

Agenda Item No 13

Resources Board

4 February 2013

Report of the
Deputy Chief Executive

General Fund Revenue Estimates
2013/14 – Summary

1 Summary

- 1.1 This report covers the revised budget for 2012/13 and an estimate of expenditure for 2013/14, together with forward commitments for 2014/15, 2015/16 and 2016/17.

Recommendation to the Board

That the following items be recommended to the Executive Board for consideration in setting the Council Tax of the Borough Council:

- a The revised budget for 2012/13; and
- b To approve the schedule of expenditure requirements totalling £8,609,870 for 2013/14.

2 Introduction

- 2.1 This report summarises Board budgets and looks at the overall expenditure requirements of the Council. It should be noted that the Executive Board has not yet considered its spending requirements, so these figures could alter.

3 The Council's Budget Requirement

- 3.1 The Council's budget requirements are summarised below. Details of individual Board requirements are shown in Appendices A – E.

	Approved Budget 2012/13	Revised Budget 2012/13	Original Estimate 2013/14
Net Board Expenditure	9,861,560	9,732,030	9,385,360
Financing Adjustment	(872,280)	(1,120,340)	(744,490)
Investment Interest Income	(150,000)	(110,000)	(150,000)
Revenue Contribution to Capital Expenditure	119,000	119,000	119,000
Net Expenditure Requirement	8,958,280	8,620,690	8,609,870

3.2 The financing adjustment brings together other external charges for the use of capital, offset by notional capital charges incorporated within the spending services accounts.

4 **Capital Charges**

4.1 In providing services, the Council makes use of a wide range of assets, including buildings, vehicles and computer systems. Each service budget is charged with an amount that represents the cost to the Council of providing that asset, in the form of depreciation.

5 **The Council's 2012/13 Estimated out-turn**

5.1 The Council's revised net expenditure requirement for 2012/13 amounts to £8,620,690 which is £337,590 less than the approved estimate. The major changes in Board expenditure are set out below.

5.2 There has been a significant reduction in employee costs. The main reasons for this relate to vacant posts for part of the year, a reduction in superannuation resulting from staffing changes, the deletion of posts, and a reduction in recruitment activity, partially offset by the use of agency staffing.

(£160,780)

5.3 There has been an increase in the recovery of housing benefit overpayments and a small reduction in the net cost of benefits.

(£30,300)

5.4 There has been a reduction in the interest paid by the HRA under the item 8 calculations based on the levels of anticipated debt, excluding the buy out of the housing subsidy debt. This is partially offset by a reduction in the level of Minimum Revenue Provision required in the year.

£27,850

5.5 There has been an increase in income in a number of areas including an increase in higher value planning applications, higher occupancy of industrial units, additional income on Community Strategy, income from advertising in North Talk, additional unexpected income from Warwickshire County Council for Telecare services, export health certificates and the New Homes Bonus. These have been partially offset by a reduction in Cesspool Emptying, Trade Refuse, Land Charges and Licensing income.

(£220,280)

5.6 The Council's cashflow has not generated the expected returns due to reductions in interest rates, therefore investment income is lower than expected.

£40,000

6 The Council's 2013/14 Expenditure Requirement

- 6.1 The Council's net expenditure requirement for 2013/14 amounts to £8,609,870, which is £348,410 less than the approved estimate for 2012/13 and £10,820 less than the revised estimate. The main variations between the 2013/14 original budget and the 2012/13 revised budget are set out below.
- 6.2 Provision has been made for those posts that were vacant in 2012/13, a pay award of 2%, an increase of 1% in the superannuation rate and the payment of annual increments. These increases have been partially offset by savings from deleted posts, and a reduction in some agency budgets.
£126,780
- 6.3 A net increase in the costs of Rent Rebates and Rent Allowances after taking the changes in the subsidy received, administration grant and benefit overpayments into account. The Council Tax benefits budget has been removed in line with changes in how Council Tax Benefits are administered, along with the budget for Discretionary Rate Relief
£78,420
- 6.4 There have been further reductions in staff car and travel budgets partially offset by the reinstatement of the lease costs for the replacement refuse vehicles delayed from 2012-13.
(£28,530)
- 6.5 A reduction has been made in the Building Maintenance Fund and there are reductions on the NDR budgets at industrial unit budgets due to lower vacancy levels. These have been partially offset by inflationary increases on utilities, NDR and property maintenance contracts.
(£25,200)
- 6.6 Savings identified as part of the saving process in supplies and services, partially offset by an inflationary increase on the remaining budgets.
(£87,540)
- 6.7 The contingency sum has been increased to allow for a full year's costs of Lower House Farm (Refuse service).
£10,000
- 6.8 The cashflow benefits available to the authority are expected to increase, so investment income has been increased to reflect this. A proportion of this increase will transfer to the HRA to reflect the increasing balances it expects to hold. A small increase has been allowed for external interest payments.
(£15,000)
- 6.9 Planning fee income has been taken back to a 'base' level and the grant for homelessness is now shown as part of the general grant we receive. However both of these reductions have been more than offset by additional New Homes Bonus and inflationary increases on other service income.
(£77,000)

7 Growth Items Contained Within the Estimates

7.1 No provision for growth was included within the Council's Budget Strategy, approved in September 2012 by the Executive Board. No bids for growth have been submitted.

8 Contingencies

8.1 The Council includes within its budget requirement an amount to cover future events and issues that may impact upon the finances of the Authority. For 2013/14 the amount included in the contingency totals £33,000. This is £10,000 higher than the 2012/13 revised estimate.

9 Performance Against Budget Strategy

9.1 In September, the Executive Board agreed the budget strategy that involved:

- Budget reductions of £532,000 for 2013/14, with an additional £410,000 in 2014/15, £300,000 for 2015/16 and £250,000 for 2016/17.
- Given the Council's financial position, it was felt that no growth bids should be considered unless they were unavoidable. No growth was included within the strategy.

9.2 An assessment of the Local Government Finance Settlement published in late December has shown that the Council will lose £351,000 of funding in 2013/14. This is a further reduction of £204,000 than was anticipated in the Medium Term Financial Strategy. The indications for the following year are that the Council may lose a further £536,000 in 2014/15.

9.3 In total, savings or additional income of £888,400 have been identified and included within the 2013/14 service budgets. These are detailed in Appendix F.

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10 Predicted Use of Balances

10.1 The revised budget strategy from September 2012 envisaged the following use of balances over the next four years.

	2013/14	2014/15	2015/16	2016/17
	£'000	£'000	£'000	£'000
Use of Balances	446	530	497	187
Level of Balances 31 March	2,697	2,167	1,670	1,483

10.2 Each Board has projected its expenditure requirements up to and including 2016/17, together with budget reductions, financing and other reductions. This has altered the use of balances expected over the next few years and is shown overleaf:

	2013/14 £'000	2014/15 £'000	2015/16 £'000	2016/17 £'000
Use of Balances	449	530	886	860
Level of Balances 31 March	3,633	2,989	2,103	1,243

10.3 This predicted use of balances is based on no growth and a 2% increase in Council Tax for 2013/14, with increases of 2% for 2014/15, 2015/16 and 2016/16. The use of balances is higher than included in the strategy however the beneficial position from 2012/13 has offset some increase in use. Given the high use of balances that will still be required in 2016/17, the level of savings currently included within the financial projections will need to be considered at the Executive Board.

10.4 The Council has risks it cannot fully quantify, around the move to the Business Rates Retention Scheme in place of revenue support grant from April 2013, the localisation of Council Tax benefits and a potential shortfall of £111,000 should the external support to compensate for the 0% council tax increase in 2011/12 disappear after 2014/15.

11 Risks to the Council

11.1 The key risks to the overall budgetary position of the Council are highlighted below:

- A pay award of 2% has been assumed in preparing the budgets. Any settlement above or below this would affect the financial position of the Authority. A ½% variation would equate to £36,920.
- A vacancy factor of £80,000 has been included within the overall estimates. Should vacancies be less than expected, then additional costs will be borne by the Authority.
- Council expenditure on housing benefit is significant, although the majority is recouped through grant. The transfer of housing benefit into the universal credit administered nationally will impact on the workload of existing staff. The transfer of benefit will be uneven, potentially leaving existing staff with excessive workloads. There may also be an issue with retaining staff, given the transfer of work. A dip in performance would reduce the grant able to be reclaimed. There is also a risk that the level of recovery of overpayments could be affected by the current economic downturn.
- Transport fuel and utility prices have seen significant fluctuations over recent times, and this is still a possibility.
- A reduction of 1% in the collection of income from fees and charges could increase the costs of the Council by £20,690.

- The current economic situation could have an increasing impact on the industrial rent income that the Council can obtain. In addition, the NDR exempt period on vacant commercial properties will no longer apply in 2013/14, so any prolonged vacancies will impact directly on the Council's costs.
- The economic situation could also impact on other Council services such as Homelessness, with increased demand leading to additional expenditure.
- The Council is promoting recycling activities across the Borough. If take up increases significantly, this could add to the costs of the service.
- Limited budgetary provision is available for one off spending on areas such as public enquiries on planning, unadopted roads and contaminated land issues.
- Reduction or cessation of grants received for Community Development work could impact on the ability of the Council to meet some corporate priorities, as could failure to secure funding for the Branching Out Bus in future years.
- Deterioration of the Council's assets could require costly remedial action, and could also impact on the ability of some services to generate income. Income generation could also be affected more widely by the current economic position.
- Changes to the expected cash flow of the Authority, leading to a reduction in investment income. A £1m change could reduce income by around £7,500 - £15,000.

... 11.2 A risk analysis of the likelihood and impact of the risks identified above are included in Appendix G.

12 **Consultation with Non-Domestic Rate Payers**

12.1 A meeting with Non-Domestic Rate Payers will be held on 6 February and their comments will be reported to the Executive Board.

13 **Report Implications**

13.1 **Finance and Value for Money Implications**

13.1.1 As detailed in the body of the report.

13.2 **Environment and Sustainability Implications**

13.2.1 Continuing the budget strategy will allow the Council to manage its expected shortfall in resources without disruption of essential services.

13.3 Risk Management Implications

13.3.1 There are a number of risks associated with setting a budget, as assumptions are made on levels of inflation and demand for services. To minimise the risks, decisions on these have been taken using past experience and knowledge, informed by current forecasts and trends. However, the risk will be managed through the production of regular budgetary control reports, assessing the impact of any variances and the need for any further action.

13.4 Equality Implications

13.4.1 To ensure equality implications are identified and how they may affect different groups in the community equality assessments should be carried out when budgets are being assessed. This will ensure any negative impact is identified and revised as appropriate.

The Contact Officer for this report is Nigel Lane (719371).

Background Papers

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

Background Paper No	Author	Nature of Background Paper	Date

NORTH WARWICKSHIRE BOROUGH COUNCIL
COMMUNITY AND ENVIRONMENT BOARD
SUMMARY OF GENERAL FUND REVENUE ESTIMATES

Description	Actual 2011/2012 £	Approved Budget 2012/2013 £	Revised Budget 2012/2013 £	Original Budget 2013/2014 £
Polesworth Sport Centre	76,401	65,020	73,810	71,070
Arley Sports Centre	96,388	112,610	109,540	114,270
Coleshill Sport Centre	142,971	130,900	143,230	149,170
Atherstone Leisure Complex	212,816	237,630	227,720	221,910
Memorial Hall	68,736	76,300	71,730	73,820
Public Health (Commercial Pollution Control)	192,716	211,440	212,240	221,640
Public Health (Domestic Pollution Control)	48,789	55,580	55,490	56,500
Domestic Refuse Collection	936,672	966,130	986,100	888,020
Trade Refuse Collection	(30,207)	(24,460)	(24,070)	(27,230)
Cesspool Emptying	(79,046)	(76,530)	(72,590)	(75,880)
Recycling	386,300	368,280	398,320	364,390
Amenity Cleaning	676,814	718,900	663,410	664,470
Unadopted Roads	4,565	7,280	7,230	7,450
Flooding And Land Drainage	12,086	2,440	1,300	1,300
Street Furniture	2,054	2,350	1,920	1,900
Atherstone Market	4,113	3,840	3,780	3,890
Parks, Playing Fields and Open Spaces	398,057	380,590	417,210	445,840
Play Areas	135,530	132,320	132,950	101,680
Public Health (Control of Disease) Act 1984 Burials	(1,728)	70	3,340	70
Sustainable Communities	2,780	2,790	2,790	2,870
Consultation	519	7,340	7,340	7,340
Corporate Policy	18,474	19,460	19,460	20,210
Rural Regeneration	4,561	6,870	6,720	24,380
Landscape	8,615	8,810	8,640	8,900
Marketing and Market Research	7,961	8,270	8,270	8,500
Support to Voluntary Organisations	103,337	104,010	104,010	105,570
Young People and Intergeneration	36,722	40,620	32,470	39,830
Community Development Environment	27,442	28,820	28,940	29,540
Social Inclusion and Art	2,878	-	-	-
Social Inclusion and Sport	31,301	32,320	32,430	32,730
Community Development Health Improvement	14,696	16,860	18,280	16,590
Community Development Safer Communities	51,816	48,220	40,580	49,310
Activities 4 U	57	-	-	-
Allotments and Biodiversity	10,724	-	(130)	(330)
QE - Artificial Grass Pitch	(3,811)	(1,930)	(6,730)	(6,750)
Carlyon Road Skate Park	-	-	-	(480)
Sports Club Development Officer Programme	146	170	5,790	-
Local Nature Reserves	-	-	-	-
North Warwickshire LEADER - Baxterley Play Area	-	-	-	-
Net Controllable Expenditure	3,602,245	3,693,320	3,721,520	3,622,490
Departmental Support	546,566	565,840	500,520	509,020
Central Support	589,274	570,000	563,140	551,910
Capital	428,072	440,370	430,580	430,640
Net Expenditure	5,166,157	5,269,530	5,215,760	5,114,060

NORTH WARWICKSHIRE BOROUGH COUNCIL

PLANNING AND DEVELOPMENT BOARD

SUMMARY OF GENERAL FUND REVENUE ESTIMATES

Description	Actual 2011/2012 £	Approved Budget 2012/2013 £	Revised Budget 2012/2013 £	Original Budget 2013/2014 £
Planning Control	129,384	200,940	49,990	173,520
Building Control	86,918	58,570	58,570	60,330
Conservation and Built Heritage	24,827	32,720	34,840	35,370
Planning Delivery Grant	(3)	-	-	-
Local Land Charges	(28,501)	(30,000)	(27,200)	(28,770)
Street Naming and Numbering	3,861	5,060	5,060	5,310
Net Controllable Expenditure	216,486	267,290	121,260	245,760
Departmental Support	124,764	122,040	101,690	102,290
Planning Control	160,761	161,480	170,170	173,940
Building Control	16,385	16,510	15,260	15,590
Conservation and Built Heritage	5,521	5,650	5,660	5,720
Planning Delivery Grant	840	-	-	-
Local Land Charges	13,738	14,020	8,620	8,680
Street Naming and Numbering	1,210	1,210	1,370	1,310
Central Support	198,455	198,870	201,080	205,240
Capital Charges	16,601	20,630	20,630	14,940
Planning and Development Board Total	556,306	608,830	444,660	568,230

NORTH WARWICKSHIRE BOROUGH COUNCIL

LICENSING COMMITTEE SUMMARY

SUMMARY OF GENERAL FUND REVENUE ESTIMATES

Description	Actual 2011/2012 £	Approved Budget 2012/2013 £	Revised Budget 2012/2013 £	Original Budget 2013/2014 £
Licensing Authority	(47,375)	(50,670)	(45,230)	(45,040)
Licences and Registration	(11,789)	(9,930)	(9,930)	(10,260)
Hackney Carriages	(23,299)	(23,070)	(20,230)	(20,310)
Gambling Act Authority	(12,105)	(12,390)	(12,390)	(12,390)
Net Controllable Expenditure	(94,568)	(96,060)	(87,780)	(88,000)
Departmental Support	41,384	41,460	42,120	42,390
Central Support	54,328	54,660	53,570	56,800
Capital Charges	0	0	0	0
LICENSING COMMITTEE TOTALS	1,144	60	7,910	11,190

NORTH WARWICKSHIRE BOROUGH COUNCIL
RESOURCES BOARD (REMAINING)
SUMMARY OF GENERAL FUND REVENUE ESTIMATES

Description	Actual 2011/2012 £	Approved Budget 2012/2013 £	Revised Budget 2012/2013 £	Original Budget 2013/2014 £
Cost of Democratic Services	381,813	422,200	418,340	426,200
Election Expenses	46,053	5,070	4,940	5,080
Registration of Electors	13,290	15,730	15,600	16,060
Non Domestic Rates	(65,224)	(53,380)	(54,590)	(55,660)
Council Tax Collection	(49,921)	(10,740)	(41,600)	(42,010)
Investors in People	-	1,930	1,930	1,930
Finance Miscellaneous	(84,483)	(141,060)	(141,060)	(383,060)
Compensation and Pension Increases	141,343	144,370	147,080	150,020
Assisted Car Purchase	(272)	(130)	(130)	(130)
Electricity at Work	10,176	17,290	16,950	17,780
Efficiencies and Value for Money	-	2,340	2,340	2,340
Finance Unused Land	-	-	-	-
Corporate and Democratic Core	254	28,830	33,020	33,380
Unallocated Central Support Services	52,901	147,060	58,320	112,280
Coleshill Shops and Flats	(67,076)	(66,380)	(65,780)	(66,360)
The Arcade, Atherstone	3,156	3,010	4,630	5,480
The Pavilions, Holly Lane	(67,741)	(78,580)	(80,310)	(80,660)
Carlyon Road Industrial Estate	(102,852)	(98,570)	(98,690)	(99,180)
Innage Park Industrial Estate	(29,905)	(21,430)	(47,080)	(58,090)
Polesworth Workspace Units	(6,330)	(6,320)	(7,380)	(7,680)
The Bear and Ragged Staff	(13,071)	(13,040)	(12,980)	(12,970)
Homeless Persons	39,017	33,230	39,320	97,890
Public Conveniences	16,219	15,920	18,390	17,930
Customer Contact	15,700	19,100	19,090	19,790
Rent Allowances	(23,436)	65,410	50,170	68,270
Housing Benefit Administration and Rent Rebates	(38,567)	(40,520)	(48,630)	(12,820)
Concessionary Fares	26,053	22,220	20,500	22,800
Non Domestic Rates - Discretionary Relief	16,361	22,810	22,810	-
Council Tax Benefits/ Discount Support	(80,485)	(58,350)	(42,670)	23,670
Car Parks	43,706	50,210	35,870	37,360
Business Improvement District	(1)	-	-	-
Broadband Delivery UK	-	-	50,000	50,000
Animal Control	30,086	40,040	39,400	41,280
Abandoned Vehicles	935	1,700	1,990	2,050
Private Sector Housing Assistance	29,322	31,560	27,170	32,230
CCTV	(2,016)	690	3,780	1,240
Community Support	406,377	449,140	439,210	460,750
North Warwickshire LEADER Partnership	19,268	18,770	21,080	3,740
Branching Out Bus	25,020	150	-	-
Net Controllable Expenditure	685,670	970,280	851,030	830,930
Recharged to Services	(106,854)	(103,880)	(158,080)	(147,970)
Departmental Support	943,592	956,090	922,290	930,320
Central Support	1,416,685	1,426,100	1,327,320	1,313,970
Capital	208,753	474,680	723,840	439,910
RESOURCES BOARD (REMAINING) TOTAL	3,147,846	3,723,270	3,666,400	3,367,160

NORTH WARWICKSHIRE BOROUGH COUNCIL
RESOURCES BOARD (RECHARGED TO SERVICES)
SUMMARY OF GENERAL FUND REVENUE ESTIMATES

Description	Actual 2011/2012 £	Approved Budget 2012/2013 £	Revised Budget 2012/2013 £	Original Budget 2013/2014 £
Chief Executive	219,630	223,770	227,640	229,580
Deputy Chief Executive	4,305,378	4,421,000	4,223,590	4,382,410
Assistant Chief Executive and Solicitor to the Council	1,425,949	1,412,570	1,357,200	1,404,200
Assistant Chief Executive (Community Services)	1,306,416	1,292,720	1,306,030	1,318,090
Building Maintenance Fund	239,110	236,080	239,680	211,080
Council Offices	299,340	298,760	301,410	302,210
Central Telephones	37,325	37,140	37,630	37,670
Recruitment	17,997	25,410	21,890	22,380
Printing and Stationery	71,923	70,570	70,880	69,150
Training	53,140	87,550	2,520	90,310
Depot and Stores	69,377	68,530	70,090	69,620
Postal Services	98,642	69,200	72,860	69,980
Central Services	281,734	272,050	269,040	285,000
Information Services	805,041	805,200	811,210	821,730
Procurement	63,247	64,170	64,450	65,900
Staff Welfare	16,243	19,380	18,110	16,980
Transport Management Account	674,490	661,560	697,150	691,550
Net Controllable Expenditure	9,984,982	10,065,660	9,791,380	10,087,840
Recharged to Services	(12,740,264)	(12,884,750)	(12,417,290)	(12,563,920)
Departmental Support	18,430	17,100	18,030	14,740
Central Support	2,023,816	1,976,150	1,823,400	1,832,540
Capital Charges	713,036	825,840	784,480	628,800
	0	0	0	0

NORTH WARWICKSHIRE BOROUGH COUNCIL
EXECUTIVE BOARD SUMMARY
SUMMARY OF GENERAL FUND REVENUE ESTIMATES

Description	Actual 2011/2012 £	Approved Budget 2012/2013 £	Revised Budget 2012/2013 £	Original Budget 2013/2014 £
Housing Strategic Service Review	(124)	1,040	1,040	1,040
Outreach and Access to Services	39,933	39,900	75,090	67,840
Corporate Communications	53,310	55,820	58,970	60,330
Community Strategy	62,417	35,620	42,010	42,350
Communication Group	92	1,620	1,620	1,670
Emergency Planning	2,236	15,490	15,490	15,490
North Warwickshire Local Development Framework	107,666	129,530	140,000	142,530
Support to Parishes	9,996	-	-	-
Net Controllable Expenditure	275,526	279,020	334,220	331,250
Departmental Support	143,190	132,060	161,670	159,160
Central Support	90,035	92,630	113,210	117,450
Capital Charges	-	-	12,550	11,210
EXECUTIVE BOARD TOTALS	508,751	503,710	621,650	619,070

APPENDIX F

Board	Description	2013/14 £
C&E	Reduce the provision for the use of other specialist Contractors within the Parks, Playing Fields and Open Spaces budget	3,750
C&E	Reduce the Play Area budget for other contractors.	33,200
C&E	Implementing a dual stream recycling collection service	17,000
C&E	The use of alternative tip arrangements will cause less wear and tear to refuse collection vehicles. Given this, extending the life of the refuse collection vehicles to 7 or 8 years is possible and should produce savings	20,000
C&E	The use of Lower House Farm should cause less tip damage than previous arrangements, enabling maintenance budgets to be reduced	15,000
C&E	Route Optimise for Refuse Vehicles, together with joint working with Nuneaton and Bedworth Borough Council will give a saving on fuel	6,900
C&E	Move to an alternate weekly domestic refuse collection service	100,000
C&E	Streamlining some of the supplies and services budgets within the Other Public Health budgets	980
C&E	Streamlining some of the supplies and services budgets within Private Sector Housing Assistance	280
C&E	Deletion of the Swimming Development Officer post partially offset by a nominal sum for ongoing swimming commitments	14,180
Planning	Additional Planning Income	60,000
Resources	Use of New Homes Bonus Scheme grant	242,030
Resources	Reduction in External Audit Fees	49,200
Resources	Additional Recharge to the HRA for Cost of Democratic Services	27,360
Resources	Additional income at Innage Park industrial estate	25,300
Resources	Increase in Council Tax collection court fees	24,800
Resources	Additional recharge to the HRA for treasury management	13,710
Resources	Reduction in NDR costs at Innage Park industrial estate as occupancy increases	11,750
Resources	Decrease in Court Costs and Bailiff costs on Council Tax Collection	8,000
Resources	Increase in Car Parking Penalty Income	7,330
Resources	Cost of Democratic Service - reduction in the special responsibility allowances budget	6,810
Resources	Reduction in NDR and Water and Sewerage following the sale of Coleshill Car Park	5,710
Resources	Reduced Bailiff Fees and an increase in the level of court costs charged to Non Domestic Ratepayers who pay late	1,940
Resources	Senior Policy Support Officer post deleted	38,100
Resources	Restructuring within the Streetscape Division	43,010
Resources	Reductions in the staff car scheme	28,170
Resources	Reduction in the Building Maintenance fund spend of 10%	28,000

APPENDIX F

Board	Description	2013/14 £
Resources	Accountancy Assistant post deleted	24,450
Resources	Reduction in staff travel costs	8,940
Resources	Commercial Enforcement and Licensing restructure - Resources Board agreed a trial of a revised structure in Environmental Health, which required only the partial replacement of an Environmental Health officer post. It is proposed to implement this arrangement permanently	5,000
Resources	Replacement photocopier lease and photocopy charges at a lower cost	4,560
Resources	Change the software used for mobile working to a cheaper option	4,400
Resources	Reduction in Occupational Health fees	3,540
Resources	Legal shared services - legal staff carry out fee earning work for other authorities within the legal shared service partnership.	1,950
Resources	Reduction in various supplies and services budgets within Information Services	1,600
Resources	Cancellation of corporate subscriptions within Information Services	850
Resources	Non attendance at SOCITM conference	600
	Overall Total	888,400

APPENDIX G

RISK ANALYSIS

	Likelihood	Potential Impact on Budget
Deteriorating condition of assets, particularly the Leisure Centres, and further economic pressure affecting the generation of income and the final outturn of services	Medium	High
Further reduction or cessation of grants received	Medium	Low
As grants cease, possibility of redundancy costs for those staff affected by withdrawal of funding for given projects	Medium	Low
Withdrawal of County Council contribution to paper and card recycling service	Low	Low
Further loss of trade waste customers	Low	Low
Increasing bin replacement rates	Low	Low
Loss of Coleshill Town Council contract	Low	Medium
Expected savings from Refuse/Recycling changes in October 2013 not materialising	Medium	Medium
Need for public enquiries into planning developments	Low	Medium
Decline in planning applications leading to a reduction in Planning Income.	Low	Medium
Applications not dealt with within 26 weeks, resulting in full refund to applicant.	Low	Medium
Fee income – The levels of some licences, especially those related to alcohol licensing, street trading, pet shops and other commercial enterprises are at risk from a continuing and prolonged downturn in the economy.	Low	Low
Increases in vacancies at industrial estates	Medium	Medium
Higher level of maintenance of Council assets	Medium	Low
An increase in the level of error made in processing of benefits	Low	Medium
An increase in workload arising from an increase in benefit claimants and non payment of Council Tax and/or Non Domestic Rates	Medium	Medium
The effect of planned changes in how benefit services are delivered and in the structure of benefit payments	High	Medium
A fall in the level of recovery of overpayments	Low	Medium
Further reductions in benefits administration grant	Low	Medium
Loss of County Council funding for Customer Contact staffing	Low	Low
Pay awards from 2013/14 being in excess of the budget provision made	Low	Medium

Further changes to the employee taxation system (National Insurance)	Low	Low
Additional increases in pension contribution rates above those already included	Low	Medium
Additional unexpected maintenance costs of Council assets such as IT equipment and council buildings	Low	Medium
Additional and unforeseen expenditure that might be incurred during the carrying out of the accommodation project	Low	Low
Higher than anticipated rises in utility costs (electricity, gas and water)	Low	Low
Changes in legislation that effect service delivery and/or software requirements	Medium	Medium
Above inflation increases in vehicle fuel costs	Medium	Medium
Increased insurance costs, especially those relating to vehicles	Low	Low
Increases in inflation (current annual RPI is 3.0%)	Medium	Medium

Agenda Item No 14

Resources Board

28 January 2013

**Report of the
Deputy Chief Executive**

**Housing Revenue Account
Estimates 2013/14 and
Rent Review**

1 Summary

- 1.1 The report covers the revised budget for 2012/13 and an estimate of expenditure for 2013/14, together with forward commitments for 2014/15, 2015/16 and 2016/17.

Recommendation to the Board

- a To accept the revised estimate for 2012/13;**
- b That rent increases, calculated on the basis that the Council will continue to move properties towards their individual target rents, be adopted;**
- c To approve the proposed fees and charges for 2013/14 as set out in Appendix E;**
- d To approve the service charges for the cleaning of communal areas, as detailed in Appendix F, from April 2013;**
- e To approve the service charges for window cleaning, as detailed in Appendix G, from April 2012; and**
- f To accept the Estimates of Expenditure for 2013/14, as submitted.**

2 Consultation

- 2.1 The Chairman, Vice Chairman and Opposition Spokesperson for Resources and Housing Sub-Committee have been sent an advanced copy of this report for comment. Any comments received will be reported verbally at the meeting.

3 Introduction

3.1 In consultation with other Assistant Directors, the Assistant Director (Finance and Human Resources) has prepared an estimate of net expenditure for 2013/14 and this, together with a revised budget for 2012/13, appears in Appendix A. To provide a more complete picture of the spending pattern of the service, the actual figures for 2011/12 are shown.

3.2 The Housing Revenue Account has been prepared, taking into account the following assumptions:

- A 2% pay award for 2013/14 onwards
- Increases in the Council's pension contribution rate of 1% per annum up to 2015/16 at which point the rate will remain constant
- The continuation of the current rent policy to move properties towards their individual target rents, within the constraint of increases capped at inflation plus 0.5% +£2 per week, set by the CLG
- A general provision for inflation of 3% in 2013/14 although where contractual obligations require a specific price increase in line with inflation, these have been provided. A general inflationary increase of 3% has only been given in alternate years within supplies and service budgets, in order to encourage efficiencies in procurement

4 Comments on the 2012/13 Revised Budget

4.1 The revised budget for 2012/13 shows an expected surplus of £349,750; which is £313,580 better than the approved budget surplus of £36,170. The main variations are given below.

- a Departmental support costs charged to the **Repairs Fund** have decreased by £80,080 due to salary time allocation changes within the housing maintenance section which have moved costs to capital.
(£80,080)
- b Central support costs charged to the **Repairs Fund** have increased by £16,830 due to additional staff time allocated to the fund from Financial Services, Customer Contact and Internal Audit.
£16,830
- c An increased contribution has been made to the **Repairs Fund** relating to an increase in scaffold costs of £35,000 and a transfer of electrical works from capital to revenue of £30,000. Both of these items are ongoing.
£65,000
- d There has been an increase in **General Administration, Estate Management and Rent Collection and Arrears**. This is mainly due to an increase in treasury management recharges and the implementation of Choice Based Letting Open Access software. Smaller increases

relate to additional recruitment costs, electricity costs relating to the new build properties completed in 2011/12, an increase in building insurance, and an increase in the Internal Audit recharge. These have been partially offset due to reduced staff time within Housing Management and Housing Maintenance.

£15,950

- e There has been a decrease in the costs of **Tenant Participation** due to a part year vacancy in the Tenant participation officer post.

(£13,870)

- f There has been an increase in the **Flats, Sheltered Dwelling and Community Centres** budget due to a higher IT recharge based on an increase in the number of computers in Community rooms.

£20,150

- g There has been a decrease in the **Supporting People** Grant received from Warwickshire County Council of £7,130 partially offset by changes in the time spent by the Housing Management team of £580.

£6,550

- h The budget provision for the **capital programme** has increased to cover the slippage from 2011/12.

£647,780

- i The **PWLB** settlement fee is not required as it was paid in 2011/12.

(£22,000)

- j Some of the **Contingency Reserve** has been used to fund the capital programme slippage and the additional contribution to the Repairs Fund. The remaining contingency is not expected to be needed.

(£1,000,000)

- k The service recharges made to **Leaseholders** of flats have decreased due to the lower repair levels which are rechargeable.

£2,450

- l The decrease in garage rents is a result of higher vacancies than expected and the decrease in shop rents is a result of the non achievement of expected rent review increases.

£7,670

- m The **Interest on balances** has decreased. Although notional investments have been adjusted to reflect the higher level of balances held by the HRA, funds can only be invested at the moment at a low rate of interest.

£17,560

5 Rent Setting

- 5.1 The authority is continuing with the current rent policy of rent restructuring which means that individual targets and rents are set for each property. All properties will need to increase rents to get to their target rent. Although there is an average rent increase of £4.64 per week (5.7%), individual rent changes will vary from increases of £3.21 to £5.61 in 2013/14. This is due to the adherence to the limit previously set by government which require individual rents to rise by no more than inflation plus 0.5% plus £2 per week.
- 5.2 An exception to the standard approach to rent increases relates to the 25 newly built properties in Arley, Water Orton, Kingsbury and Fillongley, completed during 2010/11 and 2011/12. The rents for these were set at the target levels, so the increase in 2013/14 will be inflation plus 0.5%. The average rent increase will be £2.99 per week (3.1%), whilst individual rent changes will vary from increases of £2.70 to £3.26 in 2013/14.

6 Comments on the 2013/14 Estimates

- 6.1 The estimated balance on the Housing Revenue account at 1 April 2013 is £1,025,405, which is lower than the £1,096,685 anticipated in the original estimates. Looking in greater detail at the coming year, the budget for 2013/14 shows an expected surplus of £308,900. The main variations are explained below:

- a Pay awards have been provided on the basis of a 2% settlement with effect from 1 April 2013 and increments have been included where necessary.
- b The **contribution to the Repairs Fund** has been calculated with an inflationary increase of 3% and an assumed 12 Council house sales (see Appendix C). This has been more than offset by the removal of the one off supplementary estimate of £150,000 in 2012/13.
(£113,130)
- c There has been a increase in **General Administration, Lettings, Estate management and Rent Collection and Arrears**. This is due to inflationary allowances made to budgets, partially offset by the removal of the one off costs of implementing the Choice Based Letting Open Access software of £14,080.
£12,060
- d There has been an increase in the costs of **Tenant Participation** relating to the reinstatement of the full year cost of the vacant Tenant participation officer post and an inflationary increase on the supplies and services budget.
£15,840

- e The increases on **Flats and Communal Centres** relates to inflationary increases.
£6,140
- f An increase in the revenue set aside for the **repayment of Debt** in the year in line with the Business Plan.
£500,000
- g There is a reduction in the funding set aside to cover **capital spending** in 2013/14, as the 2012/13 revised figures included slippage relating to 2011/12. A contingency sum has been included in 2013/14, as well as some additional funding for Piccadilly.
- h After carrying out an options appraisal on external improvements for the Piccadilly estate, and through consultation with tenants and Councillors, the proposed works required includes the installation of fencing and hard standing car parking areas. In carrying out this work not only will the appearance of the estate be improved, the properties within the area will become more attractive to potential tenants. The project will address long standing issues left over following the improvement programme undertaken to modernise the properties. The total cost of this scheme is £250,000, of which £70,000 is included in the 2012/13 capital programme. The balance of £180,000 has been included within 2013/14.
(£160,830)
- i An inflationary increase has been included for new build. As the full amount is not expected to be used in the year, the balance will be moved to the New Build Reserve.
£30,000
- j A contingency has been set aside, which could be used if the provision for bad debts were insufficient, or in the event that additional staffing were required to help with rent collection, should the changes to welfare reform have a significant impact.
£308,900
- k There is a decrease in **garage and shop rents** as some properties are being demolished to enable new build schemes to take place in Atherstone and Mancetter.
£13,710
- l The **Interest on balances** has increased, as notional investments have been adjusted to reflect the higher level of balances held and a small increase in interest rates expected by the HRA.
(£19,670)
- m There is an increase in Council house **rental income** as the Authority continues to move towards its target rent, in line with the rent restructuring rules.
(£545,400)

7 Housing Repairs Fund

7.1 The HRA makes an annual contribution to the Repairs Fund. Part of the contribution is set aside for the day to day maintenance, with the remainder used for planned maintenance work. The fund covers payments to Housing Direct Works and outside contractors. The majority of the current workload is completed by Housing Direct Works (see Appendix B).

7.2 A small balance is usually maintained on the Housing Repairs Fund, which is used to meet fluctuations in the timing of repair work.

8 Housing Direct Works

8.1 Estimates for Housing Direct Works (HDW) have been prepared for 2013/14, along with the revised position for 2012/13, and these are attached as Appendix C.

8.2 The main changes between the original and revised budgets for 2012/13 are:

- **Employee** budgets have decreased due to salary time allocation changes within the Housing Maintenance section now shown within departmental support. This has been partially offset by an increase in the non corporate training budget of £5,600.

(£7,280)

- **Supplies and services** have increased due changes in materials, scaffolding costs and waste disposal costs

£32,590

- **Transport costs** have increased due to additional maintenance and the reinstatement of the part time transport manager post cover by Nuneaton and Bedworth Borough Council. The vacant post costs were originally not allocated to individual services.

£10,900

- **Recharges to Other Services** have decreased to reflect the lower level of capital and facilities maintenance work undertaken by Housing Direct Works staff.

£82,430

8.3 The main changes between the revised 2012/13 and original budget for 2013/14 are:

- **Employee** costs have increased, due to a 2% pay award allowance, partially offset by the reversal of the non corporate training budget of £5,600.

£18,800

- **Supplies and services** have increased due to an inflation allowance on all supplies and services.

£15,650

- **Departmental and Central Support** charges have increased to an inflationary allowance and the reinstatement of part of the reduction in the Financial Services and training recharges in 2012/13.

£9,340

9 Fees and Charges

- 9.1 The proposed fees and charges have been increased by 3% for 2013/14, with the exception of garage rents and hiring of Community Centres. The detailed list of fees and charges is attached as Appendix D to the report.
- ...

10 Service Charges

- 10.1 There is a requirement for service charges to be paid by those tenants who actually receive specific services. NWBC make specific charges for window cleaning and cleaning costs of communal areas in blocks of flats. The current and proposed charges are attached in Appendices E and F.
- ...

- 10.2 The Council also makes a service charge to the lease holders of flats that have been sold under the Right to Buy legislation. This reflects the actual costs of management and maintenance.

11 Four Year HRA Forecast – 2013/14 to 2016/17

- 11.1 A detailed four year estimate has been developed, to cover the medium term position of the HRA. This is summarised in the table below, with some additional detail given in Appendix G.
- ...

	2013/14 £000	2014/15 £000	2015/16 £000	2016/17 £000
Management and Maintenance	4,280	4,434	4,599	4,716
Interest on borrowing	1,640	1,633	1,624	1,611
Repayment of borrowing	1,279	1,250	1,300	1,450
Capital expend funded by revenue	2,709	3,114	3,583	3,985
New Build	1,030	1,061	1,093	1,126
Contingency	309	366	367	316
Total Expenditure	11,247	11,858	12,566	13,204
Income	(11,513)	(12,174)	(12,856)	(13,403)
Interest on Balances	(43)	(50)	(77)	(117)
Total Income	(11,556)	(12,224)	(12,933)	(13,520)
(Surplus)/Deficit on the year	(309)	(366)	(367)	(316)
Balance at 31 March	(1,334)	(1,700)	(2,067)	(2,383)

- 11.2 Whilst the above figures show an increasing level of balances at the end of 2016/17, there are various changes expected that could have an impact on these figures.

11.3 The above figures include a modest increase in bad debt provision which may be insufficient depending on the outcomes of the changes expected from the welfare reform in the next couple of years, and the impact of any further increases in uncollectable rent.

11.4 There is also a potential requirement for a growth in staffing to deal with any additional workloads resulting from welfare reform and the general collection of rent income.

12 **30 Year HRA Business Plan**

12.1 As management of the housing stock is a long term requirement, a business plan has been put together for 30 years, although expenditure in particular is difficult to predict so far in advance. This has been updated as part of the estimates process and the revised business plan is attached as Appendix G1.

12.2 The expected position on the Housing Revenue Account at the end of the 30 years is a surplus of £25 million. This is after funding capital expenditure of £237 million, with in excess of £30 million of that funding set aside for new build schemes or other improvement schemes. Borrowing of £59 million will also have been repaid.

12.3 Surpluses can be used on the provision of new housing or increasing the standard of maintenance on the existing stock. However the expected surplus of £25 million after 30 years is not excessive, given the possible impact of welfare reform on rent collection.

13 **Risks to the Business Plan**

13.1 The expected surplus on the Business Plan is dependent on adherence to the assumptions used in the forecast. Varying these would impact on the achievement of a surplus. The key risks to the budgetary position of the Housing Revenue Account include:

- A change in interest rates, if funds need to be borrowed.
- A reduction in the rent levels assumed in the Business Plan, as this could impact significantly on the expected surpluses.
- The impact of Benefit changes on the ability to collect rents.
- An increase in the level of capital spending required on the existing stock, due to unforeseen events. The contingency included within the Business Plan should cover this risk. However any increase in standards would impact on the current business plan.
- Rising tenant expectations and an ageing stock are likely to continue to increase the demand for repairs. It is likely that this increase could be accommodated within existing budgets.

- Any reduction in the performance of Housing Direct Works will put pressure on the Council to use external contractors and therefore will impact on the level of expenditure.

13.2 A risk analysis of the likelihood and impact of the risks identified above are included in Appendix H.

13.3 Assuming a minimum working balance of £1,000,000, the Council can continue with services at current levels over the next four years. However, the service will still need to demonstrate value for money.

14 **Conclusions**

14.1 The Housing Revenue Account is in a better financial position than it has been in previous years. Decisions which vary the Business Plan in any significant way will need to be quantified and the impact considered before they are implemented, to ensure the long term sustainability of the Housing Revenue Account.

15 **Report Implications**

15.1 **Finance and Value for Money Implications**

15.1.1 As above.

15.2 **Environment and Sustainability Implications**

15.2.1 Operating in line with the Business Plan will ensure the long term sustainability of the Housing Revenue Account.

15.3 **Equality Implications**

15.3.1 A report has been prepared for Housing Sub Committee 4 February about the impact of the Welfare Reforms on Council tenants and income collections. The work on this will help inform the Council's understanding of the impacts from the rent restructuring changes and the increases being applied. The additional resource for the Welfare Reforms Advice Officer will be a positive contribution to help minimise any adverse impacts arising from the reforms experienced by tenants. Monitoring of the impacts will be carried out as the changes are implemented.

15.4 **Risk Management Implications**

15.4.1 There are a number of risks associated with setting a budget, as assumptions are made on levels of inflation and demand for services. To minimise the risks, decisions on these have been taken using past experience and knowledge, informed by current forecasts and trends. However, the risk will be managed through the production of regular budgetary control reports, assessing the impact of any variances and the need for any further action.

The Contact Officer for this report is Nigel Lane (719371).

HOUSING REVENUE ACCOUNT				
Actual	DESCRIPTION	ORIGINAL BUDGET	REVISED BUDGET	ORIGINAL BUDGET
2011/12		2012/13	2012/13	2013/14
		£	£	£
	EXPENDITURE			
70,212	Provision for Bad Debts	100,000	100,000	100,000
	Repairs Fund			
298,334	Departmental Support Services	308,610	228,530	231,630
119,315	Central Support Services	120,690	137,520	132,000
2,045,601	Contribution to Fund	2,262,680	2,262,680	2,147,600
	Contribution to Fund - transfer from Capital electrics	-	30,000	30,900
	Contribution to Fund - Growth for Scaffolding costs	-	35,000	36,050
1,746,999	MRA	-	-	-
	Management			
472,651	General Administration	500,510	530,270	535,970
150,995	Housing Registor & Lettings	148,750	162,950	159,640
239,792	Tenancy & Estate Management	241,550	226,010	228,140
234,537	Rent Collection & Arrears	225,440	212,970	220,510
72,285	Tenant Participation	62,800	48,930	64,770
297,952	Flats & Communal Centres	316,330	336,270	342,410
35,680	Supporting People Service	22,770	29,320	29,070
(2,641)	Laundries	4,910	5,100	5,380
15,575	Cesspools and Management of Shops	16,210	15,760	16,370
64,443	Capital Charges	29,040	29,030	28,950
(59,539,000)	Revenue Contribution to Capital	-	-	-
59,539,000	Buy out of Subsidy System (CLG)	-	-	-
800,000	Transfer to General Fund	-	-	-
-	Interest on Loans (as per Business Plan)	1,643,000	1,643,340	1,640,300
-	Revenue set aside (as per Business Plan)	750,000	750,000	1,250,000
20,839	PWLB settlement Fee (as per Business plan)	22,000	-	-
-	Capital Spend (as per Business Plan)	2,222,000	2,799,780	2,334,840
-	Capital Spend (as per Business Plan)- contingency	-	-	194,110
-	Capital spend (Piccadilly External Works etc)- new	-	70,000	180,000
-	Capital Spend - New Build ***	-	-	1,026,760
-	Contribution to New Build Reserve ***	1,000,000	1,000,000	3,240
-	Contribution to Contingency Reserve	1,000,000	-	308,900
3,728,084	Transfer to Department for Communities and Local Government (DCLG)	-	-	-
10,410,653	Gross Expenditure	10,997,290	10,653,460	11,247,540
	INCOME			
111,555	Service Charges - Leaseholders	26,980	24,530	24,530
13,596	Service Charges - Window Cleaning	13,760	13,760	12,870
36,026	Service Charges - Cleaning & Caretaking	38,610	38,200	40,990
217,129	Garage Rents	244,330	238,770	235,360
93,658	Shop Rents	94,710	92,600	82,300
204	Interest on Sale of Council Houses	80	80	50
10,166	Interest on Balances	40,920	23,360	43,030
-	Pensions reserve	-	-	-
9,754,269	Gross Rents (less voids)	10,574,070	10,571,910	11,117,310
10,236,603	Gross Income	11,033,460	11,003,210	11,556,440
174,050	(Surplus)/Deficit for Year	(36,170)	(349,750)	(308,900)
(849,705)	Revenue Fund balance at start of year	(1,060,515)	(675,655)	(1,025,405)
(675,655)	Revenue Fund balance at end of year	(1,096,685)	(1,025,405)	(1,334,305)
2,745	1st April Stock numbers for Subsidy	0	0	0
25	Average no. of properties (other)	25	25	30
2,718	Average no. of properties (other)	2,717	2,710	2,697

Appendix B

HOUSING REPAIRS FUND

£

Balance at 1 April 2012	51,613
Contribution 2012/13	2,693,730
Expected Use of Fund	(2,693,730)
Balance at 1 April 2013	51,613
Contribution 2013/14	2,578,180
Expected Use of Fund - Housing Direct Works	(1,625,870)
Expected Use of Fund - Other Contractors	(588,680)
Expected Use of Fund - Departmental and Central Support	(363,630)
Balance at 1 April 2014	51,613

Appendix C

1500 - 1506 - HOUSING DIRECT WORKS

DESCRIPTION	APPROVED BUDGET 2012/13	REVISED BUDGET 2012/13	ORIGINAL BUDGET 2013/14
Employee Expenditure	841,670	834,390	853,190
Supplies & Services	489,550	522,140	537,790
Transport	94,560	105,460	104,360
GROSS EXPENDITURE	1,425,780	1,461,990	1,495,340
Recharges to Other Services	(292,730)	(210,300)	(211,450)
NET CONTROLLABLE EXPENDITURE	1,133,050	1,251,690	1,283,890
Departmental Support	168,890	174,650	178,040
Central Support Services	115,750	108,950	114,900
Leasing Charges	50,450	50,190	49,040
Net Costs to Repairs Fund	1,468,140	1,585,480	1,625,870

NORTH WARWICKSHIRE BOROUGH COUNCIL**HOUSING****FEES AND CHARGES FROM 1 APRIL 2013**

	2011/12	2011/12		TOTAL	TOTAL	2012/13	2012/13		TOTAL	TOTAL
	NET	NET	VAT	TOTAL	TOTAL	NET	NET	VAT	TOTAL	TOTAL
	CHARGE	CHARGE	RATING	CHARGE	CHARGE	CHARGE	CHARGE	RATING	CHARGE	CHARGE
	£	£		20% VAT	20% VAT	£	£		20% VAT	20% VAT
				£	£				£	£
COMMUNAL CENTRES										
	Voluntary	Private		Voluntary	Private	Voluntary	Private		Voluntary	Private
	Groups			Groups		Groups			Groups	
Communal Centres										
Use of lounge (per 2 hours)	5.00	10.00	Exempt	5.00	10.00	5.00	10.00	Exempt	5.00	10.00
Use of kitchen	1.00	2.00	"	1.00	2.00	1.00	2.00	"	1.00	2.00
Purpose Built Community Centres										
Use of lounge (per 2 hours)	7.50	15.00	Exempt	7.50	15.00	7.50	15.00	Exempt	7.50	15.00
Use of kitchen	1.50	3.00	"	1.50	3.00	1.50	3.00	"	1.50	3.00
Multi-Purpose Centres										
Use of lounge (per 2 hours)	10.00	20.00	Exempt	10.00	20.00	10.00	20.00	Exempt	10.00	20.00
Use of kitchen	2.00	4.00	"	2.00	4.00	2.00	4.00	"	2.00	4.00
	NET	VAT	TOTAL			NET	VAT	TOTAL		
	CHARGE	RATING	CHARGE			CHARGE	RATING	CHARGE		
	£		20% VAT			£		20% VAT		
			£					£		
GUEST BEDROOMS										
Per night	0.83	Incl. VAT	1.00			0.87	Incl. VAT at	1.05		
		at					Standard			
Per week	5.83	"	7.00			6.00	"	7.20		
ALLOTMENT RENT										
Waverton Avenue, Warton	2.75	Exempt	2.81			2.85	Exempt	2.85		
GARAGE PLOTS										
Bracebridge Road, Lister Road & St. George's Road, Atherstone										
NWBC council house tenants	22.90	Exempt	23.36			23.60	Exempt	23.60		
Others	23.25	Incl. VAT	28.46			23.92	Incl. VAT at	28.70		
		at					Standard			
		Standard					Rate			
		Rate								
COUNCIL OWNED GARAGES										
NWBC council house tenants	5.08	Exempt	5.08			5.08	Exempt	5.08		
		Incl. VAT					Incl. VAT at			
		at					Standard			
		Standard					Rate			
		Rate								
Others	5.08		6.10			5.08		6.10		

Proposed Cleaning Service Charges per week

Appendix E

Name of Scheme	Cost Per Property	Cost per week (48 wks)	Cost Per Property	Cost per week (48 wks)
	2012/13	2012/13	2013/14	2013/14
	£	£	£	£
Alder Court and Heather Atherstone	77.05	1.61	82.92	1.73
Alexandra Court, Atherstone	77.05	1.61	82.92	1.73
St Benedicts Close, Atherstone	77.05	1.61	82.92	1.73
Welcome Street, Atherstone	77.05	1.61	82.92	1.73
Arden Forest Estate, Ridge Lane	77.05	1.61	82.92	1.73
Church Road/Long Street,Dordon	77.05	1.61	82.92	1.73
Chancery Court, Chapel End	77.05	1.61	82.92	1.73
Gramer Court, Mancetter	77.05	1.61	82.92	1.73
Monument View/Sycamore Ave Polesworth	77.05	1.61	82.92	1.73
Abbey Green Court, Polesworth	77.05	1.61	82.92	1.73
Jubilee Court, Kingsbury	77.05	1.61	82.92	1.73
Drayton Court, Hartshill	77.05	1.61	82.92	1.73
Eastlang Road, Fillongley	77.05	1.61	82.92	1.73
Hudson/Wall Avenue, Coleshill	77.05	1.61	82.92	1.73
Digby Road & Clinton Road, Coleshill	77.05	1.61	82.92	1.73
George Road, Water Orton	77.05	1.61	82.92	1.73
Church Hill Coleshill	77.05	1.61	82.92	1.73
Owen Square Atherstone	77.05	1.61	82.92	1.73

Proposed Window Cleaning Charges per Fortnight

Appendix F

Name of Scheme	Cost Per Property	Cost per Fortnight (24)	Cost Per Property	Cost per Fortnight (24)
	2012/13 £	2012/13 £	2013/14 £	2013/14 £
Alder Court and Heather Atherstone	9.38	0.39	8.89	0.37
Alexandra Court, Atherstone	18.91	0.79	17.92	0.75
Coleshill Road Atherstone	53.62	2.23	50.82	2.12
Lister Road Atherstone	38.87	1.62	22.67	0.94
Long Street Atherstone	22.75	0.95	21.56	0.90
St Benedicts Close, Atherstone	34.76	1.45	33.88	1.41
Welcome Street, Atherstone	23.83	0.99	22.59	0.94
Arden Forest Estate, Ridge Lane	21.94	0.91	20.79	0.87
Church Road, Dordon	31.25	1.30	29.62	1.23
Long Street, Dordon	33.15	1.38	31.42	1.31
St Leonards Close, Dordon	24.80	1.03	23.51	0.98
Chancery Court, Chapel End	27.75	1.16	26.29	1.10
Gramer Court, Mancetter	33.22	1.38	31.48	1.31
Monument View/Sycamore Ave Polesworth	26.67	1.11	25.27	1.05
Abbey Green Court, Polesworth	33.99	1.42	32.23	1.34
Jubilee Court, Kingsbury	27.65	1.15	26.23	1.09
Oldbury View, Hartshill	37.54	1.56	35.57	1.48
Drayton Court, Hartshill	28.25	1.18	26.75	1.11
Eastlang Road, Fillongley	24.92	1.04	23.61	0.98
Hudson/Wall Avenue, Coleshill	16.25	0.68	15.40	0.64
Digby Road, Coleshill	25.19	1.05	23.87	0.99
Clinton Road, Coleshill	24.37	1.02	23.09	0.96
Delves Crescent, Wood End	46.92	1.95	44.46	1.85
George Road, Water Orton	11.10	0.46	10.52	0.44
Church Walk Mancetter	57.26	2.39	28.00	1.17
Church Hill Coleshill	18.98	0.79	17.98	0.75

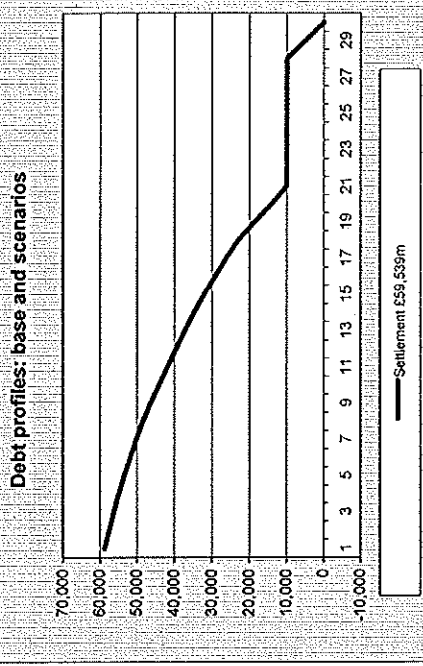
HOUSING REVENUE ACCOUNT

DESCRIPTION	ORIGINAL BUDGET 2013/14 £	ORIGINAL BUDGET 2014/15 £	ORIGINAL BUDGET 2015/16 £	ORIGINAL BUDGET 2016/17 £
EXPENDITURE				
Provision for Bad Debts	100,000	133,420	184,700	191,910
Repairs Fund				
Departmental Support Services	231,630	237,000	243,490	249,330
Central Support Services	132,000	135,670	139,010	142,190
Contribution to Fund	2,147,600	2,209,490	2,270,550	2,328,730
Contribution to Fund - transfer from Capital electrics	30,900	31,830	32,780	33,760
Contribution to Fund - Growth for Scaffolding costs	36,050	37,130	38,240	39,390
Management				
General Administration	535,970	548,980	558,360	569,580
Housing Registor & Lettings	159,640	164,570	168,720	172,870
Tenancy & Estate Management	228,140	234,810	240,830	246,820
Rent Collection & Arrears	220,510	227,580	233,380	238,690
Tenant Participation	64,770	67,470	69,210	70,600
Flats & Communal Centres	342,410	351,860	362,430	372,600
Supporting People Service	29,070	31,220	32,940	34,740
Laundries	5,380	5,380	5,680	5,680
Cesspools and Management of Shops	16,370	16,690	16,980	17,260
Capital Charges	28,950	-	-	-
Interest on Loans (as per Business Plan)	1,640,300	1,633,270	1,623,860	1,610,930
Revenue set aside (as per Business Plan)	1,250,000	1,250,000	1,300,000	1,450,000
Capital Spend (as per Business Plan)	2,334,840	2,741,600	3,164,080	3,526,890
Capital Spend (as per Business Plan)- contingency	194,110	372,300	418,450	457,660
Capital spend (Piccadilly External Works etc)- new	180,000	-	-	-
Capital Spend - New Build ***	1,026,760	1,026,760	-	-
Contribution to New Build Reserve ***	3,240	34,140	1,092,730	1,125,510
Contingency	308,900	366,130	367,460	316,020
Gross Expenditure	11,247,540	11,857,930	12,565,580	13,203,830
INCOME				
Service Charges - Leaseholders	24,530	24,530	24,530	24,530
Service Charges - Window Cleaning	12,870	13,130	13,390	13,660
Service Charges - Cleaning & Caretaking	40,990	41,810	42,650	43,500
Garage Rents	235,360	233,650	259,950	259,950
Shop Rents	82,300	88,750	88,750	88,750
Interest on Sale of Council Houses	50	20	-	-
Interest on Balances	43,030	49,700	77,170	117,190
Gross Rents (less voids)	11,117,310	11,772,460	12,426,590	12,972,270
Gross Income	11,556,440	12,224,050	12,933,030	13,519,850
(Surplus)/Deficit for Year	(308,900)	(366,120)	(367,450)	(316,020)
Revenue Fund balance at start of year	(1,025,405)	(1,334,305)	(1,700,425)	(2,067,875)
Revenue Fund balance at end of year	(1,334,305)	(1,700,425)	(2,067,875)	(2,383,895)
1st April Stock numbers for Subsidy	0	0	0	0
Average no. of properties (other)	30	45	53	53
Average no. of properties (other)	2,697	2,680	2,664	2,652

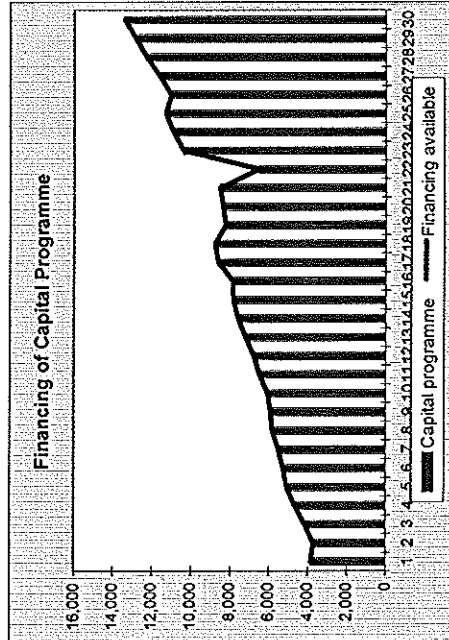
£59,539 @ various actual rates, Capital excludes new build Capital increase by 7.5%, 1.5% inflat on cap and 1% inflat on maint. (additional spend at £1 million per year inflated and spend half of surplus in year)

Inflation sensitivities	£'000s
3.00% RPI/rent inflation from 2012	59,539
3.00% GDP/expenditure inflation from 2012	59,539
0.00% Additional real Mgt cost inflation to year	0
1.00% Additional real Maint cost inflation to year	58,789
1.50% Additional real Cap cost inflation to year	2
1.50% Additional real Cap cost inflation to year	-25,605
Capital / debt sensitivities	
0% MRP annual %age	
Additional set aside from revenue	
2012-13 YEAR OF SELF FINANCING	
Scenario schedules	
(1) Scenario: opening debt	
4 Review report - with uplift	
59,539 Opening debt	
(2) RTB receipts to the HRA	
Pooling (as per current system)	
RTB receipts included in Plan Set at Zero as	
0.0% Receipts used for General Fund purposes	
(3) Future surplus sharing	
Local 100% retain surpluses	
100% %age surpluses retained locally	
0% %age surpluses paid over nationally	
(4) Borrowing controls	
Self financed borrowing locally	

Key outputs	£'000s
Debt adjustment	59,539
Opening debt	59,539
Closing debt	0
Peak debt	58,789
Year of peak debt	2
Closing HRA reserve	-25,605



Capital programme outputs	£'000s
Capital programme 30 years	237,046
Total financing 30 years	237,046
Shortfall	0
Total reserve at year 30	25,605



2012/13 2013/14 2014/15 2015/16 2016/17

30 year total	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
SELF FINANCING																
HRA (OPERATING ACCOUNT)																
-562,003 Rental income	-10,679	-11,230	-11,891	-12,552	-13,103	-13,600	-14,077	-14,548	-15,016	-15,484	-15,962	-16,451	-16,951	-17,465	-17,995	-18,539
0 Caps and Limits	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
-15,778 Other income	-408	-396	-402	-429	-430	-432	-456	-457	-458	-483	-484	-485	-510	-511	-513	-537
-577,781 Gross income	-11,087	-11,626	-12,293	-12,981	-13,533	-14,032	-14,533	-15,005	-15,474	-15,967	-16,446	-16,936	-17,461	-17,976	-18,508	-19,076
73,159 Management (incl DME)	1,568	1,602	1,649	1,689	1,729	1,781	1,834	1,893	1,946	2,004	2,064	2,126	2,190	2,256	2,323	2,393
123,248 Maintenance	2,694	2,578	2,651	2,724	2,793	2,890	2,990	3,094	3,201	3,311	3,426	3,544	3,666	3,793	3,924	4,059
5,622 Voids	107	112	119	126	131	136	141	145	150	155	160	165	170	175	180	185
8,176 Bad debt provision	100	100	134	186	195	202	209	216	223	230	237	244	252	259	267	275
212,205 Operating expenditure	4,469	4,392	4,553	4,725	4,848	5,009	5,174	5,344	5,520	5,700	5,887	6,079	6,278	6,483	6,694	6,912
-355,576 Net Cost of Services	-6,618	-7,234	-7,740	-8,256	-8,685	-9,023	-9,359	-9,661	-9,954	-10,267	-10,559	-10,857	-11,183	-11,493	-11,814	-12,164
30,060 Interest payments	1,672	1,669	1,633	1,624	1,611	1,593	1,569	1,539	1,504	1,460	1,406	1,348	1,284	1,218	1,146	1,068
0 PMLB Settlement fee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
-10,573 Interest received	-23	-43	-49	-77	-116	-139	-162	-184	-205	-225	-243	-259	-275	-288	-300	-309
-346,089 Net operating expenditure	-4,969	-5,608	-6,156	-6,709	-7,190	-7,569	-7,952	-8,306	-8,655	-9,032	-9,396	-9,768	-10,174	-10,568	-10,968	-11,405
59,539 Revenue set aside (debt repayment)	750	1,250	1,250	1,300	1,450	1,690	1,700	1,750	2,000	2,250	2,260	2,350	2,350	2,450	2,600	3,100
237,046 Direct revenue financing (RCCO fund cap Prog)	3,870	3,739	4,175	4,676	5,111	5,280	5,537	5,842	6,087	6,506	6,795	7,212	7,576	7,852	8,100	8,367
24,576 Use of surplus in year	0	310	366	367	315	345	358	357	361	348	315	312	306	269	258	219
-24,929 In year (surplus)/deficit	-349	-310	-366	-367	-315	-344	-357	-357	-360	-348	-315	-312	-306	-269	-258	-219
HRA reserve b/fwd (-ve = Surplus)	-676	-1,025	-1,335	-1,700	-2,067	-2,382	-2,726	-3,084	-3,440	-3,801	-4,148	-4,464	-4,776	-5,082	-5,351	-5,609
HRA reserve c/fwd (-ve = Surplus)	-1,025	-1,335	-1,700	-2,067	-2,382	-2,726	-3,084	-3,440	-3,801	-4,148	-4,464	-4,776	-5,082	-5,351	-5,609	-5,828
CAPITAL PROGRAMME																
179,321 Expenditure (Cap spend with inflation)	2,870	2,709	3,114	3,583	3,985	4,104	4,308	4,558	4,592	4,684	5,040	5,263	5,611	5,903	6,104	6,040
0 Financed by...	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0 RTB receipts and other resources	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
237,046 Direct revenue financing	3,870	3,739	4,175	4,676	5,111	5,280	5,537	5,842	6,087	6,506	6,795	7,212	7,576	7,852	8,100	8,367
0 Borrowing	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
237,046 Total financing	3,870	3,739	4,175	4,676	5,111	5,280	5,537	5,842	6,087	6,506	6,795	7,212	7,576	7,852	8,100	8,367

AGING HRA BUSINESS PLAN FEBRUARY 2013

Inflation sensitivities
RPI/rent inflation from 2012
GDP/expenditure inflation from 2012
Additional real Mgt cost inflation
Additional real Maint cost inflation
Additional real Cap cost inflation
Capital / debt sensitivities
MRP annual %age
Additional set aside from revenue
YEAR OF SELF FINANCING
Scenario schedules
Review report - with uplift
Opening debt
Receipts to the HRA
Pooling (as per current system)
RTB receipts included in Plan Set at Zero as
Receipts used for General Fund purposes
Surplus sharing
Local 100% retain surpluses
%age surpluses retained locally
%age surpluses paid over nationally
aging controls
Self financed borrowing locally

	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
SELF FINANCING															
HRA (OPERATING ACCOUNT)															
Rental income	-19,099	-19,675	-20,268	-20,878	-21,506	-22,163	-22,818	-23,503	-24,208	-24,933	-25,680	-26,448	-27,239	-28,052	-28,889
Caps and Limits	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other income	-539	-540	-565	-567	-568	-593	-595	-596	-621	-623	-625	-650	-652	-653	-679
Gross income	-19,638	-20,215	-20,833	-21,445	-22,074	-22,746	-23,413	-24,099	-24,829	-25,556	-26,305	-27,098	-27,891	-28,705	-29,568
Management (incl DMIE)	2,465	2,539	2,615	2,693	2,774	2,858	2,943	3,032	3,122	3,216	3,313	3,412	3,514	3,620	3,728
Maintenance	4,199	4,344	4,493	4,648	4,808	4,973	5,144	5,320	5,503	5,692	5,887	6,089	6,297	6,513	6,735
Voids	191	197	203	209	215	222	228	235	242	249	257	264	272	281	289
Bad debt provision	284	292	301	310	319	329	339	349	359	370	381	393	404	417	429
Operating expenditure	7,139	7,372	7,612	7,860	8,116	8,382	8,654	8,936	9,226	9,527	9,838	10,158	10,487	10,831	11,181
Net Cost of Services	-12,499	-12,843	-13,221	-13,585	-13,958	-14,364	-14,759	-15,163	-15,603	-16,029	-16,467	-16,940	-17,404	-17,874	-18,387
Interest payments	972	881	778	636	480	350	350	350	350	350	350	350	348	173	0
PWLB Settlement fee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Interest received	-316	-320	-322	-329	-338	-433	-517	-574	-629	-688	-751	-809	-826	-804	-796
Net operating expenditure	-11,843	-12,282	-12,767	-13,278	-13,836	-14,447	-14,926	-15,387	-15,882	-16,367	-16,868	-17,399	-17,882	-18,505	-19,183
Revenue set aside (debt repayment)	2,900	3,250	4,280	4,750	3,949	0	0	0	0	0	0	0	5,000	5,000	0
Direct revenue financing (RCCO fund cap Prog)	8,616	8,781	8,262	8,393	8,541	6,556	10,410	10,910	11,313	11,031	11,636	12,286	12,839	13,417	14,020
Use of surplus in year	164	126	113	68	673	3,946	2,258	2,239	2,285	2,668	2,616	2,557	22	44	2,582
In year (surplus)/deficit	-164	-126	-112	-67	-673	-3,946	-2,258	-2,239	-2,284	-2,668	-2,616	-2,557	-22	-44	-2,582
HRA reserve b/fwd (-ve = Surplus)	-5,828	-5,992	-6,118	-6,230	-6,298	-6,970	-10,916	-13,175	-15,414	-17,698	-20,366	-22,982	-25,539	-25,560	-25,605
HRA reserve c/fwd (-ve = Surplus)	-5,992	-6,118	-6,230	-6,298	-6,970	-10,916	-13,175	-15,414	-17,698	-20,366	-22,982	-25,539	-25,560	-25,605	-25,605
CAPITAL PROGRAMME															
Expenditure (Cap spend with Inflation)	6,707	6,786	6,178	6,215	6,255	4,177	7,924	8,312	8,599	8,194	8,672	9,188	9,602	10,034	10,485
Financed by...															
RTB receipts and other resources	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Direct revenue financing	8,616	8,781	8,262	8,393	8,541	6,556	10,410	10,910	11,313	11,031	11,636	12,286	12,839	13,417	14,020
Borrowing	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total financing	8,616	8,781	8,262	8,393	8,541	6,556	10,410	10,910	11,313	11,031	11,636	12,286	12,839	13,417	14,020

Risk Analysis

	Likelihood	Potential impact on Budget
Change in interest rates	Low	Medium
Reduction in rent levels	Low	High
Increase in capital expenditure	Low	Medium
An increase in the demand for repairs	Medium	Medium
Reduction in Housing Direct Works performance	Medium	Medium

Amended

Agenda Item No 17

Resources Board

28 January 2013

Report of the Chief Executive and the Deputy Chief Executive

Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April - December 2012

1 Summary

- 1.1 This report informs Members of the progress with the achievement of the Corporate Plan and Performance Indicator targets relevant to the Resources Board for April to December 2012.

Recommendation to the Board

That Members consider the performance achieved and highlight any areas for further investigation.

2 Consultation

- 2.1 Consultation has taken place with the relevant Members and any comments received will be reported at the meeting.

3 Background

- 3.1 This report shows the third quarter position with the achievement of the Corporate Plan and Performance Indicator targets for 2012/13. This is the third report showing the progress achieved so far during 2012/13.

4 Progress achieved during 2012/13

- ... 4.1 Attached at Appendices A and B are reports outlining the progress achieved for all the Corporate Plan targets and the performance with our local performance indicators during April to December 2012/13 for the Resources Board.
- 4.2 Members will recall the use of a traffic light indicator for the monitoring of the performance achieved.

Red – target not achieved (shown as a red triangle)

Amber – target currently behind schedule and requires remedial action to be achieved (shown as an amber circle)

Green – target currently on schedule to be achieved (shown as a green star)

5 Performance Indicators

- 5.1 Members will be aware that national indicators are no longer in place and have been replaced by national data returns specified by the government. A number of previous national and best value indicators have been kept as local indicators as they are considered to be useful in terms of managing the performance of our service delivery corporately.
- 5.2 The current national and local performance indicators have been reviewed by each division and Management Team for monitoring for the 2012/13.

6 Overall Performance

- 6.1 The Corporate Plan performance report shows that 100% of the Corporate Plan targets and 47.1% of the performance indicator targets are currently on schedule to be achieved. The report shows that individual targets that have been classified as red, amber or green. Individual comments from the relevant division have been included where appropriate. The table below shows the following status in terms of the traffic light indicator status:

Corporate Plan

Status	Number	Percentage
Green	5	100%
Amber	0	0%
Red	0	0%
Total	5	100%

Performance Indicators

Status	Number	Percentage
Green	8	47.1%
Amber	4	23.4%
Red	5	29%
Total	17	100%

7 Summary

- 7.1 Members may wish to identify any areas that require further consideration where targets are not currently being achieved.

8 Report Implications

8.1 Safer Communities Implications

8.1.1 There are community safety performance indicators which are reported to Executive Board.

8.2 Legal and Human Rights Implications

8.2.1 The national indicators were specified by the Secretary of State for Communities and Local Government. They have now been ended and replaced by a single list of data returns to Central Government from April 2011.

8.3 Environment and Sustainability Implications

8.3.1 Improvements in the performance and quality of services will contribute to improving the quality of life within the community. There are a number of actions and indicators which contribute towards the priorities of the sustainable community strategy including customer access strategy, outreach services, financial inclusion, health and well being services and decent and affordable housing.

8.4 Risk Management Implications

8.4.1 Effective performance monitoring will enable the Council to minimise associated risks with the failure to achieve targets and deliver services at the required performance level.

8.5 Equalities

8.5.1 There are a number of equality related actions and indicators highlighted in the report including developing outreach services, financial inclusion, decent and affordable housing.

8.6 Links to Council's Priorities

8.6.1 There are a number of targets and performance indicators contributing towards the priorities of access to services, improving housing in the borough, tackling health inequalities, achieving a balanced budget and developing our workforce.











The Contact Officer for this report is Robert Beggs (719238).

Background Papers














Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

Background Paper No	Author	Nature of Background Paper	Date
National Indicators for Local Authorities and Local Authority Partnerships	Department for Communities and Local Government	Statutory Guidance	February 2008
















NWCP Resources 12/13

	Action	Priority	Reporting Officer	Update	Status	Direction
NWCP 039 11/12	To continue to contribute to the effectiveness and savings targets through the delivery of the Procurement Strategy Action Plan	Public Services and Council Tax	Bird, Linda	Procurement Plan actions have been reviewed and are on target.	 Green	
NWCP 040 11/12	To continue to contribute to the effective delivery of services through implementing the actions identified to progress the implementation of the ICT Strategy	Public Services and Council Tax	Bird, Linda	ICT Strategy actions included in Service Plan have been reviewed and progress is on target.	 Green	
NWCP 041 11/12	To carry out the preparatory work needed, ready for the implementation of the 'self financing' model for the Housing Revenue Account in time for the proposed implementation date of April 2012	Public Services and Council Tax	Garner, Sue	Preparatory work was carried out, and an updated business plan was approved by Resources Board in June.	 Green	
NWCP 050 11/12	To develop an action plan by June 2012 to assess and, where practicable, resolve ongoing capital and maintenance issues with all other Council buildings, including the Memorial Hall, The Arcade, Abbey Green, community buildings, shops and industrial units, including seeking ways to reduce, where possible, our carbon footprint	Public Services and Council Tax	Dobbs, Richard	A report went to Resources Board in June setting out measures for Property Management Plans to be produced for all significant Council buildings. Individual reports on the Arcade and Council House have previously been considered.	 Green	
NWCP 063	To implement the action plan agreed following the review the services delivered by Community Support during 2012/2013	Housing	Coates, Angela	Following discussions at the political Group meetings a Task and Finish Group will be established to review the Borough Care service.	 Green	

NWPI Resources 12/13

Ref	Description	Section	Priority	Year End Target	Performance	Traffic Light	Direction of Travel	Comments
NWLPI 052	The % of invoices for commercial goods and services which were paid by the authority within 30 days of such invoiced being received by the Authority (former BV8)	Financial Accountancy	Public Services & Council Tax	98	98.21	 Green		
NWLPI 054	The proportion of working days / shifts lost to sickness absence (former BV12)	Human Resources	Public Services & Council Tax	6	6.67	 Red		There has been a large proportion of long term sickness (e.g. due to operations) during the period
NWLPI 055	Voluntary leavers as a % of staff in post (former BV13)	Human Resources	Public Services & Council Tax	7.5	9.92	 Red		There has been a large proportion of retirements (7 retirements) and 2 dismissals in the period
NWLPI 57	Percentage of calls answered through the Central Control system within 60 seconds. (TSA national standard 96.5%):	Community Support	Housing	99	99.4	 Green		
NWLPI 135	Percentage of response repairs completed right first time	Housing Maintenance	Housing	90	85	 Amber		There is an issue with accessing materials needed to complete gas repairs. This means that works cannot be completed right first time. Consideration is being given to how the system can be improved.
NWLPI 068	Gas certificates completed	Housing Maintenance	Housing	100	99.91	 Amber		Two properties were outstanding when this snapshot was recorded. One has now been dealt with.
@NW: NI156	This indicator measures the numbers of households living in temporary accommodation provided under the homelessness legislation.	Housing Management	Housing	2	3	 Red		The last 6 months has seen an increase in the number of priority cases approaching for assistance. This has resulted in a larger number of applicants needing temporary accommodation.

NWPI Resources 12/13

Ref	Description	Section	Priority	Year End Target	Performance	Traffic Light	Direction of Travel	Comments
NWLPI 136	Number of tenants with more than 7 weeks rent arrears	Housing Management	Housing	2.5	4.38	 Red		Performance in this area is an indicator of whether arrears cases are being addressed at an early stage. Additional capacity has been added to the team in order to engage with tenants with lower level arrears as well as more serious cases and this is now proving productive.
NWLPI 070	Average time taken to re-let local authority housing (former BV212)	Housing Management	Housing	21	37.78	 Red		There has been a significant issue with regard to dealing with the removal of asbestos materials in vacant properties during this year. This has had an impact on turn around times for vacant properties.
NWLPI 039	The percentage availability of corporate systems available to users Monday to Friday 8.00 am to 5.30 pm :	Computer Services	Public Services & Council Tax	99.7	100	 Green		
NWLPI 040	The percentage of initial response to helpdesk calls within four hours of a call being placed :	Computer Services	Public Services & Council Tax	95	97	 Green		
NWLPI 041	Percentage of Service Desk Calls resolved in target (total of IS3 to IS6)	Computer Services	Public Services & Council Tax	95	96	 Green		
NWLPI 096	The Percentage of Calls answered in 20 seconds in the contact centre	Revenues & Benefits	Public Services & Council Tax	75	76	 Green		
NWLPI 100	Housing Benefit Security: : The number of prosecutions and sanctions, per 1,000 caseload (former BV76d)	Revenues & Benefits	Public Services & Council Tax	12	11	 Amber		
@NW:NI181	The average time taken in calendar days to process all new claims and change events in Housing Benefit and Council Tax Benefit	Revenues & Benefits	Public Services & Council Tax	10.5	10.11	 Green		
NWLPI 106	The percentage of non-domestic rates due for the financial year which were received by the authority (former BV10)	Revenues & Benefits	Public Services & Council Tax	85.62	87.24	 Green		
NWLPI 107	Proportion of Council Tax collected (former BV9)	Revenues & Benefits	Public Services & Council Tax	87.05	86.84	 Amber		