

BABERGH DISTRICT COUNCIL

FROM: Head of Finance and Head of Corporate Services

REPORT NUMBER G94

**TO: OVERVIEW AND SCRUTINY
(COMMUNITY SERVICES)
COMMITTEE**

DATE OF MEETING: 4 September 2007

FINANCE AND PERFORMANCE MANAGEMENT – QUARTERLY MONITORING REPORT

1. PURPOSE OF REPORT

- 1.1 This monitoring report aims to give the Committee an integrated picture of the significant issues with regard to financial and performance information.
- 1.2 The format follows that of the Corporate Plan 2007/8 to improve the linkage to the Council's corporate priorities.
- 1.3 There will be a full update on Risk Management at the next meeting of the Committee.

2. RECOMMENDATIONS

- 2.1 That Members note the key points relating to variations against the 2007/8 Budget, Best Value Performance Indicators (BVPIs) and Local Performance Indicators (LPIs).
- 2.2 That Members scrutinise the financial and performance information set out in this report and appendices to determine where further work is required by officers, or recommendations made to the Strategy Committee or Council.
- 2.3 That key variations are reported to the Strategy Committee on the understanding that Action Plans will be drawn up to deal with the potential variations as appropriate, with this Committee monitoring these.

3. FINANCIAL IMPLICATIONS

- 3.1 It is difficult to produce a full year financial prediction based on first quarter information. However, based on the contents of this report and the appendix on budget monitoring, this indicates a potential position for the year as follows:
 - General Fund Revenue Budget – approaching a £200,000 net saving/underspend
 - Housing Revenue Account (HRA) – potential additional costs on void properties of between £50,000 and £100,000 for the year
 - Capital – HRA target of 97% of budget spend appears achievable: General Fund shortfall of approaching £600,000, most of which is likely slippage
- 3.2 The General Fund revenue savings would leave the Council with more in reserves, which could be used for other corporate priorities or to support the budget and financial strategy in future years.
- 3.3 The HRA had excess costs in 2006/07, some of which were to be recovered this year. A further overspend on void properties will make that difficult and the Housing Panel should be requested to

draw up an action plan to address the current position and any future changes that are felt to be appropriate.

- 3.4 The General Fund capital shortfall could result in the planned borrowing this year of around £500,000 not being required – the saving in borrowing costs is allowed for in the indicated £200,000 General Fund Budget saving/underspend.

4. **RISK MANAGEMENT**

- 4.1 This report links to Corporate Business Risk No.7 – Finance, Performance & Risk Management. Key risks are seen as:

Risk Description	Likelihood	Seriousness or Impact	Mitigation Measures
BVPI and LPI performance does not improve compared to previous years and LA's nationally	To be determined	Marginal	Regular monitoring to identify key variations.
Budgets are overspent, depleting reserves or requiring savings in other areas	Low (High on HRA voids)	Critical	Regular monitoring at officer & Member level with actions agreed to remedy the situation
Budgets are underspent or savings made	High	Marginal	As above. This early warning system will enable the Council to consider the implications in terms of future financial planning and management, both corporately and in specific areas

5. **KEY INFORMATION**

Overall context

- 5.1 It is important that Members have a clear picture of the linkages between finance, risk and performance. To this end, this report integrates summary financial and performance information.
- 5.2 This first quarterly report for 2007/08 aims to present Members with predictive financial information. With regard to Performance information a report outlining options for future monitoring of Performance Indicators follows this item on the agenda.
- 5.3 An overview of the potential outturn position on key budget risk areas is included as Appendix 2. Further commentary on this is provided later in the report.
- 5.4 The latest position on BVPIs and LPIs should be placed in the appropriate context. To this end, appendix 1 of this report provides a range of contextual information for each BVPI and LPI. This includes data from previous years, a set of comparative data, progress against our improvement targets (set by Strategy Committee on the 28th June) and our current direction of travel.

5.5 Priorities in the Corporate Plan that fall under the remit of this Committee are shown below together with the key performance highlights from this quarter:

Maintain a safe clean and sustainable environment

- Whilst currently below target, both the percentage of total tonnage of waste recycled and the actual total tonnage recycled are improved on the 2006/07 year end figure and ahead of the figure for quarter 1 last year.
- The number of new homes on brown field sites is below target. However, it should be noted that performance against this target is directly related to the number of Brown Field sites that become available.

Increase the supply of housing that local people can afford to rent or buy

- The target of 700 affordable homes to be built by April 2009 is on schedule. So far 229 properties have been completed with a further 248 at the post planning permission development stage.
- The amount of major planning applications processed on time is currently on target, however minor and other planning applications processed on time are below both target and the end of year figure for 2006/07. These final figures were both bottom quartile nationally.
- Standard searches carried out within 10 working days remains on target with 100% being completed within this period.

Promote Healthy living and reduce health inequalities

- The number of houses adapted to meet the needs of older people is on target with 10 disabled facilities Grants completed in quarter 1.
- The number of high risk food and health and safety inspections carried out is on target for the year with 100% that are required being completed during quarter 1.

Give easy convenient access to quality services

- The target for disabled access to all our buildings was achieved in 2006. This is still to be attained elsewhere in Suffolk.

Raise individual and community ambitions and encourage active citizenship

- The percentage of occupancy of the managed workspace in Hadleigh is on target for the year.

Performance Information - Overall Position

5.6 The Corporate Plan contains a total of 91 BVPIs and 63 LPIs and the overall position is indicated in Tables 1 and 2 below.

5.7 Table 1 shows quarter 1 performance against the improvement targets set for 2007/08. 57% of the PIs are on or exceeding the level required to meet the target, 41% are below the target. Table 2 shows the direction of travel since 2006/07. 35% of PIs are improving, 29% are indicating declining performance, and 36% have stayed the same.

Table 1 – Q1 Performance v Target

Corporate Priority	On or exceeding target	Below target	No return	N/A¹	Total
Maintain a safe clean and sustainable environment	15	16	2	9	42
Increase the supply of housing that local people can afford to rent or buy	14	7	0	1	22
Promote healthy living and reduce health inequalities	9	6	0	3	18
Give easy convenient access to quality services	18	9	0	29	56
Raise individual and community ambitions and encourage active citizenship	5	5	0	6	16
Totals	61	43	2	48	154
Percentages (based on 106 PIs)	57%	41%	2%		

Table 2 – Q1 Performance v 2006/7 Year end

Corporate Priority	Improved	Worse	Same	N/A	Total
Maintain a safe clean and sustainable environment	9	10	11	12	42
Increase the supply of housing that local people can afford to rent or buy	6	5	5	6	22
Promote healthy living and reduce health inequalities	2	3	4	9	18
Give easy convenient access to quality services	13	3	10	30	56
Raise individual and community ambitions and encourage active citizenship	0	4	1	11	16
Totals	30	25	31	68	154
Percentages (based on 86 PIs)	35%	29%	36%		

5.8 Members should consider these summary tables with the caveat that, taken alone, they do not provide a measure of Babergh's performance *relative to other authorities*. For example, PIs

¹ This includes PIs where no data is available, contextual PIs, PIs that are collected annually, and new PIs where target has yet to be identified.

recorded as ‘Below target’ may be in the top quartile for district council’s nationally and improving. Similarly PIs recorded as ‘Improved’ may remain bottom quartile nationally.

- 5.9 Appendix 1 provides a comprehensive set of contextual information for each BVPI and key LPI, allowing effective comparisons to be drawn. Suffolk and national comparisons relate to the most recently available audited data; end of year 2005/06. Audited data for 2006/07 will not be available until December. Sparsity Partnership for Authorities delivering Rural Services (SPARSE) data relates to the year-end 2006/07. SPARSE data provides benchmarking information for over 70 rural authorities across England.

O&S (Community Services) Position

- 5.10 This committee has specific responsibility for a total of 46 BVPIs and 45 LPIs. These are shown at Appendix 1 and in Tables 3 and 4.
- 5.11 Table 3 shows quarter 1 performance against the improvement targets set for 2007/08. 52% of the PIs are on or exceeding the level required to meet the target set for 2007/8, 45% are below target. It should be noted that a significant proportion of the PIs falling under the remit of this committee are either contextual, new for 2007/8 or are not collected on a non-quarterly basis.

Table 3 – Q1 Performance v Actual

Corporate Priority	On or exceeding target	Below target	No return	N/A²	Total
Maintain a safe clean and sustainable environment	13	16	2	9	40
Increase the supply of housing that local people can afford to rent or buy	10	6	0	1	17
Promote healthy living and reduce health inequalities	9	6	0	3	18
Give easy convenient access to quality services	1	0	0	2	3
Raise individual and community ambitions and encourage active citizenship	5	5	0	3	13
Totals	38	33	2	18	91
Percentages (based on 73 PIs)	52%	45%	3%		

- 5.12 The BVPIs that are below target are:

- 82ai - The % of total tonnage of waste arising which has been recycled
- 82aaii - Tonnage of waste arising which has been recycled
- 84a - Number of Kilograms of household waste collected per head
- 106 - New homes on brown field sites

² This includes contextual PIs, PIs that are collected annually, and new PIs where target has yet to be identified.

- 109b - The % of minor planning applications determined in 8 weeks
- 109c - The % of other planning applications determined in 8 weeks
- 126a - The number of domestic burglaries per 1000 households
- 127b - The number of robberies per 1,000 pop'n
- 128a - The number of vehicle crimes per 1,000 pop'n
- 166a - Score against an Environmental Health checklist
- 199d - Local Street and Environmental cleanliness (fly tipping) – year on year reduction in number of incidents and number of enforcement actions taken
- 204 - Planning Appeals allowed against the authority's decision to refuse a planning application
- 205 - Quality of planning services checklist
- 218a - % of abandoned vehicles investigated within 24 hours
- 219b - % of conservation areas with an up to date character appraisal
- 64 - Private dwellings - returned to occupation
- 66a - Proportion of rent collected
- 66b - Rent collection and arrears recovery: % of tenants with more than 7 weeks rent arrears
- 212 - Average time to re-let local authority housing
- 63 - Energy Efficiency of local housing stock
- 184a - Local authority homes which were non-decent at beginning of the year
- 184b - Change in proportion of non-decent homes in the year

5.13 The following LPs are below target:

- LPI 22 - % of non recoverable material present by weight
- LPI 15 - Number of affordable rent agreements secured
- LPI 43 - Local authority housing - repairs and maintenance service - proportion of planned -- repairs to responsive maintenance
- LPI 7 - Number of dwellings given financial assistance
- LPI 8 - % of high risk houses in multiple occupation inspected
- LPI 33 - Number of business start-up and growth loans provided
- LPI 34 - % occupancy of managed business workspace in Sudbury
- LPI 60b - % change in the sales turnover generated by the tourist information centres since the previous year
- LPI 61 - Spend per customer in the Tourist Information Centres
- LPI 62a - Number of hours of advice and support given to community groups and individuals for arts and community projects and for sourcing funding.

5.14 Table 4 shows the direction of travel since 2006/07. 26% of PIs are improving, 41% are deteriorating and 33% have stayed the same.

Table 4 – Q1 Performance v 2006/7 Year end

Corporate Priority	Improved	Worse	Same	N/A	Total
Maintain a safe clean and sustainable environment	9	10	9	12	40
Increase the supply of housing that local people can afford to rent or buy	3	5	3	6	17
Promote healthy living and reduce health inequalities	2	3	4	9	18
Give easy convenient access to quality services	0	0	1	2	3
Raise individual and community ambitions and encourage active citizenship	0	4	1	8	13
Totals	14	22	18	37	91
Percentages (based on 54 PIs)	26%	41%	33%		

Financial Information -Overall Position

- 5.15 For this first quarter, the list of risk areas (risk of variation to the budget at the year end) has been produced through discussions with managers, using past experiences and current knowledge. Please see Appendix 2.
- 5.16 The key risks identified and reported in this first quarterly report will form the baseline for future monitoring and will need to be updated by officers as circumstances change.
- 5.17 The following key potential variations have been identified in quarter 1:

Revenue/General Fund

- Salaries, recruitment and corporate training costs (potential estimated total underspend of up to £150K)
- Borrowing costs (Saving of up to £25K, including a small amount on CAST, dependent on capital programme delivery – see later)
- Higher Investment income (between £50K and £100K) depending on interest rates and cashflows
- Possibility of lower income in some areas (car park fines, land charge searches, trade waste). To be investigated further and closely monitored to determine a more accurate outturn position.
- Concessionary Bus Fares scheme – budget could be exceeded due to higher take-up. Also, costs of implementing new scheme in April 2008 and Government grant towards these currently being assessed.

Housing Revenue Account (HRA)

The key risk area identified in quarter 1 is work on void properties. This year's position and the prospects for the rest of the year are being assessed further by officers. The Housing Panel will be considering the matter in the near future. It is currently possible that an outturn overspend of between £50K and £100K could arise.

Capital

- HRA – satisfactory progress and aim of delivering at least 97% of the programme should be achieved
- General Fund - An overall projected underspend of about £580K mainly due to slippage. Key projected variances are:
 - Joint refuse contract – new depot (£200K)
 - ICT (£230K, over 20% of the approved budget)
 - Private Sector Renewal grants/loans (£105K)

Budget Carry forwards from 2006-07

Officers also monitor spending against the approved Budget carry forwards from 2006-07. These totalled over £500K on revenue and £228K capital (this excludes council housing as there was nothing significant carried forward) – Appendix 3 provides details on the revenue budgets.

Earmarked Reserves

The overall position on these is also summarised in Appendix 2

Efficiencies

Based on this quarter's assessment it appears very likely that the Gershon efficiency forecast of over £400K is achievable. This will be at least £80k in excess of Babergh's annual Gershon efficiency target and we have already exceeded the 3-year cumulative target.

Significant Partnerships

The financial performance of significant partnerships is also monitored. These include the LAA and the two LSP's. In addition, there are clear governance arrangements in relation to the joint refuse contract and for monitoring the financial performance of the Leisure Trust. There are no matters to draw to the Committee's attention in relation to any of these, although it should be noted that the financial arrangements for the LAA are currently under review.

Members will be updated on any issues that arise in future quarterly reports

5.18 For Members information, key financial data for 2006/07 is also reported – see Appendix 4.

6 APPENDICES

Appendix 1 - Corporate Plan monitoring 2007/08 – BVPIs and LPIs Quarter 1. N.B. Indicators monitored specifically by the O&S (Stewardship) Committee are in standard text.

Those monitored by O&S (Community Services) are highlighted in bold.

Appendix 2 - Projected monitoring report for the period ending June 2007

Appendix 3 - Carry forwards from 2006

Appendix 4 - Key financial outturn matters 2006/07

7 BACKGROUND PAPERS REFERRED TO:

None.

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Overview & Scrutiny (Community Services). Indicators in bold are those for which this committee has specific responsibility.

CORPORATE PLAN MONITORING -2007/08

Quarter 1

BVPI	Description	Previous Years			Comparative data					Improvement targets		Current Position			
		2005/06 Actual	2006/07 Actual	2006/07 Actual Q1	Suffolk Rank 1 05/06	Babergh ASG Rank 1 perf 05/06	Babergh Quartile [SPARSE]	Babergh Quartile [Districts]	District Council Top Quartile	2007/08 Target	Babergh objective [Districts] 2007/08	2007/08 Actual Q1	Actual v Target	Direction of travel	Comments
Safe, clean & sustainable															
82ai	The % of total tonnage of waste arising which has been recycled	26.85%	28.44%	27.59%	2	28.35%	TQ	TQ	21.72%	32%	TQ	30.44%	↓	↑	
82aii	Tonnage of waste arising which has been recycled	9183	9452	2294.16	3	13314	n/a	TQ	9082.98	11000	TQ	2631	↓	↑	
82bi	The % of total tonnage of waste arising which has been sent for composting	6.45%	9.54%	10.00%	6	27.10%	3rd Q	2 nd Q	14.67%	10%	2 nd Q	11.01%	↑	↑	
82bii	Tonnage of waste arising which has been sent for composting	2204	3288	884.35	6	13002	n/a	2 nd Q	6048.83	3400	2 nd Q	951.1	↑	↑	
84a	Number of Kilograms of household waste collected per head	403.1	408.45	104.77	6	477.4	2nd Q	2 nd Q	381	409	2 nd Q	102.37	↓	↑	
84b	Household waste collection % change per head of population	1.32%	0.80%	2.39%	4	-6.46%	3rd Q	3 rd Q	-3.29%	0%	2 nd Q	-1.80%	↑	↑	Compared with Q1 2006/07
86	Cost of waste collection per household	£32.50	£34.61	£35.97	2	£31.05	TQ	TQ	£40.28	£40	TQ	N/A	n/a		Reported annually at year end
91a	Population served by a kerbside collection of recyclables (1 recyclable)	100%	100%	100%	1	100%	TQ	TQ	100%	100%	TQ	100%	↑	↔	
91b	Population served by a kerbside collection of recyclables (2 recyclable)	100%	100%	100%	1	100%	TQ	TQ	100%	100%	TQ	100%	↑	↔	
106	New homes on brown field sites	69.30%	66%	No data	2	99%	2 nd Q	3 rd Q	89.67%	76%	2 nd Q	60%	↓	↓	
109a	The % of major planning applications determined in 13 weeks	67.57%	62%	72%	5	88%	BQ	3 rd Q	74.75%	65%	2 nd Q	67%	↑	↑	
109b	The % of minor planning applications determined in 8 weeks	69.76%	60%	70%	3	82.73%	BQ	BQ	80.39%	75%	2 nd Q	57%	↓	↓	
109c	The % of other planning applications determined in 8 weeks	83.87%	77%	78%	4	89%	BQ	BQ	91.61%	85%	2 nd Q	75%	↓	↓	
126a	The number of domestic burglaries per 1000 households	4.52	3.2	0.90	3	2.20	no comparison data	TQ	5.7	3	TQ	0.9	↓	↔	This represent a fall in crime in this category (in comparison to figures last year) and means that Babergh is third lowest (out of 15) in comparison with the family of similar authorities across the country and below the average for similar authorities of 1.3 crimes per 1000 of population.
127a	The number of violent offences per 1,000 pop'n	9.26	9.2	2.50	2	7.40	no comparison data	TQ	11.1	9.1	TQ	0.4	↑	↑	A fall in comparison to Qrt 1 in 06/07. In comparison to the family of similar authorities Babergh is below the average of 0.6 crimes per 1000 of population and fifth lowest (out of 15) in the group.

BVPI	Description	Previous Years			Comparative data					Improvement targets		Current Position			
		2005/06 Actual	2006/07 Actual	2006/07 Actual Q1	Suffolk Rank 1 05/06	Babergh ASG Rank 1 perf 05/06	Babergh Quartile [SPARSE]	Babergh Quartile [Districts]	District Council Top Quartile	2007/08 Target	Babergh objective [Districts] 2007/08	2007/08 Actual Q1	Actual v Target	Direction of travel	Comments
127b	The number of robberies per 1,000 pop'n	0.11	0.1	0	1	0.1	no comparison data	TQ	0.2	0.1	TQ	0.1	↓	↓	Below average figures in comparison to the family of similar authorities (average 0.4 crimes per 1000 of pop) and second lowest (out 15) in comparison with the family of similar authorities.
128a	The number of vehicle crimes per 1,000 pop'n	7.13	6.2	1.60	3	4.70	no comparison data	TQ	6.4	6	TQ	2	↓	↓	Below average figures in comparison to similar family of authorities for theft of motor vehicle, but above average for theft from (1.7 per 1000 in comparison to an average of 1.2 per thousand). Further analysis of this is being commissioned to give additional detail about the rise in figures for theft from vehicles, so that action can be properly focused to tackle the issue.
166a	Score against an Environmental Health checklist	90%	100%	No data	3	98.80%	no comparison data	TQ	98.7%	95%	2 nd Q	90%	↓	↓	On target to be completed by end of year.
174	The number of racial incidents reported to the local authority per 100,000 pop'n	1.18	0	0	5	0	no comparison data	n/a	n/a	0	n/a	0	↑	↔	On target.
175	The % of racial incidents resulting in further action	100%	100%	No data	n/a	n/a	no comparison data	TQ	100%	100%	TQ	100%	↑	↔	On target.
199a	Local Street and Environmental cleanliness (litter) – proportion that falls below acceptable level	16%	19%	13%	2	6%	no comparison data	BQ	8%	12%	2 nd Q	no data	no data	no data	No measurements taken this Quarter. These PIs are based on a three-tranche system rather than quarters.
199b	Local Street and Environmental cleanliness (graffiti)	2%	5%	7%	5	0%	no comparison data	BQ	0%	1%	2 nd Q	no data	no data	no data	
199c	Local Street and Environmental cleanliness (fly posting)	1%	0%	2%	4	0%	no comparison data	TQ	0%	0%	TQ	no data	no data	no data	
Safe, clean & sustainable															
199d	Local Street and Environmental cleanliness (fly tipping) – year on year reduction in number of incidents and number of enforcement actions taken	Grade 1	Grade 2	Grade 2	n/a	n/a	no comparison data	n/a	n/a	Grade 2	n/a	Grade 3	↓	↓	Unusually large number of fly-tips in April, number of incidents higher than normal
200a	Did you submit the Local Development Scheme by 31/12/05 & thereafter maintain a 3 year rolling programme?	Yes	Yes	No data	1	Yes	no comparison data	n/a	n/a	Yes	n/a	Yes	↑	↔	
200b	Have you met the milestones that the current LDS sets out?	No	Yes	No data	6	Yes	no comparison data	n/a	n/a	Yes	n/a	Annual only	n/a	↔	
204	Planning Appeals allowed against the authority's decision to refuse a planning application	31%	28%	21%	1	Yes	BQ	2 nd Q	25%	30%	2 nd Q	66%	↓	↓	
205	Quality of planning services checklist	94.4%	90%	90%	1	94.40%	3 rd Q	3 rd Q	94.4%	95%	2 nd Q	90%	↓	↔	On target for end of year
216a	No. of 'sites of potential concern' with respect to land contamination	512	489	No data	n/a	n/a	no comparison data	n/a	n/a	466	n/a	466			Contextual PI

BVPI	Description	Previous Years			Comparative data					Improvement targets		Current Position			
		2005/06 Actual	2006/07 Actual	2006/07 Actual Q1	Suffolk Rank 1 05/06	Babergh ASG Rank 1 perf 05/06	Babergh Quartile [SPARSE]	Babergh Quartile [Districts]	District Council Top Quartile	2007/08 Target	Babergh objective [Districts] 2007/08	2007/08 Actual Q1	Actual v Target	Direction of travel	Comments
Safe, clean & sustainable															
216b	% of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary	5%	6%	No data	4	26%	no comparison data	2 nd Q	8%	6%	2 nd Q		no data		Data not available
217	Percentage of pollution control improvements to existing installations completed on time	100%	100%	No data	1	100%	no comparison data	TQ	100%	100%	TQ	100%	↑	↔	5 improvements completed on time during Q1
218a	% of abandoned vehicles investigated within 24 hours	97%	80%	73%	4	100%	no comparison data	3 rd Q	96.12%	90%	2 nd Q	79%	↓	↓	Currently below target
218b	% of abandoned vehicles removed within 24 hours	75%	80%	66%	4	100%	no comparison data	2 nd Q	93.95%	80%	2 nd Q	80%	↑	↔	
219b	% of conservation areas with an up to date character appraisal	3.57%	3.57%	No data	5	71%	no comparison data	3 rd Q	26%	28%	TQ	3%	↓	↔	
Safe, clean & sustainable															
225	Actions against domestic violence checklist	63%	63.6%	54%	3	81.8%	no comparison data	n/a	n/a	63.6%	n/a	63.6%	↑	↔	
Affordable housing															
64	Private dwellings - returned to occupation	5	5	No data	6	70	no comparison data	n/a	n/a	12	n/a	0	↓	no comparison data	Formulating Empty Homes Strategy to deal with problem corporately
66a	Proportion of rent collected	98.84%	98.84%	96.0%	1	98.84%	no comparison data	TQ	98.84%	99%	TQ	95.63%	↓	↓	0.37% down on 06/07 Q1
66b	Rent collection and arrears recovery: % of tenants with more than 7 weeks rent arrears	1.25%	1.36%	1.28%	1	1.25%	no comparison data	TQ	3.39%	1%	TQ	1.60%	↓	↓	63 tenants, compared to 46 in 05/06, owe more than 7 wks arrears at Q1 (£46,603) in rent. Target set is 50.
66c	Rent collection and arrears recovery: % of tenants who have had Notices Seeking Possession served	4.45%	4.45%	0.95%	1	4.45%	no comparison data	TQ	13.55%	2%	TQ	0.37%	↑	↑	28 cases progress to this stage compared to 34 in Q1 06/07
66d	% of tenants evicted as a result of rent arrears	0%	0.03%	0%	1	0%	no comparison data	TQ	0.15%	0%	TQ	0%	↑	↔	No cases to eviction stage at Q1 - payment arrangements being maintained. 2 cases with courts for potential eviction with total arrears of £5,238
78a	The average time taken to process new claims in days	26.32	20.51	22	2	15	TQ	TQ	25.5	14	TQ	18	↑	↑	Improvement of 2 days on 06/07. Barrier to improvement is claims made to Job Centre Plus, which has backlog in claim processing centre. This affects HB/CTB claims, and has been raised at joint mtgs. 14 day target for year presently achievable.
78b	The average time taken to process a change in circumstances in days	11.96	9.04	15	4	6	2 nd Q	2 nd Q	8.5	7	TQ	6	↑	↑	Q1 1 day under year end target at present. Confident of remaining on target for year. Performance level requires maintaining to reduce level of overpayments created.
79a	The % of cases processed correctly	99.20%	100%	100%	1	99.20%	no comparison data	TQ	99%	100%	TQ	100%	↑	↔	On target - 125 cases 100% accurate end Q1(statutory sample volume and interval)

BVPI	Description	Previous Years			Comparative data					Improvement targets		Current Position			
		2005/06 Actual	2006/07 Actual	2006/07 Actual Q1	Suffolk Rank 1 05/06	Babergh ASG Rank 1 perf 05/06	Babergh Quartile [SPARSE]	Babergh Quartile [Districts]	District Council Top Quartile	2007/08 Target	Babergh objective [Districts] 2007/08	2007/08 Actual Q1	Actual v Target	Direction of travel	Comments
Affordable housing															
183b	Average length of stay in hostels (in weeks)	39.67	35.59	43.81	7	0	no comparison data	BQ	0	26	BQ	17.6	↑	↑	Currently exceeding target
202	Number of rough sleepers	0	0	0	1	0	no comparison data	TQ	0	0	TQ	0	↑	↔	
Affordable Housing															
212	Average time to re-let local authority housing	40.53days	46.6 days	41 days	2	25 days	no comparison data	3 rd Q	27 days	35 days	2nd Q	57 days	↓	↓	Voids procedure not meeting tenants' needs. Change in process when responsibility transfers to Lettings Team. Group set up to monitor process. Staff training programme planned. BV calculation changed to include homeless properties. Lower demand for these results in longer void periods. Reduction in void time likely when Stour House closes. If homeless properties excluded from calculation, void time falls to 47 days.
213	Housing advice service: number of preventing homelessness cases per thousand households	1.12	1	0.24	4	69 days	no comparison data	BQ	5	1	BQ	0.29	↑	↔	On target - based on 11 homeless prevention cases during Q1. Estimate for whole year = 1 case per 1000 households (based on 44 homeless prevention cases)
Healthy Living															
63	Energy Efficiency of local housing stock	62	63	62.3	4	76	no comparison data	BQ	69	65	3 rd Q	63	↓	no comparison data	No works undertaken in Q1
184a	Local authority homes which were non-decent at beginning of the year	15%	12%	15%	1	15%	no comparison data	TQ	12%	8%	TQ	12%	↓	no comparison data	No works undertaken in Q1
184b	Change in proportion of non-decent homes in the year	31.80%	24%	1%	2	35.9%	no comparison data	2 nd Q	28.9%	33%	TQ	0%	↓	no comparison data	No works undertaken in Q1
Access to quality services															
2a	The level of the Equality Standard for Local Government to which the authority conforms	1	1	1	n/a	n/a	no comparison data	n/a	n/a	2	n/a	1	↑	↔	To be worked on during Q2 and Q3.
2b	The duty to promote race checklist score	63%	63%	63%	1	63%	no comparison data	2 nd Q	73%	100%	TQ	63%	↑	↔	To be worked on during Q2 and Q3.
3	Satisfaction with the local authority	64%	59%	no comparison data	no comparison data	no comparison data	no comparison data	2 nd Q	60%	n/a	TQ	n/a	n/a	n/a	Survey undertaken every 3 years
4	Satisfaction with complaint handling	27%	28%	no comparison data	no comparison data	no comparison data	n/a	BQ	38%	n/a	2 nd Q	n/a	n/a	n/a	Survey undertaken every 3 years
8	The percentage of invoices for commercial goods or services paid on time	98.50%	98.67%	98.94%	1	98.50%	TQ	TQ	97.30%	99%	TQ	98.3%	↓	↓	
9	The % of council tax collected in the year	98.79%	98.82%	31.29%	1	98.79%	TQ	TQ	98.53%	99%	TQ	32.39%	↑	↑	On target. 1.10% up on 2006/07 Q1. If trend continues through year, will be on target to collect 99%.

BVPI	Description	Previous Years			Comparative data					Improvement targets		Current Position			
		2005/06 Actual	2006/07 Actual	2006/07 Actual Q1	Suffolk Rank 1 05/06	Babergh ASG Rank 1 perf 05/06	Babergh Quartile [SPARSE]	Babergh Quartile [Districts]	District Council Top Quartile	2007/08 Target	Babergh objective [Districts] 2007/08	2007/08 Actual Q1	Actual v Target	Direction of travel	Comments
Access to quality services															
10	The % of Non Domestic Rates collected in the year	99.08%	98.89%	29.43%	3	99.50%	3rd Q	TQ	99.30%	99%	2 nd Q	29.57%	↑	↑	On target. 0.39% up on 2006/07 Q1. If trend continues through year, will be on target to collect 99.1%.
11a	The % of top 5% earners that are women	21.4%	14.2%	28.57%	4	31.24%	no comparison data	BQ	31.25%	14.2%	BQ	21.4%	↑	↑	Improvement of 7.1% equates to 1 FTE
11b	The % of top 5% earners that are from ethnic minorities	0%	0%	0%	7	4%	no comparison data	2nd Q	3.37%	7.1%	TQ	0%	↓	↔	The top 5% of earners relates to only 14 individuals. Therefore, ability to affect change is limited
11c	The % of top 5% earners who have a disability	14.28%	7.1%	7.14%	1	14.28%	no comparison data	TQ	5.91%	14.2%	TQ	7.1%	↓	↔	The top 5% of earners relates to only 14 individuals. Only aware of individuals having a disability if they choose to declare it.
12	The average number of days sick per member of staff	8.44	7.31	2.35	3	7.59	TQ	TQ	8.29	8.29	2 nd Q	2.4	↓	↓	Currently off target
14	The % of staff retiring early as a % of the total workforce	0%	0.29%	0%	1	0%	no comparison data	3rd Q	0%	0%	TQ	0.36%	↓	↓	
15	The % of people retiring on the ground of ill health as a % of the total workforce	0%	0%	0%	1	0%	no comparison data	TQ	0%	0%	TQ	0%	↑	↔	
16a	The % of staff with disabilities	6.94%	6.58%	4.86%	2	7.86%	no comparison data	TQ	4.37%	8.4%	TQ	8.2%	↓	↑	
16b	% of the economically active population in the local authority area who have a disability	11.48%	11.48%	11.48%	n/a	13.86%	n/a	n/a	n/a	n/a	n/a	11.48%	n/a	n/a	Contextual PI
16x	16a/16b x 100	60.45%	57.30%	42.33%	n/a	n/a	no comparison data	n/a	n/a	n/a	n/a	71.40%	n/a	↔	Contextual PI
17a	The % of Staff from ethnic minorities	0.6%	0.59%	0.60%	6	7.30%	no comparison data	BQ	2.7%	1.2%	3 rd Q	0.59%	↓	↔	
74a	Tenant satisfaction – overall service with landlord	87%	89%	No data	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Survey undertaken every 3 years
74b	Tenant satisfaction – overall service with landlord (BME)	No data	63%	No data	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Survey undertaken every 3 years
74c	Tenant satisfaction – overall service with landlord (non BME)	No data	89%	No data	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Survey undertaken every 3 years
75a	Tenant satisfaction with opportunities for participation	73%	73%	No data	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Survey undertaken every 3 years
75b	Tenant satisfaction with opportunities for participation (BME)	No data	53%	No data	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Survey undertaken every 3 years
75c	Tenant satisfaction with opportunities for participation (non BME)	No data	73%	No data	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Survey undertaken every 3 years
76b	Number of fraud investigators per 1000 caseload	0.37	0.37	0.37	n/a	n/a	no comparison data	n/a	n/a	0.35	n/a	0.36	Indicator is contextual.	Indicator is contextual.	Indicator is contextual.
76c	Number of fraud investigations per 1000 caseload	39.43	34.67	90.67	n/a	n/a	no comparison data	n/a	n/a	40	n/a	40.73	Indicator is contextual.	Indicator is contextual.	Indicator is contextual.
76d	No. of prosecutions & sanctions per 1000 caseload	9.77	8.44	5.9	n/a	n/a	no comparison data	n/a	n/a	9	n/a	12.36	Indicator is contextual.	Indicator is contextual.	Indicator is contextual.

BVPI	Description	Previous Years			Comparative data					Improvement targets		Current Position			
		2005/06 Actual	2006/07 Actual	2006/07 Actual Q1	Suffolk Rank 1 05/06	Babergh ASG Rank 1 perf 05/06	Babergh Quartile [SPARSE]	Babergh Quartile [Districts]	District Council Top Quartile	2007/08 Target	Babergh objective [Districts] 2007/08	2007/08 Actual Q1	Actual v Target	Direction of travel	Comments
Access to quality services															
79bi	% of overpayments recovered against % deemed recoverable	103.19%	68.53%	No data	1	103.19%	no comparison data	3 rd Q	79.46%	71%	TQ	72.41%	↑	↑	Outturn figure based on Q1 collection. Currently on target to maintain current collection performance.
79bii	% of overpayments recovered against % overpayment debt outstanding at beginning of year, plus overpayments identified during year	42.16%	32.60%	No data	2	53.82%	no comparison data	3 rd Q	41.22%	35%	TQ	9.46%	↑	↑	Outturn figure based on Q1 collection. Currently on target to achieve 35%.
79biii	Housing Benefits overpayments written off as a percentage of the total overpayment debt outstanding at beginning of year, plus overpayments identified during year	4.37%	3.82%	1.29%	n/a	n/a	no comparison data	n/a	n/a	4%	n/a	0.72%	↑	↑	Outturn figure based on Q1 collection made up of 25 cases amounting to £4,964.27 (£2,541.00 due to bankruptcy). Compared with 06/07 Q1 outturn, shows to be on target to achieve less than 4%.
80	Overall satisfaction with the Benefits Service	86%	84%	No data	n/a	n/a	no comparison data	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Survey undertaken every 3 years
89	Satisfaction survey – cleanliness of streets/relevant land	68%	72%	No data	n/a	n/a	no comparison data	2 nd Q	73%	n/a	TQ	n/a	n/a	n/a	Survey undertaken every 3 years
90a	Satisfaction survey – waste collection	80%	73%	No data	n/a	n/a	BQ	BQ	85%	n/a	TQ	n/a	n/a	n/a	
90b	Satisfaction survey – recycling facilities	73%	79%	No data	n/a	n/a	TQ	TQ	75%	n/a	TQ	n/a	n/a	n/a	
111	Satisfaction survey – processing planning applications	70%	75%	No data	n/a	n/a	2 nd Q	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Survey undertaken every 3 years
119a	Satisfaction with cultural and recreational facilities – sport and leisure facilities	44%	54%	No data	n/a	n/a	n/a	BQ	63%	n/a	2 nd Q	n/a	n/a	n/a	Survey undertaken every 3 years
119d	Satisfaction with cultural and recreational facilities – theatres and concert halls	33%	33%	No data	n/a	n/a	n/a	3 rd Q	53%	n/a	3 rd Q	n/a	n/a	n/a	Survey undertaken every 3 years
119e	Satisfaction with cultural and recreational facilities – parks and open spaces	65%	71%	No data	n/a	n/a	n/a	3 rd Q	78%	n/a	2 nd Q	n/a	n/a	n/a	Survey undertaken every 3 years
156	The % of authority buildings open to the public in which all facilities are suitable for people with disabilities	100%	100%	100.00%	1	100.00%	no comparison data	n/a	n/a	100%	n/a	100%	↑	↔	Target achieved in 2005/06
Ambitions & citizenship															
226a	Advice & guidance services: total expenditure (external organisations)	£48,851	£55,943	No data	n/a	n/a	n/a	n/a	n/a	£56,610	n/a	Reported Annually	Contextual PI only.	Contextual PI only.	Contextual PI only.
226b	% of money spent on advice and guidance services: CSL quality mark	100%	100%	No data	1	100%	n/a	n/a	n/a	100%	n/a	Reported Annually	Contextual PI only.	Contextual PI only.	Contextual PI only.
226c	Total amount spent on advice and guidance direct provision	£32,170	£30,848	No data	n/a	n/a	n/a	n/a	n/a	£33,167	n/a	Reported Annually	Contextual PI only.	Contextual PI only.	Contextual PI only.

LPI	Description	Previous Years			Comparative data					Improvement targets		Current Position			
		2005/06 Actual	2006/07 Actual	2006/07 Actual Q1	Suffolk Rank 1	Babergh ASG Rank 1 perf 05/06	Babergh Quartile [SPARSE]	Babergh Quartile [Districts]	District Council Top Quartile	2007/08 Target	Babergh objective [Districts] 2007/08	2007/08 Actual Q1	Actual v Target	Direction of travel	Comments
Safe, clean & sustainable															
LPI 21	% of actions introduced from policies on bulky waste, waste electrical goods, nuisance vehicles, waste from municipal parks and gardens, fly tipping, commercial and industrial collection, litter, other hazardous waste and biodegradable waste.	0%	60%	60%						90%		70%	↑	↑	On target.
LPI 22	% of non recoverable material present by weight	19.85%	10.26%	15%						5%		10.80%	↓	↓	
LPI 23	Number of home compost bins supplied	1199	No data	200						650					Data not available
LPI 25	Number of conservation project grants provided	4	3	3						3					No return
LPI 26	Number of Parish Tree Warden Schemes training sessions provided	9	9	1						7					No return
LPI 64	The proportion of sites with Section 106 agreements that reflect the % of affordable housing units recommended by Babergh's Planning Policy	No data	No data	No data						85%		n/a	n/a	n/a	New performance indicator. Gathering data.
LPI 90	Percentage of high risk food and Health & Safety premises and inspections carried out	No data	No data	No data						100%		100%	↑	n/a	
Affordable Housing															
LPI 15	Number of affordable rent agreements secured	11	11	No data						15		0	↓	↓	Not actively promoting grants for landlords.
LPI 17	Average number of days to process applications for benefit top-up	11	15	34						10		13.5	↓	↑	1.5 day reduction since year end 2006/07. However, remains 3.5 over target. This is due to waiting further information from customer. Staff performance issues also influenced position. Changes have been made and future claims will be dealt with by specialist member of staff, to ensure effective outcome of applicants' overall household issues.
LPI 41	The cumulative total number of affordable units of accommodation in the affordable housing programme between 2004 and 2009:														
	(a) completed units	No data	No data	No data								229	↑	no comparison	On target. Total of LPI 41a, b, and c = 754
	(b) units in development	No data	73	No data								248	↑	no comparison data	
	(c) units with planning permission	No data	318	No data						700 by end of March 2009		277	↑	no comparison data	
	(d) units in the development pipeline	No data		No data								340	↑	no comparison data	
LPI 42	The number of formal homelessness presentations	No data	63	29						80		14	n/a	n/a	Contextual indicator
LPI 43	Local authority housing - repairs and maintenance service - proportion of planned repairs to responsive maintenance	No data	81%	84.49%						70%		66.30%	↓	↓	Value of reactive repairs is a higher percentage in the first quarter as planned schemes are being designed & tendered

LPI	Description	Previous Years			Comparative data					Improvement targets		Current Position			
		2005/06 Actual	2006/07 Actual	2006/07 Actual Q1	Suffolk Rank 1	Babergh ASG Rank 1 perf 05/06	Babergh Quartile [SPARSE]	Babergh Quartile [Districts]	District Council Top Quartile	2007/08 Target	Babergh objective [Districts] 2007/08	2007/08 Actual Q1	Actual v Target	Direction of travel	Comments
Affordable Housing															
LPI 44	Local authority housing - repairs and maintenance service - proportion of urgent repairs to non-urgent repairs	No data	20%	13.38%						15%		15%	↑	↑	On target but value of non-urgent repairs is slightly distorted due to orders c/f from 06/07
LPI 54	The % of standard searches carried out in 10 working days	No data	100%	99.32%						100%		100%	↑	↔	
Healthy Living															
LPI 37	The number of rural youth forums set up that allow people in rural areas to participate in leisure and sport:														
	(a) existing	No data	1	1						1		1	↑	↔	This project is now coming to a close. It will be replicated at Glemsford starting in Sept 07
	(b) new	No data	0	0						1		0	↑	↔	A new project will start in Glemsford in Sept 07
LPI 38	Number of children attending rural activities developed through the rural youth forums	No data	153	Delivery anticipated Sep/Oct 06						150		130	↑	↑	On target. Numbers lower than expected, one session which was cancelled has been rescheduled.
LPI 6	Number of homes improved through the Fitness Standard	Standard introduced 01/04/06	138	No data						15		24	↑	↓	Majority of grants and loans ensure homes meet Decent Homes Std.
LPI 7	Number of dwellings given financial assistance	334	166	No data						230		26	↓	↓	All grants
LPI 8	% of high risk houses in multiple occupation inspected	Regulation delayed until 04/2006	No data	No data						100%		0%	↓	no comparison data	Not yet implemented
LPI 39	The number of clients provided with a Contact Care alarm system	n/a	211	86						200		38	↓	↓	Currently below target
LPI 9	Number of homes adapted to meet the needs of older people or disabled people	42	28	No data						29		10	↑	↑	This is the number of Disabled Facility Grants completed
LPI 40	Percentage of high risk Food and Health and Safety premises and inspections carried out	n/a	100%	No data						100%		100%	↑	↔	
LPI 67a	% of clinically obese young people attending 'Getting Western Suffolk Active' courses who have reduced their BMI rating since attending the course	No data	No data	No data						No target. New PI		0	No data	no comparison data	Course due to commence in September 2007. No target set. N/A
LPI 67b	% of clinically obese adults attending 'Getting Western Suffolk Active' courses who have reduced their BMI rating since attending the course.	No data	No data	No data						No target. New PI		0	No data	no comparison data	Course due to commence in September 2007
LPI 68	The number of disabled people participating in leisure activities (arranged by Babergh DC or our partners) for the first time.	No data	No data	No data						2		7	↑	no comparison data	Target met.
LPI 70	The % of 'at risk referrals' who do not re-offend (ASB/Criminal) within the first two months of first attending a Be Active programme	No data	No data	No data						No target. New PI		0	No data	no comparison data	No target set. N/A

LPI	Description	Previous Years			Comparative data					Improvement targets		Current Position			
		2005/06 Actual	2006/07 Actual	2006/07 Actual Q1	Suffolk Rank 1	Babergh ASG Rank 1 perf 05/06	Babergh Quartile [SPARSE]	Babergh Quartile [Districts]	District Council Top Quartile	2007/08 Target	Babergh objective [Districts] 2007/08	2007/08 Actual Q1	Actual v Target	Direction of travel	Comments
Healthy Living															
LPI 12	% of expenditure achieved on housing maintenance	No data	99%	23%						97%		16%	↑	↔	On target
LPI 63	Number of people participating in arts and community development projects managed, instigated or partly funded by the Babergh Arts and Community Development Service	No data	No data	No data						5325		835	↑	no comparison data	No major projects running this period. Major events happening during the summer holidays and autumn term.
Access to quality services															
LPI 18	Percentage of telephone calls answered at point of contact	No data	No data	No data						60%		85.40%	↑	no comparison data	Q1 figure may be overstated because of inconsistent interpretation of the outcomes that define resolution at point of contact.
LPI 19	Average time elapsed before a telephone call answered (seconds)	No data	No data	No data						15		8	↑	no comparison data	Target is currently being easily achieved because of the way in which incoming calls are handled. Work on increasing the number of calls being handled in the next Qtr will impact on this level of performance
LPI 20	Percentage of calls abandoned: (i) Switchboard (S) ; (ii) Customer Service Teams (CST)	No data	No data	No data						To be identified		(i) 4.38% (ii) 2.35%	n/a	no comparison data	(ii) Outcome is artificially low because of the way in which incoming calls are handled. Work on increasing the number of calls being handled in the next qtr will impact on this level of performance.
LPI 71a		No data	No data	No data						No target. New PI		N/A	n/a	no comparison data	New performance indicator. Gathering data. No target set.
LPI 71b	The number of hits on the Babergh Be Active Sports Development pages on the Babergh Leisure Development website	No data	No data	No data						No target. New PI		0	n/a	no comparison data	Website still under development. No target set.
LPI 30	Total savings and additional income identified in General Fund budget	£643,000	£500,000	No data						£500,000		see comment	n/a	no comparison data	Not known - see comment on target - "Depends on Govt grant settlement, which won't be known until later in the year. SFP Member Group will determine."
LPI 27	General Fund savings through the implementation of Procurement Strategy and action plan	£2,000-£3000 (estimate)	£30,000	No data						TBC after review of savings made in 06/07		No data	n/a	no comparison data	Not known - please see comment on target ' "The target for 07/08 and future years are very much provisional and will need further consideration and agreement by the Procurement Task Group and Members generally later in the year.
LPI 28	% Government efficiency target	3.1% (estimate)	2.50%	No data						7.5% over 3 years 05/06 to 07/08		No data	n/a	no comparison data	Not known - please see comment on target - "Will not be known until the government's Comprehensive Spending Review announcement later in the year."

LPI	Description	Previous Years			Comparative data					Improvement targets		Current Position			
		2005/06 Actual	2006/07 Actual	2006/07 Actual Q1	Suffolk Rank 1	Babergh ASG Rank 1 perf 05/06	Babergh Quartile [SPARSE]	Babergh Quartile [Districts]	District Council Top Quartile	2007/08 Target	Babergh objective [Districts] 2007/08	2007/08 Actual Q1	Actual v Target	Direction of travel	Comments
Access to quality services															
LPI 47	Number of users who are able to work from home (Citrix licences)	No data	60	60						90		90	↑	↑	
LPI 48	The council's score in the Audit Commission's 'User of Resources' assessment	No data	Level 3	No data						Level 3		No data	n/a	no comparison data	The 2007 UoR assessment will not be finalised until later in the year. New requirements, embedding processes and harder test will be making this and future year's assessment increasingly more challenging to achieve. Any new developments made this year will not be assessed as an embedded process. Officers are managing the process in a structured and priority based approach where delivering the priorities are in line will result in service improvements.
LPI 49	Overall user satisfaction with ICT service	No data	4.69	4.69						4.8		4.69	↓	↔	Current performance is measured from the last survey, and will only change when the next survey is completed (around March 2008)
LPI 50	Acquisition cost of a workstation	No data	£767	£811						£750		£688	↑	↑	Most significant reduction in PC costs have been achieved up to this point. However, it may be necessary to acquire higher specification PCs in the future which could offset this.
LPI 51	Support cost per workstation	No data	£159	£159						£152		£159	↓	↔	Current performance is measured from the last survey and will only change when the next survey is completed (around March 2008)
LPI 52	Number of projects that are currently being tracked and managed using TimeWise	No data	26	19						20		28	↑	↑	
LPI 53	Number of people who have completed the TimeWise 2 methodology training	No data	3	0						10		5	↑	↑	
LPI 55	Resolution of reported incidents (IT Help Desk):	No data	No data	No data											
	(a) Within 4 working hours	No data	83%	85%						86%		88%	↑	↑	Information collection has been enhanced, resulting in more accurate figures for services. In the past, performance has been recorded artificially lower than actual performance as certain very quick responses were not properly recorded.
	(b) Within 1 working day	No data	90%	92.0%						93%		94%	↑	↑	As above

		Previous Years			Comparative data					Improvement targets		Current Position			
LPI	Description	2005/06 Actual	2006/07 Actual	2006/07 Actual Q1	Suffolk Rank 1	Babergh ASG Rank 1 perf 05/06	Babergh Quartile [SPARSE]	Babergh Quartile [Districts]	District Council Top Quartile	2007/08 Target	Babergh objective [Districts] 2007/08	2007/08 Actual Q1	Actual v Target	Direction of travel	Comments
Access to quality services															
LPI 31	Proportion of National Procurement Strategy targets achieved	71%	No data	No data						75%		n/a	n/a	no comparison data	See comment on target: - "Requires further consideration by procurement Task group
Raise individual and community ambitions and encourage active citizenship															
LPI 32	Number of loans provided for building conversions to office space	2	3	No data						4 (2005-08)		3 (cumulative total from April 05)	↑	↔	Westhill Farm, Copdock Phase 2 achieved in quarter 1 06/07. 2 others achieved in 05/06. Building regs awaited for completed works to application in Copdock.
LPI 33	Number of business start-up and growth loans provided	2	1	No data						2		0	↓	↓	Details of the scheme will form part of a wider promotion of services provided by Economic Development this financial year.
LPI 34	% occupancy of managed business workspace in Sudbury	99.50%	95%	No data						90%		83%	↓	↓	Introduction of rent premium has led to increased turnover of businesses at the centre. This has had a positive impact by freeing up units for new/start up businesses and provided the incentive for expanding long term tenants to find alternative accommodation more suited to their growing demands.
LPI 35	% occupancy of managed business workspace in Hadleigh	80.10%	91%	No data						85%		85%	↑	↓	On target
LPI 36	Number of local groups assisted by SDA 'ECDO' officers	22	21 by Q4	No data						20		9	↑	↓	On target. Six Suffolk wide and 3 in Babergh. 3 new Babergh schemes in Sproughton, East Bergholt and Long Melford. 1 new Suffolk scheme : 'Wheels to Work'.
LPI 60a	Sales turnover generated in the tourist information centres	No data	No data	No data						£60,863		£16,704	↑	no comparison data	
LPI 60b	% change in the sales turnover generated by the tourist information centres since the previous year	No data	No data	No data						3.40%		-3.11%	↓	no comparison data	The overall sales increase may still be met if sales increase as the season progresses.
LPI 61	Spend per customer in the Tourist Information Centres	No data	No data	No data						£0.39		£0.23	↓	no comparison data	
LPI 62a	Number of hours of advice and support given to community groups and individuals for arts and community projects and for sourcing funding.	No data	No data	No data						49.3hrs		9.5hours	↓	no comparison data	Relatively quiet this period with only a small number of groups seeking advice/support

LPI	Description	Previous Years			Comparative data					Improvement targets		Current Position			
		2005/06 Actual	2006/07 Actual	2006/07 Actual Q1	Suffolk Rank 1	Babergh ASG Rank 1 perf 05/06	Babergh Quartile [SPARSE]	Babergh Quartile [Districts]	District Council Top Quartile	2007/08 Target	Babergh objective [Districts] 2007/08	2007/08 Actual Q1	Actual v Target	Direction of travel	Comments
Raise individual and community ambitions and encourage active citizenship															
LPI 62b	Total funding awarded to these community groups as a result of the support and advice received by the Arts and Community Development Officer	No data	No data	No data						£11,700		£750	↑	no comparison data	Funding advice and support given to community groups. Awaiting funding outcomes.
LPI 72a	The number of young people achieving an accredited qualification as a result of involvement/participation with the Be Active Sports Development/Leisure Inclusion Programme	No data	No data	No data						No target. New PI		0		no comparison data	No target set.
LPI 72b	The number of disabled people (all ages) achieving an accredited qualification as a result of involvement/participation with the Be Active Sports Development/Leisure Inclusion Programme	No data	No data	No data						No target. New PI		0		no comparison data	No target set.
LPI 73	The number of volunteers who are supporting the Be Active Sports Development/Leisure Inclusion Service	No data	No data	No data						No target. New PI		5		no comparison data	No target set.

Projected monitoring report for the period ending June 2007

Corporate/General Fund Revenue budget

Area	Risk Rating High/ Medium/ Low	Annual Budget £000	Actual spend to end of June 07 £'000	Potential Outturn variation £000 (Under spend)	Comments on variations
Corporate (75% General Fund)					
Salaries (excl.HRA)	M	9223	2405	(70)	Best-case scenario? Depends on vacancies for rest of the year
Recruitment	M	80	11	(30)	
Corporate/Other Training (incl. £30k Carry forwards)	H	75	4	(50)	Historic underspends in service divisions. In addition, over £50K of Corporate Training planned but not committed
Other Divisional costs	M	150	28	-	Have been underspends in the past but too early to predict
CAST	H	226	115	(19)	Reported to last CAST Board. Efficiency Review of Admin. arrangements being assessed
CAST efficiency Programme savings	M	(38)	-	-	
General Fund					
Car park income	H	(30)	(3)	10	Very little received in Q1
Land charges income	M	(322)	(80)	-	Looks ok in Q1 but demand-led/competition threat
Discretionary Rate Relief	H	77	27	30	New cases/revaluations. Report to next O&S Committee
Concessionary Bus Fares	H	607	257	20	Further detailed assessment needed
Investment income	M	(430)	(43)	(100)	Potential maximum but depends on interest rates/cashflow

Appendix 2

Borrowing costs (inc. HRA)	H	70	1	(20)	Depends on delivery of capital programme
Specialist legal costs	M	69	2	10	Worst-case scenario- depends on cases and how they progress/timing
Planning Policy/LDF	H	166	-	?	Large budget carry forward. Very little spent to date but assessment on commitments needed
New joint waste contract	M	1,554	367	-	Nothing significant identified to date but large sums involved. More detailed monitoring being put in place
Waste income –Trade, Green, SCC contns.	M	(842)	(572)	-	
Planning & Bldg Control Fees	M	(797)	(310)	-	Nothing significant identified to date but large sums involved and demand-led
Licensing costs/income	M	(110)	(22)	(15)	Higher income but additional staff resource required to deal with workload?
Energy Costs-including HRA	M	232	38	-	Nothing identified in Q1 but based on past results and the volatility on some of these areas, variations could arise in some of these areas.
Economic Development	M	88	30	-	
Community Safety/CDRP	M	82	32	-	
Leisure/Sports & Rec. Grants	M	184	*	-	
Street Cleansing & Grounds Maintenance	M	1,058	428	-	
Housing/Council Tax Benefits	M	(512)	*	-	
Council Tax Summons costs	L	(84)	*	-	

*Position/Information to be reported at the meeting

Housing Revenue Account

Income - Rents and charges (after voids)	H	(11,708)	*	-	Again, significant budgets and variations have arisen in the past. Being examined more closely
Work to void properties	H	296	54	50-100	Further assessment and consideration needed before reporting to Housing Panel
Responsive Repairs	L	816	177	-	Nothing identified in Q1 but significant sums involved
Painting/pre-paint repairs	L	314	69	-	
Sheltered scheme salaries	H	180	*	16	Cost of single status implementation. Savings to be found elsewhere

*Position/Information to be reported at the meeting

Capital

General Fund	H	2589	848	(575)	Key areas: ICT, Joint refuse depot and PSRG
HRA		3,048	484	-	Appears to be on target
Capital Receipts		(1,508)	(1783)	-	Appears to be on target. Additional capital receipt of £900 K from sale of Football club site potentially earmarked for Hadleigh Pool.

Efficiencies – 2007-08 forward look

Area	Forward look targets £'000	Estimated projection £'000	Comments
Cashable/reflected in the budget			
Car allowances	37	37	On target to be achieved
Recruitment costs	8	8	
ICT costs	3	3	
Investment income (external fund management)	10	5	Being looked at on Countywide basis but unlikely to be anything in place until late in the financial year
Insurance premium	4.5	-	Depends on Premium review in October and discussions with insurers
Finance efficiency review	14	14	On target to be achieved
L/Trust grant reduction	13	13	
Waste contract – client staffing savings	13	13	
Sub-total	102.5	93	
Cashable/non cashable			
Corporate restructure and (e) procurement	60	120	Additional part-year effect of Organisational Review in July 06
Joint waste contract	130	130	Achieved
Other items	15	10	
e- Gov/ ICT- BPR,DIP	115	60	More detailed assessment required
Sickness levels reduction	15	?	Q1 BVPI suggests this may not be achieved
Total	437.5	413	

Earmarked Reserves

Reserve	Opening balance	Potential movements £000	Current position £000	Comments
LABGI	127	97	224	Report to Members required on allocating this re LAA targets
Efficiencies - Invest to Save Fund	50	-	50	Still to be allocated
Insurance Fund	27	-	27	£48,000 used in 0607 – may not be any further call on this
Hadleigh Pool - repairs	-	50	50	Set aside from savings in 2006/07
Capital projects	775	(45)	735	Potential use for new Hadleigh Pool

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Projected monitoring report for the period ending June 2007

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Carry forwards from 2006-07

Area	Amount (£'000)	Spend to date - Comments
Corporate training	49	Required to fund leadership & management training requirements. Planned but not committed
Legal services	30	Legal partnership and MMI insurance litigation costs. Ongoing
Parks & Open Spaces/Amenity Areas	26.5	Consultancy costs re. new ground maintenance contract and Playground equipment – spent ?
Sport & Leisure	15	Hadleigh swimming pool repairs and other fees. Committed/spent?
Community energy Project/Investing in Communities	46.8	To fund Babergh Communities Together, provide community grants and meet other project expenses
Local plan/RSL's	55.1	Mainly for the LDF/Housing Needs Market Assessment (approved in last year's SFP process). Not yet spent
Development control	60	Specialist legal expenses – Planning cases. Likely to be required, depending on cases/timing
CAST	54.2	Accommodation, training and website development. CAST Board monitoring regularly
Members' expenses	12	Training and induction requirements for existing & new members- Most spent/committed
Environmental Health	12	Environmental analyst fees for contaminated land - £10 k spent /committed to date.
Chilton Woods	50	No appointment has been made to date. It is expected that an officer will be in post at the latter parts of this financial year- Projected outturn 30K-40K to be carried forward to 2008/09.
Building Control Partnership	9	Strategy Committee considering 16 August
Affordable Housing	17.5	Appointment made to post
Other items (under £10k)	94.4	Being monitored as part of overall budget monitoring arrangements
Total	531.5	

Key financial outturn matters 2006/07

From report to Council 28 June 2007 (Paper G31):

Revenue Budgets

- HRA - net overspend on Income & Expenditure of £191,000, of which £91,000 is being met from reserves (as these were higher at the end of the previous year than forecast. Remaining £100,000 to be met by savings in 2007/08. (Note: Bellwin Scheme grant towards storm damage of £35,000 now received, improving the position).
- General Fund – Net savings/underspend of £789,000, of which over £600,000 approved by Strategy Committee as carry-forwards to meet commitments and corporate priorities. Key variances were:

Area	£000	Comments
CAST	76	Already reported to CAST Board
Salaries, Training and other Divisional costs/income	253	Delay in filling posts following the Organisational Review and Corporate/service areas training not (yet) done. Various IT and other budget savings
Licensing costs & fee income	45	More income and less legal costs
Waste/recycling	31	Slightly more income and less spend on promotion/new initiatives
Parks, Open Spaces & Amenity Areas	67	Lower repairs and maintenance and other costs
Development Control/LDF	146	More S.106 fees recovered and lower/delayed legal costs
Economic Development	35	Fewer grants and loans mainly
CEP/Area Forum	47	Carried forward for work this year
Housing Benefits	65	More overpayments recovered/Govt. subsidy
Other Housing	16	Contact Care/RSL's
Council Tax Collection/Benefits	30	More summons costs and lower net cost of benefit payments

Capital

- HRA – Money brought forward from 2007/08 to achieve more last year and meet original budget target – 100% achieved, compared to target of 97%
- General Fund – Only 68% of original budget target for the year (incl. sums carried forward from 05/06) spent. Main variations:

Area	Amount £000	%
Social Housing	-	-
PSR grants	79	17
CAST & ICT	436	50
Natural & Built Environment	90	39
Community Development	(26)	(7)
Contract & Asset Management	194	47

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