



New Key Performance Information Booklet

Issue 46

June 2012

Kettering
Borough Council

Need Further Information?

For further information on the contents of this performance booklet please contact Guy Holloway on 01536 534 243.

Members of the Monitoring & Audit Committee:

If you want to go into further detail on any of the areas contained within the performance booklet at the Monitoring and Audit Committee, please contact either Ian White on 01536 534 200 or Anne Ireson on 01536 534 398 no less than 3 working days in advance of the meeting.

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Financial Information

KETTERING BOROUGH COUNCIL - GENERAL FUND BUDGET MONITORING			
April 2012 (Month1)			
SUMMARY EXCEPTION REPORT - MAJOR VARIATIONS AT MONTH 1			
Line No.		Latest Estimate £000	Projected Variance £000
1	Service Expenditure - "Base Budget"	10,830	10,830
2	Extra Cost / Lower Income:		
a	Legal & Democratic Increase in Members expenses agreed by Council April 2012.	0	41
	Sub Total	0	41
3	Lower Cost / Higher Income:		
a	Environmental Care Termination fee for french style toilets budgeted 2012/13 paid in 2011/12.	(250)	(250)
b	Sum of other variations	(81)	(76)
	Sub Total	(331)	(326)
	Total Variations	(331)	(285)
	To be recharged to HRA.		(0)
	To be recharged to Capital.		0
	Revised Total Variations	(331)	(285)
	Service Expenditure Base Budget - Latest Estimate	10,499	10,545

**KETTERING BOROUGH COUNCIL
GENERAL FUND BUDGET MONITORING**

Statement of projected outturn 2012/2013
at April 2012 (1 Month)

Line No.		Working Estimate £000	Estimated Variation £000	Projected Outturn £000
A	Service Exp. "Base Budget"	10,830	(285)	10,545
B	Interest on Investments	(56)	0	(56)
C	Invest to Save	50	0	50
D	General Contingency	100	0	100
E	Contributions to / (from) reserves	136	0	136
F	Revenue Contribution to Capital	0	0	0
G	Net General Fund Spending	11,060	(285)	10,775
H	Less: Revenue Support Grant	(4,784)	0	(4,784)
I	Collection Fund Surplus	(25)	0	(25)
J	Use of Working Balance	(160)	(285)	(445)
K	Amount raised by Council Tax	(6,411)	0	(6,411)
L	Council Tax Base	31,213		31,213
M	Band D Council Tax	£205.39		£205.39
N	Average Council Tax (Band B)	£159.75		£159.75
Working Balance Position:				
O	Opening Balance	(1,415)	0	(1,415)
P	In year contribution - (to) / from GF	(160)	(285)	(445)
Q	Est. Closing Balance	(1,575)	(285)	(1,860)

NOTES:

Revenue Variance Analysis by Service Area
April 2012 (Month1)

	Actual vs Profile				Projected vs Budget		
	Budget YTD	Actual YTD	Variance (Under)/Over	Concern Key	Working Budget	Projected Outturn	Variance (Under)/Over
Community Services	243,539	221,962	(21,577)	☹	1,856,880	1,827,880	(29,000)
Environmental Care	646,821	403,868	(242,953)	☹	4,984,770	4,764,770	(220,000)
Environmental Health	(90,831)	(106,459)	(15,628)	☹	(1,034,960)	(1,038,960)	(4,000)
Development Services	79,760	78,785	(975)	☺	1,272,860	1,264,860	(8,000)
Human Resources	(9,135)	(17,584)	(8,449)	☹	230,130	215,130	(15,000)
Customer Services & Info.	113,695	106,434	(7,261)	☹	1,780,520	1,781,520	1,000
Legal & Democratic	122,091	109,906	(12,185)	☹	632,600	665,600	33,000
General Fund Housing	(9,384)	(8,834)	550	☹	135,890	114,890	(21,000)
Finance	(161,627)	(177,344)	(15,717)	☹	1,210,640	1,190,640	(20,000)
Corporate Development	77,792	78,039	247	☺	992,030	990,030	(2,000)
Income & Debt	(154,466)	(161,603)	(7,137)	☹	369,350	369,350	0
Total	858,255	527,170	(331,085)	☹	12,430,710	12,145,710	(285,000)
To be recharged to HRA					1,586,930	1,586,730	(200)
To be recharged to Capital					13,600	13,700	100
Net General Fund					10,830,180	10,545,280	(284,900)

Concern Key (based on YTD budget)

Overspent more than 2.5% of budget	☹
Underspent more than 2.5% of budget	☹
Overspent between 1.5% and 2.5% of budget	☹
Anything else	☺

Housing Revenue Account Estimates

April 2012 (Month 1)

	Actual v Profile				Projected v Budget			
	Budget YTD	Actual YTD	Variance (Under) / Over	Concern Key	Original Budget	Projected	Variance (Under) / Over	Major?
INCOME								
Rent - Dwellings Only	1,161,692	1,168,126	(6,435)	☹	13,940,300	13,940,300	(0)	
Service Charges	22,437	16,750	5,686	☹	269,240	269,240	0	
Supporting People Charges	8,333	14,190	(5,857)	☹	100,000	180,000	(80,000)	
Total Income	1,192,462	1,199,067	(6,605)	☹	14,309,540	14,389,540	80,000	
EXPENDITURE								
Repairs and Maintenance	244,286	196,667	(47,620)	☹	3,306,750	3,306,750	0	
General Management	78,531	71,770	(6,761)	☹	2,066,470	2,066,470	0	
Special Services	87,348	80,588	(6,761)	☹	927,400	927,400	0	
Rents, Rates, Taxes & Other Charges	12,000	11,307	(693)	☺	20,000	20,000	0	
Increase in Bad Debt Provision	0	0	0	☺	75,000	75,000	0	
HRA Self Financing	0	0	0	☺	5,393,530	5,393,530	0	
Depreciation	0	0	0	☺	1,624,700	1,624,700	0	
Total Expenditure	422,166	360,332	(61,834)	☹	13,413,850	13,413,850	0	
Net Cost of Services	(770,296)	(838,735)	(68,439)	☹	(895,690)	(975,690)	(80,000)	
Amortised Premiums & Discounts/Borrowing	0	0	0	☺	72,640	72,640	0	
HRA Investment Income	0	0	0	☺	(12,250)	(12,250)	0	
Transfer To/From Major Repairs Reserve	0	0	0	☺	835,300	835,300	0	
Net Operating Expenditure	(770,296)	(838,735)	(68,439)	☹	(0)	(80,000)	(80,000)	
Revenue Contributions to Capital	0	0	0	☺	0	0	0	
Net Change in Balances	(770,296)	(838,735)	(68,439)	☹	(0)	(80,000)	(80,000)	
Balance Carried Forward				☺				

Supporting People

It was anticipated that the Supporting People payment from NCC would be lower than in previous years, however, they have continued to provide the same level of support for 2012/13.

Rents - Dwellings only

A void level of 2% has been budgeted for 2012/13. The void level for April was 1.71% which resulted in a slight over-recovery of income.

Repairs and Maintenance

The under-spend of £47k is primarily due to under-spends on repairs and sub-contractor costs. These are not expected to continue and expenditure is predicted to be on budget.

CAPITAL PROGRAMME BUDGET MONITORING - APRIL 2012

EXPENDITURE SUMMARY	2012/13						
	Original Budget	Virement / Slippage	Current Budget	Spend to Date	(Under) / Over	Projected Outturn	Projected Variance
	£000	£000	£000	£000	£000	£000	£000
Housing - HRA	2,537	22	2,559	227	(2,332)	2,559	0
Housing - GF	622	654	1,276	30	(1,246)	1,276	0
Community Services	117	84	201	6	(195)	201	0
Environmental Care	69	6	75	0	(75)	75	0
Environmental Health	1,375	93	1,468	5	(1,463)	1,468	0
Development Services	183	(12)	171	20	(151)	171	0
Finance & Corporate Development	50	98	148	0	(148)	148	0
Income & Debt	0	0	0	0	0	0	0
Customer Services & Information	320	7	327	33	(294)	327	0
Invest To Save	230	0	230	0	(230)	230	0
	5,503	952	6,455	320	(6,135)	6,455	0

FINANCING ANALYSIS	Original Budget	Adjustments	Current Budget	Spend to Date	(Under) / Over	Projected Outturn	Projected Variance
	£000	£000	£000	£000	£000	£000	£000
	Major Repairs Allowance	2,537	22	2,559	227	(2,332)	2,559
Capital Receipts	200	0	200	0	(200)	200	0
External Borrowing	2,492	302	2,794	(450)	(3,244)	2,794	0
Revenue Contribution	0	0	0	0	0	0	0
External Contributions / Grants	274	628	902	543	(359)	902	0
	5,503	952	6,455	320	(6,135)	6,455	0

FUNDING BALANCES STATEMENT	MRA	Capital Receipts	CONTRIBUTIONS	Original Budget	C/Fwd / Addt'l	Current Budget
	£000	£000		£000	£000	£000
	Balance 01 April 11	200	199	Pastures Caravan Site		576
Additional resources	2,537	0	Grants (Disabled Facilities)	215	52	267
Use of resources	(227)	0	Housing related grants			0
Current Balance	2,510	199	Sustrans			0
			Section 106	16		16
			WREN	43		43
				274	628	902

Performance Update

PI Ref.	Description of PI	11/12 Outturn	Top Quartile	April 2011/12	April 2012/13	Volume	2012/13 Profiled Target	2012/13 Target	2013/14 Target
Managing Growth									
NI 154	Net additional homes provided*	N/A	N/A	N/A	N/A			774	774
NI 155	Number of affordable homes delivered	87	N/A	2 (Jun)	N/A		0	148	150
NI 157a	Planning major applications processed in 13 weeks	45.00%	89.00%	50.00%	0.00%	0/1		50.00%	75.00%
NI 157b	Planning minor applications processed in 8 weeks	79.67%	87.00%	100.00%	61.54%	8/13		85.00%	90.00%
NI 157c	Planning other applications processed in 8 weeks	87.77%	94.00%	100.00%	75.56%	34/45		85.00%	90.00%
LPI 204	% of appeals against the authority's decision to refuse planning applications	9.1%	26.7%	0.00%	0.0%			22%	22%
Efficient and Effective Service Delivery									
MPI 25	Percentage of calls answered by switchboard	95.30%	N/A	95.80%	97.50%			95.0%	97.5%
MPI 26	Percentage of calls answered within 15 seconds by switchboard	86.30%	N/A	88.30%	83.60%			91.0%	N/A
LPI 78a	Average time to process new benefits claims (days)	16.50	21.2	19.90	23.60	8653/366		18.00	14.00
LPI 78b	Average time to process change in circumstances (days)	6.50	7	10.60	6.50	18205/2821		6.00	5.00
Enhanced Local Government									
MPI 8	% Invoices paid on time	100.00%	97.01%	100.00%	97.00%	1337/1379		99%	199%
LPI 9	% Council Tax collected	98.25%	98.5%	11.92%	11.83%		11.00%	98.00%	98.00%
LPI 10	% NNDR collected	99.10%	99.36%	12.39%	12.73%		11.60%	99.10%	98.50%
LPI 12	Days staffing lost (per member of staff)	7.81	8.33	0.41	0.75		0.67	8	8
LPI 66a	Proportion of rent collected	98.08% (Feb)	98.63%	93.47%	90.00%		95.44%	98.75%	98.70%
LPI 79b(i)	Overpaid benefit recovered as % of current year overpayments	70.00%	82.4%	64.18%	70.58%		66.00%	70.00%	78.00%
LPI 79b(ii)	Overpaid benefit recovered as % of total overpayments outstanding	35.00%	36.8%	3.63%	3.00%		5.00%	30.00%	40.00%
Greener environment									
NI 192	% of household waste recycled and composted	46.80%	43.18%	52.46%	47.94%			43.00%	43.00%
Cleaner environment									
NI 195a	% of land / highways that have below acceptable levels of litter	7.0%	3.0%	0% (Jul)	7% (Mar)			9.00%	9.00%
NI 195b	% of land / highways that have below acceptable levels of detritus	10.7%	6.0%	3% (Jul)	10.7% (Mar)			15.00%	15.00%
NI 195c	% of land / highways that have below acceptable levels of graffiti	0.0%	1%	1% (Jul)	0% (Mar)			5.00%	5.00%
NI 195d	% of land / highways that have below acceptable levels of fly-posting	2.0%	0%	0% (Jul)	2% (Mar)			1.00%	1.00%
LPI 42	The average time taken to remove fly-tips (days)	0.75	N/A	0.13	0.74			1.00	1.00

NOTES

These indicators do not have profiled targets or volume information provided

KEY

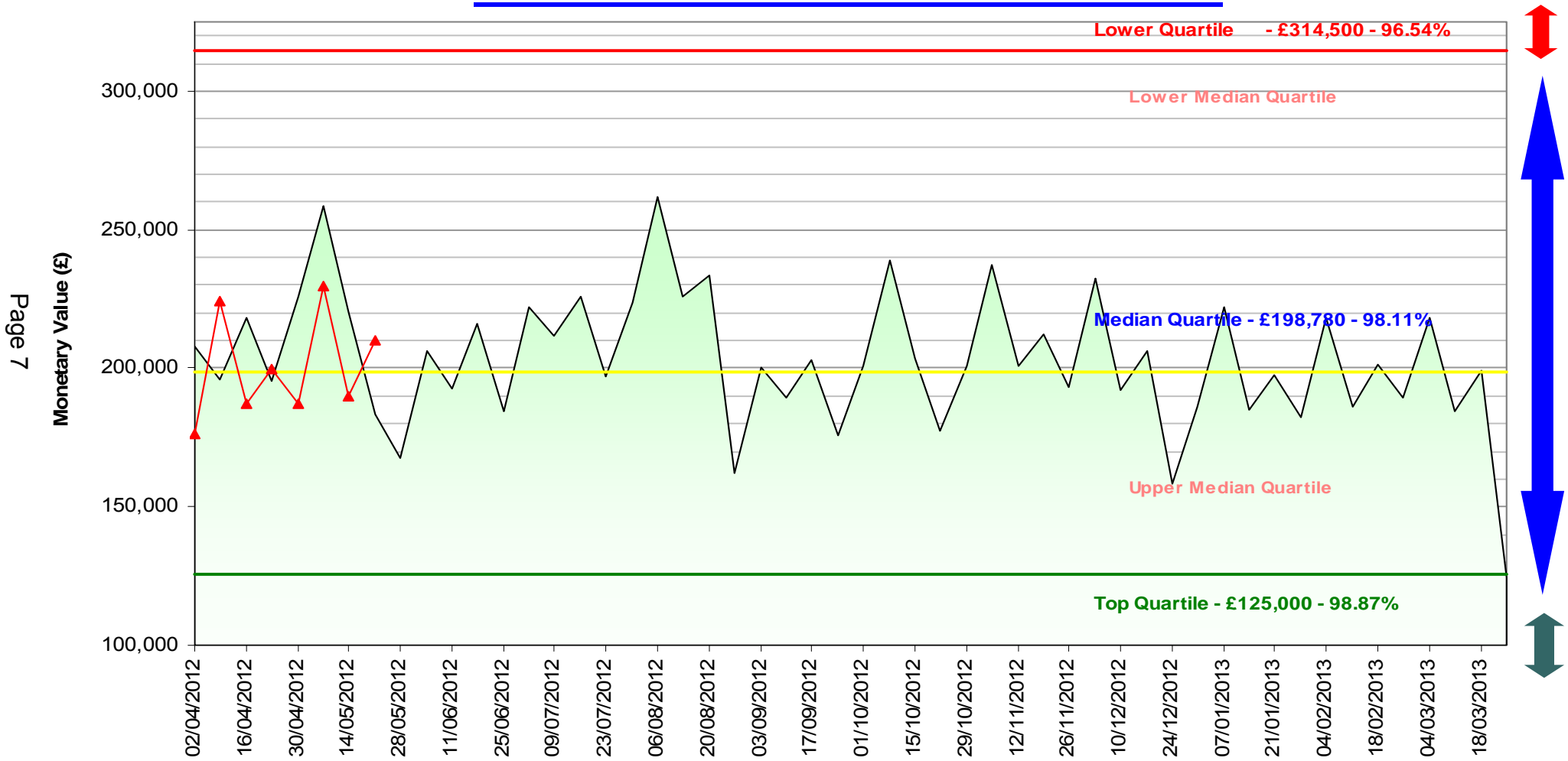
Green	Target met or bettered
Red	Target missed
Yellow	Close to target or cannot compare to target

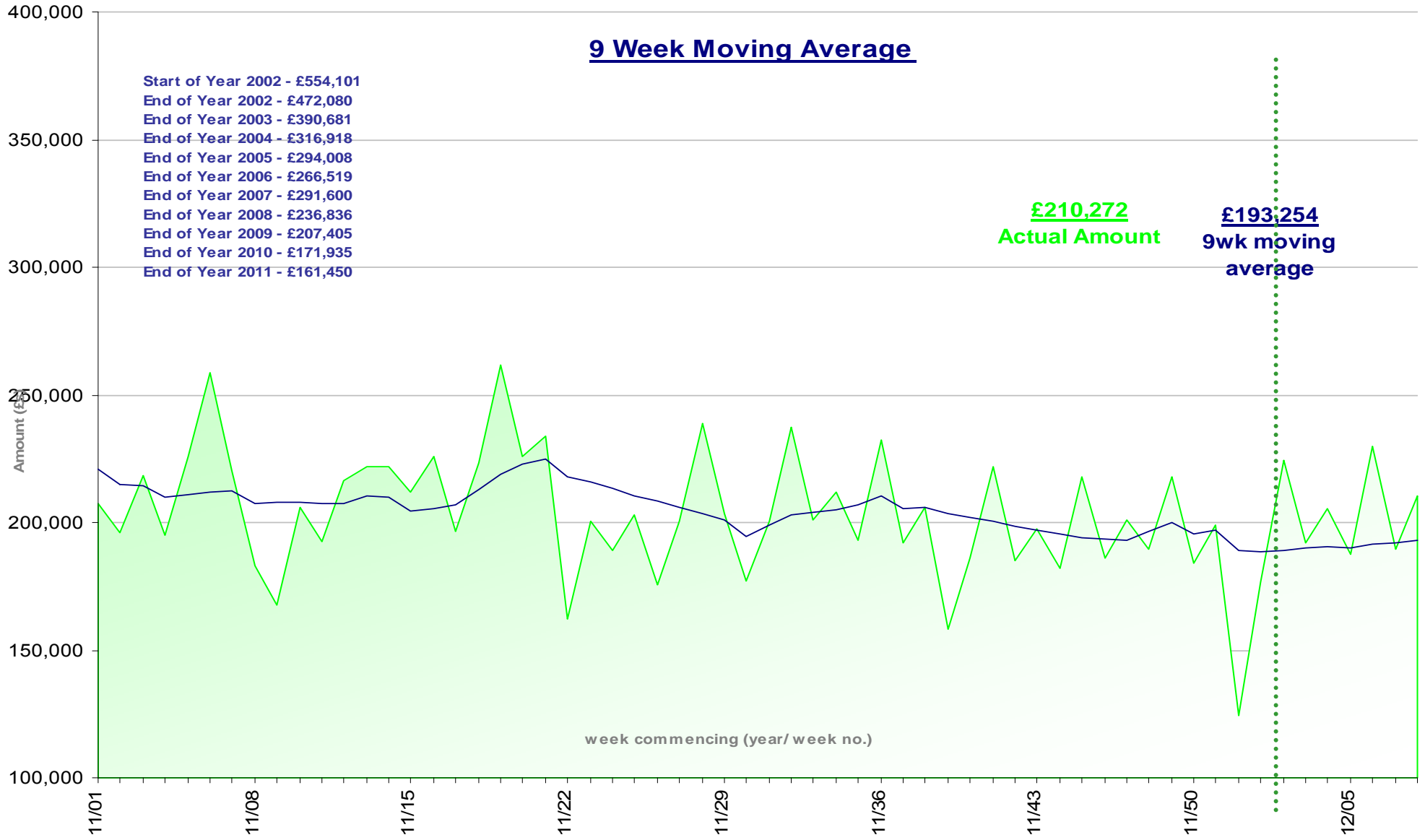
Please note due to the lead times for committee information the data may not be the latest available

*NI 154 figures are provided annually

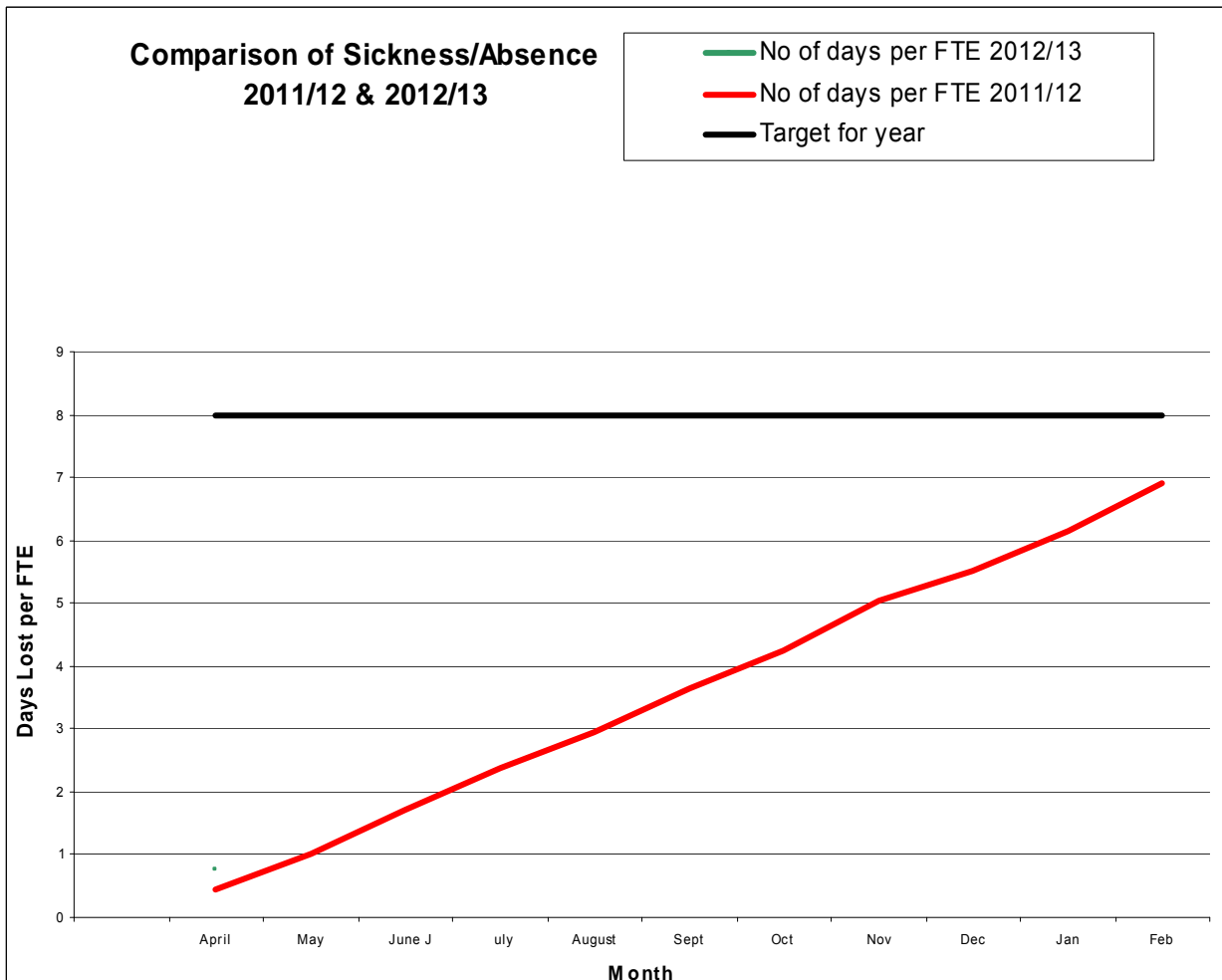
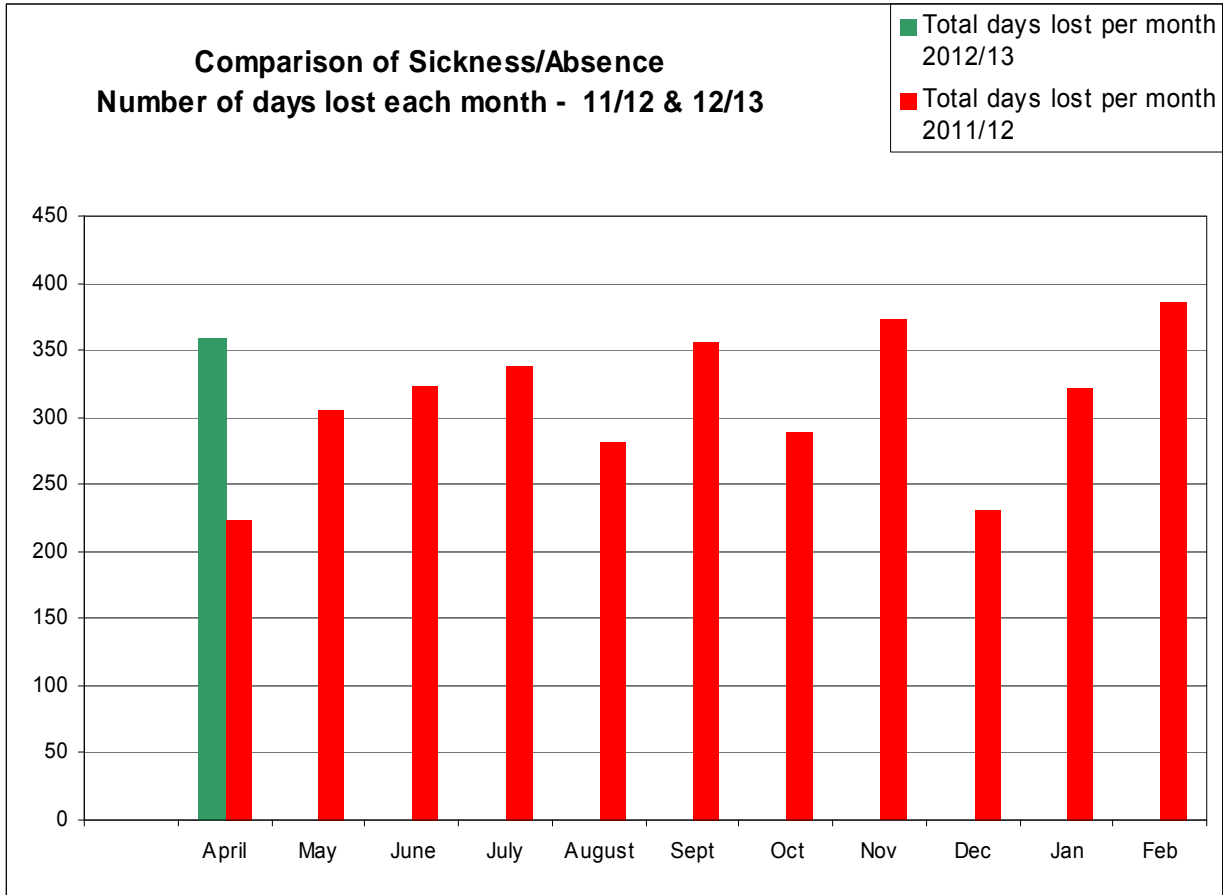
Housing Rent Arrears Graphs

Headline Arrears Performance: 2012 /13



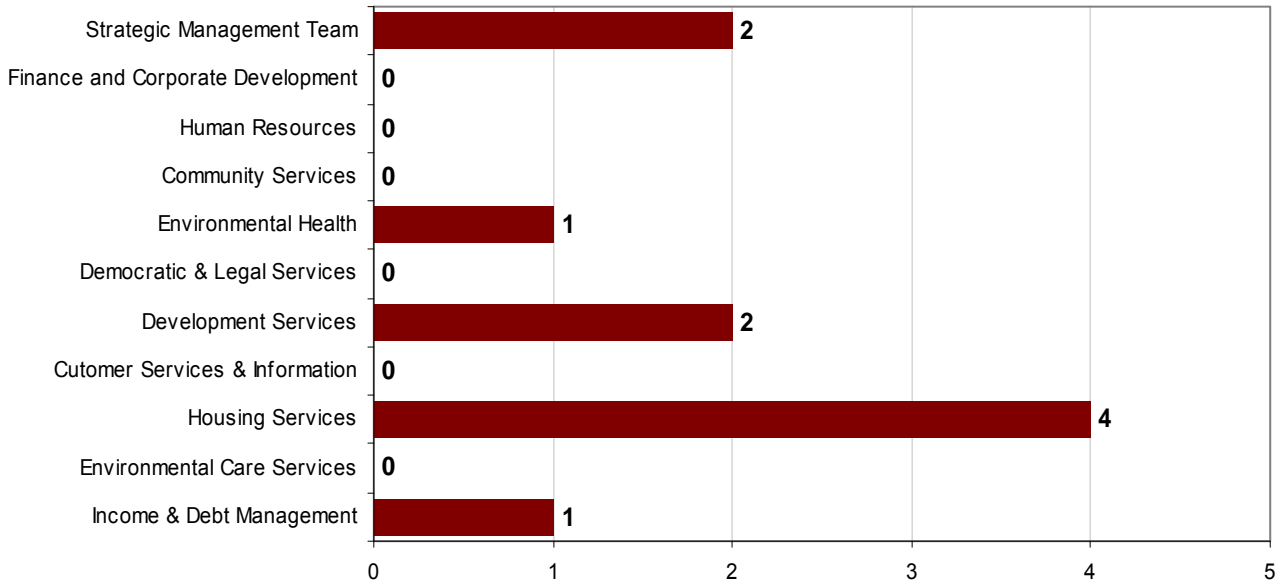


Staff Sickness Summary

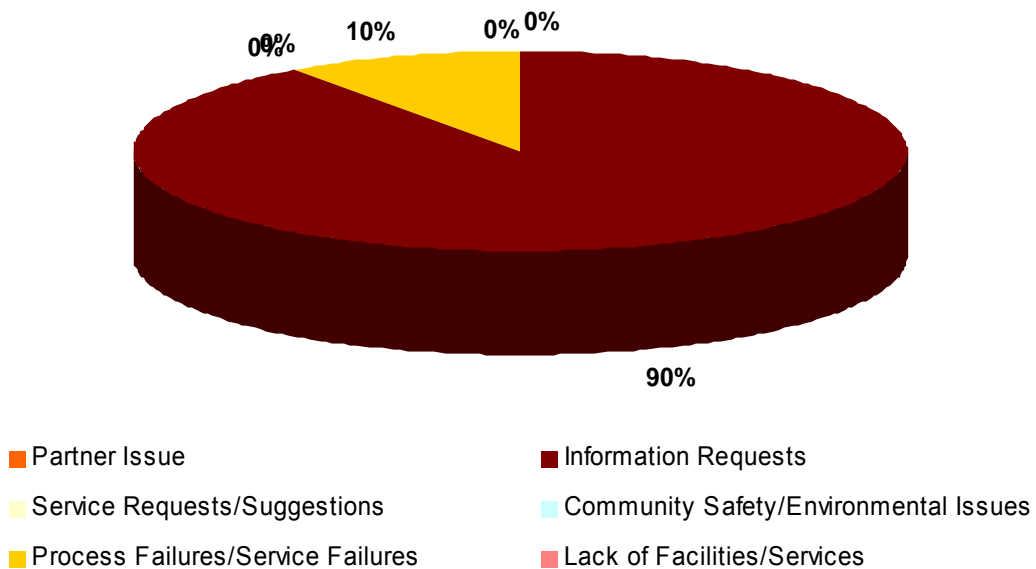


Compliments and Complaints

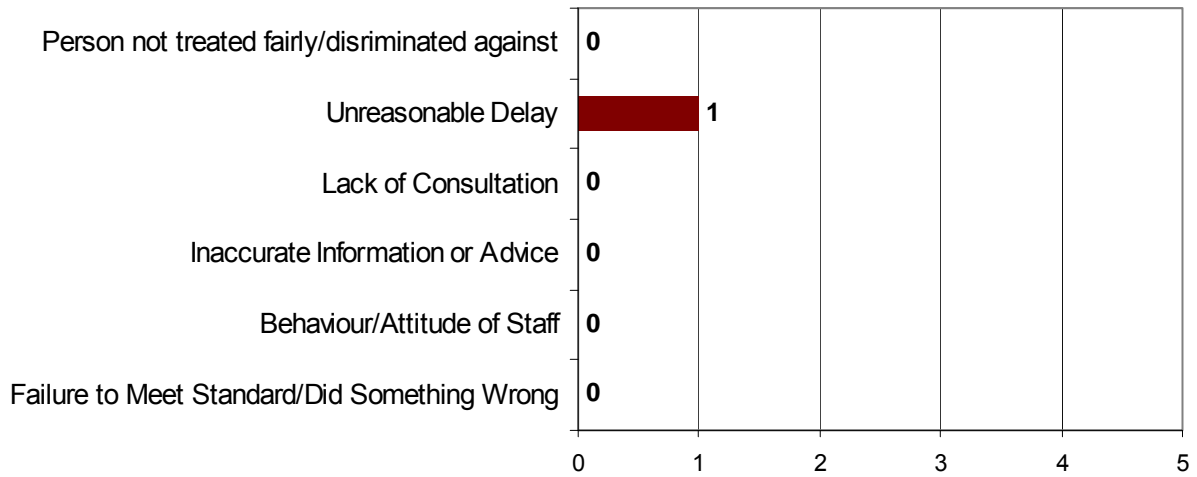
Customer Complaints by Service Area - year to date



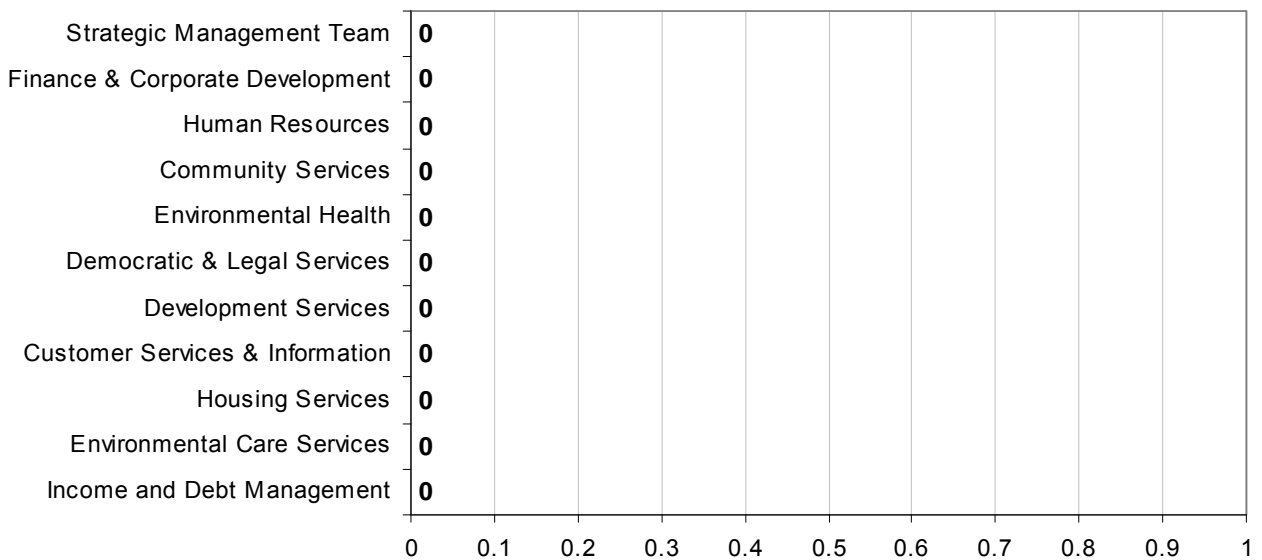
Customer Complaints by Category - year to date



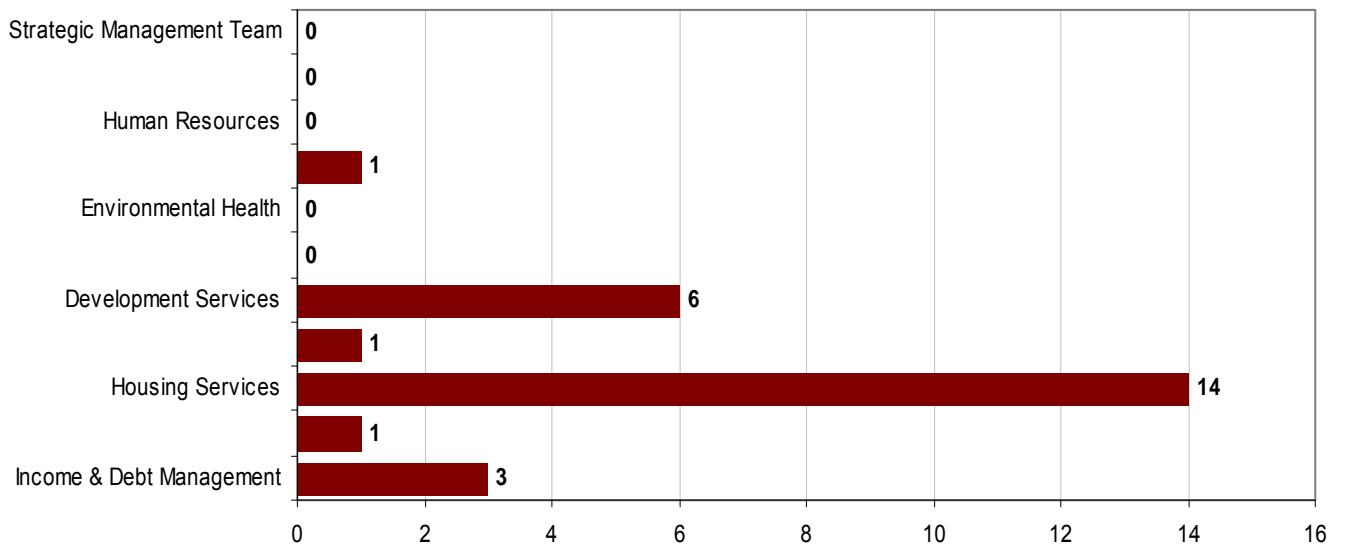
Reason for Process Failure/Service Failure Complaints - year to date



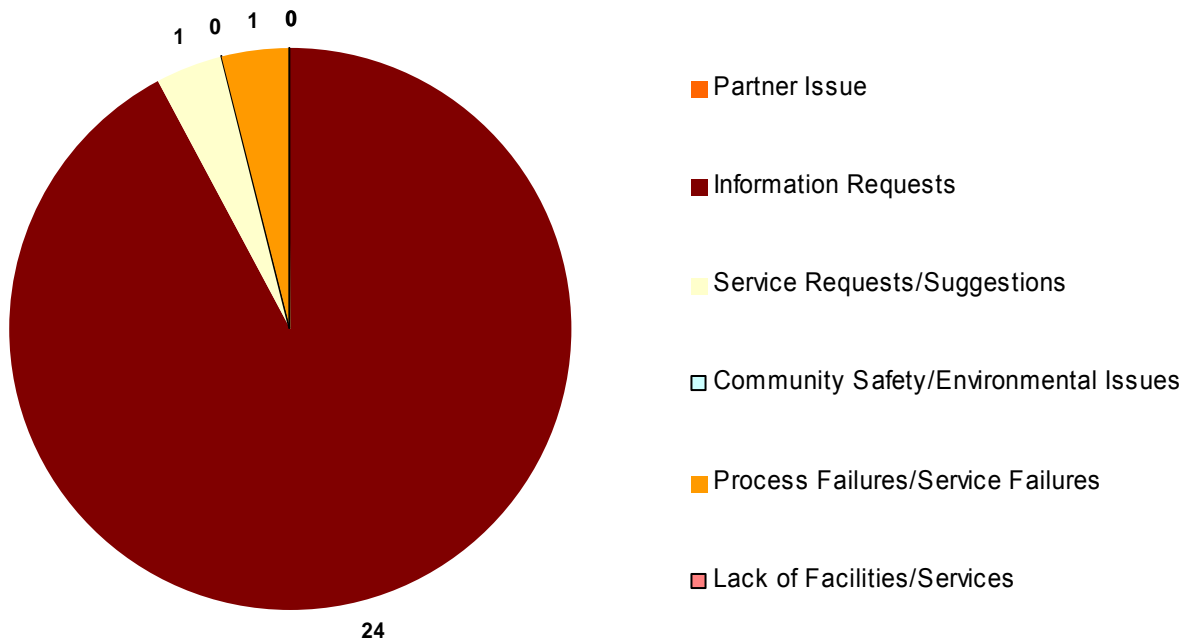
Number of Compliments - Year to date



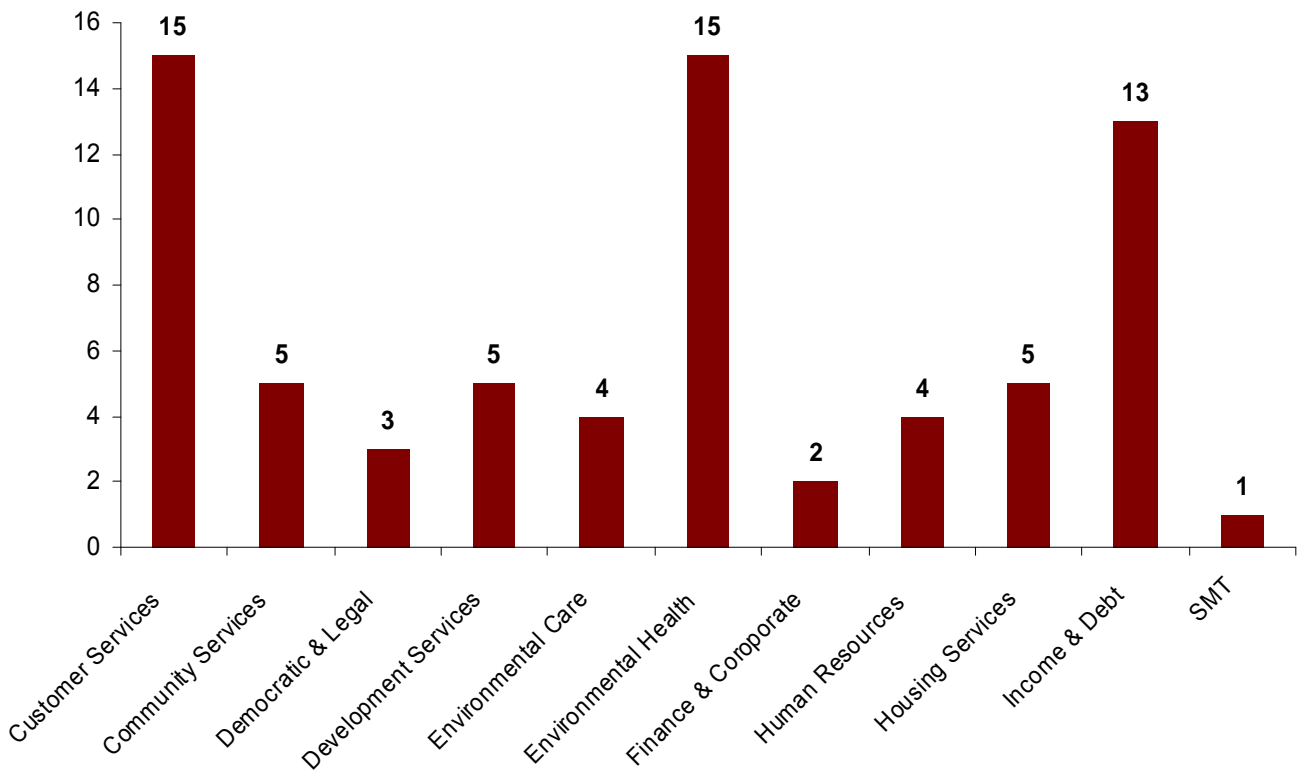
Number of MP Queries per Service Area - year to date



Total Number of MP Queries By Category - year to date



Total FOI requests received by Service Unit - year to date



Summary of Internal Audit Reports

Kettering Borough Council have recently switched to a new audit service, CWAS. Because of this changeover, there were no finalised reports in the month of April.

The Summary of Internal Audit Reports will continue as normal in the next issue of the Key Performance Information Booklet in September.

Questions Log

Questions raised at Committee on 10th June 2009:

With reference to NI 195, what is the difference between litter and detritus?

Litter

There is no statutory definition of litter. The Environmental Protection Act 1990 (s.87) states that litter is 'anything that is dropped, thrown, left or deposited that causes defacement, in a public place'. This accords with the popular interpretation that 'litter is waste in the wrong place'.

However, local authority cleansing officers and their contractors have developed a common understanding of the term and the definition used for NI 195 (and for the LEQSE) is based on this industry norm.

Litter includes mainly synthetic materials, often associated with smoking, eating and drinking, that are *improperly* discarded and left by members of the public; or are spilt during waste management operations.

Detritus

There is no statutory definition of detritus, however, local authority cleansing officers and their contractors have developed a common understanding of the term and the definition used for the NI 195 (and for the LEQSE) is based on this industry norm.

Detritus comprises dust, mud, soil, grit, gravel, stones, rotted leaf and vegetable residues, and fragments of twigs, glass, plastic and other finely divided materials.

Detritus includes leaf and blossom falls when they have substantially lost their structure and have become mushy or fragmented.

For Council tax and NNDR collection can we provide information to show whether we will achieve the year end target?

For both LPI 9 and LPI 10 a profile target is now included in the performance report to show whether performance is on target each month. This is to help indicate performance for the year. For example if we are achieving the monthly profiled target then the year end target will be achieved.

Questions raised at Committee on 28th September 2010

Why are lower percentages better for NI 195a-d?

There had been some confusion around NI 195a-d and why lower percentages are better. The indicators highlight the % of land/highways that have levels of litter / detritus / graffiti / flyposting that are unacceptable, meaning that a lower figure represents cleaner streets, which of course is more desirable.

Questions Log

Questions raised at Committee on 28th September 2010

Can in year figures for annual housing completions be included?

In year figures have been included in the Development Services Performance Information taken from the most recent Performance Clinic. This allows members to get a more contemporary position of performance.

Can a year end estimate for the number of affordable homes be included?

Year end estimates for the number of affordable homes expected in the year have also been included.

Can we provide more contemporary comparative data to provide a better idea as to how the benefits service performance compares with others and also find out the impact the current climate is having on claims?

Head of Income and Debt will attend the next meeting in November to provide an update on performance.

Amendments Log

Performance Update

The following indicators have been removed from the performance report as they are no longer collected:

LPI 79a - % Benefits cases processed correctly

LPI 71a - The proportion of people paying Council tax by direct debit

LPI 71b - The proportion of people paying NNDR by direct debit

LPI 2a - Equality Standard for Local Government

NI 179 - Value for money - total efficiency gains for the year

NI 185 - % year on year reduction of CO² from Local Authority operations

NI 188 - Adapting to climate change

Staff Sickness Summary: Issue 46 - June 2012

Following a request at the previous Monitoring & Audit Committee the 'LPI 12 - FTE Days Lost Due to Sickness Absence' and the 'FTE Days Lost Due to Sickness Absence - %age split between medically & self certificated' graphs have been removed.'