

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 Cabinet 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.
- (b) That Members note the comments made through the Scrutiny process and the responses from officers and others to these comments.

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 was originally presented to the Finance, Resources & Partnerships Scrutiny (FRAPS) Committee meeting on 15 June 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 financial information (Appendix A) and also detailed analysis of performance (Appendix B) for the fourth quarter of 2014/15.
- 1.3 There is additional information (Appendix C) detailing questions raised at the Finance, Resources & Partnerships Scrutiny Committee meeting on 15 June 2015, and subsequent responses forwarded to the attendees.
- 1.4 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 Council approved a general fund revenue budget of £14,893,770 on 26 February 2014. Further financial information is provided in Appendix A.

3 Performance

- 3.1 The latest performance information is reported and attached as Appendix B.
- 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 B 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 26 in total, and the proportion of indicators which have met their target during this period stands at 81%.
- 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 B 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
1.7	The amount of residual waste per household	106.25 kgs (est)	415kgs (annual)		Trevor Nicoll
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
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>				
<p>Comment from Portfolio Holder: Cllr. Ann Beech</p> <p>At a time when some Councils are downgrading their recycling targets in response to national trends of reduced paper use, lighter packaging materials and removal of street sweepings from what can be counted, it is a credit to our residents and their support for the service that last year’s recycling rate beat that from the year before</p>					

and maintained an above 50% level. This ensured that we are we are 5 years ahead of the national required target of 50% by 2020.

It is further hoped that as we move to implement the new service in 2016, which incorporates the kind of improvements that residents have called for such as better containers and more regular collections of recycling, our service will be in a strong position to build on the good current performance and push for a mid to late 50's level over the life of the next strategy period.

Ref	Indicator	Result	Target	Status	Officer
2.6	Percentage of Minor Planning Applications determined within time	70.6%	85%	No	Guy Benson
2.7	Percentage of Other Planning Applications determined within time	82%	92.5%	No	Guy Benson
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.				

Comment from Portfolio Holder: Cllr. Bert Proctor

Overall the Council's performance is satisfactory given that our targets exceed those which had been set by Government historically.

Also we know that it is the quality of decision making which is equally, if not more, important than the simple measure of processing speed.

Nevertheless, members will note an item elsewhere on this agenda which provides an update on implementing the Action Plan arising from the Planning Peer Review undertaken last year. In particular members attention is drawn to the proposals to address staff resourcing/capacity which should help to improve the Service's performance in the latter part of 2015/16.

Ref	Indicator	Result	Target	Status	Officer
3.6	Number of people accessing leisure and recreational facilities	170,524	184,920	No	Rob Foster
Comment	<p>The annual attendance figures and comments for each part of the service are as follows:</p> <p>Jubilee2: 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 1st 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>Kidsgrove Sports Centre: 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>Football Development: 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 2nd, 3rd and 4th quarters.</p>				

	<p>Community Recreation Service: 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>
<p><u>Comment from Portfolio Holder: Cllr. Amelia Rout</u> Whilst nationally there is a small upwards trend in participation in sport, still just over half of adults play no sport at all. Locally, overall participation is slightly higher in Newcastle than the England and West Midland averages. (37.1% Newcastle, 33.3% West Midland, 35.7% England).</p> <p>The number of people accessing the Councils leisure and recreational facilities remained fairly constant in 2014/15 when compared with the previous year. This has been achieved despite a number of unforeseen and unavoidable service interruptions and withdrawal of external funding during the year at both Kidsgrove Sports Centre and J2. The Councils target of 670,000 attendances is an aspirational target and a wide range of new initiatives are under way with more being planned to stimulate further take up and encourage residents of all ages to adopt healthy and active lifestyles.</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 (Appendix A), the Performance report (Appendix B) and the Scrutiny Question and Answer update (Appendix C) are attached.

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		