



NOTICE OF MEETING

Meeting:	Overview and Scrutiny Committee
Date and Time:	Tuesday, 16 November 2010 at 7.00 pm
Place:	Civic Offices, Fleet
Telephone Enquiries to:	01252 774141 (Mrs G Chapman) gill.chapman@hart.gov.uk
Members:	Neighbour (Chairman), Axaam, Barrell, Davies, Healey, Hunt, Murr, Radley JE, Southern, Street and Wheale

G Bonner
Chief Executive

CIVIC OFFICES, HARLINGTON WAY
FLEET, HAMPSHIRE GU51 4AE

AGENDA

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AND BRAILLE ON REQUEST**

1 MINUTES

The minutes of the meeting of 21 September 2010 are attached to be confirmed and signed as a correct record. **Paper A**

2 APOLOGIES FOR ABSENCE

3 CHAIRMAN'S ANNOUNCEMENTS

4 DECLARATIONS OF INTEREST (PERSONAL AND PERSONAL AND PREJUDICIAL)

5 PUBLIC PARTICIPATION (ITEMS PERTAINING TO THE AGENDA)

6 BUSINESS CONTINUITY WORKING GROUP

Oral feedback from members of working group.

7 SERVICE BOARDS

Oral feedback from Members.

8 JOINT WORKING ON WASTE WITH BASINGSTOKE & DEANE BOROUGH COUNCIL – ADMINISTRATION AUTHORITY REPORT

EXCLUSION OF THE PUBLIC

Members must decide whether the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

It is suggested that, in accordance with Section 100A of the Local Government Act 1972, the public be excluded during the discussion of the matters referred to in Agenda Item 8, on the grounds that they involve the likely disclosure of exempt information, as defined in the respective paragraph of Part 1 of Schedule 12A of the Act, and the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

Paragraph 3 – Information relating to the financial or business affairs of any particular person (including the authority holding the information).

Following this item the meeting will continue in open session.

9 2010 – 11 SECOND QUARTER BUDGET MONITORING

To provide the Overview and Scrutiny Committee the opportunity to comment on the second quarter (to 30 September 2010) budget monitoring report that was considered by Cabinet on 4 November 2010. **Paper C**

RECOMMENDATION

That the report be noted.

10 2011/12 BUDGET UPDATE REPORT

This report provides the Committee with an update on how the 2011/12 budget process is progressing and highlights key issues facing the Council in setting a balanced budget. **Paper D**

RECOMMENDATION

That the report be noted and comments made on the issues identified.

11 2010/11 SECOND QUARTER PERFORMANCE MANAGEMENT REPORT

To update Members on how the authority is currently performing in organisational development, national and local performance indicators and complaints/compliments.
Paper E

RECOMMENDATION

For all areas of concern highlighted in the report Members either:

- (a) Recommend to Cabinet where it is considered action is needed and an update report presented by the Portfolio Holder at the next appropriate Cabinet, and/or Overview and Scrutiny Committee (OSC)
- (b) Recommend issue(s) which should be referred to the relevant Service Board and/or Performance Improvement Board (PIB) for action, and
- (c) Where an issue is of high importance, request that the issue is escalated by Management Team.

12 CABINET WORK PROGRAMME

The Cabinet Work Programme is attached for information. **Paper F**

13 OVERVIEW AND SCRUTINY WORK PROGRAMME

The Overview and Scrutiny Work Programme is attached for consideration and amendment. **Paper G**

Date of Despatch: 9 November 2010

OVERVIEW AND SCRUTINY

DATE OF MEETING: 16 NOVEMBER 2010

TITLE OF REPORT: 2010-11 SECOND QUARTER BUDGET MONITORING

Report of: S151 Officer and Corporate Director

Cabinet Member: Councillor Ken Crookes, Leader

1 PURPOSE OF REPORT

- 1.1** To provide the Overview and Scrutiny Committee the opportunity to comment on the second quarter (to 30 September 2010) budget monitoring report that was considered by Cabinet on 4 November 2010.
- 1.2** The Cabinet report is attached as Appendix 1.

2 OFFICER RECOMMENDATION

- 2.1** That Overview and Scrutiny Committee note the contents of the budget monitoring report.

Contact details: Sue Reekie / Emma Broom, sue.reekie@hart.gov.uk / emma.broom@hart.gov.uk

CABINET

DATE OF MEETING: 4 NOVEMBER 2010

TITLE OF REPORT: 2010-11 SECOND QUARTER BUDGET MONITORING

Report of: S151 Officer and Corporate Director

Cabinet Member: Councillor Ken Crookes, Leader

1. PURPOSE OF REPORT

- 1.1 To advise Members of the position on revenue and capital spending in the current financial year and to ask Members to note the write offs approved under delegated powers.

2 OFFICER RECOMMENDATION

- 2.1 To note the revised projections and reasons for the main variations shown in Appendix A
- 2.2 To note the write-offs approved under delegated powers shown at Appendix B
- 2.3 To note the current spending position on the Capital Programme shown at Appendix C.

3 REVENUE BUDGET MONITORING

- 3.1 Appendix A shows the second quarter budget monitoring exercise for the revenue account. The original budget is shown plus any virements and adjustments that have been made since the original budget was approved.
- 3.2 Several adjustments have been made since the original budgets were set. This has been done to ensure that all budgets and costs are apportioned to the correct cost centres, ensuring transparency and a clear understanding of the Council's expenditure. The result of this is the Current budget; this is what cost centre managers are now working to. Members will note the effect of the virements and adjustments only moves one budget to another; the overall total remains the same.
- 3.2 The remainder of the report shows the budget and actual for the year to date and a forecast of the outturn position – i.e. the final position for the year. Variances are given between the forecast outturn and current budget.
- 3.3 Overall the outturn is forecast to be £352k above budget. The major reasons (variances over £25k) for this are:

Reductions in net expenditure (£370.7k)

- Partnership support – Customer Services Manager post not filled from July onwards (£25.1k)
- Leisure Strategy – salary savings due to vacant posts (£47.6k)

- Planning – increased income from S106 compliance (£46.8k)
- Environmental Health (Pollution) – savings of £46.1k due to vacancies (net of cover)
- Emergency Planning – savings of £55.9k due to vacancies
- Refuse collection – expected expenditure on contractors £33k less than budget as joint waste project has been managed in house
- Waste Management – increase in income from sale of recycled material (£55k.)
- Office services (procurement) - vacancy management savings (£31.2k)
- Area Based Grant of £30k that was not budgeted for.

Increases in net expenditure (£641.3k)

- Corporate leadership team - £47k additional cost in relation to the delay and additional cost in securing planned redundancy
- Increased cost in relation to IT Microsoft license fees (£36k), following an audit
- Housing needs service – budgeted reduction in bad debt provision not now thought to be achievable £30k
- Open spaces – reduction in contribution income from developers £69k
- Planning – £70k budgeted income from Housing & Planning Delivery Grant will not be received, due to in year cuts made by the Government
- Refuse Collection – increase in cost of fuel (£29.1k) and vacancy management savings taken from other cost centres (£41k)
- Green waste – forecast income lower than estimated (£29.8k)
- Car Parking –forecast car park income below estimate (£99.6k)
- Administrative Buildings – vacancy management saving taken form other cost centres (£26.8k)
- Loss of grants due to in-year cuts announced by the Government; Local Performance Service Agreement (LPSA) £123k and Local Authority Business Grant Incentive (LABGI) £40k.

3.4 The major variances within each service area are shown in Appendix A. These variations have been the subject of detailed scrutiny in recent weeks and will continue to be kept under review as the year progresses. Managers are aware that the budget is cash limited and they are expected to manage within it. The in year grant cuts made by the government, totalling £233k (Planning delivery £70k, LPSA £123k, LABGI £40k) have made that task significantly harder.

3.5 The forecast at the end of the first quarter was for net expenditure to be £344k above budget. The current forecast of £352k is £8k more.

4. WRITE OFFS/WRITE ONS

4.1 Under delegated powers, a total of £76,434.58 has been written off for Council Tax debts, £82,097.01 for Business Rates and £6,825.93 for sundry debts.

4.2 Write ons totalling £1,142.88 have been made for Council Tax and £692.74 for Business Rates.

4.2 Housing Benefit write offs totalled £1,887.95 and Council Tax benefit write offs were £1,832.30

- 4.3 A summary of these write ons/off is provided at Appendix B for information purposes.

5 CAPITAL EXPENDITURE MONITORING

- 5.1 A summary of Capital expenditure against budget is attached at Appendix C. The summary shows an overall spending position as at 30 September of £274k and forecast expenditure for the year of £941k. The Capital Board is regularly monitoring the situation and will continue to do so for the remainder of the year.

6. FINANCIAL IMPLICATIONS

- 6.1 The financial implications are contained within this report.

7 MANAGEMENT OF RISK

- 7.1 The monthly budget monitoring process examines all income and expenditure against budgets in order that significant variances are highlighted immediately and to identify areas where expenditure is being incurred but where insufficient or no budgetary provision exists. This allows officers to take corrective action to maintain overall expenditure within budgets. Page 1 of Appendix A identifies the impact on balances should this not be achieved.

- 7.2 Members will be aware that the Housing Benefit claim for 2008/09, whilst certified by the External Auditor, has been queried by the Department for Work and Pensions (DWP). Additional information has been supplied to the DWP. However, it is possible that they will not accept the certified claim, with a resultant cost to the Council estimated to be between £80k and £138k. No provision has been made for this in the detailed figures in Appendix A.

8 CONCLUSION

- 8.1 Service managers are projecting an overspend of £352k in the current financial year although this will be subject to continued scrutiny and monitoring as the financial year progresses.

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BACKGROUND PAPERS:

Budget report to Cabinet/Council February 2010

APPENDICES:

Appendix A Revenue budget summary

Appendix B Write-off summary

Appendix C Capital monitoring

	Original Budget	Virements & Adjustments	Current Budget	YTD Budget	Actual To Date	Forecast Outturn	Forecast Variance to Current Budget
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
OVERALL SUMMARY							
Community and Partnership	863.5	24.9	888.4	272.3	244.9	881.3	(7.1)
Corporate Management	824.3	(2.0)	822.3	1,009.8	850.9	882.6	60.3
Democratic Services	1,112.1	4.7	1,116.8	495.5	543.3	1,096.0	(20.8)
Finance	1,030.6	(128.1)	902.5	1,974.3	(674.0)	953.8	51.3
Housing	1,183.5	(88.3)	1,095.2	377.1	324.3	1,157.2	62.0
Leisure	1,991.7	(38.9)	1,952.8	614.2	415.5	1,979.6	26.8
Planning	1,151.0	6.7	1,157.7	312.3	376.9	1,191.2	33.5
Regulatory Service	674.3	121.8	796.1	294.5	270.1	772.0	(24.1)
Technical	2,757.9	(110.7)	2,647.2	1,129.5	1,409.2	2,659.8	12.6
Total Service Cost	11,588.9	(209.9)	11,379.0	6,479.5	3,761.1	11,573.5	194.5
Accounting Treatment	(11,616.4)	209.9	(11,406.5)	(5,450.1)	393.1	(11,248.9)	157.6
Withdrawal/(Contribution) to General Reserve	(27.5)	0.0	(27.5)	1,029.4	4,154.2	324.6	352.1

HART DISTRICT COUNCIL - GENERAL FUND BALANCES SUMMARY 2010/11

General Reserve Statement

Balance b/fwd at 1st April 2010	(1,246.0)	(2,045.0)	(2,045.0)
(Contribution to)/Use of Balance	(27.5)	(27.5)	324.6
Projected Balance at 31st March 2011	<u>(1,273.5)</u>	<u>(2,072.5)</u>	<u>(1,720.4)</u>
Recommended Minimum Level of Balance	(950.0)	(950.0)	(950.0)
Excess General Fund Balance above minimum requirement	<u>(323.5)</u>	<u>(1,122.5)</u>	<u>(770.4)</u>

	Original Budget	Virements & Adjustments	Current Budget	YTD Budget	Actual To Date	Forecast Outturn	Forecast Variance to Current Budget
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
COMMUNITY (Manager - Caroline Ryan)							
1 Licenses	103.0	16.3	119.3	1.2	(1.6)	108.0	(11.3)
Fleet Town Centre	0.0	0.0	0.0	0.0	0.3	0.0	0.0
Hackney Carriages	39.4	(22.1)	17.3	26.8	(6.3)	16.3	(1.0)
CCTV	361.1	(3.5)	357.6	139.6	162.5	353.7	(3.9)
Local Strategic Partnership (LSP)	3.4	0.0	3.4	0.0	4.1	7.5	4.1
Local Flexibility Grant (LFG)	126.6	24.6	151.2	27.7	25.3	150.8	(0.4)
Community and Safety	230.0	9.6	239.6	77.0	60.2	245.0	5.4
Local Economy	0.0	0.0	0.0	0.0	0.4	0.0	0.0
	863.5	24.9	888.4	272.3	244.9	881.3	(7.1)

TOP FORECAST VARIANCE INFORMATION FOR COMMUNITY & PARTNERSHIPS		£'000
1	Licenses - Vacant post saving	(11.3)
	Miscellaneous	4.2
		(7.1)

	Original Budget	Virements & Adjustments	Current Budget	YTD Budget	Actual To Date	Forecast Outturn	Forecast Variance to Current Budget
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
CORPORATE MANAGEMENT (Manager - Emma Broom)							
	90.9	(10.3)	80.6	42.3	34.0	79.5	(1.1)
	54.5	0.0	54.5	23.9	6.3	53.8	(0.7)
1	417.9	(1.2)	416.7	153.6	205.9	465.8	49.1
	79.9	4.9	84.8	17.3	28.7	81.2	(3.6)
	168.4	0.0	168.4	82.5	21.2	165.4	(3.0)
2	12.7	0.0	12.7	0.3	5.3	7.3	(5.4)
	301.7	0.0	301.7	129.0	84.0	301.7	0.0
	(301.7)	0.0	(301.7)	0.0	0.0	(301.7)	0.0
	437.9	4.5	442.4	188.8	136.9	463.1	20.7
	(437.9)	0.0	(437.9)	0.0	(3.4)	(458.6)	(20.7)
	238.1	0.1	238.2	98.4	59.5	239.7	1.5
	(238.1)	0.0	(238.1)	0.0	(0.5)	(238.6)	(0.5)
3	182.4	0.0	182.4	63.1	55.8	160.8	(21.6)
	(182.4)	0.0	(182.4)	0.0	(7.2)	(189.6)	(7.2)
	428.2	0.0	428.2	46.6	46.1	423.7	(4.5)
	(428.2)	0.0	(428.2)	(25.2)	(22.3)	(428.1)	0.1
	47.7	0.0	47.7	18.2	23.6	48.7	1.0
	(47.7)	0.0	(47.7)	(1.0)	(1.3)	(47.7)	0.0
4	268.0	0.0	268.0	112.3	119.7	326.0	58.0
	(268.0)	0.0	(268.0)	0.0	(0.5)	(268.4)	(0.4)
	171.5	0.0	171.5	59.7	59.1	172.1	0.6
	(171.5)	0.0	(171.5)	0.0	0.0	(173.5)	(2.0)
	824.3	(2.0)	822.3	1,009.8	850.9	882.6	60.3

TOP FORECAST VARIANCE INFORMATION FOR CORPORATE

£'000

1	Leadership Team - Delay and additional cost in securing planned redundancy.	47.0
2	Climate Change - No budget for Contribution to Local Area Agreement theme, climate change vision for Hampshire	4.6
2	Climate Change - Grant received to cover the Climate change post	(10.0)
3	Internal Audit - salary saving due to restructure	(21.6)
3	Internal Audit - IESE credit	(7.2)
4	IT - Increase in salary due to job evaluation	5.6

		Original Budget	Virements & Adjustments	Current Budget	YTD Budget	Actual To Date	Forecast Outturn	Forecast Variance to Current Budget
		£'000	£'000	£'000	£'000	£'000	£'000	£'000
4	IT - Hampshire Private Services Network							5.0
4	IT - Fees for disaster recovery service							7.5
4	IT - License fees and software (Microsoft audit license)							36.0
	Miscellaneous							(6.6)
								60.3

	Original Budget	Virements & Adjustments	Current Budget	YTD Budget	Actual To Date	Forecast Outturn	Forecast Variance to Current Budget	
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	
DEMOCRATIC SERVICES (Manager - Andy Tiffin)								
1	Partnership Support	387.5	3.4	390.9	216.8	212.3	365.9	(25.0)
	Register of Electors	79.3	1.5	80.8	31.7	24.1	85.6	4.8
2	Rechargeable Elections	0.0	0.0	0.0	0.0	60.4	8.7	8.7
	Elections	129.3	0.3	129.6	51.6	52.2	133.5	3.9
	Parish Petition	13.4	0.0	13.4	0.0	6.3	9.6	(3.8)
	Setting up New Parish	0.0	0.0	0.0	0.0	2.0	2.0	2.0
3	Members Allowances	271.4	0.0	271.4	113.5	106.3	265.7	(5.7)
	Democratic Services	231.2	4.8	236.0	60.2	59.5	241.3	5.3
	Print Room - Expenditure	101.5	(5.3)	96.2	22.3	20.3	85.2	(11.0)
	Print Room - Income	(101.5)	0.0	(101.5)	(0.6)	0.0	(101.5)	0.0
		1,112.1	4.7	1,116.8	495.5	543.3	1,096.0	(20.8)

TOP FORECAST VARIANCE INFORMATION FOR DEMOCRATIC

£'000

1	Partnership Support - Customer Service Manager post not filled from July onwards	(25.1)
2	Rechargeable Elections - No recoverable	8.7
3	Members Allowance - Review of expenditure outcome	(5.7)
2	Democratic Services - Vacancy saving in Committee services will not be met.	5.4
3	Print room - Expected printing charges to be less than budget.	(11.0)
	Miscellaneous	6.9
		(20.8)

	Original Budget	Virements & Adjustments	Current Budget	YTD Budget	Actual To Date	Forecast Outturn	Forecast Variance to Current Budget
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
FINANCE (Manager - Jo Laurie)							
	1,077.4	0.0	1,077.4	448.4	398.9	1,124.0	46.6
1	(1,077.4)	0.0	(1,077.4)	0.0	(20.6)	(1,124.0)	(46.6)
1	418.2	(128.1)	290.1	(59.7)	80.6	270.3	(19.8)
1	(418.2)	0.0	(418.2)	(256.6)	(236.8)	(387.8)	30.4
1	1,014.7	0.0	1,014.7	1,571.8	(1,114.1)	1,006.3	(8.4)
	13.1	0.0	13.1	2.8	(4.5)	12.6	(0.5)
	2.8	0.0	2.8	(0.2)	0.1	3.4	0.6
	0.0	80.0	80.0	40.0	33.6	80.0	0.0
2	156.1	(80.0)	76.1	27.4	61.4	125.1	49.0
	(156.1)	0.0	(156.1)	(2.3)	(4.2)	(156.1)	0.0
	407.4	0.0	407.4	202.7	136.6	412.1	4.7
	(407.4)	0.0	(407.4)	0.0	(5.0)	(412.1)	(4.7)
	1,030.6	(128.1)	902.5	1,974.3	(674.0)	953.8	51.3

TOP FORECAST VARIANCE INFORMATION FOR FINANCE

£'000

1	Housing and Council tax benefit - Out of hours service saving	(20.9)
1	Housing and Council tax benefit -Decrease in income from court costs and administration grant	23.0
1	Housing and Council tax benefit - Havant contract to manage Revenues & Benefits ceased in Aug 2010	(13.0)
1	Housing and Council tax benefit - Council tax/Housing Benefit net current projection	14.0
2	Finance Client Expenditure - S151 costs	23.9
2	Finance Client Expenditure - Pension costs relating to redundancies in 2009	21.5
	Miscellaneous	2.8
		51.3

	Original Budget	Virements & Adjustments	Current Budget	YTD Budget	Actual To Date	Forecast Outturn	Forecast Variance to Current Budget
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
HOUSING (Manager - Nigel Preston)							
	Private Sector Housing	420.8	(113.1)	307.7	84.6	97.1	305.6 (2.1)
1	Strategic Housing	260.8	2.0	262.8	51.7	76.3	279.2 16.4
2	Housing Needs Service	501.9	37.9	539.8	149.8	48.2	574.6 34.8
	Contact Centre	0.0	0.0	0.0	0.0	0.0	0.0 0.0
	Photocopying	0.0	0.0	0.0	0.0	0.0	0.0 0.0
	Postal	0.0	0.0	0.0	0.0	0.0	0.0 0.0
3	Housing & Customer Services Support - Expenditure	289.1	(15.1)	274.0	91.0	102.7	286.9 12.9
	Housing & Customer Services Support - Income	(289.1)	0.0	(289.1)	0.0	0.0	(289.1) 0.0
		1,183.5	(88.3)	1,095.2	377.1	324.3	1,157.2 62.0

TOP FORECAST VARIANCE INFORMATION FOR HOUSING

£'000

1	Strategic Housing - Expenditure on contractors, spend is in line with salary savings made whilst staff members are on maternity leave.	16.3
2	Housing Needs Service - Bad debt provision saving not achievable as reviewed in 2009/10	30.0
2	Housing Needs Service - License fees	3.5
3	Housing and Customer support Expenditure - Vacancy saving not met (Head of Housing currently working on savings)	12.9
	Miscellaneous	(0.7)
		62.0

	Original Budget	Virements & Adjustments	Current Budget	YTD Budget	Actual To Date	Forecast Outturn	Forecast Variance to Current Budget
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
LEISURE (Manager - Carl Westby)							
	7.5	0.0	7.5	2.1	0.0	7.5	0.0
	260.9	10.2	271.1	59.2	66.1	223.6	(47.5)
1	100.8	(6.0)	94.8	35.4	18.6	96.2	1.4
2	101.8	(2.4)	99.4	51.6	25.2	131.3	31.9
2	68.7	0.9	69.6	20.7	25.8	70.9	1.3
2	36.7	(2.4)	34.3	29.0	25.5	37.2	2.9
3	443.8	(6.1)	437.7	75.6	(38.9)	440.0	2.3
	0.0	0.0	0.0	0.0	0.0	0.0	0.0
4	304.6	(1.8)	302.8	32.0	18.8	290.4	(12.4)
	0.0	0.0	0.0	0.0	(0.4)	0.0	0.0
	0.0	0.0	0.0	0.0	0.5	0.0	0.0
P	0.0	0.0	0.0	0.0	(0.2)	0.0	0.0
	0.0	0.0	0.0	0.0	(0.4)	0.0	0.0
	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	0.0	0.0	0.0	0.0	0.4	0.0	0.0
P	0.0	0.0	0.0	0.0	(0.1)	0.0	0.0
P	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	83.5	(5.9)	77.6	55.9	55.7	77.7	0.1
P	115.0	0.0	115.0	0.0	5.5	115.0	0.0
P	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	21.5	0.0	21.5	14.1	11.3	36.5	15.0
P	0.0	0.0	0.0	0.0	0.5	0.0	0.0
2	446.9	(17.5)	429.4	4.6	16.8	509.5	80.1
2	517.4	(7.9)	509.5	269.2	244.4	585.5	76.0
2	(517.4)	0.0	(517.4)	(35.2)	(59.6)	(641.7)	(124.3)
	1,991.7	(38.9)	1,952.8	614.2	415.5	1,979.6	26.8

TOP FORECAST VARIANCE INFORMATION FOR LEISURE

£'000

1	Leisure Strategy -Salary saving due to vacant positions that will not be filled, Sporting lifestyles post filled Jan-March and Leisure Admin	(47.6)
2	Open spaces income insufficient due to reduction in contrubution income from developers	69.0
	Miscellaneous	5.4
		26.8

	Original Budget	Virements & Adjustments	Current Budget	YTD Budget	Actual To Date	Forecast Outturn	Forecast Variance to Current Budget
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
PLANNING (Manager - Daryl Phillips)							
Local Land Charges	(48.6)	(0.5)	(49.1)	(48.7)	(50.2)	(47.8)	1.3
1 Development Control	359.4	(6.5)	352.9	(1.8)	71.0	355.9	3.0
2 Planning Delivery Grant	241.5	0.5	242.0	106.5	85.6	232.3	(9.7)
3 Building Control (Fee)	(80.6)	70.1	(10.5)	(107.7)	(47.0)	(26.2)	(15.7)
Building Control (Non-Fee)	110.0	(64.8)	45.2	67.1	14.3	47.2	2.0
Landscape and Conservation	210.7	6.7	217.4	66.9	67.6	220.2	2.8
4 Planning Policy	358.6	1.2	359.8	108.5	101.7	390.5	30.7
5 Planning Support - Expenditure	369.1	0.0	369.1	121.5	133.9	388.2	19.1
Planning Support - Income	(369.1)	0.0	(369.1)	0.0	0.0	(369.1)	0.0
	1,151.0	6.7	1,157.7	312.3	376.9	1,191.2	33.5

TOP FORECAST VARIANCE INFORMATION FOR PLANNING		£'000
1	Development Control - Salary saving due to employee decreasing their hours	(24.0)
1	Development Control - Government decision not to advertise in local papers was made in 2009/10 but re instated in 2010/11 with no budget	16.0
1	Development Control - S106 compliance income not previously projected	(46.8)
1	Development Control - Loss of planning Delivery Grant	57.9
2	Planning Delivery Grant - Two additional staff to help with the backlog of scanning	6.8
2	Planning Delivery Grant - Planning Delivery grant	(17.3)
3	Building Control (Fee) - Overspend on agency fees offset by savings on income	7.7
3	Building Control (Fee) - Building application income fees	(23.1)
4	Planning policy - loss of planning delivery grant	30.7
5	Planning Support - Expenditure - Salary budget set at too low level	16.4
5	Planning Support - Expenditure - Additional subscriptions	2.7
	Miscellaneous	6.5
		33.5

	Original Budget	Virements & Adjustments	Current Budget	YTD Budget	Actual To Date	Forecast Outturn	Forecast Variance to Current Budget	
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	
REGULATORY SERVICES - (Nick Steevens)								
1	Dog Warden	62.0	(5.7)	56.3	19.5	27.6	73.1	16.8
2	Pest Control	51.8	(8.1)	43.7	(10.5)	3.9	53.9	10.2
3	Environmental Health (Pollution)	125.0	98.1	223.1	117.0	55.6	148.3	(74.8)
4	Environmental Health (Commercial)	324.0	31.1	355.1	109.1	113.3	383.8	28.7
	Fleet Cemetery	0.0	0.0	0.0	0.0	1.4	0.0	0.0
	Churchyards	8.1	0.0	8.1	1.1	1.9	8.1	0.0
	Environmental Health (Public)	87.1	6.4	93.5	15.8	33.0	89.6	(3.9)
	Out of Hours Noise Service	16.2	0.0	16.2	6.4	3.9	18.0	1.8
	Health & Safety - Expenditure	92.0	0.0	92.0	36.1	29.5	89.1	(2.9)
	Health & Safety - Income	(91.9)	0.0	(91.9)	0.0	0.0	(91.9)	(0.0)
		674.3	121.8	796.1	294.5	270.1	772.0	(24.1)

TOP FORECAST VARIANCE INFORMATION FOR REGULATORY

£'000

1	Dog Warden - Service being brought back in house	16.9
2	Pest Control - Income projection reduced for Rodents	10.1
3	Environmental Health (Pollution) - 3 Vacant post were budgeted for but two remain vacant	(74.7)
4	Environmental Health Commercial - Costs for cover for one post in Enviromental Health	28.6
	Miscellaneous	(5.0)
		(24.1)

	Original Budget	Virements & Adjustments	Current Budget	YTD Budget	Actual To Date	Forecast Outturn	Forecast Variance to Current Budget
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
TECHNICAL (Manager - John Elson)							
1	Emergency Planning	60.3	40.1	100.4	22.1	11.6	44.5 (55.9)
2	Refuse Collection	1,732.1	(99.7)	1,632.4	476.8	553.7	1,657.0 24.6
3	Green Waste Collection	(35.0)	(32.7)	(67.7)	(76.4)	22.6	(50.2) 17.5
4	Glass Waste Collection	264.1	(8.3)	255.8	79.1	72.4	249.0 (6.8)
5	Public Conveniences	18.0	(18.0)	0.0	0.0	12.1	18.0 18.0
6	Amenity Cleaning	677.8	38.9	716.7	323.9	333.5	687.2 (29.5)
7	Waste Management & Recycling	(48.9)	1.4	(47.5)	(139.6)	19.1	(105.3) (57.8)
	Hart Drainage	132.8	(33.3)	99.5	50.2	28.8	100.7 1.2
	Street Furniture	18.9	(2.0)	16.9	10.2	3.1	16.9 0.0
8	Highways Traffic Management	87.6	2.3	89.9	53.8	87.2	99.3 9.4
	HCC Development Control	(25.1)	(2.3)	(27.4)	37.7	(50.5)	(28.1) (0.7)
9	Community Buildings	75.9	9.6	85.5	14.6	4.7	77.1 (8.4)
	Corporate Buildings Maintenance - Expenditure	258.1	(38.0)	220.1	98.5	75.9	204.2 (15.9)
	Corporate Buildings Maintenance - Income	(258.1)	0.0	(258.1)	0.0	0.0	(243.1) 15.0
10	Car Park Management	(691.5)	26.4	(665.1)	(281.3)	(189.6)	(579.1) 86.0
11	On Street Parking	186.7	(56.9)	129.8	58.2	42.3	150.2 20.4
12	Concessionary Travel	301.3	1.4	302.7	141.1	122.6	293.3 (9.4)
	Community Transport	2.9	(2.9)	0.0	1.5	(0.8)	0.0 0.0
13	Administrative Buildings - Expenditure	763.6	(39.9)	723.7	234.0	249.8	750.1 26.4
	Administrative Buildings - Income	(763.6)	102.2	(661.4)	(24.7)	(19.9)	(656.7) 4.7
14	Hartley Wintney Depot - Expenditure	112.8	(7.6)	105.2	35.9	26.2	110.8 5.6
	Hartley Wintney Depot - Income	(112.8)	0.0	(112.8)	0.0	0.0	(112.8) 0.0
15	Office Services (Procurement) - Expenditure	63.2	(6.3)	56.9	13.9	4.4	25.1 (31.8)
	Office Services (Procurement) - Income	(63.2)	14.9	(48.3)	0.0	0.0	(48.3) 0.0
		2,757.9	(110.7)	2,647.2	1,129.5	1,409.2	2,659.8 12.6

TOP FORECAST VARIANCE INFORMATION FOR TECHNICAL

£'000

1	Emergency Planning - Vacancy saving	(55.9)
2	Refuse collection - Vacancy management saving taken from other cost centres + salaries moved from glass and amenity cleaning .	41.0
2	Refuse collection - Increase in cost of fuel.	29.1
2	Refuse collection - Reduced vehicle maintenance costs.	(10.9)
2	Refuse collection - Saving on consultants costs for joint working project as work carried out inhouse.	(33.0)
3	Green Waste Collection - Saving on agency budget.	(17.8)

	Original Budget	Virements & Adjustments	Current Budget	YTD Budget	Actual To Date	Forecast Outturn	Forecast Variance to Current Budget
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
3	Green Waste Collection - Forecast income less than budget.						29.8
3	Green Waste Collection - Increase in cost of fuel.						5.0
4	Glass Waste - Saving on agency costs.						(6.8)
5	Public Conveniences - Capital charges for public conveniences moved from community buildings budget - see saving at point 9.						18.0
6	Amenity Cleaning - Reduction in salary and agency costs and some salaries recoded to refuse - see point 2.						(12.6)
6	Amenity Cleaning - Reduction in forecast expenditure on removal of fly tips.						(16.9)
7	Waste Management - Increased income from sale of recycled material.						(55.0)
8	Highways Traffic Management - Increase in signing and lining costs as more schemes have implemented than allowed for in budget, will offset with reduction consultants costs.						4.5
8	Highways Traffic Management - Increased salary costs due to employment of temporary member of staff, funded from vacancy management savings elsewhere.						4.3
9	Community Buildings - Capita estates management contract, funded from vacancy management savings elsewhere.						8.5
9	Community Buildings - Capital Charges transferred to Public Conveniences - See point 5 Above						(18.0)
10	Car Park Management Fees - Actual business rates charged less than budget.						(15.3)
10	Car Park Management Fees - Forecast car park income less budget.						99.6
11	On street Car Parking - Reduced income from Penalty charge notices due to staff shortages, vacancies to be filled once review of parking team completed.						15.0
11	On street Car Parking - Overspend in salaries due to incorrect scale points in budget setting						5.9
12	Concessionary Travel - Forecast reduction in token claims to reflect 09/10 actual.						(9.3)
13	Administrative Buildings -Vacancy management saving taken from other cost centres.						26.8
14	Hartley Wintney Depot -Additional spend of leaflets to advertise change to xmas bank holiday collections						5.6
15	Office Services (Procurement) - Vacancy management savings.						(31.2)
	Miscellaneous						2.2
							12.6

	Original Budget	Virements & Adjustments	Current Budget	YTD Budget	Actual To Date	Forecast Outturn	Forecast Variance to Current Budget
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
ACCOUNTING TREATMENT (Manager - Jo Laurie)							
	0.0	2,218.6	2,218.6	1,109.3	2,218.6	2,218.6	0.0
	(11,616.4)	10,376.7	(1,239.7)	327.0	81.1	(1,239.1)	0.6
V852	0.0	0.0	0.0	0.0	0.0	0.0	0.0
1	0.0	(12,037.4)	(12,037.4)	(6,712.7)	(1,884.0)	(11,904.6)	132.8
	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	0.0	(103.8)	(103.8)	(51.9)	(103.8)	(103.8)	0.0
2	0.0	(244.2)	(244.2)	(121.8)	81.2	(220.0)	24.2
	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	(11,616.4)	209.9	(11,406.5)	(5,450.1)	393.1	(11,248.9)	157.6

TOP FORECAST VARIANCE INFORMATION FOR ACCOUNTING TREATMENT		£'000
1	Grants & Taxes - LPSA2/LABGI grant will not be received. Area based grant £30k was not in budget	132.8
2	Interest income - Reduction in interest income from investments	24.2
	Miscellaneous	0.6
		157.6

Council Tax and NNDR Write Off/On Summary 2010/11

Second quarter July - September 2010

COUNCIL TAX

Gone Away - Unable to trace

Year	Number	£	Average
2001	1	180.27	180.27
2002	1	120.53	120.53
2003	4	1531.62	382.91
2004	6	1105.81	184.30
2005	15	4826.75	321.78
2006	37	15983.80	431.99
2007	49	21802.01	444.94
2008	21	7533.24	358.73
2009	1	22.73	22.73
TOTAL	135	53106.76	393.38

Bankrupt

Year	Number	£	Average
2002	1	193.29	193.29
2003	1	513.10	513.10
2004	1	734.95	734.95
2005	1	465.76	465.76
2006	3	889.09	296.36
2007	7	5119.22	731.32
2008	14	6418.52	458.47
2009	15	6895.81	459.72
2010	3	771.99	257.33
TOTAL	46	22001.73	478.30

Deceased

Year	Number	£	Average
2002	1	194.31	194.31
2006	1	99.18	99.18
TOTAL	2	293.49	146.75

Local Authority Error

Year	Number	£	Average
2001	1	160.38	160.38
2009	1	26.92	26.92
TOTAL	2	187.30	93.65

Aged

Year	Number	£	Average
2001	1	614.18	614.18
TOTAL	1	614.18	614.18

Other

Year	Number	£	Average
2003	1	21.87	21.87
2004	1	6.50	6.50
2009	2	167.19	83.60
2010	1	35.56	35.56
Total	5	231.12	46.22

NNDR

Liquidation

Year	Number	£	Average
2004	1	7,998.79	7,998.79
2005	2	1,513.12	756.56
2006	4	7,926.09	1,981.52
2007	6	23,600.16	3,933.36
2008	12	20,243.81	1,686.98
2009	11	14,882.08	1,352.92
2010	2	3,101.94	1,550.97
TOTAL	38	79,265.99	2,085.95

No Trace

Year	Number	£	Average
2003	1	1,262.00	1,262.00
2004	1	496.61	496.61
2006	1	1,072.41	1,072.41
TOTAL	3	2,831.02	943.67

WRITE ONS

Council Tax

Year	Number	£	Average
1995	2	(109.43)	(54.72)
1996	2	(99.89)	(49.95)
1997	1	(53.76)	(53.76)
1998	1	(6.15)	(6.15)
1999	1	(156.10)	(156.10)
2000	1	(177.54)	(177.54)
2001	2	(360.54)	(180.27)
2005	1	(56.94)	(56.94)
2006	2	(90.19)	(45.10)
2008	1	(24.99)	(24.99)
2009	2	(5.99)	(3.00)
2010	2	(1.36)	(0.68)
TOTAL	18	(1,142.88)	(63.49)

NNDR

Year	Number	£	Average
2005	2	(548.60)	(274.30)
2006	1	(144.14)	(144.14)
TOTAL	3	(692.74)	(230.91)

COUNCIL TAX

Second Quarter Total Write Offs
Second Quarter Total Write Ons

Number	£
191	76,434.58
18	(1,142.88)

NNDR

Second Quarter Total Write Offs
Second Quarter Total Write Ons

41	82,097.01
3	(692.74)

Housing and Council Tax Benefit Write-Offs

Q2 - 2010/11	Housing Benefit		Council Tax Benefit	
	No	£	No	£
July	3	27.70	0	0.00
Aug	15	1,560.86	7	1,832.30
Sep	24	299.39	0	0.00
Total	42	1,887.95	7	1,832.30

Sundry Debtors Write-Offs

Q2 - 2010/11	Sundry Debtors		
	Number	£	Average
July	12	1,954.42	162.87
Aug	10	3,770.27	377.03
Sep	1	1,101.24	1,101.24
Total	23	6,825.93	296.78

CAPITAL FUNDING STATEMENT 2010/11

	Capital receipts		External contribution £'k	S106					TOTAL £'k
	Capital Receipts general £'k	Capital receipts housing £'k		Housing £'k	Leisure £'k	NEHTS £k	Education £k	SPA £'k	
Capital resources available as at 1st April 2010	(1,872)	(1,894)	0	(557)	(777)	(273)	(82)	(88)	(5,543)
Funding used to Finance Capital programme	518	396	18	0	27	0	0	0	959
Social Housing Easement - Odiham Byways	(50)	50	0	0	0	0	0	0	0
External contributions (Monteagle Lane)	0	0	(18)	0	0	0	0	0	(18)
Capital Resources available as at 1st April 2011	(1,404)	(1,448)	0	(557)	(750)	(273)	(82)	(88)	(4,602)

Capital Programme 2010/11

	Budget	Brought forward from 2009/10	New schemes approved in year	Current Budget	Actual	Forecast Expenditure	Variance
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Corporate Management	22	24	6	52	15	52	0
Community & Partnerships	30	0	0	30	8	23	7
Housing & Customer Services	500	0	191	691	207	660	31
Leisure & Environmental Promotion	669	7	0	676	6	168	508
Planning & Environmental Regulation	0	0	0	0	0	0	0
Technical Services	112	30	0	142	39	38	104
Capital Programme provisions	255	0	(191)	64	0	0	64
TOTAL CAPITAL PROGRAMME	1,588	61	6	1,655	274	941	714

Service Area	Scheme	Budget	Brought forward from 2009/10	New schemes approved in year	Current Budget	Actual	Forecast Expenditure	Variance
		£'000	£'000	£'000	£'000	£'000	£'000	£'000
Corporate Management	IT Equipment Replacement (Desktop Refresh)	22	0	0	22	0	22	0
	Grant 6K Fleet Town Football Club	0	0	6	6	0	6	0
	Future of Fleet Town Centre	0	24	0	24	15	24	0
		22	24	6	52	15	52	0
Community & Partnerships	Provision to support Parish Schemes	30	0	0	30	8	23	7
		30	0	0	30	8	23	7
Housing	Private Sector Renewal	60	0		60	11	60	0
	Social Housing - Step by Step Aldershot	0	0	50	50	50	50	0
	Social Housing - HCC-Contribution to empty houses	0	0	31	31	0	0	31
	Social Housing - I Green Lane,Blackwater	0	0	30	30	0	30	0
	Social Housing - Odiham Byways	0	0	50	50	0	50	0
	Social Housing - Ewshot Land Sale	0	0	30	30	0	30	0

Service Area	Scheme	Budget	Brought forward from 2009/10	New schemes approved in year	Current Budget	Actual	Forecast Expenditure	Variance
	Disabled Facilities Grants	440	0	0	440	146	440	0
		500	0	191	691	207	660	31
Leisure & Environmental Promotion	C/Side Workshop	16	0	0	16	0	0	16
	Velmead Coms	0	0	0	0	6	6	(6)
	Calthorpe Park	0	2	0	2	0	2	0
	Harlington Centre - Planned Maintenance	60	0	0	60	0	0	60
	Frogmore Leisure Centre	35	0	(35)	0	0	0	0
	Extend and upgrade Fire Alarm	0	0	13	13	0	13	0
	Install heating to outer changing area	0	0	15	15	0	15	0
	Hart Leisure Centre	523	0	(69)	454	0	21	433
	UpGradeFire Escape	0	0	5	5	0	5	0
	Paths to Hall Nos1&2 for fire escape to meet regs	0	0	35	35	0	35	0
	UpGradeFire Alarm System	0	0	11	11	0	11	0
The Workshop - Fleet Pond Staff/shower and ventilation	35	0	25	60	0	60	0	
		0	0	0	0	0	0	0
		669	7	0	676	6	168	508
Technical Services	Disability Discrimination Act	86	0	0	86	0	0	86
	Car Park Improvements - Monteagle Lane, Yateley	0	30	0	30	30	30	0
	Depot Improvements	0	0	0	0	4	3	(3)
	Car Parking	0	0	0	0	5	5	(5)
	Civic Offices - Planned Maintenance	26	0	0	26	0	0	26
		112	30	0	142	39	38	104
Capital Programme Provisions	Social Housing initiatives	195	0	(191)	4	0	0	4
	Hart Leisure Centre	60	0	0	60	0	0	60
		255	0	(191)	64	0	0	64
TOTAL CAPITAL PROGRAMME		1,588	61	6	1,655	274	941	714

OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING: 16 NOVEMBER 2010

TITLE OF REPORT: 2011/12 BUDGET UPDATE REPORT

Report of: Section 151 Officer and Corporate Director

Cabinet member: Councillor Ken Crookes, Leader of the Council

1. PURPOSE OF REPORT

- 1.1. This report provides the Committee with an update on how the 2011/12 budget process is progressing and highlights key issues facing the Council in setting a balanced budget.

2. OFFICER RECOMMENDATION

- 2.1. That the Committee notes the report and comments on the issues identified.

3. BACKGROUND

- 3.1. The council's budget is being formulated within the external context of continued weakness in the economy and the Government's Comprehensive Spending Review (CSR). It was always anticipated that the budget process for 2011/12 would be difficult; the CSR has shown at a high level just how difficult it will be.
- 3.2. The Medium Term Financial Strategy (MTFS) considered in August 2010 identified a range of savings from £350k to £2.1m in order to produce a balanced budget for 2011/12, with savings in the order of £800k - £1m being most likely

4. COMPREHENSIVE SPENDING REVIEW (CSR)

- 4.1. The new Government's CSR was announced on 20 October 2010. Although it gives headline figures for the funding available for Local Authorities over the next four years (2011/12 to 2014/15) there is no information available at an individual authority level. We will find out how the overall figures actually impact on our Formula Grant position in early December, when the grant settlement is announced.
- 4.2. There is no further information available as to how formula grant will be amended between District and County Councils to reflect the movement of responsibility for administration of the concessionary fares scheme to the County Councils.
- 4.3. Headline figures of an average reduction of 7.1% per annum in Formula Grant have been widely reported. However, this figure is misleading because it is calculated in real terms (i.e. takes into account inflation) and also because the phasing of the reduction is front loaded (i.e. a bigger reduction in 2011/12 than later years). The figures are also presented at a high level which includes rolling in several specific grants to Formula grant. This means that the output of the model used by the Department for Communities and Local Government (CLG) to distribute the total

Formula Grant to individual authorities is even more difficult to predict than in the past.

- 4.4. There are several estimates being put forward by commentators as to the likely average cash reduction in formula grant at an individual authority level. For the purposes of the figures presented in this report a cash loss in Formula Grant of 12% has been assumed. A further loss of £300k has also been assumed for the transfer of concessionary fares administration to the County.
- 4.5. The CSR confirmed that a grant equal to a 2.5% increase in Council Tax would be paid to authorities choosing to hold their 2011/12 tax at the 2010/11 level. This would be a cash payment, made in each of the four years of the CSR.
- 4.6. It should also be noted that three key grants were removed by Central government midyear in 2010/11. These were Planning and Delivery Grant (70k), Local Performance Service Agreement (LPSA) £123k and Local Authority Business Grant Incentive (LABGI) £40k. The grant removals are currently showing as overspends in the 2010/11 budget monitoring will need to form part of the 2011/12 budget process.

5. BUDGET PROCESS

- 5.1. The budget process has involved Heads of Service and budget holders reviewing their current base budgets with finance staff. The base budget was then amended, where appropriate, for one off items, for example, contractual inflation or statutory changes. The changes identified in this process amounted to £476,930. Further details can be seen in **Appendix 1**.
- 5.2. A series of service review meetings, comprising Members and officers, have also been held to help link formulating the budget with policy objectives. The review meetings also considered budget issues and service savings options. The draft budget proposals produced by this process have also been the subject of an initial stage “budget challenge”.
- 5.3. Two budget challenge sessions have been held for each service area, where Heads of Service and Cabinet members have been challenged to provide savings in their service areas. The potential savings resulting from these challenge meetings are shown in **Appendix 2**.

INITIAL BUDGET POSITION

- 5.4. The current overall position (excluding Parish Council precepts) is given in **Appendix 1** and shows that savings in the order of £1,238,446 are required to set a balanced budget if the Council Tax is held at the 2010/11 level.
- 5.5. The 2010 valuation of the pension fund has still not been completed. The latest information is that pension costs will be held overall and this is the basis on which the figures have been calculated.
- 5.6. No savings have been assumed for the outsourcing of the waste management contract, which is currently out to tender. It is difficult to predict the outcome of the exercise, as contractors will base their price on a number of market and business

factors. However, it should be noted that the waste service currently operates at a very low cost and the outsourcing may not realise significant savings.

5.7. The estimated reduction in the Council Tax base is largely due to a reduction in the number of Ministry of Defence properties held on the Council Tax system between October 2009 and October 2010. The figure is, however, still being investigated.

5.8. A list of the schemes currently under consideration, together with an indication of the likely value is given in Appendix 2. Members will note that the total value of budget options is only £962,500 and therefore, even if all of these items were implemented the Council would still have a budget shortfall of £270,000. Members must also note that there will be one off costs associated with the options, which could increase the shortfall to nearer £500,000.

6. FURTHER POTENTIAL SAVINGS

6.1. Cabinet and the Council's Leadership team are working on identifying further budget options to reduce the deficit in order to set a balanced budget. This includes further budget savings and identifying service change options

7. MANAGEMENT OF RISK

7.1. The Council faces difficult choices to identify savings that will ensure a robust and balanced budget for 2011/12. The key risk is that the savings needed to balance the budget are identified and are deliverable in the year.

8. CAPITAL PROGRAMME

8.1. The capital programme is currently being updated to reflect forecast slippage from 2010/11 and a revised programme will form part of the February budget report.

9. CONSULTATION

9.1. The Council will consult residents through a specific town and parish council meeting, the rate payers meeting and a citizen's panel exercise.

10. CONCLUSION

10.1 The Committee is requested to note this report and comment on the initial budget position and issues.

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PAPER D
Appendix I

Hart District Council - General Fund Survey - 2011/12 - excluding Parish Council precepts

Current Estimates exclude support services, capital charges & 2010/11 one-offs

	2010/11 Budget £	2011/12 Budget £	Variance £	Comment
Community and Partnership	521,440	578,580	57,140	Loss of grant
Corporate Management	2,415,280	2,487,500	72,220	Inflation
Democratic Services	920,281	880,900	(39,381)	Vacancy
Financial Services	1,338,250	1,358,220	19,970	Inflation
Housing Services	650,277	712,820	62,543	Bad Debt
Leisure Services	773,198	765,730	(7,468)	N/A
Planning Services	445,820	632,020	186,200	Loss of Grant
Regulatory Services	589,163	591,850	2,687	N/A
Technical & Environmental Services	2,251,759	2,354,260	102,501	Salaries
Capitalised salaries and capital charges balance	(20,518)	0	20,518	
Cost of Services	9,884,950	10,361,880	476,930	
Minimum Revenue Provision		7,960	7,960	
Net interest on balance	(243,620)	(150,000)	93,620	
<u>Contributions to/from reserves & balances</u>				
<i>General Fund balance</i>				
Planning LDF	(36,000)	0	36,000	
Contributions re redundancy costs	50,228	50,000	(228)	
LPSA 2	123,000	0	(123,000)	
LABGI	40,000	0	(40,000)	
<u>Non formula, non specific grants</u>				
LPSA 2	(123,000)	0	123,000	
LABGI	(40,000)	0	40,000	
HDC Budget requirement	9,655,558	10,269,840	614,282	
Formula Grant (NNDR/RSG)	(3,854,264)	(3,391,752)	462,512	Assumes 12% cash loss of grant
Possible loss re concessionary fares		300,000	300,000	No further news on concessionary fares
Government grant in lieu of 2.5% tax increase		(143,811)	(143,811)	Estimate - subject to confirmation
Collection fund surplus	(44,189)	(43,373)	816	Estimate - subject to confirmation
Demand on the collection fund for Hart	5,757,105	6,990,904	1,233,799	
Council Tax income	(5,757,105)	(5,752,458)	4,647	Assumes £151.84 Band D tax
Balance	(0)	1,238,446	1,238,446	
Tax Base	37,915.6	37,885		Estimate - subject to confirmation
Band D Tax	151.84	151.84		

Potential Budget Savings – 2011/12

Item	Estimated Value
Community Safety	
Vacancy Savings	70K
Changes to Community Support Function	55k
Review of CCTV Monitoring Hours	60k
Changes to Delivery of Licensing	50k
Corporate	
Council Wide Administration Restructure	170k
Reduction in Audit Fee	45k
Capita Contract Re-negotiations : Reduce HR Support days `Do not produce customer access strategy Various Council Tax Changes Reduction in Courier Costs	36k
EH	
Outsource Pest Control	35k
Stop Out of Hours Noise	10k
Delete Vacant Residential EH Manager Post	32k
Housing	
Reduce Strategic Housing	40k
Delete vacant Housing Needs post	35k
Leisure	
Grounds Maintenance – Shared Service with B&D	80-100k – Indicative Estimate full year. 40-50k part year
Increased income in Leisure centres	26k
Cease District Play Area Maintenance	13.5k
Planning	
Reduce Enforcement Provision	25k
Shared Building Control – Interim Arrangement	25k
Change Delivery of Conservation Service	50K
Technical	
Reduction in Litter Crew	45k
Reduction in sweeper/driver	55k
Net Salary Saving	20k
Increased green waste income	25k
Total	£962,500

OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING: 16 NOVEMBER 2010

TITLE OF REPORT: 2010/11 SECOND QUARTER PERFORMANCE
MANAGEMENT REPORT

Report of: Corporate Director

Cabinet member: Councillor Ken Crookes, Leader

I PURPOSE OF REPORT

I.1 To update Members on how the authority is currently performing in:

- I. Organisational Development – Business Process Reengineering, partnership working with other Local Authorities, and outsourcing
- II. Relevant National and Local Performance Indicators (NIs, PIs)
- III. Complaints/Compliments

2 OFFICER RECOMMENDATION

2.1 For all areas of concern highlighted in the report Members either:

- (a) Recommend to Cabinet where it is considered action is needed and an update report presented by the Portfolio Holder at the next appropriate Cabinet, and/or Overview and Scrutiny Committee (OSC)
- (b) Recommend issue(s) which should be referred to the relevant Service Board and/or Performance Improvement Board (PIB) for action, and
- (c) Where an issue is of high importance, request that the issue is escalated by Management Team.

2.2 That Members continue to feedback to the Performance Improvement Officer any amendments or new information they wish to see included in the Corporate Performance Reports.

3 BACKGROUND

3.1 The Corporate Performance Reports are designed to ensure that performance is managed more effectively within the Council.

4 CURRENT POSITION

4.1 The table below provides a summary of this quarter's performance. The full reports are contained on the pages that follow.

Data	Headlines
Organisational Development	There are currently 16 review or outsourcing projects on the agenda. There are 4 completed projects, 9 underway and 3 yet to start. It is anticipated that the number of projects will increase as a result of the budget process.
National and Local performance Indicators	Majority of local indicators performing well with 50 on target indicators, 7 indicators within 10% of target and 9 not meeting target. 20 are unknown (these largely relate to Capita indicators which are in a base year and do not yet have targets). The main area of concern is around the delivery of affordable homes.
Complaints Management	During the second quarter of 2011/11 81% of recorded complaints were acknowledged within 24 hours of receipt and 71% were fully responded to within our 10 day target. This is a significant improvement over quarter 1 performance (75% acknowledged / 66% responded). The overall number of complaints has also increased, with planning, housing and technical services all showing an increase in recorded complaints. This should not necessarily be seen as a bad thing. Complaints allow us the opportunity to engage with residents and address their concerns. Year to date performance of 79% acknowledged / 69% responded is slightly above that for 2009/10 (78% acknowledged / 62% responded)

5 FINANCIAL IMPLICATIONS

5.1 There are no specific financial implications in this report

6 EQUALITY AND DIVERSITY

The areas which give rise to the greatest concern over equality and diversity relate to the lack of delivery of appropriate levels of affordable housing for the more vulnerable groups in the district.

7 LINKS TO CORPORATE PRIORITIES

The Corporate Performance Report is central to all the priorities of the Council and is used as a mechanism for monitoring progress towards achieving them.

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APPENDICES

- Appendix 1 Organisational Development
- Appendix 2 National Indicators and Local Performance Indicators
- Appendix 3 Complaints Management

Hart Organisational Development

Scope and progress – September 2010

APPENDIX 1

Service	Internal reorganisation	Transfer to Parish Council	Partnership	Outsource	Not started Red	Underway Amber	Anticipated Completion Date	Complete Green	Officer Lead
Waste Collection				Yes in 2011			Oct 2011		EB/JE
Grounds Maintenance			Basingstoke				Oct 2011		EB/CW
Leisure Centres				Consultants Report received			TBC		EB/CW
Street Cleaning			Basingstoke				Oct 2011		EB
Property and Estate Services				CAPITA					EB/JE
Building Control			Wokingham /Rushmoor/ Surrey Heath				April 2011		EB/DP
CCTV	Internal Review						Dec 2010		GB/CR
Parking Review	Internal review IESE						February 2011		EB
Street Cleansing Review	Internal review IESE								EB
Housing Benefit BPR	Internal review IESE								EB
Waste BPR	Joint Project with Capita								EB
Administration Review	Internal/Joint Review Capita/IESE						February 2011		EB
Shared Licensing Service			Basingstoke				February 2011		EB
Pest Control				Yes			April 2011		EB
Review Community Warden Provision	Internal Review						April 2011		GB/CR
Review Conservation Service	Internal Review						April 2011		EB/DP

2010/11 Second Quarter KPI Report with Trend Charts

Green	50	(Met target)
Amber	7	(Within 10% of target)
Red	9	(Not met target)
Unknown	20	(No Target or no data for quarter)

Black bars: at or above target
 Grey bars: below target
 (*Reversed where Best Result is low)

Communities & Partnerships; Community Safety

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
% of partner satisfaction in community safety events (by Survey)	CS3g		High Value	94.88%	83%	96.5%	100%	100%	100%	100%	80%		Green
% of specified work completed as part of Crime Reduction and Environment Week (CREW)	CS3h		High Value	370%	92%	93%	90%	95%	98%	100%	90%		Green
No of ASB Warning Letters Sent	CS1001	New Indicator in 2010/11	Data Only	n/a	n/a	n/a	n/a	n/a	54	111	165		Unknown
% of determined 'premises licence applications' issued within five working days	CSL17		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green
% of hackney carriage and private hire licences issued with 14 working days	CSL19		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green

Community Safety

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
CCTV Public Order Incidents	CS12a	New Indicator	Low Value	n/a	New Indicator for 2010/11				86	79	n/a	None	Unknown
CCTV Violent Crime Incidents	CS12b	New Indicator	Low Value	n/a	New Indicator for 2010/11				12	16	n/a	None	Unknown
CCTV Anti-Social Behaviour Incidents	CS12c	New Indicator	Low Value	n/a	New Indicator for 2010/11				19	12	n/a	None	Unknown

Corporate

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
% of High Risk Audit Recommendations Implemented	CP2	NC100810 One recommendation outstanding - revised date agreed.	High Value	No data for this range	60%	50%	64%	81%	90%	92%	100%		Amber
% uptime of Hart DC website	CP6	Uptime Robot reports 99.89%. Google Analytics reports page load times average 1.0sec (90% faster than all sites average)	High Value	99.9%	100.0%	100.0%	99.9%	100.0%	100.0%	99.9%	98%		Green
Percentage of Audit Plan completed during the year	PD1	**Cumulative Indicator	High Value	63%	26%	51%	79%	99%	28%	50%	95%		Green**
Percentage of Audits carried out within time allocation	PD2		High Value	90.50%	100%	83%	87%	92%	100%	100%	100%		Green
% High risk audit recommendations not implemented, which are escalated	PD3		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green
No. of Press Releases issued per month	PO1		High Value	6.58	8.67	6.33	8	3.33	7	4	6		Red

Customer Services (Capita)

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
Quality of Customer Service Call Handling - % score from monitoring sample	CS-KPI-1		High Value	92%	New Indicators for 2010/11				92%	95%	n/a	Insufficient data to draw chart	Unknown
% of telephone calls answered by Contact Centre in 15 seconds (was CC3)	CS-KPI-3a		High Value	80%	New Indicators for 2010/11				79%	82%	80%	Insufficient data to draw chart	Green
% of calls to Contact Centre answered within 30 seconds (was CC4)	CS-KPI-3b		High Value	86%	New Indicators for 2010/11				88%	88%	85%	Insufficient data to draw chart	Green
% Garden Waste invoices sent out accurately and on time	CS-KPI-4	All invoices included in the Lagan report were on time in August & September. Missed target in July due to IT issues with report.	High Value	0%	New Indicators for 2010/11				67%	67%	99%	Insufficient data to draw chart	Red
% Satisfied/Very Satisfied with Capita Customer Services (Monthly Survey)	CS-SI-20a	Targets have not yet been set	High Value	49%	New Indicators for 2010/11				52%	51%	n/a	Insufficient data to draw chart	Unknown
% Dissatisfied/Very Dissatisfied with Capita Customer Services (Monthly Survey)	CS-SI-20b	Targets have not yet been set	Low Value*	25%	New Indicators for 2010/11				19%	19%	n/a	Insufficient data to draw chart	Unknown
% Expressing a Neutral Opinion with Capita Customer Services (Monthly Survey)	CS-SI-20c	Targets have not yet been set	High Value	26%	New Indicators for 2010/11				29%	30%	n/a	Insufficient data to draw chart	Unknown

Democratic Services

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
% of Cabinet decisions produced within two working days of meetings	PD4		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green
% of meetings (other than Cabinet) for which a draft copy of the Minutes is produced within 3 working days of a meeting	PD5		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green

Environmental Health

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
% of food safety inspection that should have been carried out that were carried out for high risk premises	EH1		High Value	99%	97%	99%	100%	97%	99%	100%	100%		Green
% Unfit food complaints to be responded to within 1 working day.	EH3		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green
% of Health & safety inspections that should have been carried out that were carried out for 'high risk' premises	EH7		High Value	96%	63%	92%	92%	83%	79%	88%	100%		Red
% serious accidents responded to within 1 working day	EH9		High Value	94%	100%	75%	100%	100%	100%	100%	100%		Green
% of infectious diseases complaints responded to within three working days	EH12		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green
% of public health complaints responded to within 3 working days.	EH13		High Value	56%	50%	0%	100%	75%	94%	99%	100%		Amber
% of animal welfare inspections undertaken within the period which were due for inspection	EH16		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green

Finance													
KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
% of invoices paid on time (old BVPI8)	FI-BV8	Q2 outturn is average of July - September	High Value	95%	90%	91%	92%	98%	95%	91%	97%		Amber
Accounts closed within statutory deadline (Annual)	FI-KPI-1		High Value	Yes	Annual Indicator					n/a	Yes		Unknown
Completion of Revenue and Capital Budgets on time (Annual)	FI-KPI-2	AT110210 - Progress on target as at 11.02.10	High Value	Yes	Annual Indicator					n/a	Yes		Unknown
Provision of budget monitoring information on time	FI-KPI-3		High Value	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Green
Number of non-trivial errors in statements of accounts (Annual)	FI-KPI-4		Low Value	2	Annual Indicator					n/a	5		Unknown
% of undisputed invoices received by Capita and paid promptly	FI-KPI-5		High Value	98%	n/a	100%	100%	100%	100%	100%	98%		Green
% Satisfied/Very Satisfied with Capita Financial Service (Monthly Survey)	FI-SI-20a	Quarter data are average of monthly data. Target not set yet.	High Value	31%	New in Feb 2010			31%	55%	60.9%	n/a		Unknown
% Dissatisfied/Very Dissatisfied with Capita Financial Service (Monthly Survey)	FI-SI-20b	Quarter data are average of monthly data. Target not set yet.	Low Value*	22%	New in Feb 2010			22%	19%	12.1%	n/a		Unknown
% Expressing a Neutral Opinion with Capita Financial Service (Monthly Survey)	FI-SI-20c	Quarter data are average of monthly data. Target not set yet.	High Value	47%	New in Feb 2010			47%	26%	27.0%	n/a		Unknown

Housing													
KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
Average time (in days) taken to decide whether to accept people as homeless	H1	AG 100826 Continues to be within target. Actual number of homeless decisions are low, so PI can vary considerably	Low Value*	14	19	19	5	12	4	13	20		Green*
No of new-build affordable intermediate homes provided	H4a	AG 100805 - Hitches Lane expected to deliver 45 shared ownership units this financial year	High Value	0	0	0	0	0	0	0	45		Red
No of new-build affordable rented homes provided	H4b	NP 101102 - Hitches Lane will now only deliver 4 rented units this year. Unlikely now to achieve this target.	High Value	0	0	0	0	0	0	0	15		Red
No of additional affordable intermediate homes provided	H4c	NP 100805 These are properties coming through the mortgage rescue scheme.	High Value	18	4	7	3	4	6	3	10		Red
No of additional affordable rented homes provided	H4d	NP 101102 Re HCC properties - both Capital Board and HCA agreement to funding now secured.	High Value	0	0	0	0	0	0	0	10		Red
The average length of stay for households in Heathlands Court (Weeks)	H5	AG 101103 - Length of time in Heathlands increasing due to a few cases remaining a long time. Officers continue to monitor the situation	Low Value*	27	22	26	28	21	23	30	30		Green*
Preventing Homelessness - raw number of households where homelessness prevented	H7	NP 101103 Figure for quarter artificially high due to some housekeeping within the IT system, however the overall figure for the year is correct.	High Value	253	38	63	62	90	51	222	144		Green**
% of private sector housing grant budgets actually spent (DFG)	H8	NP 101102 Level of spend increasing and by end October had passed 50% paid.	High Value	94%	19%	30%	60%	94%	5%	33%	100%		Red
No. of 'houses in multiple occupation' inspected	H11	premises inspected, 5 were HMOs but none licencable; 4 programmed inspections. Informal action in progress on 6 of them.	High Value	14	3	6	3	2	12	10	10		Green
Number of affordable homes delivered (gross)	NI 155	NP 100805 This is the summation of all activity in H4 a - d	High Value	18	4	7	3	4	6	3	80		Red

Human Resources													
KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
% accuracy in gross and net pay calculations for all payrolls	HR-KPI-1		High Value		New indicator for 2010/11				n/a	98%	98%	Insufficient data to draw chart	Green
% contacts for basic HR enquiries and transactions resolved at first point of contact	HR-KPI-2a		High Value	97%	New indicator for 2010/11				99%	100%	80%	Insufficient data to draw chart	Green
% contacts for basic Payroll enquiries and transactions resolved at first point of contact	HR-KPI-2b		High Value		New indicator for 2010/11				n/a	100%	60%	Insufficient data to draw chart	Green
% First point of contact and payroll queries resolved within 3 working days	HR-KPI-3		High Value	97%	New indicator for 2010/11				98%	96%	95%	Insufficient data to draw chart	Green
% Complex HR queries resolved within 10 working days	HR-KPI-4		High Value	100%	New indicator for 2010/11				100%	100%	95%	Insufficient data to draw chart	Green
% casework information and advice provided with appropriate reference to HDC policies, procedures and timescales	HR-SI-14		High Value	90%	New indicator for 2010/11				100%	100%	95%	Insufficient data to draw chart	Green
% Satisfied/Very Satisfied with Capita HR Service (Monthly Survey)	HR-SI-20a		High Value	33%	New indicator for 2010/11				47%	45.6%	n/a	No Targets yet and insufficient data to draw chart	Unknown
% Dissatisfied/Very Dissatisfied with Capita HR Service (Monthly Survey)	HR-SI-20b		Low Value*	18%	New indicator for 2010/11				13%	5.9%	n/a	No Targets yet and insufficient data to draw chart	Unknown
% Expressing a Neutral Opinion with Capita HR Service (Monthly Survey)	HR-SI-20c		High Value	49%	New indicator for 2010/11				40%	48.5%	n/a	No Targets yet and insufficient data to draw chart	Unknown

IT Services													
KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
% registered controllable incidents resolved at first point of contact	IT-KPI-1		High Value	47%	New indicator for 2010/11				61%	62%	60%	Insufficient data to draw chart	Green
% Priority 1 incidents fixed within 4 working hours	IT-KPI-2	At 11/10/10 - 4 out of 5 P1 incidents resolved. 1 incident (internet unavailable) incorrectly assigned as P2 due to misunderstanding of the extent of the problem across the council.	High Value	94%	New indicator for 2010/11				92%	93%	90%	Insufficient data to draw chart	Green
% Priority 2 incidents fixed within 8 working hours	IT-KPI-3		High Value	95%	New indicator for 2010/11				97%	95%	90%	Insufficient data to draw chart	Green
% Priority 3 incidents fixed within 5 working days	IT-KPI-4		High Value	95%	New indicator for 2010/11				96%	92%	85%	Insufficient data to draw chart	Green
% uptime of key systems	IT-KPI-5		High Value	100%	New indicator for 2010/11				100%	99%	99%	Insufficient data to draw chart	Green
% score for Council employee satisfaction with Capita IT support service	IT-SI-5		High Value	88%	New indicator for 2010/11				83%	86%	80%	Insufficient data to draw chart	Green
% Satisfied/Very Satisfied with Capita IT Service (Monthly Survey)	IT-SI-20a	At 11/10/10 A lot of effort in the past month has gone into improving relationships with customers and resolving issues and this has started to show in the satisfaction and dissatisfaction scores.	High Value	53%	New indicator for 2010/11				57%	46.6%	n/a	No Targets yet and insufficient data to draw chart	Unknown
% Dissatisfied/Very Dissatisfied with Capita IT Service (Monthly Survey)	IT-SI-20b		Low Value*	18%	New indicator for 2010/11				25%	25.3%	n/a	No Targets yet and insufficient data to draw chart	Unknown
% Expressing a Neutral Opinion with Capita IT Service (Monthly Survey)	IT-SI-20c		High Value	17%	New indicator for 2010/11				18%	28.1%	n/a	No Targets yet and insufficient data to draw chart	Unknown

Leisure & Environmental Promotion

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
Utilisation of leisure centres as a % of availability	LE3		High Value	54%	52.2%	51.3%	54.9%	56.4%	53.4%	51.8%	54.4%		Amber
% good or better rating from opinion meters in Hart Leisure Centre	LE6a	CAW270810 in response to a Service Board discussion L and EP is to implement a revised customer Market Research programme which will not include the opinion meters	High Value	60%	Measured Half-Yearly (see note)				63.9%	63.9%	68%	Charts only drawn for quarterly data	Amber
% good or better rating from opinion meters in Frogmore Leisure Centre	LE6b		High Value	71%	Measured Half-Yearly (see note)				69.7%	69.7%	68%	Charts only drawn for quarterly data	Green
% of strategic countryside sites with accredited management plan	LE9	CAW021110 Odiham Common and Fleet Pond Management Plans now complete.	High Value	53%	Measured Half-Yearly (in Q2)				75%	100%	100%	Charts only drawn for quarterly data	Green

Planning Services

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
% of Tree Preservation works applications determined within eight weeks	PL2		High Value	98%	100%	96%	98%	100%	97%	99%	90%		Green
% of Building Control plans checked within 21 days of receipt	PL7		High Value	96%	100%	88%	99%	99%	97%	97%	95%		Green
% Building Control site visits which take place on the day requested	PL8		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green
% of standard searches carried out within 5 working days	PL9		High Value	96%	100%	92%	100%	96%	99%	100%	100%		Green
% Planning appeals dismissed by the Planning Inspectorate	PL10		High Value	50%	50%	63%	31%	60%	50%	64%	70%		Amber
Processing of planning applications: Minor applications	NI 157b (BV109b)	Top Quartile 86.46%	High Value	48%	61%	43%	51%	43%	82%	95%	65%		Green
Processing of planning applications: Other applications	NI 157c (BV109c)	Top Quartile 93.46%	High Value	88%	88%	91%	88%	84%	91%	97%	85%		Green
Processing of planning applications: Major applications	NI 157a (BV109a)	Top Quartile 88.88%	High Value	82%	79%	88%	86%	75%	91%	60%	70%		Green

Revenues and Benefits													
KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
% of Council Tax collected	RB-BV9	CUMULATIVE	High Value	98.06%	30.7%	59.5%	87.7%	98.1%	30.4%	59.2%	98.0%		Green
Percentage of Non-domestic Rates Collected	RB-BV10	CUMULATIVE The deferred NNDR charges under the government scheme are excluded from the figure.	High Value	98.01%	34.6%	61.3%	85.5%	98.0%	34.5%	59.0%	98.5%		Green
% of benefit assessments calculated correctly (new and change in circumstances)	RB-F1		High Value	96	93	98	94	99	97	98	95		Green
% of new benefit claims decided within 14 days	RB-F2		High Value	85	77	82	91	91	92	96	90		Green
% of new claims outstanding after 50 days	RB-F3		Low Value*	0%	0%	0%	0%	0%	0%	0%	0%		Green*
% of council tax collected electronically (DD + Internet)	RB-F11		High Value	81.14%	80.25%	81.42%	81.21%	81.14%	81.02%	81.97%	80%		Green
Time taken to process Housing Benefit/Council Tax Benefit new claims.	RB-F12		Low Value*	19.53	24.06	19.28	15.56	19.21	16.06	17.63	23		Green*
Time taken to process Housing Benefit/Council Tax Benefit changes of circumstances.	RB-F13		Low Value*	6.98	7.83	6.96	6.24	6.79	9.06	7.02	8		Green*
Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	NI 181	National Quartiles not yet published for NI 181	Low Value*	8.7	10.4	9.3	7.4	8	9.6	8.3	14		Green

Technical Services and Environmental Maintenance													
KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value	Value			
Amount of Green Waste collected as % of total Household Waste.	BV82b(i)	This indicator is subject to seasonal variations	High Value	6.80%	7.66%	7.00%	7.60%	4.01%	7.29%	6.82%	7.00%		Amber
Cost of household waste collection	BV86		Low Value*	£54.16	£55.70	£54.13	£54.11	£54.16	£51.33	£48.37	£51.38		Green
No of traffic management schemes implemented	T8	JE021110 Qtr data is a forecast of the annual outturn	High Value	15	8	8	8	15	10	10	10		Green
Abandoned Vehicles - % removed within 24 hours of required time	T10 (BV218b)		High Value	100.00%	100.00%	100.00%	100.00%	100.00%	100%	100%	100.00%		Green
Number of missed household waste collections per 100,000 collections	WLI1	No missed bins in July, 690 in August 215 in September	Low Value*	5987	185	33	6599	17132	153	905	200		Red*
Percentage of missed bins collected within one working day of nominated day of collection	WLI2		High Value	68.68%	96.42%	100.00%	24.95%	53.33%	100%	100%	98.00%		Green

CABINET

KEY DECISIONS/ WORK PROGRAMME AND EXECUTIVE DECISIONS MADE

December 2010

Cabinet is required to publish its Key Decisions and forward work programme to inform the public of issues on which it intends to make policy or decisions. The Scrutiny Committee also notes the Programme, which is subject to regular revision. *Items in italics denote changes to a previously published Plan.* **All items are key decision unless stated otherwise.**

Report Title	Ref (Note 1)	Outline/Reason for Report/Comments	Original Due Date	Revised Due Date	Decision Deadline	Cabinet Member (Note 2)	Service (Note 3)
S106 Contributions to Leisure Projects	Nov 10	Future S106 Contributions	Nov 10	Dec 10		RA	P&ER
Disabled Facilities Grants	Oct 10	Report	Dec 10	Jan 11		CB	HS
2011/12 Outline Budget Report	Annual	Update on current position	Jan 11			KC	F
Setting the Council Tax Base	Annual	Approval	Jan 11			KC	F
2011/12 Revenue Budget, Capital Programme and Council Tax Proposals	Annual	Approval	Feb 11			KC	F
Project Integra	Oct 10	Review	Mar 11			SP	TS&EM
CCTV	Sept 10		Nov 10	Mar 11		KC	CX
Waste Contract Award	Oct 10	Report	Mar 11			SP	TS&EM
Housing Strategy	Oct 10	Draft for discussion (to include proposals to amend the scheme of social housing priority)	Dec 10	Mar 11		CB	HS
2010/11 Quarterly Budget Monitoring	Quarterly	Quarterly monitoring	Feb 11 Aug 11 Nov 11			KC	CX
Treasury Management Performance Report		2009/10 Outturn and 2010 monitoring (Quarter 1)	Oct 11			KC	F

Older Persons Housing Strategy	Mar 09	Revised strategy	Jun 09	TBD		CB	HS
LDF Core Strategy	Mar 09	Preferred option document for consultation	June 10	TBD		RA	P&ER
Environmental Maintenance Service Enforcement Policy and Procedures	Oct 09	To comply with the Clean Neighbourhoods and Environment Act	Dec 09	TBD		SP	TS&EM

Notes:

1 Date added to Programme

2 Cabinet Members:

KC Crookes

RA Appleton

CB Butler C

SK Kinnell

SP Parker

NS Singh

3 Service:

CX Chief Executive

CD Corporate Director

P&ER Planning and Environmental Regulation

CS Community Safety

HS Housing and Customer Services

L&EP Leisure and Environmental Promotion

F Finance

DS Democratic Services

TS & EM Technical Services and Environmental Maintenance

SLS Shared Legal Services

MO Chief Solicitor & Monitoring Officer

EH Environmental Health

EXECUTIVE DECISIONS

No new Executive Decisions.

OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME – November 2010

Issue and Description of Topic	Current Position Objectives	Date to Committee	Resources Required	Contact
Working Group – Business Continuity	Feedback	Nov 10		Corporate Director
Performance Information to include Revenue Budget Monitoring (Quarterly)	Committee receives quarterly highlight reports.	Nov 10 Feb 11 June 11 Sept 11	Report	Performance and Innovation Officer
2011/12 Budget		Nov 10	Report	Corporate Director
Joint Working in Waste		Nov 10	Report	Corporate Director
Disabled Facilities Grants		Dec 10	Report	Housing Services
Snow Plan		Dec 10	Report	Technical & Environmental Maintenance
Medium Term Financial Strategy	Update	Dec 10	Report	S151 Officer
Capita Performance	Review of performance.	Dec 10	Presentation	Corporate Director
Budget Proposals 2011/12 (Annual)	Draft Budget to be presented for referral back to Cabinet.	Dec 10 Jan 11	Report	Corporate Director/S151
RIPA	Quarterly Update	Dec 10 Mar 11 June 11 Sept 11	Report	Corporate Director
Housing Strategy	Draft for discussion	Feb 11	Report	Housing Services
Flooding	Notes from January meeting of Agencies	Feb 11		Technical & Environmental Maintenance

Progress Report on 2010/11 Service Plans		Feb 11	Report	Corporate Director
Project Integra Review		Feb 11	Report	Corporate Director
Waste Contract Award	Report	Feb 11	Report	Corporate Director
Crime & Disorder Scrutiny		Mar 11		Corporate Director
Meeting with South West Trains & Network Rail		Apr 11 Sept 11	Presentation	Corporate Director
2009/10 Performance Information – Annual Outturn		Jun 11	Report	Performance and Innovation Officer
Housing Associations	Report from Housing Services on perceived lack of service (Sentinel, Thames Valley Housing and Hyde Housing)	tba		Housing Services

OVERVIEW AND SCRUTINY COMMITTEE

Date and Time: Tuesday, 16 November 2010 at 7pm

Place: Committee Room 1, Civic Offices, Fleet

Present:

COUNCILLORS

Neighbour (Chairman)

Axam, Davies, Healey, Murr, Radley JE and Southern

In attendance:
Appleton, Butler and Parker

Officers Present:

Emma Broom	Corporate Director
Sue Reekie	S151 Officer

49 MINUTES

The minutes of the meeting of 21 September 2010 were confirmed and signed as a correct record.

50 APOLOGIES FOR ABSENCE

Apologies were received from Councillors Barrell, Street and Wheale

51 CHAIRMAN'S ANNOUNCEMENTS

None.

52 DECLARATIONS OF INTEREST (PERSONAL AND PERSONAL AND PREJUDICIAL)

None.

53 PUBLIC PARTICIPATION (ITEMS PERTAINING TO THE AGENDA)

None.

54 BUSINESS CONTINUITY WORKING GROUP

Members gave feedback on the progress of the working group.

55 SERVICE BOARDS

Members gave feedback on the progress of the Service Boards.

56 2010 – 11 SECOND QUARTER BUDGET MONITORING

The Overview and Scrutiny Committee were given the opportunity to comment on the second quarter (to 30 September 2010) budget monitoring report that was considered by Cabinet on 4 November 2010.

RESOLVED

- 1 The report be noted
- 2 The Corporate Director to provide information to the Committee with regard to the cost of/income from the Leisure Centres and to explain the Leisure profiling.

57 2011/12 BUDGET UPDATE REPORT

The report provided the Committee with an update on the progress of the 2011/12 budget process, highlighting key issues facing the Council in setting a balanced budget.

Members discussed the issues in depth, and the Corporate Director agreed to report their detailed comments to Cabinet.

RESOLVED

That the report be noted and Cabinet be advised of the views of the Committee.

58 2010/11 SECOND QUARTER PERFORMANCE MANAGEMENT REPORT

Members were updated on how the authority is currently performing in organisational development, national and local performance indicators and complaints/compliments.

RESOLVED

The report be noted.

59 EXCLUSION OF THE PUBLIC

RESOLVED

That pursuant to the provisions of Section 100A of the Local Government Act 1972, and in view of the nature of the business to be transacted or the nature of the proceedings, the public be excluded from the meeting for the consideration of the undermentioned on the grounds that exempt information is likely to be disclosed within the meaning of Section 100 and Part 1 of Schedule 12A of the Act.

60 JOINT WORKING ON WASTE WITH BASINGSTOKE & DEANE BOROUGH COUNCIL – ADMINISTRATION AUTHORITY REPORT

Members were updated on the joint working on waste project with Basingstoke & Deane Borough Council.

RESOLVED

That the following be recommended to Cabinet:

- 1 Should a joint waste collection contract be agreed, Hart District Council be appointed as the “contracting authority”
- 2 A joint client management team be established to manage either a joint waste contract or separate contracts and that the arrangements be reviewed after 12 months and every three years thereafter;
- 3 Hart District Council be appointed as the “employing authority” for the client team

61 CABINET WORK PROGRAMME

The Cabinet Work Programme was noted.

62 OVERVIEW AND SCRUTINY WORK PROGRAMME

The Overview and Scrutiny Work Programme was considered and amended.

The meeting closed at 10.25pm.