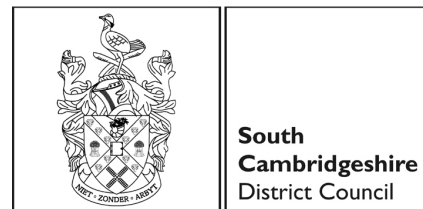


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7 November 2011

To: Councillor Simon Edwards, Portfolio Holder

Roger Hall

Scrutiny and Overview Committee
Monitor

Tumi Hawkins

Scrutiny and Overview Committee
Monitor

Edd Stonham

Opposition Spokesman

Dear Sir / Madam

You are invited to attend the next meeting of **FINANCE AND STAFFING PORTFOLIO HOLDER'S MEETING**, which will be held in **MONKFIELD ROOM, FIRST FLOOR** at South Cambridgeshire Hall on **TUESDAY, 15 NOVEMBER 2011** at **6.00 p.m.**

Yours faithfully
JEAN HUNTER
Chief Executive

Requests for a large print agenda must be received at least 48 hours before the meeting.

AGENDA		PAGES
PROCEDURAL ITEMS		
1.	Declarations of Interest	
2.	Minutes of Previous Meeting The Portfolio Holder is asked to sign the minutes of the meeting held on 18 October 2011 as a correct record.	1 - 4
RECOMMENDATIONS TO CABINET / COUNCIL		
3.	Treasury and Debt Management Strategy revised 2011/12 (Key) Report to follow.	
INFORMATION ITEMS		
4.	Service Improvements and Financial Performance 2011/12 - Q2	5 - 14
5.	Revenue Collection Performance 2011/12 - Q2	15 - 32
6.	Finance Monitoring Report for All Services 2011/12	33 - 42
7.	Leavers Report 2011/12 - Q2 Report to follow.	

8. **Sickness Absence 2011/12 - Q2** **43 - 50**

9. **Welfare Reform**

A verbal update will be given at the meeting.

Confidential Items - Members Only

The press and public are likely to be excluded from the meeting during consideration of the following item in accordance with the provisions of Section 100(A)(4) of the Local Government Act 1972 (exempt information as defined in paragraph 3 of Schedule 12A of the Act).

10. **Treasury Management Update - Q2** **51 - 52**

STANDING ITEMS

11. **Forward Plan** **53 - 54**

The Portfolio Holder will maintain, for agreement at each meeting, a Forward Plan identifying all matters relevant to the Portfolio which it is believed are likely to be the subject of consideration and / or decision by the Portfolio Holder, or recommendation to, or referral by, the Portfolio Holder to Cabinet, Council, or any other constituent part of the Council. The plan will be updated as necessary. The Portfolio Holder will be responsible for the content and accuracy of the forward plan.

12. **Date of Next Meeting**

20 December 2011 at 6.00pm.

OUR VISION

- We will make South Cambridgeshire a safe and healthy place where residents are proud to live and where there will be opportunities for employment, enterprise and world-leading innovation.
- We will be a listening Council, providing a voice for rural life and first-class services accessible to all.

OUR VALUES

We will demonstrate our corporate values in all our actions. These are:

- Trust
- Mutual respect
- A commitment to improving services
- Customer service

GUIDANCE NOTES FOR VISITORS TO SOUTH CAMBRIDGESHIRE HALL

While the District Council endeavours to ensure that visitors come to no harm when visiting South Cambridgeshire Hall, those visitors also have a responsibility to make sure that they do not risk their own or others' safety.

Security

Members of the public attending meetings in non-public areas of the Council offices must report to Reception, sign in, and at all times wear the Visitor badges issued. Before leaving the building, such visitors must sign out and return their Visitor badges to Reception.

Emergency and Evacuation

In the event of a fire, a continuous alarm will sound. Evacuate the building using the nearest escape route; from the Council Chamber or Mezzanine viewing gallery this would be via the staircase just outside the door. Go to the assembly point at the far side of the staff car park.

- **Do not** use the lifts to exit the building. If you are unable to negotiate stairs by yourself, the emergency staircase landings are provided with fire refuge areas, which afford protection for a minimum of 1.5 hours. Press the alarm button and wait for assistance from the Council fire wardens or the fire brigade.
- **Do not** re-enter the building until the officer in charge or the fire brigade confirms that it is safe to do so.

First Aid

If someone feels unwell or needs first aid, please alert a member of staff.

Access for People with Disabilities

The Council is committed to improving, for all members of the community, access to its agendas and minutes. We try to take all circumstances into account but, if you have any specific needs, please let us know, and we will do what we can to help you. All meeting rooms are accessible to wheelchair users. There are disabled toilet facilities on each floor of the building. Infra-red hearing assistance systems are available in the Council Chamber and viewing gallery. To use these, you must sit in sight of the infra-red transmitter and wear a 'neck loop', which can be used with a hearing aid switched to the 'T' position. If your hearing aid does not have the 'T' position facility then earphones are also available and can be used independently. You can obtain both neck loops and earphones from Reception.

Toilets

Public toilets are available on each floor of the building next to the lifts.

Recording of Business and Use of Mobile Phones

The Council is committed to openness and transparency. Until such time as the Council's Constitution is updated to allow public recording of business, the Council and all its committees, sub-committees or any other sub-group of the Council or the Executive will have the ability to formally suspend Standing Order 21.4 (prohibition of recording of business) for the duration of that meeting to enable the recording of business, including any audio / visual or photographic recording in any format or use of social media to bring Council issues to a wider audience. To minimise disturbance to others attending the meeting, all attendees and visitors are asked to make sure that their phones and other mobile devices are set on silent / vibrate mode during meetings.

Banners, Placards and similar items

No member of the public shall be allowed to bring into or display at any Council meeting any banner, placard, poster or other similar item. The Chairman may require any such item to be removed.

Disturbance by Public

If a member of the public interrupts proceedings, the Chairman will warn the person concerned. If they continue to interrupt, the Chairman will order their removal from the meeting room. If there is a general disturbance in any part of the meeting room open to the public, the Chairman may call for that part to be cleared.

Smoking

Since 1 July 2008, the Council has operated a new Smoke Free Policy. Visitors are not allowed to smoke at any time within the Council offices, or in the car park or other grounds forming part of those offices.

Food and Drink

Vending machines and a water dispenser are available on the ground floor near the lifts at the front of the building. Visitors are not allowed to bring food or drink into the meeting room.

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SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

Minutes of the Finance and Staffing Portfolio Holder's Meeting held on
Tuesday, 18 October 2011 at 6.00 p.m.

Portfolio Holder: Simon Edwards

Councillors in attendance:

Scrutiny and Overview Committee monitors: Roger Hall and Tumi Hawkins

Also in attendance: Lynda Harford, Ben Shelton and Nick Wright

Officers:

Philip Bird	Revenues Manager
Adrian Burns	Head of Accountancy
Alex Colyer	Executive Director, Corporate Services
Susan Gardner Craig	Human Resources Manager
Dawn Graham	Benefit Manager
Jean Hunter	Chief Executive
Philly Sewell	Democratic Services Officer

24. DECLARATIONS OF INTEREST

None.

25. MINUTES OF PREVIOUS MEETING

The Finance and Staffing Portfolio Holder agreed the minutes of the meeting held on 20 September 2011 as a correct record.

26. ORGANISATIONAL DEVELOPMENT STRATEGY

The Human Resources Manager outlined the new strategy and action plan, which aimed to support the achievement of the Council's objectives through the development of its people. The three elements of the Council's forward planning exercise had been drawn together to provide the focus on skill development for officers, e.g. strong leadership skills, and the evolution of the Member role.

It was noted that Councillors had made some suggestions that did not alter the tone or focus of the document, but made the wording more dynamic. Members were enthusiastic about the document, agreeing with its focus on development and positive aims.

The Finance and Staffing Portfolio Holder **approved** the People and Organisational Development Strategy and Action Plan for the Council, and **recommended** its implementation to Cabinet.

27. AGREEMENT OF LIST OF RURAL SETTLEMENTS FOR BUSINESS RATES PURPOSES 2012/13

The Revenues Manager reported the list for 2012/13 had changed from that of 2011/12 with the addition of Orchard Park. Previously it had been included in Histon & Impington, but now this settlement now had Constituted Parish Council and a population below 3,000.

Councillors found it very encouraging to see 60 small businesses benefitting from the rate relief scheme, and felt that the information should be disseminated more widely. It

was noted that the Council was required to publish this list of settlements indicating their boundaries before 31 December each year.

The Finance and Staffing Portfolio Holder **approved** the Rural Settlement List for 2012/13, and authorised its publication.

28. POLICY FOR GRANTING LOCAL DISCOUNTS FOR COUNCIL TAX

The Revenues Manager reported that this policy had been postponed from the Portfolio Holder's meeting on 21 June 2011 (minute 3 refers). Each case would be considered on its own merits, but the guidelines would ensure a consistent approach was taken.

It was established that the policy had been tightened to reflect exceptional financial circumstances only and, on the suggestion of the Portfolio Holder, each exceptional case would be taken to Cabinet to decide the duration and amount of any discount. This was to ensure any perception of bribery being possible was removed, and to ensure the Portfolio Holder could justify their recommendation. The Revenues Manager undertook to make the suggested adjustments to the policy.

Members queried what counted as exceptional circumstances, and were informed that it was aimed at residents who were experiencing financial hardship and could not pay owing to reasons beyond their control, and who were not eligible for any other discount or grant. Members noted that the legislation had been in place since 1992, though no formal policy had been previously drawn up. It was felt prudent to do so now to protect Council reputation should a customer take their case to the Ombudsman, and since the changes in welfare benefits.

The Finance and Staffing Portfolio Holder **agreed to adopt** the amended 'Protocol and Guidance for the Granting of Local Discounts for Council Tax' policy.

29. PAY AWARD (COST OF LIVING INCREASE) 2011/12

The Human Resources Manager reported that the Local Government Employers Association had informed local government trade unions that they would not be in a position to make any pay offer for 2011/12. Members noted that the majority of local Councils had opted to retain pay scales at current rates.

In response to local consultation, it was reported that Unison had submitted a request for a £250 raise to be granted to the lowest paid employees, which would impact 109 staff in total. This would total £23,000 in 2011/12 and have further impacts in forthcoming years. The Portfolio Holder felt that staff had been through a particularly difficult time with the implementation of the new Job Evaluation scheme, and a considered that a £250 raise for the 109 identified might be even more demoralising for other staff whose pay had gone down as a result of the scheme.

He stressed that a decision to retain pay scales was in no way a reflection of the value placed on SCDC employees. Members agreed appreciation is shown not just through money, but also through the support from Councillors and senior officers.

The Finance and Staffing Portfolio Holder **agreed** to confirm the Council's position to retain pay scales at the 2010/11 rates with no increase for the period 2011/12.

30. VEOLIA PAY AWARD

The Human Resources Manager reported that the group of staff that transferred from

Veolia Environmental in October 2010 under the Transfer of Undertakings (Protection of Employment) Regulations (TUPE) remained under their existing terms and conditions of employment, and were entitled to receive the pay award negotiated by Veolia for 2011/12.

This would give a 1.1% salary rise to 22 employees, totalling a £5,000 cost to the Council. Members noted that the pay scale of these employees was significantly lower than their colleagues in the refuse team (approximately a 25% difference), and that this pay award would remain until a strong reason presented itself to move those employees from their previous terms and conditions.

The Finance and Staffing Portfolio Holder **noted** the report.

31. FINANCE MONITORING REPORT FOR ALL SERVICES 2011/12

The Head of Accountancy presented the Financial Position, highlighting an underspend of £154,900 in the General Fund, which signified a movement of £13,800 from July. He also advised the Portfolio Holder of the expected favourable movement in Development Control, which reduced an expected shortfall from £215,000 to £100,000.

Members noted the underspend in the Refuse Collection budget owing to management of sickness levels, and congratulated the officers concerned.

The Finance and Staffing Portfolio Holder then **noted** the report.

32. WELFARE REFORM

The Benefit Manager reported that the Parliamentary Committee for Communities and Local Government published a document on 13 October 2011, which included a number of recommendations, the implications of which were still unclear at this time.

Members noted that:

- The replacement Localised Council Tax Benefit be delayed for at least a year.
- An estimated 10% reduction was to be made to the Government's budget, though claims from pensioners would be protected, and there was an inference that 'vulnerable people' would as well.
- 56% of claims in the South Cambs were made by pensioners, and 28% were from residents who were disabled or had children. Any cuts would therefore be made from the 16% remaining.
- The Housing Benefit should remain with Local Authorities (LAs)
- The Social Fund had transferred from DWP to Cambridgeshire County Council; the current suggestion was that it go to second tier authorities.
- The Single Fraud Investigations Service (CFIS) consultation would end on Friday 21 October 2011. Four options had been presented, summarised as follows:
 1. LA staff remain employed by LAs but operate under SFIS powers.
 2. LA staff remain employed by LAs in LA estate but are seconded to the DWP.
 3. LA staff become DWP employees but deliver investigation locally from the LA

estate.

4. LA staff become part of the DWP working within DWP estate as employees.

The preferred option for South Cambs was option 4 as it was felt this provided the best career move for those concerned. DWP were recommending option 1, and this was felt to be the expected outcome of the consultation.

The Portfolio Holder **noted** the report.

33. FORWARD PLAN

It was noted that the Government would now make significantly reduced cost loan facilities available to local authorities for the financing of the Housing Revenue Account self-financing scheme. As a consequence the Treasury and Debt Management Strategy 2011/12 issue would be changed to an information item for the Portfolio Holder's meeting on the 15 November 2011. The recommendation to Council would be made at the meeting on 21 February 2011.

The Executive Director (Corporate Services) informed the Portfolio Holder that, following a tendering exercise, he was recommending that Ernst and Young be appointed to develop an options appraisal regarding this issue. The Portfolio Holder felt it prudent to declare an interest regarding this appointment, by virtue of a discussion held with Ernst and Young on the prompting of Councillor Burkitt, held independently of officers. The Portfolio Holder stated that he had not been involved in the selection process.

34. DATE OF NEXT MEETING

The Finance and Staffing Portfolio Holder **noted** that his next meeting would be held on 15 November 2011 at 6pm.

The Meeting ended at 7.10 p.m.

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

REPORT TO: Finance and Staffing Portfolio Holder

18 October 2011

AUTHOR/S: Executive Director (Corporate Services)

**SERVICE IMPROVEMENTS AND FINANCIAL PERFORMANCE
FOR 2011-12, QUARTER 2**

Purpose

1. The purpose of this report is to compare the actual and committed revenue and capital expenditure for the Finance and Staffing Portfolio with the working budget for 2011-12 and report on service performance for quarter 2 (2011-12).

Recommendations

2. That the Finance and Staffing Portfolio Holder notes the performance and revenue and capital expenditure for the quarter ended 30 September 2011.

Reasons for Recommendations

3. The report shows generally good performance and an acceptable comparison between the actual and committed revenue and capital expenditure against the working budget for the year.

Background

4. This is the second monitoring report to the Portfolio Holder in 2011-12, covering both performance and expenditure up to the end of September 2011. The format of this report is consistent with previous monitoring reports, in that it concentrates on the direct costs which are under the control of the relevant cost centre managers.
5. The reported figures are summarised in **Appendix A**. The profiled budgets, against which the quarter's figures are compared, are derived from the 2011-12 estimates.
6. Performance information is given in **Appendix B**.

Considerations

7. Portfolio revenue expenditure shows £95,206 in hand for the quarter ended 30 September 2011, **Appendix A**, this being expenditure and commitments for the period of £210,732 against the profiled budget of £305,938.
8. The variances shown for the services within the Finance and Staffing Portfolio are due a combination of factors including; within the Corporate Management budget a rebate of £9,000 on audit fees and an in year saving of £2,000 on the Council's subscription to the Local Government Association, an expected under-spend of £20,000 on Elections and lower expenditure and increased income within the budgets for Land Charges, Council Tax and Business Rates. The expenditure profiles have, in some cases, been based on the expected completion of work or provision of service and receipt of invoices; where this has not been achieved at the date of the report a variance will result.

9. The current under-spend of £21,253 on Democratic Representation relates to budgets for the Standards Board, Scrutiny Committee and computers for Members which are demand-led. It is anticipated that all remaining budgets will be fully spent by the end of the financial year.
10. Capital expenditure relates to the planned internal vestibule for South Cambridgeshire Hall; this is expected to be complete by the end of the financial year.
11. Performance information is given in Appendix B; comments on service improvement have been included by the Officer responsible for that performance measure.

Implications

12. Financial	Financial implications are set out in paragraphs 7 to 10
Legal, Staffing, Risk Management, Equality and Diversity	There are no Legal, Staffing, Risk Management or Equality and Diversity implications resulting from this report.
Equality Impact Assessment completed	No Not applicable as the report compares actual expenditure against the budget rather than setting out a policy, strategy or procedure
Climate Change	There are no Climate Change implications resulting from this report

Consultations

13. The cost centre managers have been informed of the expenditure and budget details.

Consultation with Children and Young People

14. There has been no consultation with children and young people on this report.

Effect on Strategic Aims

15. This report has no impact on the strategic aims of the Council.

Conclusions / Summary

16. The revenue and capital expenditure and service improvement comments are in paragraphs 7 to 11 and **Appendices A and B** and show expenditure and commitments of £210,732 against the profiled budgets of £305,938. In year savings of £31,000 have been identified, with an additional £21,000 underspend being identified as demand led, it is anticipated that the remaining budgets will be fully spent by the end of the financial year. Performance is good with most indicators on target.

Background Papers: the following background papers were used in the preparation of this report:

Budget files and the financial management system

Contact Officer: Sally Smart – Principal Accountant (Finance and Systems)
Telephone: (01954) 713076

Actuals 2010/11		Working Estimate 2011/12	Central & Dept. Overheads & other recharges	Budgeted Net direct Expenditure	Profiled Budget	Net Expenditure to date	Commitments	Adjusted Net direct Expenditure	Variance: Adjusted direct expenditure to profiled budget
£		£	£	£	£	£	£	£	£
REVENUE EXPENDITURE									
410,499	Benefits Holding Account	446,760	(1,138,660)	(691,900)	0	0	0	0	0
1,014,279	Corporate Management	830,400	(541,420)	288,980	94,220	71,341	0	71,341	(22,879)
(31,150)	Land Charges	(22,030)	(238,080)	(260,110)	(153,690)	(174,823)	0	(174,823)	(21,133)
20,135	Treasury Management	22,510	(17,490)	5,020	1,100	883	0	883	(217)
(7,002)	Cost of NNDR Collection	9,000	(16,100)	(7,100)	2,705	2,414	0	2,414	(291)
127,944	Discretionary NNDR Relief	105,000	0	105,000	0	0	0	0	0
724,325	Cost of Council Tax Collection	702,700	(790,500)	(87,800)	36,620	27,300	210	27,510	(9,110)
1,250	Miscellaneous	880	0	880	868	950	0	950	82
19,063	Elections	137,840	(60,880)	76,960	75,990	51,310	0	51,310	(24,680)
129,732	Register of Electors	136,990	(88,990)	48,000	20,820	25,095	0	25,095	4,275
1,130,593	Democratic Representation (Excluding Training)	1,156,020	(712,440)	443,580	227,305	200,852	5,200	206,052	(21,253)
3,539,668		3,526,070	(3,604,560)	(78,490)	305,938	205,322	5,410	210,732	(95,206)

Actuals 2010/11		Working Estimate 2011/12	Central & Dept. Overheads & other recharges	Budgeted Net direct Expenditure	Profiled Budget	Net Expenditure to date	Commitments	Adjusted Net direct Expenditure	Variance: Adjusted direct expenditure to profiled budget
£		£	£	£	£	£	£	£	£
CAPITAL EXPENDITURE									
0	South Cambs Hall - Internal Vestibule Area	10,000	0	10,000	0	0	0	0	0
0		10,000	0	10,000	0	0	0	0	0

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PFH Cllr Simon Edwards: September 2011

Scorecard Report by Month, Year and RAG

RAG SELECTED: N/A, RED, AMBER, GREEN

Measure Name	Frequency	Responsible Officer	Unit of Measure	Current Performance		End of Year Performance		Comments	
				Target	Actual	YTD Actual	End of Year Target		Estimate
Aim : Cllr Simon Edwards									
Approach : Services									
BV008 - % invoices paid in 30 days of receipt	MONTHLY	Adrian Burns	Percentage	98.5	97.3		98.5	97.5	78% of late invoices relate to Affordable Homes - managers have been informed. 98.4% of electronic orders were paid within 30 days during
BV009 - % Council Tax collected	MONTHLY	Phil Bird	Percentage	59.8	60.4		99.1	99.1	
BV010 - % NNDR collected	MONTHLY	Phil Bird	Percentage	62.9	61.1		99.2	99.2	
BV012 - Average days sick per staff member (low is good)	MONTHLY	Susan Gardner-Craig	Number	3.79			9		
BV015 - % Ill health retirements (low is good)	QUARTERLY	Susan Gardner-Craig	Percentage	0.86			1.5		
BV015a - % Ill health dismissals (low is good)	QUARTERLY	Susan Gardener-Craig	Percentage	0.43			0.64		
BV066a - % of Rent collected	MONTHLY	Phil Bird	Percentage	97.07	97.24		98.4	98.4	
BV066b - % Tenants owing 7+ weeks rent (low is good)	MONTHLY	Phil Bird	Percentage	3.3	2.67		3.3	3.3	
BV066c - % Notices seeking possession	MONTHLY	Phil Bird	Percentage	16	16		45	45	
BV078a - Days to process new HB/CTB claims (low is good)	MONTHLY	Dawn Graham	Number	20	29		20	20	Performance was significantly affected by the increasing caseload and staffing issues at the beginning of this year but the monthly performance is now improving.
BV078b - Days to process HB/CTB circ: changes (low is good)	MONTHLY	Dawn Graham	Number	8	15		8	8	Performance was significantly affected by the increasing caseload and staffing issues at the beginning

PFH Cllr Simon Edwards: September 2011

Scorecard Report by Month, Year and RAG

RAG SELECTED: N/A, RED, AMBER, GREEN

Measure Name	Frequency	Responsible Officer	Unit of Measure	Current Performance			End of Year Performance		Comments
				Target	Actual	YTD Actual	End of Year Target	Estimate	
BV079bi - % Recoverable overpayments	MONTHLY	Dawn Graham	Percentage	130	102.59		125	125	of this year but the monthly performance is now improving. Overpayment recovery is unpredictable but on course to achieve end of year targets
BV079bii - % HB Overpayments recovered	MONTHLY	Dawn Graham	Percentage	30.66	33.94		61.4	61.4	Overpayment recovery is unpredictable but on course to achieve end of year targets
BV079biii - % Overpayments written off (low is good)	MONTHLY	Dawn Graham	Percentage	2.5	0.49		5	5	Overpayment recovery is unpredictable but on course to achieve end of year targets
NI181 - Days to process Benefit claims	MONTHLY	Dawn Graham	Number	13	18.57		13	13	Performance was significantly affected by the increasing caseload and staffing issues at the beginning of this year but the monthly performance is now improving.
SE254 - % Risk assessments reviewed	YEARLY	Susan Walford	Percentage	100	82		100	82	All risk assessments that were in place on 1st January 2010 are due to be reviewed during the same calendar year (i.e. by the 31st December 2010).
SE256 - Minor staff accidents	MONTHLY	Susan Walford	Number	15	18		20	20	
SE257 - Staff accidents with over 3 days absence	MONTHLY	Susan Walford	Number	3	12		3	14	
SE258 - Major staff accidents	MONTHLY	Susan Walford	Number	3	1		3	1	
SF706 - % Investments Rate of return - CIPFA position	YEARLY	Adrian Burns	Percentage	75	95		75	95	The intention is to achieve a higher return than the CIPFA average over a 5-year rolling period.
SF707 - % variation General Fund Budget	MONTHLY	Adrian Burns	Percentage	3		0.5	3		
SF718 - % satisfaction with caretaking services	YEARLY	Stephen Hills	Percentage	98	98.77		98	98.77	

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PFH Cllr Simon Edwards: September 2011

Scorecard Report by Month, Year and RAG

RAG SELECTED: N/A, RED, AMBER, GREEN

Measure Name	Frequency	Responsible Officer	Unit of Measure	Current Performance			End of Year Performance		Comments
				Target	Actual	YTD Actual	End of Year Target	Estimate	
SF732 - % Cleaning service satisfaction	YEARLY	Graham Middleton	Percentage	85	82.06		85	82.06	
SF733 - % Washroom services satisfaction	YEARLY	Stephen Hills	Percentage	86	74.86		86	74.86	
SF739 - % sundry 'other' debts collected	QUARTERLY	Phil Bird	Percentage	86.4	79		96.2	96.2	Sundry Debts are all the 'other' money that is owed to the council (excludes: council tax, business rates or housing rent). Performance is difficult to predict, as invoices are raised for work or services as completed, rather than on an annual basis like council tax, business rates and housing rent.
SF740 - % Discretionary housing payment grant paid	QUARTERLY	Dawn Graham	Percentage	50	40		100	100	Payments have been less than expected although we expected these to increase from 2012. it should be noted that unlike previous years we may be able to have unspent DWP grant to be transferred to 2012/13 budget
SF743 - % previous years CT arrears paid	QUARTERLY	Phil Bird	Percentage	22.8	30.8		32	32	
SF744 - £ Income - CT & Non-Dom Rates summons	QUARTERLY	Phil Bird	Number	91500	88106		183000	183000	
SF748 - % variation in HRA budget (low is good)	MONTHLY	Adrian Burns	Percentage	3		0	3		
SF749 - % variation in Capital budget (low is good)	MONTHLY	Adrian Burns	Percentage	3		-0.1	3		
SF752 - % Invoices paid in 10 working days	MONTHLY	Adrian Burns	Percentage	80	73.9		80	75	64% of electronic orders were paid within 10 days
SF753 - % Council Tax paid by direct debit	QUARTERLY	Phil Bird	Percentage	60	71		60	71	
SF754 - % NDR paid by Direct Debit	QUARTERLY	Phil Bird	Percentage	50	52		50	52	
SF755 - % Rents paid by Direct Debit	QUARTERLY	Phil Bird	Percentage	40	40		40	40	
SF757 - No: of Revenue complaints justified	QUARTERLY	Phil Bird	Number	0	0		0	0	

PFH Cllr Simon Edwards: September 2011

Scorecard Report by Month, Year and RAG

RAG SELECTED: N/A, RED, AMBER, GREEN

Measure Name	Frequency	Responsible Officer	Unit of Measure	Current Performance			End of Year Performance		Comments
				Target	Actual	YTD Actual	End of Year Target	Estimate	
(low is good)									
SF758 - % Sundry debts 3 months overdue	QUARTERLY	Phil Bird	Percentage	5	11		5	5	See comment for SF739
(low is good)									
SF760 - % CT & Business Rates made by BACS	QUARTERLY	Phil Bird	Percentage	50	100		100	100	
SF762 - % Staff job satisfaction	YEARLY	Susan Gardner-Craig	Percentage	67	67		67	67	This was a new question, which was answered in the 2009 2-yearly staff survey. It will be asked again in the 2011 survey.
SF763 - % Staff advocate for organisation	YEARLY	Susan Gardner-Craig	Percentage	40	40		40	40	This was a new question, which was answered in the 2009 2-yearly staff survey. It will be asked again in the 2011 survey.
SF769 - % Summary of Accounts published by June	QUARTERLY	Adrian Burns	Percent	100	50		100	100	
SF771 - Successful fraud investigations.	MONTHLY	Dawn Graham	Number	6	5.42		12	12	
STR08 - Medium Term Financial Strategy (MTFS) Risks concerning the financial projections include: • not achieving delivery of savings to meet targets; • pay and inflation exceed assumptions; • interest rates do not meet forecasts • employer's pension contributions increases exceed projections; • impact of successful equal pay claims exceeds available reserves; • changes in demand for some service areas could lead to pressures in the related budgets; • unforeseen restructuring costs; • local government resource review - localisation of business rates; • major developments do not meet housing	MONTHLY	Alex Colyer	Number	10	12		10	10	IMPACT SCORE: 4. LIKELIHOOD SCORE: 3. CONTROL MEASURES/SOURCES OF ASSURANCE: Revised MTFS incorporates updated assumptions. Implement plans to deliver Council's programme in line with latest GF/HRA savings targets. EMT/SMT review progress in achieving budget targets. Explore shared service opportunities. Treasury management reports to Finance & Staffing PFH. Monitor

Scorecard Report by Month, Year and RAG

PFH Cllr Simon Edwards: September 2011

RAG SELECTED: N/A, RED, AMBER, GREEN

Measure Name	Frequency	Responsible Officer	Unit of Measure	Current Performance			End of Year Performance		Comments
				Target	Actual	YTD Actual	End of Year Target	Estimate	
trajectory forecast; • uncertainty re new homes bonus and formula grant from 2013/14; • cost of supporting development and meeting demand from growth; • impact of welfare reform (and see STR15); • costs associated with economic downturn; • HRA self financing post reforms; • availability of budget for Cabinet priorities; • Council Tax Strategy; leading to the Council needing to take action to cut its budgets, resulting in									
SX001 - % Election turnout in May	YEARLY	Paul Howes	Percentage	70	72.92		70	72.92	pay and inflation factors, pay and grading review, effect of current economic climate on demand led services and budgets. Integrated business monitoring process. Updated MTFS Forecast agreed at Council in February 2011.
SX002 - % annual canvass forms returned	YEARLY	Paul Howes	Percentage	98	97		98	97	TIMESCALE TO PROGRESS: Next integrated business monitoring report. MTFS update in November
SX005 - % Voluntary leavers of workforce	QUARTERLY	Susan Gardner-Craig	Percentage	5			11.5		This was General Election year (2010), with a high turnout.
SX005a - Total leavers as % of workforce	YEARLY	Susan Gardner-Craig	Percentage	10	11		10	11	55 out of 492 employees
SX020 - % SCDC PDR completed by May 31st	YEARLY	Susan Gardner-Craig	Percentage	90	90		90	90	90% PDRs returned by 31/05/2011.
SX037 - No: items considered by Cabinet (low is good)	QUARTERLY	Fiona McMillan	Number	5			5		
SX038 - % information items considered by Cabinet	QUARTERLY	Fiona McMillan	Percentage	0.5			0.5		
SX039 - % Key decisions in forward plan	QUARTERLY	Fiona McMillan	Percentage	100			100		
SX069 - % Contested May ward elections	YEARLY	Paul Howes	Percentage	100	100		100	100	There were 19 District ward elections in May 2010 and all 19 were contested.
SX074 - £ Cambourne overtime paid (low is good)	MONTHLY	Susan Gardner-Craig	Number	17506			210070		
SX076 - % employees inducted in their first	YEARLY	Susan	Percentage	100	76		100	76	Out of 25 new starters 19 attended

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PFH Cllr Simon Edwards: September 2011

Scorecard Report by Month, Year and RAG

RAG SELECTED: N/A, RED, AMBER, GREEN

Measure Name	Frequency	Responsible Officer	Unit of Measure	Current Performance			End of Year Performance		Comments
				Target	Actual	YTD Actual	End of Year Target	Estimate	
6-months		Gardner-Craig							<p>corporate induction within their first 6 months. Of the remaining 6, 5 were unable to attend for reasons such as leave or sickness absence.</p> <p>The remaining employee is from DSO and they do not attend the induction sessions at Cambourne due to their working hours.</p>
SX078 - % HMRC deductions by deadline	MONTHLY	Janine Shepherd	Percentage	100			100		
SX097 - Business Miles claimed (low is good)	MONTHLY	Susan Gardner-Craig	Number	39050			468606		

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

REPORT TO: Resources Portfolio Holder

15 November 2011

AUTHOR/S: Executive Director (Corporate Services)

**REVENUES QUARTERLY PERFORMANCE REPORT FOR QUARTER 2– JULY TO
SEPTEMBER 2011****Purpose**

1. To review and report on the current performance of the Revenues & Benefits Section using statistical information and further explanation where required.
2. This is not a key decision, however, the Revenues and Benefits team report quarterly on its performance.

Recommendations and Reasons

3. Portfolio Holder to note the current performance information for the Revenues and Benefits Team.

Background

4. With the abolition of Best Value Performance Indicators (BVPIs) and introduction of National Indicators (NIs) there is a significant change to the requirement for the Council to report on the performance of the Revenues and Benefits service.
5. The Council will, however, continue to be required to report on many former Revenues Services BVPIs through statistical returns (e.g. revenue collection rates). For the most part, the former BVPIs are considered to be valuable indicators of performance and therefore will continue to be reported to the Portfolio Holder. The BVPI reference numbers have been retained as a convenient way of maintaining continuity of performance reporting.

Considerations

6. The current economic climate has had a minimal impact on the collection of Council Tax, Non Domestic Rates and Housing Rent. This is due, in no small way to the efforts of the respective teams. The caseload for benefits is at an all time high and there have been significant staffing issues during this period of time; these issues are now resolved and performance is improving and backlog of work is reducing.
7. Council Tax collection for the second quarter stands at 60.4%. This is an improvement on the figure for this time last year, which was 59.8%. The end of year collection target of 99.1% remains realistic. The Team are working hard to stay on top of the impact the new developments at Northstowe and NW Cambridge will have.
8. The collection rate for Business Rates for the second quarter this year is 61.1%. The figure for the same time last year was 61.9%. As with the first quarter, the slight reduction in collection at this stage is can be attributed to two changes. Firstly, a change of legislation has lowered the liability threshold, previously a Ratepayer with a

Rateable Value of less than £18,000 paid nothing, that threshold has, with effect from 1 April 2011, been reduced to a Rateable Value of £2,600. Secondly, inflation on rate bills has risen by 4.7% this financial year. A drop of only 0.8% at this stage still represents an excellent performance by the team. Currently the Business Rates collected is all paid into a Central Government pool and re-distributed on a per capita basis. Central government is considering a Business Increase Bonus Scheme to reward local authorities where growth in the Business Rates yield exceeds a threshold and also ways of enabling Councils to retain locally raised Business Rates. In view of this I am also reporting quarterly on the numbers of business properties, those not in use and the total Rateable Value within South Cambridgeshire. The figures for the second quarter of 2011/12 are as follows and a breakdown of the types of empty properties can be found at Appendix C:

Period	Total Rateable Properties	Total Unoccupied Properties	Total RV (£)
April to June	4,299	550	175,600,021
July to September	4,293	534	176,590,781

9. Housing Rents in year collection figure is currently 97.24% of the debit raised to date compared with 97.15% for the same period last year. This represents our lowest arrears figure to date of £285k, an excellent performance by the Rents team.
10. Sundry Debts, the percentage of invoices in arrears is 18.8% compared to 13.4% at this time last year. The number of invoices paid in full at this stage is 78.7% compared to 71.9% at the end of the first quarter, an excellent performance. The balance of 2.5% is unpaid but is within the 28 days before being considered in arrears.
11. Housing and Council Tax benefits performance for processing of claims and changes is improving despite the continuing increase in the number of benefit claimants, the issues with staffing have been resolved and it is expected that performance will continue to improve during the rest of the year. The level of outstanding work is already reducing on a weekly basis and start of newly appointed staff will enable performance to improve further.
12. The performance of Overpayments recovery performance is good in all except overpayment indicator (B079bi) although it is expected that all targets will be met. The performance of overpayment recovery is volatile as it takes into account overpayments created within the current year and can fluctuate month to month.
13. The Fraud team continue to perform well. A new measure of performance has been introduced for 2011-12, which reflects cases that have been investigated but Fraud not found but benefit reduced or cancelled as well as those more serious cases that are given a Fraud Sanction. The uncertainty with regard to the fraud team moving to single team has not been resolved but has not affected performance.
14. Discretionary Housing Payments (DHP) requests have been at a lower rate than expected but this is anticipated as a result of the transition protection scheme (Local Housing Allowance) which has been put in place will result in reduction in benefits in the main taking place in 2012. It is likely that increased requests will be received following the ending of transitional protection in 2012. The current awards granted are at less

than expected that at this time of year. We expect that more awards will be made as a result of combined project with housing advice for under 35 year olds and the under spend to be reduced. The Department of Works and Pension have indicated that authorities can apply to transfer any remaining DHP to next year as they have recognised that the demand is likely to be higher in 2012/13; we are carefully monitoring the budget and will apply to move any remainder at the end of 2011/12.

15. Financial	Targets relate to revenue collection and will ensure that the Council's budgeted income is received.
Legal	The Council has a legal duty to deliver the service in accordance with Billing, Enforcement and Benefit legislation
Staffing	None
Risk Management	Failure to maintain high collection rates could have an adverse effect on the Council's budget requirements.
Equality and Diversity	We ensure that revenue collection and benefits administration are delivered in a fair and consistent manner to all members of the community.
Equality Impact Assessment completed	Yes. Partial EQIA's have been carried out on our Billing & Collection policy, Benefit Administration and Fraud Prevention Policy without any adverse impact
Climate Change	None

Consultations

16. None

Consultation with Children and Young People

17. None

Effect on Strategic Aims

- 18. The targets set continue to reflect a high standard of service, particularly in consideration of the current economic climate.
- 19. Targets are set in consideration of the current economic climate will facilitate a balanced approach to debt recovery, aiming for high collection levels but recognising the increased difficulty some residents will experience in paying bills, by not setting unrealistic targets. Also, by making sure that all those who are entitled to benefit and reliefs are encouraged to apply and applications are dealt with swiftly.
- 20. Business Rate relief can play an important role in ensuring the financial viability of rural businesses essential to the quality of life of local residents and central to the community. In particular relief is awarded to post offices, petrol stations, general stores and public houses. There is also relief available to charities and those suffering Hardship

Conclusions / Summary

21. Overall the performance to date for 2011/12 is impressive with almost all targets being met or exceeding milestones despite the economic pressures and staffing issues.

- Appendix A** Revenues & Benefits performance charts
- Appendix B** Revenues & Benefits CorVu performance report
- Appendix C** Empty Business Property Analysis

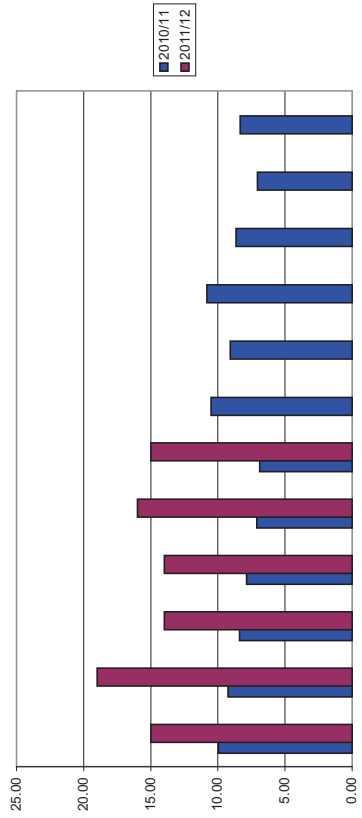
Background Papers: the following background papers were used in the preparation of this report:

None

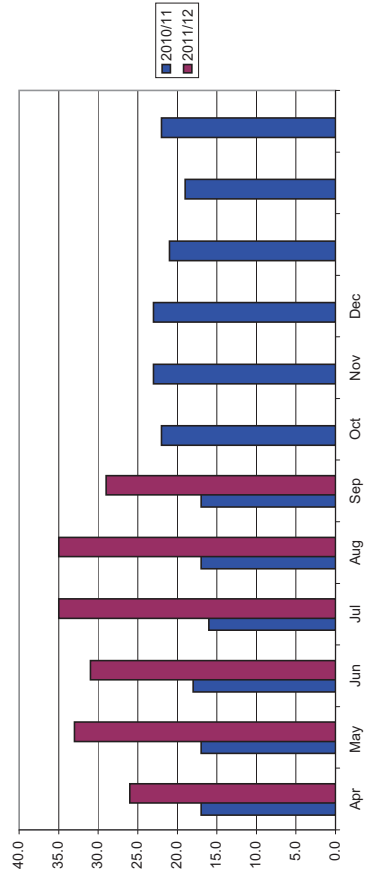
Contact Officer: Phil Bird – Revenues Manager
Telephone: (01954) 713335

Dawn Graham – Benefits Manager
Telephone: (01954) 713085

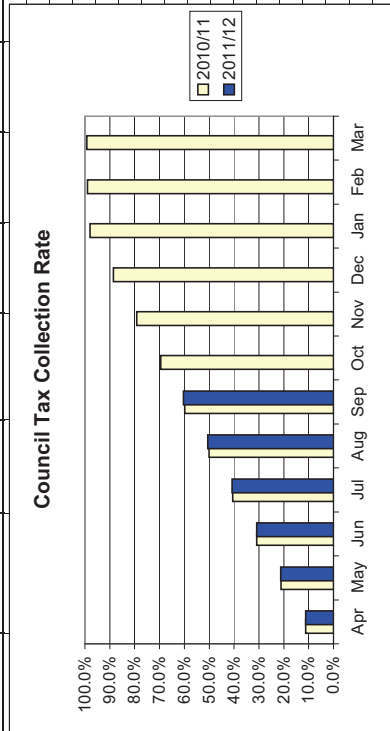
Change of Circumstance Processing



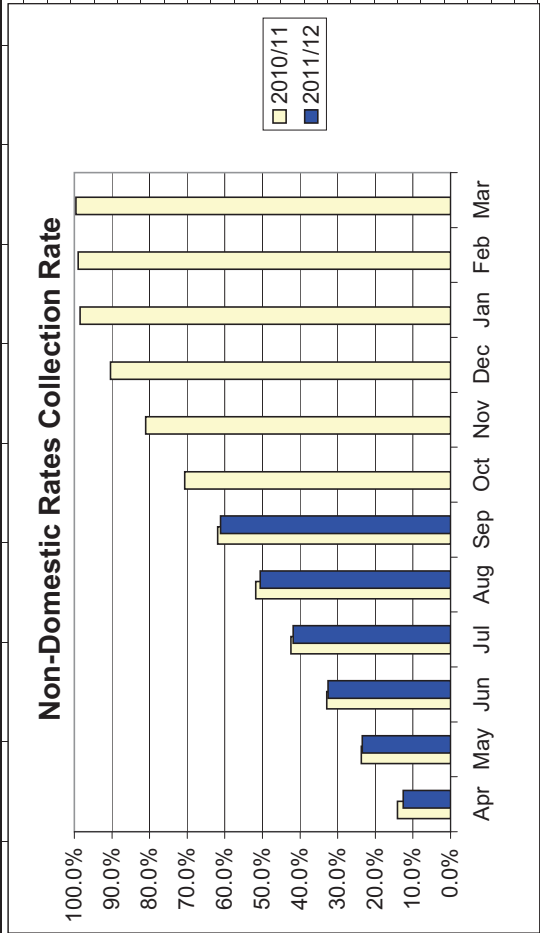
New Claims Processing



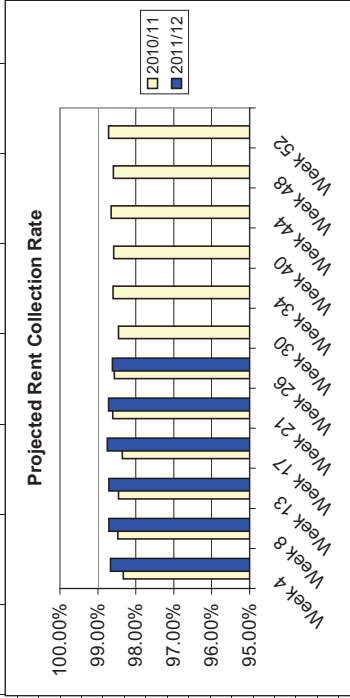
Council Tax Collection															
Current Year Collection Analysis - £ 000s												2009/10			
Year Start	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target	2008/09	
	BVPI 9														
Gross Charge	95,549	95,417	95,496	95,660	95,673	95,564	0	0	0	0	0	0	0	87,093	91,675
Reductions	-8,917	-8,932	-8,881	-9,082	-9,114	-9,006	0	0	0	0	0	0	0	-8,634	-9,053
Net Charge	86,632	86,484	86,615	86,578	86,475	86,558	0	0	0	0	0	0	0	78,459	82,628
Council Tax Benefit	0	-6,169	-6,178	-6,215	-6,204	-6,231	0	0	0	0	0	0	0	-4,998	-5,657
Net Amount Collectable	86,632	80,316	80,437	80,363	80,271	80,314	0	0	0	0	0	0	0	73,461	76,971
Gross Payments	-1,001	-9,009	-17,143	-25,054	-32,971	-40,913	-48,731	-48,731	-48,731	-48,731	-48,731	-48,731	-48,731	-73,451	-77,110
Refunds	4	14	52	108	190	246	339	339	339	339	339	339	339	596	740
Credits on Accounts	0	50	45	105	33	45	0	0	0	0	0	0	0	37	36
Net Payments	-997	-8,945	-17,046	-24,841	-32,748	-40,622	-48,392	-48,392	-48,392	-48,392	-48,392	-48,392	-48,392	-72,818	-76,335
Net Payments in Month	-997	-7,948	-8,101	-7,795	-7,908	-7,874	98	0	0	0	0	0	0	-254	-98
Outstanding balance	85,635	71,371	63,391	55,522	47,522	39,692	48,392	48,392	48,392	48,392	48,392	48,392	48,392	643	637
Collection Rate (BVPI9)	1.2%	11.1%	21.2%	30.9%	40.8%	50.6%	60.4%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	99.1%	99.2%
% Collected in month	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%	0.1%
Collection Rate Last Year	1.4%	11.2%	21.1%	30.9%	40.6%	50.1%	59.8%	79.1%	88.5%	98.0%	99.0%	99.3%	99.0%	99.1%	99.1%
Difference	-0.2%	-0.1%	0.1%	0.0%	0.2%	0.5%	0.6%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		0.0%
Previous Year Collection Analysis - £ 000s															
Arrears b/f at 1/4/11	0	1,055	1,055	1,055	1,055	1,055	1,055	1,055	1,055	1,055	1,055	1,055	1,055	1,188	
Net Payments Received	0	-112	-189	-237	-259	-293	-325	-325	-325	-325	-325	-325	-325	-384	
Written Off	0	25	25	44	51	63	70	0	0	0	0	0	0	-39	
Other adjustments	0	-35	-55	-114	-157	-197	-199	-730	-730	-730	-730	-730	-730	-193	
Balance outstanding	0	933	836	748	690	628	601	0	0	0	0	0	0	572	
Percentage of arrears paid	0.0%	10.6%	17.9%	22.5%	24.6%	27.8%	30.8%	30.8%	30.8%	30.8%	30.8%	30.8%	30.8%	32.3%	
Percentage of arrears paid 2010/11	0.0%	11.8%	18.5%	21.7%	25.9%	27.9%	29.1%	30.6%	31.7%	33.2%	33.8%	34.8%	34.8%		



Non-Domestic Rates Collection																
Current Year Collection Analysis - £ 000s												BVPI 10				
	Year Start	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target	2008/09	2009/10
Gross Charge	74,174	74,036	74,079	74,270	73,282	74,314	74,258	0	0	0	0	0	0		65,343	69,789
Mandatory Relief	-7,238	-7,227	-7,235	-7,237	-6,458	-7,464	-7,464	0	0	0	0	0	0		-6,114	-6,765
Discretionary Relief	-259	-259	-257	-262	-263	-263	-245	0	0	0	0	0	0		-235	-268
Small Business Relief	-1,156	-1,191	-1,207	-1,216	-1,248	-1,193	-1,666	0	0	0	0	0	0		-607	-710
Net Amount Collectable	65,520	65,358	65,381	65,555	65,314	65,394	64,883	0	0	0	0	0	0		58,388	62,046
Gross Payments	-840	-8,234	-15,366	-21,544	-27,758	-33,615	-40,328	-40,390	-40,390	-40,390	-40,390	-40,390	-40,390		-59,506	-63,154
Refunds	1	23	41	216	417	507	655	655	655	655	655	655	656		1,331	1,639
Credits on accounts	0	0	0	0	0	0	0	0	0	0	0	0	0		278	192
Net Payments	-839	-8,211	-15,325	-21,328	-27,341	-33,108	-39,673	-39,736	-39,736	-39,736	-39,736	-39,736	-39,735		-57,897	-61,324
Net Payments in Month	-839	-7,372	-7,114	-6,003	-6,013	-5,767	-6,565	-62	0	0	0	0	1		-242	-220
Write offs	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0
Outstanding balance	64,681	57,147	50,056	44,227	37,972	32,286	25,209	-39,736	-39,736	-39,736	-39,736	-39,736	-39,735		490	722
Collection Rate (BVPI10)	1.3%	12.6%	23.4%	32.5%	41.9%	50.6%	61.1%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		99.2%	98.8%
Collection Rate Last Year	-0.1%	14.1%	23.7%	32.9%	42.4%	51.8%	61.9%	70.7%	81.0%	90.4%	98.5%	99.0%	99.6%			0.0%
Difference	0.7%	11.9%	24.2%	34.4%	45.0%	54.5%	64.0%	73.5%	80.4%	89.9%	97.2%	99.1%	99.6%			-0.4%



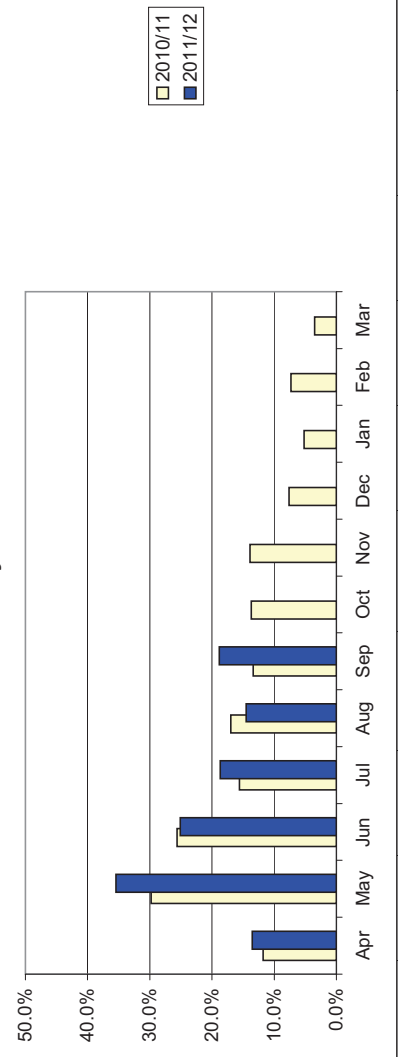
Rent Collection																
Current Tenants Collection Analysis - £ 000s																
BVPI 66a																
	Week 4	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 40	Week 44	Week 48	Week 52	Year End	Target	2008/09	2009/10
Rent charged to date	1,803	4,057	5,862	7,668	9,924	11,728	0	0	0	0	0	0	0	0	21,483	21,454
Estimated annual rent	23,436	23,438	23,446	23,455	23,456	23,456	0	0	0	0	0	0	0	0	21,483	21,454
Arrears brought forward	0	0	0	0	0	0	0	0	0	0	0	0	0	0	336	358
Rent Collectable	23,436	23,438	23,446	23,455	23,456	23,456	0	0	0	0	0	0	0	0	21,819	21,812
Current tenant arrears	313	302	302	294	300	324	0	0	0	0	0	0	0	0	358	316
Actual Collection Rate (BVPI66a)	82.66%	92.56%	94.84%	96.17%	96.98%	97.24%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.00%	98.60%	98.36%	98.55%
Projected Collection Rate (BVPI66a)	98.67%	98.71%	98.71%	98.75%	98.72%	98.62%							0.00%	98.36%	98.36%	98.55%
10/11 Actual Collection Rate (BVPI66a)	78.26%	91.16%	93.85%	95.00%	96.72%	97.15%	97.33%	97.91%	98.11%	98.36%	98.43%	98.72%				0.98360715
10/11 Projected Collection Rate (BVPI66a)	98.33%	98.47%	98.46%	98.36%	98.61%	98.57%	98.46%	98.60%	98.58%	98.65%	98.59%	98.72%				0.98360715
Projected collection rate is based on the current arrears compared against the projected full year debit																
Former Tenant Arrears Collection Analysis - £ 000s																
FTA's at 1/4/08	3	64	64	64	64	64	0	0	0	0	0	0	0	0	73	
FTA's arising since 1/4/08	67	9	5	16	5	17	0	0	0	0	0	0	0	0	105	
Written off	0	0	3	3	10	10	0	0	0	0	0	0	0	0	-36	
Payments	-3	-1	-7	-12	-14	-20	0	0	0	0	0	0	0	0	-66	
Current FTA's	64	65	66	71	66	71	0	0	0	0	0	0	0	0	76	
Tenants Owning More Than Seven Weeks Rent																
Total Number of Tenancies(*)	5,444	5,445	5,447	5,449	5,437	5,429	0	0	0	0	0	0	0	0	5,500	
Total Number > 7 Weeks Arrears (*)	140	143	134	137	136	145	0	0	0	0	0	0	0	0	221	
% > 7 Weeks in Arrears	2.6%	2.6%	2.5%	2.5%	2.5%	2.7%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	3.4%	4.0%	
Percentage of Tenants on Arrears Receiving a Notice Seeking Possession																
BVPI 66c*																
Total Number of Tenancies in Arrears (*)	1,735	1,096	1,053	1,053	1,130	1,343	0	0	0	0	0	0	1,053		1,413	
NOSPs issued in Month	16	31	54	45	35	35	0	0	0	0	0	0	0		278	
Total Number of NOSPs Served (**)	16	47	101	146	181	216	216	216	216	216	216	216	216		278	
% of Tenants Receiving NOSP (#)	0.9%	4.3%	9.6%	13.8%	16.0%	16.1%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	20.5%	20.0%	19.7%	
(#) Note: This is an approximate estimate since the number of tenants who have been at arrears at any point in the year cannot be accurately identified at the present time. Instead the highest number of tenants in arrears at any point during the year has been used. The correct figure will be higher, meaning that the actual % will be slightly low																
Tenants Evicted																
BVPI 66d																
Total Number of Tenancies (*)	5,444	5,445	5,447	5,449	5,437	5,429	0	0	0	0	0	0	0	0	5,500	
Evictions in Month	0	0	2	0	0	1	0	0	0	0	0	0	0	0	1	
Total Number of Evictions (**)	0	0	2	2	3	3	3	3	3	3	3	3	3	0	7	
% of Tenants Evicted	0%	0%	0%	0%	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0%	0.0%	0%	



* Figures are as at reported date
 ** Figures are year to date cumulatives

Sundry Debt Collection															
Sundry Debt Collection (Cumulative Figures)															
	Year Start	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target	2010/11
Balance brought forward	461,665	461,665	461,665	461,665	461,665	461,665	461,665	461,665	461,665	461,665	461,665	461,665	461,665	461,665	
Invoices raised		745,049	860,920	1,090,712	1,432,993	1,833,642	1,903,441								
Total Invoiced	461,665	1,206,714	1,322,585	1,552,377	1,894,658	2,295,307	2,365,106	461,665	461,665	461,665	461,665	461,665	461,665	461,665	
Balance outstanding	461,665	642,102	556,344	436,379	564,650	685,075	504,569	0	0	0	0	0	0	0	356,868
Arrears outstanding	208,284	163,068	468,856	389,414	353,553	332,511	445,135	-	-	-	-	-	-	-	155,166
Percentage paid	0.0%	46.8%	57.9%	71.9%	70.2%	70.2%	78.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Percentage outstanding	100.0%	53.2%	42.1%	28.1%	29.8%	29.8%	21.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Percentage in arrears	45.1%	13.5%	35.4%	25.1%	18.7%	14.5%	18.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Aged Debt Analysis															
Current month	253,381	479,034	87,488	46,965	211,097	352,564	59,434								521,254
> 1 month overdue	86,889	10,011	343,679	30,451	28,030	43,057	159,870								428,742
> 2 months overdue	8,389	37,470	4,377	250,165	7,434	11,612	28,266								3,720
> 3 months overdue	113,006	115,587	120,800	108,798	318,089	277,842	256,999								61,625
Total Arrears	208,284	163,068	468,856	389,414	353,553	332,511	445,135	-	-	-	-	-	-	-	494,087
Total Outstanding	461,665	642,102	556,344	436,379	564,650	685,075	504,569								1,015,341
Aged Debt Analysis as % of Total Charge															
Current month		39.7%	6.6%	3.0%	11.1%	15.4%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.8%
> 1 month overdue		0.8%	26.0%	2.0%	1.5%	1.9%	6.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.9%
> 2 months overdue		3.1%	0.3%	16.1%	0.4%	0.5%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%
> 3 months overdue		9.6%	9.1%	7.0%	16.8%	12.1%	10.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%
Total Arrears		13.5%	35.4%	25.1%	18.7%	14.5%	18.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.2%
Total		53.2%	42.1%	28.1%	29.8%	29.8%	21.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	21.0%
Arrears 2010/11		11.8%	29.8%	25.6%	15.6%	17.0%	13.4%	13.7%	13.9%	7.6%	5.2%	7.3%	3.5%		

Sundry Debt Arrears



Scorecard Report by Month & Year

Report Scorecards > PFH Cllr Simon Edwards

Selected Month: September 2011

Measure Name	Frequency	Responsible Officer	Unit of Measure	Current Performance		End of Year Performance		Comments	
				Target	Actual	YTD Actual	End of Year Target		Estimate
PFH Cllr Simon Edwards									
Aim : Cllr Simon Edwards									
Approach : Services									
BV008 - % invoices paid in 30 days of receipt	MONTHLY	Adrian Burns	Percentage	98.5	97.3		98.5	97.5	78% of late invoices relate to Affordable Homes - managers have been informed. 98.4% of electronic orders were paid within 30 days during
BV009 - % Council Tax collected	MONTHLY	Phil Bird	Percentage	59.8	60.4		99.1	99.1	
BV010 - % NNDR collected	MONTHLY	Phil Bird	Percentage	62.9	61.1		99.2	99.2	
BV012 - Average days sick per staff member (low is good)	MONTHLY	Susan Gardner-Craig	Number	3.79			9		There is an unavoidable delay each month in this data being available. It can be updated shortly after the 22nd of each month.
BV015 - % Ill health retirements (low is good)	QUARTERLY	Susan Gardner-Craig	Percentage	0.86			1.5		The Council aims to minimise the number of retirements and dismissals however, where appropriate, long term ill health cases will be resolved using the ill health and retirement options.
BV015a - % Ill health dismissals (low is good)	QUARTERLY	Susan Gardener-Craig	Percentage	0.43			0.64		The Council aims to minimise the number of retirements and dismissals however, where appropriate, long term ill health cases will be resolved using the ill health and retirement options.
BV066a - % of Rent collected	MONTHLY	Phil Bird	Percentage	97.07	97.24		98.4	98.4	
BV066b - % Tenants owing 7+ weeks rent	MONTHLY	Phil Bird	Percentage	3.3	2.67		3.3	3.3	

Scorecard Report by Month & Year

Report Scorecards > PFH CIIr Simon Edwards
Selected Month: September 2011

Measure Name	Frequency	Responsible Officer	Unit of Measure	Current Performance		End of Year Performance		Comments	
				Target	Actual	YTD Actual	End of Year Target		Estimate
(low is good)									
BV066c - % Notices seeking possession	MONTHLY	Phil Bird	Percentage	16	16		45	45	
BV078a - Days to process new HB/CTB claims (low is good)	MONTHLY	Dawn Graham	Number	20	29		20	20	Performance was significantly affected by the increasing caseload and staffing issues at the beginning of this year but the monthly performance is now
BV078b - Days to process HB/CTB circ: changes (low is good)	MONTHLY	Dawn Graham	Number	8	15		8	8	Performance was significantly affected by the increasing caseload and staffing issues at the beginning of this year but the monthly performance is now
BV079bi - % Recoverable overpayments	MONTHLY	Dawn Graham	Percentage	130	102.59		125	125	Overpayment recovery is unpredictable but on course to achieve end of year targets
BV079bii - % HB Overpayments recovered	MONTHLY	Dawn Graham	Percentage	30.66	33.94		61.4	61.4	Overpayment recovery is unpredictable but on course to achieve end of year targets
BV079biii - % Overpayments written off (low is good)	MONTHLY	Dawn Graham	Percentage	2.5	0.49		5	5	Overpayment recovery is unpredictable but on course to achieve end of year targets
NI181 - Days to process Benefit claims	MONTHLY	Dawn Graham	Number	13	18.57		13	13	Performance was significantly affected by the increasing caseload and staffing issues at the beginning of this year but the monthly performance is now
SE254 - % Risk assessments reviewed	YEARLY	Susan Walford	Percentage	100	82		100	82	All risk assessments that were in place on 1st January 2010 are due to be reviewed during the same calendar year (i.e. by the 31st December 2010).

Scorecard Report by Month & Year

Report Scorecards > PFH Cllr Simon Edwards

Selected Month: September 2011

Measure Name	Frequency	Responsible Officer	Unit of Measure	Current Performance		End of Year Performance		Comments	
				Target	Actual	YTD Actual	End of Year Target		Estimate
SE256 - Minor staff accidents	MONTHLY	Susan Walford	Number	15	18		20	20	
SE257 - Staff accidents with over 3 days absence	MONTHLY	Susan Walford	Number	3	12		3	14	
SE258 - Major staff accidents	MONTHLY	Susan Walford	Number	3	1		3	1	
SF706 - % Investments Rate of return - CIPFA position	YEARLY	Adrian Burns	Percentage	75	95		75	95	The intention is to achieve a higher return than the CIPFA average over a 5-year rolling
SF707 - % variation General Fund Budget	MONTHLY	Adrian Burns	Percentage	3			3		
SF718 - % satisfaction with caretaking services	YEARLY	Stephen Hills	Percentage	98	98.77		98	98.77	
SF732 - % Cleaning service satisfaction	YEARLY	Graham Middleton	Percentage	85	82.06		85	82.06	
SF733 - % Washroom services satisfaction	YEARLY	Stephen Hills	Percentage	86	74.86		86	74.86	
SF739 - % sundry 'other' debts collected	QUARTERLY	Phil Bird	Percentage	86.4	79		96.2	96.2	Sundry Debts are all the 'other' money that is owed to the council (excludes: council tax, business rates or housing rent). Performance is difficult to predict as invoices are raised for work or services as completed, rather than on an annual basis like council tax, business rates and housing rent.
SF740 - % Discretionary housing payment grant paid	QUARTERLY	Dawn Graham	Percentage	50	40		100	100	Payments have been less than expected although we expected these to increase from 2012. it should be noted that unlike previous years we may be able to have unspent DWP grant to be transferred to 2012/13 budget
SF743 - % previous years CT arrears paid	QUARTERLY	Phil Bird	Percentage	22.8	30.8		32	32	
SF744 - £ Income - CT & Non-Dom Rates summons	QUARTERLY	Phil Bird	Number	91500	88106		183000	183000	

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Scorecard Report by Month & Year

Report Scorecards > PFH Cllr Simon Edwards

Selected Month: September 2011

Measure Name	Frequency	Responsible Officer	Unit of Measure	Current Performance		End of Year Performance		Comments
				Target	Actual	YTD Actual	End of Year Target	
SF748 - % variation in HRA budget (low is good)	MONTHLY	Adrian Burns	Percentage	3			3	
SF749 - % variation in Capital budget (low is good)	MONTHLY	Adrian Burns	Percentage	3			3	
SF752 - % Invoices paid in 10 working days	MONTHLY	Adrian Burns	Percentage	80	73.9		80	75 64% of electronic orders were paid within 10 days
SF753 - % Council Tax paid by direct debit	QUARTERLY	Phil Bird	Percentage	60	71		60	71
SF754 - % NDR paid by Direct Debit	QUARTERLY	Phil Bird	Percentage	50	52		50	52
SF755 - % Rents paid by Direct Debit	QUARTERLY	Phil Bird	Percentage	40	40		40	40
SF757 - No: of Revenue complaints justified (low is good)	QUARTERLY	Phil Bird	Number	0	0		0	0
SF758 - % Sundry debts 3 months overdue (low is good)	QUARTERLY	Phil Bird	Percentage	5	11		5	5 See comment for SF739
SF760 - % CT & Business Rates made by BACS	QUARTERLY	Phil Bird	Percentage	50	100		100	100
SF762 - % Staff job satisfaction	YEARLY	Susan Gardner-Craig	Percentage	67	67		67	67 This was a new question, which was answered in the 2009 2-yearly staff survey. It will be asked again in the 2011 survey.
SF763 - % Staff advocate for organisation	YEARLY	Susan Gardner-Craig	Percentage	40	40		40	40 This was a new question, which was answered in the 2009 2-yearly staff survey. It will be asked again in the 2011 survey.
SF769 - % Summary of Accounts published by June	QUARTERLY	Adrian Burns	Percent	100	50		100	100
SF771 - Successful fraud investigations.	MONTHLY	Dawn Graham	Number	6	5.42		12	12
STR08 - Medium Term Financial Strategy (MTFS) Risks concerning the financial projections include: • not achieving delivery of savings to meet targets; • pay and inflation exceed assumptions; • interest	MONTHLY	Alex Colyer	Number	10	12		10	10 IMPACT SCORE: 4. LIKELIHOOD SCORE: 3. CONTROL MEASURES/SOURCES OF

Scorecard Report by Month & Year

Report Scorecards > PFH Cllr Simon Edwards Selected Month: September 2011

Measure Name	Frequency	Responsible Officer	Unit of Measure	Current Performance		End of Year Performance		Comments	
				Target	Actual	YTD Actual	End of Year Target		Estimate
rates do not meet forecasts • employer's pension contributions increases exceed projections; • impact of successful equal pay claims exceeds available reserves; • changes in demand for some service areas could lead to pressures in the related budgets; • unforeseen restructuring costs; • local government resource review - localisation of business rates; • major developments do not meet housing trajectory forecast; • uncertainty re new homes bonus and formula grant from 2013/14; • cost of supporting development and meeting demand from growth; • impact of welfare reform (and see STR15); • costs associated with economic downturn; • HRA self financing post reforms; • availability of budget for Cabinet priorities; • Council Tax Strategy; leading to the Council needing to take action to cut its budgets, resulting in								<p>ASSURANCE: Revised MTFS incorporates updated assumptions. Implement plans to deliver Council's programme in line with latest GF/HRA savings targets. EMT/SMT review progress in achieving budget targets. Explore shared service opportunities. Treasury management reports to Finance & Staffing PFH. Monitor pay and inflation factors, pay and grading review, effect of current economic climate on demand led services and budgets. Integrated business monitoring process. Updated MTFS Forecast agreed Council in February 2011.</p> <p>TIMESCALE TO PROGRESS: Next integrated business</p>	
SX001 - % Election turnout in May	YEARLY	Paul Howes	Percentage	70	72.92		70	72.92	This was General Election year (2010), with a high turnout.
SX002 - % annual canvass forms returned	YEARLY	Paul Howes	Percentage	98	97		98	97	
SX005 - % Voluntary leavers of workforce	QUARTERLY	Susan Gardner-Craig	Percentage	5			11.5		
SX005a - Total leavers as % of workforce	YEARLY	Susan Gardner-Craig	Percentage	10	11		10	11	55 out of 492 employees
SX020 - % SCDC PDR completed by May 31st	YEARLY	Susan Gardner-Craig	Percentage	90	90		90	90	90% PDRs returned by 31/05/2011.
SX037 - No: items considered by Cabinet	QUARTERLY	Fiona McMillan	Number	5	4		5	5	

Scorecard Report by Month & Year

Report Scorecards > PFH Cllr Simon Edwards Selected Month: September 2011

Measure Name	Frequency	Responsible Officer	Unit of Measure	Current Performance		End of Year Performance		Comments	
				Target	Actual	YTD Actual	End of Year Target		Estimate
(low is good)									
SX038 - % information items considered by Cabinet	QUARTERLY	Fiona McMillan	Percentage	0.5	0		0.5	0	
SX039 - % Key decisions in forward plan	QUARTERLY	Fiona McMillan	Percentage	100	100		100	100	
SX069 - % Contested May ward elections	YEARLY	Paul Howes	Percentage	100	100		100	100	There were 19 District ward elections in May 2010 and all 19 were contested.
SX074 - £ Cambourne overtime paid (low is good)	MONTHLY	Susan Gardner-Craig	Number	17506			210070		
SX076 - % employees inducted in their first 6-months	YEARLY	Susan Gardner-Craig	Percentage	100	76		100	76	Out of 25 new starters 19 attended corporate induction within their first 6 months. Of the remaining 6, 5 were unable to attend for reasons such as leave or sickness absence. The remaining employee is from DSO and they do not attend the induction sessions at Cambourne due to their working hours.
SX078 - % HMRC deductions by deadline	MONTHLY	Janine Shepherd	Percentage	100			100		
SX097 - Business Miles claimed (low is good)	MONTHLY	Susan Gardner-Craig	Number	39050			468606		

Appendix C**Business Rates Empty Property Analysis**

Property Description	Quarter 1	Quarter 2
Caravan Pitch and premises	2	2
Petrol Filling Station and Premises	1	1
Vehicle Repair Workshop and Premises	8	7
Garage and Premises	1	1
Car Showroom & premises & Workshop	1	0
Road Haulage Depot and Premises	1	1
Guest House and Premises	1	1
Public House and Premises	8	8
Club and Premises	1	1
Outdoor Market and Premises	1	1
Offices and Premises	256	231
Car Park and Premises	1	1
Restaurant and Premises	2	2
Shop and Premises	15	18
Bank and Premises	2	3
Betting Shop and Premises	1	1
Hairdressing Salon	3	3
Kiosk and Premises	2	2
Post Office and Premises	4	4
Showroom and Premises	3	3
Retail Warehouse and Premises	1	1
Warehouse and Premises	39	43
Land used for storage and premises	19	18
Store and Premises	60	63
Warehouse and premises and Office	1	1
Industrial	7	4
School and Premises	3	3
Factory and Premises	11	12
Workshop and premises	73	77
Business Unit and Premises	4	4
Clubhouse and Premises	1	1
Hall and Premises	1	1
Sports Ground and Premises	2	2
Swimming Pool and Premises	1	1
Leisure	5	4
Police Station and Premises	2	2
Communication Station and Premises	5	5
Miscellaneous	1	1

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SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

REPORT TO: Finance and Staffing Portfolio Holder

15 November 2011

AUTHOR/S: Executive Director (Corporate Services)

FINANCIAL POSITION – SEPTEMBER 2011 & PROJECTED OUTTURN**Purpose**

1. To provide EMT/Finance and Staffing Portfolio Holder with a monthly position statement on the General Fund, HRA and Capital Expenditure.
2. This is not a key decision but is providing information to EMT/Finance and Staffing Portfolio Holder.

Recommendations

3. EMT/Finance and Staffing Portfolio Holder are requested to note the projected expenditure position.

Executive Summary

4. This position statement is reporting on the variance between the working estimates and the projected Outturn at the end of September. Below is a summary of September's projections and for comparison purposes the corresponding August's projections.

	September's Projected Outturn		August's Projected Outturn		Movement
	Compared to Working Estimate		Compared to Working Estimate		Appendix 1
	Overspend + / Underspend ()				
	£	%	£	%	£
General Fund	(226,300)	(1.51)	(154,900)	(1.03)	(71,400)
Housing Revenue Account (HRA)	6,400	0.03	(4,900)	(0.02)	11,300
Capital	(1,800)	(0.02)	(2,400)	(0.03)	600

Background

5. This report provides an update to the report to the Finance and Staffing Portfolio Holder on 18 October 2011.
6. In view of the previous year's underspending the individual budgets identified in **Appendix 1** have been selected on the basis of either the size of the budget, the risk associated with that budget, or on the basis of previous over/under spending.

Considerations

Financial Position

7. A summary position statement is provided at **Appendix 1**.
8. Highlighted below are the significant items.

Revenue

General Fund

- a. An analysis of the under/over spends for Salary related costs, as compared to the working estimates indicates a net underspend of £4,700 this is a reduction of £34,300 from the August's reported underspend. This is mainly because of extensions to fixed term contracts;
- b. **Land Charges** is estimated to have a net overspend of £42,000 because of a potential refund of income;
- c. **Refuse Collection** is predicted to overspend by £7,000. This is because the ambitious savings target on the commercial trade waste service is not currently being achieved; the shortfall is estimated to be £68,000. This is offset by a saving due to active management of sickness levels on the Household and Trade Waste Services to give the net position;
- d. **Street Cleansing** is predicted to underspend by £15,000 because of vacant posts. It is anticipated that these posts will be filled in the near future;
- e. **Dry Recycling Collection Service** income from paper sales, material value and recycling credits is greater than originally anticipated. This is the result of greater tonnages being collected and advantageous conditions negotiated within the contract for processing the recycling materials collected through the blue bin scheme. The predicted year end over-recovery is estimated to be £150,000;
- f. **Environmental Health General** will underspend by a net £19,000 because of £27,000 savings on the procurement of the private sector housing stock condition survey offset by £8,000 extra expenditure on prosecutions. This additional expenditure may be able to be recovered;
- g. **Licensing Income** is £20,000 greater than originally estimated;
- h. The cost of bringing responsibility for maintaining **Footway Lighting** back to SCDC from Parish Councils is estimated in 2011/12 to be £28,000
- i. **Flood Defence Work** at Covills Drain of £90,000 has been approved. Whilst a grant application has been submitted to DEFRA for the purposes of this report no amount has been assumed to be received in this financial year;
- j. If current **Development Control Income** were projected forward then there would be a £40,000 shortfall. However, it is expected that we will receive further large-scale development fees so for the purpose of this report a break-even position has been assumed. The movement of £100,000 from the previous month's position is because in September £144,800 of income was

received of which £78,400 was for a major development application for NW Cambridge;

- k. **Corporate Management** will save £9,100 because of reduced fees on External Audit and £2,000 on the Local Government Association Subscription. Of the £11,100 it is estimated that £3,200 will be recharged to the HRA leaving a net £7,900 saving on the General Fund;
- l. The effect on salary costs this year of the Job Evaluation exercise is estimated at £62,300 of which £59,600 relates to the General Fund and £2,700 to the HRA. This does not include any additional costs which may arise from the appeals process;
- m. Cabinet has agreed to the proposal to restructure the £150,000 **Support for Economic Downturn** so that £60,000 will now be spent in 2012/13 so giving an underspend in this year but increasing the budget in next year;
- n. The **New Homes Bonus** received from Central Government is £868,600 which is £68,600 more than the figure used in setting the estimates;
- o. **Elections** is expected to underspend by £20,000 because some of the costs originally expected to be incurred in holding District elections can be claimed from Central Government as the Alternative Vote Referendum was held at the same time;
- p. **Democratic Representation** is currently underspent by £21,300 re the Standards Board, Scrutiny Committee and Computer for Members budgets. As these items are demand led it has been assumed that these items will be fully spent;
- q. **Interest on Balances** has an expected surplus of £29,000 because of favourable rates achieved through direct dealing with clearing banks and balances being higher than expected;

Housing Revenue Account (HRA)

- r. Housing Repairs on current projected expenditure and commitments would be expected to underspend by £178,100. However, as expenditure increases during the winter months it is expected that this position will be managed to ensure that roughly a break-even outturn occurs;
- s. The **Building Maintenance Contractor** is predicted to have a surplus of £8,100 because they have won additional work than that originally budgeted for;
- t. **Sheltered Housing** is predicted to underspend by £22,000 because of vacancies and long-term sickness. This is after £108,000 has been vired from this budget to fund the out of hours response service;
- u. **Tenant Participation** is expected to underspend by £5,000 mainly because of savings re printing and consultation expenditure;

Capital

- v. Only £42,800 of the £504,000 ICT Development programme has been spent so far. The major part of this programme is for the PC Virtualisation Project, which is in the proof of concept stage but is on target as per the project plan. However, any unforeseen delays/programme changes would impact on the spend this year and the requirement for roll-over and could also impact on the saving target in 2012/13;
- w. We have managed to partially offset the cost of the replacement precinct sweeper by trading in the old vehicle for £7,500 when the new vehicle is delivered: and

Implications

- 9. The Council needs to ensure that it spends within its budgets, because of the impact on the level of balances and the implication for the Medium Term Financial Strategy.

10. Financial	As detailed in the report.
Legal	None.
Staffing	No immediate impact.
Risk Management	As Above.
Equality and Diversity	None.
Equality Impact Assessment completed	No Report is for Information and in itself has no equality impact
Climate Change	None.

Consultations

- 11. None.

Consultation with Children and Young People

- 12. None.

Effect on Strategic Aims

13.	Commitment to being a listening council, providing first class services accessible to all.
	The effect of any under or overspending on the achievement of corporate aims, service priorities and performance indicators and the linking of budgets with service performance is an outstanding issue which needs to be addressed.
	Commitment to ensuring that South Cambridgeshire continues to be a safe and healthy place for all.
	See above
	Commitment to making South Cambridgeshire a place in which residents can feel proud to live.
	See above
	Commitment to assisting provision for local jobs for all.
	See above
	Commitment to providing a voice for rural life.
	See above

Conclusions/Summary

14. The forecast outturn on the General Fund is a net underspend of £226,300. This net underspend amounts to 1.51% of the Net District Council Expenditure for the financial year ending 2011/12. Of this £60,000 will be required in 2012/13 so this is a real underspend of £166,300 1.11% of the Net District Council Expenditure.
15. The HRA predicted overspend of £6,400 equates to 0.03% of gross expenditure.
16. Capital Expenditure has a predicted underspend of £1,800, which is 0.02% of gross expenditure.

Background Papers: the following background papers were used in the preparation of this report:

Original Estimates 2011/12,
Financial Management System Reports

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Graham Smith – Best Value/Management Accountant,
Telephone: (01954) 713077

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Significant Budget Items

Previously Reported (Under)/ Over Spend Compared to Working Estimate £		Original Estimate 2011/12 £	Working Estimate 2011/12 £	Actual Income & Expenditure to 30th September as at 21/10/11 £	Projected (Under)/ Over Spend Compared to Working Estimate £	Movement from Previous Month's Position £	Report Paragraph References
	Revenue						
	Expenditure						
(39,000)	Departmental Accounts (note 1)	15,182,210	15,175,080	7,410,711	(4,700)	34,300	a
0	Central Overheads (note 2)	1,303,200	1,303,980	639,968	0	0	
63,000	Land Charges	(260,110)	(260,110)	(174,823)	42,000	(21,000)	b
(21,000)	Refuse Collection	2,204,120	2,204,120	855,579	7,000	28,000	c
(55,000)	Street Cleansing	605,440	605,440	225,459	(15,000)	40,000	d
(120,000)	Dry Recycling Collection Service	316,000	292,600	333,244	(150,000)	(30,000)	e
0	Homelessness	127,250	104,780	3,983	0	0	
2,600	Net HRA Recharges	(310,680)	(310,680)	0	3,200	600	l
0	Development Control (Gross Expenditure)	119,840	62,840	27,768	0	0	
100,000	Development Control (Income)	(1,167,970)	(1,167,970)	(390,790)	0	(100,000)	j
0	Building Control	(363,570)	(363,570)	(199,845)	(25,000)	(25,000)	
0	Planning Policy	85,700	84,700	7,575	0	0	
(36,500)	Other	858,080	834,900	613,542	(21,100)	15,400	f,g,h,i,k,l,m,n,o,p
0	Savings Target	(160,000)	(20,000)	0	0	0	
(105,900)	Total	18,539,510	18,546,110	9,352,371	(163,600)	(57,700)	
(29,000)	Interest on Balances	(550,000)	(550,000)	(280,945)	(29,000)	0	q
0	Interest transferred to Housing Revenue Account	24,000	24,000	0	0	0	
(134,900)	Total	18,013,510	18,020,110	9,071,426	(192,600)	(57,700)	
(20,000)	Less Departmental/Overheads recharged to HRA & Capital	(3,044,730)	(3,051,330)	0	(33,700)	(13,700)	
(154,900)	Net General Fund Total	14,968,780	14,968,780	9,071,426	(226,300)	(71,400)	

Previously Reported (Under)/ Over Spend Compared to Working Estimate £		Original Estimate 2011/12 £	Working Estimate 2011/12 £	Actual Income & Expenditure to 30th September as at 21/10/11 £	Projected (Under)/ Over Spend Compared to Working Estimate £	Movement from Previous Month's Position £	Report Paragraph References
<u>Housing Revenue Account</u>							
0	Housing Repairs - Revenue	3,122,800	3,085,800	1,128,817	0	0	r
(12,600)	Building Maintenance Contractor (net less recharges)	(389,250)	(389,250)	(148,527)	(8,100)	4,500	s
(22,000)	Sheltered Housing (Gross Expenditure)	1,587,670	1,587,670	695,634	(22,000)	0	t
0	Sheltered Housing (Gross Income)	(1,484,000)	(1,484,000)	(10,032)	0	0	
0	General Administration	329,930	329,930	188,516	0	0	
0	Outdoor Maintenance	17,210	17,210	55,069	0	0	
100	Other (including Payment to Government & Capital Charges)	17,546,060	17,576,460	127,295	(5,500)	(5,600)	k,l,u
0	Rent Income	(23,650,000)	(23,650,000)	(35,807)	0	0	
29,600	Recharged Departmental & Overhead Accounts	2,959,950	2,966,550	0	42,000	12,400	
=====							
(4,900)	Housing Revenue Account Total	40,370	40,370	2,000,965	6,400	11,300	
=====							
<u>Capital</u>							
<u>Capital Expenditure</u>							
<u>HRA Capital</u>							
0	Housing Repairs - Capital	3,951,000	3,951,000	1,350,871	0	0	
0	Acquisition of Existing Dwellings	400,000	400,000	120,770	0	0	
0	Other	65,000	65,000	3,468	0	0	
<u>GF Capital</u>							
0	ICT Development	504,000	504,000	42,803	0	0	v
0	Repurchase of GF Sheltered Properties	1,400,000	1,400,000	206,580	0	0	
0	Improvement Grants	790,000	790,000	348,474	0	0	
0	Other	1,193,840	1,383,840	308,560	0	0	
(2,400)	Recharged Departmental & Overhead Accounts	27,280	27,280	0	(1,800)	600	
=====							
(2,400)	Capital Expenditure Total	8,331,120	8,521,120	2,381,526	(1,800)	600	
=====							
<u>Capital Receipts</u>							
0	Right to Buy Sales	(1,014,060)	(1,014,060)	(413,000)	0	0	
0	HRA Equity Share & Other Sales	(306,520)	(306,520)	(280,700)	0	0	
0	GF Equity Share & Other Sales	(1,736,920)	(1,736,920)	(495,750)	0	0	
(7,500)	Other Capital Receipts	0	0	0	(7,500)	0	w
0	Transfer to DCLG re pooling of capital receipts	750,000	750,000	375,000	0	0	
0	Other Grants & Allowances	(5,238,520)	(5,238,520)	(467,684)	0	0	
(7,200)	Recharged Departmental & Overhead Accounts	57,500	57,500	0	(6,500)	700	
=====							
(14,700)	Capital Receipts Total	(7,488,520)	(7,488,520)	(1,282,134)	(14,000)	700	
=====							

Notes:

1. This excludes sheltered housing and manual workers in the Housing and Environmental Services Department and capital charges which are reversed out in the General Fund summary.
2. This includes office accommodation at Cambourne and the depot at Landbeach but it excludes capital charges, which are reversed out in the General Fund summary and departmental recharges as the cost is already included in Departmental Accounts. It also includes Central Expenses and Central Support Services.

3. General Fund gross expenditure on services excluding recharges, capital charges and capital financing.

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SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

REPORT TO: Finance & Staffing Portfolio Holder 15 November 2011
AUTHOR/S: Executive Director (Corporate Services)

SICKNESS ABSENCE 1 JULY 2011 – 30 SEPTEMBER 2011**Purpose**

1. The purpose of this report is to provide information on sickness absence for 1 July 2011 to 30 September 2011 and is a quarterly monitoring report.
2. This is not a key decision but forms part of the regular monitoring reports.

Recommendations

3. It is recommended that Finance & Staffing Portfolio Holder note the content of the report.

Executive Summary

4. The Council must utilise all resources effectively in order to deliver excellent services and value for money to its communities. Managers need to focus on ensuring that they minimise the level of absence and maximise performance.

Background

5. **Sickness statistics**

(a) Sickness PI

The sickness PI for the period **1 July 2011 to 30 September 2011** was **3.42** days sickness absence per FTE. The total days sickness per FTE therefore for the combined period of Quarters 1 and 2 (**1 April 2011 to 30 September 2011**) therefore is **6.35** against an annual target figure of 9 for 2011/12.

This is an increase in the PI for the same period in **2010/11**, which was **3.07** days per FTE. (However it is a decrease for the total cumulative period of Quarters 1 and 2, which was **6.40 for Q1 and Q2 2010-11**)

(FTE used = 447.08 (at start of period 01/07/2011))

Trend information for BVPI 12 – days sickness per FTE (2011/12)

Quarter	Q1	Q2	Q3	Q4
BVPI 12 figure	2.93	3.42		
Cumulative	2.93	6.35		

Year	05/06	06/07	07/08	08/09	09/10	10/11	11/12
BVPI 12 year end figure	10.75	11.15	10.15	12.69	12.65	12.13	TBC
FTE at						449.28	TBC

end of year	445.64	441.71	460.38	459.03	448.86		
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(b) Benchmark figures by corporate area

Area	Number of available working days lost due to sickness		
	QUARTER 2 01/07/11- 30/09/11	No. Employee's with sickness absence days in period	Comments
Affordable Homes (ex. SH & DLO)	215.8	18	1 dismissal (long term sickness) 2 return to works (long term sickness)
Sheltered Housing	252.0	17	1 dismissal (long term sickness) 1 Ill Health Retirement
DLO	131.0	7	2 return to works (long term sickness)
Chief Executive Team	0.0	0	
Community & Customer Services	42.9	7	
Corporate Services:	333.9	33	Total of 5 departments below
Accountancy	3.3	1	
HR & Payroll	50.8	2	
ICT	28.0	7	
Legal & Dem Services	10.6	3	
Revenues & Benefits	49.7	20	
Health & Environment (ex. DSO)	199.5	9	
DSO	350.0	38	2 return to works (long term sickness)
Planning & New Communities	198.4	26	1 return to work (long term sickness)
Total	<u>1532.0</u>	155	

Sickness absence levels have increased by 13.1% on last quarter (Q1 2011-12).

The 1532.0 days sickness absence can be attributed to **155 employees**. Which is **32.36%** of the total staff for the period. (479 Headcount at 01/07/2011)

**(c) Sickness Days per person in Quarter 2 (01/07/2011 – 30/09/11)
(compared to last quarter)**

Area	FTE at 01/04/2011	Sickness days per person in Quarter 1 (11/12)	FTE at 01/07/2011	Sickness days per person in Quarter 2 (11/12)	+/- days change from Q1 11/12 to Q2 11/12
Affordable Homes (ex. SH & DLO)	58.49	4.73	57.84	3.73	Down 1.00
- Sheltered Housing	43.41	5.60	41.72	6.04	Up 0.44
- DLO	16.00	5.56	17.00	7.71	Up 2.15
Chief Executives and PAs	5.00	0.00	5.00	0.00	No Change
Community & Customer Services	20.40	0.35	18.20	2.36	Up 2.01
<i>Corporate Services (Total of 5 depts below)</i>	<i>110.1</i>	<i>0.78</i>	<i>101.16</i>	<i>3.30</i>	<i>Up 2.52</i>
- Accountancy	14.84	0.54	13.96	0.24	Down 0.30
- HR & Payroll	6.10	0.48	6.21	8.18	Up 7.70
- ICT	24.40	1.64	22.40	1.25	Down 0.39
- Legal & Democratic Services	15.54	0.87	13.91	0.76	Down 0.11
- Revenues & Benefits	49.22	0.57	44.68	1.11	Up 0.54
Health & Environment	40.42	3.79	41.92	4.76	Up 0.97
- DSO	90.5	3.70	87.00	4.02	Up 0.32
Planning & New Communities	78.03	2.10	77.24	2.57	Up 0.47

The sickness days recorded per FTE for the whole Council was **3.42 in Quarter 2**, this is an increase of 0.49 days since Quarter 1 (where 2.93 sickness days were recorded per FTE).

(d) Long-term v Short-term sickness

Department	QUARTER 2 - 01/07/2011 – 30/09/2011 sickness			
	No of days Long term (20+ days)	% of dept absence that = Long Term	No of days Short term	% of dept absence that = Short Term
Affordable Homes (exc. SH and DLO)	166.0	76.9%	49.8	23.1%
- Sheltered Housing	175.15	69.5%	76.85	30.5%
- DLO	120.0	91.6%	11.0	8.4%
Chief Executives & PAs	0.0	0.0%	0.0	0.0%
Community & Customer Services	0.0	0.0%	42.9	100.0%
Corporate Services	48.0	14.4%	285.9	86.6%
- Accountancy	0.0	0.0%	3.3	100.0%
- Business & Customer Services	0.0	0.0%	0.0	0.0%
- HR & Payroll	48.0	5.5%	2.8	94.5%
- ICT	0.0	0.0%	28.0	100.0%
- Legal & Democratic Services	0.0	0.0%	10.6	100.0%
- Revenues & Benefits	0.0	0.0%	49.7	100.0%
Health & Environment (ex. DSO)	171.0	85.7%	28.5	14.3%
- DSO	209.0	59.7%	141.0	41.3%
Planning & New Communities	152.0	76.6%	46.4	23.4%
Total	1041.15	68.0%	497.15	32.0%

Over two thirds (68%) of sickness absence during the period can be attributed to long-term sickness (periods over 20 days in duration).

These long-term periods of absence are attributable to **26 employees**.

Long-term sickness has increased by 17.4% since last quarter (886.5 out of 1352.7 days were attributed to long-term sickness)

(e) Sickness absence by reason given – Quarter 2 Alone (01/07/11 – 30/09/11) (figures quoted as number of working days lost)

Reason	Affordable Homes	- Sheltered Hsg	- DLO	Chief Exec Team	Community & Customer Service	Corp Services - Accountancy	Corp Services – Bus/Cust Services	Corp Services – HR & Payroll	Corp Services - ICT	Corp Services – Legal & Dem Services	Corp Services – Revenues & Benefits	Health & Env't Services	- DSO	Planning & New Communities	TOTAL
Back	18.0	75.0							10.0		1.0		6.0	1.0	111.0
Chest/respiratory		6.0	1.0								1.0		1.0	66.0	75.0
Ear, nose, mouth, eye	49.0				1.0					8.6	1.0		2.0	13.4	75.0
Face															0.0
Genito-urinary		1.0								1.0	0.8			1.0	3.8
Headaches & migraine		1.0			2.0				3.0				3.0	4.0	13.0
Heart, blood pressure, circulation		2.0			1.0							66.0	66.0		135.0
Operation & post op recovery		43.0									20.0		45.0		108.0
Other	67.0	13.4	2.0						2.0			74.0	1.0	69.0	228.4
Other Muscular-Skeletal	34.8	12.0	118.0					48.0	5.0		2.0		148.5	29.0	397.3
Pregnancy related					16.0						5.8			2.0	23.8
Stomach, liver, kidney, digestion	5.0	1.0	4.0					2.8	2.0		11.1	4.2	32.5	3.0	65.6
Stress, depression & mental health	22.0	13.6			10.9							39.0	23.0		108.5
Viral	20.0	84.0	6.0		12.0	3.3			6.0	1.0	7.0	16.3	22.0	10.0	187.6
Total	215.8	252.0	131.0	0.0	42.9	3.3	0.0	50.8	28.0	10.6	49.7	199.5	350.0	198.4	1532.0

f) Summary of Sickness by Reason compared to last quarter and Quarter 1 (2010-11)

Reason	Days lost for Quarter 2 (2010-11) 01/07/10 – 30/09/10	Days lost for Quarter 1 (2011-12) 01/04/11 – 30/06/11	Days Lost for Quarter 2 (2011-12) 01/07/11 – 30/09/11	Change since last quarter (Q1 11-12) -/+	Change since Quarter 2 last year (10-11) -/+
Back	237.0	148.6	111.0	37.6 less	126.0 less
Chest/respiratory	50.0	72.0	75.0	3.0 more	25.0 more
Ear, nose, mouth, eye	19.0	53.3	75.0	21.7 more	56.0 more
Face	0.0	0.0	0.0	No change	No change
Genito-urinary	0.0	2.0	3.8	1.8 more	3.8 more
Headaches & migraine	20.0	7.9	13.0	5.1 more	7.0 less
Heart, blood pressure, circulation	12.0	87.0	135.0	48.0 more	123.0 more
Operation & post op recovery	143.0	83.0	108.0	25.0 more	35.0 less
Other	105.0	220.5	228.4	7.9 more	123.4 more
Other Muscular-Skeletal	134.0	294.0	397.3	103.3 more	263.3 more
Pregnancy related	19.0	11.6	23.8	12.2 more	4.8 more
Stomach, liver, kidney, digestion	66.0	62.7	65.6	2.9 more	0.4 less
Stress, depression & mental health	503.0	162.2	108.5	53.7 less	394.5 less
Viral	84.0	147.9	187.6	39.7 more	103.6 more
Total	<u>1392.0</u>	<u>1352.7</u>	<u>1532.0</u>	179.3 more	140.0 more

This demonstrates that there has been an overall increase (13.1%) in sickness absence levels since the last quarter (Q1 2011-12), and there has been a 10.1% increase since the same quarter last year (Q2 2010-11).

There has continued to be a **significant drop in absence caused by stress, depression and mental health** since both the last quarter (a 33.1% drop) and since the same quarter last year (a 78.4% drop). However the sickness absence levels caused by **Muscular-Skeletal problems has increased considerably** by 35.1% since last quarter and 196.5% since the same quarter last year (Q2 2010-11).

Considerations

- 6. Service areas collect their own sickness information; this is then provided to HR Payroll and entered on the HR-Payroll system. Monthly reports are sent to line managers identifying individual sickness patterns for employees in their section and are copied to corporate managers and service managers to report back to HR on action.
- 7. While the Quarter 2 figures are disappointing, September 2011 has shown a marked improvement on sickness absence figures from the previous months (with a 24.43% decrease in days absence per FTE from August 2011). Sickness absence was unusually high during August 2011 with the sickness figures shown in this report for Q2 being attributed as follows:
 - July 2011: 33.5% of absences
 - August 2011: 38.2% of absences
 - September 2011: 28.3% of absences
- 8. The HR team continues to work with managers to implement the Management of Sickness Absence Policy and during 2011 a series of mandatory training sessions on Managing Sickness Absence have been rolled out to all staff with line management responsibilities, to date there are 10 managers yet to attend the sessions. During the quarter, there were 10 long-term sickness cases closed: 2 dismissals, 1 Ill Health Retirement and 7 returns to work.

Implications

9. Financial	Under the Green Book the maximum amount of contractual sick pay after 5 years local government service is 6 months at full pay, 6 months half pay. There are also the financial costs involved in temporary cover in long-term sickness cases to maintain service delivery.
Legal	The Council has an obligation to make reasonable adjustments to allow a disabled employee to continue working or to join the organisation. Sickness records are a protected category under the Data Protection Act provisions in relation to employee records.
Staffing	Sickness absence means duties need to be covered or reallocated to ensure continuity of service delivery
Risk Management	There are minimal levels of risk
Equal Opportunities	There is currently minimal monitoring from an equal opportunity perspective on sickness absence

Effect on Strategic Aims

- 10. **Commitment to being a listening council, providing first class services accessible to all:** Reducing the number of days lost to sickness absence will have an impact on improving service delivery for residents.

Background Papers: the following background papers were used in the preparation of this report:

Performance Indicators

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
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Portfolio Holder Meeting	Agenda Title	Key Purpose	Corporate Manager(s)	Responsible Officer(s)
20 Dec 11	Service Plan Priorities 2012/13	Decision	Alex Colyer	Paul Howes
	Finance Monitoring Report for All Services 2011/12 - update	Monitoring	Alex Colyer	Graham Smith
	Capital and Revenue Estimates for Staffing & Central Overhead Estimates 2012/13	Decision	Alex Colyer	John Garnham
	Strategic Risk Register – Q3	Decision	Alex Colyer	John Garnham
	Welfare Reform	Monitoring	Alex Colyer	Dawn Graham
17 Jan 12	Welfare Reform	Monitoring	Alex Colyer	Dawn Graham
	Finance Monitoring Report for All Services 2011/12 - update	Monitoring	Alex Colyer	Graham Smith
	Capital and Revenue Estimates 2012/13	Recommendation to Cabinet/Council	Alex Colyer	Adrian Burns
21 Feb 12	Revenue Collection Performance – Q3	Monitoring	Alex Colyer	Phil Bird/Dawn Graham
	Service Improvements & Financial Performance 2011/12 – Q3	Monitoring	Alex Colyer	Adrian Burns / Sally Smart
	Finance Monitoring Report for All Services 2011/12 - update	Monitoring	Alex Colyer	Graham Smith
	Welfare Reform	Monitoring	Alex Colyer	Dawn Graham
	Leavers – Q3	Monitoring	Alex Colyer	Susan G-Craig
	Sickness Absence – Q3	Monitoring	Alex Colyer	Susan G-Craig
	Treasury Management Update – Q3	Monitoring	Alex Colyer	Adrian Burns
20 Mar 12	Welfare Reform	Monitoring	Alex Colyer	Dawn Graham
	Finance Monitoring Report for All Services 2011/12 - update	Monitoring	Alex Colyer	Graham Smith
	Procurement Strategy	Decision	Alex Colyer	John Garnham
	Strategic Risk Register – Q4	Decision	Alex Colyer	John Garnham
	Risk Management Strategy	Recommendation to Corp Gov Cttee	Alex Colyer	John Garnham
15 May 12	Revenue Collection Performance – Q4	Monitoring	Alex Colyer	Phil Bird/Dawn Graham

Portfolio Holder Meeting	Agenda Title	Key Purpose	Corporate Manager(s)	Responsible Officer(s)
	Leavers – Q4	Monitoring	Alex Colyer	Susan G-Craig
	Sickness Absence – Q4	Monitoring	Alex Colyer	Susan G-Craig
	Welfare Reform	Monitoring	Alex Colyer	Dawn Graham
	Finance Monitoring Report for All Services 2011/12 - update	Monitoring	Alex Colyer	Graham Smith
	Service Improvements & Financial Performance 2011/12 – Q4	Monitoring	Alex Colyer	Adrian Burns / Sally Smart