



NOTICE OF MEETING

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

G Bonner
Chief Executive

CIVIC OFFICES, HARLINGTON WAY
FLEET, HAMPSHIRE GU51 4AE

AGENDA

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I MINUTES

The minutes of the meeting of 19 January 2010 are attached to be confirmed and signed as a correct record. **Paper A**

2 APOLOGIES FOR ABSENCE

3 CHAIRMAN'S ANNOUNCEMENTS

4 DECLARATIONS OF INTEREST (PERSONAL AND PERSONAL AND PREJUDICIAL)

5 PUBLIC PARTICIPATION (ITEMS PERTAINING TO THE AGENDA)

6 FEEDBACK FROM SERVICE BOARDS

Oral feedback from members.

7 2009/10 THIRD QUARTER BUDGET MONITORING

To provide the Overview and Scrutiny Committee the opportunity to comment on the third quarter (to 31 December 09) budget monitoring report that was considered by Cabinet on 4 February 2010. **Paper B**

RECOMMENDATION

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

8 2009/10 THIRD QUARTER PERFORMANCE MANAGEMENT REPORT

To update Members on the Authority's performance. **Paper C**

RECOMMENDATION

1. For all areas of concern highlighted in the report Members request either:
 - (a) Recommend to Cabinet where it is considered action is needed and an update report presented by the Portfolio Holder at the next appropriate Cabinet, and/or Overview and Scrutiny Committee (OSC)
 - (b) Recommend issue(s) which should be referred to the relevant Service Board and/or Performance Improvement Board (PIB) for action, and
 - (c) Where an issue is of high importance, request that the issue is escalated by Management Team
2. Where performance data is not supplied when requested, Portfolio Holders are asked to ensure that data is supplied in future quarters.
3. That Members continue to feedback to the Performance Improvement Officer any amendments or new information they wish to see included in the Corporate Performance Reports.

9 ENVIRONMENTAL HEALTH – OPTIONS FOR A SHARED SERVICE WITH BASINGSTOKE AND DEANE

The report sets out two options for the future delivery of the Environmental Health (EH) function. One option is to pursue a shared service with Basingstoke and Deane Borough Council. The second is to merge the Commercial and Residential Environmental Health sections and locate within an existing service area in Hart District Council. **Paper D**

RECOMMENDATION

That Overview and Scrutiny note the financial implications then debate the service benefits and risks of the proposed options in order to provide Officers with a steer for which approach to take.

10 DRAFT SERVICE PLANS 2010/11

To enable the Overview and Scrutiny Committee to scrutinise and comment on the draft Service Plans for 2010/11 prior to their approval at Cabinet on 4 March 2010.
Paper E

RECOMMENDATION

That the Committee scrutinise the draft Service Plans for 2010/11 and submit any comments to Cabinet for their consideration on 4 March 2010.

11 CABINET WORK PROGRAMME

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

12 OVERVIEW AND SCRUTINY WORK PROGRAMME

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

Date of Despatch: 9 February 2010

OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING: 16 FEBRUARY 2010

TITLE OF REPORT: 2009/10 THIRD QUARTER BUDGET MONITORING

REPORT OF: Section 151 officer

PORTFOLIO HOLDER: Councillor Ken Crookes, Leader

I PURPOSE OF REPORT

1.1 To provide the Overview and Scrutiny Committee the opportunity to comment on the third quarter (to 31 December 09) budget monitoring report that was considered by Cabinet on 4 February 2010.

1.2 The cabinet report is attached as Appendix I

2 OFFICER RECOMMENDATION

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

CONTACT: Kevin Jaquest Section 151 officer, ext 4453,
kevin.jaquest@hart.gov.uk

APPENDICES:

Appendix I: 2009/10 Third Quarter Budget Monitoring Cabinet Report

CABINET

DATE OF MEETING: 4 FEBRUARY 2010

TITLE OF REPORT: 2009-10 THIRD QUARTER BUDGET MONITORING

Report of: Section 151 Officer

Cabinet Member: Councillor Ken Crookes, Leader

1 PURPOSE OF REPORT

1.1 To advise Members of the Revenue and Capital budget monitoring reports and forecasts as at the end of the third quarter December 2009 and to recommend release of funding from balances.

2 OFFICER RECOMMENDATION

2.1 To note the revised year end projections and reasons for the main variations shown in Appendix 1

2.2 To require that Portfolio Holders and Heads of Service take further positive action during 2009/10 to reduce the forecast outturn deficit.

2.3 To note the current spending position on the Capital Programme shown at Appendix 2

2.4 To note the updated reserves summary attached at Appendix 3.

3 BACKGROUND

3.1 So far this year Cabinet have approved supplementary estimates totalling £510,060 funded by a draw on the General Fund Balance.

3.2 This report shows the results of the 2009-10 third quarters' budget monitoring exercise and shows the officer's projections for the year end outturn position.

3.2 The estimated year end projections show a total forecast overall adverse variation against the revised budget of £252,000 a £122,000 increase from the second quarter forecast..

3.3 The main reasons for the variations are considered below with the detailed explanations contained in Appendix 1.

3.4 Open space maintenance costs £69,000

The forecast includes contractual open space maintenance costs that are in excess of the commuted sum received. The 2009/10 budget assumed these costs would be met from the general commuted sums reserve but this is not appropriate. It is recommended that this cost is met by a supplementary estimate from the general fund balance. The 2010/11 budget report elsewhere on this

agenda includes funding the ongoing requirement as a known cost and recommends that the general fund balance is replenished for the 2009/10 supplementary estimate via a transfer from the interest reserve.

3.5 Open space maintenance and special expenses £60,000

The forecast outturn now assumes that open space maintenance and other special expenses budgets will either be fully spent or potentially the balance transferred to the new parishes at year end.

3.6 Strategic income reduction £250,000

The current economic climate continues to have an adverse impact on property related income. Development control income is now forecast to be £200,000 below budget as the anticipated QEB application has been delayed and search fee income £50,000 below budget.

3.7 Other net service favourable variations £128,000

The Service budget monitoring (excluding the above items) shows a net positive variation of £128,000 which is helping to offset the forecast adverse overall variation. However further positive action will need to be taken by Heads of Service and Portfolio Holders to mitigate the impact of the forecast outturn adverse variance. Failure to identify offsetting savings will result in a further draw from the general fund balance at the year end.

3.8 Use of General Fund Balances

Appendix 3 shows the impact of the recommendation to use balances to meet open space maintenance costs identified in this report. It also shows the further draw on balances that would occur should the currently forecast year end adverse budget variance not be mitigated by further action in year.

3.9 The general fund balance is forecast to be at £1.066m at the end of 2009/10 which is at the minimum prudent level.

4 CAPITAL EXPENDITURE MONITORING 2009-10

4.1 A summary of Capital expenditure against budget is attached at Appendix 2. The summary compares the forecast outturn with the proposed revised 2009/10 budget that forms part of the 2010/11 budget papers elsewhere on this agenda. Schemes have been reviewed as part of the budget process and where slippage has been identified the budget has been re-phased to future years.

4.2 The social housing initiatives programme has been amended in light of the policy framework for the investment of the housing capital fund agreed by Cabinet in December 2009. Approved expenditure schemes are shown in the Housing programme and anticipated but unapproved schemes have been moved to the new capital provisions section. Budget relating to potential transfer of capital

funding from the housing capital fund to useable capital receipts for subsidised land sales has been removed from the capital programme as this will be an internal financing transfer and not capital expenditure.

- 4.3** The summary shows an overall forecast outturn position as at 31st December of £1.425m, against a proposed revised budget of £1.431m with £826,000 spent to date. The Capital Board is regularly monitoring the situation which Heads of Service and will continue to do so for the remainder of the year.

5 FINANCIAL IMPLICATIONS

- 5.1** The financial implications are contained within this report.

6 MANAGEMENT OF RISK

- 6.1** The monthly budget monitoring process examines all income and expenditure against budgets in order that significant variances are highlighted immediately and to identify areas where expenditure is being met but where insufficient or no budgetary provision exists. In more extreme situations, it should also highlight if there is likely to be a material impact on the level of balances retained by the Council.

- 6.2** Current economic conditions continue to be challenging, particularly for planning car parking and leisure related income and there is a risk that the currently forecast reduced level of income will not be achieved in this financial year.

7 CONCLUSION

- 7.1** The forecast year end projection requires funding from balances of £69,000 to meet grounds maintenance costs. It is recommended that Heads of Service and Portfolio Holders take further cost saving action to mitigate the remaining forecast outturn variance. However any adverse variance remaining at the year would need to be funded from the general fund balance which would be at the minimum prudent level.

Contact Details: Kevin Jaquest / 01252 774453 / e-mail kevin.jaquest@hart.gov.uk

BACKGROUND PAPERS:

Budget report to Cabinet/Council February 2009

APPENDICES:

Appendix 1 Summary Budget Monitoring
Appendix 2 Capital Monitoring
Appendix 3 Reserves Statement

SUMMARY BUDGET MONITORING P9

Service	Previous Year Actuals	Last Year Actuals	Current Year Budget	Year-To-Date Budget	Year-To-Date Actuals	Over / (Under) Spend	Projected Expenditure	Est. Variance At Year End
	2007	2008	2009	2009 / 9	2009 / 9	2009 / 9	2009	2009
Community & Partnerships	1,430,501.63	1,044,077.72	1,241,650	707,802.00	604,270.10	-103,531.90	1,200,039.00	-41,611.00
Corporate Management	1,033,588.18	964,681.64	1,513,730	1,982,377.15	1,619,901.42	-362,475.73	1,485,635.00	-28,095.00
Democratic Services	705,317.97	729,288.02	796,160	444,831.00	433,113.23	-11,717.77	789,955.00	-6,205.00
Financial Services	-3,570,950.52	-2,622,507.60	-512,820	1,658,030.18	449,417.06	-1,208,613.12	-481,200.00	31,620.00
Housing Services	1,338,262.95	1,620,186.21	950,670	806,523.50	763,065.77	-43,457.73	943,280.00	-7,390.00
Leisure Services	2,344,161.54	3,453,924.73	2,484,070	1,144,047.20	935,343.95	-208,703.25	2,590,504.00	106,434.00
Planning Services	1,609,001.12	1,676,328.03	946,280	573,355.90	717,058.61	143,702.71	1,121,115.00	174,835.00
Regulatory Services	533,020.39	545,509.97	585,410	393,148.00	321,803.29	-71,344.71	586,125.00	715.00
Technical & Env. Maintenance	3,088,231.51	3,151,605.99	2,873,980	2,302,133.94	2,011,143.15	-290,990.79	2,895,430.00	21,450.00
	8,511,134.77	10,563,094.71	10,879,130	10,012,248.87	7,855,116.58	-2,157,132.29	11,130,883.00	251,753.00

Use of Balances	Original Budget	Current Budget	Projected Spending
	10,369,070	10,879,130	11,130,883
Funded by:			
Central Government Grant	-3,815,290	-3,815,290	-3,815,290
Collection Fund Surplus	-175,460	-175,460	-175,460
Special Expenses	-764,900	-764,900	-764,900
Council Tax	-5,613,420	-5,613,420	-5,613,420
Use of Balances	<u>0</u>	<u>510,060</u>	<u>761,813</u>
Balances statement			
Balances b/fwd at 1st April 2009	-1,827,663	-1,827,663	-1,827,663
Use of Balances	0	510,060	761,813
Projected Balances at 31st March 2010	-1,827,663	-1,317,603	-1,065,850
Recommended Minimum Level of Balances	-950,000	-950,000	-950,000
Surplus	<u>-877,663</u>	<u>-367,603</u>	<u>-115,850</u>

Community & Partnerships

Cost Centre	Cost Centre	Previous Year Actuals	Last Year Actuals	Current Year	Year-To-Date Budget	Year-To-Date	Over / (Under) Spend	Projected Expenditure	Est. Variance At Year End
		2007	2008	2009	2009 / 9	2009 / 9	2009 / 9	2009	2009
A214	Partnership Support	702,974.75	366,592.09	376,790	329,927.50	282,915.74	-47,011.76	345,310.00	-31,480.00
A307	Licences	56,229.66	100,768.68	105,030	-125.50	-490.41	-364.91	94,845.00	-10,185.00
A408	Fleet Town Centre Man. Grou	41,147.64	39,243.69	50,040	26,095.00	26,662.63	567.63	50,040.00	0.00
A418	Hackney Carriages	23,159.97	21,688.70	19,390	-25,577.50	-27,883.31	-2,305.81	18,960.00	-430.00
A419	Cctv	308,323.61	253,811.91	300,270	222,912.50	229,124.36	6,211.86	296,830.00	-3,440.00
A420	Lsp	8,784.57	27,448.47	24,250	0.00	8,697.06	8,697.06	24,250.00	0.00
A421	Abg - Area Based Grant	35,094.89	-4,365.36	47,020	4,797.50	-20,347.81	-25,145.31	62,020.00	15,000.00
A422	Community Safety	254,786.54	238,889.54	318,860	149,772.50	101,417.84	-48,354.66	303,610.00	-15,250.00
A423	Local Economy	0.00	0.00	0	0.00	4,174.00	4,174.00	4,174.00	4,174.00
	SERVICE TOTAL	1,430,501.63	1,044,077.72	1,241,650	707,802.00	604,270.10	-103,531.90	1,200,039.00	-41,611.00

A214	£15,000 of the projected under spend relates to the Grant Finder Budget as the Service is looking at alternative ways of delivery, the saving (reflected in salaries) leaves zero spend projected for the 1st 6 months of 2009/10. The remaining under spend of £17,000 relates to vacancy savings made during the year on 2 posts.
A307	Favourable variance reflects Gaming Permits income in excess of the budget.(Please note, part of this income relates to 2008/09), this offsets £9,100 overspend on salaries budget
A419	Adverse variance due to additional employee related costs during training of new staff, adjustments made in supplies and premises budget lines to compensate. A421-2010 R & M Buildings has £19.4k of payments in advance relating to 2010/11
A421	The remaining £15,000 overspend is due to the Drug & Alcohol Awareness budget being in A422 but being spent in this cost centre. It is uncertain if we can draw back £24,610 Area Based Grant relating to 2008/09 from the General Fund, so have now taken this figure out of the projections
A422	£15,250 favourable variance is due to an under spend as the Drug & Alcohol Awareness budget is in this cost centre but the projected expenditure is in A421.
A423	The LABGI income has been deposited directly to the General Fund - this expenditure was to have been netted from income and will now show as an overspend in this budget.

Corporate Management

Cost Centre	Cost Centre	Previous Year Actuals	Last Year Actuals	Current Year	Year-To-Date Budget	Year-To-Date	Over / (Under) Spend	Projected Expenditure	Est. Variance At Year End
		2007	2008	2009	2009 / 9	2009 / 9	2009 / 9	2009	2009
C651	Representing Local Interests	55,866.56	50,527.10	62,870	24,500.00	24,315.95	-184.05	63,920.00	1,050.00
C653	Corporate Communication	66,350.22	56,523.66	47,510	18,201.50	17,513.80	-687.70	60,070.00	12,560.00
C654	Corporate Policy Making	565,662.72	542,319.12	561,530	311,975.50	321,232.29	9,256.79	574,665.00	13,135.00
C655	Corporate Performance	178,975.82	141,638.76	126,860	87,630.00	97,541.60	9,911.60	101,210.00	-25,650.00
C656	External Audit	161,754.50	168,673.00	162,970	118,192.50	105,662.02	-12,530.48	166,530.00	3,560.00
C658	Fleet Special Expenses	4,976.81	5,000.00	5,000	0.00	0.00	0.00	5,000.00	0.00
C659	Climate Change	0.00	0.00	0	0.00	11,424.07	11,424.07	11,425.00	11,425.00
C680	Customer Services Contract	0.00	0.00	144,990	82,851.43	84,363.15	1,511.72	144,990.00	0.00
C681	It Contract	0.00	0.00	172,020	118,354.29	108,282.53	-10,071.76	172,120.00	100.00
C682	Hr Contract	0.00	0.00	94,520	54,011.43	40,509.66	-13,501.77	94,520.00	0.00
C706	It Support	-0.93	0.00	-264,290	212,944.50	206,458.86	-6,485.64	-276,775.00	-12,485.00
C708	Internal Audit	-0.07	0.00	-150	95,585.00	91,586.66	-3,998.34	-4,800.00	-4,650.00
C709	Legal Services	0.93	0.00	-800	324,258.50	284,349.12	-39,909.38	-38,535.00	-37,735.00
C710	Payroll	-1.12	0.00	35,290	67,070.00	66,200.37	-869.63	29,180.00	-6,110.00
C711	Human Resources	2.74	0.00	-107,740	78,802.50	95,517.44	16,714.94	-96,155.00	11,585.00
C780	Customer Services Client	0.00	0.00	49,680	28,388.57	6,209.41	-22,179.16	14,610.00	-35,070.00
C781	It Client	0.00	0.00	387,200	336,971.43	31,298.11	-305,673.32	393,390.00	6,190.00
C782	Hr Client	0.00	0.00	36,270	22,640.00	27,436.38	4,796.38	70,270.00	34,000.00
	SERVICE TOTAL	1,033,588.18	964,681.64	1,513,730	1,982,377.15	1,619,901.42	-362,475.73	1,485,635.00	-28,095.00

C651	Insufficient budget to cover all the allowances for chair/vice chairman offset by minor salary saving.
C653	£15,000 overspend on consultants offsets vacant salaried position of £10,160. Under-recovery of £7,280 in income from Hart News as only two issues will be produced in 2009/10.
C654	Overspend in salaries mainly due to unbudgeted car allowance of £3,000 and £830 training costs. Various overspends in supplies costs include £740 unbudgeted service subscriptions, £1,000 unbudgeted contribution to Hants Economic Partnership
C655	Net salary savings of £25,050 mainly due to vacant post and also £1,000 saved in printing and stationery.
C656	Increase in external audit fee costs of £3,560.
C659	Unbudgeted climate change costs of £11,425
C706	Reduction in licence fees costs.
C708	Various small savings in salaries includes £2,390 under spend in training.
C709	£8,510 saving in shared legal service costs and £33,310 over-recovery in planning linked s106 fees.
C710	Slight overspend in salaries offset by saving in payments to other Councils of £8,020
C711	Overspend in salaries represents not achieving all of the capita saving target in original 2009/10 budget.
C780	Includes £5,200 saving in direct postage costs. The rest is saving from contract.
C781	Various small overspends in employee costs and supplies.
C782 2	£18,340 of the overspend is for the additional cost of outsourcing the HR element of support services to Capita. In addition there are overspends in licences of £6,690 due to insufficient budget and net salary overspend of £7,155

Democratic Services

Cost Centre	Cost Centre	Previous Year Actuals	Last Year Actuals	Current Year	Year-To-Date Budget	Year-To-Date	Over / (Under) Spend	Projected Expenditure	Est. Variance At Year End
		2007	2008	2009	2009 / 9	2009 / 9	2009 / 9	2009	2009
D110	Rechargeable Elections	0.00	-33.28	0	0.00	8,164.22	8,164.22	-6,035.00	-6,035.00
D111	Register Of Electors	81,205.17	79,123.02	82,820	50,912.50	51,070.06	157.56	82,220.00	-600.00
D112	Election Expenses	126,338.45	137,282.61	93,230	41,130.00	45,706.99	4,576.99	95,055.00	1,825.00
D114	Grants & Loans To Vol. Orgs	0.00	0.00	0	0.00	0.00	0.00	0.00	0.00
D115	Parish Petition	50,501.71	10,422.83	15,290	7,500.00	70.00	-7,430.00	5,790.00	-9,500.00
D116	Setting Up New Parish Council	0.00	0.00	90,000	45,000.00	24,729.18	-20,270.82	90,000.00	0.00
D650	Support To Elected Bodies	236,403.85	267,888.64	278,730	167,977.50	167,632.13	-345.37	276,365.00	-2,365.00
D652	Committee Services	210,869.89	234,604.20	236,280	78,728.50	88,766.68	10,038.18	248,650.00	12,370.00
H712	Office Services - Photocopying	-0.63	0.00	-200	27,177.50	29,078.20	1,900.70	5,930.00	6,130.00
H714	Central Print room Services	-0.47	0.00	10	26,405.00	17,895.77	-8,509.23	-8,020.00	-8,030.00
	SERVICE TOTAL	705,317.97	729,288.02	796,160	444,831.00	433,113.23	-11,717.77	789,955.00	-6,205.00

D110	Printing & Stationery (4406) YTD Actual has £2,460 payment in advance for 2010/11. £6,035 favourable variance is due to final grant claim for Euro & County elections including some costs that are usually met from D112.
D112	Unbudgeted district by-election in Eversley leading to an overspend Printing & Stationery (4406) YTD Actual has £2,460 payment in advance for 2010/11
D115	Cost of creating new parishes order now completed
D650	The saving on members allowances is due to members not taking an increase on 2008/2009 expenditure and vacancy in year, however travel & subsistence claims have increased.
D652	Vacancy saving of £8,270 unlikely to be met. Additional courier costs until February 2010

Financial Services

Appendix I

Cost Centre	Cost Centre	Previous Year Actuals	Last Year Actuals	Current Year	Year-To-Date Budget	Year-To-Date	Over / (Under) Spend	Projected Expenditure	Est. Variance At Year End
		2007	2008	2009	2009 / 9	2009 / 9	2009 / 9	2009	2009
F105	Revenues & Benefits Contract	0.00	962,022.50	1,138,150	701,213.33	715,240.67	14,027.34	1,153,150.00	15,000.00
F106	Revenues & Benefits Client	0.00	20,174.42	30,650	-286,598.65	-148,510.81	138,087.84	16,580.00	-14,070.00
F600	Housing/Council Tax Benefits	57,814.69	-63,579.86	126,530	756,370.00	-662,330.66	-1,418,700.66	127,560.00	1,030.00
F614	Meals On Wheels	11,854.87	14,228.98	17,190	4,142.50	-4,260.69	-8,403.19	19,680.00	2,490.00
F615	Housing Act & Housing Ass.	12,594.54	4,470.24	4,680	-300.00	-285.95	14.05	4,730.00	50.00
F657	Treasury Management	90,436.02	89,427.04	24,480	40,285.00	73,817.57	33,532.57	36,880.00	12,400.00
F698	Finance Client	0.00	0.00	127,310	95,482.50	19,537.27	-75,945.23	78,900.00	-48,410.00
F699	Finance Contract	0.00	0.00	222,000	166,500.00	95,144.37	-71,355.63	222,000.00	0.00
F701	Accountancy	0.93	0.00	-213,280	189,588.00	239,869.29	50,281.29	-163,190.00	50,090.00
F704	Payment Of Creditors	-0.01	0.00	-35,430	25,080.00	21,852.79	-3,227.21	-38,960.00	-3,530.00
F707	Insurance Administration	-0.30	0.00	0	127,600.00	129,168.49	1,568.49	1,570.00	1,570.00
V851	Conts, Provisions, Grants	-3,743,651.26	-3,649,250.92	-1,955,100	-161,332.50	-29,825.28	131,507.22	-1,940,100.00	15,000.00
	SERVICE TOTAL	-3,570,950.52	-2,622,507.60	-512,820	1,658,030.18	449,417.06	-1,208,613.12	-481,200.00	31,620.00

F105	Increased Benefits processing - paying higher contract cost of £15k, extra subsidy in F106 covers this
F106	Extra subsidy of £15k covers increased benefits processing
F600	Interim claims for reduced Housing Benefits and Ctax benefits is reflected in reduced figures.
F657	Banking contract has ended. Previous standing chgs £5k per qtr, now £21k per qtr. Banking contract being negotiated, £85k p.a.?
F698	Saving on S151 officer now part time. Saving on Finance outsourcing to Capita.
F701	Overspend - vacancy reserve not met. £38,000 adverse variance on software charges - includes a one-off cost of extra Capita licences + £10k statutory PCI compliance. Extra costs incurred relating to payroll handover to Capita.
F704	Reduction in staff hours
V851	Overspend is due to procurement savings budgeted, but none yet identified.

Housing Services

Cost Centre	Cost Centre	Previous Year Actuals	Last Year Actuals	Current Year	Year-To-Date Budget	Year-To-Date	Over / (Under) Spend	Projected Expenditure	Est. Variance At Year End
		2007	2008	2009	2009 / 9	2009 / 9	2009 / 9	2009	2009
H210	Dog Warden	78,167.43	82,203.37	78,170	34,482.50	30,269.44	-4,213.06	79,060.00	890.00
H211	Pest Control	75,283.19	83,746.43	47,840	-3,725.00	3,365.10	7,090.10	63,760.00	15,920.00
H220	Env Health Residential	321,605.38	355,348.66	345,910	188,944.00	175,015.61	-13,928.39	367,480.00	21,570.00
H611	Strategic Housing Services	509,091.25	695,943.27	214,720	100,705.50	84,311.98	-16,393.52	210,010.00	-4,710.00
H612	Housing Needs Service	338,449.69	402,944.48	459,280	180,216.50	167,217.15	-12,999.35	421,860.00	-37,420.00
H613	Careline	15,666.72	0.00	0	0.00	0.00	0.00	0.00	0.00
H703	Contact Centre	-1.04	0.00	-166,680	121,815.50	127,658.05	5,842.55	-158,020.00	8,660.00
H713	Office Services (Postal)	0.33	0.00	-28,050	20,935.00	17,505.05	-3,429.95	-30,580.00	-2,530.00
H721	Housing & Customer Svcs S	0.00	0.00	-520	163,149.50	157,723.39	-5,426.11	-10,290.00	-9,770.00
	SERVICE TOTAL	1,338,262.95	1,620,186.21	950,670	806,523.50	763,065.77	-43,457.73	943,280.00	-7,390.00

H210	Overspend of contractors costs of £27,100 offset by under spend in salaries of £27,630. Kennelling budget to low by £1,250.
H211	Under-recovery of £23,300 in rodent control. Also overspend of £3,000 contractors costs to deal with wasps nests offset by additional income of £9,010 due to more wasps nests than estimated at budget setting.
H220	Net salary overspend of £13,250 due to £47,480 saving from two vacant posts offset by £60,730 agency costs. Under-recovery in income from training courses at £8,130 as budget too high. Mostly offset by £6,460 under spend in costs for training courses. £1,000 under-recovery in other licences.
H611	Maternity cover of £17,780 and additional cost of consultants £12,950 covered by savings in salary budget.
H612	The secondment of an officer to CLG has resulted in a series of salary changes: a) All salary and expenses of seconded officer covered by additional CLG grant of £77,000. b) Salary for two officers acting up at £7,500. c) Knock on effect in H721 as one officer's salary now coming from this cost-centre at £23,000. Additional homelessness grant received and spent on mortgage rescue initiatives of £34,000. Current under spend relates to salary issues arising from the secondment and transfers between cost centres which will be resolved at the year end.
H703	Overspend on agency staff of £7,000.
H713	Minor savings on cost of postage to end of August.
H721	Salary savings of £10,390 due to admin officer costs being paid for by funding in Housing Needs Service cost centre.

Leisure Services

Cost Centre	Cost Centre	Previous Year Actuals	Last Year Actuals	Current Year	Year-To-Date Budget	Year-To-Date	Over / (Under) Spend	Projected Expenditure	Est. Variance At Year End
		2007	2008	2009	2009 / 9	2009 / 9	2009 / 9	2009	2009
L208	Land Repossessions	6,420.00	9,783.92	8,630	2,050.00	0.00	-2,050.00	8,630.00	0.00
L301	Leisure Strategy	177,935.32	160,648.26	191,920	152,736.00	153,632.19	896.19	210,880.00	18,960.00
L302	Fleet Pond	75,382.73	96,693.57	92,950	35,969.60	31,653.07	-4,316.53	94,250.00	1,300.00
L303	Commons	73,825.86	94,876.62	105,030	99,730.23	65,458.97	-34,271.26	100,790.00	-4,240.00
L304	Odiham Common	41,054.72	48,472.02	56,060	40,012.50	36,797.72	-3,214.78	59,790.00	3,730.00
L306	Elvetham Heath Nature Rese	3,308.78	22,874.87	19,720	21,207.95	12,266.86	-8,941.09	21,960.00	2,240.00
L308	Hart Leisure Centre (Client)	466,572.22	732,971.61	528,800	83,475.74	-2,129.23	-85,604.97	510,340.00	-18,460.00
L309	Hlc Catering	22,736.23	24,091.12	-11,790	-11,949.34	-5,918.41	6,030.93	-7,015.00	4,775.00
L310	Frogmore Lc (Client)	314,522.40	782,940.68	311,260	30,927.12	44,714.62	13,787.50	338,065.00	26,805.00
L311	Fic Catering	-8,086.78	-9,494.90	-6,380	-7,959.36	-7,522.57	436.79	-6,860.00	-480.00
L312	Outdoor Sports - Southwood	73,268.28	50,714.60	71,700	10,132.50	-2,101.12	-12,233.62	61,530.00	-10,170.00
L313	Outdoor Sports - Velmead	39,298.07	12,092.50	21,310	2,450.00	-4,615.00	-7,065.00	14,370.00	-6,940.00
L314	Outdoor Sports - Peter Drive	39,711.93	43,704.08	56,530	17,047.50	-2,910.62	-19,958.12	53,645.00	-2,885.00
L315	Outdoor Sports - Basingbour	25,488.85	26,503.78	20,590	40.00	-121.61	-161.61	21,110.00	520.00
L316	Outdoor Sports - Calthorpe	60,133.05	62,728.93	70,080	34,256.58	18,400.94	-15,855.64	67,404.00	-2,676.00
L317	Outdoor Sports - Oakley	28,407.53	50,385.74	33,140	5,727.50	-1,397.18	-7,124.68	32,380.00	-760.00
L318	Elvetham Heath Outdoor Spo	53,802.86	43,374.12	44,620	4,695.00	-1,160.77	-5,855.77	43,070.00	-1,550.00
L319	Parks & Play Areas	93,494.54	73,355.24	69,860	21,006.67	23,201.36	2,194.69	70,130.00	270.00
L320	Parks/Play Areas Outside Fle	68,535.39	184,320.95	108,040	78,013.34	79,464.18	1,450.84	117,420.00	9,380.00
L321	Harlington Centre (Client)	429,283.95	503,755.73	296,250	90,590.30	80,412.50	-10,177.80	312,780.00	16,530.00
L322	Harlington (Catering)	-1,984.24	11,515.10	-6,220	-18,223.50	1,318.91	19,542.41	-5,120.00	1,100.00
L323	Community Centres (Client)	21,295.13	28,528.94	26,710	18,091.43	12,632.41	-5,459.02	33,065.00	6,355.00
L324	Elvetham Heath Comm. Cent	6,816.78	12,520.14	38,640	7,009.77	-5,302.38	-12,312.15	35,640.00	-3,000.00
L409	Env. Enhancements - Fleet	32,661.00	19,385.41	28,880	3,750.00	14,802.29	11,052.29	28,880.00	0.00
L410	Open Spaces	200,277.98	367,181.70	312,740	99,225.00	71,935.93	-27,289.07	333,530.00	20,790.00
L712	Grounds Maintenance	-1.04	0.00	-5,000	324,034.67	321,830.89	-2,203.78	39,840.00	44,840.00
	SERVICE TOTAL	2,344,161.54	3,453,924.73	2,484,070	1,144,047.20	935,343.95	-208,703.25	2,590,504.00	106,434.00

L301	The adverse variance is due to the short fall in the vacancy saving target. Please note, these figures show Leisure is picking up 100% of an officers employee costs when actually Leisure & Environmental Promotion are only getting 60% of the benefit.
L302	
L303	The favourable variance is mainly due to an under spend of £3,400 on consultants & publicity costs. This favourable variance is being spent on additional costs in the other Cost Centres.
L304	The adverse variance on consultants & publicity that are being funded by additional income on L304-9501 and the under spend in L303.
L306	
L308	The favourable variance is made up of £5,170 projected under spend on employee costs partially due to maternity leave covered from existing staff hours in Leisure Strategy and an anticipated under spend on wages mainly due to the pool closure for maintenance over the Christmas period. We are also projecting additional income partially offset by £7,800 projected overspend on premises and supplies and services costs.
L309	Adverse variance of £4,800 is due to a projected income shortfall on children's parties on the catering side.
L310	Adverse variance of £27,000 is made up of £88,000 income projection shortfall (of which £51,300 is on the Leisure 365 cards income and £11,300 is on All Weather Pitch income) The income adverse variance is being partially offset by a £47,500 projected under spend on employee costs on wages coming in less that budget, a £4,500 saving as one member of staff opted out of the pension scheme after the budget was set and a £17,450 under spend on wages partially due to the Leisure Centre now closing on a Sunday evening). There is also a projected under spend of £19,000 on premises & supplies & services costs.
L311	
L312	Projected favourable variance of £10,200 is made up of an under spend of £5,400 on supplies & services/premises costs and £4,000 favourable variance on income.
L313	Projected favourable variance is mainly due to projecting £3,900 of additional income.
L314	Favourable variance is made up of a £3,170 salary overspend more than offset by over-recovery in income of £6,080. Previous higher underspends in supplies have been reduced by including charge for under spent budget to FCCH.
L315	
L316	Over-recovery of £3,500 in income. Previous higher under spends in supplies and income have been reduced by including charge for under spend budget to FCCH.
L317	Previous higher under spends in supplies and income have been reduced by including charge for under spend budget to FCCH.
L318	Previous higher under spends in supplies and income have been reduced by including charge for under spend budget to FCCH.
L319	
L320	Projected overspend of £9,000 is due to an increase in the budgeted contribution to Basingstoke Canal which is outside of Leisure & Environmental Promotion's control.
L321	Net projected overspend of £16,530 made up various small overspends in premises and supplies budgets. Previous lower overspend has been increased by including charge for under spend expenditure and under-recovered income budgets to FCCH.
L322	Previous higher under spends in supplies and income have been reduced by including charge for under spend budget to FCCH.
L323	Adverse variance of £6,400 is made up of a shortfall in income partially offset by a reduction in running costs whilst the refurbishment takes place.
L324	Previous higher under spends in supplies and income have been reduced by including charge for under spend budget to FCCH.
L409	
L410	Adverse variance as we anticipate a shortfall in the budgeted roundabout sponsorship income. This adverse variance is being offset by the under spend in the Grounds Maintenance cost centre.
L411	
L712	Reduction of 69K for S106 income contribution

Planning Services

Cost Centre	Cost Centre	Previous Year Actuals	Last Year Actuals	Current Year	Year-To-Date Budget	Year-To-Date	Over / (Under) Spend	Projected Expenditure	Est. Variance At Year End
		2007	2008	2009	2009 / 9	2009 / 9	2009 / 9	2009	2009
P113	Local Land Charges	-77,383.16	76,701.38	-39,760	-72,160.00	-59,087.12	13,072.88	-3,490.00	36,270.00
P401	Dev. Control - Fee Earning	1,104,010.46	985,991.98	328,480	10,141.50	143,051.04	132,909.54	535,830.00	207,350.00
P402	Planning Delivery Grant	0.00	7,064.65	-220	194,995.00	187,007.85	-7,987.15	0.00	220.00
P403	Building Control - Fee Earning	0.00	0.00	-260	-30,097.10	44,889.86	74,986.96	0.00	260.00
P404	Building Control - Non-Fee	115,657.01	114,723.90	131,460	-1,222.50	-14,834.87	-13,612.37	118,310.00	-13,150.00
P406	Landscape&Conservation Planning	186,008.75	194,977.25	194,690	94,453.00	85,677.15	-8,775.85	195,685.00	995.00
P407	Planning Policy	280,707.36	296,868.87	332,880	174,921.50	151,464.51	-23,456.99	303,140.00	-29,740.00
P717	Planning Support	0.70	0.00	-990	202,324.50	178,890.19	-23,434.31	-28,360.00	-27,370.00
	SERVICE TOTAL	1,609,001.12	1,676,328.03	946,280	573,355.90	717,058.61	143,702.71	1,121,115.00	174,835.00

P113	Under-recovery of search fees worsened to £50,790. Over-recovery of photocopier charges of £1,470 and under spend in supplies and services of £12,660 most of which is reduced fees for land charges services.
P401	Overspend in salaries due to £30,700 salary saving target carried over from 2008-09, £9,330 savings target not going to be met. Redundancy cost for officer who left at the end of May 2009 increased to £50,555 due to addition of early retirement charges. This is now funded by supplementary budget agreed by Cabinet on 5th November 2009. Advertising for planning applications costs overspent by £7,500 which has improved from previously reported £11,000. Supplies under spends include £16,600 on consultants and £34,300 on legal expenses. Further increase to award of costs against by £2,000 to £17,000. Under-recovery in planning application fee income increased to £194,900. It has now been confirmed that the £84,000 planning application fee for QEB site will be arriving after 1st April 2010. Unbudgeted recovery of costs of £16,800 offset by reduction in grant monies £9,080 required for market supplements. Under-recovery in photocopier charges down by £6,820 due to reduction of service.
P402	This Housing and Planning Delivery Grant is estimated to finance £412,460 across the whole planning service and includes £233,215 salary costs and £86,430 consultancy costs for various planning related projects including the planning core strategy and local development framework. The 2009-10 grant allocation is £164,192 for 2009-10 which will mean that all the available grant will run out by the end of 2009-10.
P403	Current level of agency and consultancy costs plus reduction in income will lead to loss of all the current surplus in the trading account by the end of the 2009-10 year. Action is being taken to reduce costs to help avoid a deficit occurring.
P404	Over-recovery of income from land search questions now at £12,570. Also under spend in supplies of £580.
P406	Unbudgeted recovery of costs £850 and increased level of photocopier charges recovered £1,100. Overspends of £1,390 on licence fees and software charges Various minor salary variances total £1,330
P407	Salary savings of £14,070 mainly due to vacant policy planner post which covers vacancy saving of £3,080 Savings in subscription costs of £5,500 and rates £460 Net consultants overspend £17,005 part funded by £14,500 budget and receipts of area based grant monies in 2008-09. Additional £3,700 on Housing viability study and £1,000 on Local Authority shared water cycle scoping report. Additional grant income of £22,500 new climate change area based grant monies. Yateley SPD costs recovered £930.
P717	Overall salary saving £44,530 mainly due to £36,130 Head of Service vacancy. Savings offset £18,760 recruitment costs and service saving of £9,040. Various savings in supplies and services increased to £13,590. Loss of income in sales of maps and plans of £5,100.

Regulatory Services

Cost Centre	Cost Centre	Previous Year Actuals	Last Year Actuals	Current Year	Year-To-Date Budget	Year-To-Date	Over / (Under) Spend	Projected Expenditure	Est. Variance At Year End
		2007	2008	2009	2009 / 9	2009 / 9	2009 / 9	2009	2009
P212	Env Health Pollution	79,941.21	119,141.91	95,520	58,250.00	39,247.85	-19,002.15	80,490.00	-15,030.00
P215	Env Health Commercial	262,759.23	273,293.17	262,290	216,593.00	187,641.60	-28,951.40	273,030.00	10,740.00
P217	Fleet Cemetery	40,362.05	26,566.56	39,520	-13,127.50	-13,088.16	39.34	39,075.00	-445.00
P218	Churchyards	19,118.31	15,177.17	11,110	1,537.50	1,930.16	392.66	10,990.00	-120.00
P220	Env Health Public	53,830.50	111,331.16	91,480	60,552.50	64,889.15	4,336.65	98,750.00	7,270.00
P230	Out Of Hours Noise Service	0.00	0.00	18,560	9,000.00	2,933.86	-6,066.14	19,785.00	1,225.00
P719	Health & Safety	77,009.09	0.00	66,930	60,342.50	38,248.83	-22,093.67	64,005.00	-2,925.00
	SERVICE TOTAL	533,020.39	545,509.97	585,410	393,148.00	321,803.29	-71,344.71	586,125.00	715.00

P212	Reduction of Environmental Protection Act income of £4,950 due to part of service now undertaken by Hampshire County Council. Offset by £10,500 unbudgeted recovery of search fees and saving in supplies of £9,900 which mainly consists of consultants of £8,990.
P215	Expected service saving reduced to £51,750 not covered by saving in cut management post. Saving further reduced by redundancy, notice pay and unpaid leave. Redundancy and notice monies now covered by supplementary budget agreed by Cabinet on 5th November 2009. Unbudgeted £3,000 university training course and overtime £3,360. Vacancy saving of £7,810 not going to be met. Unbudgeted pension cost for officer who joined in January 2009 of £6,800. Expected unbudgeted income of £7,020 local organisations contributions either brought forward from 2008-09 or due to be received in 2009-10. Spend against this not yet identified. Receipt of £7,900 budget from vacant licensing officer post but no spend ear-marked as yet.
P217	Over-recovery of income forecast at £5,510 mainly in sale of exclusive rights and internment fees. Offset by net £5,065 overspend in premises and supplies costs. Increase due to £3,920 additional costs in community burials.
P218	No significant variances.
P220	Increase in salary of £2,790 due to internal promotion, increase in supplies costs of £2,310 mainly due to drain testing costs and £1,550 under recovery in recovery of costs budget.
P230	No significant variances however service possibly increasing from weekend to a full week service. Start date yet to be advised but may be dependant upon savings made elsewhere in the service.
P719	Recovery of costs from Basingstoke and Deane not now expected to be as high as expected at budget setting. Reduction of £12,240. Savings of £6,000 in training and £8,500 in equipment.

Technical & Env. Maintenance

Cost Centre Code	Cost Centre	Previous Year Actuals	Last Year Actuals	Current Year Budget	Year-To-Date Budget	Year-To-Date Actuals	Over / (Under) Spend	Projected Expenditure	Est. Variance At Year End
		2007	2008	2009	2009 / 9	2009 / 9	2009 / 9	2009	2009
T116	Emergency Planning	36,871.40	39,667.62	53,930	65,950.00	60,801.49	-5,148.51	34,755.00	-19,175.00
T201	Refuse Collection	1,683,827.93	1,698,801.90	1,686,260	944,701.50	908,422.89	-36,278.61	1,707,175.00	20,915.00
T202	Green Waste Collection	196,093.21	56,399.83	30,840	-50,022.50	-114,777.37	-64,754.87	-19,390.00	-50,230.00
T203	Glass Collection	229,911.29	318,881.65	240,220	78,057.50	131,639.00	53,581.50	250,905.00	10,685.00
T204	Public Conveniences	87,517.23	68,078.12	32,840	4,477.50	7,937.07	3,459.57	36,310.00	3,470.00
T205	Amenity Cleaning	682,262.94	772,803.94	697,370	498,359.00	483,130.47	-15,228.53	771,670.00	74,300.00
T206	Waste Management & Recycl	-118,278.57	-75,420.51	107,760	88,265.00	94,557.61	6,292.61	28,785.00	-78,975.00
T207	Hart Drainage	135,959.88	112,500.17	136,950	64,090.83	39,620.60	-24,470.23	132,140.00	-4,810.00
T209	Abc Project Revenue Costs	7,001.86	5,000.00	0	0.00	-5,000.00	-5,000.00	3,000.00	3,000.00
T413	Street Furniture	19,273.81	14,818.39	21,050	6,885.00	3,582.42	-3,302.58	20,870.00	-180.00
T414	Hart Highway Initiatives	17,516.45	0.00	0	0.00	0.00	0.00	0.00	0.00
T416	Highways Traffic Managemer	37,291.41	94,647.65	74,890	86,260.00	81,022.52	-5,237.48	68,200.00	-6,690.00
T417	Highways Agency - Developr	-38,676.99	-30,756.23	-29,080	38,780.00	-75,316.76	-114,096.76	-35,895.00	-6,815.00
T423	Community Buildings	65,699.17	97,959.24	134,140	14,972.50	11,555.45	-3,417.05	122,910.00	-11,230.00
T424	Corporate Building Maintena	-0.74	0.00	10	259,949.17	182,793.49	-77,155.68	-50,390.00	-50,400.00
T501	Car Park Management	-477,466.86	-352,772.24	-718,710	-381,880.83	-315,784.12	66,096.71	-612,475.00	106,235.00
T502	Decrim Parking Enforcement	82,436.05	165,272.98	118,270	-33,705.00	-25,963.46	7,741.54	148,945.00	30,675.00
T510	Concessionary Travel	422,294.62	135,490.24	231,590	148,280.00	115,275.75	-33,004.25	204,875.00	-26,715.00
T511	Community Transport	18,701.24	30,233.24	34,640	20,250.00	27,870.04	7,620.04	49,720.00	15,080.00
T702	Admin Bldgs - R & M	-1.85	0.00	14,810	385,394.27	350,891.26	-34,503.01	33,040.00	18,230.00
T705	Hartley Witney Depot	-1.23	0.00	6,180	35,902.50	32,113.65	-3,788.85	13,130.00	6,950.00
T715	Office Services - Procuremer	-0.74	0.00	20	27,167.50	16,771.15	-10,396.35	-12,850.00	-12,870.00
	SERVICE TOTAL	3,088,231.51	3,151,605.99	2,873,980	2,302,133.94	2,011,143.15	-290,990.79	2,895,430.00	21,450.00

Cost Centre Code	Cost Centre	Previous Year Actuals	Last Year Actuals	Current Year Budget	Year-To-Date Budget	Year-To-Date Actuals	Over / (Under) Spend	Projected Expenditure	Est. Variance At Year End
		2007	2008	2009	2009 / 9	2009 / 9	2009 / 9	2009	2009
T116	Savings in salaries of £14,235 due to vacant post and various savings in supplies of £4,940.								
T201	Net overspend of £68,920 salaries primarily from agency costs £42,700 and overtime of £12,940. Plus £10,000 costs for removal of route 7. Net under spend in transport costs of £14,350 Net under spend in supplies of £28,835 primarily clothing and uniforms £10,000 and contractors £19,000. Under-recovery in bulky household income of £8,920 offset by estimated £20,000 unbudgeted recovery of costs and £3,680 unbudgeted commercial refuse charges.								
T202	£20,740 under spend in salaries primarily from £17,700 saving in agency costs. Net £5,570 savings in transport and supplies. Plus increase in green waste income recovery of £24,190.								
T203	Net overspends in salaries £17,235 and £9,840 in transport offset by savings in supplies of £4,390 and estimated over-recovery in glass recycling credits of £12,000.								
T204	The budget for Public Conveniences has been reduced, but costs will still be incurred. Costs include £9,940 premises costs offset by income of £6,500.								
T205	Net £44,800 overspend in salaries includes £20,000 cost for implementation of efficiency review recommendations, £8,050 extra overtime payments and £7,870 overspend on agency. Net overspends of £5,960 in premises and transport costs. More than offset by £11,060 savings in supplies mainly in equipment and contractors. These savings are mainly due to the better rates received via the Arco Contract. This is offset against a £34,500 adverse variance in income due to reduced LPSA2 grant allocation.								
T206	Net overspend of £21,780 in supplies primarily includes £20,000 overspend for printing and stationery. Net favourable variance of £97,870 includes an estimated increase in MRF income £104,630 based on information received.								
T207	Net salary savings of £4,950 due to unused pension budget. Loss of septic tank income recovered by savings in supplies.								
T209	Storage costs for Bins.								
T413	No significant variance								
T416	Expected additional income from HCC of £10,000 for work to support vacant HCC area post offsets net overspends in salaries which includes £3,200 agency and £2,000 advertising.								
T417	Net savings of £6,815 shown across salaries, equipment and income recovery.								
T423	Sick leave cover of £4,790 and overspend in premises of £1,520 offset by saving in consultants of £10,000, £3,000 in licence fees and unbudgeted recovery of costs of £4,850.								
T424	Post now vacant for whole year saving £50,250.								
T501	£6,940 net salary saving offset by £5,000 cost for implementation of review recommendations. Overspend on rates of £4,200. Income under-recovery increased to £105,550 primarily made up of £30,000 in season tickets, £44,000 in car park fees and £45,000 in Penalty Charge Notices. Partly offset by over-recoveries of £13,460 which includes car boot rental/car cleaning over-recovery of £8,780.								
T502	£17,505 net salary saving offset by £5,000 cost for implementation of review recommendations. Income under-recovered by £43,900 primarily made up of £7,400 car parking fees, £30,000 in Penalty Charge Notices and £6,500 in permits.								
T510	Estimated under spend of £14,000 in both tokens and bus passes.								
T511	Estimated £15,000 increase in payments to Hampshire for Community Transport.								
T702	Variance is mainly £22,380 vacancy savings target for whole service offset by savings in electricity £5,000 and more rents received than budgeted of net £2,800								
T705	Net overspend of £6,950 includes reduction of income from reimbursement by contractor.								
T715	Vacant post.								

Capital Programme 2009/10 Budget Monitoring - Month 9 December 2009

	2009/10	2009/10	2009/10	2009/10	2009/10	2009/10	2009/10	2009/10	2009/10
Summary Capital Programme 2009/10	Original Budget	Budget Carried forward from 2008/09 - Approved 02/07/09	Additional Schemes approved	Schemes removed by Capital Board or other decision	Budget moved to future years	PROPOSED Revised Budget 2009/10	Actual to period 9	Forecast Outturn	Variance to Proposed Revised Budget
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Corporate Management	22	0	110	0	0	132	53	127	(5)
Community & Partnerships	45	0	0	0	(30)	15	0	15	0
Housing & Customer Services	1,170	(43)	23	(470)	(200)	480	227	480	0
Leisure & Environmental Promotion	1,092	120	51	0	(669)	594	477	593	(1)
Planning & Environmental Regulation	80	0	0	(50)	0	30	3	30	0
Technical Services	210	121	17	(20)	(198)	130	66	130	0
Capital Programme provisions	0	0	0	50	0	50	0	50	0
GRAND TOTAL CAPITAL PROGRAMME	2,619	198	201	(490)	(1,097)	1,431	826	1,425	(6)

	2009/10	2009/10	2009/10	2009/10	2009/10	2009/10	2009/10	2009/10	2009/10
DETAIL CAPITAL PROGRAMME 2009/10	Original Budget	Budget Carried forward from 2008/09 - Approved 02/07/09	Additional Schemes approved	Schemes removed by Capital Board or other decision	Budget moved to future years	PROPOSED Revised Budget 2009/10	Actual to period 9	Forecast outturn	Variance to Proposed Revised Budget
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Corporate Management									
Future of Fleet Town Centre			110			110	53	105	(5)
IT Equipment Replacement (Desktop Refresh)	22					22	0	22	0
	22	0	110	0	0	132	53	127	(5)
Community & Partnerships									
Provision to support Parish Schemes	45				(30)	15	0	15	0
	45	0	0	0	(30)	15	0	15	0
Housing & Customer Services									
Social Housing Initiatives	700			(470)	(230)	0	0	0	0
Social Housing Initiatives (1 Green lane)					30	30	0	30	0
Private Sector Renewal	60			(20)		40	18	40	0
Disabled Facilities Grant:	410	(43)	23	20		410	209	410	0
	1,170	(43)	23	(470)	(200)	480	227	480	0

Leisure & Environmental Promotion									
C/Side Workshop	16				(16)	0			0
Leisure and Environment Promotion Release of S106:									
(1) Public Art-S106	5					5		5	0
(2) Calthorpe Park, Fleet -S106	16					16	5	16	0
(3) Velmead Community Centre Refurbishment	226	83	25			334	299	334	0
(4) Release of S106 Funds - Play Area in Blackwater & Harlington Centre - Planned Maintenance	41	(41)				0			0
Frogmore Leisure Centre - Planned Maintenance	35				(60)	0			0
Hart Leisure Centre - Planned Maintenance	523		18		(35)	0	(12)		0
The Workshop - Fleet Pond - Planned Maintenance	35				(523)	18		18	0
Hart Leisure Centre - Swimming pool covers-S106	35				(35)	0			0
Big Lottery Grant Aid	100	78				35		35	0
Purchase of a wood chipper			8			178	177	177	(1)
						8	8	8	0
	1,092	120	51	0	-669	594	477	593	(1)
Planning & Environmental Regulation									
Development of Land for Burials at Fleet Cemetery	80			(50)		30	3	30	0
	80	0	0	(50)	0	30	3	30	0
Technical Services									
Disability Discrimination Act	172				(172)	0			0
Harlington Centre - lift refurbishment/replacement							(1)		0
Introduction to Onstreet Parking Charges		19				19	1	19	0
Car Parking (previously inc. within the Provisional programme)		17				17	5	17	0
Civic Offices - Planned Maintenance	26				(26)	0			0
Car Park Improvements - Monteagle Lane, Yateley	12					12		12	0
CCTV Equipment for Fly tipping Enforcement		15				15		15	0
Depot H & S Improvements		70		(20)		50	44	50	0
Purchase of Glass Crates			17			17	17	17	0
	210	121	17	(20)	(198)	130	66	130	0
Capital Programme Provisions									
Social Housing initiatives				50		50		50	0
Hart Leisure Centre						0			
	0	0	0	50	0	50	0	50	0
TOTAL CAPITAL PROGRAMME	2,619	198	201	(490)	(1,097)	1,431	826	1,425	(6)

	Revenue Reserves				Capital Reserves					
	Unearmarked Revenue Reserves	Building Control	Commuted Sums S106	Interest Reserve	Useable Capital Receipts	RTB Receipts - Housing	S106 - Housing	S106 Leisure	S106 Highways/ Education	Other forms of Financing
Balance as at 1st April 2008	2,607	137	1,690	164	1,302	1,938	227	1,153	983	125
New Resources	0	0	109	65	1,191	138	330	37	(267)	235
Revenue Funding	(779)	(57)	(215)	(1)					(41)	
Capital Funding					(381)		0	(172)	0	(332)
Balance as at 1st April 2009	1,828	80	1,584	228	2,112	2,076	557	1,018	675	28
New Resources	0	0	160	0	120	0	0	12	(275)	412
Revenue Funding	(183)	(100)	(253)	0				(51)		
Capital Funding					(437)	(103)	0	(348)	0	(345)
Funding of 2008/09 carry-forwards	(120)				(78)			(42)		(78)
Supplementary Estimates	(459)									
Balance as at 1st April 2010	1,066	(20)	1,491	228	1,717	1,973	557	589	400	17

OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING: 16 FEBRUARY 2010

**TITLE OF REPORT: 2009/10 THIRD QUARTER PERFORMANCE
MANAGEMENT REPORT**

Report of: Corporate Director

Cabinet member: Councillor Ken Crookes, Leader

I PURPOSE OF REPORT

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

- I. Organisational Development – Business Process Reengineering, partnership working with other Local Authorities, and outsourcing
- II. Budget monitoring (Revenue and Capital) Quarterly report (see elsewhere on the agenda)
- III. Relevant National and Local Performance Indicators (NIs, Pls)
- IV. Complaints/Compliments
- V. Risk Management

2 OFFICER RECOMMENDATION

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

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

2.2 Where performance data is not supplied when requested, Portfolio Holders are asked to ensure that data is supplied in future quarters.

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

3 BACKGROUND

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

4 CURRENT POSITION

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

Data	Headlines
Organisational Development	In January there were a total of 42 organisational development projects on the schedule. 20 of which have been completed, 21 are underway and 1 has been abandoned.
Budget Monitoring	See paper elsewhere on the agenda
National and Local performance Indicators	Majority of local indicators performing well with 50 on target indicators, 8 indicators within 10% of target and 13 not meeting target. Main areas of concern are minor planning applications turnaround and appeals, and delivery of affordable homes.
Complaints Management	During the third quarter 59% of recorded complaints were responded to within the 10 day target compared with 71% in quarter 2 and 56% in quarter 1. Areas of concern are Planning (2 out of 7) Housing (1 out of 3) and Environmental Maintenance (6 out of 14). Year to date performance is 64% compared with 68% in 2008/09.
Risk Management	Two high risk items from the strategic risk register and operational risk registers. The risk relating to the delivery of Affordable Housing is partly due to the impact of the Special Protection Area for Birds and partly to the current economic climate. There remains a high risk of not meeting this objective. The second risk relates to the delivery of housing generally. With some sites now underway and others the subject on active negotiation there is a reasonable prospect that this will be mitigated. During Quarter 4 it is likely that risks linked to the 2010/11 Budget will need to be considered and reported as part of the Risk Register Update.

5 FINANCIAL IMPLICATIONS

- 5.1 No further implications apart from those outlined elsewhere in the report

6 MANAGEMENT OF RISK

- 6.1 Areas of risk are addressed within the attached appendices

7 EQUALITY AND DIVERSITY

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

8 LINKS TO CORPORATE PRIORITIES

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

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APPENDICES

- Appendix 1 Organisational Development
- Appendix 2 National Indicators and Local Performance Indicators
- Appendix 3 Complaints Management
- Appendix 4 Risk Management

Hart Organisational Development

Scope and progress – January 2010

APPENDIX 1

Service	Internal reorganisation	Transfer to Parish Council	Partnership	Outsource	Not started Red	Underway Amber	Complete Green	Officer Lead
Revenues and Benefits				Capita				VE/DM
Client services Revs and Bens				Havant BC				DM
Payroll				HCC/Capita				EB
Human Resources				CAPITA				EB
IT				CAPITA				EB
Contact Centre				CAPITA				EB
Financial Services				CAPITA				EB
Legal			Basingstoke					GB
Health and Safety			Basingstoke					VE
Internal Audit			Basingstoke/ Rushmoor					GB
Environmental Health	Yes							EB
Environmental Health			Basingstoke					EB
Housing Service	Yes – Autumn 09							EB
Development Control	Yes							EB
Development Control Admin Support			No longer progressing					RJ
Harlington Centre	Yes							EB/CW
Harlington Centre Phase II		Yes						
Waste Collection				Yes in 2011				EB/JE
Grounds Maintenance				Review in 2010				EB/CW
Leisure Centres				Consultants Reports being considered				EB/CW
Street Cleaning	Internal review IESE			Yes in 2011				EB
Play Areas		Yes						CW
Public Conveniences		Yes						EB/JE
Community Toilets			Local businesses					EB
Property and Estate Services			Bracknell Forest					EB/JE
Building Control			Wokingham /Rushmoor/ Surrey Heath					EB
CCTV			Rushmoor					VE/LT
Hart Neighbourhood Centre Charity			HDC/Police/HVA					VE
Creation of new Parish and Town Councils		Yes						GB
Climate Change Officer			Sentinel					VE
European Bids			Basingstoke					VE
Business partnerships			Basingstoke					VE
Hart Business web pages			Basingstoke					VE
Inspire Business Awards			Basingstoke					VE
Policy Briefings			Basingstoke					VE
Healthy Workplace Award Scheme			Basingstoke					VE
Grant finding			HVA					VE
CAA								GB
Parking Review	Internal review IESE							EB
Street Cleansing Review	Internal review IESE							EB
Housing Benefit BPR	Internal review IESE							EB
Waste BPR	Joint Project with Capita							EB

Q3 2009/10 Quarterly Key Performance Indicator Report

Traffic Light: Red 13 Amber 8 Green 50 Unknown 1

Commercial Environmental Health												
KPI Description	KPI Code	Latest Notes	Best Result	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target 2009/10	Q3 2009/10	Status	Short Trend	Long Trend
				Value	Value	Value	Value		Value			
% of food safety inspection that should have been carried out that were carried out for high risk premises	EH1		High value is best	100%	100%	97.14%	98.90%	100%	100%	Green	Improving	Improving
% Unfit food complaints to be responded to within 1 working day.	EH3		High value is best	100%	100%	100%	100%	100%	100%	Green	No Change	No Change
% of Health & safety inspections that should have been carried out that were carried out for 'high risk' premises	EH7		High value is best	100%	88%	62.70%	91.60%	100%	92%	Amber	Improving	Improving
% serious accidents responded to within 1 working day	EH9		High value is best	100%	100%	100%	75%	100%	100%	Green	Improving	Improving
% of infectious diseases complaints responded to within three working days	EH12		High value is best	100%	100%	100%	100%	100%	100%	Green	No Change	No Change
% of public health complaints responded to within 3 working days.	EH13		High value is best	N/A	0%	50%	0%	100%	100%	Green	Improving	Improving
% of animal welfare inspections undertaken within the period which were due for inspection	EH16		High value is best	100%	100%	100%	100%	100%	100%	Green	No Change	No Change

Communities & Partnerships; Community Safety												
KPI Description	KPI Code	Latest Notes	Best Result	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target 2009/10	Q3 2009/10	Status	Short Trend	Long Trend
				Value	Value	Value	Value		Value			
% of partner satisfaction in community safety events (by Survey)	CS3g	Partner agencies surveyed following the on curriculum day at Courtmoor gave a resounding thumbs up to the event organisation, location, timetable, theme etc and have all committed to future events at other schools around the district	High value is best			83%	96.50%	80%	100%	Green	Improving	Improving
% of specified work completed as part of Crime Reduction and Environment Week (CREW)	CS3h	Due to inclement weather and adverse risk assessments a number of partner agencies were unable to complete all of their proposed tasks	High value is best			92%	93%	90%	90%	Green	Getting Worse	Getting Worse
Assessment of successful youth interventions	CS8	3 - LIFE - 3 - ABC's	High value is best			491	521	1,000	527	Green	Improving	Improving
% of determined 'premises licence applications' issued within five working days	CSL17		High value is best	100%	100%	100%	100%	100%	100%	Green	No Change	No Change
% of hackney carriage and private hire licences issued with 14 working days	CSL19		High value is best	100%	100%	100%	100%	100%	100%	Green	No Change	Improving

Corporate												
KPI Description	KPI Code	Latest Notes	Best Result	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target 2009/10	Q3 2009/10	Status	Short Trend	Long Trend
				Value	Value	Value	Value		Value			
% of High Risk Audit Recommendations Implemented (formerly AL11)	CP2	NC010210 2 recommendations partially implemented and 2 have agreed revised dates of completion (Feb 2010)	High value is best	100%	66%	60%	50%	100%	64%	Red	Improving	Getting Worse
% uptime of Hart DC website	CP6		High value is best	99.95%	99.90%	99.95%	99.95%	98%	99.87%	Green	Getting Worse	Improving
Percentage of Audit Plan completed during the year	PD1		High value is best	100%	88%	25.60%	50.60%	95%	78.60%	Green	Improving	Improving
Percentage of Audits carried out within time allocation	PD2		High value is best	83%	87%	100%	83%	100%	87%	Amber	Improving	Improving
% High risk audit recommendations not implemented, which are escalated	PD3		High value is best	100%	100%	100%	100%	100%	100%	Green	No Change	Improving
No. of Press Releases issued per month	PO1		High value is best	7.33	10.67	8.67	6.33	6	8	Green	Improving	Getting Worse

Customer Services (Capita)

KPI Description	KPI Code	Latest Notes	Best Result	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target 2009/10	Q3 2009/10	Status	Short Trend	Long Trend
				Value	Value	Value	Value		Value			
% of telephone calls answered by Contact Centre in 15 seconds (was CC3)	CS-KPI-3a	RM010210 Capita took over call centre operations in December. Some early technical problems with telephone lines have impaired performance at end of quarter.	High value is best	82.83%	85.23%	82.20%	81.40%	80%	78.93%	Amber	Getting Worse	Improving
% of calls to Contact Centre answered within 30 seconds (was CC4)	CS-KPI-3b	-- enter note --	High value is best	86.74%	89.37%	86.80%	86.10%	85%	84.80%	Amber	Getting Worse	Improving
% Garden Waste invoices sent out accurately and on time	CS-KPI-4	KH010210 Capita will provide this indicator once the Garden Waste invoices are fully within their control (Q4)	High value is best					99%	n/a	Unknown		

Democratic Services

KPI Description	KPI Code	Latest Notes	Best Result	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target 2009/10	Q3 2009/10	Status	Short Trend	Long Trend
				Value	Value	Value	Value		Value			
% of Cabinet decisions produced within two working days of meetings	PD4		High value is best	100%	100%	100%	100%	100%	100%	Green	No Change	No Change
% of meetings (other than Cabinet) for which a draft copy of the Minutes is produced within 3 working days of a meeting	PD5		High value is best	100%	100%	100%	100%	100%	100%	Green	No Change	Improving

Finance (Capita)

KPI Description	KPI Code	Latest Notes	Best Result	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target 2009/10	Q3 2009/10	Status	Short Trend	Long Trend
				Value	Value	Value	Value		Value			
% of invoices paid on time (old BVPI8)	FI-BV8		High value is best	89.19%	87.30%	89.88%	90.81%	97.00%	92.10%	Amber	Improving	Improving
% of undisputed invoices received by Capita and paid promptly	FI-KPI-5	NC120110 Invoices are sent by post. Adverse weather conditions during last week in December caused delivery delays	High value is best				100%	98%	82.50%	Red	Getting Worse	Getting Worse

Housing

KPI Description	KPI Code	Latest Notes	Best Result	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target 2009/10	Q3 2009/10	Status	Short Trend	Long Trend
				Value	Value	Value	Value		Value			
Average time (in days) taken to decide whether to accept people as homeless	H1	NAP 16 Dec 09 Continues to be within target. Actual number of homeless decisions continue at low level, therefore monthly results vary considerably.	Low value is best	22	13	19	19	21	5	Green	Improving	Improving
No of new affordable shared ownership homes provided	H4a	No new build in last 18 months however work on 130 homes has started	High value is best	0	0	0	0	18	0	Red	No Change	No Change
No of new affordable rented homes provided	H4b	No new build in last 18 months however work on 130 homes has started	High value is best	0	0	0	0	8	0	Red	No Change	Getting Worse
The average length of stay for households in Heathlands Court (Weeks)	H5		Low value is best	28	27	22	26	30	28	Green	Getting Worse	Improving
Preventing Homelessness - raw number of households where homelessness prevented	H7	100126 AG - Updated quarterly figures in line with P1E verified data	High value is best	58	43	38	63	144	62	Green	Getting Worse	Improving
% of private sector housing grant budgets actually spent (DFG)	H8		High value is best	52%	107.50%	19%	30%	100%	60%	Green	Improving	Improving
No. of 'houses in multiple occupation' inspected	H11		High value is best	12	6	3	6	10	3	Green	Getting Worse	Getting Worse

Human Resources (Capita)

KPI Description	KPI Code	Latest Notes	Best Result	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target 2009/10	Q3 2009/10	Status	Short Trend	Long Trend
				Value	Value	Value	Value		Value			
% contacts for basic HR enquiries and transactions resolved at first point of contact	HR-KPI-2a	Capita recently started monitoring these indicators. Christmas period has skewed Q3 figures	High value is best				99.20%	80%	63%	Red	Improving	Getting Worse
% First point of contact and payroll queries resolved within 3 working days	HR-KPI-3	Capita recently started monitoring these indicators. Christmas period has skewed Q3 figures	High value is best				100%	95%	73%	Red	Improving	Getting Worse
% Complex HR queries resolved within 10 working days	HR-KPI-4		High value is best				100%	95%	92.67%	Green	Improving	Improving

IT Services (Capita)

KPI Description	KPI Code	Latest Notes	Best Result	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target 2009/10	Q3 2009/10	Status	Short Trend	Long Trend
				Value	Value	Value	Value		Value			
% registered controllable incidents resolved at first point of contact	IT-KPI-1	Capita recently started monitoring this indicator which is improving as helpdesk team gains experience with Hart.	High value is best				33.33%	60%	45.95%	Red	Improving	Improving
% Priority 1 incidents fixed within 4 working hours	IT-KPI-2		High value is best				100%	90%	93.33%	Green	No Change	Improving
% Priority 2 incidents fixed within 8 working hours	IT-KPI-3		High value is best				100%	90%	94.19%	Green	Getting Worse	Getting Worse
% Priority 3 incidents fixed within 5 working days	IT-KPI-4		High value is best				96.67%	85%	94.40%	Green	Improving	Improving
% uptime of key systems	IT-KPI-5		High value is best	99.70%	99.87%	99.88%	99.64%	99%	99.30%	Green	Getting Worse	Getting Worse

Leisure & Environmental Promotion

KPI Description	KPI Code	Latest Notes	Best Result	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target 2009/10	Q3 2009/10	Status	Short Trend	Long Trend
				Value	Value	Value	Value		Value			
Utilisation of Community Centres as a % of availability	LE1		High value is best	37.98%	43.42%	48.95%	46.45%	27%	42.68%	Green	Getting Worse	Improving
Utilisation of leisure centres as a % of availability	LE3		High value is best	54.55%	54.85%	52.17%	51.34%	51.25%	54.93%	Green	Improving	Improving
Disabled under 60 age group visitors as a % of total visits	LE5	Target raised for 2009/10 but disabled visitor numbers not yet influenced by promotional effort.	High value is best	0.05%	0.06%	0.02%	0.05%	0.09%	0.05%	Red	No Change	Getting Worse
% good or better rating from opinion meters in Hart Leisure Centre	LE6a	RM031109 HLC 445 good or better ratings / / / / total ratings	High value is best	Reported Half-Yearly				68%	57.27% (H1)	Red		
% good or better rating from opinion meters in Frogmore Leisure Centre	LE6b	RM031109 FLC 453 good or better / 640 total ratings	High value is best	Reported Half yearly				68%	70.78% (H1)	Green	Improving	Improving
% of strategic countryside sites with accredited management plan	LE9	CW230409 Plans for Hazeley Heath and Fleet Pond are complete. Plan for Odiham Common is in active development.	High value is best	Reported Half Yearly				62.60%	53.15%	Green	Improving	Improving

Planning Services

KPI Description	KPI Code	Latest Notes	Best Result	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target 2009/10	Q3 2009/10	Status	Short Trend	Long Trend
				Value	Value	Value	Value		Value			
% of Conservation Area applications (trees) determined within six weeks	PL1		High value is best	92%	97.20%	96%	96.40%	100%	95%	Amber	Getting Worse	Improving
Percentage of Tree Preservation applications determined within eight weeks	PL2		High value is best	96.60%	100%	100%	95.50%	85%	98.30%	Green	Improving	Improving
% of Planning enforcement cases dealt with in 8 weeks	PL5		High value is best	75%	70.80%	70.20%	77%	85%	68.10%	Red	Getting Worse	Getting Worse
% of Building Control plans checked within 21 days of receipt	PL7		High value is best			100%	88.30%	90%	98.50%	Green	Improving	Getting Worse
% Building Control site visits which take place on the day requested	PL8		High value is best			100%	100%	100%	100%	Green	No Change	No Change
% of standard searches carried out within 5 working days	PL9		High value is best			100%	92.38%	100%	100%	Green	Improving	Improving
% Planning appeals where the council were successful	PL10		High value is best			50	63	50	31	Red	Getting Worse	Getting Worse
Processing of planning applications: Minor applications	NI 157b (BV109b)		High value is best	63.60%	50.00%	60.70%	42.90%	65.00%	51.20%	Red	Improving	Getting Worse
Processing of planning applications: Other applications	NI 157c (BV109c)		High value is best	88.10%	81.80%	87.50%	90.70%	80.00%	88.30%	Green	Getting Worse	Improving
Processing of planning applications: Major applications	NI 157a (BV109a)		High value is best	66.60%	0.00%	78.60%	87.50%	60.00%	85.70%	Green	Getting Worse	Improving

Revenues and Benefits (Capita)

KPI Description	KPI Code	Latest Notes	Best Result	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target 2009/10	Q3 2009/10	Status	Short Trend	Long Trend
				Value	Value	Value	Value		Value			
% of Council Tax collected	RB-BV9	Cumulative Indicator	High value is best	79.75%	98.20%	30.72%	59.45%	98.00%	87.67%	Green	Improving	Improving
Percentage of Non-domestic Rates Collected	RB-BV10	Cumulative Indicator	High value is best	79.20%	98.30%	34.58%	61.25%	98.50%	85.45%	Green	Improving	Improving
% of benefit assessments calculated correctly (new and change in circumstances)	RB-F1		High value is best	88.37	95.36	92.96	98.03	95	94.08	Amber	Getting Worse	Improving
% of new benefit claims decided within 14 days	RB-F2		High value is best	88.06	84.1	76.5	81.91	90	91.33	Green	Improving	Improving
% of new claims outstanding after 50 days	RB-F3		Low value is best	4.56%	6.34%	0%	0%	0%	0%	Green	No Change	Improving
% of council tax collected electronically (DD + Internet)	RB-F11		High value is best	81.69%	81.30%	80.25%	81.42%	80%	81.21%	Green	Getting Worse	Improving
Time taken to process Housing Benefit/Council Tax Benefit new claims.	RB-F12		Low value is best			24.06	19.28	23	15.56	Green	Getting Worse	Getting Worse
Time taken to process Housing Benefit/Council Tax Benefit changes of circumstances.	RB-F13		Low value is best			7.83	6.96	8	6.32	Green	Improving	Improving
Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	NI 181	LM140110 New Claims Q3 = 15.56 days / Changes of Circumstances Q3 = 6.32 days	Low value is best	10	7	10.4	9.2	14	7.4	Green	Improving	Improving

Technical Services and Environmental Maintenance

KPI Description	KPI Code	Latest Notes	Best Result	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target 2009/10	Q3 2009/10	Status	Short Trend	Long Trend
				Value	Value	Value	Value		Value			
% of Household Waste Composted	BV82b(l)		High value is best	6.42%	4.46%	7.66%	7.00%	6.00%	7.60%	Green	Improving	Improving
Cost of household waste collection per household	BV86	04/02/10 Awaiting calculation from Capita Finance (Robert Cozens)	Low value is best	£60.62	£55.14	£55.70	£54.13	£56.00	tba	Green	Improving	Getting Worse
No of traffic management schemes implemented	T8		High value is best	3	1	3	8	6	8	Green	No Change	Improving
Abandoned vehicles - % investigated within 24 hrs	T9 (BV218a)		High value is best	100.00%	100.00%	100.00%	100.00%	95.00%	100.00%	Green	No Change	No Change
Abandoned Vehicles - % removed within 24 hours of required time	T10 (BV218b)		High value is best	100.00%	100.00%	100.00%	100.00%	75.00%	100.00%	Green	No Change	No Change
Number of missed household waste collections per 100,000 collections	WL11	JE200110 - Q3 figures reflect disruption due to snow, Q2 figures represent more realistic assessment of service.	Low value is best	53	6344	185	33	200	6599	Red	Getting Worse	Getting Worse
Percentage of missed bins collected within one working day of nominated day of collection	WL12	JE200110 - Q3 figures reflect disruption due to snow, Q2 figures represent more realistic assessment of service.	High value is best	100.00%	1.08%	96.42%	100.00%	97.00%	91.88%	Amber	Getting Worse	Improving

COMPLAINTS - 2009/10 ANALYSIS

Q1 April to June 2009	C&P	Leisure	Env. Maintenance	E&T	R&B & Finance	Planning	Housing	Legal	Corporate*	Reg Svs	Stage Three	Total	Percentage
Number of Complaints	0	12	29	10	2	5	1	1	0	2	2	64	
Number Acknowledged within 24 hours	0	8	18	9	1	5	0	1	0	2	1	45	70%
Number Responded to within 10 days	0	10	18	6	0	0	0	0	0	0	2	36	56%
Not due	0	0	0	0	0	0	0	0	0	0	0	0	

* Press Office

Q2 July to September 2009	C&P	Leisure	Env. Maintenance	E&T	R&B & Finance	Planning	Housing	Legal	Corporate*	Reg Svs	Stage Three	Total	Percentage
Number of Complaints	1	22	45	14	1	4	1	0	0	7	6	101	
Number Acknowledged within 24 hours	1	16	23	11	1	4	1	0	0	7	5	69	68%
Number Responded to within 10 days	0	16	36	13	1	2	0	0	0	3	1	72	71%
Not due	0	0	0	0	0	0	0	0	0	0	0	0	

Q3 October to December 2009	C&P	Leisure	Env. Maintenance	E&T	R&B & Finance	Planning	Housing	Legal	Corporate*	Reg Svs	Stage Three	Total	Percentage
Number of Complaints	1	7	14	6	3	7	3	0	0	3	2	46	
Number Acknowledged within 24 hours	1	7	10	6	2	6	1	0	0	1	1	35	76%
Number Responded to within 10 days	0	5	6	6	3	2	1	0	0	2	2	27	59%
Not due	0	0	0	0	0	0	0	0	0	0	0	0	

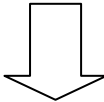
2009/10 Year to Date	C&P	Leisure	Env. Maintenance	E&T	R&B & Finance	Planning	Housing	Legal	Corporate*	Reg Svs	Stage Three	Total	Percentage
Number of Complaints	2	41	88	30	6	16	5	1	0	12	10	211	
Number Acknowledged within 24 hours	2	31	51	26	4	15	2	1	0	10	7	149	71%
Number Responded to within 10 days	0	31	60	25	4	4	1	0	0	5	5	135	64%
Not due	0	0	0	0	0	0	0	0	0	0	0	0	

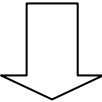
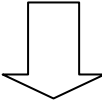
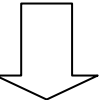
\\Hart-fileserver\departments\Share\Corporate\Complaints Monitoring\[Complaints Monitoring - Apr 08 onwards.xls]2009_10_A

2008/09 Year to Date	C&P	Leisure	Env. Maintenance	E&T	R&B & Finance	Planning	Housing	Legal	Corporate*	Reg Svs	Stage Three	Total	Percentage
Number of Complaints	3	219	274	80	25	28	22	0	5	9	6	671	
Number Acknowledged within 24 hours	2	99	182	73	23	22	16	0	5	5	4	431	64%
Number Responded to within 10 days	1	158	202	59	8	10	11	0	4	4	1	458	68%
Not due	0	6	13	1	0	1	1	0	0	0	1	23	


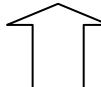
RISK REGISTER UPDATE (October 2009 – December 2009)

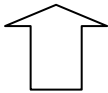
Strategic Risk Register

Risk	Potential Effect	Next Review Date	Internal Controls/ Mitigation	Alert Level	Movement
Provision of Affordable Homes	Unable to deliver target for the provision of affordable homes	March 2010	<ul style="list-style-type: none"> • Close liaison with Planning • Assess impact on Housing Register • Identify alternative means of supply • Hitches Lane Development now started • Working with Parish Councils to identify new sites • Work on Campbell Close now started 	Red Impact Significant Likelihood High	_____
Lack of Financial Resources and Impact of Recession on Budget	Impact on delivery of services	March 2010	<ul style="list-style-type: none"> • Corporate Plan to prioritise resources • Service Plans • Robust Budget Process for revenue and capital • MTFS linked to Corporate Plan • Budget Monitoring 	Amber Impact Significant Likelihood Significant	_____
Business Continuity	Service disruption Main issue now around interruption to provision of IT and the need for a Disaster Recovery Plan	March 2010	<ul style="list-style-type: none"> • Business Continuity Plan • Business Continuity Plan part tested • Monitoring of Swine Flu situation • Disaster Recovery Plan being prepared target date Dec 09 	Green Impact Critical Likelihood Low	

Local Development Framework	Inability to progress Local Development Framework	March 2010	<ul style="list-style-type: none"> • Local Development Steering Group • Local Development Scheme reported to Cabinet 5th March 09 • Planning Policy Team in place • Use of Planning Advisory Service • Liaison with GOSE • Local Development Scheme was adopted in March 	<p>Green</p> <p>Impact Significant</p> <p>Likelihood Low</p>	
Thames Basin Special Protection Area	Unable to resolve planning consent for Thames Basin Special Protection Area	March 2010	<ul style="list-style-type: none"> • Options paper prepared for Cabinet to agree strategy • Interim Avoidance Strategy adopted • Work on-going with Wokingham DC 	<p>Green</p> <p>Impact Significant</p> <p>Likelihood Very Low</p>	
Outsourcing of Support Services	Risk that Outsourcing arrangements with Capita fails	March 2010	<ul style="list-style-type: none"> • Due diligence process • Risk Assessment was considered as part of ongoing negotiations • Preparation of a robust contract • Clear roles and responsibilities agreed prior to contract being signed • Now in transition period. Monitoring of progress • Governance arrangements 	<p>Green</p> <p>Impact Significant</p> <p>Likelihood Low</p>	

Operational Risks (Red and High Amber Only)

Risk	Potential Effect	Next Review Date	Internal Controls/ Mitigation	Alert Level	Movement
Unable to meet increased housing needs	Failure to meet housing targets resulting from green field releases of land for housing.	March 2010	<ul style="list-style-type: none"> • Close liaison with Planning • Assess impact on Housing Register • Identify alternative means of supply • Hitches Lane Development now started • Campbell Close application due June 09 • Working with Parish Councils to identify new sites 	<p>Red</p> <p>Impact Significant</p> <p>Likelihood Very High</p>	
Not meeting development control targets	Unable to meet national performance indicator targets, without a full review of the current scheme of delegation	March 2010	<ul style="list-style-type: none"> • Monthly monitoring at Service Board • 	<p>Amber</p> <p>Impact Significant</p> <p>Likelihood High</p>	
Lack of staff due to sickness	Vacant post, sickness issues and	March 2010	<ul style="list-style-type: none"> • Shared Services being 	Amber	

and vacancies	one senior officer retiring will have an impact on service delivery.		considered for Property Services.	Impact Significant Likelihood High	New Risk
Funding and Sustainability for Community and Partnership projects.	Unable to deliver planned projects due to funding cuts from partners	March 2010	<ul style="list-style-type: none"> • Input into budgets • Discussions with partners • Potential sponsorship of projects 	Amber Impact Significant Likelihood High	
Closure of one of the Gypsy Sites due to lease running out.	Unable to identify an alternative site.	March 2010	<ul style="list-style-type: none"> • Working with HCC to resolve • Meeting with Elvetham Estate to discuss lease position arranged for 26.11.09. 	Amber Impact Significant Likelihood High	_____
Resource to perform payroll function	Employees not paid accurately Roles and responsibilities not clearly defined.	March 2010	<ul style="list-style-type: none"> • Resource from HDC now in place 	Amber Impact Marginal Likelihood High	_____

Workforce Planning	Use of Resources Score of below minimum requirements which has an impact on Value for Money.	March 2010	<ul style="list-style-type: none"> • Workforce Planning Strategy now in place • Action/Improvement Plan produced 	Amber Impact Significant Likelihood High	New Risk
Investment Income	Reduced interest rates during credit crunch. Potential adverse impact on investment income target Loss of investment due to bank collapse	March 2010	<ul style="list-style-type: none"> • Spread investments • Adhere to Treasury Management Policy • Interest rates outside of the council's control are likely to reduce • Daily monitoring of interest rates 	Amber Impact Critical Likelihood Significant	_____
Income targets not met	Budget implications	March 2010	<ul style="list-style-type: none"> • Revised budget agreed • Budget Monitoring 	Amber Impact Significant Likelihood Significant	_____

OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING **16 FEBRUARY 2009**

TITLE OF REPORT: **ENVIRONMENTAL HEALTH – SHARED SERVICE PROPOSAL**

Report of: **Corporate Director**

Cabinet Member: **Councillor Susan Band, Health and Housing**

1. PURPOSE OF REPORT

1.1 This report sets out two options for the future delivery of the Environmental Health (EH) function. One option is to pursue a shared service with Basingstoke and Deane Borough Council. The second is to merge the Commercial and Residential Environmental Health sections and locate within an existing service area in Hart District Council.

2. OFFICER RECOMMENDATION

2.1 That Overview and Scrutiny note the financial implications then debate the service benefits and risks of the proposed options in order to provide Officers with a steer for which approach to take.

3. BACKGROUND

3.1 As part of the 2009/10 budget setting process, efficiency savings were identified in Environmental Health and an internal review was proposed.

3.2 In parallel to the budget setting process, talks were being held with neighbouring authorities Rushmoor and Basingstoke about a shared service for EH. It was agreed that the review would be put on hold until the business case for the shared service was received.

3.3 Unfortunately, there were significant delays with the business case and the proposed implementation period was much longer than at first anticipated.

3.4 Given the above, the most sensible option was the streamlining of the management of EH as an interim step towards any further restructuring that would occur as a result of a shared service with neighbouring authorities. This then delivered the necessary savings for 2009/10 whilst minimising disruption for front line staff. Therefore, in July 2009 the Commercial EH managers were reduced from three to two, to deliver the budget saving.

- 3.5 Joint working in Environmental Health in North Hampshire (Hart, Basingstoke and Deane, and Rushmoor) was considered around three years ago with the then Heads of Services and their teams. Whilst there was enthusiasm for the project, it floundered as the lead officers at both Hart and Basingstoke and Deane left their authorities. New appointments enabled the project to be rekindled with the Head of Environmental Health Services at Rushmoor.
- 3.6 An outline business case and draft implementation plan for the project was put to Chief Executives in November 2009. There were two delivery options for the project, one to employ a consultant to produce a detailed business case, taking 12-18 months and for the three Authorities to make a decision once this work had been completed. The other option was to take more of a “leap of faith” approach and appoint a joint Head of Service straight away. The Head of Service would then bring the three EH teams together, realising efficiencies and savings as the services are restructured.
- 3.7 Both Hart and Basingstoke favoured the latter option. It is inevitable that savings would be made from bringing the teams together through economies of scale plus added resilience would lead to service improvements. The two Authorities also felt that employing an expensive consultant to judge the level of savings at this point would only reduce the total overall savings that the project could deliver. In addition, the period of 12-18 months to undertake a detailed business case appeared excessive and it was feared that the project would lose momentum during that time and would be unsettling for staff. Officers at Rushmoor felt unable to continue with the project without a detailed business case and have now withdrawn.
- 3.8 This paper will now set out the two available options for the future delivery of EH at Hart DC. The first is to opt into a shared service with Basingstoke and Deane. The second is to merge commercial and residential EH and locate them within an existing service at Hart.

4. OPTION I – Shared Service with Basingstoke and Deane

- 4.1 The services that are being considered for the shared service and the numbers of staff involved are:

Commercial EH	Manager 1.0 FTE 4.6 Professional staff 2.5 Admin (1.5 FTE vacant)
Residential EH	1 team leader 0.5FTE 2.8 FTE Professional 0.7 FTE admin
Dog warden / pest control	1 pest control staff Dog warden service is out to contract

- 4.2 The current proposal is for Basingstoke and Deane to provide a hosted service and Hart DC staff to TUPE transfer to Basingstoke and Deane. This shared service has a number of potential advantages, including:

- Sharing of best practice from both Councils could improve response times and consistency of approach. A shared service will allow for more robust, streamlined and effective systems and work processes to be developed.
- The larger staff base will give improved resilience for the joint service to cover staff absences through leave, sickness and to deal with unusual or unexpected demands on the service.
- Improved access to specialist knowledge and skills - there is an increased demand for specialist knowledge in a wide range of regulatory disciplines. The potential training and competency issues arising out of the development of such specialisms have an adverse effect on small authorities due to the need for officer training and subsequent training budgets. The attainment of a wider officer base has natural efficiencies to cope with such increasing demands.
- Job enrichment for some existing staff through the prospect of more varied work over a wider area. This will potentially assist in recruiting and retaining suitably qualified staff which has been difficult in the past given the specialist nature of the services.
- The proposal for a hosted service fits in well with the wider shared service agenda. Home / remote working and the associated costs would need to be considered further. Further potential efficiencies could also be realised for other partners. For example, the two authorities are served by the same Police Operational Command Unit and many of the County Council services are delivered on a regional basis.
- There are also potential efficiencies for companies in North East Hampshire where their business spans the wider area – they currently have to deal with two authorities on matters but may only have one point of contact in future, which is a more attractive prospect.

4.3 Whilst there are a number of potential benefits from a shared service, members must also consider the risks and challenges of a shared service. These include:

- Lack of 'local' control over service delivery, standards and identity as service provider.
- Loss of local presence, flexibility and capacity.
- Disruption to staff, as well as unease and insecurity.
- Up-front investment / costs, for example redundancy, bringing services up to the same standard, aligning processes and procedures, software compatibility / configuration, and resolving accommodation issues. Plus Impact on residual services and support services.
- Potential issues over differences in employment terms and conditions.

- Issues of geography – travelling greater distances is both inefficient and unsustainable.
- The need for robust governance arrangements and terms of agreement, in particular to avoid potential increases in reporting lines for service managers – e.g. having to report into portfolio holders / committees at each authority.
- Agreeing proportionate allocation of costs and savings and / or management fees.

In addition to the non- financial implications, estimated financial implications for Option 1 is;

Savings	Minimum saving - Manager only	Mid saving - Manager and 1.7 fte	Maximum saving - Manager and admin staff
Manager Post	-£57,000	-£57,000	-£57,000
Admin posts upto 2.7 fte		-£45,000	-£70,000
Additional TUPE costs	£30,000	£30,000	£30,000
Estimated full year saving	-£27,000	-£72,000	-£97,000
Assumed 50:50 split	-£13,500	-£36,000	-£48,500

The estimate TUPE cost represents the transfer of all staff to Basingstoke and Deane terms and conditions.

They would also be one off redundancy costs which will vary depending on the post affected likely to be within the range of £2,000 - £53,000. It is likely these would also be split 50:50 giving a cost to Hart of £1,000 - £26,500.

5. OPTION 2 – Merge of residential and commercial EH at Hart DC

- 5.1 If a shared service is not pursued, an alternative means of achieving savings whilst maintaining service levels could be to re-introduce a single environmental health service.
- 5.2 A saving could be achieved by joining the two departments under one manager. This option would also ensure that local control over EH was maintained, there would be less confusion over departmental roles and responsibilities and a presence at the Civic Offices for customers would be maintained.
- 5.3 The commercial EH and residential EH Manager posts would have to be deleted; replaced by one EH manager post. All of the EHO's would be merged as one team. The private sector housing work could be located elsewhere in the housing department. An additional EH officer would need to be employed, on part time basis to cover the operational work load of the manager.

- 5.4 This option would produce ongoing savings of approximately £30,000 for Hart and incur one off costs in the range of £2,000 - £5,000.
- 5.5 The movement of staff in to a single environmental health service would result in less disruption to staff and less staff turnover. The increase in the 'critical mass' of the new department would also increase resilience, flexibility and allow for service improvements.
- 5.6 In addition, due to the close relationships between Hart and the other EH departments in the region, the opportunities for new ways of working and innovation could still be present.
- 5.7 Shared service in topic areas could still be looked at by the single environmental health service to ensure specialist knowledge and the service would have a structure similar to those of our neighbouring authorities should shared service be considered at a later stage.
- 5.8 A summary cost benefit matrix is attached in Appendix I of this report.

6. Conclusion

- 6.1 The Council can achieve financial savings through either a shared service or through merging the two EH departments. Members are asked to consider the non financial benefits and risks to provide Officers with a steer as to how to proceed.

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APPENDICES

Appendix I – Summary Cost Benefit Report

Option	Advantages	Disadvantages
<p>OPTION 1 Hosted service by BDBC</p>	<ul style="list-style-type: none"> ▪ Shared risk ▪ Learning / adoption of best practice ▪ Flexibility of resource ▪ Shared / enhanced skills, competency and knowledge across all functions ▪ Integrated / consistent process / procedure ▪ More seamless customer service ▪ Increased resilience ▪ Increased purchasing power ▪ Opportunities for new ways of working / innovation ▪ Savings can be made 	<ul style="list-style-type: none"> ▪ Local presence not maintained ▪ More disruption ▪ Higher up-front costs (TUPE & file transfer) ▪ Potential software compatibility issues ▪ Staff resistance and turnover ▪ Geography - distance travelled = dead time / impact on response times? ▪ Lack of 'local' control / identity ▪ Accommodation issues / remote working ▪ Operational / process change needed ▪ Loss of in-house administrative assistance
<p>OPTION 2 Merging environmental health functions within HDC to provide a single EH service</p>	<ul style="list-style-type: none"> ▪ Allows local presence to be maintained ▪ Less disruption ▪ Flexibility of resource ▪ Some increased resilience ▪ Can allow for service improvements ▪ Integrated / consistent process / procedure across both departments ▪ More seamless customer service ▪ Increased resilience in some areas ▪ Can still provide shared service in specialist areas (e.g. contaminated land) ▪ Savings can be made 	<ul style="list-style-type: none"> ▪ Does not meet the shared service agenda unless single topic joint working was pursued ▪ Will not provide the same level of resilience or flexibility as a hosted service

OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING **16 FEBRUARY 2010**

TITLE OF REPORT **DRAFT SERVICE PLANS 2010/11**

Report of **Chief Executive**

Cabinet Member: **Councillor Kenneth Crookes, Leader**

1. PURPOSE OF REPORT

The purpose of this report is enable the Overview and Scrutiny Committee to scrutinise and comment on the draft Service Plans for 2010/11 as set out in Appendix I.

This is prior to their approval at Cabinet on 4 March 2010.

2. OFFICER RECOMMENDATION

That the Committee scrutinise the draft Service Plans for 2010/11 and submit any comments to Cabinet for their consideration on 4 March 2010.

3. BACKGROUND

Service Plans set out the key actions each service will undertake during the coming year to deliver the Council's objectives and priorities, as well as core services. Shorter, more concise templates were adopted for Service Plans in 2008/09 and the Covalent Performance Management System has been used to prepare the reports for 2009/10. During 2009/10, service plans have been scrutinised by the Service Boards.

4. POLICY IMPLICATIONS

Service Plans and the Service Planning process form a key part of the Council's existing performance management framework.

FINANCIAL IMPLICATIONS

There are no specific financial implications in this report. However, the draft service plans are linked to the proposed budget for 2010/11. Decisions taken on the budget will have an impact on what can be achieved through each Service Plan.

MANAGEMENT OF RISK

If the Council does not adopt Service Plans with clear targets and tasks that are aligned with its budgets then there is a risk that it will fail to deliver its objectives and priorities.

9. CONCLUSIONS

The Service Plans for 2010/11 are attached in Appendix I. The Committee is requested to consider these in conjunction with the draft Budget for 2010/11. The service plans, together with comments from the Committee, will be submitted to Cabinet for approval in March.

**Contact Details: Richard Menhinick, Senior Performance & Innovation Officer
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APPENDICES

Appendix I - Draft Service Plans for 2010/11

Corporate Services Draft Service Action Plan 2010/11

Corporate Services Draft Service Action Plan 2010/11

Report Type: Actions Report

Action Code & Title	Expected Outcome	Due Date	Milestone Description	Milestone Due Date
CUS1001 Customer Access Strategy	Improve the access to Council Services for resident.	30 Jun 2010	Set Scope & Objectives	09 Apr 2010
			Publish Draft Plan	23 Apr 2010
			Publish Final Plan	30 Apr 2010
CUS1002 Review of Cash Office Function	Efficient method of handling Cash Payments	31 May 2010		
CUS1003 To assess future services provided by the contact Centre	At least 2 significant additional service areas added to the CC service.	31 Mar 2011	Prioritise new services to be included	31 Jan 2011
			Business Case	31 Mar 2011
FN1001 Optimise use of FMS	More efficient use of FMs and better decision support	31 Mar 2011	Implement upgraded system	02 Apr 2010
			Training on Business Objects	30 Apr 2010
			Management Information Requirements Agreed	30 Jun 2010
FN1002 Retender Banking Contract (Continuation of work in 2009/10)	Improved Banking Service	31 Mar 2011		
FN1003 Financial Awareness Training	Improved awareness of financial procedures and consequences of decisions.	31 Mar 2011	Assess Training needs	30 Sep 2010
			Design Training programme	31 Oct 2010
			Implement training programme	30 Nov 2010
			Completion of training	28 Mar 2011
HR1001 Payroll Outsourcing to Capita	Improved handling of payroll	01 Jun 2010	Build Trent to facilitate payroll	02 Apr 2010
			Migration of data	02 Apr 2010
			Requirements Gathering	02 Apr 2010
			Parallel runs	31 May 2010
			Go live	01 Jun 2010
HR1002 Production of Training & Development Plan	Improved workforce development - more efficient use of corporate training budget.	31 Mar 2011	Completion of PDRs (2010)	02 Apr 2010
			Set 2010/11 Training Objectives	02 Apr 2010
			Collation of Training Objectives	30 Apr 2010
			Skills Audit	30 Apr 2010
			Plan Implementation	31 May 2010
			T & D Plan Draft	31 Mar 2011
HR1003 Review & Update Job Evaluation System	Improved Job Evaluation System	31 Mar 2011	Proposal Complete	02 Apr 2010
			Evaluation of Options	03 Sep 2010
			Decision on preferred option	30 Sep 2010

			Implementation of new scheme	31 Mar 2011
HR1004 Review of recruitment and selection policy	Improve recruitment process to support workforce planning strategy	31 Dec 2010	Review of existing policy	02 Apr 2010
			Draft new policy	31 May 2010
			External job analysis	31 May 2010
			Implement new policy	01 Jul 2010
			Review corporate induction programme	30 Sep 2010
			Implement new induction programme	31 Dec 2010
IT1001 Target Desktop Refresh	A desktop infrastructure that meets corporate requirements	31 Mar 2011	Phase 1- Hardware Audit	30 Sep 2010
			Phase II - Refresh bid if required	31 Dec 2010
			Phase III - Purchase and roll out of required equipment	31 Mar 2011
IT1002 Target resubmission to ensure continued compliance with Hart's Code of Connection.	Successful re-accreditation by GCSx	31 Mar 2011	Phase 1 – Review CoCo against latest standard 4.1	31 Jan 2011
			Phase II – External compliance review by GCSx	28 Feb 2011
IT1003 Target Review and update of the Information Security Policy.	An updated Information Security Policy that is CoCo compliant	31 Mar 2011	Phase 1 - GovtConnect resubmission review	31 Jan 2011
			Phase 2 -Agree updated policy with Leadership Team	28 Feb 2011
			Phase 3 - Publish updated policy	31 Mar 2011
IT1004 Corporate IT Infrastructure review	A fully costed and resourced plan that provides a roadmap for the future development of the IT hardware estate	30 Sep 2010	Phase 1 - Development of initial business case	31 Aug 2010
			Phase II – agree business case with leadership team	30 Sep 2010
IT1005 HPSN2 Review	An understanding of the suitability and cost effectiveness of the HPSN2 project	30 Jun 2010	Review HPSN2 offering to feed into business cases for infrastructure, remote working	01 Jun 2010
IT1006 Remote/Mobile Working Review	A fully costed and resourced plan that provides a roadmap for the future development of the remote and mobile working	30 Sep 2010	Phase 1 - Development of initial business case--	31 Aug 2010
			Phase II – agree business case with leadership team	30 Sep 2010
IT1007 Document/Information Management Project	A fully costed and resourced plan that provides a roadmap for the future development of document and information management	30 Sep 2010	Phase 1 - Development of initial business case	31 Aug 2010
			Phase II – agree business case with leadership team	30 Sep 2010
IT1008 GIS/Uniform Review	A fully costed and resourced plan that provides a roadmap for the future development of GIS and Uniform	30 Sep 2010	Phase I –Review Service Unit requirements	30 Jun 2010
			Phase II – Review best practice and system capabilities	31 Aug 2010
			Phase III - Phase II – Agree development plan with leadership team	30 Sep 2010
SP_CORP10/11 Corporate Services Service Plan 2010/11		31 Mar 2011		

Corporate Service Plan 2010/11 - KPI Listing

Corporate Services - Key Performance Indicators

Report Type: PIs Report

Core Service Activity	PI Code	Short Name	2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Target 2009/10	Target 2010/11
			Value	Value	Value	Value	Value		
Customer Services – Contact Centre	CS-KPI-3a	% of telephone calls answered by Contact Centre in 15 seconds (was CC3)	74.29%	82.2%	81.4%	78.93%		80%	80%
Customer Services – Contact Centre	CS-KPI-3b	% of calls to Contact Centre answered within 30 seconds (was CC4)	79.45%	86.8%	86.1%	84.8%		85%	85%
Customer Services - Garden Waste Administration	CS-KPI-4	% Garden Waste invoices sent out accurately and on time	New indicator	New indicator	New indicator	Awaiting full control by Capita		99%	99%
Finance - handling supplier invoices	FI-BV8	% of invoices paid on time (old BVPI8)	87.93%	89.88%	90.81%	92.10%		97.00%	97.00%
Finance - Prompt payment of suppliers	FI-KPI-5	% of undisputed invoices received by Capita and paid promptly	New indicator	New indicator	100%	82.5%		98%	98%
HR - Response to enquiries	HR-KPI-2a	% contacts for basic HR enquiries and transactions resolved at first point of contact	New indicator	New indicator	99.2%	63%		80%	80%
HR - Response to enquiries	HR-KPI-3	% First point of contact and payroll queries resolved within 3 working days	New indicator	New indicator	100%	73%		95%	95%
HR -Response to general enquiries	HR-KPI-4	% Complex HR queries resolved within 10 working days	New indicator	New indicator	100%	92.67%		95%	95%
IT - Service response	IT-KPI-1	% registered controllable incidents resolved at first point of contact	New indicator	New indicator	33.33%	45.95%		60%	60%
IT - Service response - urgent incidents	IT-KPI-2	% Priority 1 incidents fixed within 4 working hours	New indicator	New indicator	100%	93.33%		90%	90%
IT - Service response - priority 2	IT-KPI-3	% Priority 2 incidents fixed within 8 working hours	New indicator	New indicator	100%	94.19%		90%	90%
IT - Response - priority 3	IT-KPI-4	% Priority 3 incidents fixed within 5 working days	New indicator	New indicator	96.67%	94.4%		85%	85%
IT - Service availability	IT-KPI-5	% uptime of key systems	99.83%	99.88%	99.64%	99.3%		99%	99%

Core Service Activity	PI Code	Short Name	2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Target 2009/10	Target 2010/11
			Value	Value	Value	Value	Value		
monitoring									
Revenues - Council Tax Collection	RB-BV9	% of Council Tax collected (CUMULATIVE)	98.20%	30.72%	59.45%	87.67%		98.00%	98.00%
Revenues - Business Rates Collection	RB-BV10	Percentage of Non-domestic Rates Collected (CUMULATIVE)	98.30%	34.58%	61.25%	85.45%		98.50%	98.50%
Benefits – processing benefit claims	RB-F1	% of benefit assessments calculated correctly (new and change in circumstances)	91.60	92.96	98.03	94.08		95.00	95.00
Benefits – processing benefit claims	RB-F2	% of new benefit claims decided within 14 days	86.10	76.50	81.91	91.33		90.00	90.00
Benefits – processing benefit claims	RB-F3	% of new claims outstanding after 50 days	6.34%	0%	0%	0%		0%	0%
Revenues – council tax collection	RB-F11	% of council tax collected electronically (DD + Internet)	81.3%	80.25%	81.42%	81.21%		80%	80%
Benefits - Processing of new benefit claims	RB-F12	Time taken to process Housing Benefit/Council Tax Benefit new claims.	New indicator	24.06	19.28	15.56		23	23
Benefits - Processing of changes of circumstances	RB-F13	Time taken to process Housing Benefit/Council Tax Benefit changes of circumstances.	New indicator	7.83	6.96	6.32		8	8
Benefits – processing benefit claims	NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	8.1	10.4	9.2	7.4		14.0	New indicator

Commercial Environmental Health Service Plan - Draft Action 2010/11

Commercial Environmental Health - 2010/11 Draft Service Action Plan

Report Type: Actions Report

Action Code & Title	Expected Outcome	Due Date	Milestone Description	Milestone Due Date
CEH1001 Food Safety Enforcement Service Plan	Development of Service Plan in accordance with the FSA Framework Agreement for Local Authorities.	31 May 2010	Prepare draft plan	30 Apr 2010
			Plan approved and implemented	31 May 2010
CEH1002 Health and Safety Enforcement Service Plan	Development of Service Plan in accordance with the HSE Section 18 mandatory Guidance for Local Authorities.	31 Jul 2010	Prepare Draft Plan	30 Jun 2010
			Plan approved and implemented	31 Jul 2010
CEH1003 Undertake Public Health Workshops in School	Visit schools who have stated an interest to promote public health.	31 Aug 2010	Prepare lists of schools to be visited	31 May 2010
			All schools who requested an interest to be visited.	31 Aug 2010
CEH1004 Secure Funding to undertake 'Safer Food Better Business' (SFBB) in Chinese & Indian food establishments.	To ensure that all restaurants understand and implement a food safety management system.	31 Mar 2011	Identify sources of funding	30 Jun 2010
			Applications for funding made	30 Sep 2010
			Funding Secured	31 Mar 2011
CEH1005 Health and Safety Service compliant with Section 18 Guidance for The Competency Framework	All aspects of the H&S service must comply with the revised s18 guidance.	31 Mar 2011	Self assessment by CEH	30 Nov 2010
			Audit by Hampshire H&S advisory group planned for 2010	31 Dec 2010
CEH1006 Continuation of Contaminated Land Strategic Risk Assessment and site Prioritisation.	Ongoing review of prioritisation model and risk assessment action plan	31 Mar 2011	Confirm 'at risk' sites list	31 Dec 2010
			Re-evaluate and update contaminated land site prioritisation	31 Mar 2011
CEH1007 Seek DEFRA funding for detailed site investigation for at least one high-priority site.	To obtain funding from DEFRA to undertake site investigation and remediation of at least one high-risk site	31 Mar 2011	Funding secured	31 Mar 2011
			Apply for funding	
			Identify priority sites	
CEH1008 Ensure Compliance with the Private Water Supply Regulations 2009	To identify all private water supplies as defined under the Regulations, provide report to Secretary of State and implement new water sampling regime	31 Mar 2011	Identify private water supplies	30 Sep 2010
			Prepare report to Secretary of State	31 Mar 2011
			Submission of report to Secretary of State.	31 Mar 2011
SP_CEH10/11 Commercial Environmental Health Service Action Plan 2010/11		31 Mar 2011		

Commercial Environmental Health Service Plan 2010/11 - KPI Listing

Commercial Environmental Health - Key Performance Indicators

Report Type: PIs Report

Core Service Activity	PI Code	Short Name	2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Target 2009/10	Target 2009/10
			Value	Value	Value	Value	Value		
Food Safety Enforcement	EH1	% of food safety inspection that should have been carried out that were carried out for high risk premises	99.65%	97.14%	98.9%	100%		100%	100%
Food Safety Enforcement	EH3	% Unfit food complaints to be responded to within 1 working day.	100%	100%	100%	100%		100%	100%
Health & Safety at Work Enforcement Inspections	EH7	% of Health & safety inspections that should have been carried out that were carried out for 'high risk' premises	95.6%	62.7%	91.6%	92%		100%	100%
Serious Accident Investigations	EH9	% serious accidents responded to within 1 working day	100%	100%	75%	100%		100%	100%
Infectious Disease Control	EH12	% of infectious diseases complaints responded to within three working days	100%	100%	100%	100%		100%	100%
	EH13	% of public health complaints responded to within 3 working days.	0%	50%	0%	100%		100%	100%
Animal Welfare Licensing	EH16	% of animal welfare inspections undertaken within the period which were due for inspection	100%	100%	100%	100%		100%	100%

Communities Service Plan - Draft Action 2010/11

Communities & Partnerships - 2010/11 Draft Service Action Plan

Report Type: Actions Report

Action Code & Title	Expected Outcome	Due Date	Milestone Description	Milestone Due Date
CP1001 CCTV - Partnership Project (with Rushmoor Borough Council)	Identification and adoption of preferred option for future service delivery.	30 Sep 2010	--Cabinet report agreed	05 Feb 2010
			Set project meeting with RBC	19 Feb 2010
			Prepare project plan and identify resources	28 Feb 2010
CP1002 CCTV - New Town/Parish Council Arrangements	Policy/procedure for CCTV operations in new town/parish councils	30 Jun 2010	Schedule service/cameras due to transfer	09 Apr 2010
			Impact statement on new arrangements for management	30 Apr 2010
CP1003 Children & Young People's Partnership	Revised structure for delivery of CYPP outcomes in Hart	31 Dec 2010	Agree proposals for county structure and impact on Hart structure	05 Feb 2010
			Review current CYP Plan to incorporate new arrangements	30 Apr 2010
			Set stakeholder meeting to include all new prospective partners for Hart (primarily schools)	30 Apr 2010
			Prepare revised CYP Plan and begin consultation with communities	31 May 2010
			Finalise new CYP Plan and report to Cabinet on new arrangements & Plan	30 Sep 2010
			Revise action plans and links to local and county-wide strategies & LAA	30 Nov 2010
			Prepare new CYP Plan for publication and circulation	31 Dec 2010
CP1003/1 Early Education and Childcare in Hart	Contract in place with HDC	31 Jul 2010	Arrange meeting with HCC and B & D	05 Apr 2010
			Agree new arrangements for delivery	30 Apr 2010
			Set up office arrangements for delivery out of HDC offices	30 Jun 2010
CP1003/2 Safeguarding of Vulnerable Children & Young People	Training delivered and identification of further training requirements	31 May 2010		
CP1004 Hart Business Forum	Membership, governance arrangements and quarterly meetings scheduled	31 May 2010	Invitations to first meeting of HBF circulated	01 Feb 2010
			Set agenda & draft governance arrangements	08 Feb 2010
			Set forward schedule and content of HBF meetings for 2010/11	28 Feb 2010
CP1004/1 Economic Prosperity Group - Hart LSP	Inspire event - circa November 2010	31 May 2010	Attend project planning meeting at B & D BC	30 Apr 2010

Action Code & Title	Expected Outcome	Due Date	Milestone Description	Milestone Due Date
			Set project timetable following planning meeting	31 May 2010
CP1005 Older People's Wellbeing Strategy	Strategy agreed and adopted	31 Mar 2011		
CP1006 Review of national One Compact arrangements and impact in Hart		31 Jan 2011		
CP1007 Parish/Community Planning	Adoption of relevant community/parish plans by Cabinet and Hart LSP	31 Dec 2010		
CP1008 Equality Framework for Local Government	Achievement of "Developing" status of EFLG	31 Jul 2010		
CP1009 Development of Equality Impact Assessments programme	Relevant policies and strategies have a current Equality Impact Assessment and Action Plan	31 Mar 2011		
CP1010 Equality and Diversity Training Programme	Training programme and identified resources for delivery	31 Jul 2010		
CP1011 C & P Web-based data review and refresh	Up to date and clear information and links encompassing the full range of service functions	31 Mar 2011		
CS923 Drug and Alcohol education events	Successful partnership events that will provide invaluable education to pupils / parents and teachers.	31 May 2010	Education evening to be held at Yateley School	06 May 2009
			Planning for initial year 10 school awareness day to begin	31 Jul 2009
			Engage partners	14 Sep 2009
			Prepare timetable - scenarios	14 Oct 2009
			Off curriculum education day	20 Oct 2009
			Education evening to be held - Calthorpe	31 May 2010
			Education evening to be held - Courtmoor	31 May 2010
Education evening to be held Frogmore school	31 May 2010			
SP_CP09/10 Communities & Partnerships Service Plan 2009/10		31 May 2010		
SP_CP10/11 Communities and Partnerships Service Plan 2010/11		31 Mar 2011		

Communities Service Plan 2010/11 - KPI Listing

Communities & Partnerships - Key Performance Indicators

Report Type: PIs Report

Core Service Activity	PI Code	Short Name	2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Target 2009/10	Target 2009/10
			Value	Value	Value	Value	Value		
	CS3g	% of partner satisfaction in community safety events (by Survey)	New indicator	83%	96.5%	100%		80%	80%
Community safety and security	CS3h	% of specified work completed as part of Crime Reduction and Environment Week (CREW)	New indicator	92%	93%	90%		90%	90%
Community Safety	CS8	Assessment of successful youth interventions	New indicator	491	521	527		1,000	1,000
Premises Licensing	CSL17	% of determined 'premises licence applications' issued within five working days	100%	100%	100%	100%		100%	100%
Taxi Licensing	CSL19	% of hackney carriage and private hire licences issued with 14 working days	100%	100%	100%	100%		100%	100%

Community Safety Service Plan - Draft Action 2010/11

Community Safety - 2010/11 Draft Service Action Plan

Report Type: Actions Report

Action Code & Title	Expected Outcome	Due Date	Milestone Description	Milestone Due Date
CS1001 ASB Warning Letter	A three warning letter system is used prior to consideration of an ABC - it is hoped that consistent use of these letters will reduce the number of ABC's required and the number of first time entrants into the criminal justice system.	31 Mar 2011		
CS1002 Re-offending rates	To reduce re-offending rates	31 Mar 2011	15% reduction by 2011	31 Mar 2011
CS1003 Conditional caution referrals to Restorative Conferencing	Reduction in re-offending and a reduction in the number of first time entrants into the criminal justice system	31 Mar 2011		
CS1004 Victim Impact	To positively address any incidents of repeat victimis of ASB and reduce the impact on all victims of harm caused by ASB and low level crime.	31 Mar 2011	Establish processes and procedures	01 Apr 2010
			Prepare service feedback forms	01 Apr 2010
			Write needs assessment	01 Apr 2010
			To count the number of victims participating in the scheme	31 Mar 2011
			To reduce the number of repeat victims	31 Mar 2011
CS1005 Reduction in Burglary other offences	To raise awareness and target hardening of businesses in Hart and work in partnership to reduce the number of burglary other offences.	31 Mar 2011	Make closer links with Shopwatch	13 May 2010
			Makes links with Farm Watch	13 May 2010
			Undertake target hardening campaigns	31 Aug 2010
			Measure burglary other reduction	31 Mar 2011
CS1006 The no of times Community Support Team use accredited and associated powers	The CST are accredited with powers to; confiscate alcohol from under 18's, take names and addresses, have abandoned vehicles removed, confiscate alcohol in a DPPO and the introduction of PDA's will assist in recording the number of times these powers are exercised/reports are submitted.	31 Mar 2011	--New Milestone--	
CS1007 Domestic Abuse Program	To raise awareness of domestic abuse services and encourage reporting and to work with schools and young people on developing healthy relationships to prevent future DV incidents.	31 Mar 2011	Baseline data established to measure reporting	30 Apr 2010
			Organise learning session	31 May 2010
			Develop a publicity campaign	30 Jun 2010
			--New Milestone--	
SP_CS10/11 Community Safety Service Plan 2010/11		31 Mar 2011		

Community Safety Service Plan 2010/11 - KPI Listing

Community Safety - Key Performance Indicators

Report Type: PIs Report

Core Service Activity	PI Code	Short Name	2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Target 2009/10	Target 2010/11
			Value	Value	Value	Value	Value		
	CS3g	% of partner satisfaction in community safety events (by Survey)	New indicator	83%	96.5%	100%		80%	80%
Community safety and security	CS3h	% of specified work completed as part of Crime Reduction and Environment Week (CREW)	New indicator	92%	93%	90%		90%	90%
Community Safety	CS8	Assessment of successful youth interventions	New indicator	491	521	527		1,000	1,000
Premises Licensing	CSL17	% of determined 'premises licence applications' issued within five working days	100%	100%	100%	100%		100%	100%
Taxi Licensing	CSL19	% of hackney carriage and private hire licences issued with 14 working days	100%	100%	100%	100%		100%	100%

Democratic Service Plan - Draft Action 2010/11

Democratic Services - 2010/11 Draft Service Action Plan

Report Type: Actions Report

Action Code & Title	Expected Outcome	Due Date	Milestone Description	Milestone Due Date
DS1001 2010 General Election	Legally compliant election and maximum cost claim made and paid	31 Mar 2011	Complete IT changes and testing necessary for election	14 Jan 2010
			Book all venues and premises	15 Feb 2010
			Validate employment details and recruit staff	15 Feb 2010
			Deliver legally complaint election - earliest date	25 Mar 2010
			Deliver legally compliant election - latest date	10 Jun 2010
			Submit claim to ECU-MOJ to recover all costs of election	30 Mar 2011
DS1001_A Hart District Council Elections		06 May 2010		
DS1001_B Parish Council Elections		27 May 2010		
DS1005 Support Officers Personal Development		30 Mar 2011		
DS1007 Electoral Registration Canvass 2010	Canvass completed and Register published 1/12/10 Completion Rate in excess of 95.00%	03 Dec 2010	Staff Recruited & Trained	21 Aug 2010
			First Issue of Forms	28 Aug 2010
			Personal canvass Completed	30 Sep 2010
			Second Issue of Forms	15 Oct 2010
			Final issue of Forms	15 Nov 2010
Publication	01 Dec 2010			
DS1009 Support Members Development & Training		31 Mar 2011		
SP_DS10/11 Democratic Services Service Plan 2010/11		31 Mar 2011		

Democratic Services Service Plan 2010/11 - KPI Listing

Democratic Services - Key Performance Indicators

Report Type: PIs Report

Core Service Activity	PI Code	Short Name	2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Target 2009/10
			Value	Value	Value	Value	Value	
Cabinet Decisions(Corporate)	PD4	% of Cabinet decisions produced within two working days of meetings	100%	100%	100%	100%		100%
Committee Minutes	PD5	% of meetings (other than Cabinet) for which a draft copy of the Minutes is produced within 3 working days of a meeting	96.75%	100%	100%	100%		100%

Housing Service Plan - Draft Action 2010/11

Housing Services - 2010/11 Draft Service Action Plan

Report Type: Actions Report

Action Code & Title	Expected Outcome	Due Date	Milestone Description	Milestone Due Date
H1001 To increase the supply of Affordable Housing	1. To complete at least 60 and achieve start on site for at least 110 affordable homes during the year. 2. To influence the LDF process with regard to the delivery of new affordable housing.	31 Mar 2011	Obtain planning permission for one Rural Exception Site	28 May 2010
			Progress to the point of sale a second batch of HDC land	30 Jul 2010
H1002 Maximise the use of the Existing Housing Stock	To ensure that at least 30 homes are being occupied more effectively than at the start of the year.	31 Mar 2011	To investigate long term empty properties and bring at least 5 back in to use.	30 Jun 2010
			Work in partnership with RSLs to identify and reduce under-occupation	30 Sep 2010
H1003 Improve Conditions in the Private Sector	To improve the housing conditions for at least 400 households.	31 Mar 2011	Undertake a House Condition Survey	30 Jun 2010
			Complete at least 2 initiatives to reduce costs of DFGs	31 Mar 2011
			Improve the energy efficiency of at least 300 homes.	31 Mar 2011
H1004 Address Homelessness and the Needs of People with a Support Need	To ensure that customers are treated well and receive appropriate advice towards a housing solution, within the resources available.	31 Mar 2011	Review the Allocation scheme.	30 Jun 2010
			Review the Home Improvement Agency Contract	30 Jun 2010
			Review the effectiveness of the Homeless Project	30 Sep 2010
			Carry out a "rough sleeper" count	29 Oct 2010
H1005 Identify & Meet the Needs of the Diverse Community	To gain an understanding of the needs of minority groups in Hart and to work with them to find solutions to their need.	31 Mar 2011	Complete Older Persons Housing Strategy	31 May 2010
			Identify a location for a Gypsy Transit / Permanent site	30 Jun 2010
			Ensure adequate funding for the Disabled Facilities Grant programme	29 Oct 2010
H1006 Ensure we Understand the Needs of all our Customers	To gain an understanding of the needs of the communities in Hart and to work with them to find solutions to their needs.	31 Mar 2011	Consult all households on the Housing Register regarding changes to the allocation scheme	28 May 2010
			Complete one detailed customer phone survey	29 Oct 2010

Action Code & Title	Expected Outcome	Due Date	Milestone Description	Milestone Due Date
H1007 Value for Money	To demonstrate that the service offers good quality services at below average cost.	31 Mar 2011	To participate in the Hants private sector housing benchmarking initiative	30 Sep 2010
			To compare CIPFA information on costs of housing services	29 Oct 2010
H1008 Service Improvement	To raise customer satisfaction with the service.	31 Mar 2011	Complete the upgrade of the Housing Register software	28 May 2010
			Implement the revised renewal process	30 Jul 2010
			Complete the actions in the Communication Theme	30 Sep 2010
			To complete the actions in the Team Development theme	30 Sep 2010
SP_HS10/11 Housing Service Plan 2010/11		31 Mar 2011		

Housing Service Plan 2010/11 - KPI Listing

Housing Services - Key Performance Indicators

Report Type: PIs Report

Core Service Activity	PI Code	Short Name	2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Target 2009/10	Target 2010/11
			Value	Value	Value	Value	Value		
Homelessness	H1	Average time (in days) taken to decide whether to accept people as homeless	14	19	19	5		21	21
Housing Enabling	H4a	No of new affordable shared ownership homes provided	0	0	0	0		18	18
Housing Enabling	H4b	No of new affordable rented homes provided	0	0	0	0		8	8
Homelessness	H5	The average length of stay for households in Heathlands Court (Weeks)	30	22	26	28		30	30
Housing Advice	H7	Preventing Homelessness - raw number of households where homelessness prevented	187	38	63	62		144	144
Private Sector Housing - Grants	H8	% of private sector housing grant budgets actually spent (DFG - CUMULATIVE)	107.5%	19%	30%	60%		100%	100%
Private Sector Housing - Standards	H11	No. of 'houses in multiple occupation' inspected	35	3	6	3		10	10

Leisure & EP Service Plan - Draft Action 2010/11

Leisure and Environmental Promotion - Draft Service Action Plan 2010/11

Report Type: Actions Report

Action Code & Title	Expected Outcome	Due Date	Milestone Description	Milestone Due Date
LEP1001 Hart Sports and Country Park	Creation of normal operating procedures and financial budgets	31 Mar 2011	Production of business plan	31 Aug 2010
			Production of Country Park management plan	30 Sep 2010
			Production of sports management plan	30 Sep 2010
			Implementation	31 Mar 2011
LEP1002 Introduce Tree Ranger Post	Reduce likelihood of adverse insurance claims against HDC.	31 Mar 2011		
LEP1003 Review Leisure Strategy and investigate swimming facilities		31 Mar 2011	Revise Leisure Strategy	31 Jul 2010
			Investigate funding and strategic need for revised swimming facilities	31 Oct 2010
LEP1004 Play Builder; Able bodied/Disabled Play Facilities	Creation of Able bodied/Disabled Play Facilities as part of Hart Sports & Country Park	31 Mar 2011		
LEP1005 Fleet Pond Restoration Project	Fleet Pond Restoration Project	31 Mar 2011	Application for Higher Level Stewardship Funding	30 Apr 2010
			Commence Development of Restoration Project Plan	31 May 2010
			Produce Financial Plan	31 Aug 2010
			Produce Marketing Plan	30 Nov 2010
			Complete Project	31 Mar 2011
LEP1006 Hartley Wintney Central Commons Management Plan	Implement Hartley Wintney Central Commons Management Plan	30 Jun 2010	Apply for higher level stewardship funding	31 May 2010
			Completion and implementation of plan	30 Jun 2010
LEP1007 L&EP Capital Programme		31 Mar 2011	Finalise Specifications	30 Jun 2010
			Tender Process	31 Aug 2010
			Carry out works	31 Jan 2011
LEP1008 Review Catering and Advertising Income Opportunities	Improved Catering and Advertising Income Opportunities	30 Sep 2010	Draft plan	30 Apr 2010
			Interview potential suppliers	31 May 2010
			Complete chosen options	31 Aug 2010
			Review progress and implement	30 Sep 2010

Action Code & Title	Expected Outcome	Due Date	Milestone Description	Milestone Due Date
LEP1009 Re-let Grounds Maintenance Contract	Improved Grounds Maintenance Contract	31 Mar 2011	Produce Shadow Specification	31 May 2010
			Agree Involvement of External Partners	31 Jul 2010
			Agree Chosen Options	31 Oct 2010
			Commence Tender Process	28 Feb 2011
SP_LEP10/11 Leisure & Environmental Promotion Service Plan 2010/11		31 Mar 2011		

Leisure Service Plan 2010/11 - KPI Listing

Leisure & Environmental Promotion - Key Performance Indicators

Report Type: PIs Report

Core Service Activity	PI Code	Short Name	2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Target 2009/10	Target 2010/11
			Value	Value	Value	Value	Value		
Community Centres (CC)	LE1	Utilisation of Community Centres as a % of availability	36.4%	48.95%	46.45%	42.68%		27%	27%
Leisure centres (LC)	LE3	Utilisation of leisure centres as a % of availability	51.85%	52.17%	51.34%	54.93%		51.25%	51.25%
Disabled under 60 Participation	LE5	Disabled under 60 age group visitors as a % of total visits	0.08%	0.02%	0.05%	0.05%		0.09%	0.09%
Leisure Centres	LE6a	% good or better rating from opinion meters in Hart Leisure Centre	67.8%	Measured Half Yearly by Survey				68%	68%
Leisure Centres	LE6b	% good or better rating from opinion meters in Frogmore Leisure Centre	67.8%	Measured Half Yearly by Survey				68%	68%
Countryside Management	LE9	% of strategic countryside sites with accredited management plan	53.15%	Measured Half Yearly by Survey				62.6%	62.6%

Planning Service Plan - Draft Action Plan 2010/11

Planning & Environmental Regulation - 2010/11 Draft Service Action Plan

Report Type: Actions Report

Action Code & Title	Expected Outcome	Due Date	Milestone Description	Milestone Due Date
PL1001 Core Strategy	Meet Targets for Reg 25 consultation and submission to Secretary of State	31 Mar 2011	Final draft Core Strategy and SA	09 Jun 2010
			June Steering Group	21 Jun 2010
			July Cabinet	01 Jul 2010
			Consultation Starts	30 Jul 2010
			Publication March 2011	31 Mar 2011
PL1002 Target Monitoring Report 2010/11	Completed Target Monitoring Report sent to Secretary of State	01 Feb 2011	Prepare draft report	31 Oct 2010
			Agenda Distribution	13 Dec 2010
			Report to LDF Steering Group	20 Dec 2010
			Send Completed AMR to Secretary of State	22 Dec 2010
			Publish AMR on Web page	31 Jan 2011
PL1003 Review Statement of Community Involvement	Updated SCI.	01 Oct 2010	Prepare draft paper Paper for Aug LDF Steering Group Steering	09 Aug 2010
			LDF Steering Group	16 Aug 2010
			Cabinet	02 Sep 2010
PL1004 Improve Development Control Performance	Fewer planning applications going to Planning Committee.	01 Oct 2010	Revised Scheme of Delegation to Council (2nd time)	29 Apr 2010
			Agree with individual parishes training programme	31 May 2010
			Implement Training Programme	30 Jul 2010
			Revised Planning Committee reports to Planning Committee	01 Sep 2010
PL1005 Explore joint working for Building Control with Wokingham, Rushmoor, and Surrey Heath	Decision as to whether joint service is to be provided and implementation as decision	31 Mar 2011		
PL1006 Explore joint working for Landscape and Conservation with adjoining authorities	Decision as to whether joint service is to be provided and implementation as decision	31 Mar 2011		
PL1007 Conservation Area Reviews	Two Conservation Area Appraisals are completed	31 Mar 2011	First Conservation Area stakeholder Group formed	01 Jul 2010
			First Conservation Area draft appraisal received	30 Sep 2010
			Second Conservation Area Stakeholder Group formed	01 Nov 2010
			Cabinet adopts First Conservation Area appraisal	04 Nov 2010
			Second Conservation Area draft appraisal received	01 Feb 2011
			Cabinet adopts Second Conservation Area appraisal	03 Mar 2011
SP_PL10/11 Planning Service Plan 2010/11		31 Mar 2011		

Planning Service Plan 2010/11 - KPI Listing

Planning Services - Key Performance Indicators

Report Type: PIs Report

Core Service Activity	PI Code	Short Name	2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Target 2009/10	Target 2010/11
			Value	Value	Value	Value	Value		
Determination of Conservation Area Tree applications	PL1	% of Conservation Area applications (trees) determined within six weeks	88.05%	96%	96.4%	95%		100%	100%
Determination of Conservation Area (Tree) applications	PL2	Percentage of Tree Preservation applications determined within eight weeks	95.9%	100%	95.5%	98.3%		85%	85%
Planning Enforcement	PL5	% of Planning enforcement cases dealt with in 8 weeks	73.3%	70.2%	77%	68.1%		85%	85%
Building Control - response	PL7	% of Building Control plans checked within 21 days of receipt	New indicator	100%	88.3%	98.5%		90%	90%
Building Control - site visits	PL8	% Building Control site visits which take place on the day requested	New indicator	100%	100%	100%		100%	100%
Land Charges	PL9	% of standard searches carried out within 5 working days	New indicator	100%	92.38%	100%		100%	100%
Planning - Development Control	PL10	% Planning appeals where the council were successful	New indicator	50	63	31		50	50
Determination of planning applications	NI 157b (BV109b)	Processing of planning applications: Minor applications	63.20%	60.70%	42.90%	51.20%		65.00%	65.00%
Determination of planning applications	NI 157c (BV109c)	Processing of planning applications: Other applications	85.80%	87.50%	90.70%	88.30%		80.00%	80.00%
Determination of planning applications	NI 157a (BV109a)	Processing of planning applications: Major applications	50.00%	78.60%	87.50%	85.70%		60.00%	60.00%

Technical Services & EM Service Plan - Draft Action 2010/11

Technical Services and Environmental Maintenance - 2010/11 Draft Service Action Plan

Report Type: Actions Report

Action Code & Title	Expected Outcome	Due Date	Milestone Description	Milestone Due Date
SP_TSEM10/11 Technical Services & Environmental Maintenance Service Plan 2010/11		31 Mar 2011		
TSEM1001 Street Cleaning Review.	More efficient service	31 Jul 2010	Review complete	01 Apr 2010
			Recommendations agreed	30 Apr 2010
			Recommendations implemented	31 Jul 2010
TSEM1002 Recycling Education	Actions & outcomes agreed.	31 Mar 2011	Student appointed	01 Jun 2010
			Project brief completed and approved	01 Aug 2010
			Study work commenced	01 Sep 2010
			Study completed	01 Mar 2011
TSEM1003 Tendering of Waste Service	Contract awarded.	31 Mar 2011	Project report produced, success assessed, actions & outcomes agreed	31 Mar 2011
			Contractor appointed	
			Tender list agreed	
			Tenders invited	
TSEM1004 Improved Customer Satisfaction with Waste Service	Results of satisfaction survey published.	31 Mar 2011	Tenders returned	
			Survey prepared	30 Sep 2010
			Survey completed	31 Oct 2010
			Results published	30 Nov 2010
TSEM1005 Sign up to WRAPs Waste Collection Commitment	Commitment signed	31 Mar 2011	Cabinet approval obtained	06 May 2010
			Commitment signed upto	31 May 2010
TSEM1006 Parking Review	More Efficient Service	31 Jul 2010	Recommendations agreed	01 Apr 2010
			Recommendations implemented	01 Jul 2010
TSEM1007 Transfer of Concessionary Travel Service	Concessionary travel service transferred to HCC	31 Mar 2011	Terms of transfer to be agreed	01 Oct 2010
			Transfer complete	31 Mar 2011

Action Code & Title	Expected Outcome	Due Date	Milestone Description	Milestone Due Date
TSEM1008 Building Maintenance Review	More Efficient Service	31 Mar 2011	Review complete	01 Apr 2010
			Recommendations agreed	30 Apr 2010
			Recommendations implemented	31 Jul 2010
TSEM1009 Implement and monitor fly tipping and fly posting enforcement.	Enforcement of CNEA powers to be undertaken effectively	31 Mar 2011	Powers to be implemented	01 Apr 2010
			KPI to be agreed and reported	31 Jul 2010
			Success to be monitored and reviewed	31 Jan 2011
TSEM1010 Drainage - Grant funding.	Grant funding approved.	31 Mar 2011	Grant applications submitted	
TSEM1011 Implement agreed 10/11 budget savings	Savings achieved	01 May 2010	Savings implemented	01 May 2010

Technical Services Service Plan 2010/11 - KPI Listing

Technical Services & Environmental Maintenance - Key Performance Indicators

Report Type: PIs Report

Core Service Activity	PI Code	Short Name	2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Target 2009/10	Target 2010/11
			Value	Value	Value	Value	Value		
Waste & Recycling Collection	BV82b(i)	% of Household Waste Composted	6.22%	7.66%	7.00%	7.60%		6.00%	7.00%
Waste & Recycling Collection	BV86	Cost of household waste collection	£55.14	£55.70	£54.13	Awaiting result from finance		£56.00	£58.00
Traffic Management	T8	No of traffic management schemes implemented	10	3	8	8		6	6
Car Parking	T9 (BV218a)	Abandoned vehicles - % investigated within 24 hrs	100.00%	100.00%	100.00%	100.00%		95.00%	95.00%
Car Parking	T10 (BV218b)	Abandoned Vehicles - % removed within 24 hours of required time	100.00%	100.00%	100.00%	100.00%		75.00%	75.00%
Refuse & Recycling Collections	WL11	Number of missed household waste collections per 100,000 collections	1874	185	33	6599		200	200
Refuse & Recycling Collections	WL12	Percentage of missed bins collected within one working day of nominated day of collection	13.04%	96.42%	100.00%	91.88%		97.00%	97.00%

CABINET

KEY DECISIONS/ WORK PROGRAMME AND EXECUTIVE DECISIONS MADE

March 2010

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

Report Title	Ref (Note 1)	Outline/Reason for Report/Comments	Original Due Date	Revised Due Date	Decision Deadline	Cabinet Member (Note 2)	Service (Note 3)
Planning Enforcement	Jan 10	Report	Feb 10	Mar 10		RA	P&ER
Environmental Maintenance Service Enforcement Policy and Procedures	Oct 09	To comply with the Clean Neighbourhoods and Environment Act	Dec 09	Mar 10		SP	TS&EM
Environmental Health	Oct 09	Shared Service with Rushmoor & Basingstoke and Deane	Dec 09	Mar 10		SB	CD
Service Plans 2010/11		Draft Service Plans for consideration	Jan 10	Mar 10		KC	CD
Review of S106 Policy	Jul 09	Report	Sept 09	Mar 10		RA	P&ER
Proposed restructuring of Senior Management	Feb 10	Report	Mar 10			KC	CX
Transfer of Land to Parish Councils	Feb 10	Transfer of additional land.	Mar 10			KC	CX
Options for CCTV Provision	Feb 10	Report	Apr 10			KC	CX
Workforce Strategy	Jan 10	Final Strategy for approval	Apr 10			KC	CX
Housing Banding Policy	Jan 10	Proposals to move to a banding system	Apr 10			SB	HS
Service Plans 2010/11		Approval / update after budget approval	Apr 10			KC	CX
Corporate Plan Implementation	Oct 09	Updated plan	Nov 09	Jun 10		KC	CX

Report Title	Ref (Note 1)	Outline/Reason for Report/Comments	Original Due Date	Revised Due Date	Decision Deadline	Cabinet Member (Note 2)	Service (Note 3)
Plan							
Performance Indicators 2009/10		Reporting Council's performance over 2009/10	Jun 10			KC	CX
LDF Core Strategy	Mar 09	Preferred option document for consultation	Jun 10			RA	P&ER
Future aims and objectives for Queen Elizabeth Barracks site	Aug 09	Report	Mar 10	June 10		RA	CD
2009/10 Quarterly Budget Monitoring		Quarterly Monitoring	Aug 10 Nov 10 Feb 11			KC	F
Medium Term Financial Strategy		Update on 2010/11 Medium Term Financial Strategy	Aug 10			KC	F
Communications and Consultation Policy	Mar 08	Review	Sept 08	TBA		JK	CX
Older Persons Housing Strategy	Mar 09	Revised strategy	Jun 09	TBA		SB	HS

Notes:

1 Date added to Programme

2 Cabinet Members:

KC Crookes

SK Kinnell

RA Appleton

SP Parker

SB Band

NS Singh

JK Kennett

3 Service:

CX Chief Executive

CD Corporate Directors

CS Community Safety

DS Democratic Services

F Finance

HR Human Resources

HS Housing and Customer Services

IT Information Technology

L&EP Leisure and Environmental Promotion

MO Chief Solicitor & Monitoring Officer

P&ER Planning and Environmental Regulation

P Partnerships

SLS Shared Legal Services

TS &EM Technical Services and Environmental Maintenance

OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME – February 2010

Issue and Description of Topic	Current Position Objectives	Date to Committee	Resources Required	Contact
Crime and Disorder Committee	Scrutiny to include Action Plan and priorities for 2010/11, with an invitation to Cllr Collet to attend.	Mar 10	Report	Corporate Director
Outside Bodies Representation	Reports from Councillors sitting as representatives on outside bodies.	Apr 10	Report	Corporate Director
Meeting with South West Trains & Network Rail		Apr 10 Oct 10	Presentation	Corporate Director
Flooding	Report	Twice a year		
TAG Masterplan	Invitation to participate in Scrutiny of Masterplan	June 09	Discussion	Corporate Director
Performance Information (Quarterly) (Annually in August)	Committee receives quarterly highlight reports.	May 10 Aug 10 Nov 10 Feb 11	Report	Performance and Innovation Officer
Revenue Budget Monitoring	Quarterly summary	May 10 Aug 10 Nov 10 Feb 11	Report	Head of Finance
Budget Proposals 2011/12 (Annual)	Draft Budget to be presented for referral back to Cabinet.	Dec 10 Jan 11	Report	Head of Finance
Progress Report on 2010/11 Service Plans		Feb 11	Report	Corporate Director
Housing Associations	Report from Housing Services on perceived lack of service (Sentinel, Thames Valley Housing and Hyde Housing)	tba		

OVERVIEW AND SCRUTINY COMMITTEE

Date and Time: Tuesday, 16th February 2010 at 7.00 pm

Place: Committee Room 1, Civic Offices, Fleet

Present:

COUNCILLORS –

Neighbour – Chairman

Axam, Butler C, Davies, Gotel, Healey, Hunt, Murr, Radley JE

In attendance:

Band

Officers Present:

Geoff Bonner	-	Chief Executive
Viv Evans	-	Corporate Director
Emma Broom	-	Corporate Director
Kevin Jaquest	-	S151 Officer
Nick Steevens	-	Public Protection Manager

73. MINUTES

It was pointed out that Councillor Davies' declaration (Minute 61) had been that a family member was employed by 'Quadrant' . With this correction the minutes of the meeting held on 19th January 2010 were confirmed and signed as a correct record.

74. APOLOGIES

Apologies for absence were received from Councillors Haffey and Street.

75. CHAIRMAN'S ANNOUNCEMENTS

The Chairman announced that item 9, Environmental Health Options for a shared service, would be taken after item 6, Feedback from Service Boards, according to Paragraph 16.1.3 of the Standing Orders.

76. DECLARATIONS OF INTEREST (PERSONAL AND PERSONAL AND PREJUDICIAL)

Councillor Davies declared a personal interest in Item 10 in respect of Housing Targets in the draft Housing Service Plan as he is Treasurer of the Vine Day Centre.

77. PUBLIC PARTICIPATION (ITEMS PERTAINING TO THE AGENDA)

None.

78. FEEDBACK FROM SERVICE BOARDS

Members did not have anything substantive to report.

79. ENVIRONMENTAL HEALTH – OPTIONS FOR A SHARED SERVICE WITH BASINGSTOKE AND DEANE

Members received a report setting out two options for the future delivery of the Environmental Health (EH) function. Option 1 was to pursue a shared service with Basingstoke and Deane Borough Council, the second was to merge the Commercial and Residential Environmental Health sections and locate within an existing service area in Hart District Council.

Members debated the service benefits and risks of the proposed options and a straw poll showed that the committee favoured Option 2 at this stage.

RESOLVED

- 1 The financial implications and risks be noted
- 2 Officers note the preferred option of the Committee and move forward with this in mind.

80. 2009/10 THIRD QUARTER BUDGET MONITORING

Members considered the third quarter (to 31 December 2009) budget monitoring report that was considered by Cabinet on 4 February 2010.

RESOLVED

That the budget monitoring report be noted.

81. 2009/10 THIRD QUARTER PERFORMANCE MANAGEMENT REPORT

The Committee was updated on the Authority's performance.

RESOLVED

The Performance Management Report was noted subject to a number of requests for additional information to be circulated to members of the committee.

82. DRAFT SERVICE PLANS 2010/11

Members considered the draft Service Plans for 2010/11 prior to their approval at Cabinet on 4 March 2010.

RESOLVED

The Draft Service Plans were considered and noted

83. CABINET WORK PROGRAMME

The Cabinet Work Programme was noted.

84. OVERVIEW AND SCRUTINY WORK PROGRAMME

The Overview and Scrutiny Work Programme was considered and amended.

The meeting closed at 11.05 pm