

Agenda No 6

AGENDA MANAGEMENT SHEET

Report Title:	Finance & Performance Monitoring 2019/20- Quarter 3
Name of Committee:	Cabinet
Date of Meeting:	3 February 2020
Report Director:	Head of Corporate Resources and CFO
Portfolio:	Corporate Resources
Ward Relevance:	All Wards
Prior Consultation:	None
Contact Officer:	Jon Illingworth- Financial Services Manager
Public or Private:	Public
Report Subject to Call-In:	Yes
Report En-Bloc:	No
Forward Plan:	Yes
Corporate Priorities:	This report relates to the following priority(ies):
(CR) Corporate Resources	<input checked="" type="checkbox"/> To provide excellent, value for money services and sustainable growth
(CH) Communities and Homes	<input checked="" type="checkbox"/> Achieve financial self-sufficiency by 2020
(EPR) Environment and Public Realm	<input checked="" type="checkbox"/> Enable our residents to live healthy, independent lives
(GI) Growth and Investment	<input checked="" type="checkbox"/> Optimise income and identify new revenue opportunities (CR)
	<input checked="" type="checkbox"/> Prioritise use of resources to meet changing customer needs and demands (CR)
	<input checked="" type="checkbox"/> Ensure that the council works efficiently and effectively (CR)
	<input checked="" type="checkbox"/> Ensure residents have a home that works for them and is affordable (CH)
	<input checked="" type="checkbox"/> Deliver digitally-enabled services that residents can access (CH)
	<input checked="" type="checkbox"/> Understand our communities and enable people to take an active part in them (CH)

- Enhance our local, open spaces to make them places where people want to be (EPR)
- Continue to improve the efficiency of our waste and recycling services (EPR)
- Protect the public (EPR)
- Promote sustainable growth and economic prosperity (GI)
- Promote and grow Rugby's visitor economy with our partners (GI)
- Encourage healthy and active lifestyles to improve wellbeing within the borough (GI)
- This report does not specifically relate to any Council priorities but

Statutory/Policy Background: Section 6.1 of the Council's Financial Standing Orders states that the Head of Corporate Resources:

Be responsible, in conjunction with the Executive Director and Heads for submitting periodic reports to Cabinet and Council during the year, indicating the anticipated financial position compared to original revenue and capital budgets indicating where expenditure is anticipated to exceed or income fall short of the budgeted amount by the margins agreed corporately for the purpose of budget monitoring.

Summary: This report sets out the anticipated 2019/20 financial & performance position for the Council based on data at Quarter 3. It also presents proposed 2019/20 budget adjustments for approval as required by Financial Standing Orders.

Financial Implications: As detailed in the main report.

Risk Management Implications: This report is intended to give Cabinet an overview of the Council's forecast spending and performance position for 2019/20 to inform future decision-making.

Environmental Implications: There are no environmental implications arising from this report.

Legal Implications: There are no legal implications arising from this report.

Equality and Diversity:

No new or existing policy or procedure has been recommended.

Options:

Members can elect to approve, amend or reject the supplementary budget requests listed at recommendations 2 to 8.

Recommendation:

RECOMMENDATION

- 1) The Council's anticipated financial position for 2019/20 be considered;
- 2) Supplementary budgets as detailed in Section 5 of this report be approved;
- 3) A General Fund revenue virement to transfer (£0.037m) out of the Insurance Reserve towards the 2019/20 Corporate Savings Target be approved;
- 4) A General Fund revenue virement of (£0.036m) from salary savings within IT towards the 2019/20 Corporate Savings Target be approved.

IT BE RECOMMENDED TO COUNCIL THAT:

- 5) Supplementary budgets as detailed in Section 5 of this report be approved;
- 6) Capital budget carry forwards from 2019/20 to 2020/21 totalling £6.053m (General Fund £1.552m, Housing Revenue Account £4.501m) as detailed in the report be approved;
- 7) Financing of the Housing Acquisitions Fund transfer from General Fund to Housing Revenue Account Capital Investment balances as detailed in the report be approved; and
- 8) Performance data included in Section 7 and Appendix 3 be considered & noted

Reasons for Recommendation:

A strong financial and performance management framework, including oversight by Members and senior management, is an essential part of delivering the Council's priorities and statutory duties

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Cabinet - 3 February 2020

Finance & Performance Monitoring 2019/20 – Quarter 3

Report of the Head of Corporate Resources and CFO

RECOMMENDATION

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- 2) Supplementary budgets as detailed within Section 5 of this report be approved;
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- 4) A General Fund revenue virement of (£0.036m) from salary savings within IT towards the 2019/20 Corporate Savings Target be approved.

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- 5) Supplementary budgets as detailed in Section 5 of this report be approved;
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- 7) Financing of the Housing Acquisitions Fund transfer from General Fund to Housing Revenue Account Capital Investment balances as detailed in the report be approved; and
- 8) Performance data included in Section 6 and Appendix 3 be considered and. noted

1. INTRODUCTION

This is the third of the quarterly finance and performance monitoring reports for 2019/20, which combines finance (revenue and capital) as well as performance for General Fund (GF) and Housing Revenue Account (HRA). The year-end forecasts for 2019/20 are based on actual expenditure from 01 April 2019 to 30 November 2019 plus any known changes that have developed thereafter. The report also includes proposed 2019/20 budget adjustments which are recommended for approval by Members.

The key sections of the report are laid out as follows:

- General Fund (GF) Revenue Budgets and Performance - Section 2 & Appendix 1;
- Housing Revenue Account (HRA) Revenue Budgets & Performance- Section 3 & Appendix 2;

- Capital Budgets - Section 4 and Appendices 1 (GF) & 2 (HRA);
- Supplementary Budget Requests- Further details for approval- Section 5;
- Performance- Section 6 and Appendix 3

Throughout the report, pressures on expenditure and income shortfalls are shown as positive values. Savings on expenditure and additional income are shown in brackets.

2. GENERAL FUND (GF) REVENUE BUDGETS

2.1 GF Overview and Key Messages:

The total approved General Fund budget is **£16.740m**. Based on the Quarter 3 2019/20 forecast, it is anticipated at 31 March 2020 there will be a break even position.

Further details of portfolio variances and key performance indicators can be seen in **Appendix 1**.

Within the portfolios and corporate items, the following significant variances should be noted-

- A pressure of **£0.114m** from GF portfolios. This is mainly due to a pressure of **£0.184m** within Environment and Public Realm arising from reduced income from Car Parking of **£0.094m** and overspends within Waste services of **£0.084m** mainly due to vehicle costs, agency and waste disposal. There is a pressure of **£0.077m** within Corporate Resources partly due to **£0.031m** within Resources due to staff costs. There is a saving of **(£0.185m)** within Communities and Homes including reduced costs for temporary accommodation projecting a saving of **(£0.142m)** and a saving of **(£0.069m)** due to a reduction in bad debt provision for Housing Benefits arising from a decreased level of Housing Benefits overpayments.
- Following a review of Corporate items, it is forecast that Net Cost of Borrowing will result in a saving of **(£0.122m)** compared to budget due to revisions in the use of cash-backed balances and more favourable interest rates. A pressure of **£0.008m** is forecast against the Minimum Revenue Provision (MRP) budget for the repayment of debt.

2019/20 Savings Target

Total savings of **(£0.603m)** have been identified for 2019/20.

- Corporate, Salary and Digitalisation savings - At Quarter 3, the savings target of **(£0.343m)** has now been fully achieved. This includes pending requests recommended in this report.
- The remaining balance of planned savings in-year is **(£0.260m)**; **(£0.105m)** in relation to kerbside collections was not delivered and a supplementary budget was approved in Q2 to reflect this. The remaining **(£0.155m)** is on track to be delivered.

The table below shows the anticipated balance in the GF Reserve at 31 March 2020 based on the forecasts at Quarter 3.

	Forecast in-year change £000s	Balance £000s
GF Balance at 01 April 2019		(2,253)
Budgeted Contribution from GF reserve	66	
Approved In-year Supplementary Budgets	497	
Pending In-year Supplementary Budgets	25	
Forecast variance at the end of 2019/20	0	
Net amount to be taken from balances		588
Anticipated GF Balance at 31 March 2020		(1,665)

Positive Figures: Contribution from balances
Figures in Brackets: Contribution to Balances

A reserve risk assessment has been completed as part of the 2020/21 budget setting process and was reported to Cabinet through the draft 2020/21 budget setting report dated 06 January 2020. Taking account of the potential risks facing the Authority, the minimum amount required to be held in the General Fund reserve is forecast at (£2.256m).

As part of quarter 4 monitoring, further analysis of earmarked reserves will take place. Through the final budget report which will be presented in June, it will be recommended that an internal transfer is made between reserves which will increase the General Fund balances back up to at least the minimum level required.

Assessment of General Fund Financing

2.2 Council Tax

In 2019/20 the Council Tax discount period on empty properties has been removed. It was estimated that the removal of the discount could increase our share of council tax income by (£0.066m) per annum. Quarter 3 projections indicate a surplus of (£0.083m); this does not form part of the General Fund position for 2019/20 but has been incorporated into the budget setting process for 2020/21.

2.3 Business Rate Retention

The Council sets its business rates income budget based on the NNDR1 form that is submitted to Government on 31 January each year. The estimated income is shared between Central Government (50%), Rugby Borough Council (40%) and WCC (10%).

The Council's 40% share of estimated business rates income is £6.269m, as detailed in the table below.

	2019/20 Budget £000s	2019/20 Outturn £000s	Variance £000s
RBC share of NDR Income @ 40% (as per the NNDR1 forecast)	(21,025)	(21,025)	0
Less Tariff	13,050	13,060	10
Gross Amount Retained	(7,975)	(7,965)	10
Section 31 Grants	(1,527)	(1,647)	(120)
Levy Payment	3,433	3,354	(79)
Net Retained Income	(6,069)	(6,258)	(189)
Coventry & Warks BR Pool Income	(200)	(595)	(395)
Total Business Rates Income	(6,269)	(6,853)	(584)

At 31 December (quarter 3) it is estimated that the total business rates income to be charged to the General Fund in 2019/20 will be £6.853m. This is £0.584m higher than estimated. This is due to the reasons below:

- It is the estimated business rates income per the NNDR1 that is charged to the General Fund with any actual cash variance being managed through the Collection Fund (see note 1 below).
- Additional s31 grant funding has been received in year to meet new business rate schemes introduced by central government. The loss of business rates income from these schemes is reflected in the Collection Fund. However, the actual s31 grant income to compensate losses is credited to the General Fund at the end of the year.
- The 50% levy on business rates growth is lower than estimated. The levy is calculated on actual business rates income received in the Collection Fund but the levy payment hits the General Fund in full at the end of the year.
- A higher gain from pooling with the Coventry & Warwickshire Business Rates Pool than estimated. The estimated amount was based on previous years income but actual business rates growth overall in Coventry & Warwickshire is above baseline level.

As part of the final finance and performance report for 2019/20 it will be requested that the budget surplus of £0.584m will be transferred to the Business Rates Equalisation Reserve to manage any future variances.

Note 1:

It is estimated that **actual** business rates income to be collected and accounted for will be less than estimated in 2019/20. This is because the financial benefits from growth were lower than estimated and there have been additional mandatory reliefs claimed that do not receive any compensation grant.

This has given rise to an estimated deficit on the Collection Fund at the end of the year of which the authority's share is **£0.734m**. This deficit will be recovered as part of 2020/21 budget setting.

The balance on the Business Rates Equalisation Reserve can be used to mitigate this in 2020/21.

2.4 Government Grants

Specific Government Grants of £0.321m are on track to be delivered for 2019/20 with the exception of the Business Rates "Levy Account". In 2018/19, the Council received £0.036m and this is the basis for our 2019/20 budget.

Whilst a further distribution is expected for the 2019/20 surplus, at the time of writing this report, the timings or amounts have not been confirmed.

3 HOUSING REVENUE ACCOUNT (HRA) REVENUE BUDGETS:

3.1 Context

Housing Rents were set by Council on 5 February 2019, in the context of rent policy changes from government, most notably the imposition of 1% rent reductions for the period 2016/17 until 2019/20. Council responded to a consultation document on Social Rent policy for the period 2020/21 to 2024/25 in the autumn. Government has now confirmed that the application of a CPI + 1% annual rise will be allowed during this period.

Biart Place/Rounds Gardens

Council received three reports in 2018/19 concerning the condition and potential options for both Biart Place and Rounds Gardens. Recommendations included:

- Proceeding with the decant and demolition of the sites in addition to redevelopment design and procurement; and
- Installation of additional fire alarms at Rounds Gardens based on recommendations by the fire risk assessor and Warwickshire Fire and Rescue Service (upon the assumption tenants remain in the block for the duration of these works)

The structural findings in respect of the blocks at both sites, which account for almost 10% in total of the Council's HRA stock, were unanticipated. The measures required to respond to these findings will have an extraordinary impact on the HRA's financial resources, which will impact on its ability to meet to both current and emerging housing needs. In turn, this will have a potential impact on the General Fund, as unmet housing need has to be increasingly met via temporary accommodation. The Council has approached Central Government to establish what financial support they are able to provide to respond to these issues.

To alleviate Bed and Breakfast and Temporary Accommodation cost pressures noted above, a Housing Acquisition Fund of **£13.000m** was approved in December 2018 for capital investment in acquisitions and new build housing. It was originally envisaged that acquisitions would be financed via the General Fund but the portfolio of purchases to date has predominantly been brought into the Housing Revenue Account. This

boosts numbers lost through Right to Buy, prevents existing HRA stock from being utilised for temporary accommodation, and facilitates the movement of customers from temporary into long-term, sustainable tenancies. A residual budget of **£0.500m** will remain in the General Fund to finance temporary accommodation but the remainder of the fund (**£12.500m**) will be financed by HRA Capital Investment Balances and Right to Buy receipts.

As part of rent setting for 2019/20 Council also agreed to a recommendation that **£3.713m** previously set aside for the repayment of debt within the HRA medium term financial plan is now utilised as Revenue Contributions to Capital Expenditure.

3.2 HRA Overview and Key Messages

The total approved HRA budget is **£17.177m**. Based on the December 2019 forecast, it is anticipated that the year-end variance at 31 March 2020 will be a surplus of (**£0.402m**). This variance is made up of the following significant items:

- An income shortfall of **£0.152m** predominantly related to the decant of properties at the Rounds Gardens site. As at 6 January 2020, 109 flats are empty. It is anticipated that all properties at the site will be vacated by 31 March 2022 but the timing of the decant process will be driven by variable dynamic factors including the availability and suitability of alternative accommodation for tenants;
- An increase in contributions to the Housing Repairs Account of **£0.250m** to reflect the increased volume of repairs work on void properties and condition data;
- A reduction in security costs at the Biart Place / Rounds Gardens sites of (**£0.331m**); and
- Additional investment income / reduction in interest payment costs attributable to the HRA of (**£0.368m**) is forecast based on revised projections of interest rates and cash-backed balances.

The table below shows the anticipated balance in the Housing Revenue Account at 31 March 2020 based on the forecasts at Quarter 3.

	Forecast in-year change £000s	Balance £000s
HRA Balance at 01 April 2019		(5,085)
Supplementary Budget & In-Year Approvals	0	
Forecast variance at the end of 2019/20	(402)	
Net amount to be added to balances		(402)
Anticipated HRA Balance at 31 March 2020		(5,487)

Positive Figures: Contribution from balances
 Figures in Brackets: Contribution to Balances

4 CAPITAL

The latest approved capital programme (GF and HRA) is **£30.406m**. The forecast outturn as at 31 December 2019, prior to the adoption of carry-forward, supplementary and refinancing requests, is a variance of (**£5.020m**) against the budget.

4.1 General Fund Capital – Overview (Appendix 1)

The latest approved GF capital programme (excluding approved carry forward requests) is **£14.837m**. The programme shows a forecast net variance, prior to carry-forward, supplementary and refinancing budget requests, to year-end of **(£9.804m)**. Explanations for in-year variances are detailed in Appendix 1.

The variance is made up of the following key items;

- Refinancing of **(£8.823m)** relating to change of funding for the Housing Acquisitions Fund between General Fund and HRA;
- Slippage of **(£0.347m)** relating to the Great Central Walk Bridges scheme to reflect specialist tendering for works in conjunction with Warwickshire County Council;
- Slippage of **(£0.195m)** relating to Corporate Property Enhancements whilst evaluations of future asset requirements are completed via the One Public Estate project;
- Slippage of **(£0.457m)** relating to Whinfield Recreation Ground Paly Area, Rokeby Play Area and Whinfield Recreation Ground Bandstand following consultation delays during General Election purdah period;
- Slippage of **(£0.514m)** of Carbon Management Plan budget pending re-assessment of cost / benefit analysis of Solar PV installation at Art Gallery and Museum and member consideration of Climate Change Emergency measures; and
- Slippage of **(£0.039m)** relating to the Planning and LLPG system due to ongoing contract negotiations.

4.2 Housing Revenue Account – Capital (Appendix 2)

The latest approved HRA capital programme (excluding approved carry forward requests) is **£15.569m**. The programme shows a forecast net variance, prior to carry-forward, supplementary, and refinancing requests, to year-end of **£4.784m**. Explanations for in-year variances are detailed in Appendix 2.

The variance includes the following key items;

- Refinancing of **£8.823m** relating to change of funding for the Housing Acquisitions Fund between General Fund and HRA;
- Slippage of **(£1.275m)** relating to Rounds Gardens capital budget to 2020/21 to reflect revised profiling of decant expenditure and ongoing design works;
- Slippage of **(£1.974m)** relating to Bell House redevelopment housing scheme to 2020/21 to reflect profiling of practical completion of homes; and
- Slippage of **(£1.252m)** relating to Garage Sites redevelopment housing scheme to 2020/21 whilst financial and operational viability of sites is assessed by external consultants.

5. SUPPLEMENTARY BUDGET REQUESTS

As included within the recommendations section of this report, see below for further detail on the supplementary budget requests for approval by Cabinet and Council:

Recommendations for Cabinet

- A General Fund supplementary revenue budget of £0.030m is requested for 2019/20 in relation to a one-off backdated electricity bill due to a faulty meter at WSU; this is to be funded from the Works Services Unit Operational Reserve;
- A General Fund supplementary revenue budget of £0.025m is requested for 2019/20 in relation to consultancy and appraisal fees for RBC trading / housing development company to be funded from GF balances;
- A General Fund supplementary revenue budget of £0.017m is requested for 2019/20 for consultancy costs within Refuse to be funded from the Works Services Unit Operational reserve;
- A General Fund supplementary capital budget of £0.014m is requested for 2019/20 for the Digital Access improvements to be funded from ICT Equipment reserve (£0.010) and revenue (£0.004m);
- A General Fund supplementary capital budget of £0.016m is requested for 2019/20 for the ICT renewal programme to be met from borrowing;
- A General Fund supplementary capital budget of £0.021m is requested for 2019/20 for CX Licensing to be met from the Digitalisation reserve.

Recommendations for Council

- A General Fund supplementary revenue budget of £0.150m is requested for 2019/20 for increased Trade Waste landfill tax costs to be funded from the Works Services Unit Operational Reserve;
- A General Fund supplementary capital budget of £0.100m is requested for 2019/20 for Brownsover Footpaths to be funded from Section 106 contributions;
- A General Fund supplementary capital budget of £0.150m is requested for the ICT refresh programme (additional Agresso licences) to be funded from capital receipts;
- A HRA supplementary capital budget of £2.870m is requested for 2019/20 for Biart Place demolition costs to be met from HRA capital investment balances.

6. PERFORMANCE SUMMARY

The data for Quarter 3, 2019/20 can be seen in Appendix 3.

Training on the RPMS is available to Members and can be requested by contacting the Corporate Assurance & Improvement team. Training involves learning how to navigate the system, how to interpret the data and development of personalised performance dashboards. This can be arranged for a time to suit Members, either during the day or evening. If you wish to request training or if there is specific piece of performance data not covered in the appendix on a particular subject matter that you wish to review, then please request a performance report from the Corporate Assurance & Improvement team by emailing rpmsupport@rugby.gov.uk.

Name of Meeting: Cabinet

Date of Meeting: 3 February 2020

Subject Matter: Finance & Performance Monitoring 201920- Quarter 3

Originating Department: Corporate Resources

DO ANY BACKGROUND PAPERS APPLY

YES

NO

Appendix 1- Cabinet Summary at December 2019 (Quarter 3)- General Fund

Revenue Forecasts - Key variance information									
Service	Current Net Budget £000s	Exp to date plus commitments £000s	Forecast £000s	Employee Variance £000s	Running Cost Variance £000s	Income Variance £000s	Pending Supplementary Budget/Virement £000s	Total Variance £000s	Key reasons for variances
Growth & Investment	2,956	2,772	2,953	56	94	(153)	0	(3)	Key Variances (£81,000) - Planning income above target but excludes pre planning advice income as this service has not yet started. £78,000 - General employee variances including the payment of market supplements, use of agency staff and consultancy costs.
Environment & Public Realm	7,487	5,558	7,827	(6)	160	30	157	184	Key Variances £94,000 - Pressure from underachievement of Car Parking income compared to budget, partly due to the impact of free evening and weekend parking. £84,000 - Overspends in Refuse; mainly due to vehicle repair costs and hire costs, agency staff and higher haulage & recycling costs compared to budget. Trade Waste - A supplementary budget of £150,000 is requested due to an increase in Landfill Tax; this is to be funded from the WSU reserve Consultancy - A supplementary budget of £17,000 is requested to cover consultancy costs within the Works Services Unit, to be funded from the WSU reserve
Communities & Homes	2,194	11,132	1,973	43	(3,217)	2,989	(36)	(185)	Key Variances- (£142,000) -Saving due to continued reduction in B & B and Nightly Self-Contained Accommodation costs. £38,000 -Warwickshire direct partnership- Additional costs from moving to a single instance database which will provide additional technical support. (£69,000) - Saving against Housing Benefit Payment due a reduction in the provision for bad debt. IT - A virement of (£36,000) is requested to move salary underspends to the Corporate Savings Target
Executive Director's Office	1,952	1,754	1,994	61	115	(134)	0	42	Key Variances- £45,000 - Pressure due to employee costs including honorarium payments and redundancy costs.
Corporate Resources	976	912	1,108	(19)	164	(68)	55	77	Key Variances- Resources- £31,000 pressure mainly due to overspends on training and recruitment plus regrading of staff. Corporate Property -A supplementary budget of £30,000 is requested to cover backdated electricity costs from WSU, to be funded from the WSU reserve; A supplementary budget of £25,000 is also requested to cover consultancy / advisory fees relating to property acquisition and development proposals to be funded from GF balances.
Corporate Items	1,176	1,174	886	0	(114)	0	(176)	(114)	Key Variances (£122,000) Saving anticipated against Net Cost of Borrowing due to revisions in the use of cash-backed balances & more favourable interest rates. £8,000 - Pressure against MRP budget N.B. The pending budget adjustment of (£176,000) is the reduction in WSU reserve of (£197,000) to fund the supplementary budgets requested within the portfolios, a reduction in GF balances of (£25,000) , plus an increase in the Corporate Savings Target of £46,000 from Portfolio underspends.
Grand Total	16,740	23,302	16,740	136	(2,798)	2,663	0	0	

Head Count- Vacancies			
General Fund- FTE's at Q3 2019/20			
Portfolio	Budgeted FTE's	Actual FTE's at Q3	Vacant FTE's
Growth & Investment	61.19	56.43	(4.76)
Environment & Public Realm	169.34	152.36	(16.98)
Communities & Homes	96.45	84.61	(11.84)
Executive Directors	18.13	17.15	(0.98)
Corporate Resources	53.16	49.48	(3.68)
Total	337.08	303.60	(33.48)

Service Earmarked Reserves										
Name of reserve	Balance as at 1/04/19 £000s	Forecast contribution (to)/from £000s	Forecast balance as at 31/03/20 £000s	Forecast contribution (to)/from £000s	Forecast balance as at 31/03/21 £000s	Forecast contribution (to)/from £000s	Forecast balance as at 31/03/2022 £000s	Forecast contribution (to)/from £000s	Forecast balance as at 31/03/2023 £000s	Description
Growth & Investment	(629)	4	(625)	318	(307)	0	(307)	0	(307)	Forecast usage of service Earmarked Reserves
Environment & Public Realm	(597)	290	(307)	12	(295)	(3)	(298)	(15)	(313)	Forecast usage of service Earmarked Reserves; For 2019/20 this is being used to cover consultancy costs, landfill tax and backdated electricity costs for WSU
Communities & Homes	(788)	35	(753)	(53)	(806)	(13)	(819)	(13)	(832)	Forecast usage of service Earmarked Reserves
Executive Director's Office	0	0	0	0	0	0	0	0	0	No reserves within this Portfolio
Corporate Resources	(1,945)	8	(1,937)	0	(1,937)	0	(1,937)	0	(1,937)	Forecast usage of service Earmarked Reserves
	(3,959)	337	(3,622)	277	(3,345)	(16)	(3,361)	(28)	(3,389)	

Capital Forecasts - Key variance information

Portfolio	Current Budget	Exp to date & commitments	Full year forecast 2019/20	Pending Supplementary Budget / Virement	Total Variance	Comments
	£000s	£000s	£000s	£000s	£000s	
Growth & Investment	0	0	19	19	0	Virement from Corporate Property Enhancements to Queens Diamond Jubilee Centre for replacement lighting (£0.019m)
Environment & Public Realm	3,928	639	3,340	(993)	405	Carry forward budget requests for Whitehall Rec Bandstand (£0.129m); Rokeby Play Area (£0.170m) and Whinfield Play Area (£0.158m) following consultation delays during General Election purdah period; supplementary budget for capital S106 projects at Long Lawford / Cawston (£0.404m) to be met from external contributions; offset by slippage on Great Central Walk Bridges (£0.347m) repairs pending tender completion for specialist works in conjunction with Warwickshire County Council
Communities & Homes	1,154	979	1,317	162	0	Supplementary budget requests for ICT Renewal - Member laptops (£0.016m); additional Agresso licences (£0.150m) and CX Licensing (£0.021m) to be met from capital receipts and the Digitalisation reserve; and Digital Access Improvements to Council Chamber (£0.013m) to be met from ICT Equipment reserve and revenue; offset by carry-forward request for Planning and LLPG system (£0.039m)
Executive Directors	0	0	0	0	0	
Corporate Resources	9,755	533	778	(8,992)	15	Carry forward of Corporate Property Enhancement budget pending appraisal of One Public Estate project by SMT / Members (£0.195m); and carry forward of Carbon Management Plan budget pending re-appraisal of RAGM Solar PV costs (£0.514m); transfer of financing for Housing Acquisitions Fund between General Fund and HRA
Overall Total	14,837	2,151	5,453	(9,804)	420	

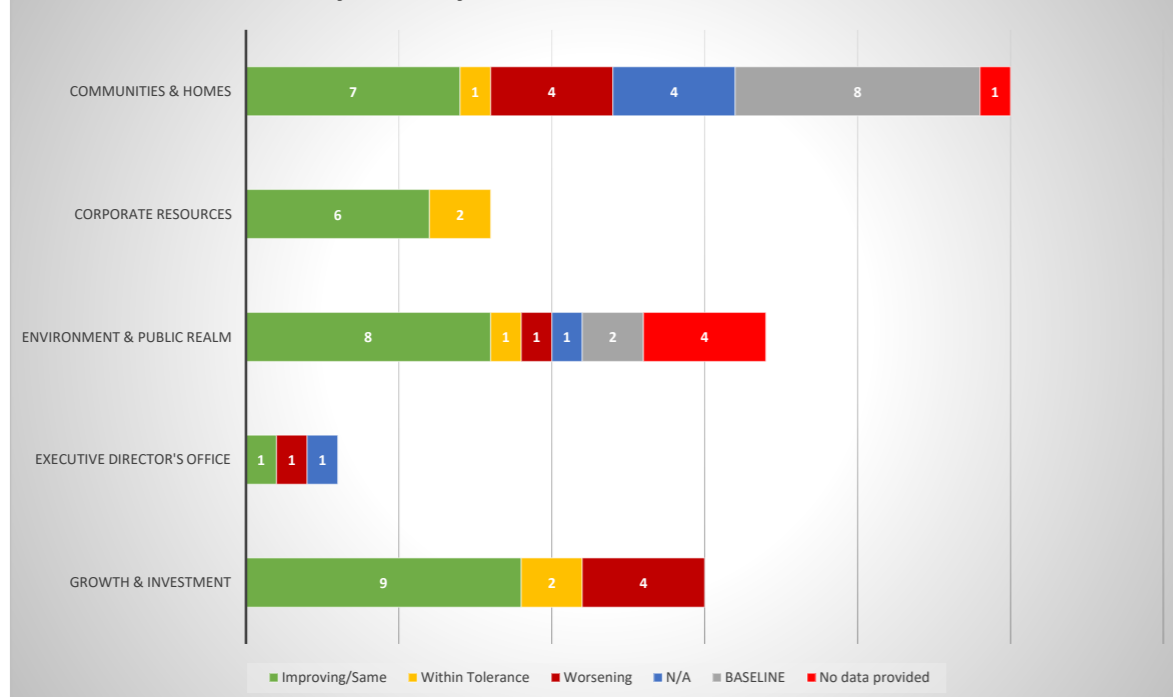
Performance Monitoring Information

The information has been downloaded directly from the RPMS system in January 2020. Where data has yet to be collected, these indicators will be updated as soon as possible and can be viewed on the RPMS. Appendix 3 has had an Equality & Diversity data set added to it. These indicators look at the percentage of Rugby Borough Council employees identifying as having a disability and compare to the demographics of the Rugby Borough, there is also an Age profile of Rugby Borough Council employees. These can be found in the Communities & Homes portfolio. There is also a new Visitor Centre data set that can look at sales figures and enquiries and these can be found in the Growth & Investment portfolio.

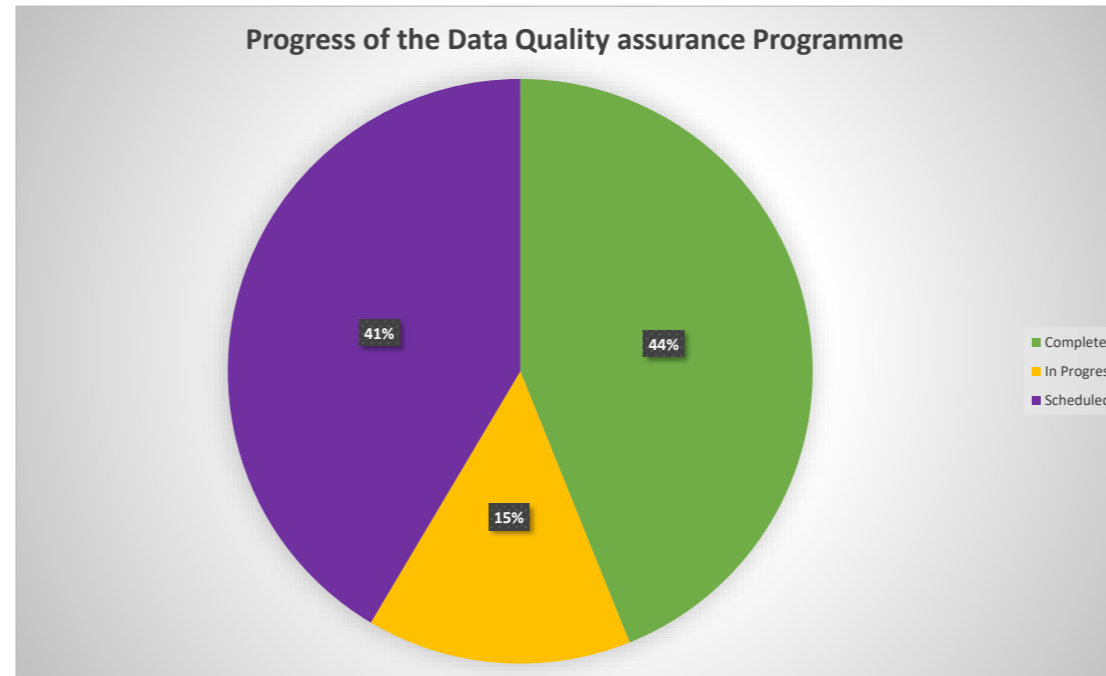
Councillors have begun to devise their own personalised performance dashboards within the Rugby Performance Management System (RPMS) and these are bespoke to the particular needs or interests of the Councillor. If you have not yet created your own dashboard then please get in touch with the Corporate Assurance & Improvement team on the email below. If you would like training on the RPMS and interpreting data then please contact rpmssupport@rugby.gov.uk to arrange a session that suits you. This can be during core hours or with at least a week's advanced notice after core hours.

There are 68 KPIs with new data sets from Equality & Diversity and the Visitor Centre. The three year Data Quality assurance programme that audits our performance indicators is currently on track.

Trend Analysis of Key Performance Indicators for Q3 2019/20



Progress of the Data Quality assurance Programme



Appendix 2- Cabinet Summary as at December 2019- Housing Revenue Account (HRA)

Revenue Forecasts - Key variance info

Service	Current Budget	Exp to date plus commitments	Forecast Spend	Employee Variance	Running Cost Variance	Income Variance	Total Variance	Reason for variance
	£000s	£000s	£000s	£000s	£000s	£000s	£000s	
Rent income from dwellings	(15,659)	(11,412)	(15,507)	0	0	152	152	
Rent income from land and buildings	(138)	(98)	(139)	0	0	(1)	(1)	
Charges for services	(1,047)	(768)	(1)	0	0	(1)	(1)	
Contributions towards expenditure	(163)	(126)	(56)	0	0	(56)	(56)	
Total Income	(17,006)	(12,404)	(15,702)	0	0	94	94	A rent income shortfall of £152,000 predominantly related to the decant of properties at the Rounds Gardens site. As at 20th November 2019, 94 flats are empty. It is anticipated that all properties at the site will be vacated by 31 st March 2022 but the timing of the decant process will be driven by variable dynamic factors including the availability and suitability of alternative accommodation for tenants. This variance includes a projection of decanting from Rounds Gardens continuing at the current higher than expected rate and also includes a higher than budget void of 62 properties compared to the budgeted 1% (approximately 38 properties).
Transfer to Housing Repairs Account	3,769	0	4,019	0	250	0	250	Forecast on increasing volume of voids and condition data at void inspection
Supervision & Management	5,722	4,566	5,275	(4)	(443)	0	(447)	Biart Place security has been reduced to 4 visits per day from June 2019
Rent, rates, taxes and other charges	5	2	5	0	0	0	0	
Depreciation and impairment	2,075	2,075	2,075	0	0	0	0	
Debt management costs	24	3	40	0	16	0	16	
Provision for bad or doubtful debts	61	0	114	0	53	0	53	Outturn estimate based on arrears analysis as at November 2019
Total Expenditure	11,656	6,645	11,528	(4)	(124)	0	(128)	
HRA share of CDC costs	224	0	224	0	0	0	0	
Net cost of HRA services	(5,126)	(5,760)	(3,950)	(4)	(124)	94	(34)	
Interest payable and similar charges	1,532	0	1,434	0	(98)	0	(98)	Forecast based on Public Works Loan Board (PWLb) interest rate projections for 2019/20
Interest and Investment Income	(171)	0	(441)	0	0	(270)	(270)	Additional investment income attributable to the HRA is forecast based on revised projections of interest rates and cash-backed balances.
Net Operating expenditure	(3,765)	(5,760)	(2,957)	(4)	(222)	(176)	(402)	
Contributions to (+) / from (-) reserves	52	0	52	0	0	0	0	
Revenue Contributions to Capital Expenditure	3,713	0	3,713	0	0	0	0	
(Surplus) / Deficit for the Year on HRA Services	(0)	(5,760)	808	(4)	(222)	(176)	(402)	

Capital Forecasts - Key variance info

Service	Original Budget	Exp to date & commitments	Full year forecast 2019/20	Total Variance	Movement since last period	Pending Supplementary / Virement / Carry Forward	Total Variance	Comments
	£000s	£000s	£000s	£000s	£000s	£000s	£000s	
Housing Management System	404	39	404	0	0	0	0	
Property Repairs Team Vehicle	300	0	300	0	0	0	0	
Lifeline Renewal Programme	67	26	67	0	0	0	0	
Disabled Adaptations	278	189	257	(21)	(21)	0	(21)	Outturn forecast based on trend expenditure in 2019/20 to date.
Kitchen Modifications	109	42	55	(54)	(54)	0	(54)	Outturn forecast based on trend expenditure in 2019/20 to date.
Heating Upgrades	869	795	926	57	57	0	57	
Fire Risk Prevention Works	68	55	58	(10)	(10)	0	(10)	
Finlock Gutter Improvements	57	1	57	0	0	0	0	
Rebuilding Retaining Walls	50	(2)	50	0	0	0	0	
Roof Refurbishment - Lesley Souter House	70	0	70	0	0	0	0	
Replacement Footpaths	20	(22)	20	0	0	0	0	
Door Security Systems	292	207	292	(0)	(0)	0	(0)	
Electrical Upgrades - Community Rooms	36	0	36	0	0	0	0	
LED lighting	37	1	36	(1)	(1)	0	(1)	
Bathroom Modifications	222	272	355	133	133	0	133	Prior quarter carry forward to 2020/21 to be reversed following data update.
Patterdale sheltered scheme improvements	70	6	70	0	0	0	0	
Purchase of Council Houses	1,960	1,773	1,960	0	0	0	0	
Cawston Meadows Houses	1,756	809	826	(930)	(930)	0	(930)	Acquisition programme now complete. Residual budget to be returned to balances less retention fees.
Rugby Gateway - Bloor Homes	675	628	631	(44)	(44)	0	(44)	Acquisition programme now complete. Residual budget to be returned to balances less retention fees.
Rugby Gateway - Cala Homes	0	0	0	0	0	0	0	Budget of £0.434m carry forward to 2020/21 to reflect delivery schedule.
Energy Efficiency Phase 2	900	0	0	(900)	(900)	0	(900)	Government subsidy has been withdrawn from this scheme (External Wall Insulation). A revised business case will be presented at a later date.
Housing Window Replacement	60	26	60	0	0	0	0	
Carbon Management Plan (HRA)	12	0	12	0	0	0	0	
Rounds Gardens Capital	2,230	650	955	(1,275)	(1,275)	1,275	0	The budget for survey and design works costs has been reprofiled as project timelines are reviewed. Further revisions are likely as scheme options are presented to members for approval. The forecast outturn for 2019/20 provides provision for a further 30 decants prior to March 31 2020.
Fire Alarms at Rounds Gardens	179	80	80	(99)	(99)	0	(99)	Scheme now complete. Residual budget to be returned to capital investment balances.
Biart Place - Capital	1,533	326	1,533	0	0	0	0	
Biart Place Demolition	0	0	2,870	2,870	2,870	(2,870)	(0)	A supplementary HRA capital budget to be approved following contract allocation. The specialist demolition contract will entail works spanning financial years 2019/20 and 2020/21.
Garage Site HRA	1,300	48	48	(1,252)	(1,252)	1,252	0	Budget carry forward to 2020/21 pending consultant review of scheme financial / operational viability.
Bell House Redevelopment	2,014	31	40	(1,974)	(1,974)	1,974	0	Demolition works to commence in Q4 2019/20 with construction works to commence Q1 / Q2 2020/21
Housing Acquisitions Fund	0	423	8,283	8,283	8,283	(8,283)	0	From Q4 budget/expenditure to date to be moved into HRA portfolio to reflect acquisition of HRA stock. Residual budget of £0.500m for temporary accommodation stock.
Overall Total	15,569	6,404	20,353	4,784	4,784	(6,652)	(1,868)	

Performance Appendix 3

Generated on: 22 January 2020



Trend Key	
	Improving/Stable trend
	Within tolerance levels
	Worsening trend
N/A	Trend is not measured.
BASELINE	This is baseline data

This information has been downloaded directly from the RPMS system in January 2020. Where data has yet to be collected, these indicators will be updated as soon as possible and can be viewed on the RPMS.

Communities & Homes Service

Performance Indicator	Service Area	Current Value		Trend
Number of affordable homes delivered	Community & Projects	Q3 2019/20	81	N/A
		Q2 2019/20	36	
		Q3 2018/19	69	

Latest Note


Orbit - 22 units

Clarion - 25 units

Midland Heart - 19 units

Sanctuary - 6 units

Rugby Borough Council - 9 units

Performance Indicator	Service Area	Current Value		Trend
Benefits - average end to end time for claims (days)	Community Advice and Support Team	December 2019	27.53	
		November 2019	31.86	
		October 2019	30.03	

Latest Note

Performance Indicator	Service Area	Current Value		Trend
Number of households where homeless preventions and reliefs have not been possible that RBC have a duty to rehouse	Community Advice and Support Team	Q3 2019/20	63	N/A
		Q2 2019/20	47	
		Q3 2018/19	31	

Latest Note

Performance Indicator	Service Area	Current Value		Trend
Number of households in Bed & Breakfast at the end of Quarter	Community Advice and Support Team	Q3 2019/20	4	N/A
		Q2 2019/20	3	
		Q3 2018/19	7	

Latest Note

Performance Indicator	Service Area	Current Value		Trend
Number of households in other types of temporary accommodation	Community Advice and Support Team	Q3 2019/20	138	N/A
		Q2 2019/20	130	
		Q3 2018/19	151	

Latest Note

Performance Indicator	Service Area	Current Value		Trend
Number of homeless preventions and reliefs made by Rugby Borough Council	Community Advice and Support Team	Q3 2019/20	130	
		Q2 2019/20	141	
		Q3 2018/19	111	

Latest Note

Despite being lower than last quarter it is an improvement on the same period last year.

Performance Indicator	Service Area	Current Value		Trend
Percentage of employees at Rugby Borough Council identifying as disabled	Equality & Diversity	2018/19	27.6%	
		2017/18	32.80%	
		2016/17	32.80%	

Latest Note

Staff self-identify as disabled with a bi-annual survey. The reduction is likely due to some staff who identified as disabled leaving the organisation. A lower percentage represents a healthier workforce.

Performance Indicator	Service Area	Current Value	Trend
Percentage of residents identifying as disabled within the Borough of Rugby	Equality & Diversity	2018/19 16.10%	BASELINE

Latest Note

The current figures are from 2011 Census data and will not change until the 2021 Census has been undertaken and results reviewed.

Performance Indicator	Service Area	Current Value	Trend
Percentage of employees at Rugby Borough Council who identify as male	Equality & Diversity	2018/19 51.20%	BASELINE

Latest Note

The figure is within our expectation for equal opportunity split of nearly 50:50. This highlights the fact that some of our services, especially Work Services Unit staff tend to be predominately male.

Performance Indicator	Service Area	Current Value	Trend
Percentage of employees at Rugby Borough Council who identify as female	Equality & Diversity	2018/19 48.80%	BASELINE

Latest Note

The figure is within our expectation for equal opportunity split of nearly 50:50.

Performance Indicator	Service Area	Current Value	Trend
Percentage of employees at Rugby Borough Council in the age bracket 15-24	Equality & Diversity	2018/19	4.91% BASELINE

Latest Note

This is less than expected. It is expected that the Apprenticeship scheme going forward will help increase the numbers.

Performance Indicator	Service Area	Current Value	Trend
Percentage of employees at Rugby Borough Council in the age bracket 25-44	Equality & Diversity	2018/19	40.69% BASELINE

Latest Note

The figure is slightly higher than expected, especially in comparison to the residents of the Borough. This could be related to individuals coming to work in Rugby from outside the area. Also, our Apprenticeship scheme has been running since 2012 and therefore some of them will have moved to this age bracket.

Performance Indicator	Service Area	Current Value	Trend
Percentage of employees at Rugby Borough Council in the age bracket 45-59	Equality & Diversity	2018/19	42.13% BASELINE

Latest Note

This is expected, even though it is higher than the residents for the Borough but that could be due to individuals coming to work from outside the area.

Performance Indicator	Service Area	Current Value	Trend
Percentage of employees at Rugby Borough Council in the age bracket 60-64	Equality & Diversity	2018/19	9.41% BASELINE

Latest Note

This is expected, as individuals are continuing to work longer.

Performance Indicator	Service Area	Current Value	Trend
Percentage of employees at Rugby Borough Council in the age bracket 65+	Equality & Diversity	2018/19	2.86% BASELINE

Latest Note

This is expected. As there is no statutory retirement age individuals are continuing to work when they are over 65, as flexible working arrangements can be negotiated.

Performance Indicator	Service Area	Current Value	Trend
Average number of days to allocate void property	Housing Management & Tenancy	December 2019	31
	Sustainment	November 2019	31
		October 2019	53

Latest Note

Performance this quarter saw improvement despite a spike in October that was due to several harder to let properties. November, although improving, was still impacted by properties allocations through the Syrian Resettlement Scheme causing a 6 week delay. It is also worth adding that had we taken the TEMP and PSL properties out of this data our average days to allocated would have reduced to 26. Dec In this month we let a property that was held (on advice from Legal) for a Succession case that was in the middle of a court process, this was held for over 8 months hence the impact on our performance.

Performance Indicator	Service Area	Current Value		Trend
Current position of rent arrears	Housing Management & Tenancy	Q3 2019/20	£1,140,469.73	
	Sustainment	Q2 2019/20	£1,102,639.94	
		Q3 2018/19	£1,078,164.71	

Latest Note

While this performance still requires some improvement we are starting to see positive signs in performance as a result of recent changes to the process, monitoring and management of arrears and in particular the higher level cases. We anticipate meeting if not exceeding last years performance in this area. As at 17 January 2020 the arrears total for General Needs and Independent Living current accounts was £550,000. The £1,140,469 is made up from current, former, garage and Woodside arrears.

Performance Indicator	Service Area	Current Value		Trend
Proportion of rent arrears caused by Universal Credit	Housing Management & Tenancy	Q3 2019/20	36.6%	
	Sustainment	Q2 2019/20	38.4%	
		Q3 2018/19	42.5%	

Latest Note

We are members of the landlord portal and are using this more and more to manage our Universal Credit cases by applying for both managed or direct payments. Also now that the higher level accounts are being managed by specific officers they are developing more productive relationships with DWP regarding rent cases. Lastly, since moving to a more tenancy sustainment focused team we implemented the Tenancy Coach role. The Tenancy Coach completes an assessment with all customers to identify areas where they potentially need support. Where the customer is in receipt of Universal Credit the Tenancy Coach supports the customer with applying for Universal Credit and ensures a payment arrangement is in place ahead of closing the case down.

Performance Indicator	Service Area	Current Value		Trend
Average void rent loss	Housing Management & Tenancy	December 2019	£1,258.34	
	Sustainment	November 2019	£992.17	
		October 2019	£1,244.30	

Latest Note

Performance Indicator	Service Area	Current Value		Trend
Service Delivery Metric: Number of tickets by Type and Source	Information & Communications	December 2019	1,090	
	Technology	November 2019	1,239	
		October 2019	1,440	

Latest Note

The current trend of lower tickets for this month is mainly due to a shorter working month, due to the Christmas shutdown.

Performance Indicator	Service Area	Current Value		Trend
Service Delivery Metric: Average resolution time of Service Delivery Team Tickets (1st fix)	Information & Communications	December 2019	2.24	
	Technology	November 2019	2.07	
		October 2019	1.85	

Latest Note

Our standard SLA is a 8 hour response and 16 hour fix time. Other times are: Priority 1 = 1 hour response and 4 hour fix, Priority 2 = 4 hour response and 8 hour fix, Priority 3 = 8 hour response and 16 hour fix. Our Service Standards are fully documented and available on both SharePoint and the Service Desk Portal.

Performance Indicator	Service Area	Current Value		Trend
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Service Delivery Metric: Average resolution time of all IT services tickets	Information & Communications Technology	December 2019	5.56	
		November 2019	4.08	
		October 2019	4.89	

Latest Note
 Our standard SLA is a 8 hour response and 16 hour fix time. Other times are: Priority 1 = 1 hour response and 4 hour fix, Priority 2 = 4 hour response and 8 hour fix, Priority 3 = 8 hour response and 16 hour fix. Our Service Standards are fully documented and available on both SharePoint and the Service Desk Portal.

Performance Indicator	Service Area	Current Value		Trend
Service Delivery Metric: Customer satisfaction	Information & Communications Technology	December 2019	48%	
		November 2019	59%	
		October 2019	73%	

Latest Note
 Two calls were given an OK rating from 51 Calls, One call was given a Poor rating from 51 Calls

Performance Indicator	Service Area	Current Value		Trend
Critical systems downtime	Information & Communications Technology	Q3 2019/20	0	
		Q2 2019/20	0	
		Q3 2018/19	0	

Latest Note

Performance Indicator	Service Area	Current Value		Trend
Internet downtime	Information & Communications Technology	Q3 2019/20	0	
		Q2 2019/20	0	
		Q3 2018/19	0	

Latest Note

Corporate Resources Service

Performance Indicator	Service Area	Current Value		Trend
Number of working days lost due to long term sickness absence	Human Resources	Q3 2019/20	467	
		Q2 2019/20	946	
		Q3 2018/19	628	

Latest Note
 Awaiting narrative for Q3

Performance Indicator	Service Area	Current Value		Trend
Number of working days lost due to short term sickness absence	Human Resources	Q3 2019/20	817	
		Q2 2019/20	810.5	
		Q3 2018/19	941	

Latest Note
 Awaiting narrative for Q3

Performance Indicator	Service Area	Current Value		Trend
% of Staff turnover	Human Resources	Q3 2019/20	12.3%	
		Q2 2019/20	12%	
		Q3 2018/19	11.7%	

Latest Note

Public Sector median for employee turnover is 17.9%. Our employee turnover is low currently as there have been no major restructures recently.

Performance Indicator	Service Area	Current Value		Trend
Tenant feedback on the Oneserve repairs survey as a % responding as satisfied or better.	Property Repairs Services	November 2019	95%	
		October 2019	90%	

Latest Note

This indicator shows data from October and November only. December data not yet available.

Performance Indicator	Service Area	Current Value		Trend
Average number of days to complete a repair	Property Repairs Services	December 2019	5	
		November 2019	10	
		October 2019	8	

Latest Note

Performance Indicator	Service Area	Current Value		Trend
Energy Efficiency of Housing Stock	Property Services	2018/19	68	
		2017/18	68	
		2016/17	67	

Latest Note

The target SAP rating of 68 is above the National Average in England and Wales which is 60. We currently have taken delivery of 40 New Build Properties which have an average SAP rating of 85. In addition, 12 of these properties benefit from the addition of Photovoltaic Solar Panels which directly benefit the tenants in terms of cost saving as well as increasing the SAP rating.

In the current financial year we have reinstated the Boiler Replacement programme in which we anticipate around 300 older boilers will be replaced by High Efficiency ones.

Performance Indicator	Service Area	Current Value		Trend
% of Council Tax collected	Revenues Services	Q3 2019/20	86.70%	
		Q3 2018/19	87.64%	
		Q3 2017/18	84.91%	

Latest Note

As the data for this indicator is measured cumulatively the comparison is between previous Q3 values only. Although the collection rate is lower than last Q3 it is still much higher than that of Q3 2017/18.

Performance Indicator	Service Area	Current Value		Trend
Percentage of Non-domestic Rates collected	Revenues Services	Q3 2019/20	85.50%	
		Q3 2018/19	85.05%	
		Q3 2017/18	82.56%	

Latest Note

As the data for this indicator is measured cumulatively the comparison is between previous Q3 values only.

Environment & Public Realm Service

Performance Indicator	Service Area	Current Value	Trend
% of local deceased usage through Rainsbrook Crematorium	Bereavement Services	Q2 2019/20	62.61%
		Q1 2019/20	77.83%
		Q2 2018/19	55.07%

Latest Note

The figures for local deaths registered are released by the ONS 2 months in arrears and as such the data for Q3 is not yet available.

Performance Indicator	Service Area	Current Value	Trend
% of premises within the Rugby Borough that have attained the Food Hygiene Rating 5	Commercial Regulation	Q3 2019/20	70%
		Q2 2019/20	
		Q3 2018/19	

Latest Note

There is a slight decrease in the % of food businesses rating 5 but this is within expected fluctuations due to the number of food inspections carried out

Performance Indicator	Service Area	Current Value	Trend
% of premises within the Rugby Borough that have attained the Food Hygiene Rating 4 and above	Commercial Regulation	Q3 2019/20	86.90%
		Q2 2019/20	
		Q3 2018/19	

Latest Note

There is an increase in the % of food businesses rating 4 and above but this is within expected fluctuations due to the number of food inspections carried out

Performance Indicator	Service Area	Current Value	Trend
% of premises within the Rugby Borough that have attained the Food Hygiene Rating 3 and above	Commercial Regulation	Q3 2019/20	94.10%
		Q2 2019/20	
		Q3 2018/19	

Latest Note

There is an increase in the % of food businesses rating 3 and above but this is within expected fluctuations due to the number of food inspections carried out

Performance Indicator	Service Area	Current Value	Trend
Number of volunteer hours on RBC green space	Parks and Open Spaces	2018/19	11,727 BASELINE

Latest Note

The amount of volunteer hours supporting the management and maintenance activities on our green spaces has been steadily increasing since 2012. This supports a range of activities across Rugby and brings huge additional value and support to the service.

The opinion of the Parks and Open Spaces Manager is that for a small borough like Rugby 11,000hrs is good, and that the Council is in the upper quartile of what can be physically achieved as volunteers still need managing.

Performance Indicator	Service Area	Current Value	Trend
Number of trees planted on RBC green space	Parks and Open Spaces	2018/19	100 BASELINE

Latest Note

Traditionally we plant a number of trees during the planting season. Despite decreasing resources it is important to maintain a good tree stock to help reduce the effects of climate change, capture carbon and reduce air pollution. The Parks and Open Spaces Manager believes the Council should aim to plant more than 100 trees per annum.

Performance Indicator	Service Area	Current Value	Trend
Number of Green Flags awarded	Parks and Open Spaces	2019/20	5
		2018/19	
Latest Note			

Performance Indicator	Service Area	Current Value	Trend
Percentage of household waste sent for reuse, recycling and composting	Refuse & Recycling	Q1 2019/20	42.12%
Latest Note			
Data is not yet available for Q2 or Q3. In Q1 there was an increase on previous quarter due to increased dry recycling and green waste tonnages			

Performance Indicator	Service Area	Current Value	Trend	
Total number of bin collections	Refuse & Recycling	Q3 2019/20	685,500	
		Q2 2019/20		684,225
		Q1 2019/20		
Latest Note				

Performance Indicator	Service Area	Current Value	Trend	
Number of Missed Refuse Bins	Refuse & Recycling	Q3 2019/20	147	
		Q2 2019/20		213
		Q1 2019/20		
Latest Note				

Performance Indicator	Service Area	Current Value	Trend	
Number of Missed Recycling Bins	Refuse & Recycling	Q3 2019/20	187	
		Q2 2019/20		201
		Q1 2019/20		
Latest Note				

Performance Indicator	Service Area	Current Value	Trend	
Number of Missed Green Waste Bins	Refuse & Recycling	Q3 2019/20	71	
		Q2 2019/20		111
		Q1 2019/20		
Latest Note				

Performance Indicator	Service Area	Current Value	Trend
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% of contamination in collected recycling	Refuse & Recycling	Q3 2019/20		12.5%	
		Q2 2019/20		12.5%	
		Q1 2019/20		13%	

Latest Note
As detailed by casepak contract input data, contamination continuing to fall each month since June 2019.

Performance Indicator	Service Area	Current Value		Trend
Number of tagged contaminated recycling bins	Refuse & Recycling	Q3 2019/20		
		Q2 2019/20		
		Q1 2019/20		

Latest Note
Number of tagged bins for this period is 3420, an average of 1140 per month. This is based on the daily reports from the recycling collection crew. Reporting still remains an area that requires a lot of consideration.

Performance Indicator	Service Area	Current Value		Trend
Number of Complaints	Refuse & Recycling	Q2 2019/20		
		Q1 2019/20		
		Q2 2018/19		

Latest Note
Q3 data not yet available.

Performance Indicator	Service Area	Current Value		Trend
Bulky Waste Complaints	Refuse & Recycling	Q2 2019/20		
		Q1 2019/20		
		Q2 2018/19		

Latest Note
Q3 data not yet available.

Performance Indicator	Service Area	Current Value		Trend
Number of members of the public recorded in an accident	Safety & Resilience Team	Q3 2019/20		
		Q2 2019/20		
		Q3 2018/19		

Latest Note

Executive Director's Office

Performance Indicator	Service Area	Current Value		Trend
Number of data breaches reported to the Information Commissioner's Office (ICO)	Communications, Consultation & Information	Q3 2019/20		
		Q2 2019/20		
		Q3 2019/20		

Latest Note

Performance Indicator	Service Area	Current Value		Trend
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Member attendance at Committee meetings	Democratic Services	December 2019	85.50%	N/A
		November 2019	85.50%	
		October 2019	87.09%	

Latest Note

Performance Indicator	Service Area	Current Value		Trend
Electoral registrations within the borough of Rugby as a percentage of eligible population	Electoral Services	2018/19	97%	
		2017/18	99%	
		2016/17	97%	

Latest Note

The performance trend has dropped by 2% from the previous year. 2017 saw a spike in registrations generated by the General Election which has been hard to maintain given the current climate. The uncertainty over Brexit and multiple electoral events has had a knock on effect on registrations with an increased refusal to register from residents.

Growth & Investment Service

Performance Indicator	Service Area	Current Value		Trend
Benn Hall overall income	Benn Hall	Q3 2019/20	£68,765.99	
		Q2 2019/20	£38,554.36	
		Q3 2018/19	£58,740.00	

Latest Note

Performance Indicator	Service Area	Current Value		Trend
Average end to end time for Land Charge Searches (in days)	Development & Enforcement	December 2019	4.52	
		November 2019	3.23	
		October 2019	6.18	

Latest Note

The average end to end time for Land Charges Searches increased from November to December as part of the searches is completed by the Highways team at Warwickshire County Council and the person who does this was on leave from 19th December 2019 to 6th January 2020 then off sick from 7th January 2020. The Land Charges Officer was also out of the office for 1 day due to the General Election and had 2 days Annual Leave over Christmas. Please note the Government has set an expectation that all local authorities respond to search requests within 10 working days.

Performance Indicator	Service Area	Current Value		Trend
Percentage of major planning applications determined within statutory time frame	Development & Enforcement	Q3 2019/20	100%	
		Q2 2019/20	100%	
		Q3 2018/19	100%	

Latest Note

Ref designation report 5 out of 5 major planning applications were determined within the statutory time frame

Performance Indicator	Service Area	Current Value		Trend
Percentage of non-major planning applications determined within statutory time frame	Development & Enforcement	Q3 2019/20	93%	
		Q2 2019/20	82%	
		Q3 2018/19	84%	

Latest Note

Ref designation report 163 out of 175 non-major planning applications were determined within the statutory time frame
 The main cause for any reduction in performance on this measure is when either the time frame exceeded and the applicants are willing to grant the Local Planning Authority an extension of time to determine the application. The Government designation target for this threshold is 70%. It can be seen from the data that Rugby Borough Council are well in excess of this threshold.

Performance Indicator	Service Area	Current Value		Trend
The number of new homes built within the year.	Development Strategy	2018/19	939	
		2017/18	578	
		2016/17	376	

Latest Note

Data to be included in the Authority Monitoring Report to be published December/January.

Significant increase compared to previous year as development of strategic allocated sites has progressed.

Performance Indicator	Service Area	Current Value		Trend
No. of visits to Rugby Art Gallery & Museum in person	Art Gallery, Museum & Hall of Fame	December 2019	3,564	
		November 2019	3,105	
		October 2019	6,190	

Latest Note

Performance Indicator	Service Area	Current Value		Trend
No. of visits to the Hall of Fame in person	Art Gallery, Museum & Hall of Fame	December 2019	246	
		November 2019	471	
		October 2019	655	

Latest Note

Following trend of previous December months following the introduction of entry fees. In October the sudden spike was due to an increased number of school educational visits during the 2019 Rugby World Cup.

Performance Indicator	Service Area	Current Value		Trend
Leisure Centre Visits	Sport & Recreation	December 2019	37,905	
		November 2019	51,263	
		October 2019	58,340	

Latest Note

Tracking usage year on year compared to 2018 with a small increase. The Centre has several close down periods with an additional day closure in 2019 for whole staff event/training.

Performance Indicator	Service Area	Current Value		Trend
Total grants income from external funding	Sport & Recreation	H1 2019/20	£188,107.00	
		H2 2018/19	£161,860.93	
		H1 2018/19	£157,010.00	

Latest Note

Performance Indicator	Service Area	Current Value		Trend
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Number of participants - Family Weight Management Sport & Recreation

Q3 2019/20	222
Q2 2019/20	483
Q3 2018/19	132



Latest Note

Quarter 3 reflects a transition period to a new service partner - Compass. As such programmes were limited with a 3 month planned change over, training and wrap up courses.

Performance Indicator	Service Area	Current Value		Trend
Visitor Centre overall retail sales	Visitor Centre	Q3 2019/20	£15,575.33	
		Q2 2019/20	£11,392.96	
		Q3 2018/19	£10,468.57	

Latest Note

Shop sales: slight decrease when compared to Q3 previous year. Pre-Christmas retail sales lower than last year.

Online sales: significant increase thanks to 2019 Rugby World Cup

Performance Indicator	Service Area	Current Value		Trend
Visitor Centre online retail sales - excl. Hall of Fame	Visitor Centre	Q3 2019/20	£5,677.94	
		Q2 2019/20	£270	
		Q3 2018/19	£200	

Latest Note

-Significant spike due to Rugby World Cup souvenirs sales on our e-bay platform.

Performance Indicator	Service Area	Current Value		Trend
Visitor Centre count of enquiries	Visitor Centre	Q3 2019/20	4,293	
		Q2 2019/20	5152	
		Q3 2018/19	4,198	

Latest Note

-Q3 trend in line with previous year

Performance Indicator	Service Area	Current Value		Trend
Visitor Centre count of International Visitors	Visitor Centre	Q3 2019/20	253	
		Q2 2019/20	519	
		Q3 2018/19	319	

Latest Note

Performance Indicator	Service Area	Current Value		Trend
Visitor Centre overall sales - Hall of Fame	Visitor Centre	Q3 2019/20	£4,458.83	
		Q2 2019/20	£5,586.17	
		Q3 2018/19	£3,814.49	

Latest Note

Despite lower sales than in Q2 the value is improving on the same period last year.