

# Public Document Pack

**Date of meeting** Monday, 15th June, 2015  
**Time** 7.00 pm  
**Venue** Committee Room 1, Civic Offices, Merrial Street,  
Newcastle-under-Lyme, Staffordshire, ST5 2AG  
**Contact** Justine Tait

## **Finance, Resources and Partnerships Scrutiny Committee**

### **SUPPLEMENTARY AGENDA**

#### **PART 1 – OPEN AGENDA**

**5 Financial and Performance Management Report Quarter 4 (March) 2015 (Pages 3 - 12)**

**Members:** Councillors Fear, Huckfield, Loades, Pickup, Stubbs (Chair), Sweeney, Wallace (Vice-Chair), Waring, Wilkes and Williams

**PLEASE NOTE:** The Council Chamber and Committee Room 1 are fitted with a loop system. In addition, there is a volume button on the base of the microphones. A portable loop system is available for all other rooms. Should you require this service, please contact Member Services during the afternoon prior to the meeting.

**Members of the Council:** If you identify any personal training/development requirements from any of the items included in this agenda or through issues raised during the meeting, please bring them to the attention of the Democratic Services Officer at the close of the meeting.

**Meeting Quorums :- 16+= 5 Members; 10-15=4 Members; 5-9=3 Members; 5 or less = 2 Members.**

Officers will be in attendance prior to the meeting for informal discussions on agenda items.

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## 1. FINANCIAL AND PERFORMANCE MANAGEMENT REPORT TO END OF QUARTER FOUR (January-March) 2015

**Submitted by:** Executive Management Team

**Portfolio:** Policy, People & Partnerships  
Finance, IT & Customer

**Wards Affected:** All

### **Purpose**

To provide Finance, Resources & Partnerships Scrutiny (FRAPS) Committee with the Financial and Performance Review report - fourth quarter 2014/15.

### **Recommendations**

- (a) That Members note the contents of the attached report and agrees to the recommendation that the Council continues to monitor and scrutinise performance alongside the latest financial information for the same period.

### **Reasons**

The Financial and Performance Management monitoring reports provide information on a quarterly basis regarding the performance of individual council services, alongside related financial information on the organisation. This report will be presented to Cabinet on 22 July 2015.

## **1. Background**

- 1.1 This quarterly report provides Members with a detailed update on how the Council has performed during the fourth quarter of 2014/15 by presenting performance data set within a financial context.
- 1.2 This report provides broad financial information and also detailed analysis of performance (Appendix 2) for the fourth quarter of 2014/15.
- 1.3 A summary of the overall performance picture is presented in section 3 of this report and members will note that performance is generally progressing well.

## **2. 2014/15 Revenue and Capital Budget Position**



- 2.1 The outturn is not yet available because, although the 2014/15 accounts now include all the payments that have actually been made and all of the cash actually received up to and including 31 March 2015, there are still a number of adjustments and accounting entries which remain to be made in order to complete the year's accounts. These adjustments will be finalised over the next few weeks.
- 2.2 The Council approved a general fund revenue budget of £14,893,770 on 26 February 2014. Further financial information will be provided when the accounts are finalised.

## **3 Performance**

- 3.1 The latest performance information is reported and attached as Appendix 2.

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- 3.2 Any indicators failing to meet the set targets are reported, by exception, in the table found in section 3.6.
- 3.3 The information found in Appendix 2 is presented in four sections against each corporate priority and detailed results and progress towards identified outcomes for the Council is presented here as well.
- 3.4 The number of indicators monitored in this report for quarter four 2014-15 is 25 in total, and the proportion of indicators which have met their target during this period stands at 80%.
- 3.5 The report contains five columns designed to show achievement:
- The “Good is” column denotes whether ‘low’ or ‘high’ figures are good and allows the reader to analyse the results in detail;
  - There are two columns included showing comparative quarterly performance for 2013-14 and 2014-15 – this allows the reader to gain some insight into annual trends;
  - The fourth column shows the target for 2014-15 (in some cases a quarterly target may be provided when relevant and necessary) and;
  - In the last column one set of symbols (icons) show whether performance is on target or not at this time.
- 3.6 Five indicators from Appendix 2 are off target this quarter and are reported by exception in the table below, together with commentary.

Exception Report Quarter 4, 2015 (January –March)						
Ref	Indicator	Result	Target	Status	Officer	Portfolio holder
1.7	The amount of residual waste per household	106.25 kgs (est)	415kgs (annual)		Trevor Nicoll	Councillor Beech
Comment	<p>The service continues to deliver and promote its programme to encourage residents to recycle more and reduce residual waste; however it appears there is a national trend of waste growth, and despite monitoring monthly performance the forecasted annual target has not been met with a result of 426.8kgs for 2014-15 which is an improvement of 430.23kg for 2013-14. The indicator is off target in quarter four given the stretched target for 2014-15 of 415kgs which equates to a quarterly target of 103.75kgs, and that ‘good performance’ is low. Targets are being revised due to a reclassification of the definition of household waste.</p>					
1.8	Percentage of household waste sent for reuse, recycling and composting	44.12% (est)	55%		Trevor Nicoll	Councillor Beech
Comment	<p>The result for quarter four is off target given the annual target of 55% and is slightly less than last year’s quarter four performance of 45%. This is partly due to changes in household waste classification as we are no longer allowed to include all street sweepings for recycling, although they continue to be recycled, and nationally we are seeing a reduction in paper consumption, and more materials such as glass and plastics being produced in lighter weights in order to save on manufacturing cost and transport. The impact from these changes has resulted in the end of year result – 51.52% not meeting the forecasted target for 2014-15 although it is an improvement from the 2013-14 outturn of 50.94%.</p>					

Exception Report Quarter 4, 2015 (January –March)						
Ref	Indicator	Result	Target	Status	Officer	Portfolio holder
2.6	Percentage of Minor Planning Applications determined within time	70.6%	85%	No	Guy Benson	Councillor Williams
Comment	Performance during this quarter has been affected by the long term absence of an officer within a small team. Due to the issue of undetermined applications from the previous period it has proven difficult to improve on the numbers determined within time. Steps are being taken to manage the situation where possible by reallocation of workloads where appropriate and the setting of revised timescales. The targets will be revised to take account of national benchmarking and resources.					
2.7	Percentage of Other Planning Applications determined within time	82%	92.5%	No	Guy Benson	Councillor Williams
Comment	See the comment for 2.6					
3.6	Number of people accessing leisure and recreational facilities	170,524	184,920	No	Rob Foster	Councillor Hambleton
Comment	<p>The annual attendance figures and comments for each part of the service are as follows:</p> <p><b>Jubilee2:</b> There was an annual attendance target set of 500,000 with an outturn of 463,844 achieved. The shortfall of attendances can be attributed to the 50% closure of the gym and full closure of the activity in the 1<sup>st</sup> quarter due to the replacement of the gym floor and the closure of the training pool due to the failure of the movable floor in the third quarter.</p> <p><b>Kidsgrove Sports Centre:</b> There was an annual attendance target set of 130,000 with an outturn of 116,582 achieved. The shortfall of attendances can be attributed to a number of pool closures due to the failure of pool pumps and heating systems and the closure of the steam room, in addition to limited investment on the all-weather pitch.</p> <p><b>Football Development:</b> There was an annual attendance target set of 20,000 with an outturn of 17,379 achieved. The shortfall of attendances can be attributed to the unforeseen withdrawal of £20,000 of external funding in 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> quarters.</p> <p><b>Community Recreation Service:</b> There was an annual attendance target set of 20,000 with an outturn of 16,510 achieved. The shortfall of attendances can be attributed to the reductions made to the service programme arising from budgetary constraints in summer programmes and the phased withdrawal of the minibus.</p> <p>It should be noted the annual target for the service of 670,000 attendances was a stretched target and assumed that there would be no interruptions in the delivery of services. However despite the unforeseen circumstances services areas have encountered during 2014/15 the cumulative attendances for 2014/15 of 614,315 is comparable to the 2013/14 outturn of 619,899 attendances across the service.</p>					

Officers consider that the performance against these indicators does not give rise to serious cause for concern at present, and the management of each of the service

areas concerned continue to monitor and take steps to deal with under achievement of targets where possible and/or appropriate.

Further quarterly updates will be provided for Members in future reports.

- 3.7 Positive performance can be seen in a range of services and members will note that some services are affected by both seasonal and external factors.

#### **4. Outcomes Linked to Sustainable Community Strategy and Corporate Priorities**

- 4.1 All indicators link to corporate priorities set out in the Council Plan and/or Service Plans.

#### **5. Legal and Statutory Implications**

- 5.1 The Council has a duty to set targets for performance of a range of functions and needs to monitor these closely.

#### **6. Equality Impact Implications**

- 6.1 There are no differential equality issues arising directly from this monitoring report.

#### **7. Financial and Resource Implications**

- 7.1 Any positive variance for the full year on the General Fund Revenue Account will enable that amount to be transferred to the Budget Support Fund and will be available in future years for use as the Council considers appropriate. Conversely, if there is an adverse variance, the amount required to cover this will have to be met from the Budget Support Fund.

#### **8. Major Risks**

- 8.1 The ongoing changing market conditions represents the greatest risk to the revenue budget, particularly with regard to the impact it may have upon income receivable in relation to services where customers may choose whether or not to use Council facilities or in the case of the waste/recycling service where the volume of recycled materials is liable to fluctuate. The situation will be monitored through the normal budget monitoring procedures.
- 8.2 The capital programme will require regular monitoring to identify any projects which are falling behind their planned completion dates. This will be carried out by the Capital Programme Review Group, which meets on a monthly basis together with quarterly reports to Cabinet.
- 8.3 The above represents a high level view of risk. There are detailed risk registers available if members wish to see them.

#### **9. List of Appendices**

Financial information is to be provided at a later date, and the Performance report is attached at (Appendix 2)

#### **10. Background Papers**

Working papers held by officers responsible for calculating indicators.

**11. Management sign off**

Each of the designated boxes need to be signed off and dated before going to Executive Director/Corporate Service Manager for sign off.









	Signed	Dated
Financial Implications Discussed and Agreed		
Risk Implications Discussed and Agreed		
Legal Implications Discussed and Agreed		
H.R. Implications Discussed and Agreed		
ICT Implications Discussed and Agreed		
Report Agreed by: Executive Director/ Head of Service		

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## Corporate Performance Scorecard Quarter 4 2014-15




### Priority 1: A clean, safe and sustainable Borough

Outcomes: Our borough will be safer, cleaner and sustainable Lead Members Cllrs. Ann Beech, Tony Kearon and Terry Turner						
Ref	Indicator	Good is	Result 2013/14 Qtr 4	Result 2014/15 Qtr 4	Target 2014/15	Status
1.1	Percentage of food premises that have a zero or one national food hygiene rating.	Low	1.28% (9 out of 700 published premises)	0.88% (7 out of 793 published premises)	2.25%	
1.2	The percentage of food establishments which are broadly compliant with good hygiene law	High	95% (out of 1107 premises)	98% (1104 out of 1124 premises)	85%	
1.3	The area of contaminated land that has been remediated or is determined suitable for use	High	8Ha	4.34 Ha	-	-
1.4	Number of incidents of violence with injury	Low	197	262	-	-
1.5	Number of incidents of anti-social behaviour	Low	785	808	-	-
1.6	Number of incidents of serious acquisitive crime	Low	183	168	-	-
1.7	The amount of residual waste per household	Low	108kgs	106.25kgs (est)	415kgs (annual)	
1.8	Percentage of household waste sent for reuse, recycling and composting	High	45%	44.12% (est)	55%	
1.9	Levels of street and environment cleanliness (LEQ survey) free / predominantly free of litter, detritus, graffiti and fly-posting)	High	96% 93% 99% 100%	94% 97% 99% 99%	91% 91% 97% 99%	
1.10	Number of community volunteer groups/hours spent caring for their local green spaces and neighbourhoods	High	1383 hrs	2691hrs (5929 hrs total 2014-15)	5250 hrs	
1.11	Town Centre Vacancy Rate	Low	14.68%	12.3%	15%	
1.12	Percentage of investment portfolio (NBC owned) vacant	Low	8%	7.8%	12%	







### Priority 2 : Borough of Opportunity




Outcomes: Newcastle is a great place to live, work and do business - Lead Member Cllrs. Ann Beech, Terry Turner and John Williams						
Ref	Indicator	Good is	Result 2013/14 Qtr 4	Result 2014/15 Qtr 4	Target 2014/15	Status
2.1	Number of hours worked by volunteers in council co-ordinated activities (museum)	High	396 hrs	385hrs	375 hrs	
2.2	Percentage of minor adaptations delivered within four months (approval to payment for works under £5000)	High	89%	84%	75%	
2.3	Number of homelessness cases where positive action was successful preventing homelessness	High	98	95 (643 total 2014-15)	600	
2.4	Average stall occupancy rate for markets	High	64%	75%	55%	
2.5	Percentage of Major Planning Applications determined within time	High	33.3%	86.4% (Cumulative)	70%	
2.6	Percentage of Minor Planning Applications determined within time	High	74%	70.6% (Cumulative)	85%	No
2.7	Percentage of Other Planning Applications determined within time	High	96.5%	82% (Cumulative)	92.5%	No

### Priority 3 : A Healthy and Active Community

Outcomes: Everyone has the chance to live a healthy, independent life, access to high quality leisure and cultural facilities/activities and the opportunity to get involved in their community - Lead Member Cllrs. Ann Beech, Trevor Hambleton and John Williams						
Ref	Indicator	Good is	Result 2013/14 Qtr 4	Result 2014/15 Qtr 4	Target 2014/15	Status
3.1	Number of parks which have Green Flag status	High	9	11	9	
3.2	Level of satisfaction with Council run parks and open spaces	High	78.2% Annual result	70%	70%	
3.3	Number of people visiting the museum	High	10,693	10873 (59517 total 2014-15)	60,000	
3.4	Number of referrals from GPs to organised sporting activity	High	58	66	n/a	n/a
3.5	Percentage of people referred for exercise by GPs whose health improves	High	17.24%	18.36%	n/a	n/a
3.6	Number of people accessing leisure and recreational facilities	High	173,303	170,524	670,000	No

### Priority 4 : A Co-operative Council, delivering high-quality, community driven services

Outcomes: Your council is efficient, open and innovative in its work, with services designed and delivered co-operatively and communities are strong and well supported - Lead Member Cllrs. Mike Stubbs and Elizabeth Shenton						
Ref	Indicator	Good is	Result 2013/14 Qtr 4	Result 2014/15 Qtr 4	Target 2014/15	Status
4.1	Percentage attendance at planned meetings by members	High	n/a	n/a	80%	n/a
4.2	Percentage projected variance against full year council budget	Low	n/a	n/a	No variance	n/a
4.3	Average number of days per employee lost to sickness	Low	7.63 days	7.17 days	7.5 days	
4.4	Percentage of requests resolved at first point of contact	High	96.5%	97%	97%	
4.5	% Unmet demand (number of calls not answered as a % of total call handling volume)	Low	5.6%	5.9%	8%	
4.6	Time taken to process Housing/Council Tax Benefit new claims and change events	Low	11.71 days	6.72 days	10 days	
4.7	Percentage of Council Tax collected	High	96.6%	97.7%	97.5%	
4.8	Percentage of National non-domestic rates collected	Hlgh	96.9%	96.9%	96%	

<b>Key</b>	Performance information not available at this time or due to be provided at a later date.	n/a
	Performance is not on target but direction of travel is positive	
	Performance is not on target where targets have been set	
	Performance is on or above target.	

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