendix D (2015/16 – First Quarter Action Plan)**

1. Reason for the Report

1.1 The purpose of this report is to:

- Inform members of the Council's overall performance and financial position for the period ended 30th June 2015 ("First Quarter 2015/16"); and
- Agree a set of actions to address the issues identified in the report.

2. Recommendations

2.1 It is recommended that Members:

- Note the First Quarter 2015/16 performance and financial position detailed in Appendices A and B and summarised at 3.3 of this covering report;
- Note the updated position against the approved Action Plan for the Fourth Quarter (Appendix C);
- Approve the actions detailed in Appendix D which have been identified to address the performance and financial issues highlighted in the report.

3. Executive Summary

- 3.1 This report essentially summarises the Council's performance and financial position after considering service activity up to the end of the First Quarter (i.e. 30 June 2015).
- 3.2 Detailed analysis is provided in Appendix A (Performance) & Appendix B (Finance).
- 3.3 The position can be summarised as follows:

Subject	Headline	Reference
Performance	<p>The performance headlines for the First Quarter are:</p> <ul style="list-style-type: none"> • 63% of Dashboard Indicators are on track to meet their target in 2015/16 • Of the 21 Priority Actions within the Corporate Plan; 5 are currently rate 'Amber', the remainder being classified as 'Green'; and • The Council received 80 complaints (20% from Waste and Recycling service), 77 comments and 105 compliments in the First Quarter. 90% of complaints have been responded to within 10 Days. 	Appendix A
General Fund	<p>The General Fund Revenue Account budget for 2015/16 is projected to be overspent by £79,010</p> <p>Owing to major emergency repair works, the Pavilion Gardens trading account is forecast to end the year £174,000 over budget.</p> <p>The overall efficiency target of £1,011,530 for 2015/16, together with the £292,590 of unachieved savings rolled forward from 2014/15, is projected to be on target at the First Quarter stage.</p> <p>It is anticipated that use will be made of the reserve, earmarked for the Efficiency Programme, in order to meet some of the one-off costs incurred in implementing the programme, during the year.</p>	Appendix B Sections 2, 3 and 4
Housing Revenue Account (HRA)	<p>The Housing Revenue Account is projected to overspend by £385,990 in 2015/16 as a result of slippage in the 2014/15 capital programme. This is offset by the carry forward of £380,310 of capital funding approved in July</p>	Appendix B Section 5

Capital Programme	<p>The revised General Fund Capital Programme for 2015/16 is £2.12 million. There is no expected variation to this at Quarter 1</p> <p>The revised HRA Capital Programme for 2015/16 is £5.5 million, including the £380,310 carried forward to fund projects not completed in the 2014/15 programme. There is no expected variation to this at Quarter 1</p>	Appendix B Sections 6,7 and Annex A
Treasury Management	<p>Cash investments held at 30th June 2015 totalled £19.18 million.</p> <p>Council borrowing at 30th June 2015 totalled £82.3 million</p> <p>The Council's net interest position is projected to be overspent by £9,000 at the First Quarter stage.</p> <p>Unbudgeted dividends of £43,950 in respect of the Council's former Icelandic investments have been received, giving rise to an overall projected underspend of £34,950 on investment income for the year.</p>	Appendix B Section 8
Revenue Collection	<p>30.0% of Council Tax due for 2015/16 was collected by 30th June 2015 compared to 30.1% at the same stage in 2014/15.</p> <p>30.0% of Business Rates due for 2015/16 was collected by 30th June 2015 compared to 28% at the same stage in 2014/15.</p> <p>The value of sundry debts over 60 days old at the end of the First Quarter was £274,494 which compares with £434,650 at 30th June 2014.</p>	Appendix B Section 9
Creditor Payments	<p>The Council has paid 93.01% of its invoices within 30 days during the year, with 45.59% paid within 10 days</p>	Appendix B Section 10

3.4 The issues raised in the agreed Action Plan from the Fourth Quarter have been followed up with the results summarised in Appendix C. An updated Action Plan for the First Quarter has been developed in Appendix D, which comprises ongoing/outstanding issues from the Fourth Quarter together with new issues that have emerged during the First Quarter. This Plan will be followed up and progress will be reported at the Second Quarter 2015/16 stage.

4. How this Report Links to Corporate Priorities

4.1 The successful delivery of all corporate priorities is dependent upon the effective management of performance and financial resources, which is the subject of this report.

5. Options and Analysis

5.1 Detailed Analysis is contained within the main body of the Report.

6. Implications

6.1 Community Safety - (Crime and Disorder Act 1998)

None.

6.2 Workforce

None.

6.3 Equality and Diversity/Equality Impact Assessment

This report has been prepared in accordance with the Council's Equality and Diversity policies.

6.4 Financial Considerations

There are substantial financial considerations contained throughout the report.

6.5 Legal

None.

6.6 Sustainability

None.

6.7 External Consultation

None.

6.8 Risk Assessment

There are a number of risks to the financial position presented, which are identified and explained in the financial report attached at Appendix B.

ANDREW P STOKES

Executive Director (Transformation) & Chief Finance Officer

Web Links and Background Papers

Location

Contact details

Various background working papers

Buxton Town Hall

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2015/16

Quarter One
Performance
Review

1 Reason for the report

- 1.1 This report provides members with an update on the Council's progress against its key performance indicators and Corporate Plan priorities for the period April to June 2015. It also details the content of the 'Customer Feedback' system during the quarter in terms of compliments, comments and complaint handling.

2 Background and Introduction

- 2.1 The report contains three elements, which form the annexes detailed below:

- *Dashboard Results (Annex A)* – Quarter One results for all of the performance indicators included within the Council's 'Dashboard', together with an analysis of targets and comparative trend data.
- *Objective Delivery Plans (Annex B)* – Quarter One exception results across each of the Council's four Objective Delivery Plans. These reports include both performance indicator results and progress against the Corporate Plan Priority Actions.
- *Customer Feedback Results (Annex C)* - This section of the report provides information on the number of complaints by service area and details of any repeat issues for which management action was needed.

3 Dashboard Results

- 3.1 The report shows that 63% of 'dashboard' indicators are 'on track' to meet the 2015/16 target. In terms of trend, 45% of measures are performing better than last year.

- 3.2 The 7 indicators that are currently 'off track' against target are as follows and have been included within the action plan for improvement where felt relevant:

- Time taken to process new housing benefit claims
- Time taken to process housing benefit change of circumstances
- Sickness absence
- Residual household waste - estimated
- % of waste recycled - estimated
- Fly-tipping incidents
- % of calls answered

4 Objective Delivery Plans

- 4.1 There are 21 Priority Actions linked to the Council's Corporate Plan. As at the end of June 2015 the vast majority (16) are progressing

satisfactorily. Five actions have been flagged as 'amber' rated, which are listed below and further information can be found in Annex B:

- Providing support for the Buxton Crescent regeneration project
- Develop a plan to bring about the regeneration of the Woods Mill area of Glossop
- Review combined enforcement arrangements and make proposals for improvements
- Establish new allotment sites at Gamesley and Dinting
- Work with the private sector on the Torr Vale Mill regeneration scheme.

4.2 Of the wider set of performance indicators that make up the Council's Performance Framework, 78% are 'on track' to meet the 2015/16 target. These are reported by exception in Annex B.

5 Customer Feedback Results

5.1 The Quarter One customer feedback results are positive with a reduction in the number of complaints and low levels of repeat complaints. Complaints responded to in 10 days are also on track.

6 Annexes

Annex A: Dashboard Performance Indicators

Annex B: Objective Delivery Plans – exception reports

Annex C: Customer Feedback system results

Annex A – Performance Indicator Dashboard 2015/16: Quarter 1

Performance Indicator	Lead Service Area	2009/10 Result	2010/11 Result	2011/12 Result	2012/13 Result	2013/14 Result	2014/15 Result	Target 2015/16	Year to date May	Year to date June	Current Status	Trend 2015-16 Vs 2014-15	Commentary
The time taken to process housing benefit new claims	Revenues & Benefits	N/A	N/A	N/A	16 days	16.71	16.57	18 days	20.68	20.62	Off Track	Weaker	The result for quarter one has been affected by reduced resource during the election period, the performance for June is starting to show an improvement
The time taken to process housing benefit change of circumstances	Revenues & Benefits	N/A	N/A	N/A	6 days	6.81	6.4	7 days	8.1	8.32	Off Track	Weaker	Slight 0.2 drop in performance available resource concentrated on slight increase in new claims
% of calls answered	Customer Services	95.18%	96.00%	94%	89%	91%	90%	92%	83%	85%	Off Track	Weaker	Large recovery run during June caused spike in call volumes. June answer rate increased to 89% and of the calls abandoned 45% were abandoned in less than 30 secs
% of online transactions for service areas where online forms are available	Customer Services	N/A	N/A	N/A	N/A	N/A	7%	6%	n/a	7%	On Track	No Change	Quarterly PI
% of major planning application decisions that are overturned at appeal (during DCLG assessment period)	Planning Applications	N/A	N/A	N/A	N/A	9% see notes	10%	10% (max)	n/a	9%	On Track	No Change	Period July 12 to June 14. Out of 46 major application decisions, 5 were appealed and 4 were overturned at appeal
NI 157a Major planning applications determined within 13 weeks	Planning Applications	93.33%	81.48%	77.77%	100.00%	74.19%	82%	85.00%	85%	88%	On Track	Weaker	8 out of 9 issued on time
NI 157b Minor planning applications determined within 8 weeks	Planning Applications	94.39%	95.83%	87.77%	88.78%	75.54%	77%	80.00%	83%	90%	On Track	Better	47 out of 52 issued on time
NI 157c Other planning applications determined within 8 weeks	Planning Applications	97.62%	97.50%	89.97%	94.39%	92.06%	78%	90.00%	82%	90%	On Track	Better	81 out of 90 issued on time

Performance Indicator	Lead Service Area	2009/10 Result	2010/11 Result	2011/12 Result	2012/13 Result	2013/14 Result	2014/15 Result	Target 2015/16	Year to date May	Year to date June	Current Status	Trend 2015-16 Vs 2014-15	Commentary
NI 155 Number of affordable homes delivered (gross)	Regeneration	16	31	40	55	0	54	35	0	0	On Track	Weaker	Completion dates are yet to be confirmed for this year but it is anticipated the target will be met as the year progresses
NI 156 Number of households living in temporary accommodation	Homes and Communities	22	14	6	12	5	5	10	7	6	On Track	Better	
Average time taken to re-let local authority housing (minor voids)	Homes and Communities	22 days	20 days	19 days	21 days	21 days	23.66 days	20 days	20 days	18.78 days	On Track	Better	
Average time taken to re-let local authority housing (major voids)	Housing Asset Management	64 days	69 days	72 days	59 days	64.44 days	61.43 days	60 days	38 days	38.59 days	On Track	Better	
Average response time from request to repair	Housing Asset Management	14.92 days	17.96 days	15.66 days	16 days	12 Days	13.15 days	12 days	10.68	11.07	On Track	Better	
Sickness Absence (Ave days per FTE)	Human Resources	6.41 days	6.09	5.55	6.59 days	6.37	8.98	7 days	1.41	2.16	Off Track	Weaker	Still impacted by 9 long term sickness cases
NI 191 Residual household waste per household	Waste Collection	532.85kg	490	426.7kg	477kg	477.93kg	503.99kg	475kg	n/a	125.5kg	Off Track	Weaker	Quarterly PIs. Results are estimated as data not received in time for submission from DCC or our contractors. 2014-15 outturn highlighted a growth in waste tonnages, this is following a national trend and has negatively impacted on our recycling performance.
NI 192 Percentage of Household Waste sent for reuse, recycling and composting	Waste Collection	40.70%	41.66%	45%	43%	44%	44%	45%	n/a	44%	Off Track	Weaker	

Performance Indicator	Lead Service Area	2009/10 Result	2010/11 Result	2011/12 Result	2012/13 Result	2013/14 Result	2014/15 Result	Target 2015/16	Year to date May	Year to date June	Current Status	Trend 2015-16 Vs 2014-15	Commentary
NI 196 fly tipping - a) No. of incidents	Community Safety & Enforcement	Grade 1	a) 546	651	448	409	479	400	121	167	Off Track	Weaker	There has been a number of fly tipping issues at New Road Bamford and incidents of tyres being dumped across High Peak which has affected the year to date figure
NI 196 fly tipping - b) No. of enforcements	Community Safety & Enforcement	Grade 1	b) 290	298	230	447	624	475	134	196	On Track	Better	
Total no. of visits to the Council's website (external pageviews)	Customer Services	N/A	302,187	336,527	261,314	274006	1008166	contextual	n/a	329829	N/A	Better	Quarterly PI. A substantial spike in Website visits 7th 8th 9th May (Elections period)
% of food premises that are compliant with legislation	Environmental Health	N/A	88.41%	90.62%	98.03%	98.00%	98.76%	95.00%	n/a	n/a	N/A	N/A	Annual Indicator
No. of visits to the Council's leisure facilities	Leisure Services	549,252	454,116	555,467	697,848	725,666	720,650	755,000	130,753	200,801	On Track	Better	

Annex B: Objective Delivery Plan exception reports

Aim 1: Provide Quality Services in Partnership with Communities

The Council's Objectives:

- *A positive relationship with communities*
- *An effective relationship with our strategic partners*
- *To make it easier for residents to communicate with the Council and tell us what they think*
- *To use the Council's influence to stand up for the needs of our communities*

Progress against Priority / Influencing Actions:

Exception Report:

The following action has been 'amber' rated:

- New allotment sites at Gamesley and Dinting – the project has been delayed due to a variety of unforeseen circumstances e.g. contamination and poor tender responses.

Progress against Performance Indicators:

Exception Report:

Ahead of Target:

- Repeat complaints – down to 3%.
- % of FOI requests responded to within 20 working days – 98%.

Summary of Progress under Aim 1:

The Council is committed to responding in a positive and prompt manner to all customer complaints and to learning from the issues raised and making operational changes where relevant. The Council's review of its internal processes around responding to FOI requests and encouraging self serve via the website through its new Publication Scheme and guidance for employees in dealing with FOI is paying dividends with vastly improved results.

Aim 2: Meet Financial Challenges & Provide Value For Money

The Council's Objectives:

- *Effective use of financial and other resources to ensure value for money*
- *To ensure our services are easily available to all our residents*
- *A high performing and well motivated workforce*
- *The use of assets to provide an income for the Council or a benefit for local groups*

Progress against Priority / Influencing Actions:

Exception Report:

There are no 'Amber' rated actions

Progress against Performance Indicators:

Exception Report:

Ahead of target:

- Self service calls are 13% higher than targeted.
- Rent collected
- Current and Former tenant arrears
- Retail assets occupied
- Sundry debt

Below target:

- Sickness absence – impacted by 9 long term cases
- Calls answered – 85%. Impacted by large recovery run.
- Invoices paid in 30 days. Training delivered and on-going process review.
- Building repairs completed on time – monthly meetings held with contractor.
- Rent loss through voids – affected by unavailable properties

Summary of Progress under Aim 2:

Improved payment times for our creditors is being addressed through tighter controls on the use of purchase order numbers; revised procedures and refresher training on E Series for all requisitioners and these changes are beginning to show in improved results.

Aim 3: Support Economic Development & Regeneration

The Council's Objectives:

- To encourage business start-ups and enterprises
- Flourishing town centres that support the local economy
- To promote tourism
- High quality development control
- Car parking arrangements that meet the needs of residents, businesses and visitors

Progress against Priority / Influencing Actions:

Exception Report-

The following Actions have been 'Amber' rated:

- Buxton Crescent – Detailed scheme now submitted and preferred contractor identified. Additional £11.3m secured from HLF. £2m funding from LEP confirmed in Jan 2015. Confirmation of start date awaited.
- Torr Vale Mill – The Mill Preservation Trust has commissioned a feasibility study with HLF funding with a view to pursuing a Heritage Enterprise bid.
- Woods Mill – Collaboration Agreement in place and developer has submitted a planning application to be considered at the July committee.

Progress against Performance Indicators:

Exception Report-

Ahead of target:

- Major and minor planning applications are ahead of target
- Planning breaches where initial action taken in 13 weeks

Below target:

- Planning appeals successfully defended – 66%.
- Occupancy levels of markets.

Summary of Progress under Aim 3:

Planning processing times for all types of application are now on or above target at the close of Quarter One. A report on the future service delivery options for the running of Markets went to Members in July 2015.

Aim 4: Protect and Improve the Environment

The Council's Objectives:

- *An increased supply of good quality affordable homes*
- *Effective recycling and waste management*
- *To promote environmentally sustainable policies and practices*
- *The provision of high quality public amenities, clean streets and environmental health*
- *The provision of quality open spaces and leisure opportunities*

Progress against Priority / Influencing Actions:

Exception Report -

The following Actions have been 'Amber' rated:

- Review combined enforcement arrangements and make proposals for improvements – This is being dealt with as part of the service review.

Progress against Performance Indicators:

Exception Report:

Ahead of target:

- Average re-let times for minor and major voids
- Average response time for request for repair
- Tenant satisfaction with repairs
- Litter, detritus and dog fouling levels
- Applicants prevented from becoming homeless
- Disabled adaptations
- Households in temporary accommodation – 4 below target

Below target:

- Housing Benefit processing times for new claims and change of circumstances
- Residual waste and % recycled – estimated tonnages.
- Fly-tipping incidents – New Road, Bamford has seen an increase despite enforcement activity being ahead of target.

Summary of Progress under Aim 4:

Sheltered accommodation remains one of the key issues in terms of re-let times but minor and major voids are now back on track. An amended suite of performance measures around the void process was approved at Housing Select recently. A process review has been undertaken and an action plan is underway. Housing Benefit processing has been affected by loss of resource during Q1 for the Elections period and statutory bank holidays.

Annex C: Customer Feedback System results 2015/16

The quarterly performance report also includes an overview of the results from the Council's Customer Feedback system in terms of compliments, comments and complaints.



Complaints

The Council received a total of 80 stage one complaints across 18 service areas during the period April to June 2015, which is a reduction on 94 complaints last year. Waste and Recycling received the greatest proportion (20%) with 16 complaints. Shown below are the service areas with 3 or more complaints during the quarter and an indication of trend.

	Complaints Q1 2014	Complaints Q1 2015	Late replies 2015	Trends
Assets	5	3	0	↑
Council Tax	9	4	2	↑
Horticulture	12	3	0	↑
Housing Operational	3	7	1	↓
Housing Tenancy Services	6	12	3	↓
Planning	2	5	0	↓
Property Investment	4	11	0	↓
Recovery	1	4	0	↓
Visitor	12	4	1	↑
Waste	17	16	1	↑

Performance

Shown in the table below is the current performance together for complaints management with trend data for the same period last year.

Performance Indicator	Target	Q1 2014/15	Q1 2015/16	Trend
% of complaints replied to within 10 working days	90%	89%	90%	
% of repeat complaints	5%	4%	3%	

Repeat complaints issues

- The key repeat issues for quarter 1 include :
 - Waste and Recycling – Containers not returned to collection point

Stage 2 & 3 complaints

Nine complaints were dealt with at Stage 2 in Quarter 1 and one complaint was dealt with at Stage 3. Details of these complaints are shown below:

Service	Details of complaint	Process/customer service standards adhered to	Response: Stage 1 upheld/rejected
Stage 2			
Enforcement	Unhappy resident is using land to sell cars and cannot enforce	All processes followed correctly	Stage 1 upheld
Housing Tenancy Services	Unhappy with officers during visit, and outcome of Stage 1 response	All processes followed correctly	Stage 1 decision not upheld
Housing Tenancy Services	Unhappy with how noise issues have been handled	All processes followed correctly	Stage 1 upheld
Leisure	Unhappy that discounts are unavailable to people who work for neighbouring authorities	All processes followed correctly	Stage 1 upheld
Planning	Unhappy with planning application and state of road	All processes followed correctly	Stage 1 upheld
Property Investment	Problem with defective drain and water run off from council property	All processes followed correctly	Stage 1 upheld
Property Investment	Lack of response within agreed timescales, jobs not carried out	All processes followed correctly	Stage 1 upheld
Recovery	Unhappy with recovery action and bailiff charge	All processes followed correctly	Stage 1 upheld
Recovery	Customer withheld CT payments as street light not repaired, unhappy that account is going through recovery procedure	All processes followed correctly	Stage 1 upheld

Service	Details of complaint	Process/customer service standards adhered to	Response: Stage 1 upheld/rejected
Stage 3			
Leisure	Unhappy that discounts are unavailable to people who work for neighbouring authorities	All processes followed correctly	Stage 2 upheld

Ombudsman Decisions

The Council received 2 Local Government Ombudsman decisions in Quarter 1 and neither found maladministration.

Compliments and Comments

The Council has also captured 77 comments and 105 compliments through its feedback system this quarter.

	Comments	Compliments
Assets	2	1
Benefits	4	3
Building Control	0	4
Cemeteries	1	0
Council Tax	5	0
Customer Services	10	22
Elections	6	0
Env Health	2	0
Finance	2	0
Horticulture	5	9
Housing Operational	4	7
Housing Tenancy Services	4	7
IT	2	0
Planning	1	14
Property Investment	1	3
Recovery	2	0
Street scene	1	7
Visitor	5	24
Waste	19	4
Website	1	0
Total	77	105

Key outcomes/management actions

It is important that issues raised through any customer feedback are used, wherever possible, to enhance customer service provision. Any specific learning outcomes are shown in the table below.

Stage 1

- Housing Tenancy Services - review of procedure concerning permissions for tenant alterations for CCTV



2015/16

**First Quarter
Financial
Review**

1. Background and Introduction

- 1.1 In accordance with the Council's Financial Procedure Rules and recommended good practice, a quarterly financial report is presented to members. This is the first such report for 2015/16.
- 1.2 The report summarises overall financial performance for 2015/16 with particular emphasis on the key sources of financial risk to the Council. Specific considerations are as follows:
- **General Fund Revenue Account (Section 2)** – considers budgetary performance on the General Account by looking at variations in income and expenditure and the funding received by the Council.
 - **Pavilion Gardens (Section 3)** – highlights the financial performance of this key Council trading activity.
 - **Efficiency and Rationalisation Programme (Section 4)** – considers progress in achieving the efficiency and rationalisation savings forecast.
 - **Housing Revenue Account (Section 5)** – highlights the budgetary position in respect of the operation of the Council's housing stock.
 - **General Fund Capital Programme (Section 6)** – provides an update to Members on progress against the Council's General Fund capital plans.
 - **HRA Capital Programme (Section 7)** – provides an update to Members on progress against the Council's HRA capital plans.
 - **Treasury Management (Section 8)** – sets out the key statistics in terms of investments and borrowings.
 - **Revenue Collection (Section 9)** – considers progress-to-date in collecting the Council Tax, Business Rates and Sundry Debts.
 - **Creditor Payments (Section 10)** – details Council performance on payments to creditors.

2. General Fund Revenue Account

2.1 This section of the report considers the financial performance of the General Fund Revenue Account against budget by looking at variations in income and expenditure and funding received by the Council.

Service	2015/16 Budget	Projected Outturn 2015/16	Variance
	£	£	£
Chief Executive	9,310	8,510	(800)
Executive Directors	20,490	19,490	(1,000)
Audit	4,940	4,940	-
ICT	618,720	614,820	(3,900)
Human Resources	96,570	85,570	(11,000)
Member Services	187,150	184,150	(3,000)
Property Services	1,603,070	1,603,070	-
Revenue and Benefits	(645,090)	(615,090)	30,000
Planning Applications	(333,370)	(333,370)	-
Building Control	(165,380)	(173,380)	(8,000)
Customer Services	15,610	13,610	(2,000)
Legal Services	(47,950)	(47,950)	-
Electoral Services	80,340	78,340	(2,000)
Licensing and Land Charges	(274,990)	(212,430)	62,560
Regeneration	177,100	177,100	-
Communities and Cultural	359,400	358,400	(1,000)
Housing Strategy	200,240	200,240	-
Transformation	(8,710)	(8,710)	-
Community Safety and Enforcement	17,140	15,840	(1,300)
Finance and Procurement *	6,991,360	6,956,360	(35,000)
Waste Collection	1,845,430	1,849,230	3,800
Street Scene	84,220	84,220	-
Leisure Services	506,600	506,600	-
Horticulture	(462,120)	(482,120)	(20,000)
Visitor Services	(1,984,350)	(1,814,190)	170,160
Environmental Health	8,300	7,300	(1,000)
Housing **	-	-	-
Net Total of Services	8,904,030	9,080,550	176,520
Net Interest	1,481,460	1,446,510	(34,950)
Funding	(10,385,490)	(10,448,050)	(62,560)
Projected (Surplus)/Deficit	-	79,010	79,010

* Staff budgets are considered a corporate resource & included within Finance and Procurement.

** The Council's Housing management costs are charged to the Housing Revenue Account

2.2 The 2015/16 Revenue Account budget was originally set at £10,247,190. The Chief Financial Officer has, in accordance with Financial Procedure Rules, authorised the roll forward of £138,300 in unused budgets from 2014/15.

- Property Services: £30,000 to repair the damage to windows and internal decoration caused by water ingress at Municipal Buildings Glossop and £25,000 to repair a collapsed section of wall at Whaley Bridge.
- Street Scene: £34,680 to enable 2014/15's gully emptying schedule to be completed and environmental improvements to be made at Hadfield.
- Democratic and Community Services: £9,120 of unallocated grant funding budgeted to remember Great War; £8,000 to fund the residents' survey; £5,630 in respect of Local Futures data to support Council decision making; and £10,000 to provide one-off support to the Buxton Festival.
- Horticulture: £9,490 to acquire a piece of machinery to assist burial works at Glossop cemetery and £6,200 to complete the improvement works, at Manor Park.

This brings the 2015/16 budget to £10,385,490

2.3 The Q1 projected outturn on the General Fund Revenue Account for 2015/16 is £10,464,500. This represents a projected deficit for the year of £79,010.

2.4 There is two services with a significant projected overspend:

- Land Charges (£62,560 overspend): Final payments have been made on the longstanding compensation claim, brought in respect of historic personal search charges. These settlement costs will be met from the Land Charges reserve earmarked for this purpose.
- Visitor Services (£170,160 overspend): The projected loss, associated with the Pavilion Gardens, comprises two elements:
 - The income projected for the first half of the year is down compared to the amount budgeted. One of the main reasons for this being the continued absence of the Gilbert & Sullivan festival. In 2015/16 this is projected to have a negative impact of £50,000 on income receipts; and
 - The Octagon suite at the Pavilion Gardens is scheduled to close in October for major emergency repair works. These works will continue beyond the end of the financial year and result in significant income loss from the events, which would otherwise be hosted from this facility. The net loss arising out of this is projected, in 2015/16, to be approximately £120,000. Further losses will occur in 2016/17 when the facility will be closed for most of the year. It is currently estimated that the total loss will be some £290,000. Work is currently on-going on plans to mitigate this loss and the projections will be amended in future reports with the outcome of this.

2.5 The level of funding anticipated for the year is £62,560 above that budgeted due to the following:

- a) Use of Earmarked Reserves (£62,560) - The overspend relating to Land Charges personal searches, referred to above, is to be offset by the use of the earmarked reserve set up specifically for this purpose
- b) Business Rates – No variation to the level of business rates funding is reported at this stage, however, there are two conflicting issues, which will impact on this during the course of the year:
 - *Positive Impact* - Retained Business Rates income is currently projected to contribute £103,000 above the budgeted figure. This is due to an increase in S31 grants receivable in the year, largely related to an increase in Retail Relief awarded and the net Multiplier Cap grant, which is awarded because of the Government's 2% cap on the business rates multiplier for 2015/16. and;
 - *Negative Impact* - the provision for business rates appeals is currently in a volatile stage due to the Government introducing a deadline on appeals at 31st March 2015, as well as a significant appeal case being heard on Health Centres; both leading to an influx of large appeals. Fluctuations in the outcome of these appeals may have an impact on the Business Rates Retention outturn at the end of the year.

At this stage it is assumed that the additional income will be offset by the potential appeal costs. Progress on these national appeals will continue to be monitored and the local impact reflected as the position becomes clearer later in the year.

It should be further noted that this forecast outturn assumes that the budgeted £200,000 of business rates income retained as a result of being part of the Derbyshire Business Rates Pool will be achieved. The forecasts for the Pool are still being developed by the Pool Lead; Derby City Council. The actual outturn will depend upon the performance of every member of the Pool. Therefore this element of the business rates retention income is subject to change.

3. Pavilion Gardens

3.1 This section of the report details the financial performance of the trading activity at Pavilion Gardens. The Pavilion Gardens trading results are included in the General Fund Revenue Account.

3.2 The projected outturn on the 2015/16 Pavilion Gardens Trading Statement is a £256,630 net loss. This is £174,000 more than budgeted. The main reasons for this is the loss of income anticipated from the closure of the Octagon from the end of October; and the poor income levels achieved in the year to date (Section 2.4 refers)

3.3 The table below summarises the financial performance of the six separate trading activities – Pavilion Café, Coffee Area, Tourist Information Centre (TIC) & Retail Area, Events, Outside Areas and Functions – in the Pavilion Gardens

Description	Projected Outturn 2015/16						Projected Outturn	2015/16 Budget	Variance
	Pavilion Café	Coffee Area	TIC & Retail	Events	Outside	Function			
Income	(581,130)	(377,450)	(192,929)	(188,083)	(65,314)	(125,711)	(1,530,617)	(1,696,885)	166,268
Expenditure	723,224	393,365	253,685	179,478	92,929	144,567	1,787,248	1,779,515	7,733
Net Cost / (Contribution)	142,094	15,914	60,756	(8,605)	27,615	18,856	256,630	82,630	174,000

Description	Outturn 2014/15						Outturn	2014/15 Budget	Variance
	Pavilion Café	Coffee Area	TIC & Retail	Events	Outside	Function			
Income	(570,102)	(366,948)	(188,327)	(275,583)	(66,346)	(166,347)	(1,633,653)	(1,679,150)	45,497
Expenditure	717,575	355,297	252,793	187,885	101,141	164,789	1,779,480	1,770,020	9,460
Net Cost / (Contribution)	147,472	(11,651)	64,456	(87,698)	34,795	(1,588)	145,827	90,870	54,957

3.4 The following should be noted:

- Pavilion Café – Trading activity derives from the Café during the normal opening hours of the business between 9.30am and 5pm (and later during the Festival Season in July and August)
- Coffee Area – Trading Activity driven from the Coffee Bar.
- Tourist Information Centre (TIC) and Retail Area – Trading activity driven from the Retail area (including gallery Rental and artists' commission) and the Tourist Information Centre)
- Events – Trading activity driven from room hire bookings in-house events and fairs
- Outside - Trading activity driven from the miniature train and Lakeside Kiosk.
- Functions –Trading activity in respect of food and drink driven from private bookings.

4. Efficiency and Rationalisation Programme

- 4.1 This section of the report considers the financial performance of the Council's Efficiency and Rationalisation Programme in 2015/16.
- 4.2 The Council's Medium Term Financial Plan (MTFP) includes a three-year (2014/15 – 2016/17) Efficiency and Rationalisation Strategy targeting savings of £2.5m against General Fund activities.
- 4.3 The 2015/16 budget provides for the achievement of £1,011,530 of such savings in the year. In addition, there is a requirement to realise £292,590 in savings, which were unachieved in 2014/15 and consequently rolled forward into 2015/16.
- 4.4 The Efficiency and Rationalisation Strategy also includes target savings of £300,000 out of the Authority's Housing Revenue Account. Of this £50,000 is earmarked to be achieved in 2015/16.
- 4.5 In 2015/16 the biggest savings are expected to arise out of Improving Efficiency (£540,000); and the Service Review exercise (£380,000 including the amount rolled over from 2014/15), which will enter into the implementation stage during the year, whereupon review savings (and associated short term costs) will start to emerge.
- 4.6 At Quarter 1 the Council remains broadly on target to meet the overall savings requirements for the year. However, it is expected that significant short-term costs will emerge out of the implementation of the service review programme (e.g. pay protection, voluntary redundancy, back-filling arrangements, displacement costs etc.).
- 4.7 The Authority carries a reserve of £350,000 earmarked to support the Strategy and it is likely that the Council will need to draw on this reserve during the year to offset some of the one-off and short-term costs arising out of the Efficiency Programme. This requirement will be monitored as costs are confirmed during the year.

5. Housing Revenue Account (HRA)

- 5.1 This section of the report considers the financial performance of the Council's Housing Revenue Account and highlights the budgetary position in respect of the operation of the Council's housing stock.
- 5.2 Projected expenditure on the Housing Revenue Account for 2015/16, at the First Quarter stage, is £15,862,977. This represents a deficit for the year of £385,987 (i.e. £385,987 above budget).

HOUSING REVENUE ACCOUNT	2015-16 Estimate	2015-16 Projected Outturn	2015-16 Variance
	£	£	£
INCOME			
Dwellings Rents	-14,862,190	-14,862,190	-
Non - Dwelling Rents & Other Income	-621,870	-614,800	7,070
Sub-total income	-15,484,060	-15,476,990	7,070
EXPENDITURE			
Repairs and Maintenance	2,747,470	2,772,470	25,000
Supervision and Management	3,253,930	3,253,930	-
Rents, rates, taxes and other charges	89,000	89,000	-
Anticipated Savings	-50,000	-50,000	-
Other Operating Expenditure	1,351,590	1,325,230	-26,360
Depreciation & Impairment Charges	1,421,000	1,421,000	-
Interest & Debt Management Charges	3,432,070	3,432,037	-33
HRA Contribution to Capital Programme	3,239,000	3,619,310	380,310
Sub-total expenditure	15,484,060	15,862,977	378,917
Surplus (-) / Deficit for year	-	385,987	385,987

- 5.3 The Council has a duty, in accordance with Part VI (Section 74) of the Local Government and Housing Act 1989, to maintain a "Housing Revenue Account" (HRA). By "ring-fencing" the Housing Revenue Account, the Council ensures that the management and maintenance of the Council's housing stock is funded from the income generated by rents and other related sources. The Council is required under Part VI (Section 76) to prevent a debit balance each year on the HRA by setting the appropriate budget and monitoring progress against that budget throughout the financial year. The deficit balance predicted by the Council at this first quarter stage will be funded from existing reserves within the Housing Revenue Account.
- 5.4 There are no significant underspends projected on the Housing Revenue Account at this stage.

- 5.5 There is just one significant overspend projected on the Housing Revenue Account.
- HRA Contribution to Capital Programme (£380,310 overspend) – This represents the value of schemes not completed in 2014/15 that have been carried forward for completion during this financial year.

6. General Fund Capital Programme

- 6.1 This section of the report provides an update to Members on the Council's General Fund Programme.
- 6.2 The table below shows a high level (service) summary of the General Fund Capital Programme position at 30th June 2015. Further detail on a scheme by scheme basis is contained in Annex A.

Service	2015/16 Approved Budget per MTFP	Q1 Changes	2015/16 Revised Budget	Expected Outturn 2015/16	Expected Variance 2015/16
	£	£	£	£	£
Environmental Health - Private Sector Grants	238,000	155,120	393,120	393,120	-
Property Services	889,620	96,750	986,370	986,370	-
ICT	118,000	6,710	124,710	124,710	-
Regeneration	396,330	54,080	450,410	450,410	-
Horticulture	-	164,340	164,340	164,340	-
Total	1,641,950	477,000	2,118,950	2,118,950	-
External Grants & Contributions	238,000	64,420	302,420	302,420	-
Capital Receipts	1,160,000	-	1,160,000	1,160,000	-
Borrowing	243,950	412,580	656,530	656,530	-
Total	1,641,950	477,000	2,118,950	2,118,950	-

- 6.3 The 2015/16 General Fund Capital Budget was approved by Members in February (£1,641,950, the MTFP) and July (£427,000, the carry forward of capital funding from 2014/15).
- 6.4 Additional budget of £50,000 secured from Second Homes Grant funding has been added to the programme during the First Quarter. The funds have been allocated to support the operations of the Landlord Accreditation Scheme. This will include making grants available to approved landlords for property improvements.
- 6.5 There are no significant capital variances to note at this stage.

7. Housing Revenue Account Capital Programme

7.1 This section of the report provides an update to Members on the Council's HRA capital spending.

7.2 The table below shows summary of the HRA Capital Programme position at 30th June 2015.

Housing Revenue Account	2015/16 Budget per MTFP	Q1 Changes	2015/16 Revised Budget	Expected Outturn 2015/16	Expected Variance 2015/16
	£	£	£	£	£
<u>Responsive:</u>					
Major Repairs	150,000	-	150,000	150,000	-
Major Voids	200,000	-	200,000	200,000	-
Aids & Adaptations	345,000	4,230	349,230	349,230	-
Void Bathrooms	60,000	-	60,000	60,000	-
Void Kitchens	350,000	-	350,000	350,000	-
Void Rewires	70,000	-	70,000	70,000	-
<u>Planned Expenditure:</u>					
Kitchen Programme	420,000	59,500	479,500	479,500	-
Bathroom Programme	120,000	-	120,000	120,000	-
Central Heating Programme	1,200,000	28,000	1,228,000	1,228,000	-
Roofing and External Works	681,920	37,790	719,710	719,710	-
Electrical Works	350,000	-	350,000	350,000	-
PIR Testing	125,000	-	125,000	125,000	-
Health and Safety Works	300,000	-	300,000	300,000	-
Shop Works	100,000	-	100,000	100,000	-
New Build Housing	100,000	125,000	225,000	225,000	-
Replacement Windows and Doors	40,000	-	40,000	40,000	-
Environmental Projects	150,000	-	150,000	150,000	-
Other Schemes	200,000	125,790	325,790	325,790	-
Salary Allocations / Commissioning	155,000	-	155,000	155,000	-
Total Capital Programme	5,116,920	380,310	5,497,230	5,497,230	-
<u>FUNDING:</u>					
Major Repairs Reserve	1,421,000	-	1,421,000	1,421,000	-
Revenue Contribution from HRA	3,595,920	380,310	3,976,230	3,976,230	-
Capital Receipts	100,000	-	100,000	100,000	-
Total	5,116,920	380,310	5,497,230	5,497,230	-

- 7.3 The 2015/16 HRA Capital Budget was approved by Members in February (£5,116,920, the MTFP) and July (£380,310, the carry forward of capital funding from 2014/15). This brings the HRA Capital Budget to a total of £5,497,230. £287,826 was incurred on HRA Capital Schemes during the First Quarter, principally on responsive repairs and the replacement of central heating boilers. Much of the HRA spend is scheduled to commence in late autumn. The Council remains on target, at Q1 stage, to spend £5,497,230 on capital works by the end of the year.
- 7.4 There are no significant capital underspends or capital overspends. There are no funding changes to note.

8. Treasury Management

- 8.1 This section of the report sets out the key Treasury Management statistics in relation to the Council's investments and borrowings. This report comprises a high level Treasury Management summary. The Audit and Regulatory Committee receives detailed operational updates on Treasury Management.

Investments

- 8.2 Cash Investments held on the 30 June 2015 totalled £19.18 million. £27,020 interest was earned on these investments during the first quarter. The average level of funds available for investment during Quarter 1 totalled £18.9 million.
- 8.3 The Council has budgeted to receive £104,610 in investment income in 2015/16. Investment balances are currently higher than original assumed at budget setting, therefore a small surplus of £12,000 is anticipated against the investment income budget.

Borrowing

- 8.4 Outstanding borrowing at 30 June 2015 totalled £82.3 million, including £690,000 which relates to finance lease facilities.
- 8.5 The Council has budgeted to incur £1,586,070 in interest charges and other financing costs in 2015/16. These borrowing costs are currently forecast to be on target against the budget. However, it is anticipated that a S106 contribution will be required to be repaid during the year along with £21,000 in accrued interest which will result in an overspend against the budget.

Icelandic Investments

- 8.6 In October 2008, the Council held a £1m investment with Heritable Bank, which went into administration during the Icelandic bank collapse. At the end of 2013/14, the Council had received 94% of the original investment in Heritable Bank. At the time, this was understood to be the maximum the Council would receive and there would be no further distributions. However, the Council was notified at the beginning of 2015/16 that an additional dividend in respect of Heritable Bank was anticipated. This has now been received in August 2015: a distribution of c.3.98pence in the pound, amounting to £43,944.50 in total (made up of £39,826.55 principal and £4,117.95 interest).

9. Revenue Collection

9.1 This section of the report details progress to date in collecting the Council Tax, Business Rates and Sundry Debt.

9.2 The collection rate outturn for Quarter 1 2015/16 was as follows:

- Council Tax – 30.0% of Council Tax was collected by 30th June 2015, compared to 30.1% for the same period last year.
- Business Rates – 30.0% of Business Rates was collected by 30th June 2015, compared with 28.0% for the same period last year.
- Sundry Debts - The value of sundry debts over 60 days old at the end of Quarter 1 was £274,494 which compares with £434,650 at 30th June 2014.

10. Creditor Payments

10.1 This section of the report details the Council performance in paying suppliers promptly at the end of the First Quarter.

- The Council paid 93.01% of invoices within 30 Days against a 99.00% target for the year.
- The Council paid 45.59% of invoices within 10 Days against a 50.00% target for the year.

General Fund Capital Programme Update 30th June 2015

Scheme	2015/16 Approved Budget per MTFP	Q1 Changes	2015/16 Revised Budget	Expected Outturn 2015/16	Expected Variance 2015/16
	£	£	£	£	£
Housing & Housing Standards					
Disabled Facilities Grants	238,000	105,120	343,120	343,120	-
Landlord Accreditation Grant Scheme	-	50,000	50,000	50,000	-
	238,000	155,120	393,120	393,120	-
Property Services					
Asset Management Programme	889,620	96,750	986,370	986,370	-
	889,620	96,750	986,370	986,370	-
ICT	118,000	6,710	124,710	124,710	-
	118,000	6,710	124,710	124,710	-
Regeneration					
Growth Fund Projects Provision	250,000	-	250,000	250,000	-
Heritage Regeneration Grants	45,000	(6,810)	38,190	38,190	-
Buxton Crescent & Spa	101,330	60,890	162,220	162,220	-
	396,330	54,080	450,410	450,410	-
Horticulture					
Whaley Bridge Memorial Park	-	117,150	117,150	117,150	-
Allotments	-	37,420	37,420	37,420	-
	-	164,340	164,340	164,340	-
Total General Fund	1,641,950	477,000	2,118,950	2,118,950	-

High Peak Borough Council

2014/15 Fourth Quarter Action Plan: follow up

Service Manager	Service Activity	Action Required	Performance or Financial Issue	30th June Update
Finance and Procurement	Invoice payments within 10 and 30 days	Process mapping review underway with a view to streamlining creditors. Includes the identification of improvements that could be made working with other service areas, with training provided by Procurement where necessary.	Performance	There have already been improvements compared to 2014-15 as a result of the e-series training workshops that were delivered to services. The next stage as part of the roll-out of the service review is to process map the creditors system with the aim of streamlining the process- this commenced May 15. There have been subsequent workshops looking at specific processes. Staff changes over the next 2 months may result in a dip in performance whilst new staff are fully trained.
Finance and Procurement	Procurement – tenders and 3 quotes	Completion of Procurement Forward Plan. Implementation of service review (structure) Roll-out of 'e-procurement form' to improve transparency and governance.	Performance and Financial	The Procurement Forward Plan is almost finalised, which will provide an overview of all contract renewals and opportunities over the next 3 years. The 'e-form' is now in operation – which captures all procurement activity over £2,000. This should provide the analysis going forward in order to identify where separate procurements can be combined to larger procurement opportunities under OJEU, therefore enhancing value for money.

Service Manager	Service Activity	Action Required	Performance or Financial Issue	30 th June Update
Regulatory Services	Major, Minor and 'Other' planning application processing times	<p>Continue with Major applications being assessed by the senior and principal planners in anticipation of a more focused approach to their assessment by a dedicated majors team, in line with the Planning service review.</p> <p>Greater use of Planning Performance Agreements will be rolled out as part of the planning service improvements to provide flexibility in terms of timescales to process major applications.</p>	Performance	Performance for Quarter One is now 'on track' against all three categories of planning application.
Homes and Neighbourhoods	Average re-let times for minor and major voids	<p>Headline void improvement plan continues to be monitored by Housing Select Committee (considered on 2nd July 2015). Further periodic updates to Housing Select throughout the year.</p> <p>Voids process review workshop highlighted a number of further operational issues to investigate.</p> <p>Operational plan to be monitored by Landlord Services group going forward.</p>	Performance and Financial	Performance for Quarter One is now 'on track' for minor and major void re-let times. However, long-term vacant (hard to let) units will have an impact when occupied.
Operational Services (DLO)	Average response time from request to repair	<p>We have investigated a significant amount of time, reducing the quantity of unplanned work in the Opti-Time work scheduling system, reducing it from 280+ down to 89.</p> <p>This will assist in reducing the overall end to end time for repairs. The aim is to keep the number of unplanned jobs below 100 at any point in time and continue to monitor performance on a weekly basis for some time.</p> <p>Qtr 1 performance is under 11.5 days, against the target of 12 days.</p>	Performance	Performance for Quarter One is now 'on track'

Service Manager	Service Activity	Action Required	Performance or Financial Issue	30 th June Update
Asset	Disabled adaptations average work times	The aids and adaptations work stream will be reviewed in the financial year 15/16 following the service review to put in place more robust delivery mechanisms and more meaningful KPIs aligned against 100% stock condition survey and budget. It will include The re-procurement of new providers to deliver aids and adaptations within set timescales. Once the stock condition survey is completed to understand the levels of demand both now and in the future aligned against affordability'.	Performance	Performance for Quarter One is now 'on track'
Community Safety and Enforcement	Fly-tipping incidents	All incidents of fly-tipping are investigated in order to facilitate enforcement action where possible. We will continue to focus on hot spot areas and use local media to remind residents and businesses of their responsibilities with regard to the correct disposal of waste.	Performance	Enforcement officers continue to target hot spot areas.

High Peak Borough Council

2015/16 Quarter One Action Plan

Service Manager	Service Activity	Action Required	Performance or Financial Issue	Completion Date
Finance and Procurement	Invoice payments within 30 days	Process mapping review underway with a view to streamlining creditors. Includes the identification of improvements that could be made working with other service areas, with training provided by Procurement where necessary.	Performance	Update on progress in the Q2 Report – 30 th September 2015
Planning Applications	Planning appeals successfully defended	Continue to monitor the outcome of the appeals process and implement improvements where feasible	Performance and Financial	Update on progress in the Q2 Report – 30 th September 2015
Revenues and Benefits	Benefit processing times – new claims and change of circumstances	Continue to monitor performance and allocate resources to maintain and improve performance	Performance	Progress Update in the Q2 Report – September 2015
Community Safety and Enforcement	Fly-tipping incidents	All incidents of fly-tipping are investigated in order to facilitate enforcement action where possible. We will continue to focus on hot spot areas and use local media to remind residents and businesses of their responsibilities with regard to the correct disposal of waste.	Performance	Update on progress in the Q2 Report – 30 th September 2015

