

Corporate Services

Support Services Overview and Scrutiny; Panel Performance, Finance and Delivery Plane Update.

I.1 Finance and Performance Overview 2012/13

This report sets out the Finance and Performance position for the Corporate Services Directorate, forecasting the year end position. Information has been extracted from Performance and Finance monitoring reports for February 2013 (Full year budget monitoring not available at time of writing), relevant Budget and Delivery Plans.

A full list of performance indicators (Corporate) can be found in appendix A.

I.2 Finance, Efficiencies, Technology & Assets - £0.673m Favourable

Various departmental staff savings have been realised across the department. There has been an improvement in year, on income from CFS Deputyship Fees. Premise related costs remain favourable for the department and include backdated NNDR refund for Windsor House, R&M underspend as a result of suspending or deferring planned maintenance programme. Corporate Landlord NNDR savings have supported shortfalls in Delivery Plan targets. Savings relating to HB overpayments have been offset by reduced costs in council tax court fees. There is a net pressure in ICT that refers to a combination of outstanding delivery plans that have been partly offset by an increase in the capitalised salaries projection. Finally there has been a 40% reduction in annual external audit fee that has gone towards offsetting efficiency targets.

I.3 Democracy & Governance - £0.009m Adverse

The department is forecasting a nearly breakeven position; the only significant change refers to a payment of an external legal bill relating to the waste planning decision for which there was no budget. There has been a small pressures relating to the cost of City Elections, and a payment to Foot Anstey re: Energy for Waste Project offset by various staff and other expenditure budget savings.

“Through the introduction of web casting, more people are now able to view important council forums/meetings. To date this new level of accessibility has meant that nearly 15,000 people have viewed council debates via the web, 3312 of those viewing in real time and 11,092 viewing recorded sessions.”
(Extract from CMT Performance Report 19th February)

I.4 Human Resources and Organisational Development - £0.068m Favourable

There is no change to the forecasted underspend as at February 21013. Overall savings have been identified from spend identified from corporate training budgets.

I.5 Customer Services - £0.099m Favourable

Savings from libraries on purchase of materials and vacancy savings along with staff savings in customer services are being used to offset the 200k delivery plan for customer contact centre and other pressures resulting in a forecast underspend of c£0.100m.

2. Corporate Services budgeted and actual spend

The revenue position as at February 2013 is shown in the table below

The current year end forecast is a £0.307m underspend (1.0% of net budget).

Corporate services budgeted and actual spend by service forecast to year end.

Service	Latest Approved Budget £m	Forecast Year End Position £m	Variation at February 2013 £m
Finance, Efficiencies, Technology & Assets	18.387	17.714	(0.673)
Democracy & Governance	5.116	5.125	0.009
Customer Services	5.429	5.331	(0.099)
Human Resources & Organisational Development	3.219	3.151	(0.068)
Departmental Management	0.290	0.288	(0.002)
Corporate Services Budget Savings	(1.787)	(1.260)	0.527
Total	30.655	30.348	(0.307)

2.1 Budget 2013/14

Budget breakdown for 2013/14 agreed by CMT and shown on Council Website:

<http://www.plymouth.gov.uk/homepage/housing/counciltax/counciltaxspending/budget2013-2014.htm>




Corporate Services		Customer Services	Democracy & Governance	Departmental Management	FETA	Human Resources & OD	Total Corporate Services
Income	Income	-917,408.000	-1,493,401.000	0.000	-113,820,440.000	-1,150,699.000	-117,381,948.000
External Expenditure	Supplies & Services	928,540	1,323,735	4,132	5,401,062	169,389	7,826,858
	Third Party Payments	24,950	93,090	0	491,050	154,707	763,797
	Transfer Payments	0	0	0	102,475,638	0	102,475,638
	Total External Expenditure	953,490.000	1,416,825.000	4,132.000	108,367,750.000	324,096.000	111,066,293.000
Management & Support	Employees	4,092,281	4,722,645	262,371	14,317,297	3,662,638	27,057,232
	Premises	514,984	319,256	0	6,269,946	18,070	7,122,256
	Transport	23,606	23,815	0	206,394	36,859	290,674
	Support Services	75,270	20,000	0	280,108	50,961	426,339
	Depreciation & Impairment Losses	0	0	0	432,808	0	432,808
	Capital Financing outside NCS	79,905	20,948	0	768,332	0	869,185
	Total Management & Support	4,786,046.000	5,106,664.000	262,371.000	22,274,885.000	3,768,528.000	36,198,494.000
	Total Net Expenditure	4,822,128.000	5,030,088.000	266,503.000	16,822,195.000	2,941,925.000	29,882,839.000

3. Delivery Plans 2012/13

3.1 The Corporate Services Delivery Plans are **£3.257m** for 2012/13. The following table shows the summary position by Red Amber and Green rating (RAG).

Corporate Services Delivery Plans 2012 13

	£ 000's	£ 000's	£ 000's	£ 000's
Service £ 000				
	RED	AMBER	GREEN	Grand Total
Finance, Efficiencies, Technology & Assets	-	-	1450	1,450
Customer Services	-	-	480	480
HR & OD	-	-	400	400
Change Office / Cross Cutting	527	100	300	927
Grand Total	527	100	2,630	3,257

-  Red: no clear project plan in place to achieve required savings
-  Amber: plans in place to deliver savings and shows evidence of progress against target
-  Green: clear plans in place to achieve savings and more than 50% have already been made

The following significant risks are assumed within the Delivery plan.

- The £0.527m red rated delivery plan against 3rd and 4th Tier Management Restructure has not been achieved in the current year and needs a clear plan for 2013/14.
- The over achievement in senior management target is offsetting the non-achievement of £0.1m related to business support review – needs clarity for 2013/14
- The £0.1m amber delivery plan relating to workforce management has not been achieved to date, however other compensatory savings are under review, which could offset this.

3.2 Delivery Plans 2013 – 2016

Service level delivery plans for 2013-2016. Figures are accurate as at 28/03/2013.

Service	2013/14	2014/15	2015/16
	£000's	£000's	£000's
Finance, Efficiencies, Technology & Assets	990	1,000	980
HR	165	199	222
Democracy and Governance	150	160	160
Customer Services	250	250	250
Corporate Services Totals	1,555	1,609	1,612

Appendix A – February 2013

Customer Services

Indicator Definition	Responsible Officer	09/10 Actual	10/11 Actual	11/12 Actual	December	January	February	2012/13 Target
Information Requests (Fol / EIR)	Richard Woodfield	N/A	N/A	71%	79%	80%	Due 25th March	85%
Subject Access Request (DPA)	Richard Woodfield	N/A	N/A	40.0%	42%	55.20%	Due 25th March	85%
% of complaints answered on time - non Social Care	Lev Marsland	N/A	N/A	82.00%	87.00%	80.00%	Due 25th March	98.00%

Finance, Efficiencies, Technology and Assets.

Indicator Definition	Responsible Officer	09/10 Actual	10/11 Actual	11/12 Actual	December	January	February	2012/13 Target
Percentage of Council Tax collected	Martine Collins	95.20%	96.10%	96.30%	81.80%	90.85%	94.86	97.50%
Percentage of NNDR collected	Martine Collins	96.00%	97.30%	96.20%	85.02%	93.15%	95.06%	96.60%
Time processing new claims	Martine Collins	N/A	30 days	28 days	19 days	18.59 days	14.04 days	15 Days
Time for processing notifications of changes of circumstances	Martine Collins	19 days	19 days	17 days	26 days	33.47 days	30.41 days	10 Days
% of spend with SME's	Jane Keeley	-	-	-	-	Annual		10%
% of spend with contractors from the PL postcode area	Jane Keeley	-	-	-	-	Annual		20%

HR and Organisation Development

Indicator Definition	Responsible Officer	09/10 Actual	10/11 Actual	11/12 Actual	December	January	February	2012/13 Target
Average sickness days per employee	Alison Mills	N/A	12.92 days	9.78 days	9.96 days	10.01 days	9.52days	6 days
Number of Apprenticeships provided by the Council	Eve Skuse	N/A	N/A	33	56	Quarterly data	Quarterly data	70

Democracy and Governance

Indicator Definition	Responsible Officer	2010 Actual	2011 Actual	2012 Actual	December	January	February	2012/13 Target
% of households responding to annual canvass form	Nigel Spilsbury	90.00%	90.30%	86.00%	Annual Data			92.00%
Overall electorate	Nigel Spilsbury	185,044	180,946	183,210	Annual Data			189,000

Cross Cutting Measures

Indicator Definition	Responsible Officer	2010 Actual	2011 Actual	2012 Actual	December	January	February	2012/13 Target
Corporate Services - Subject Access Request (DPA)	Adam Broome	N/A	N/A	N/A	N/A	100%	awaiting data	85%
Corporate Services - Information Requests (Fol / EIR)	Adam Broome	N/A	N/A	N/A	N/A	81%	awaiting data	85%