



St Albans
City & District Council

Council Performance & Budget Summary Quarter 2 2009/10

Contents:


Performance Summary

Performance Indicator Scorecard

Progress of Corporate Priorities and Project Boards

Budget Summary

PERFORMANCE SUMMARY

REPORTING PERIOD FROM: 01-July-09 TO: 30-September-09		
OVERALL STATUS:	HEADLINES:	RAG
R	Performance Indicators	G
A	Corporate Priorities & Project Boards	G
G	Budget Position	A
		
Main Achievements for Quarter 2: LDF Core Strategy consultation: July - September City Vision: Masterplan consultation 14 th – 26 th Sept 09. Consultation on Westminster Lodge & feedback reviewed. Improved performance since quarter 1 in time taken to deal with urgent housing repairs, affordable homes delivered and relet times.		Target Achievements for Quarter 3: Westminster Lodge facility mix approved. LDF and City Vision reports to Dec Cabinet Action plan to reduce carbon emissions finalised following work with Energy Saving Trust (EST)
Challenges and Corporate Radar: Parish Conference 27 th November – draft parish charter. LSP community conference 20 th October.		
Risks and remedial action in Quarter 2: Getting LDF core strategy evidence base assembled including consultation responses – project plan with tight timetable to handle volume of responses and evidence base, regular LDF project board and PPAP meetings.		

PERFORMANCE INDICATOR SCORECARD

		PI on or exceeded target			PI below target but within 10% tolerance			PI significantly below target >10%		
Performance Indicator Summary	24 indicators reported. 22 with targets.	Last qtr	This qtr	%	Last qtr	This qtr	%	Last qtr	This qtr	%
		16	18	82%	4	2	9%	3	2	9%
Ref	Title	Reporting freq. 09/10	08/09 Q4 Position	Quarter 1 Total	Quarter 2 Total	Quarter 2 Target	RAG			
NI 155	Number of affordable homes delivered (cumulative)	Monthly	108	25	75	75	G			
NI 157	Processing of planning applications (average)	Monthly	87.9	91.7	94.8	Vs Q1	G			
NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within a year.	Monthly	1340	3948	4512	Vs Q1	G			
NI 192	Percentage of household waste sent for re-use, recycling and composting	Quarterly	46.24	54.58	51.83	48.73	G			
CCD1	Total number of visits to museums	Monthly	48816	58606	57321	56946	G			
CCD2	Total number of visits to arts and entertainment venues	Monthly	49675	39871	20175	28663	R			
CCD3	Total number of visits to sport and leisure centres	Monthly	203165	277372	244309	213056	G			
CCD4	Total number of visitors to the Tourist and Information Centre	Monthly	34376	33652	41087	37814	G			
HOU8	Percentage of completions within target times – urgent repairs	Monthly	92	86	90	90	G			
HOU9	Percentage of completions within target times – non urgent repairs	Monthly	96	95	93	90	G			
HR5	Number of customer visits to the customer contact centre	Monthly	No data	8930	11008	n/a	n/a			
HR6	Percentage of customers seen within target waiting time (fifteen minutes)	Monthly	93.9	93.73	93.3	90	G			
HR7	Number of telephone enquiries to the customer contact centre	Monthly	No data	12268	12356	n/a	n/a			
IT1	Number of visits to the website	Monthly	128010	135282	142216	130581	G			
NI 15	Number of serious violent crime (cumulative)	YTD	9	11	21	20	A			
NI 16	Number of serious acquisitive crime (cumulative)	YTD	449	440	839	963	G			
NI 20	Number of assaults with injury crime rate (cumulative)	YTD	113	114	244	244	G			
NI 156	Number of households living in temporary accommodation	Monthly	48	36	40	70	G			
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (days)	Monthly	No data	8.19	9.15 prov.	14	G			
NI 191	Kg of residual household waste per household	Quarterly	0.11	0.11	0.11	vs Q1	G			
NI 193	Percentage of municipal waste landfilled	Quarterly	53.76	45.42	48.17	51.27	G			
HOU4	The average time taken to relet dwellings (days)	Monthly	68	68	62	40	R			
HOU5	The average time taken to relet dwellings excluding retirement accommodation (days)	Monthly	32	30	24	30	G			
HOU6	The rent arrears of current tenants as a percentage of the Council's rent roll	Monthly	1.76	1.89	2.03	1.9	A			

KEY: NI = national indicator (statutory), CCD = Culture and Community Development, HOU = Housing, HR = Human Resources and Customer Services, IT = Information Technology (all local indicators).

PERFORMANCE BY EXCEPTION

R A G	Ref	Title	Mitigating Actions
R	CCD2	Total number of visits to arts and entertainment venues	The reason for the decrease is due to a special event that took place at the arts venues during Quarter 2 2008 (attended by 6763 people) but which did not take place in Quarter 2 2009. The profiling of targets will be reviewed as part of establishing the Corporate Plan 2010-13.
R	HOU4	The average time taken to relet dwellings (days)	<p>Delays caused by the rehousing programme within both retirement housing and Ridgeview.</p> <p>The outturn for the average relet time excluding properties which are being used for rehousing tenants is 21 days against a target of 20 days. There has been a marked improvement in the course of this quarter because of clearer identification and monitoring of voids where capital works have been carried out.</p> <p>It is probable that this indicator will remain off target as there are likely to be a number of rehoming in retirement housing in the next quarter.</p>

PROGRESS OF CORPORATE PRIORITIES AND PROJECT BOARDS

CORPORATE PRIORITY 1: PROVIDING LEISURE FACILITIES					
PROVIDING LEISURE FACILITIES AT WESTMINSTER LODGE & LONDON COLNEY, INCLUDING YOUTH PROVISION Head of Service: Richard Shwe Portfolio Holder: Cllr Sheila Burton	Key milestones Quarter 2 (July - Sept)	RAG	Comments/Actions	Key milestones to be achieved in Quarter 3 (Oct - Dec)	
		WL&LC: Bid to the Free Swimming Capital Modernisation Fund.		Results of funding application still awaited from Sport England. Notification due 2 nd / 3 rd week in October.	WL: Final design adjustments made to approved scheme.
		WL: A draft design brief & accommodation schedule to be finalised when the facility mix is chosen		Final facility mix, design and cost plan for Option 2 (residents' preferred option) reported to and approved by Cabinet on 6 th October.	WL: Site investigations, traffic studies, archaeological trial trenching to be completed.
		WL: Public consultation on design options launched 21.7.09 for 3 weeks. Public consultation feedback received and reviewed. Will form part of October 09 Cabinet report		Results of the public and stakeholder consultation on the design options for the new leisure facility were reported to Cabinet on 6 th October. Design layout for option amended to take account of the results of feedback from the public and stakeholder consultation process.	WL: Preparation of final drawings and supporting documents for submission of planning application in January 2010.
		LC: Expressions of interest from a small number of commercial operators in August 09 – public consultation will take place when project reaches a feasible stage		Fifty one (51) companies registered, four (4) questionnaires returned.	LC: Supplementary Information, Pre Qualification Questionnaire (PQQ) amended to take account of feedback from soft market testing.
					LC: OJEU notice and advert for industry journals to be issued in late Oct / early Nov 2009.
					LC: PQQ Assessment, long list interviews and initial shortlisting to commence end of December.

Risks and remedial action:

WL: Design & Build facility chosen in favour of DBOM as this will provide best value and lower risk for SADC

LC: Due to current economic climate “soft market testing” was undertaken starting in early July 09. When completed, a brief with more specific project requirements will be developed

CORPORATE PRIORITY 2: LOCAL DEVELOPMENT FRAMEWORK				
PRODUCING THE LOCAL DEVELOPMENT FRAMEWORK INCLUDING THE CITY VISION AND PROTECTING THE GREEN BELT AND THE ENVIRONMENT TO ENSURE A SUSTAINABLE AND GREENER COMMUNITY Head of Service: John Young Portfolio Holder: Chris Brazier	Key milestones Quarter 2 (July - Sept)	RAG	Comments/Actions	Key milestones to be achieved in Quarter 3 (Oct - Dec)
	'Emerging Core Strategy' consultation document published July 2009 - feedback sought via touring exhibition, online survey and public meetings until 28 th Sep 09.	R	Completed.	Consultation report due from ORS November. Report to Cabinet in Dec.
	City Vision: draft vision and framework completed Aug 09. Masterplan consultation 14 th – 26 th Sept 09.	R	Completed.	Report to Cabinet in Dec.
Risks and remedial action: Getting evidence base assembled in time including consultation responses – project plan with tight timetable to handle volume of responses and evidence base, regular LDF project board and PPAP meetings Impact of changes to regional planning process on LDF – close discussions with GO East				

CORPORATE PRIORITY 2: ENVIRONMENT				
PRODUCING THE LOCAL DEVELOPMENT FRAMEWORK INCLUDING THE CITY VISION AND PROTECTING THE GREEN BELT AND THE ENVIRONMENT TO ENSURE A SUSTAINABLE AND GREENER COMMUNITY Head of Service: Andrew Robertson Portfolio Holder: Mike Ellis	Key milestones Quarter 2 (July - Sept)	RAG	Comments/Actions	Key milestones to be achieved in Quarter 3 (Oct - Dec)
	Waste audit of Councils offices completed	■	The report has now been completed and will be presented to the next Environment, Sustainability & Greener Communities Board and then to the CEO Board.	Investigation of a new recycling implementation scheme (practicalities and contracts)
	Focus groups set up regarding the Council management of climate change in compliance with NI188	■	Focus groups are continuing to meet.	Completion of report for level 1. Presentation to CXB and members. Preparation of consultation documents.
	Electric car trialled as part of green travel survey	■	A car was trialled for 3 weeks but was found to have technical issues. On this basis, it might be wiser to currently stay with fuel efficient cars for a potential car pool.	Investigation of pool cars probably fuel efficient rather than electric and working with CommonWheels
	Sustainable procurement policy approved by Cabinet	■	The implementation plan is currently in progress.	Setting-up of a monitoring system to assess successful implementation
	Guidance and recommendation received in report from EST on reducing the areas carbon emissions. Action planning workshop involving all Council departments held with view to determining priorities.	■	The action plan is currently being produced with timescales and assigned responsibilities.	Action plan approved by cabinet and start of implementation.
Risks and remedial action: Initiatives to provoke culture change, actions identified above will not alone reduce carbon footprint and need to manage expectations – number of projects including education campaign and working with partners, EST etc. Comprehensive communication plan in place.				

CORPORATE PRIORITY 3: ACHIEVING VALUE FOR MONEY					
ACHIEVING VFM, QUALITY SERVICES, EFFICIENCIES AND BELOW RPI COUNCIL TAX RISES	Key milestones Quarter 2 (July - Sept)	RAG	Comments/Actions	Key milestones to be achieved in Quarter 3 (Oct - Dec)	
	GIS Corporate Intranet Mapping: Progress on programme of continual improvement Heads of Service: Mutairu Jibril/ Janette Parsons/ Colm O'Callaghan			System active.	Estates Property Terrier data linked to back office systems. Client Services data linked to back office systems. Programme of continual improvement.
	Electronic Payments: New web payments system to go live on 30th Sep 2009. Portfolio Holder: Roger Axworthy			Payment system went live 30 th Sept 2009.	Promote and encourage the use of the electronic payments system. After an initial bedding in phase, expand the systems functionality to enable a wider range of transactions and payments.
	BIP/Customer Contact Centre (CCC): Next phase - elections, planning phase 2, environmental health phase 2 CLG Funding Bid £86K to pilot toolkit re complaints process. Decision by Sep 09.			Northgate have produced an Applications Issue Register to manage and progress the CRM issues and a joint project plan being developed. Planning Phase II scope and deliverables agreed. Quick wins are progressing. CLG Getting it Right, and Righting the Wrongs toolkit funding successful! Project runs from Oct 09 to 31st Marc 2010 Herts. County Council & Harpenden Information Point – closer working way forward agreed.	Quick Wins around Animal Warden and Election calls migrated into Contact Centre. Joint project plan between SADC and Northgate to facilitate the reintroduction of Council Tax into the Contact Centre agreed and implemented. Joint training of Customer Services and Harpenden Information Point staff to signpost customers on Herts County Council services. CLG Bid workshops held (staff, customers, stakeholders, members).

Risks and remedial action:

New web payments system – dual running with previous supplier for one month to allow for ease of migration to new system for customers

Failure to get CLG funding to fully implement planned improvements to complaint handling and customer service – alternative programmed of implementation through BIP but longer timescale

CORPORATE PRIORITY 4: STREET SCENE					
ENHANCING THE DISTRICT BY PROVIDING VISIBLE IMPROVEMENTS TO THE STREET SCENE (links with Public Realm and City Vision projects)	Key milestones Quarter 2 (July - Sept)	RAG	Comments/Actions	Key milestones to be achieved in Quarter 3 (Oct - Dec)	
		Applications for visible street scene funding for 09/10 sent to all parishes and Harp TC			All funding bids to be received by end of December.
		Draft proposal for a City in Bloom project 2011 to go to SS Board.		Considered by Project Board 13/10. In principle decision made to proceed in 2010. Project to be rebranded.	Business case to be made for budget for 2010.
		Start roll-out of community skips.		Community skips provided in Sept to Cotswoldswick and London Colney.	
	Head of Service: Andrew Robertson	Refurbishment of static recycling banks to be completed.		Majority of static banks refurbished by end of Sept. All will be finished end of October. Roll on/off to be refurbished in November.	All static sites should be completely refurbished by end of November.
	Portfolio Holder: Anthony Rowlands	Traffic management orders for enforcing verge parking to be completed for part of Harpenden Road, Watson's Walk and Colney Heath.		Verge enforcement now in place. Awaiting verge reinstatement.	Verge enforcement to be extended to other roads in District following consultation.
		In partnership with Hertfordshire Highways – the voluntary closure of 38 heavily parked roads for essential maintenance and cleaning		All work completed successfully. Another batch of roads will be included next year as part of rolling programme.	
		More street litter recycling bins to be distributed around the district.		9 sets have now been sited around the District – remaining 3 sets to join new sites.	
		Refurbishment of part of Jubilee Centre by Premier Foods		Work delayed due to Pandemic Flu contingency plus building issues.	Refurbishment work to be completed.
				Consultation period for Street Care design manual ends. Final manual to be produced.	

Risks and remedial action:

If visible improvements to street scene not recognised by public – number of projects initiated and working with partners including parishes and town council, communication plan to ensure publicity for work undertaken, high satisfaction with area as a place to live and reduction in litter recognised (Place Survey 2008/09).

Reliance on 3rd parties and small contractors e.g. for static sites, can lead to unscheduled delays and difficult to ensure completion on time – alternative contractors could be considered

RECESSION RESPONSE				
Project Board (supporting priority 2009-12)	Key milestones Quarter 2 (July - Sept)	RAG	Comments/Actions	Key milestones to be achieved in Quarter 3 (Oct - Dec)
RECESSION RESPONSE Head of Service: Richard Shwe Portfolio Holder: Melvyn Teare	Final meeting scheduled 18 Sep 09, virtual meetings thereafter	□	Completed as planned	n/a – task and finish project complete, but Board members will receive regular data updates by email and will re-convene if necessary
	Executive Forum model to be explored for 18-24 year olds	□	Costings for pilot sessions calculated.	Bid for PRG money to be made to LSP management committee
	Strengthen links with CAB to provide seamless service.	□	Meetings held with CAB. Draft Service Level Agreement in Progress.	Completion of Service Level Agreement.
	Early payment of invoices to businesses.	□	Twenty day target agreed and set out in July Cabinet report	
	Financial inclusion and benefit take up campaign – explore links to money advice unit (MAU) – Herts CC.	□	Initial discussions commenced.	Complete discussions.
Risks and remedial action: Latest statistics show economic situation stabilising or slightly improving. Risk of double dip recession or of lags from initial shock still feeding through. Monthly data updates being circulated. Project board will be reconvened at short notice is necessary.				

BUDGET SUMMARY

	Budget £000	Forecast Variance £000	Forecast Variance %	RAG	Comments
General Fund Revenue	19,501	0	0	A	Budget pressures around interest on balances and agency staff are being offset by actions set out below.
Housing Revenue Account	23,803	56 adverse	0.2	G	Empty council tax charges
	Budget £000	Spend at Month 6 £000	Proportion of budget spent %	RAG	Comments
General Fund Capital	6,277	1,091	17.4	G	Programme reviewed and £2.25m deferred into future years (which makes current spend is 27% of latest programme.)
HIP	11,516	3,638	31.6	G	Programme recently reviewed as reported to Cabinet on 8 th September 2009

Comments and Mitigating Actions

The latest forecast position on the General Fund in the light of spending to month 6 (September 2009) is to come in on budget. This is after taking the following mitigating actions to reduce the figure previously reported to members:

- Cut agency staff in Planning and Building control department
- Review of agency staff and some slowing down of recruitment generally
- Further review of forecasting to ensure forecasts are not too cautious
- Review of spending on supplies and services budgets

The assessment is amber since not all of the approaches to do this (which involve in some cases further action in addition to the month 5 actions) are fully implemented

Risks and further mitigation

One of the potential significant risks identified at budget setting was "Planning appeal". Regarding this the Helioslough enquiry is clearly a major financial risk and latest forecasts are that the Councils costs could be of the order of £750k, though the overall worst case liability is very hard to determine. This can be partially offset by use of the Planning appeal costs contingency of £400k, and beyond that the general reserve (which stood at £4.0m at 31 March 2009). Officers will nevertheless keep this risk under review and take all necessary actions.