

HAMBLETON DISTRICT COUNCIL

Report To: Cabinet
19 March 2013

Subject: COUNCIL PERFORMANCE REPORT 2012/13 – QUARTER 3

All Wards
Portfolio Holder for Corporate Management: 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 December 2012 and to report progress on performance against the Council Business Plan.

1.2 The report contains only summary information in respect of the Council's Capital Programme 2012/13. A more detailed report is considered elsewhere on the agenda.

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
Net Revenue Expenditure	<u>7,995,790</u>

2.3 Subsequent to this, at Cabinet on 27 November 2012, as part of the Financial Strategy Report. Members approved the Financial Strategy which adjusted the budget outlook for 2013/14 and future years. This position is set out below:-

	2012/13	2013/14	2014/15	2015/16
	£	£	£	£
Approved Budget Outlook	7,545,580	7,666,960	7,906,614	8,002,859
Financial Strategy Target	7,995,790	7,691,460	7,995,289	8,155,195
(Surplus) / Shortfall	(450,210)	(24,500)	(88,675)	(152,336)

3.0 BUDGET POSITION TO DECEMBER 2012:

3.1 The Council's Performance Boards met in February 2013. 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 December 2012.

3.2 The table below sets out the impact of the Board's financial recommendations on the Budget Outlook subject to Cabinet approval. These figures are reflected in the Board papers attached as Annexes.

	2012/13 £	2013/14 £	2014/15 £	2015/16 £
Latest Budget Outlook	7,545,580	7,666,960	7,906,614	8,002,859
Board recommendations:-				
Corporate	(39,770)	0	0	0
Customer	0	0	0	0
Housing & Planning	51,510	0	0	0
Leisure & Health	0	0	0	0
Resources	(16,890)	0	0	0
Sub-Total	7,540,430	7,666,960	7,906,614	8,002,859
Financial Strategy	7,995,790	7,691,460	7,995,289	8,155,195
(Surplus) / Shortfall	(455,360)	(24,500)	(88,675)	(152,,336)

4.0 **OTHER MATTERS:**

Grants

4.1 The following grants have been allocated to the Council since the last performance report:-

Description	Amount £
DCLG New Burdens – Assets of Community Value	4,873
DCLG New Burdens – Community Rights to Challenge	8,547
DCLG New Burdens – Temporary Deferment of Business Rates	2,500
DCLG Neighbourhood Planning	10,000
DCLG Town Team Partner	10,000
Total	35,920

4.2 It is proposed that these grants are paid into the One-Off Fund when they are received.

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. Although there is currently no budgetary pressure in this area, sudden increases could have a significant impact on the budget outlook.
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.

Area of Sensitivity	Commentary
<u>A. Potential Increases to Budgets</u>	
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. Another factor affecting Leisure Centre income is the wet weather experienced this year.

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 £8,815,372 as shown in the table below:-

	£
Accumulated Capital Receipts	(5,190,126)
Accumulated Capital Grants	(76,586)
Budgeted Income 2012/13	(224,660)
Future Years	<u>(3,324,000)</u>
	<u>(8,815,372)</u>

6.2 Spending and Resources in 2012/13

The current approved capital programme for 2012/13 plans for expenditure of £1,959,310. Expenditure to the end of December totalled £525,377. The expected outturn for 2012/13, after taking into account the adjustments below, is currently £1,590,027.

6.3 Amendments to the Capital Programme

Members are requested to approve the following scheme adjustments:-

	£
<u>Increases/(Decreases)</u>	
Bedale Station and Bridge – move into 2013/14	(63,000)
Adoptions - Northallerton Thurston Road – move into 2013/14	(66,384)
Adoptions – Ellerbeck Court – move into 2013/14	(44,100)
Domestic Violence Refuge – move into 2013/14	(121,000)
Pool Filters – replacement deferred until 2013/14	(125,000)
Momentum, Stokesley – claim with administrator settled	(20,050)
Pest Control – replacement of Vehicles	32,030
Leisure Centres Combined Heat & Power Units	(24,000)
Leisure Centre Pool Tank Tiles	(15,000)
T5 Lighting	(9,000)
Public lighting replacements – move into 2013/14	(2,000)
Housing Renovation Grants -	119,148
Northallerton Evolution Business Centre – Retention monies	(36,000)
Gym Equipment Refresh – Scheme complete overspend	3,401
SLC Intruder & Fire Alarm – Scheme Complete overspend	1,201
Pipework Insulation – Scheme Complete overspend	471
	<u>(365,283)</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)	10,727,994
Less: 2012/13 anticipated spend	<u>1,639,754</u>
	9,088,240
Less:	
Programme Spend 2013/14 to 2021/22	<u>8,575,000</u>
Remaining Resources	<u>513,240</u>

7.0 **RESERVE FUNDS:**

7.1 The Reserve Fund Programmes for 2012/13 are listed below.

7.2 Revenue Grants Fund

£42,382 has been spent to date. The anticipated outturn is £125,770 which would leave a balance of £339,887 in the fund. A full review of revenue grants has recently been completed and Cabinet on 17 July 2012 approved changes to the scheme which will be effective from April 2013.

7.3 One-Off Fund

£561,846 has been spent to date. The anticipated outturn for the year is £1,299,998 which would leave an unallocated balance in the fund of £726,813. These figures exclude any changes referred to in section 4 above.

7.4 Cyclical Reserve

There has been no spend to date from this reserve with no further spend planned for the remainder of this financial year. From 2013/14 the Cyclical Reserve has been amalgamated with other reserves to be called the 'One-Off Fund'.

8.0 **COUNCIL BUSINESS PLAN:**

Performance against the Council Plan priorities was on target and managed in all but four areas, where action plans and long term aspirations are in place:-

- Enquiries resolved at the first point of contact shows achievement of 76% for face to face enquiries however telephone and web resolution brings this down to 61%. A project group to look at customer needs and service delivery is producing action plans for improvement and to maximise channel shift;
- The provision of new dwellings and affordable homes is projected not to be met. The Council continues to facilitate the provision of land and planning permission, however the housing market is still being impacted by the economic down turn. Further research is to be undertaken to review if there is any further assistance the Council can provide to encourage developers to commence building.
- The third area whilst reporting as under performing, on further analysis shows a more positive picture:-
 - Although there has been an under achievement against the provision of employment land this quarter, the projection for 2015 and beyond exceeds the 45 hectares target. This includes the approval of an additional 80 hectares identified in the recently published Strategic Housing and Employment Land Availability Assessment.

Also of note is the excellent performance in securing tenants for the Council's Workspaces, this continues to improve and is encouraging during the current economic environment.

9.0 **DECISIONS SOUGHT:**

- 9.1 Approval is requested for amendments to the revenue, capital and reserve programmes as listed in sections 3, 4 and 6 of the report.
- 9.2 Approval is also sought to pay grants received into the One-Off Fund.

10.0 **RISK ASSESSMENT:**

10.1 **Risk in not approving the recommendations**

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

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

11.0 **RECOMMENDATIONS:**

11.1 It is recommended that:-

- 1) Members approve the adjustment to the revenue budget outlook referred to in section 3 of the report;
- 2) the grants referred to in section 4 of the report are paid into the One-Off Fund;
- 3) the position on the capital programme referred to in section 6 of the report be noted and the detailed adjustments be approved; and
- 4) the position on the reserve funds referred to in section 7 of the report be noted.

JUSTIN IVES

Background papers: None
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Corporate ServicesQ3 Review Meeting 14 February 2013Performance against Council Plan – with notes1.1 Revenue Budget

	2011/12 Actual	2012/13 Budget	2012/13 Expected Outturn	Full Year Outturn Variance
	£	£	£	£
Sales	(748,148)	(777,630)	(755,720)	21,910
Other	(408,663)	(337,540)	(337,540)	0
Total:	<u>(1,156,611)</u>	<u>(1,115,170)</u>	<u>(1,093,260)</u>	<u>21,910</u>

Operating Costs

Salary Related Costs	1,200,945	1,126,950	1,031,850	(95,100)
Building running costs	584,139	581,970	581,470	(500)
Vehicle and Travel costs	40,111	45,870	40,490	(5,380)
Supplies and services	807,373	662,540	701,840	39,300
Total:	<u>2,632,568</u>	<u>2,417,330</u>	<u>2,472,430</u>	<u>(61,680)</u>

**Net (Savings)/Overspend of
Operation**

1,475,758	1,302,160	1,262,390	(39,770)
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Significant Budget Issues:

Income has been lower than anticipated for car parking. The projected loss of income of £28,850 off-set with additional income from fines (£6,940).

There are projected over spends due to requiring new Pay and Display machines, expenditure on dealing with flooding and fees for staff to cover maternity leave totalling £19,420. These are off-set with under spends in salaries, vehicle leasing, Members' expenses and Training amounting to £81,100. This leaves projected savings to the end of the year for this budget area of £39,770.

Adjustments to Budget:

Virements within the budget area:

Within Footway Lighting £34,000 has been moved from Salaries to Supplies and Services to reflect the use of external consultants.

Effect on the Council's Overall Budget:

Currently projecting an under spend of (£39,770) to declare as saving to the Council.

Review meeting comment:

- *Noted that projected under spend to be declared as saving to the Council*
- *Tenants for parts of Civic Centre due to move in during Mar'13 with further tenants being sought if suitable space identified*

1.2 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.**

Current performance across the 64 key services indicators is mostly within tolerance for quarter 3; Management Team undertake a quarterly review of all key service indicators the quarter 3 indicators show that the majority are within tolerance and action plans have been developed to manage those that are projected not to meet target.

Service Area	Total No. Key Service Indicators 2012-13	No. indicators outside tolerance	Comment relating to under performance
Resource Services	20	2	Processing – new claims and change of circumstances
Leisure Services	12	1	Satisfaction with web site (staff)
Housing & Planning Services	11	0	
Customer Services	9	1	This is internal user satisfaction
Corporate Services	12	0	

Review meeting comment:

- *Details noted*

1.3 Capital Schemes

Scheme Name	Budget	Expenditure to Date	Anticipated Completion Date
Public Lighting replacements	£51,170	£26,000	31 March 2013 Replacement schemes are ongoing with £2,000 to be kept in reserve for knock-downs.
Thirsk Cobbles	£100,000	£0	Mid April 2013 Procurement complete. Site-works are programmed to be started in February. Works and curing will result in elements of disruption to certain areas of the car park and likely require the relocation of the market on certain weeks during the contract period.
Car Parks –	£48,000	£0	31 March 2013

Reinstatements			Work to commence March 2013.
Car Parking Directional Signs	£6,510	£0	31 March 2013

Review meeting comment:

- *Public lighting will be completed by 31st Mar'13 on budget*
- *Thirsk Cobbles will be commence 18th Feb'13 with expenditure of £60K by 31st Mar'13 remainder will be completed on budget Apr'13*

1.4 **Risk Issues**

On 26 September 2012 Audit and Governance approved the revised risk management process and on 17 October 2012 Management Team considered the current risk registers and agreed those that should be categorised as strategic. The actions to mitigate these risks and the score for each are included in the register, in line with the agreed risk guidance procedures, the quarterly meetings will review only those risks in the strategic register listed above the risk appetite for the Council i.e. those scored as "high". The current Risk Register for all services is available via the Intranet page (follow link via TEN).

For Quarter 3 there are no Strategic Risks scoring "high" to report to the Board.

Risk Name	Score	Action Plans

Review meeting comment:

- *No amendments identified*

1.5 **Customer Feedback**

There are 6 compliments registered this quarter, 3 for Street Numbering, 1 for Design and Maintenance and 2 for Street Lighting. There are no complaints this quarter.

Review meeting comment:

- *No comment*

1.6 **Council Plan Refresh 2013/14**

Review meeting comment:

- *Changes noted*

Customer ServicesQ3 Review Meeting 7 February 2013Performance against Council Plan – with notes1.1 Revenue Budget

	2011/12 Actual	2012/13 Budget	2012/13 Expected Outturn	Full Year Outturn Variance
	£	£	£	£
Sales	(832,648)	(685,470)	(729,040)	(43,570)
Other	(769,988)	(160,740)	(160,740)	-
Total:	<u>(1,602,637)</u>	<u>(846,210)</u>	<u>(889,780)</u>	<u>(43,570)</u>

Operating Costs

Salary Related Costs	668,611	557,900	557,900	-
Building running costs	265,843	274,080	274,070	(10)
Vehicle and Travel costs	10,782	9,170	9,750	580
Supplies and services	1,043,263	800,030	812,000	11,970
Total:	<u>1,988,499</u>	<u>1,641,180</u>	<u>1,653,720</u>	<u>12,540</u>

Net (Profit)/Loss of Operation	<u>385,862</u>	<u>794,970</u>	<u>763,940</u>	<u>(31,030)</u>
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Significant Budget Issues:

- WOJH – budget pressures identified, this is a one-off budget adjustment.
- Business & Communities – budget pressure of £14,830 exists due to repatriation following Shared Services.
- Savings of between £73,420 and £96,880 have been delivered in workspace due to additional rental income and partnership fees.
- Building Control Partnership – projecting a budget deficit at year end which will require an additional £15,020 from each partner.

Adjustments to Budget:

- WOJH – will be met within the Customer Services budget savings elsewhere.
- Business & Communities - £14,830 budget pressure contained through other savings.
- Workspace budget will be used to accommodate budget pressures.
- Building Control Partnership – projected budget pressure of £15,020 to be managed within Customer Services budget.

Effect on the Council's Overall Budget:

- Nil impact projected, budget pressures to be met within Customer Services budget (includes bad debt provision for workspace of £18,160)

Review meeting comment:

- The Board agreed that a provision of 3% for possible bad debt on Workspace income should be incorporated into the budget out turn.
- The Board were pleased to note the proposed review of the Building Control Partnership during 2013/14 and agreed the additional payment of £15K, if necessary.

Note: post meeting calculations project that there will be no savings at the end of Q4.

1.2 Performance report

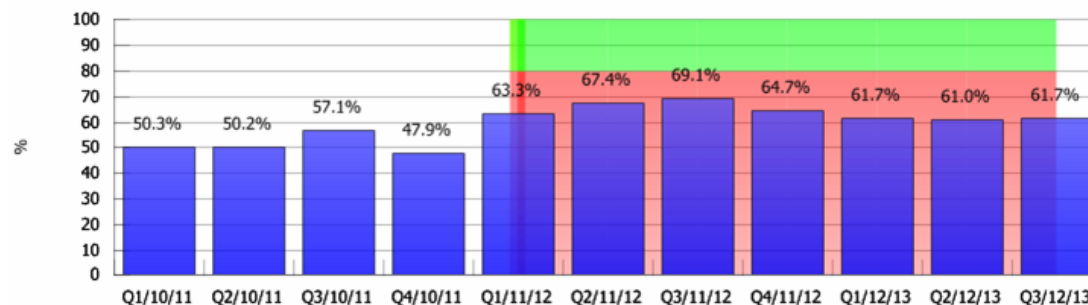
Aim 1: Providing excellent and effective services to our customers.

Action 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.

Fig 1: % enquiries resolved at the first point of contact

Qly Target	Actual (%)	RAG
80.0%	61.7%	R

Chart showing % enquiries resolved at the first point of contact (FPC).

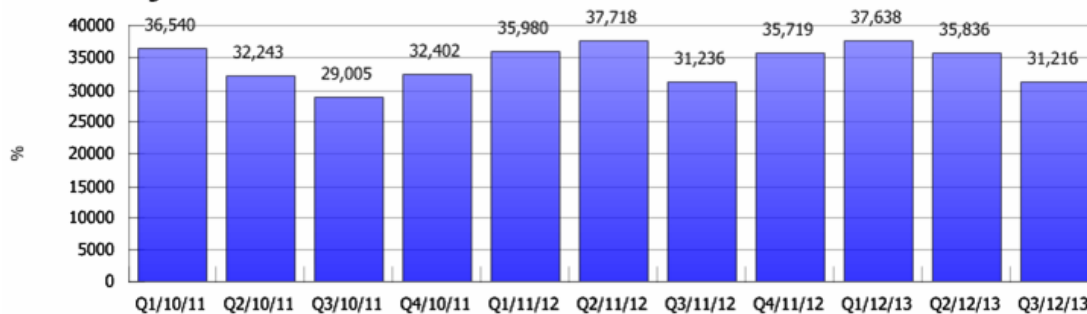


During Quarter 3 47.2% of telephone contacts were dealt with at the first point of contact by the Customer Services Unit. 76.4% of face to face enquiries were dealt with at the first point of contact. These figures are lower than target however plans are being developed to make improvements which will include increasing the first point resolution, particularly via the telephone, and task analysis to increase the number of services through the Contact Centre. At the end of Q2 the Board agreed that the target was unrealistic and should be reduced in the new Council Plan. A Project Group will consider the options to improve the current levels of resolution, service delivery, use of self service and performance improvement.

Fig 2: Number of enquiries

Actual (number)
31,216

Chart showing the total number of contacts.



The number of contacts in Q3 was above average. Plans are being developed to reduce the number of face to face and telephone contacts to the Council through improvements in on-line delivery.

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

Action 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 Forum (Northallerton) Ltd. has recruited a manager for the facility and have assumed sole operational control of the building as of 1st November 2012. Service to the community has continued seamlessly. New company is progressing well with the development of their business plan.

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

Action 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 review of Area Partnerships and Area Forums undertaken by the Scrutiny Committee is now complete. HDC Cabinet in December agreed to the Committee's recommendation that the 5 Area Partnerships continue to receive Officer support and that the 5 Area Forums ceased with immediate effect and will only meet if there is a need to consider specific issues. In light of this decision work is now underway to review the local Action Plans, increase membership of the partnerships and improve engagement with HDC Elected Members and Parish Councils. Work is now also underway to raise awareness of the Area Partnerships and to re-establish a more inclusive partnership in Thirsk, similar to those operating elsewhere in the District. Priority projects for 2013 include the Northallerton Homegrown Food Festival, improvements to pedestrian access between Bedale and Aiskew and completion of the River Leven Jubilee Bridge in Stokesley.

The £4000 allocated in 2012/13 to each of the 5 Area Partnerships to help with the delivery of the Hambleton Sustainable Community Strategy has been awarded to a total of 30 community-led projects across Hambleton. A summary of the delivery will be produced and communicated at the end of Q4.

£20,000 of ERDF funding has been secured to establish a Hambleton LEADER Small Scale Enhancement Scheme for community-led projects in communities in the LEADER area. Up to a maximum of £5,000 is available to local communities and Parish Councils for small projects to enhance basic services, promote village renewal or upgrade and conserve rural heritage. The grant can support physical enhancements to the local village, community activities and village events and activities that contribute to awareness raising of local heritage and culture.

The Broadband Task & Finish Group has not met in the last quarter. The planning phase of the roll out is now underway. There are currently 713 cabinets expected to be upgraded in North Yorkshire. The first cabinet to be upgraded was completed in December 2012 in Ainderby Steeple. 90% of North Yorkshire will get super fast broadband (plus 25Mbps) by the end of 2014. This includes the commercial areas which BT has already committed to upgrading. The remaining 10% will get at least 2Mbps and BT will aim to increase speeds where possible. New technologies are being considered to assist in this. In addition, community schemes will continue to be supported and developed to bring further improvements to the 10%.

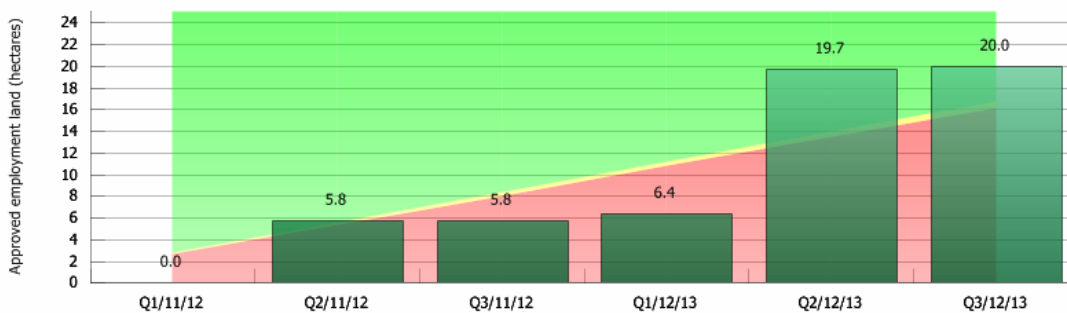
Aim 3: Supporting local economic growth.

Action 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.

Fig 3: Approval of employment land

Qly Target	Actual (%)	RAG
2.8	0.3	R

Chart showing cumulative quarterly figures for Approval of Employment Land



In Quarter 3 the Council approved 2,895 square metres (0.3 hectares) of additional employment floor space. This included an anaerobic digester at Great Broughton, a plant hire business at Catton and a storage building at Sutton on the Forest.

The recently published Strategic Housing and Employment Land Availability Assessment identifies over 80 hectares of land solely for employment purposes, with most being suitable for B1, B2 and B8 uses. A further 42 hectares of land is identified for mixed use schemes which include housing, retail and community uses.

Action 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 to improve managed workspaces occupancy over 60%. Through the provision of workspaces we are seeking to foster opportunities for business start-ups and economic growth.

Fig 4: % average workspace occupancy levels (a) self sufficient

Qly Target	Actual (%)	RAG
89.0%	90.5%	G

Chart showing % occupancy of self-sufficient/industrial workspaces

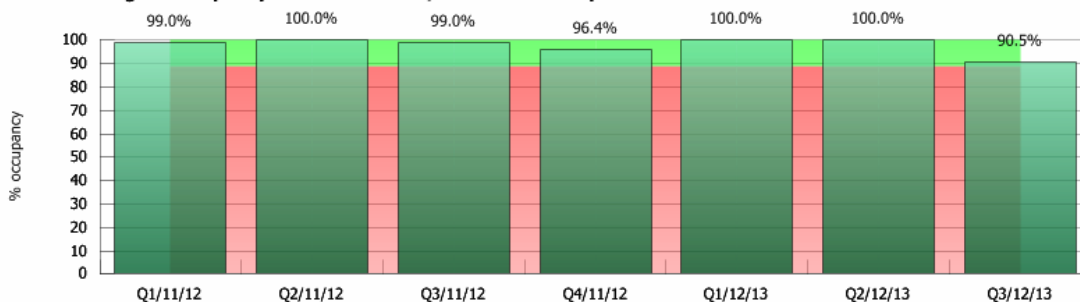
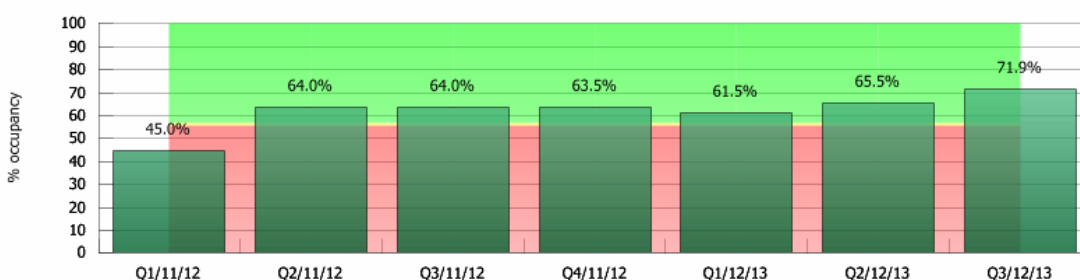


Fig 5: % average workspace occupancy levels (a) managed

Qly Target	Actual (%)	RAG
57.0%	71.9%	G

Chart showing % occupancy of managed workspaces



At the end of Q3 industrial workspace occupancy has dropped to 90.5%. The reason for this is that 2 tenants have vacated a 4,000 sq ft of space at Northallerton. This has partly been offset by more units being let at Leeming Bar Food Enterprise Centre (LBFEC) making the overall letting level of Managed workspace 71.8%. This level of occupancy is the highest to date and reflects the effectiveness of the Strategy to maximise return on investment in workspace. Springboard is fully let and the car park extension is now complete - this should greatly improve the parking situation; at Momentum 6 out of 7 units are let and at LBFEC 8 out of 11 units are let. It is hoped the remaining 3 units will be let by the middle of 2013. At Evolution 10 suites are let out of 28 but we are to lose one tenant in January and hopefully gain another soon after.

Review meeting comment:

Aim 1: Providing excellent and effective services to our customers.

- The Board noted the improvement work planned via the delivery of the Customer Services Group that will look at the various access channels and customer requirements. The 80% target is set above National “norm” and is exceeded by those enquiries dealt with via face to face contact.

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

- The Board noted the work planned for the refresh of the local action plans for Area Partnerships and the current schemes that were being progressed.

Aim 3: Supporting local economic growth

- The allocation of planning land is below target for this quarter however this is projected to be exceeded by 2015 with schemes identified in the Strategic Housing and Employment Land Availability Assessment.
- The Board were pleased to note that the availability of car parking spaces at Evolution was being evaluated.
- Workspace Occupancy is above target for both self-sufficient and managed units. The

Board asked that congratulations be passed on for their efforts in achieving this, particularly as occupancy is at it's highest level ever.

- The Board noted the success of the:
 - apprenticeship scheme and the plans to monitor it's success and extend the scheme to more local micro businesses.
 - "Lunch and Learn" events and possible scheduling of events in other areas of the District and the rapid expansion of the "YO61er's" business network and how this could be supported.

1.3 Capital Schemes

Scheme Name	Budget	Expenditure to Date	Anticipated Completion Date
CCTV Control Room Upgrade	99,000		31/03/13
Bedale Station & Bridge	63,000		-
N'ton Evolution Bus Centre	36,000		-
Momentum (grow on units)	37,420	17,372	31/10/12
Adoptions – Leeming Bar Phases 2 & 3	3,730	8	30/09/12
Adoptions – N'ton Thurston Road	130,000	63,616	31/03/13
Ellerbeek Crt, Stokesley Adoption Works	49,100	1,455	-
Northallerton Town Square	21,520		-
WoJH, Windows, Roof & Emerg. Lighting	2,300	(2,443)	30/09/12
Springboard Car Park Extension	20,000	270	25/12/12

Significant Issues

- Bedale Station & Bridge – capital grant from NYCC to fulfil a planning condition. No workable solution identified to date. Discussions are ongoing and agreement provided to roll forward the funds into 2013/14.
- Evolution – budget identified as part of funding agreement to undertake an evaluation on behalf of partners. Monies to be rolled into 2013/14.
- Momentum – Administrator costs have now been finalised and scheme is complete. £20,050 to be refunded to Capital Programme.
- Adoptions – Leeming Bar, Thurston Road, Stokesley; Leeming Bar Scheme complete – capital of £3,700 can be returned to the Programme. Remaining Adoptions – sewerage and highways issues are outstanding with NYCC. Work will not be completed with 2012/13 and will continue into 2013/14. This will be subject to a further Cabinet report.
- Further developments planned for Northallerton Town Square have been delayed as negotiations with the Town Council regarding responsibility are ongoing. Agreement unlikely in this financial year. Budget to be rolled forward.

Review meeting comment:

The Board noted that

- CCTV contract was awarded
- Springboard Car Park Extension was now complete
- Momentum completed
- That approval for schemes to carry forward funds to 2013/14 had review points in place during the year to evaluate continuation.

1.4 Risk Issues

Note: There are no strategic risks for this Priority/Business Group at this time.

Directorate	ID	Risk Name	Score	Matrix	Risk Manager	Service	Risk Action Plan
(none)	-	(none)	-	(none)	(none)	(none)	(none)

Review meeting comment:

- *No amendments identified*

1.5 Customer Feedback

Customer feedback monitoring is a key element within the Customer Services Strategy. The Governance Customer Satisfaction Monitoring System implemented in 2009 covering face to face, telephone & web channels was discontinued in March 2012 as a shared service saving. As a result, management information is reduced to manual systems and therefore there has been limited ability to monitor the overall satisfaction of our customers.

The Director of Customer Services instructed that a new system should be introduced to measure satisfaction efficiently and effectively across all access methods. This will enable the Council to better understand customers needs, experiences and improve our services. A procurement process is now underway with the aim of introducing a new system across the Council commencing April 2013.

Review meeting comment:

- *The Board noted the positive steps being implemented, including the planned launch of the Customer Services Strategy (a presentation will be available to Members after the next Council meeting).*

1.6 Refresh of Council Plan 2013-14

The attached draft (version 12) of the Council Plan 2013 to 14 provides the suggested amendments to the current Council plan, the changes are shown in blue text against each priority area. The plan for 2013 to 14 will be finalised following the completion of the quarter 3 Boards. As part of the reports to quarterly Boards the progress against specific measures for each action will be provided.

Review meeting comment:

- *The board agreed with the proposed amendments to the current Council Plan for the operational year 2013 - 14.*
- *Information on which measures are to be used will be reported at the Q4 Boards.*

Housing & Planning Services**Q3 Review Meeting 18 February 2013****Performance against Council Plan** – with notes1.1 **Revenue Budget**

	2011/12 Actual	2012/13 Budget	2012/13 Expected Outturn	Full Year Outturn Variance
	£	£	£	£
Sales	(1,109,147)	(1,312,370)	(1,230,860)	81,510
Other	(2,271,279)	(1,404,280)	(1,417,600)	(13,320)
Total:	<u>(3,380,426)</u>	<u>(2,716,650)</u>	<u>(2,648,460)</u>	<u>68,190</u>

Operating Costs

Salary Related Costs	3,214,672	3,053,750	3,035,800	(17,950)
Building running costs	115,686	120,950	120,950	0
Vehicle and Travel costs	707,058	733,550	734,820	1,270
Supplies and services	844,420	1,031,850	1,031,850	0
Total:	<u>4,881,836</u>	<u>4,940,100</u>	<u>4,923,420</u>	<u>(16,680)</u>

Net (Profit)/Loss of Operation	<u>1,501,410</u>	<u>2,223,450</u>	<u>2,274,960</u>	<u>51,510</u>
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Significant Budget Issues:

The significant budget issues at the end of Q3 relate to income in Development Management, Waste Collection and Street Cleaning.

Planning Fees

Planning fees make an important contribution to the budget with income set at £650,000 for 2012/13. In Q1, Q2 and Q3 £480,240 was received which is about 73.8% of the target income, leaving £169,760 still to achieve. In the last 3 years fee income for Q4 has averaged £134,911, however, last year only £116,565 was achieved which if repeated could result in a shortfall in fee income of up to £53,000. It would be prudent therefore to reduce the budget by £55,000 to deal with the potential shortfall.

Waste Collection

Anticipated income from the sale of bins to new residential and commercial developments is not being realized. Just £600 income has been achieved against a budgeted figure of £19,650 which is due to the low level of new development. It is unlikely that the position will improve before the end of the year and so the budget should be reduced by £19,000 to reflect this.

There is also a reduced income from Richmondshire District Council of £8,000 due to them now collecting their own Schedule 2 Waste.

Additional “one-off” income from recycling of £29,000 from the Service Level Agreement with NYCC has been received which almost counterbalances the reductions in income.

Street Cleaning

A loss of income of £7,460 is anticipated made up of reduced income from Fixed Penalty Notices of £3,300 and reduced income from Broadacres of £4,160.

Adjustments to Budget:

Budgeted income needs to be reduced as follows:

Planning Fees	-	£55,000
Sale of Bins	-	£19,000
RDC Schedule 2 Waste	-	£ 8,000
Street Cleaning	-	£ 7,460

Income from recycling should be increased by £29,000

Effect on the Council’s Overall Budget:

The effect on the Council’s overall budget for 2012/13 is £51,510.

Review meeting comment:

- *Under collection of income is partially off set with an under spend in salary.*
- *The budget short fall will require redressing hence impacting on the Council’s overall budget.*

1.2 Performance Report

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

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.

New Dwellings

In Quarter 3 there were only 14 new dwellings completed. This is worse than the previous two quarters (with 27 and 31 respectively) and is well below the quarterly target of 63.

The Council is continuing to engage proactively with developers in order to understand the reasons for delays in bringing sites forward and where possible identify new Council actions to help facilitate development. The process of providing pre-application advice to agents/developers is being formalised, which should make the application process quicker and result in better quality schemes.

A Strategic Housing and Employment Land Availability Assessment was published in December which identifies that, as at April 2012, a total of 2,011 dwellings were deliverable over the next 5 years. This is 561 dwellings over the LDF’s target of 290 per annum. Since April 2012, a further 1,018 dwellings have been granted permission and applications had been received for a further 338 dwellings.

It should be noted that despite the recent slowdown in delivery of homes, much work is being done to remedy this and much activity has started. Over the course of 2013 we hope to see a marked increase in the number of new homes delivered.

Affordable Homes

In Quarter 3 33 affordable homes were handed over with the completion of the Bridge Street development at Bedale yielding 27 new apartments for rent and low cost home ownership, and 6 new homes for rent and affordable sale at the Shepherd Homes site in Dalton with Broadacres. Quarter 1, 2 and 3 performance is 51 affordable homes.

Homelessness Preventions

In Quarter 3 total homelessness prevention performance was 87 preventions; this comprises work by Housing Officers to prevent 49 households experiencing homelessness in the quarter and work by partners such as Foundation, Keyhouse and CAB to prevent 38 homeless presentations. Quarter 1, 2 and 3 performance is 256 preventions against a target for 2012/13 of 195 preventions.

Aim 2 – Collecting Household Waste and Recycling

We will collect waste or recyclable waste from 39,451 households each week and in doing so we will increase the rate of recycling from 44% to 50%. 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.

Waste Collections

There were 216 reports of missed bin collections in Q3, 118 of which were found to be genuine. This equates to 0.07% of collected bins being missed and is an increase from the figure of 0.03% reported for Q2. This is due to a more rigorous reporting system being used and collections being carried out in the dark.

Recycling Performance

December figures are not confirmed and some are still estimates, so these figures may change.

The recycling rate for Quarters 1, 2 and 3 are marginally down on last year, although the Q3 figure is an estimate.

Q1 12/13 = 49% (50% in 11/12)

Q2 12/13 = 55% (55.5% in 11/12)

Q3 12/13 = 39% (40% in 11/12)

Total tonnage comparisons Qtr 1-3 =

	2011/12	2012/13
Landfill	14,117 tonnes	14,409 tonnes
Recycling	4491 tonnes	4311 tonnes
Composting	9114 tonnes	9136 tonnes

So far Qtr 1-3 give an overall 49% combined recycling rate for 11/12 and 48% for 12/13. Waste arisings overall have risen by 134 tonnes compared to the same point last year. This is made up of a 292 tonne increase in landfill and a drop in recycling of 136 tonnes plus a small increase in green waste of 22 tonnes.

Quarters 1-3 broken by kerbside weight (figures not confirmed for Dec in Q3)

	2011/12	2012/13
Kerbside Paper	1644 tonnes	1522 tonnes
Kerbside Glass	1308 tonnes	1291 tonnes
Kerbside Plastic & Cans	518 tonnes	537 tonnes

As reported last quarter there has been a significant drop in the tonnage of paper collected compared to this point last year. A separate report is on the agenda on an enhanced

kerbside scheme to maximise tonnage and therefore income.

Review meeting comment:

Aim 1: Meeting local housing needs

- *The housing market is still being impacted by the economic down turn and further research is to be undertaken to review if there is any further assistance the Council can provide to encourage developers to commence building.*

Aim 2: Collecting household waste and recycling

- *The quantity of paper recycled is showing a declining trend – actions to improve, through improved collection bags, the addition of light card and promotional information are planned for implementation during the spring.*
- *The Board were pleased to note the information to be displayed on the new bags and that further information on recycling materials and benefits would be provided to coincide with the bags being distributed.*

1.3 Capital Schemes

Scheme Name	Budget	Expenditure to Date	Anticipated Completion Date
Wheeled Bins, Litter and Dog Bins	£38,860	£5,099	Feb 2013
Disabled Facilities Grant	£208,658	£101,306	March 2013
Domestic Violence Refuge	£121,000	-	Scheme to be rolled forward

Significant Issues

The budget of £208,658 for Disabled Facilities Grant is spent or committed and further expenditure of £19,294 is possible giving a potential outturn of £227,952. In December a further grant of £60,490 was received from the DCLG and this is to be paid into the budget and £41,198 of Council funding returned to the Capital Fund for the benefit of other projects.

Review meeting comment:

- *No comment*

1.4 Risk Issues

In September 2012 the Audit and Governance Committee approved the revised risk management process and in October 2012 Management Team considered the current risk registers and agreed those that should be categorised as strategic, those aligned to this Area are listed at Annex A for information. The actions to mitigate these risks and the score for each are included in the register, in line with the agreed risk guidance, the quarterly meetings will review only those risks in the Strategic Register scored as "high".

Review meeting comment:

- *No amendments identified*

1.5 Customer Feedback

Waste and Street Scene

Customer Services has provided information on complaints and compliments recorded in Quarters 1, 2 and 3. A comparison with last year is included in the table below.

	2011/12 to end Q3	2012/13 to end Q3
Compliments	41	16
Complaints	75	63

Numbers of compliments and complaints captured have decreased overall from last year. It is felt that this is due to a lack of resources within the Customer Services Team. The decrease in the number of complaints received may be due to improvements in the Christmas collection information.

The majority of complaints concern missed collections, fortnightly collections and bins being left in the wrong place. Complaints are resolved swiftly and 92% of upheld complaints to date lead to service improvements.

Compliments tend to focus on the responsiveness of the Street Scene service dealing with street cleansing, particularly leaf sweeping and also acknowledging customer care in assisting with waste and recycling collections.

Customer feedback monitoring is a key area of the Customer Service Strategy. The GovMetric system implemented in 2009 covering face to face, telephony and the website channels was removed as a shared service saving in March 2012. As a result, management information is greatly reduced with limited ability to monitor the overall satisfaction of customers.

A procurement exercise is underway to re-establish a customer satisfaction monitoring system. It is expected that a contract and system will be in place for 1 April 2013 to provide a more detailed corporate and departmental view of customer satisfaction. This information will then be available to Boards on a quarterly basis.

Development Management

During Q3 the Council participated in a national benchmarking exercise conducted by the Planning Advisory Service (PAS) and this included a customer satisfaction survey. The results are being collated by PAS and are not yet available, so will be reported in Q4.

In order to avoid duplication we suspended the local survey in November so only a small number of local questionnaires were issued during the quarter. There were five returns which confirmed that 100% found our staff helpful, 80% considered our response timely, 100% found the advice helpful and 80% felt they had received value for money. Overall 80% were satisfied with the service.

At the last Board meeting Members asked for information on the reasons for dissatisfaction to be included in future. There were only two comments made in response to the local survey in Q3, as follows:

1. Too slow, too many paper exercises.
2. For the latest application the planning officer was unable to give an update re progress at 7½ weeks. The application was determined (approved) on the 8 week deadline date – but if any issues arose in the last couple of days I'm sure there would have been a request to withdraw. So, applications not getting to the 'wire' would help all concerned I'm sure.

The first comment is considered to relate more to the complexity of the development management system as framed in law. The second point is being addressed through greater

focus on identifying key issues and programming Committee reports at an earlier stage in the application process.

Review meeting comment:

- *The Board were pleased to note the improvement in information on the Christmas bin tags.*

1.7 **Council Plan Refresh 2013/14**

Review meeting comment:

- *No comment.*

Leisure & Health ServicesQ3 Review Meeting 14 February 2013Performance against Council Plan – with notes1.1 Revenue Budget

	2011/12 Actual	2012/13 Budget	2012/13 Expected Outturn	Full Year Outturn Variance
	£	£	£	£
Sales	(3,231,649)	(3,364,190)	(3,364,190)	0
Other	(348,011)	(152,960)	(152,960)	0
Total:	<u>(3,579,660)</u>	<u>(3,517,150)</u>	<u>(3,517,150)</u>	0

Operating Costs

Salary Related Costs	2,241,232	2,148,170	2,148,170	0
Building running costs	866,344	900,410	900,410	0
Vehicle and Travel costs	15,042	11,210	11,210	0
Supplies and services	1,131,091	1,303,440	1,303,440	0
Total:	<u>4,253,709</u>	<u>4,363,230</u>	<u>4,363,230</u>	0

**Net (Profit)/Loss of
Operation**

674,049	846,080	846,080	0
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Significant Budget Issues:

- The savings forecast from the transfer of the Hambleton Forum in the current year will not materialise due to an over optimistic income target and a delay in the transfer of the Forum. The final reconciliation of expenditure and income is now complete and it is expected that it can be covered by savings in other operational budgets.
- Staffing costs at Thirsk and Sowerby Leisure Centre are higher than forecast due to 2 bouts of long term sickness and increases in contract coaching fees which are resulting from increases in income. It had been anticipated that both of these will be covered by over performance and underspending at other sites, however wet weather in September, November and December, together with snow problems in January will probably not allow this.

Adjustments to Budget:

There are other areas of the Council's budget which are underspending in the current year. Virements have been made to ensure that the budget for Leisure and Health balances.

Effect on the Council's Overall Budget:

This shortfall is an "in year" issue only and does not affect the Council's budget going forward.

Review meeting comment:

- *The impact on income from severe weather (£20K for just two specific incidents) and sickness was noted.*
- *A review of income projections for 2013/14 would be undertaken in order to ensure the budgets set were stretching, but realistic, details would be fed back at a later Board.*

1.2 Performance report

This part of the report looks at performance against the objectives and targets in the Council Plan:-

Aim 1: Providing an appealing and varied range of leisure and health opportunities.

Action 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.

Table 1: Allocation of open space (hectares)

Qly Target	Actual (Hectares)	RAG
1.4	0.0	R

This target is indicating red for the quarter concerned, however, we over-achieved in Q1 and Q2.

In this last quarter (quarter 3) the Council has approved a further two Public Open Space, Sport and Recreation Plans, one for Great Ayton and one for Helperby and Brafferton (both approved in November 2011). These include projects totalling £204,000 in Great Ayton and £8,400 in Helperby and Brafferton.

Contributions continue to be taken through section 106 planning gains on applicable developments as identified in the Public Open Space, Sport and Recreation Supplementary Planning Document. Just over £56k was recently agreed for off site open space for the construction of 11 dwellings at Oak Mount, Northallerton, together with 0.115 hectares of open space on site. A further 0.11 hectares of open space has recently been approved at the Abattoir site in Aiskew. Other smaller schemes have also made modest contributions to public open space, including £4,670 towards open space in Brompton.

A six week consultation also begins this month (January 2013) on the new Community Infrastructure Levy (CIL) charging schedule, which will levy contributions for 'strategic' open space, such as the North Northallerton Development Area and the Bedale Renaissance Masterplan.

A recent Government announcement has indicated that in communities where chargeable development takes place, those communities could take receipt of 15% of the CIL contribution. Up to a maximum of £100 per rateable dwelling, these monies could be spent on local projects identified in an approved Public Open Space, Sport and Recreation Plan. Where a community has an adopted Neighbourhood Plan in place, this figure could rise to 25%.

Action 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.

Table 2: Increase the rate of physical activity in adults from 28% (as of 2010-11). Survey undertaken by Sport England.

Qly Target	Actual (%)	RAG
29.0	25.8	R

Down 0.1% from the original 2005/06 survey (base), though not seen by Sport England as statistically significant, i.e. "no change".

- We are 1.9% down on last years findings, though this is not seen by Sport England as statistically significant, i.e. "no change"
 - We are ranked 53rd out of 325 LA's nationally
 - We are 2.5% above the North Yorkshire average of 23.3%
 - We are ranked 6th out of the 22 LA's in the Yorkshire area
 - 2 LA's in the Yorkshire area showed a statistically significant improvement (Kirklees & Leeds), the remainder show "no change"
- By comparison North Yorkshire's rate is 23.1%, Yorkshire 22.9% and all England 21.8%. When physical activity is broken down in to focus in on just sport rather than against lifestyle the District has dropped from being joint top in the Yorkshire region for sports participation with Wakefield and joint 13th nationally out of 326; to being 9th in the region and 131 out of 326 nationally.
- This despite an increase in visits to Leisure Centres during the same period (see later report).
- What we need to remember is that these are random survey results undertaken quarterly by Sport England and are interim at this stage.
- There are no performance indicators for Environmental Health or Communications in the current Council Plan. This is due to be reviewed in the new year and consideration will be given then to their inclusion.
- Review meeting comment:**
- *Performance against The Council Plan priority for open space will be exceeded, with further developments planned.*
 - *Leisure Centre attendance has decreased, this is in line with the National Survey which shows a drop in participation rates.*

1.3 Capital Schemes			
Scheme Name	Budget (£)	Expenditure to November 2012	Anticipated Completion Date
Gym equipment refresh	24,000	27,401	Scheme completed, small overspend
SLC intruder and fire alarms	9,000	10,201	Scheme completed, small overspend
BLC intruder and fire alarms	20,000	9,708	Scheme completed. Final payments outstanding, likely saving = £2,000
Thirsk All Weather Pitch	2,700	12	Scheme completed. Final payments outstanding, likely saving = £0
Roof repairs SLC and HLC	24,670	11,792	Scheme completed. Final payments outstanding, likely saving = £2,000
Pool tank tiles HLC, TLC and BLC	120,000	3,750	Tender received February 2013, small saving predicted
Aircon BLC and SLC	15,000	-	Orders placed March 2013

Voltage optimisers Civic Centre and HLC	49,330	25,050	Scheme completed. Final payments outstanding, likely saving = £8,500
Pest Control vehicles	32,000	31,032	Scheme completed. Likely saving = £1,000
Voltage optimisers SLC and BLC	24,000	-	Scheme completed. Final payments outstanding, small overspend predicted
Voltage optimisers TLC	16,000	-	Scheme completed. Final payments outstanding, small overspend predicted
Pipework insulation SLC, TSP and BLC	7,000	7,471	Scheme completed, small overspend
T5 lighting Civic Centre, HLC and SLC	28,000	-	February 2013. Likely saving = £11,000
HLC plant controls and air handling	21,000	-	Awaiting tenders. May need to roll into next year
Combined heat and power unit SLC	80,000	-	February 2013
Combined heat and power unit BLC	80,000	-	February 2013
Combined heat and power unit TSP	80,000	-	February 2013
Hambleton Forum asset transfer project	22,000	18,000	Scheme completed. Final payments outstanding

Capital Programme Comments:

- We have already rolled forward pool filter replacements at BLC and SLC (£125,000) as we felt we could extend the current life by one year.
- The installation of a CHP unit at HLC was removed from the programme when the successful tender indicated a pay back period of 12 years. There is a saving of £24,000 predicted overall on the CHP projects.
- There is a single project out of the 18 which we are uncertain about the delivery of in the current year, and we may need to ask Cabinet for permission to roll this forward.
- Overall it is likely that approximately £70,000 will be saved and returned to the capital programme.

Review meeting comment:

- *The Board noted the Capital projects were managed within budget*
- *The Hambleton Leisure Centre was not programmed to have a Combined heat and power unit due to the pay-back period being double (10 years) that of the other centres.*
- *The Board discussed local installation of free solar panels, this would be researched and findings fed back to next Board.*

1.4 Risk Issues

On 26 September 2012 Audit and Governance approved the revised risk management process and on 17 October Management Team considered the current risk register and agreed those that should be categorised as strategic, those aligned to this Area are listed at Annex A for information. The actions to mitigate these risks and the score for each are included in the register, in line with the agreed risk guidance procedures, the quarterly meetings will review only those risks in the strategic register listed above the risk appetite for the Council ie those scored as

"high". The current Risk Register for all services is available via the Intranet page (follow link via TEN).

Review meeting comment:

- *No amendments identified*

1.5 Customer Feedback

1 x complaint for Leisure – swimming lesson availability at Thirsk Leisure Centre – upheld and service improvement of additional class and availability.

5 x compliments for Environmental Health – concerning support provided, appreciation for training and support from Environmental Health Officers and excellent service from Pest Control Officers.

1 x complaint for Environmental Health – regarding the cost of pest control service – not upheld – Council policy explained.

Customer feedback monitoring is a key element within the Customer Services Strategy. The GovMetric Customer Satisfaction Monitoring System implemented in 2009 covering face to face, telephone and web channels was discontinued in March 2012 as a shared service saving. As a result, management information is reduced to manual systems and therefore there has been limited ability to monitor the overall satisfaction of our customers.

A new system will be introduced to measure satisfaction efficiently and effectively across all access methods. This will enable the Council to better understand customer needs, experiences and improve our services. A procurement process is now underway with the aim to introducing a new system across the Council commencing April 2013.

Review meeting comment:

- *The Board noted that the feedback report related only to information via the central Customer Services team at Civic Centre. Extensive feedback is received and reviewed via each Leisure Centre and appropriate action taken. All feedback is invaluable to the success of the Service.*
- *The new system should be in place in the next few months alongside the new card payment system – these would be monitored via a working group as to their effectiveness for the whole Council.*

1.6 Summary of Significant Issues

Other than the revenue budget issue there are no significant issues arising from within the Leisure and Health service at present time.

Whilst there are numerous partnerships within Leisure and Health none fall into the significant category as currently defined by the Council.

Review meeting comment:

- *The potential impact of the new Health delivery services nationally and locally would be reported at the next Board, including the Health & Well Being Strategy.*
- *The Service Level Agreement with Richmondshire for delivery of the Environmental Health and Licensing services was reported for Hambleton via this Board.*

1.7 Council Plan

The refreshed Council Plan is attached and Members' views are sought.

Review meeting comment:

- *The amendments to the in-year plan for 2013 – 14 were agreed with a minor change to include "external" for the communications strategy to ensure clarity of the aim.*

- *The new structure within the Leisure Director's services would be included in Council Talk, there were now four managers directly reporting which had been decreased from twelve.*

Resources Services**Q3 Review Meeting 12 February 2013****Performance against Council Plan** – with notes1.1 **Revenue Budget**

	2011/12 Actual	2012/13 Budget	2012/13 Expected Outturn	Full Year Outturn Variance
	£	£	£	£
Sales	(331,765)	(289,900)	(277,790)	12,110
Other	(22,195,587)	(22,889,730)	(22,859,090)	30,640
Total:	<u>(22,527,351)</u>	<u>(23,179,630)</u>	<u>(23,844,540)</u>	<u>42,750</u>

Operating Costs

Salary Related Costs	2,396,321	2,542,040	2,531,400	(30,640)
Building running costs	2,321	4,470	4,470	0
Vehicle and Travel costs	53,688	59,610	59,610	0
Supplies and services	22,790,374	22,805,340	22,776,340	(29,000)
Total:	<u>25,242,705</u>	<u>25,431,460</u>	<u>25,371,820</u>	<u>(59,640)</u>

Net (Profit)/Loss of Operation	<u>2,715,353</u>	<u>2,251,830</u>	<u>2,234,940</u>	<u>(16,890)</u>
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Significant Budget Issues:

No significant budget issues to report. ICT & Revenues income budgets set at an unachievable level. ICT have off-set the loss of income with salary savings. Audit fees £29,000 under spent.

Adjustments to Budget:

Budgets to be realigned to reflect (£16,890) saving.

Effect on the Council's Overall Budget:

A net anticipated underspend of (£16,890).

Review meeting comment:

- No comment.
-

1.2 **Performance report**

The Resources Business Group currently does not form part of the objectives and targets in

the Council Plan. This has been addressed as part of the refresh of the Council Plan for 2013/14.

1.3 **Capital Schemes**

Scheme Name	Budget	Expenditure to Date	Anticipated Completion Date
	£	£	
Service Applications	30,000	20,502	31/03/13
Servers	16,000	-	31/03/13
Network & Security	23,000	-	31/03/13
Communications	60,000	-	31/03/13
Desktops	22,000	-	31/03/13
Software	30,000	-	31/03/13
Total	181,000	(20,502)	

Significant Issues

Expenditure on ICT capital was stalled until the plan is formulated to separate ICT services from Richmondshire District Council. A plan is now in place to reallocate the £181,000 over the above headings and spend all funds by 31 March 2013. This will form part of the Capital Monitoring Cabinet report in February.

Review meeting comment:

- *No comment.*

1.4 **Risk Issues**

None to report. The current risk register for all services is available via the intranet (follow link via TEN).

Review meeting comment:

- *No comment.*

1.5 **Customer Feedback**

None to report.

1.8 **Council Plan Refresh 2013/14**

Review meeting comment:

- *No comment.*