

**HAMBLETON DISTRICT COUNCIL**

**Report To:** Cabinet  
11 September 2012

**Subject:** COUNCIL PERFORMANCE REPORT 2012/13 – QUARTER 1

**All Wards  
Scrutiny Committees  
Portfolio Holder for Resources: Councillor R Kirk**

**1.0 PURPOSE AND BACKGROUND:**

1.1 The purpose of this report is to update Members on the budgetary position of the Council (Revenue, Capital and Reserve Funds) at the end of June 2012 and to report progress on performance against the Council Business Plan.

**2.0 REVENUE BUDGET:**

2.1 The Council set its budget on 21 February 2012 at £7,995,790 in line with the approved Financial Strategy.

2.2 The current approved budget is set out below:-

	£
Corporate Services	1,222,700
Customer Services	732,370
Housing & Planning	3,668,940
Leisure & Health	1,051,580
Resources	1,245,580
Drainage Board Levies	74,620
<b>Net Revenue Expenditure</b>	<b><u>7,995,790</u></b>

**3.0 BUDGET POSITION TO JUNE 2012:**

3.1 The Council's Performance Boards met in July 2012. Attached at Annexes A(1) to A(5) are the individual reports to the Boards which set out both performance information against targets and financial information regarding the budgets up to the end of June 2012. There were no financial performance issues reported to the Boards which have an impact on the Budget Outlook requiring approval at this stage.

3.2 However Members should note that since the budget was set in February 2012 adjustments to the Budget Outlook have been approved through separate reports to Cabinet in respect of the items listed below and the effect on the Budget Outlook is as follows:-

	2012/13 £	2013/14 £	2014/15 £	2015/16 £
Latest Budget Outlook	7,995,790	7,546,429	7,809,393	7,978,596
Q3 2011-12 Boards	(201,300)	11,700	11,700	11,700
Refuse Vehicle Leases	85,430	45,100	11,000	(47,565)
Planning Restructure	1,210	20,290	-	-
Herriot Centre Transfer	(60,000)	-	-	-
New Recycling Contract	(230,000)	-	-	-
Binks Close Rental Income	(15,300)	-	-	-
Hambleton Forum Transfer	(30,250)	(15,120)	-	-
<b>Sub-Total</b>	7,545,580	7,608,399	7,832,093	7,942,731
Financial Strategy	7,595,793	7,747,709	7,902,663	8,060,716
<b>Surplus / (Shortfall)</b>	50,213	139,310	70,570	117,985

#### 4.0 **OTHER MATTERS:**

##### Grants

4.1 The following grant has been allocated to the Council since the last performance report:-

Description	Amount £
Council Tax Reform - Initial New Burdens	84,000
<b>Total</b>	<b>84,000</b>

4.2 It is proposed that this grant is paid into the Service Improvement Reserve.

##### 4.3 Encouraging Employers To Get Young People Back To Work

Cabinet on the 12 June 2012 gave approval in principle to a scheme to encourage employers in the district to get young people back to work. A sum of £100,000 in support of the scheme was committed from the Service Improvement Reserve.

##### 4.4 Support to Small Businesses

A sum of £100,000 in support of the scheme was committed from the Service Improvement Reserve.

##### 4.5 Community Asset Transfer – Hambleton Forum

A start up grant of £70,000 was approved by Cabinet on 12 June 2012 in support of the transfer of this asset to a community group. Redundancy costs of £10,500 will also be incurred as a result of the transfer of the Hambleton Forum to the community. Members approved the payment of the grant and the redundancy costs from the Service Improvement Reserve.

##### 4.6 Bagby Airfield and Ings Lane Great Broughton

Additional costs of £22,600 for enforcement action and appeals relating to Ings Lane, Great Broughton and Bagby Airfield will be incurred. It is recommended that these costs are funded from the Service Improvement Reserve.

#### 5.0 **SENSITIVITY ANALYSIS:**

5.1 In addition to reporting areas of budget change this report also highlights areas where there are areas of budget uncertainty. This can give Members early warning of possible issues in the future. All areas will be monitored closely, but no figures are attributed to the areas in question as there is too much uncertainty at this time.

Area of Sensitivity	Commentary
<u>A. Potential Increases to Budgets</u>	
Fuel costs	Fuel costs continue to fluctuate.
Housing Benefits	There continues to be an increase in the number of new or changed claims being received resulting in increased benefit payments. Whilst most of this additional cost will be met from increased benefit subsidy, the budget is so large that a small increase in percentage terms can lead to a large amount in monetary terms.
Income	Income budgets have largely been realigned to current expectations. However, the economic situation continues to be gloomy and this may put further pressure on household incomes and how disposable income is spent. Inevitably this may impact further on income levels.

Area of Sensitivity	Commentary
<u>B. Potential Decreases to Budgets</u>	
Salaries	A number of vacancies are being held at the moment whilst assessments are being made of the impact on the service. Overall budget savings are expected in this area.

## 6.0 **CAPITAL PROGRAMME:**

6.1 The resources available for the ten year period from 2012 to 2022 are £8,756,712 as shown in the table below:-

	£
Accumulated Capital Receipts	(5,190,126)
Accumulated Capital Grants	(76,586)
Budgeted Income 2012/13	(166,000)
Future Years	<u>(3,324,000)</u>
	<u>(8,756,712)</u>

### 6.2 Spending and Resources in 2012/13

The approved capital programme for 2012/13 plans for expenditure of £2,017,310. Expenditure to the end of June totalled £12,277. The expected outturn for 2012/13, after taking into account the adjustments below, is currently £1,959,310.

### 6.3 Amendments to the Capital Programme

Members are requested to approve the following scheme adjustments:-

	£
<b><u>Increases/(Decreases)</u></b>	
Waste Transfer Station – not required delete from programme	(80,000)
Hambleton Forum – community asset transfer project	<u>22,000</u>
	<u>(58,000)</u>

### 6.4 Spending and Resources from 2013/14 to 2021/22

The position regarding spending and resources for the remaining 9 years is as follows:

Total resources available over 10 year programme (as above)	£ 8,756,712
Less: 2012/13 anticipated spend	<u>1,959,310</u>
	6,797,402
Less:	
Programme Spend 2013/14 to 2021/22	4,175,000
Remaining Resources	<u>2,622,402</u>

## 7.0 **COUNCIL BUSINESS PLAN**

7.1 Performance against the Council Business Plan priorities was on target and managed in all but three areas:

- Meeting local housing needs, with new and affordable homes projected to be below target this year, this is due to a delay in commencement on sites, it is expected that these schemes will now deliver during 2013-14;
- 62% of customer enquiries were resolved at the first point of contact, against a target of 80%. This is and always has been below target. Individual targets are now being developed with action plans to achieve these i.e. face to face, over the phone and web completed forms will be individually monitored and delivery improvements managed;
- Supporting Local Economic Growth is not meeting the target with regard to employment land, this is a reflection on the national position and is unlikely to improve whilst the economy is in recession. However a range of support measures are being taken, including local support to businesses with the Council workspaces performing above target.

## 8.0 **DECISIONS SOUGHT:**

8.1 Approval is requested for amendments to the revenue, capital and reserve programmes as listed in sections 3, 6 and 7 of the report.

8.2 Approval is also sought to pay a grant received into the Service Improvement Reserve.

## 9.0 **RISK ASSESSMENT:**

9.1 **Risk in not approving the recommendation(s)**

Risk	Implication	Prob*	Imp*	Total	Preventative action
The Council spends significantly above the financial strategy	The ability of the Council to continue to provide and improve services is seriously affected	4	5	20	Undertake a review of budgets and report back to Cabinet with proposals
Budgets are not updated	The Council is unable to control its spend or redirect resources to priority areas.	3	4	12	Continue with regular budget and efficiency monitoring with regular reports to Chief Officers Management Team and Members

Prob = Probability, Imp = Impact, Score range is Low = 1, High = 5

9.2 There are no risks associated with approving this report. However the risks associated with not receiving regular monitoring reports are potentially quite serious.

## **10.0 RECOMMENDATIONS:**

10.1 It is recommended that:

- 1) Members note the adjustment to the revenue budget outlook referred to in section 3 of the report;
- 2) the grant referred to in section 4 of the report is paid into the Service Improvement Reserve;
- 3) the position on the capital programme referred to in section 6 of the report be noted and the detailed adjustments be approved; and

CLAIRE BLACKBURN

**Background papers:** None  
**Author ref:** CB/SS  
**Contact:** Claire Blackburn/Sue Seddon  
Finance Manager/ Improvement & Performance Manager  
Direct Line No: 827117/767232

**CORPORATE MANAGEMENT BOARD – PERFORMANCE REPORT QUARTER 1 2012/13****Part 1 – Overall Priority Performance – with clinic notes**

<b><u>Income</u></b>	<b>2011/12 Actual</b>	<b>2012/13 Budget</b>	<b>2012/13 Expected Outturn</b>	<b>Difference</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Sales	(748,148)	(795,130)	(795,130)	0
Other	(408,663)	(414,140)	(414,140)	0
<b>Total</b>	<b>(1,156,811)</b>	<b>(1,209,270)</b>	<b>(1,209,270)</b>	<b>0</b>
<b><u>Operating Costs</u></b>				
Salary Related Costs	1,200,945	1,178,750	1,178,750	0
Building Running Costs	584,139	575,470	575,470	0
Vehicle and Travel Costs	40,111	45,870	45,870	0
Supplies and Services	807,373	712,630	712,630	0
<b>Total</b>	<b>2,632,568</b>	<b>2,512,720</b>	<b>2,512,720</b>	<b>0</b>
<b>Net Profit of Operation</b>	<b>1,475,758</b>	<b>1,303,450</b>	<b>1,303,450</b>	<b>0</b>

**Significant Budget Issues:**

There are no significant areas of budget risk to report to the Board

**Adjustments to Budget:**

Shared Services Budgets will not show any variances as the current review will result with the budgets being re-aligned.

**Effect on Council's Overall Budget :**

Detailed budgets will be adjusted once the Budget Outlook is approved in September and are reported via finance reports for this quarter.

**Clinic Note:**

***The Board agreed that from the information provided there were no adjustments required for service budgets aligned to the Corporate Services Board.***

**Performance Report:****Aim 1 :**

**Reducing the costs of delivering our services and improving our productivity.**

- a) We will use critical performance indicators in each service to track and improve our productivity levels. These will enable us to deliver our services at less cost.**

Service critical indicators are being reviewed and re-aligned performance against these will be reported at the Q2 performance clinic.

***Clinic Note Performance against the Council Plan Indicators:***

***The Board noted that Members intended to review the current Council Plan and the information provided to these meetings.***

**Capital Schemes**

<b>Scheme Name</b>	<b>Budget</b>	<b>Expenditure to Date</b>	<b>Anticipated Completion Date</b>
Car Parks - Thirsk Cobbles	100,000	0	March 2013
Car Parks - Reinstatements	48,000	0	March 2013
Public lighting replacements	51,170	(5,172)	March 2013

***Capital Schemes Clinic Note:***

***The Board noted the range of current Capital Schemes and noted that for the next Board updates would be provided, including key delivery and/or completion dates.***

**Significant Issues**

There are no significant issues to report to the Board this quarter.

**CUSTOMER SERVICES BOARD – PERFORMANCE REPORT**  
**Quarter 1 (1<sup>st</sup> April to 30<sup>th</sup> June) 2012/13**

**Part 1 – Overall Priority Performance (with clinic notes)**

Attending: Cllr T Swales (Chair) Cllr J Noone (Scrutiny 1) Cllr B Griffiths (Scrutiny 2)  
 Sandra Walbran (Director)  
 Mark Hall (Business & Communities) Sandra Hall (Customer Services)  
 Sue Seddon (Improvement)

**A – Financial Performance**

	2011/12	2012/13	2012/13	Difference
	Actual	Budget	Expected	
	£	£	Outturn	£
			£	
<b><u>Income</u></b>				
Sales	(832,648)	(853,390)	(853,390)	-
Other	(769,988)	(240,140)	(240,140)	-
	(1,602,637)	(1,093,530)	(1,093,530)	-
<b><u>Operating Costs</u></b>				
Salary Related Costs	668,611	586,730	586,730	-
Building Running Costs	265,843	340,260	340,260	-
Vehicle and Travel Costs	10,782	20,440	20,440	-
Supplies and Services	1,043,263	1,031,010	1,031,010	-
	1,988,499	1,978,440	1,978,440	-
<b><u>TOTAL</u></b>	-	-	-	-

**Significant Budget issues :**

There are no significant areas of budget risk to report at this time.

**Adjustments to Budgets:**

There are no major variances to report in Quarter 1.

**Effect on the Council's Overall Budget:**

There are no impacts on the budget outlook to report.

**Clinic Note:**

- The Board agreed that there were no adjustments required for service budgets aligned to the Customer Services Board.

**PERFORMANCE**

**Aim 1 - Providing excellent and effective services to our customers**

Priority A – Of the 150,000 customer enquiries we receive each year - either face to face, over



*the web or by telephone - we will resolve 80% at the first point of contact.*

### **% Enquiries Resolved At The First Point Of Contact**

<b>Qly Target</b>	<b>Actual (%)</b>
80.0%	61.7%

The target has not been achieved. We aim to ensure consistently high quality first time resolution by Customer Services and plan to implement Business Process Improvement and opportunities with back offices post the shared service review.

### **Number Of Enquiries**

<b>Qly Target</b>	<b>Actual (number)</b>
37,500	37,638

### **Aim 2 - Encouraging our residents to become more involved in making decisions and delivering services which impact on their local communities.**

Priority A - *We will explore opportunities to work with communities so that they can provide local services including public conveniences, tourist information centres, open spaces and the Hambleton Forum in Northallerton.*

The remaining asset from the original programme to transfer was Hambleton Forum. On 12th June 2012 Cabinet reviewed a business plan from the new organisation that the operation of the asset will be transferred to - The Forum (Northallerton) Ltd. A package of financial support to enable the transfer was agreed by members, transfer is scheduled for 1st August 2012.

Priority B - *We will provide direct support to the five Area Partnerships so that they can develop a Local Action Plan. We will also support the delivery of the Action Plan. By working in this way we will help people to come together to take decisions, shape their area and improve their communities.*

### **The Future of Area Partnerships and Area Forums across Hambleton:**

The review being undertaken by the Scrutiny Committee is now underway and the Chairs of the 5 Area Partnerships were invited to give evidence at a meeting of the Committee's Task/Finish group held on Thursday 12th July. Chairs of the Area Forums will be invited to give evidence at a future meeting of the Task/Finish Group. The Group is due to report to Cabinet in October.

### **Access to High Speed Broadband across Hambleton:**

The BDUK procurement process is now complete and a public announcement will be made shortly with regard to the successful supplier and further details on the rollout plan. Connecting North Yorkshire will be working with the successful supplier to develop and confirm the detail of where and when new infrastructure will be delivered over the next two or three months. Whilst Connecting North Yorkshire's vision is for 100% of North Yorkshire to be covered by high quality broadband by 2017 there will still be some areas which are slower than others. PRG-funded community broadband schemes will be implemented to 'infill' these areas. To date Connecting North Yorkshire has put funding in place for 12 such schemes across the County and more are being developed.

Members of the Hambleton & Richmondshire Strategic Forum have agreed to the

recommendation that the £10k from the Hambleton Strategic Partnership is used to access additional hours of staff time from Rural Action Yorkshire to support the delivery of community broadband initiatives in specific communities across Hambleton and that any residual funds are invested in community broadband projects.

### **Aim 3 - Supporting Local Economic growth**

Priority A - *Through local planning processes we will approve 45 hectares of employment land by March 2015 mainly in the five market towns to facilitate opportunities for local economic growth.*

In Q1 of 2012-2013 the Council approved an additional 0.62 hectares of employment land. This comprised 0.23ha at Thorp Perrow for a new visitor centre, and 0.39ha for an extension to Strikes garden centre in Stokesley. In December the Council resolved to approve, in outline, about 13.0 hectares of employment land in the Sowerby Gateway Development but this decision has not been issued yet. However, this figure does not represent a net gain, the site at Dalton is the redevelopment of part of a former much larger employment site and there have been other employment land losses to housing and open space such as the York trailer site.

Priority B - *We will directly provide workspaces and facilitate the availability of workspaces by other providers. In doing so we will be seeking average occupancy levels in the council workspaces of 90% and will aim to improve managed workspaces occupancy to over 60%. Through the provision of workspaces we are seeking to foster opportunities for business start-ups and economic growth.*

#### **% Average Workspace Occupancy Levels (A) Self Sufficient**

<b>Qly Target</b>	<b>Actual (%)</b>
89.0%	100.0%

#### **% Average Workspace Occupancy Levels (A) Managed**

<b>Qly Target</b>	<b>Actual (%)</b>
57.0%	61.5%

At the end of Q1 industrial workspace occupancy was back to 100%. The portfolio comprises Wainstones, Lumley, Bedale, Binks and Market Place. We expect this to drop in Q2 as notice has been served on a unit at Bedale. Managed workspace has dropped slightly to 61.5% and includes Springboard, Momentum, LBFEC and Evolution. At Springboard 17 units are let; at Momentum 5 out of 7 units are let with a 6th to be let in July; at Leeming Bar Food Enterprise Centre 6 out of 11 units are let - a tenant recently vacated but we are pursuing an enquiry for 2 units; at Evolution 9 suites are now let with 2 new tenants taking occupation in April. A 10th unit is to be let in July.

#### ***Clinic Note:***

***Performance against the Council Plan indicators:***

***Aim 1 Enquiries resolved at first point of contact is and always has been below target. Individual targets for each type of target are being developed with action plans to achieve these i.e. face to face, over the phone and web completed forms will be individually monitored and delivery improvements managed.***

***The Board noted that there is an increase in aggressive callers not only within the customer services team but also across Council Services, this will be monitored and any impact on service delivery will be reported and action plans to address this will be developed.***

***Aim 2 Encouraging residents to become more involved, the Board discussed the transfer of Assets, it was agreed that the Asset register of Open Spaces would be tabled at the Q2 Performance Clinic in October. The Board noted that the Localism Act and how this would be addressed across the District was also being evaluated.***

***The Board noted the progress on Broadband and the current review of Area Partnerships and Area Forums, an update report would be tabled at Q2 clinic.***

***Aim 3 Supporting Local Economic Growth. The Board noted the difficulties being experienced in providing employment land and commended the hard work and actions being taken to ensure the Council workspaces are occupied, this is above target.***

<b><u>Capital Schemes</u></b>			
<b>Scheme Name</b>	<b>Budget</b>	<b>Expenditure to Date</b>	<b>Anticipated Completion Date</b>
CCTV Control Room Upgrade	99,000	-	March 2013
Bedale Station and Bridge	63,000	-	March 2013
Northallerton Evolution Business Centre	36,000	-	March 2013
Momentum (Grow On Units) Stokesley	37,420	-	March 2013
Adoptions – Leeming Bar Phases 2 and 3	3,730	-	March 2013
Adoptions – Northallerton Thurston Road	130,000	20,770	March 2013
Ellerbeek Court, Stokesley Adoption works	49,100	-	March 2013
Northallerton Town Square	21,520	-	March 2013
WOJH windows, roof and emergency lighting	2,300	2,300	March 2013
WOJH grant	50,000	-	March 2013
Springboard Car park extension	20,000	170	March 2013
Thirsk New TIC	3,000	2,689	March 2013
Car parking	6,510	-	March 2013
<b>Total</b>	<b>521,580</b>	<b>25,929</b>	March 2013

***Capital Schemes Clinic Note:***

***The Board noted the range of current Capital Schemes and requested that, where possible key delivery and/or completion dates are included.***

***The Board noted that World of James Herriot (WOJH) lighting has now been completed and that the CCTV Control room upgrade is due to commence in September this year.***

***Risk Register Clinic Note:***

***The Board discussed the risk management process and were asked to consider any strategic risks that may require inclusion/amendment. The following risks amendments were agreed:***

- ***Community Safety Partnership - due to the changes with Police Commissioner and there is no funding for salaries from April 2013 – currently being paid from a diminishing reserve.***
- ***Joint Strategic Forum - due to the current delivery of projects in the District and resources to support this partnership.***

***Significant Partnership Register Note:***

***The Board discussed the current register of significant partnerships and the following amendments were agreed:***

- ***Strategic Forum to be included on register to be tabled at Q2 Clinic***
- ***Building Control should be listed under Customer Services Board with no fee on list as the up-dated fees are shown within the details of the partnership***

## Housing and Planning Board – Performance Report Quarter 1 2012/13

### Part 1 – Overall Priority Performance

#### Income

	2011/12 Actuals £	2012/13 Budget £	2012/13 Expected Outturn £	Full Year Outturn Variance £
Sales	(1,109,147)	(1,102,520)	(1,102,520)	0
Other	(2,271,279)	(1,575,260)	(1,575,260)	0
Total:	(3,380,426)	(2,677,780)	(2,677,780)	0
<b><u>Operating Costs</u></b>				
Salary Related Costs	3,214,672	3,262,500	3,262,500	0
Building running costs	115,686	123,450	123,450	0
Vehicle and Travel costs	707,058	1,252,270	1,252,270	0
Supplies and services	844,420	825,700	825,700	0
Total:	4,881,836	5,463,920	5,463,920	0
<b>Net Profit of Operation</b>				
	<b>1,501,410</b>	<b>2,786,140</b>	<b>2,786,140</b>	<b>0</b>

#### **Significant Budget Issues:**

There are no significant areas of budget risk to report at this time but there are some potential risks and issues which will be monitored.

#### Recycling

An additional £230,000 income is to be added to the budget for 2012/13 from the new recycling contract. However, there is a dispute about the income due from bring-sites under the contract which could reduce income by about £36,000. Officers are working to resolve the dispute.

Green waste tonnage is down by 343 tonnes compared with the first 2 months of last year but there is not sufficient information on performance yet to justify a change to the budgets.

#### Fuel

Fuel is an area that is monitored closely as any increase in prices has an impact on the budgets. To date there is no cause for concern.

## Planning Fees

Planning fees make an important contribution to the budget but are difficult to predict and actual income has fallen short of targets in recent years. For Q1 income was £195k against a target for the year of £650k which is therefore ahead of target. Also the Government has announced a 15% increase in fees from the autumn which will impact on performance in Q3 and Q4. Owing to the variability of income, no change to the budget is suggested at this time but this should be reviewed at the end of Q2.

## **Adjustments to Budgets:**

There are no major variances to report in Quarter 1.

## **Effect on the Council's Overall Budget:**

Other than the additional recycling income there are no impacts on the budget outlook to report.

### ***Clinic Note:***

- ***The Board agreed that from information provided there were no adjustments required for service budgets aligned to the Housing and Planning Board.***
- ***The Board agreed that although there was a national planning fee increase due in October, the income budget for these fees should not be reviewed until after Quarter 2, this will facilitate a forward projection on other fee income to be provided to the Board.***

## **Performance report**

This part of the report looks at performance against the objectives and targets in the Council Business Plan.

### **b) Aim 1 – Meeting Local Housing Needs**

**Through the local planning process we will facilitate, by March 2015, the provision of 1030 (250 in 2012/13) new dwellings in the District, of which 460 will be affordable homes.**

- In Quarter 1 there were 31 completions, compared to 12 the previous quarter and 53 in Quarter 1 last year. The completions are mainly at Dalton (Allocation site), Chapel Street, Thirsk and Quaker Lane, Northallerton.
- There are still long delays in planning permissions being implemented by housing developers and several sites are clearly not proceeding and some are being remarketed. Difficulties for first-time buyers securing mortgages and the effects of the recession are also still being felt. The actions that the Council is taking are:
  - Ensuring that genuinely available housing land is identified ready for delivery. The adopted LDF Allocations DPD makes new site allocations for about 4,150 new dwellings, many of which are now coming forward as planning applications and permissions (see below under 'Service Issues').
  - Engaging positively in pre-application discussions with landowners and developers.
  - Working with developers to bring forward planning applications for housing allocations,

referring applications to Planning Committee for decisions as quickly as possible, including completing Section 106 Agreements.

- Masterplanning for the North Northallerton Development Area has been completed and work has commenced on a Planning Performance Agreement with a view to getting a planning application submitted in Spring 2013.
  - Working with Registered Providers to boost their delivery.
  - Working with developers (large and small) on stalled building sites in pursuit of the Government's 'Get Britain Building' funding initiative.
- In Quarter 1, 16 affordable housing units were handed over; the Quaker Lane development in Northallerton, 2 units at Deepdale, Hutton Rudby and 6 rural exception site units at the former garage, Swainby. This scheme was developed with grant from the Homes and Communities Agency and the site was purchased by the Council using S106 contributions and passed to Endeavour Housing Association. This is a good example of proactive enabling activity by the Council. The homes have all been allocated to local people in housing need, one of which is the local shop owner, whose allocation to one of the affordable homes has prevented the shop's closure. The adjacent garage premises are to be refurbished and relet to a local businessman, employing local labour. Work continues through negotiation on market sites to build a healthy pipeline of delivery of affordable units, subject to market recovery.

#### **b) Aim 2 – Collecting household waste and recycling**

**We will collect waste or recyclable waste from 39,450 properties each week. We will collect recyclables from about 97% of these properties and in doing so we will increase the rate of recycling to 50% by 2015. This will reduce the amount of waste sent to landfill so that we can minimise potential increases in landfill taxes and locally influence climate change.**

Quarter 1 performance was about 50%. The final year end figure for 2011/12 was 47% of waste collected being diverted from landfill which represents a 2.8% increase on 2010/11.

The Waste and Recycling Service is working with Yorwaste and White Young Green to investigate increasing the types of materials collected at the kerbside, this includes looking at card and more plastics. A full time Recycling Officer has been recruited into an existing vacancy whose aim will be to maximise recycling tonnages and therefore maximise income.

#### **Service Issues**

This part of the report looks at performance against targets in Service Plans that the Board has specifically requested to be reported to it.

#### **% of customers satisfied with the Development Management Service**

Customers either satisfied or very satisfied with the service over the first quarter is 90.1% against a Service Plan target of 80% (38 responses over 3 months).

#### **Implementation of LDF phase 1 housing sites**

At the end of Q1 a total of 6 out of the 19 Phase 1 housing sites (Phase 1 is up to 2016) have been granted permission, amounting to 32% against a target of 75%. There is also a lot of activity taking place on other sites. Eighteen months after adoption, the Allocations DPD has seen applications for over 1,900 dwellings; the approval of nearly 560 dwellings, and a further 925 dwellings are minded to be approved – contributing greatly towards the District's housing need.

### Homelessness Preventions

The Quarter 1 performance was 97 preventions – this comprises work by Housing Officers to prevent homelessness, and work by partners such as Foundation, Keyhouse and CAB. The target for 2012/13 is 195 preventions.

#### ***Performance against the Council Plan indicators:***

***Aim 1 indicators are below target, although performance has improved compared to the previous quarter. This is an on-going situation with the Council providing support and preparation for an up-lift in the housing market to ensure maximum performance is achieved as sites become utilised. Industry pressure to develop Phase 3 sites is being managed within the development programme.***

***Aim 2 is on target with a programme in place to increase recycling rates within the District.***

### Capital Schemes

<b>Scheme Name</b>	<b>Budget</b>	<b>Expenditure to Date</b>	<b>Anticipated Completion Date</b>
Wheeled Bins, Litter and Dog Bins	£36k	-	March 2013
Waste Transfer Station	£80k	-	-
Domestic Violence Refuge	£121k	-	March 2013
Disabled Facilities Grant	£150k	-	March 2013

### Significant Issues

The only issue to highlight at this time is that the proposed new Waste Transfer Station at the depot is no longer required and can be deleted.



**LEISURE AND HEALTH BOARD – PERFORMANCE REPORT QUARTER 1 2012/13****Part 1 – Overall Priority Performance (with clinic notes)****A – Financial Performance**

	2011/12	2012/13	2012/13	Difference
	Actual	Budget	Expected	
	£	£	Outturn	£
			£	
<b><u>Income</u></b>				
Sales	(3,231,649)	(3,402,110)	(3,402,110)	0
Other	(348,011)	(127,290)	(127,290)	0
Total	(3,579,660)	(3,529,400)	(3,529,400)	0
<b><u>Operating Costs</u></b>				
Salary Related Costs	2,241,232	2,185,970	2,185,970	0
Building Running Costs	866,344	905,840	905,840	0
Vehicle and Travel Costs	15,042	11,240	11,240	0
Supplies and Services	1,131,091	1,207,690	1,207,690	0
Total	<b>4,253,709</b>	<b>4,310,740</b>	<b>4,310,740</b>	<b>0</b>
<b>Net Profit of Operations</b>	<b>674,049</b>	<b>781,340</b>	<b>781,340</b>	<b>0</b>

**Significant Budget Issues:**

Income relating to Leisure Centres is broadly on target for the current year and is showing an increase of 6.9% on last year. Swimming instruction has increased at Thirsk and Sowerby Leisure Centre and casual swimming has increased at Hambleton Leisure Centre.

Members will note that Leisure Centre income continues recovering from the early part of last year when it was significantly behind target. The redirection of resources into the 'Big Swim' initiative has helped this.

**Adjustments to Budgets :**

An external challenge of our income generation in Leisure Centres has been commissioned and delivered. The outcome of this will both inform the forthcoming scrutiny exercise and a more commercial approach to operations.

Work is progressing on the community asset transfer of the Hambleton Forum and a transfer is expected by October 2012.

**Effect on Council's Overall Budget:**

Detailed budgets will be adjusted once the Budget Outlook is approved in September and are reported via finance reports for this quarter.

**Clinic Note:**

**No adjustments to the budgets were identified at the Board.**

**The Board agreed that at future clinics the details of the income figures should be demonstrated in the text box i.e. split for Leisure; Environmental Health and Communications.**

**Performance Report:**

**a) Aim 1 – Providing an appealing and varied range of leisure and health opportunities.**

**Priority A – Through local planning processes we will approve 22.5 hectares of open space up to March 2015 and we will secure financial contributions from developers to invest in new leisure opportunities to improve participation.**

The major project at South West Thirsk is on target to deliver this for the Council, but there are also other projects being developed in Aiskew and Easingwold.

**Priority B – Through the leisure centres provided by the Council and work with partners to support other community facilities we will increase the numbers of adults participating in sport/active recreation by 1% year on year from its current rate of 28% which will lead to our residents being healthier.**

Sport England conduct 4 surveys per year using a 250 person sample in each District Council area. This survey covers adult participation in physical activity on the basis of 3 x 30 minutes sessions of moderate to rigorous physical activity per week, and gives a total sample of 1,000 people.

The interim results for Hambleton in Q1 are 26% which is lower than the target but which puts the District at 42<sup>nd</sup> nationally out of 326 and maintains the Council's status as a top quartile performer.

By comparison Richmondshire's rate is 26.3%, North Yorkshire 23.1%, Yorkshire 22.9% and all England 21.8%. When physical activity is broken down in to sport against lifestyle the District has dropped from being joint top in the Yorkshire region for sports participation with Wakefield and joint 13<sup>th</sup> nationally out of 326; to being 9<sup>th</sup> in the region and 131 out of 326 nationally.

This despite an increase in visits to Leisure Centres of 5,847 in the same period.

What we need to remember is that these are random survey results and are interim at this stage.

**Clinic Note Performance against Council Plan indicators:**

**Performance against The Council Plan priority for open space is on target, with developments planned for a community run sports village at Thirsk and additional development at North Northallerton.**

**Leisure Centre attendance has increased, however the National Survey shows a drop in participation rates.**

<b>Capital Schemes</b>			
<b>Scheme Name</b>	<b>Budget</b>	<b>Expenditure to Date</b>	<b>Anticipated Completion Date</b>
Gym Equipment refresh	24,000	9,323	Completed
Stokesley LC intruder & fire alarms	9,000	0	Completed
Bedale LC intruder & fire alarms	20,000	0	Completed
Thirsk all weather pitch	2,700	(12)	Completed
Roof repairs Stokesley & Hambleton LC's	24,670	0	September 2012
Pool filters Stokesley & Bedale	125,000	0	December 2012
Pool tank tiles Hambleton, Thirsk & Bedale	120,000	0	December 2012
Aircon Legislation Server rooms, repro & gym	15,000	0	March 2013
Voltage Optimisers Civic Centre & LC	49,330	0	September 2012
Civic Centre Boiler	50,000	0	December 2012
Voltage Optimisers Stokesley & Bedale LC's	24,000	0	September 2012
Voltage Optimisers Thirsk LC	16,000	0	September 2012
Pipework insulation Stokesley, Bedale LC, TSP	7,000	5,533	December 2012
T5 lighting Civic Centre & Stokesley LC	28,000	0	March 2013
HLC plant controls & air handling	21,000	0	March 2013
Combined Heat & Power Unit Hambleton LC	60,000	0	March 2013
Combined Heat & Power Unit Stokesley LC	60,000	0	March 2013
Combined Heat & Power Unit Bedale LC	60,000	0	March 2013
Combined Heat & Power Unit TSP	60,000	0	March 2013

**Capital Schemes Clinic Note:**

***The Thirsk All Weather Pitch project has been completed and all the grants have now been received with the £117,000 scheme costing the Council a net £2,500 returning £27,500 to the capital programme. At the next capital programme meeting £22,000 of this will be allocated to the Hambleton Forum community asset transfer project.***

***Forward plan of investment in activities at Leisure Centres to generate additional income will be developed.***

***Combined Heat and Power Units require detailed business case for pay-back plans and alternative energy saving systems to be researched.***

**Significant Issues**

There are no significant service issues to report in this quarter.

**RESOURCES BOARD – PERFORMANCE REPORT QUARTER 1 2012/13****Part 1 – Overall Priority Performance – with clinic notes**

<b><u>Income</u></b>	<b>2011/12 Actual</b>	<b>2012/13 Budget</b>	<b>2012/13 Expected Outturn</b>	<b>Difference</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Sales	(331,765)	(289,900)	(289,900)	0
Other	(23,272,347)	(23,667,730)	(23,649,730)	18,000
Total	(23,604,111)	(23,957,630)	(23,939,630)	18,000
<b><u>Operating Costs</u></b>				
Salary Related Costs	2,396,321	2,774,940	2,774,940	0
Building Running Costs	2,321	7,970	7,970	0
Vehicle and Travel Costs	53,688	59,610	59,610	0
Supplies and Services	22,573,643	23,095,310	23,095,310	0
Total:	25,025,974	25,937,830	25,937,830	0
<b><u>Net Profit of Operation</u></b>	<b>1,421,862</b>	<b>1,980,200</b>	<b>1,998,200</b>	<b>18,000</b>

**Significant Budget Issues :**

There is a loss of income to HDC of £18,000 from the shared work that the ICT Manager undertook for Craven and Selby, which has now stopped. This will be considered as part of the review of ICT services. There are no other significant areas of budget risk to report to the Board this quarter.

**Adjustments to Budget :**

Shared Services Budgets will not show any variances as the current review will result with the budgets being re-aligned.

**Effect on Council's Overall Budget :**

Detailed budgets will be adjusted once the Budget Outlook is approved in September and are reported via finance reports for this quarter.

**Clinic Note:**

*The Board noted the reduction in income from sharing the ICT manager with other authorities and were satisfied that savings from within other services aligned to the Resources Board would prevent this being a budget pressure.*

*The Board agreed that from the information provided there were no adjustments required for service budgets aligned to the Resources Board.*

**Performance report:**

Currently this Board does not have any specific performance indicators within the Council Plan to report against.

**Clinic Note Performance against Council Plan indicators:**

*The Board noted that Members intended to review the current Council Plan and the information provided to these meetings.*

*The current problems being experienced with the delivery of the new web site were discussed and it was recognised that the lack of investment was the underlying cause. The Board agreed that officers should address these issues as soon as possible by way of a project meeting.*

**Capital Schemes**

<b>Scheme Name</b>	<b>Budget</b>	<b>Expenditure to Date</b>	<b>Anticipated Completion Date</b>
Service Applications	30,000	13,290	March 2013
Servers	16,000	0	March 2013
Network & Security	23,000	0	March 2013
Communications	60,000	0	March 2013
Desktops	22,000	22,000	March 2013
Software	30,000	17,500	March 2013

**Capital Schemes Clinic Note:**

*The Board noted the range of current Capital Schemes and requested that, updates be provided, including key delivery and/or completion dates.*

*The Board discussed the level of investment in the ICT infrastructure and expressed concern at the ability of the current allocation to provide an ICT infrastructure that would be fit for purpose in delivering services in the future. The Board agreed that this should be reviewed as this was a significant risk to the delivery of Council services and as such should be included within the risk register.*

**Significant Issues**

There are no significant service issues to report in this quarter.