

CABINET

Corporate Performance and Financial Monitoring 2014/15 – Quarter 3

17 February 2015

Report of the Chief Officer (Governance) and Chief Officer (Resources)

PURPOSE OF REPORT				
To present the corporate performance and financial monitoring reports and other supporting statements for Quarter 3 of the 2014/15 performance monitoring cycle				
Key Decision	<input type="checkbox"/>	Non-Key Decision	<input checked="" type="checkbox"/>	Referral from Cabinet Member
Date of notice of forthcoming key decision	N/A			
This report is public				

OFFICER RECOMMENDATIONS

- (1) That Cabinet considers the corporate performance and monitoring reports and appendices and makes any recommendations as appropriate.
 1. Corporate Performance Monitoring
 - 1.1. On the 20 January 2015, Cabinet considered a review of performance and progress towards the achievement of corporate priorities at the mid-point of the first year of the life of the 2014 - 2016 Corporate Plan. This report provides a further update at the end of Quarter 3 covering the period 01 September 2014 – 31 December 2014.
 - 1.2. The priorities are reinforced by headline corporate outcomes and success measures, as well as indicators, milestones and activities at an operational level. Together with qualitative / contextual information these provide a greater understanding of factors having an impact on performance and overall delivery of the Corporate Plan. Details of measures that have been updated in Quarter 3 are set out in **Appendix A**
 - 1.3. Set out at **Appendix B(i)** and **B(ii)** is the data for complaints received in in Quarters 1, 2 and 3 in line with the council's Complaints Policy. The tables indicate the number of: **Complaints by: Service** - Table 1; **Complaints by Stage** -Table 2 and **Complaints by Type** – Table 3.
 - 1.4. In summary, the total number of complaints received to the end of Quarter 3 is 107. Of these, 42 have been upheld, 37 not upheld, 12 partially upheld and 16 still awaiting an outcome. Of particular note is the positive and significant reduction in the number of complaints received across all Services in Quarter 3 being 20, compared to Quarter 1 where 43 complaints were made and Quarter 2 with 44 complaints were received.
 2. Corporate Financial Monitoring
 - 2.1. The Quarter 3 financial monitoring report attached at **Appendix C** sets out the latest position when compared to the revised estimate. The key points to note are:

- General Fund revenue budget underspend of £82K, projected to become £79K by the year end.
 - Housing Revenue Account underspend of £13K, projected to remain the same.
 - Council Tax surplus of £1M.
 - Sundry Debt level at £3M of which £1.7M relates to Housing Benefit Overpayment recoveries. Overall a 7% reduction on the previous quarter.
 - Council Housing Rent arrears circa £260K, a 9% reduction on the previous quarter.
- 2.2. Also attached at **Appendix D** is the latest Treasury Management report for Quarter 3, and at **Appendix E** the Property Group report.
- 3. Conclusions**
- 3.1. This report and the **Corporate Plan 2014 – 2016 Quarter 3 Performance Summary Update** sets out the progress being made towards the delivery of the Corporate Plan 2014 – 16 as at 31 December 2014. Overall, the update at the end of Quarter 3 of the first year of the 2014 – 16 Corporate Plan provides an indication that the council is continuing to move forward well in the delivery of longer term corporate plan priorities.
- 3.2. An analysis of corporate complaints shows a marked reduction in the number received between Quarters 3 and that in both Quarters 1 and 2. This improvement can be partly attributable to a better understanding of complaint trends and types and continuous improvement enabling lessons to be learned from reasons why complaints arise and action being taken to address their root cause.

<p>RELATIONSHIP TO POLICY FRAMEWORK</p> <p>This report is a requirement of the council's Performance Management Framework in support of the delivery of key priorities and outcomes as set out in the overall policy framework and specifically in the Corporate Plan 2014 -16.</p>
<p>CONCLUSION OF IMPACT ASSESSMENT (including Health & Safety, Equality & Diversity, Human Rights, Community Safety, HR, Sustainability and Rural Proofing)</p> <p>None directly arising from this report</p>
<p>LEGAL IMPLICATIONS</p> <p>None directly arising from this report</p>
<p>FINANCIAL IMPLICATIONS</p> <p>None directly arising from this report</p>
<p>OTHER RESOURCE IMPLICATIONS</p> <p>Human Resources / Information Services / Property / Open Spaces:</p> <p>References and any related implications contained within Appendix A</p>

SECTION 151 OFFICER'S COMMENTS

The Section 151 Officer has been consulted and has no further comments.

MONITORING OFFICER'S COMMENTS

The Monitoring Officer has been consulted and has no further comments.

BACKGROUND PAPERS

none

Contact Officer: Corporate Performance Monitoring - Bob Bailey, Performance Manager: **Telephone: 01524 582018;**
Email: rbailey@lancaster.gov.uk
Corporate Financial Monitoring - Andrew Clarke, Financial Services Manager
Telephone: 01524 582138; E-mail: aclarke@lancaster.gov.uk
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