

Appendices

2



NORTHAMPTON
BOROUGH COUNCIL

Item No.

CABINET REPORT

Report Title	FINANCE AND PERFORMANCE REPORT TO THE END OF JANUARY 2012
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AGENDA STATUS: PUBLIC

Cabinet Meeting Date:	7 March 2012
Key Decision:	YES
Listed on Forward Plan:	YES
Within Policy:	YES
Policy Document:	NO
Directorate:	Management Board
Accountable Cabinet Member:	Cllr A Bottwood
Ward(s)	N/A

1. Purpose

- 1.1 This report presents the Council's key financial and performance exceptions for the year to date.

2. Recommendations

- 2.1 That Cabinet note the contents of the report and recommends actions to be taken, if any, to address the issues arising.
- 2.2 To approve the following capital variation.

Scheme Reference & Description	Narrative	2011-12 £	Future Years £	Funding Source
General Fund				
2011-12/GF31 V01 Stagecoach Relocation	Agreement with Stagecoach has now been finalised. The budget originally included £0.5m for associated costs that are to be reclaimed from Legal & General – these are being dealt with as revenue income & expenditure.	(3,500,000)	3,000000	WNDC Grant
Housing HRA				
2011-12/HRA22 V02 Community Energy Saving Scheme	Contractual issues has caused a delay on the start of this programme which means that the majority of this budget will need to be carried over to the next financial year. The whole project will be completed by September 2012 therefore there are no issues with spending this money in the next financial year.	(726,828)	726,828	HRA



3. Issues and Choices

3.1 Report Background






- 3.1.1 The purpose of this report is to assist Cabinet in monitoring the progress against the delivery of the Corporate Plan priorities within the agreed capital and revenue budgets for general fund and HRA by highlighting the key exceptions and identifying any emerging issues as notified by service managers.
- 3.1.2 It is important that the savings built into the budget are achieved in order to minimise the impact on the Council's general reserves and the budget for future years. Should any of the savings be unachievable Management Board and Heads of Service are responsible for identifying and undertaking appropriate management action to deliver alternative savings or income.
- 3.1.3 The report takes into consideration the progress of key projects being delivered across the Council, achievement against performance indicators and financial/resource information.
- 3.1.4 Portfolio holders receive detailed information on all the measures monitoring the Corporate Plan within their portfolios.
- 3.1.5 To bring capital appraisals and variations for noting and approval.

3.2. Issues











3.2.1 Performance Exceptions on Corporate Plan Priorities

This section of the report brings to the attention of Cabinet those measures that are under () or over () performing by corporate priority against their profiled monthly targets. Appendix 1 provides further detail of the issues and actions being taken by service areas.










Theme 1 - You

Measure	Portfolio	Performance	Actual	Target	Appendix Page Reference
HI 10 Total number of people sleeping rough on the streets (A)	Housing		15.00	8.00	2
HI 36 Number of affordable homes delivered (NI 155)(Q)	Housing		14.00	54.00	2
LT03 Total Attendance to Street Football Sessions (M)	Community Engagement		7,918.00	7,560.00	2
RB01 Time taken to process Housing Benefit/CTB new claims and change events - days (M)	Finance		9.81	11.35	2
HI 07 Number of households living in temporary accommodation (NI156) (M)	Housing		40.00	75.00	2

Theme 2 – Your Town

Measure	Portfolio	Performance	Actual	Target	Appendix Page Reference
ESC01 No. of missed Bins/Boxes as a % of those collected	Environment		0.07	0.02	3
ESC03 No KG household waste collected, not sent for reuse, recycling or not composted (M)	Environment		29,197,530	24,343,391	3
ESC04 % household waste recycled and composted (NI192)	Environment		42.93	47.00	3
ESC08 % of Land and Highways assessed with litter falling below acceptable level-FlyPosting (NI195d)	Environment		1.00	0.00	3
ESC12 Level of quality against an agreed standard-Open Spaces & Parks - Graffiti & Fly Posting (%)	Environment		9.72	2.00	3
ESC14 No. of overall complaints	Environment		1,002.00	800.00	3
NI157a SM Percentage of 'small scale' major planning apps determined within 13 weeks (M)	Regeneration, Enterprise & Planning		56.25	75.00	3
PP06 % change in serious acquisitive crime from the baseline (M)	Leader		4.45	-8.33	4
TCO02 Number of events delivered in partnership: parks and open spaces (Q)	Community Engagement		5.00	6.00	4
TCO05 Percentage increase in Town Centre footfall compared to 2010-11 (Q)	Regeneration, Enterprise & Planning		-3.83	2.00	4
CH08 No of visits to/usage's of museums per 1,000 population (M)	Community Engagement		587.09	527.80	5
ESC06 % of Land and Highways assessed with litter falling below acceptable level - Detritus (NI195b)	Environment		3.83	8.00	5
ESC10 Level of quality against an agreed standard - Open Spaces & Parks - Litter (%)	Environment		0.00	5.00	5
PP08 % change in most serious violence from the baseline (M)	Leader		-12.64	-4.10	5
TCO01 Number of events delivered in partnership: Town Centre (Q)	Community Engagement		10.00	6.00	5
TCO09 Number of visitors receiving free one hour parking (Q)	Regeneration, Enterprise & Planning		29,363.00	27,000.00	5

Theme 3 – Your Council

Measure	Portfolio	Performance	Actual	Target	Appendix Page Reference
BV012 The number of working days / shifts lost to sickness absence (M)	Leader		9.63	7.50	6
BV012_12r Ave. no. of days/shifts lost to sickness for rolling 12 month period (M)	Leader		11.65	9.17	6
CS13 Percentage of ALL calls into the Contact Centre answered (M)	Community Engagement		87.46	95.00	6
CS14 One-Stop shop: Percentage of all cust. waiting less than 15 mins (excl. licensing) (M)	Community Engagement		83.37	95.00	6
HI 04 Percentage void rent loss (M)	Housing		1.50	1.16	6
CEX01 Total number of Local Government Ombudsman First Enquiries (cases completed) (Q)	Leader		10.00	15.00	7
CEX02 Av no. of days taken to deal with LG Ombudsman First Enquiries (cases completed) (Q)	Leader		21.10	28.00	7
FIN27 NBC procurement savings for the year against costs of NBC procurement (M)	Finance		390,763.36	308,333.30	7
RB07 Total % of debt outstanding, not in recovery and overdue (M)	Finance		2.68	8.20	7

3.2.2 Key Financial Indicators Exceptions

Target of £0k means that the target is to deliver the budget

Dashboard Indicator Description	Latest Position		Target	RAG
Total GF Revenue Controllable Budget	Saving	£242k	£0	B
Total HRA Revenue Controllable Budget	Saving	£15k	£0	B
Debt Financing Budget	Saving	£507k	£0	B

3.2.3 General Fund and HRA Revenue Budget Issues

Three of the 20 services with general fund budgets are reporting a material adverse variation. Paragraph 3.2.3.4 to 3.2.3.6, below refers. The following table explains the main under and overspends on the General Fund.

Service Area	£,000
Assistant Chief Executive	-348
Head of Regeneration and Development	-293
Head of Planning	-195
Call Care	136
Neighbourhood Environmental Services	307
Town Centre Management	219

- 3.2.3.1 **Assistant Chief Executive (Blue)** The Borough Council Election was held in combination with the UK parliamentary voting system, costs were shared equally between these two areas, with the referendum costs being funded by central government. Therefore the Council's election costs were approximately halved. There are further savings as a result of vacant posts and on a number of budget headings, none of which are significant on their own.
- 3.2.3.2 **Head of Regeneration and Development (Blue)** The successful outcome from a ground rent review has meant that there is a one off saving of £332k due to the backdating of the monies. Offsetting this is a £106k under-achievement of property rental income due to higher vacancies.
- 3.2.3.3 **Head of Planning (Blue)** The fee income received is over performing the budget. This has been taken into account in the 2012/13 budget.
- 3.2.3.4 **Call Care (Red)** There has been a reduction in income due to the loss of Call Care service contract to external organisations. This has been largely offset by other savings in the Strategic Housing area. There is currently a review of the whole Call Care service to ensure that it will deliver value for money going into the future
- 3.2.3.5 **Neighbourhood & Environmental Services (Red)** Managers are reporting a forecast overspend of £307k after management action. This is due to a number of additional costs incurred prior to the successful delivery of the Enterprise Contract. These include additional temporary staff cost and overtime of £289k, vehicle repair and hire costs of £205k, premises repairs and NNDR costs of £250k; offset by additional recycling credits of £70k and additional contract savings of £354k and other minor variations of £13k.
- 3.2.3.6 **Town Centre Management (Red)** Car Park daily ticket income has reduced by £155k. This is due to a 2.3% downturn trend in the usage of car parks and because of the Council absorbing the change in VAT rate. Market stall income has also reduced and is forecast to be under by £45k. A number of other small reductions in income make up the difference involving the bus station and town centre business contributions. In addition to this the loss of income due to the 1 hour free parking policy is forecast to be £188k for the year; this will be funded from an earmarked reserve and therefore has no impact on the forecast for the service.
- 3.2.4 **Debt Financing (Blue)** This area is forecasting a saving of £507k. This is due to an over achievement of investment income as a result of higher balances during the year due mainly to capital carry forward, so has no impact for 2012/13. There is also a technical financing adjustment which contributes to this one off saving.

3.2.5 Total HRA Revenue Controllable Budget (Blue)

Managers are currently reporting a saving of £15k on the HRA. This is after a £690k adjustment Capital Allowance calculations on HRA subsidy and a £144k overspend on General Management relating to Housing IT systems upgrades, trainee schemes and employee costs. There is also a revised forecast contribution to earmarked reserves of £600k, an overspend on Repairs and Maintenance of £236k relating to employees and other minor variations offset by a saving on central support recharges relating to capitalised salaries.

3.2.6 Capital Programme Budgets

In line with the delegated authority to the Chief Finance Officer and portfolio holder the appraisals and variations approved under the delegated authority are reported at Appendix 2 for information.

3.2.6.1 **General Fund:** Managers are currently forecasting the General Fund capital programme as being underspent by £198k on various projects. There is also forecast carry forward to 2012/13 of £4.48m, mainly being Grosvenor Greyfriars £3m.

3.2.6.2 **Housing Revenue Account (HRA):** Managers are currently forecasting a £71k overspend on the HRA capital programme being the net position of the Gas Appliance replacement programme. There is also forecast carry forward to 2012/13 of £115k.

3.2.7 Data Quality

The Council has processes in place to ensure that the data and information it provides to support management decision making is as reliable as possible. The Council has a strategy to improve data quality and service areas are working to achieve the objectives within it. This is closely linked to the Council's risk assessment processes and is monitored each month as part of the Council's Performance Management Framework.

3.3 Choices (Options)

3.3.1 Cabinet is asked to note the reported position.

4. Implications (including financial implications)

4.1 Policy

4.1.1 The Council agreed a balanced budget for the Capital Programme and Revenue budgets for HRA and General Fund in February 2011. The monitoring of delivery of the budget is through the budget monitoring framework.

4.1.2 Corporate measures are monitored regularly to track progress towards delivering our priorities, as detailed in the Council's Corporate Plan. Service areas annually develop objectives, measures and targets to ensure the delivery of the Corporate Plan through the service planning process. The monitoring of progress is through the Performance Management Framework.

4.2 Resources and Risk

4.2.1 This report informs the Cabinet of the forecast outturn positions for capital and revenue, HRA and General Fund as at the end the period. It also highlights the key risks identified to date in delivering those budgets and where performance measures are significantly over or under performing.

- 4.2.2 There will be an ongoing impact in future years of not achieving the savings within the 2011/12 budget, particularly where services move outside the direct control of NBC.
- 4.2.3 All objectives, measures and actions within the Service Plans are risked assessed and challenged before final approval. The challenge process includes the agreement of performance targets and the capacity / ability to deliver the plans with appropriate resource set aside to do so.

4.3 Legal

- 4.3.1 There are no specific legal implications arising from this report.

4.4 Equality

- 4.4.1 There are no specific equalities implications arising from this report.

4.5 Consultees (Internal and External)

- 4.5.1 Heads of Service and Budget Managers and Management Board are consulted as part of the budget and performance monitoring process on a monthly basis.
- 4.5.2 Performance data (financial and non financial) is published on the NBC website.

4.6 How the Proposals deliver Priority Outcomes

- 4.6.1 Performance monitoring (financial and non financial) by exception and using it to improve performance is good practice in terms of efficient and effective management. It focuses on the key areas and therefore contributes directly to the priorities of sustaining “effective and prudent financial management” and being “an agile transparent organisation with good governance”.

4.7 Other Implications

- 4.7.1 There are no other implications arising from this report.

5. Background Papers

- 5.1 Cabinet and Council Budget and Capital Programme Reports February 2011.
- 5.2 Finance Monitoring Dashboard to the end of May 2011 report to Cabinet
- 5.3 Corporate Performance Highlight Report to the end of October 2011 to Cabinet.

Dale Robertson, Head of Performance and Change, 01604 837110
Isabell Procter, Director of Finance and Support, 01604 838757
Management Board, C/o David Kennedy, Chief Executive, 01604 837726

Appendix 1

Corporate Performance Highlight Report

- Priority 1** You
- Priority 2** Your Town
- Priority 3** Your Council



NORTHAMPTON
BOROUGH COUNCIL



In October 2011 Northampton Borough Council undertook full data quality and validation of Corporate performance measures. Following this process the report may contain revised figures when compared to earlier reports. Further data validation processes are being implemented by Northampton Borough Council for Leisure Trust and Environmental Services Contract measures. Data in future reports may change following this process.

YOU

Supporting you when you need it

Ensuring homes are available for local people

Encouraging healthy, active, green living



Key

- Exceptional or over performance
- ▲ Outside agreed target tolerance
- ▼ Good to be low: Better
- ✘ Good to be low: Worse
- ▲ Good to be High: Better
- ✘ Good to be High: Worse
- ➡ No change
- ! No target available
- ? No data available

YOU: RED measures

	Measure ID & Name	Jul 11 YTD	Oct 11 YTD	Jan 12 YTD	Mar 12 YTD	Latest YTD Jan 2012	Current YTD Profiled Target Jan 2012	Annual Target Mar 2012	DOT v's same time last yr
Smaller is Better	HI 10 Total number of people sleeping rough on the streets (A)	4	4	15	15	▲	8	8	✘
<p>This measure is reported once each year in November. For the Corporate Performance Highlight Report only; July 2011 and October 2011 show the result from November 2010 as the latest available figure. January 2012 and March 2012 will show November 2011 performance. Rough sleeping has increased nationally due to the economic environment. 60% of all rough sleepers are from the A10 communities (communities from the new EU area e.g. Romania, Poland and Latvia) due to the loss of employment. Northampton is seen as a national and regional best practice exemplar. During December 2011 Northampton Borough Council in partnership with NAASH (Northampton Association for the Accommodation of Single Homeless) was chosen as one of only 40 projects to receive funding from the Department for Communities and Local Government (DCLG) for the 'No 2nd night out' initiative. The initiative aims to ensure that anyone who ends up sleeping on the streets gets help quickly, so that it doesn't happen again. The project provides support to new rough sleepers with intensive support focusing on debt management, employment and family mediation with some of the funding being used to provide 24-hour supported housing for up to 11 people who would otherwise be sleeping on the streets.</p>									
Bigger is Better	HI 36 Number of affordable homes delivered (NI 155)(Q)	0	7	14	-	▲	54	100	✘
<p>This quarter's figures are substantially below target due to a specific scheme being delayed by about 10 weeks. The delay was a result of severe weather conditions, poor ground conditions, and the signing of a wayleave agreement which impacted on the installation and connection of power to a building. The figures will therefore fall into the 4th quarter. It is now unlikely that the 100 unit target will be met by the year end. A number of schemes, that were expected to be delivered in the year, did not start on site early enough to be delivered within the financial year. The outturn at year end is now expected to be approximately 85.</p>									

YOU: BLUE measures

	Measure ID & Name	Jul 11 YTD	Oct 11 YTD	Jan 12 YTD	Mar 12 YTD	Latest YTD Jan 2012	Current YTD Profiled Target Jan 2012	Annual Target Mar 2012	DOT v's same time last yr
Smaller is Better	HI 07 Number of households living in temporary accommodation (NI156) (M)	33	33	40	-	●	75	75	✘
<p>Although still performing within target, there has been an increase in the number of households living in temporary accommodation. January often sees an increase in homelessness applications, and households in temporary accommodation, as following the Christmas period, family and friends are no longer willing to accommodate.</p>									
Bigger is Better	LT03 Total Attendance to Street Football Sessions (M)	3,337	5,862	7,918	-	●	7,560	9,090	?
<p>The weather in general has been warmer than last year, combined with increased marketing of the sessions and this has been reflected in this months totals.</p>									
Smaller is Better	RB01 Time taken to process Housing Benefit/CTB new claims and change events - days (M)	12.6	10.7	9.8	-	●	11.4	11.0	▼
<p>Quarter 4 is traditionally a difficult time with the year end requirements and rent increases for the next year. We are in a good position to deal with this workload and remain on target</p>									

YOUR TOWN



Helping create a clean, green and safe Northampton

Delivering inviting and enjoyable open spaces

Driving the development of a confident, ambitious, successful Northampton

Key

- Exceptional or over performance
- ▲ Outside agreed target tolerance
- ✔ Good to be low: Better
- ✘ Good to be low: Worse
- ✔ Good to be High: Better
- ✘ Good to be High: Worse
- ➡ No change
- ! No target available
- ? No data available

YOUR TOWN: RED measures									
	Measure ID & Name	Jul 11 YTD	Oct 11 YTD	Jan 12 YTD	Mar 12 YTD	Latest YTD Jan 2012	Current YTD Profiled Target Jan 2012	Annual Target	DOT v's same time last yr
Smaller is Better	ESC01 No. of missed Bins/Boxes as a % of those collected	0.15 %	0.09 %	0.07 %	-	▲	0.02 %	0.02 %	?
The number of missed bins has increased from 209 in Dec, to 544 in Jan. This is due to new rounds being introduced during January and the additional food waste collections.									
Smaller is Better	ESC03 No KG household waste collected, not sent for reuse, recycling or not composted (M)	7,379,270	18,409,680	29,197,530	-	▲	24,343,391	30,411,311	?
The amount of residual waste collected has increased due to changes made to rounds which resulted in an additional black bin collection for some areas									
Bigger is Better	ESC04 % household waste recycled and composted (NI192)	45.41 %	44.43 %	42.93 %	-	▲	47.00 %	47.00 %	?
Recycling tonnage has increased due to the introduction of food waste collections, and an increase in garden waste. Residual waste has also increased, leading to an overall rise in total waste									
Smaller is Better	ESC08 % of Land and Highways assessed with litter falling below acceptable level-FlyPosting (NI195d)	0.33 %	0.33 %	1.00 %	-	▲	0.00 %	0.00 %	?
Areas observed with fly-posting have increased from one in September to three in December. These are being targeted for improvement.									
Smaller is Better	ESC12 Level of quality against an agreed standard-Open Spaces & Parks - Graffiti & Fly Posting (%)	8.33 %	1.39 %	9.72 %	-	▲	2.00 %	2.00 %	?
The off track performance has been due to high levels of graffiti being found on litter bins. When spotted by the crews, it has been reported and removed.									
Smaller is Better	ESC14 No. of overall complaints	412	716	1,002	-	▲	800	1,000	?
Complaints have shown an increase due to the introduction of the new food waste service, and the change of rounds/collection days									
Bigger is Better	NI157a SM Percentage of 'small scale' major planning apps determined within 13 weeks (M)	66.67	62.50	56.25	-	▲	75.00	75.00	✘
In January 2012, we determined 5 small scale planning applications, 3 of which were within 13 weeks of receipt.									
Due to Planning Committee and a Section 106 agreement, 2 of the applications were determined out of time.									

Smaller is Better	PP06 % change in serious acquisitive crime from the baseline (M)	-2.78	-1.79	4.45	-	▲	-8.33	-10.00	?
<p>Serious acquisitive crime continues to increase and move further off target, the partnership are now unlikely to meet the year end target given the period left of the year. 48 more crimes were recorded in Jan 2012 compared to Jan 2011. This is primarily due to high volumes of thefts from vehicles, as burglary from a dwelling decreased for the 2nd successive month, as did theft of vehicles. There has been a shift in hotspot locations for this type of crime compared with recent years, and the partnership are delivering targetted responses to address. Car safe operations in partnership with the police, educating the public about leaving valuables in vehicles, and target hardening of properties are the primary responses being utilised.</p>									
Bigger is Better	TCO02 Number of events delivered in partnership: parks and open spaces (Q)	1	4	5	-	▲	6	6	?
<p>One event held in December 2011, the 'Light Night'. Our partners supported events in the Town Centre with contributions totalling £43k in the last quarter.</p>									
Bigger is Better	TCO05 Percentage increase in Town Centre footfall compared to 2010-11 (Q)	4.30	-0.48	-3.83	-	▲	2.00	2.00	?
<p>Footfall figures for December show an 8% increase in comparison with the same period in 2010. The success of recent Town Centre events contributed to this increase.</p>									

YOUR TOWN: BLUE measures									
	Measure ID & Name	Jul 11 YTD	Oct 11 YTD	Jan 12 YTD	Mar 12 YTD	Latest YTD Jan 2012	Current YTD Profiled Target Jan 2012	Annual Target Mar 2012	DOT v's same time last yr
Bigger is Better	CH08 No of visits to/usage's of museums per 1,000 population (M)	248.60	465.52	587.09	-	●	527.80	591.94	✖
Usage performance continues to be strong and has been supported by an over achievement of anticipated visits in person.									
Smaller is Better	ESC06 % of Land and Highways assessed with litter falling below acceptable level - Detritus (NI195b)	7.50 %	7.50 %	3.83 %	-	●	8.00 %	8.00 %	?
There has been an improvement in areas surveyed for detritus. There have been significant improvements on other highways and recreation land where issues observed have halved. This has been offset by slight increases on the other land uses due mainly to falling leaves.									
Smaller is Better	ESC10 Level of quality against an agreed standard - Open Spaces & Parks - Litter (%)	3.33 %	0.00 %	0.00 %	-	●	5.00 %	5.00 %	?
Performance levels have been maintained, with no inspected areas having litter problems									
Smaller is Better	PP08 % change in most serious violence from the baseline (M)	-7.14	-7.14	-12.64	-	●	-4.10	-5.00	?
Most serious violence (MSV) further improved against target this month, having recorded 45% (10 incidents) less crimes than January 2011. The partnership will reach the target if less than 26 MSV crimes are recorded in Feb and March 2012. An evaluation of a recent police operation is complete, which showed an increase in MSV of 25% (1 incident) in the town centre during the period of operation (Oct '11 - Dec'11). The partnership continues to support agencies in delivering preventative actions in domestic, town centre and residual violence.									
Bigger is Better	TCO01 Number of events delivered in partnership: Town Centre (Q)	3	6	10	-	●	6	6	?
Four successful events were held in the last quarter; Run 11, Diwali, Night Run and the Christmas Launch									
Bigger is Better	TCO09 Number of visitors recieving free one hour parking (Q)			29,363	-	●	27,000	53,000	»
Figures provided for this quarter do not relate to a full quarter as the free one hour parking offer did not commence until 9 October 2011. 70.5% of the free parking was in the Mayorhold Car Park.									

YOUR COUNCIL



- Being a responsive council
- Providing quality services
- Satisfying our customers

Key

- Exceptional or over performance
- Outside agreed target tolerance
- Good to be low: Better
- Good to be low: Worse
- Good to be High: Better
- Good to be High: Worse
- No change
- No target available
- No data available

YOUR COUNCIL: RED measures										
	Measure ID & Name	Jul 11 YTD	Oct 11 YTD	Jan 12 YTD	Mar 12 YTD	Latest YTD Jan 2012	Current YTD Profiled Target Jan 2012	Annual Target Mar 2012	DOT v's same time last yr	
Smaller is Better	BV012 The number of working days / shifts lost to sickness absence (M) Please see comment for BV012 rolling	3.50	6.32	9.63	-		7.50	9.00		
Smaller is Better	BV012_12r Ave. no. of days/shifts lost to sickness for rolling 12 month period (M) The BV12 figures for January results are 1.19 days per month and 11.76 days for the 12 month rolling period, and are comparable to the results for December 2011.	12.09	12.27	11.65	-		9.17	9.00		
The reasons remain the same as previous months. Mental Health (anxiety/stress) remains the highest cause of absence and accounts for the highest number of days lost due to short and long-term sickness absence, followed by Musculoskeletal (Back) and Gastro intestinal problems.										
Bigger is Better	CS13 Percentage of ALL calls into the Contact Centre answered (M) Factors on performance in January were- * CBL System change * IBS Upgrade * Changes in food waste collections resulted in a very high increase in call volumes in Streetscene. Up 140 per day on average in that one service alone. * Council Tax calls increased by an average of 98 calls per day. * The cross training programme continued with 402 hours being allocated to training in January.	83.12	87.65	87.46	-		95.00	95.00		
Bigger is Better	CS14 One-Stop shop: Percentage of all cust. waiting less than 15 mins (excl. licensing) (M) Although this measure is tracking Red YTD, it is showing an improving trend. Work is being done to analyse the relationship between appointment length, and waiting time. Changes to appointment lengths will be implemented to test in future periods.	75.01	77.65	83.37	-		95.00	95.00		
Smaller is Better	HI 04 Percentage void rent loss (M) The level of void rent loss has continued to decrease during January. Rent loss for the month is down to 1.16% and the year to date figure has improved to 1.50%. These figures are a reflection of the improved turnaround of void properties and consequently reduced numbers of empty properties.	2.06	1.59	1.50	-		1.16	1.00		

YOUR COUNCIL: BLUE measures									
	Measure ID & Name	Jul 11 YTD	Oct 11 YTD	Jan 12 YTD	Mar 12 YTD	Latest YTD Jan 2012	Current YTD Profiled Target Jan 2012	Annual Target Mar 2012	DOT v's same time last yr
Smaller is Better	CEX01 Total number of Local Government Ombudsman First Enquiries (cases completed) (Q)	?	?	10	-		15	20	?
Revised measure reported for the first time in Q3 (December 2011). The Council is currently on target to reduce the number of investigations. We aim to average five enquiries per quarter and in the third quarter our total investigations for the year to date are 10, therefore well within target.									
Smaller is Better	CEX02 Av no. of days taken to deal with LG Ombudsman First Enquiries (cases completed) (Q)	?	?	21.10	-		28.00	28.00	?
Revised measure reported for the first time in Q3 (December 2011). With a current average response rate of 21.10 days, the Council is currently on target to exceed the LGO response rate of 28 working days and also reduce the number of investigations.									
Bigger is Better	FIN27 NBC procurement savings for the year against costs of NBC procurement (M)	£118,918	£178,459	£390,763	-		£308,333	£370,000	
January savings include Agency Temporary staff which saw an slight increase on December figures (£13K vs £9.5K in Dec).									
Smaller is Better	RB07 Total % of debt outstanding, not in recovery and overdue (M)	6.53	6.41	2.68	-		8.20	8.00	
Performance remains on target although current figures for IRAS are not available, due to the planned migration to Agresso.									

Capital Variations Requiring Approval

Scheme Reference & Description	Narrative	2011-12 £	Future Years £	Funding Source
General Fund				
2011-12/GF31 V01 Stagecoach Relocation	Agreement with Stagecoach has now been finalised. The budget originally included £0.5m for associated costs that are to be reclaimed from Legal & General – these are being dealt with as revenue income & expenditure.	(3,500,000)	3,000,000	WNDC Grant
Housing HRA				
2011-12/HRA22 V02 Community Energy Saving Scheme	Contractual issues has caused a delay on the start of this programme which means that the majority of this budget will need to be carried over to the next financial year. The whole project will be completed by September 2012 therefore there are no issues with spending this money in the next financial year.	(726,828)	726,828	HRA

New Capital Schemes Approved under Delegated Authority

Scheme Reference & Description	Narrative	2011-12 £	Future Years £	Funding Source
General Fund				
2011-12/GF42 Mayorhold Car Park Drainage Works	Renewal of elements, refurbishment and enhancement works to structure.	40,000	40,000	Prudential Borrowing

2011-12/GF43 Extension of Duston Cemetery.	The creation of paths & new water supply.	15,000	0	Revenue Contribution
2011-12/GF45 Grosvenor Car Park – Parking Machines	Supply & install ten new parking machines & removal of obsolete machines.	33,650	0	Capital Receipts
2011-12/GF40 Jeffrey Room Audio Visual Improvements	Installation of audio-visual equipment in the Jeffrey room including wireless microphones, speakers, projectors and screens.	60,500	0	Housing & Planning Delivery Grant
2011-12/GF41 Hosted Debit/Credit Card Payments	A fully hosted service is required to remain compliant with Payment Card Industry Data Security Standards.	39,173	0	Prudential borrowing – to be met through net revenue savings.

Variations to Capital Schemes approved under delegation

Scheme Reference & Description	Narrative	2011-12 £	Future Years £	Funding Source
General Fund				
2011-12/GF30 Promoting Northampton Heritage	The Brown Signage for the Historical Market Square is no longer needed.	(35,000)	0	LABGI
2011-12/GF65 Grosvenor Multi- storey car park improvement	As a result of strong project management on site & not needing to expend certain contingency works, there is a net underspend on this project.	(80,000)	0	Prudential Borrowing
2011-12/GF24 Refurbishment – Northampton Museum & Art Gallery	Need to spend additional amount not originally budgeted for.	1,580	0	Capital Receipts
2011-12/GF44 Food Waste Containers	The Food caddies purchased will be NBC assets in line with contract with EMS. The pro-rata share of the total cost needs to be treated as NBC capital	383,568	0	Grant Funding

	expenditure, largely funded by an NCC grant.			
2011-12/GF36 Beckets Park – Victorian Promenade	Cost for the work less than the original budget.	(13,865)	0	Capital Receipts
2011-12/GF39 IT Infrastructure – Servers & Network Storage	Request to purchase server & operating software for IBS Housing Insight Reporting.	6,300	0	Prudential Borrowing
2011-12/GF06 V01 St Crispin Changing Rooms Toilets, Car Parks	Construction works have been delayed pending a decision regarding the revised route of a link road.	(292,863)	750,989	S106 Funding
2011-12/GF07 V01 St Crispin Football Pitches & Play Provision	The project includes the installation of drainage to St Crispin Park to provide suitable pitches. The start has been delayed a decision to be made on the revised route of a link road.	(164,796)	164,796	S106 Funding
2011-12/GF34 V01 Disabled Facilities Grant Programme	Additional Funding obtained from the Department of Communities & Local Government.	54,787	0	Grant Funded Central Government
2006-07 Electronic Record Management	Budget required to be c/fwd to fund the consultancy fees for the COM: Document Management project.	(5,911)	5,911	Prudential Borrowing
2007-08/GI012 Data Network Improvements	Remaining budget to be c/fwd to fund a new Virtual Private Lan Service.	(74,600)	0	Prudential Borrowing
2011-12/GF43 Duston Cemetery Extension	Potential additional cost due to a more extensive ground condition survey required.	30,000	0	Prudential Borrowing
2008-09/GF75 V02 Planning IT Improvements	First phase of upgrade complete c/fwd required as remaining modules to be installed 2012/13.	(190,446)	0	Grant Funded Central Government
Housing HRA				
2011-12/HRA10 Fire Safety Works – Communal Areas	Extra funding required for continuation of work from current contractor.	50,000	0	HRA