

Report title: **The Council's Performance – January 2007**

Report of: **The Chief Executive and Acting Director of Finance**

**Ward(s) affected:** All

**Report for:** Key Decision

### 1. Purpose

- 1.1 To set out an exception report on the finance and performance monitoring for January 2006 using the balanced scorecard format.

### 2. Introduction by Executive Member for Finance (Cllr Toni Mallett)

2.1 I am pleased to report the 5<sup>th</sup> month in succession where we have a broadly balanced revenue budget.

2.2 We must continue to maintain this level of vigilance as we approach the end of the financial year, and throughout the coming year, where we must be aware that the budget will be very tight.

### Introduction by Executive Member for Organisational Development and Performance Management (Cllr Dhiren Basu)

2.3 Members of the Executive will be pleased to note that 74% of indicators are achieving or close to achieving target. 72% of indicators showed maintained or improved performance.

2.4 As we approach the close of the financial year, Members will appreciate the improved performance across the Council. This improvement was confirmed by the recent Audit Commission Report which shows that Haringey is a Three Star Council which is improving well. Members will have been pleased to note that the Audit Commission report shows that Haringey is consistently performing well in key areas.

2.5 This is recognition of our hard work however we must not rest on our laurels. This report shows that we must focus our efforts on the continued improvements of our customer services department, furthermore street cleanliness has improved dramatically but the good work of the Better Haringey campaign must be intensified.

2.6 I am working with all my Executive Colleagues to guarantee the sustainability of our improved performance and I am confident that key performance indicators will continue to improve across the Council in the coming months and years.

### **3. Recommendations**

3.1 To note the report.

3.2 To agree virements set out in section 14.

**Report authorised by: Dr Ita O'Donovan – Chief Executive**

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**Margaret Gallagher – Performance Manager  
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### **Head of Legal Services Comments**

There are no legal implications

### **4. Executive Summary**

4.1 This report sets out the routine financial and performance monitoring for January 2007 in the balanced scorecard format.

4.2 In summary the balanced scorecard shows that for the excellent service perspective 74% of indicators are on target or close to the end of year target at the end of December. For 25 of the 36 (69%) customer focus measures, including the latest resident's survey results, performance targets are being met or close to being met. For financial health 24 of the 33 measures traffic lighted achieved amber or green status meaning for 73% of indicators performance levels are achieving target or being maintained at an acceptable level. Our organisational development /capacity indicators including staff survey results show that for 14 of the 17 (82%) measures, performance is at or close to expected levels.

4.3 Overall 74% of indicators are achieving or close to achieving target. In addition 72% of indicators have maintained or improved performance since the end of last year.

4.4 The scorecard appendix also includes some estimated top quartile data (All England) so that progress can be assessed not only against the targets we set but in terms of how we compare with others and how close we are to attaining what we ultimately are aiming to achieve.

4.5 In summary, based on the January position, the revenue budget shows a balanced position.

### **5. Reasons for any change in policy or for new policy development (if applicable)**

5.1 None

### **6. Local Government (Access to Information) Act 1985**

**The following background papers were used in the preparation of this report:**

Budget management papers

Service PI returns including unit cost data

**Strategic Implications**

This report monitors Haringey's position in relation to a number of indicators that will be used to assess the Council in the Comprehensive Performance Assessment (CPA). Performance against these measures will determine Haringey's rating in 2007. The report also gives an indication of the level and quality of services delivered on the ground.

**Financial Implications**

In summary, based on the January position, the revenue budget shows a balanced position.

The aggregate capital projected position in 2006/07 is currently projected to under spend by £4.1m.

**Legal Implications**

There are no specific legal implications arising from this report, however the response rate for freedom of information requests although improving is still below target and needs to improve further to ensure we meet the statutory time limit.

**Equalities Implications**

Equalities is a central thread throughout the council's performance and performance updates on key equalities indicators are reported quarterly in this report.

**Consultation**

The scorecard includes a number of resident and staff perception measures and shows how well the Council is performing in this area. The results show the level of satisfaction with the Council currently and should provide a baseline as well as informing action to improve satisfaction levels.

**7. Background**

- 7.1 This is the regular finance and performance monitoring report for January 2007. It is based on the financial monitoring reports prepared for the budget management meetings held on 22 and 26 February for period 10 and the service submission of the basket of performance indicators that have been agreed for 2006/07.
- 7.2 The reporting is in the form of a balanced scorecard. The scorecard looks at performance across four dimensions: service excellence, financial health, customer focus and organisational development. The scorecard consists of corporate and service performance measures.
- 7.3 The report includes routine monitoring of unit costs so that performance and costs reflect activity enabling us to make judgements around whether we deliver value for money services.
- 7.4 For 2006/07 the indicators contained within the balanced scorecard include key threshold indicators used in the Council's Comprehensive Performance Assessment (CPA) and those which reflect the Council's priorities including some key local indicators for the Council.

7.5 Performance data is shown in Appendix 1. Progress continues to be tracked on a monthly and year to date position against the target using a traffic light annotation where:

- green: = target achieved / performance better than planned
- amber: = just below target
- red: = target not achieved / below expectation

In addition, trend arrows depict progress since the last financial year, so whilst an indicator may receive a red traffic light for not achieving target, it will show an upward trend arrow if performance had improved on the previous year's outturn. Between them, the lights and arrows indicate current progress and predict the likely annual position.

7.6 The scorecard appendix also includes some top quartile data (All England) so that progress can be assessed not only against the targets we set but in terms of how we compare with others and how close we are to attaining what we ultimately are aiming to achieve.

## **8 Service Positions on Delivering Service Excellence**

8.1 For the excellent services arm of the scorecard 57% of indicators are shown as Green, 17% Amber and 26% Red, with 50 out of 68 showing an improvement or maintained performance compared with 2005/06 outturns.

### **8.2 Children and Young People**

8.2.1 Based on the January position the children and young people's budget (excluding Asylum) is anticipated to underspend by £0.1m at the year end. Currently Asylum that relates to Children and Adults is projected to overspend by £0.7m.

8.2.2 The schools budget funded by the Dedicated Schools Grant (DSG) is projected to underspend by £1.2m. This is made up of £0.7m to support the Every Child Matters agenda that is expected to be unspent at the year end due to a delay in planned spend and £0.5m being set up costs for the Sixth Form Centre. Any balance of DSG funding is required to be carried forward under legislation and will be needed to meet future commitments.

8.2.3 The asylum position shows a gross shortfall of £3.6m and £0.7m in net terms and relates to both children and adults. The forecast overspend has increased this month due to a challenge by the Home Office of the status of certain minors, with particular regard to whether or not they were, according to their evidence, 'unaccompanied'. It is intended to counter challenge the assertion with a view to minimising the impact of the challenge and the consequent reduction in grant payment to the Authority.

8.2.4 The previously reported asylum shortfall was fully covered by a virement, approved in September, leaving a balanced position. The current forecast

variance is in addition to this and is set at a prudent level given the outcome of the challenge and counter challenge is unpredictable.

- 8.2.5 The capital budget is currently projected to be £1.5m above agreed budget, however this is substantially due to spending on Building Schools for the Future in advance of the original profile, but, importantly, within the overall BSF funding envelope. Other overspends within the programme are currently being offset by underspends.
- 8.2.6 All of 83 statements of special educational need, excluding exceptions, issued in the year to January were prepared in the 18 week timescale. When exceptions are included, January's performance was poor with only 2 of the 8 statements issued in time. 82 out of 102 (80.4%) statements have been issued within 18 weeks in the year so far, now short of the 85% target. The service are investigating the reasons attached to the cases where the deadline was missed and are meeting with the PCT to discuss any that might be due to late medical advice/ reports.
- 8.2.7 As at January there were 540 or 13% of 16-18 year olds who were not in Education, Employment or Training (NEETs) up from 12.2% as at December. Actions are in place to understand the factors influencing NEET's performance including those whose location is 'not known' as this impacts on the accuracy of the reported figures. As at January '07 there were 514 or 10.6% of young people whose status was not known. This target has been included as a stretch target in our Local Area Agreement with an aim to reduce NEETs to 10.4% by 2009/10.
- 8.2.8 10% of our looked after children had three or more placements as at January '07. Excellent performance has been sustained in this area with current performance exceeding our 13% target as well as placing us inside the best performance banding.
- 8.2.9 All reviews of child protection cases in the year so far have been reviewed when due with all 29 cases reviewed in January carried out in timescale (BV162).
- 8.2.10 There was one adoption in January (BV163) bringing the total to sixteen in the year to date. The service expects to achieve 22 adoptions and/or special guardianship orders by year end.
- 8.2.11 New statutory timescales for Children's and NHS complaints have been introduced from 1<sup>st</sup> September '06 which have reduced the stage 1 timescale to 10 days with a possible extension to 20 days. Performance declined in January with only 1 of the 5 (20%) complaints closed in time. Since the statutory timescales were introduced 16 of the 27 Children's Act complaints (stage 1) cases (63%) have been responded to within the new timescale against a target of 80%.
- 8.2.12 The cost of service per child for play (£3,582) and early years (£15,296) are both above the targets of £2,763 and £14,606 respectively. Both of these are due to lower 'take-up' than assumed in the original target (targets assumed too high figures and the capacity has been reduced as a result of building refurbishment work). The target for play schemes also included the cost of the summer scheme, which distorts the overall figure. Following a review of staffing levels and costs for Early Years, the estimated unit cost has been

reduced from £16,460 as reported in Period 6. Reviews of both of these services are being carried out, with a view to developing more relevant benchmarks and comparators with other London authorities.

- 8.2.13 Provisional data for the Autumn term (September 2006- December 2006) on the percentage of half days missed shows improvement with 7.2% absence in secondary schools a reduction on the 8.24% reported for 2005 and bettering our 8.4% target for 2006/07. In primary schools the autumn term data also exceeded target with 5.3% of half days missed against a target of 5.6%.

### **8.3 Environment Services**

- 8.3.1 The projection based on the January position is an underspend of £0.3m. The underspend is due to recycling credits payment for 2006/07 being significantly more than originally anticipated in the budget. The shortfall in parking income has been revised down to £0.75m compared to £0.8m reported last time. It is proposed to deal with the shortfall through reduced revenue contributions to capital and the review and adjustment of the parking debt provision.
- 8.3.2 Capital is currently projected to spend £1.1m below budget. This is largely due to the Parking Plan CPZ schemes (£0.5m) where the majority of parking plan and pay and display projects are being delayed due to additional consultation earlier in the year. In addition Lordship Recreation ground (£0.3m) where the funding application to Heritage Lottery Fund has needed to be resubmitted so the Council's match funding will be requested to be carried forward to 2007/08. There is a degree of risk associated with some other projects achieving full spend this financial year but it is intended to monitor these very carefully to ensure that spend is maximised particularly on grant funded schemes by year end.
- 8.3.3 The projected parking income recovery target for the year is 61%. Based upon performance to end of January the target is being slightly exceeded at 62%.
- 8.3.4 The annual projected cost of household waste collection per tonne is now £68 compared to the target of £72 for 2006/07. The reduction is due to higher weight of household waste being collected and additional income from recycling credits resulting in a projected underspend on this budget.

Performance highlights and issues in Environment are:

- 8.3.4 22.4% of household waste was recycled or composted in the ten months to January '07 exceeding our 22% target for 2006/07. It is encouraging that the performance level has been sustained as the winter months usually show a drop-off in the recycling rate. This is due to estates recycling, boxes and Christmas campaigns and the Haringey People advertising campaign
- 8.3.5 The waste tonnage collected for January increased compared to recent months with 391 Kg of household waste collected per head. This may be attributable to the effect of Christmas to New Year collection schedule which resulted in 3 days worth of collections that would normally have been carried out in the month of December actually carried out in January. In addition the extra waste produced by residents over the festive period may have impacted

on tonnages. Work on waste minimisation continues with a number of successful schemes including home composting campaign (3000 units sold in 2006) and continued increase in the number of people using Real Nappies (95 subsidy claims made so far in 2006/07). Performance remains within the upper quartile in London although slightly short of the challenging target set for 2006/07.

- 8.3.6 Results on street and environmental cleanliness are disappointing with the first and second phase results from Capital Standards showing that over 40% of our roads had unacceptable levels of litter and detritus against a target of 25% for 2006/07. As part of the improvement plan, Encams have been commissioned to do additional monitoring and we begun our own in-house monitoring from October '06. If we can establish that our own in-house monitoring is robust and will stand up to audit, we may move, like a number of other authorities to surveying and reporting performance on this measure ourselves as opposed to using Capital Standards. The numerous surveys have made it possible to address areas of weakness and whilst litter scores are showing improvement, detritus scores remain high. However our recent in-house monitoring scores still show that 35% of roads have unacceptable levels of litter and detritus. Resources are being targeted accordingly and Waste Management Services continue to work with Accord to improve performance against this indicator.
- 8.3.7 In January 42 out of 48 minor planning applications (87.5%) were determined in 8 weeks & 88% in the year to date, both exceeding our 83% target and beating the government target (65%).
- 8.3.8 Performance on planning application appeals that have been allowed against the authority's decision to refuse permission improved in recent months. In January only 4 out of 17 cases were allowed. Three of these related to householder development and one to telecommunications. Our performance in the year so far at 37% remains outside our 30% target for 2006/07 but above the lower threshold of 37.5% for CPA.
- 8.3.9 The number of seasonally adjusted visits to our sports and leisure centres at 1.16 million continues to be above the target of 1.08 million. January's performance was strong and 20% above target with end of year outturn projected at 1.16million visitors, up nearly 200,000 (20%) on 2005/06.
- 8.3.10 The parks cleanliness index of 86 in January illustrates that a litter free standard is being maintained in our parks. ENCAMS based monitoring of recreation areas has been piloted for 3 months and will form a basis for new a new litter and detritus cleanliness indicator for 07/08.
- 8.3.11 The average number of days to repair streetlights decreased to 1.4 days in January over 2 days inside our 3.5 day target. Performance in the year to date puts us on track to exceed the target for 2006/07.
- 8.3.12 Faults relating to power supply handled by our District Network Operator (DNO) - currently EDF –in January increased to an average of 8.6 days to repair the fault. The year to date position has also increased to just over 15 days but remains inside the 20 day target .
- 8.3.13 There were 104 people killed or seriously injured (KSI) in the period January to October '06, 11 of these in October a return to the higher monthly numbers

being reported earlier in the year with the October number a 50% increase compared to the previous two months. The monthly accident statistics are higher than in 2005. KSI numbers in the 10 months to October scaled up for the year at 124 is just at the target level for the calendar year 2006 and if we have no more than 20 casualties in the remaining two months, we will still achieve the target set for 2006.

- 8.3.14 The number of people slightly injured increased to 70 in October and 646 in the period January to October. Here again, we have seen an increase on last years numbers although the trend compared with the 1994-8 average is improving (770 compared with 1010).

## **8.4 Adults' & Older People's Social Care, Housing**

- 8.4.1 Social Services continues to maintain an expenditure freeze to ensure that only essential expenditure is agreed and this has been successful in ensuring that increases in expenditure have been contained in recent months to a minimum. The projected overspend in Social Services remains the same as reported in period 9 at £0.1m.
- 8.4.2 The Social Services budgets continue to be under severe pressure because of both demand pressures and reductions in services in the Health sector. These are being managed with some success through the management action put in place to contain these pressures.
- 8.4.3 Social Services capital is projected to spend £2.1m below budget in this financial year. This is due to rephasing of the projects for E-Care (£0.8m), Osborne Grove Older People's Services (£0.9m) and an under spend on Aids & Adaptations (£0.4m). Funding will be requested to be carried forward into 2007/08.
- 8.4.4 The performance appendix reports the latest performance figures on some key indicators in Adults' and Older People's services. This shows that:
- 87.7% of items of equipment were delivered in 7 working days in the year to January, just at the target level. (*BV56/PAF D54*). Although this level of performance puts us in the top performance banding this is a key threshold measure and a number of our comparator boroughs are performing in the high nineties. It is hoped that the recent good progress made in this area can be sustained so that the target for the year will be exceeded.
  - 132 adults and older people per 100,000 population have received a direct payment in the year to January. Performance on this indicator is cumulative with the target of 150 to be achieved by 31 March '07. Although improvement has been made in this area and we are currently in the 'good' performance banding between 90<150, we are still performing below the target level set for 2006/07. The target set was ambitious with an aim of moving us into the best performance banding but although there are a number of service users going onto direct payments and an improvement on the current position is expected, it is unlikely that the target will be achieved. (*BV201/ PAF C51*)



- In the year to January there were 82.9 admissions, when scaled up per 10,000 population of older people, to residential / nursing care (PAF C72). Current performance places Haringey just inside the top banding for this indicator, despite being outside our target of 70. A low figure is good for this indicator and we have been experiencing an increasing trend in admissions since April. The service continue to monitor this area closely.
- Performance on handling NHS and Community Care Act complaints at stage 1 increased to 75% with 3 of the 4 complaints responded to within timescale in January. Performance in the year to date at 76% remains slightly short of the 80% target but is an improvement on performance achieved in 2005/06.

8.4.5 Some areas where we need to sustain focus and improve our performance in Adults' and Older People's services remain:

*Acceptable waiting times for assessment- new older clients aged 65+ (BV195)*

This indicator is the average of the percentage of clients where time from initial contact to first contact with the client is less than or equal to 48 hours and the percentage where time from first contact to completion of assessment is less than or equal to 4 weeks. In the period April to January for 83.8% of clients, the time from initial contact to first contact with the client was less than 48 hours exceeding the 60% threshold for 2006/07. For 57% of clients the time from first contact to completion of their assessment was less than 4 weeks, which although an improvement on previously reported performance is below the key threshold level for this year of 70%. The average of the above 2 elements is 70.41% close to our target of 71%.

*Carers receiving a carer's break or specific carer's service (PAF C62)*

- Carers for Adults and Older People receiving a carer's break or specific carer's service was recorded on Framework I at 5% as at December '06 against a target of 12%. However this is only one source of data where individual files exist for a carer and where we can clearly pick up the services they receive. Other carers whose details are held jointly with the cared for person are not picked up through the database and are collected at intervals throughout the year. When these are included our figure for this indicator increases to 9.5% closer to but still short of the target. Although weekly reports for January indicate that the figure for this indicator is likely to have remained fairly static projections lead the service to believe that they will be able to attain the 12% target.

*Adults and older clients receiving a review as a percentage of those receiving a service (BV55)*

- 59.5% of adults and older clients were recorded as having received a review in the rolling year to January '07. Three service areas have exceeded the 65% target for this indicator and targets are being re-set by service user areas to push up performance in the final weeks and move closer to the end of year target.

8.4.6 The level and cost of repairs in the HRA are being carefully monitored following pressures in this area last year. Increased costs on gas maintenance contracts of £0.9m are being contained within the HRA contingency. There is also a risk that there will be a shortfall in rent income as

a result of the lower performance on collection set out below, however this is partly offset from a lower number of right to buy sales than previously estimated. This will be carefully monitored as the actions to improve collection performance are implemented. The net current projection is in line with the revised medium term financial strategy agreed at Council in february, which is an overspend of £468k .

- 8.4.7 On HRA capital it is expected that this will spend to target, although spend to date is slower than profile, the three major works schemes are now well underway.

Performance issues in Housing are as follows:

- 8.4.8 BV183a and BV183b measure the average length of stay in weeks that a household at the point of leaving temporary accommodation have spent in bed and breakfast or hostel accommodation, respectively. The indicators only measure households with children or pregnant women, who have spent time in accommodation where facilities are shared with other people.
- 8.4.9 For families residing in shared facility Hostels (BV183b) the average length of stay in the year to January is 61 weeks against a target of 35 weeks. The mid-year change in definition includes Hostel provision prior to April '04 and means Haringey's performance for 2006/07 is poor. Haringey has not placed any families into this form of accommodation since 2006 and is currently looking at options for the future use of hostel accommodation.
- 8.4.10 The cost per nightly rated accommodation at £41.27 is slightly above the target of £40.20. The cost per private sector lease has been steadily increasing throughout the year and now stands at £886 against a target of £842. The service acknowledge that targets set for 06/07 were challenging and coupled with rising rents have had a negative impact on performance.
- 8.4.11 The average re-let time of local authority dwellings remained at 33 days in January short of the 27 day target but sustaining the improved level of performance. The year to date position is 39 days.

#### Rent Collection

- 8.4.12 Rent collected as at January (BV66a) is projected at 96.12% of rent due for the year against a target of 97.5%. A new performance management regime has been introduced following the creation of specialist income collection teams with focus on ensuring that all appropriate action has been taken where arrears are increasing.
- 8.4.13 The percentage of tenants with more than seven weeks rent arrears increased further to 16.14% in January remaining short of our target of 10% for 2006/07.
- 8.4.14 The proportion of local authority homes which were non 'decent' as at January '06 was 43% against a target of 42%.

#### Repairs

- 8.4.15 In January performance improved significantly to 98.85%% of responsive repair appointments made and kept close to the 99% target. The year to date position at 93.48% remains short of the 99% target.
- 8.4.16 The average time to complete non-urgent responsive repairs increased to 11.83 days in January and performance in the year so far at 11.7 days remains inside our 14 day target.
- 8.4.17 The percentage of urgent repairs completed within Government time limits decreased to 93.9% in January with a year to date position of 93.5% against a 97% target.

## **8.5 Finance**

- 8.5.1 As previously reported the revenue budget has some pressures and variations that the directorate expect to contain within the approved budget. There is a budget pressure in Property Services of a potential £200k under-achievement of commercial rent income largely around vacancies at Technopark. In addition electricity spend is being reviewed as there could be a pressure of up to £200k for River Park House resulting from a tariff review, which is likely to be backdated and charged to 2006/07. The overspend is reduced to £250k due to reprogramming of non essential property works. Management action to reduce spend overall is also being taken and therefore the Finance Department as a whole is projected to be on budget.
- 8.5.2 The capital budget is projected to spend £0.1m below budget.

### **Council Tax and Business Rates**

- 8.5.3 94.92% of Council tax was collected in January, the best month for collection this year, exceeding the 93.75% target for the fifth time this year. Activity for the remaining months will focus on the recovery of arrears and maximising within year payments on outstanding accounts. The year to date position is now almost at the target level with 93.71% of council tax collected in the year to January '07.
- 8.5.4 The collection of business rates saw a drop in the collection rate in January to 96.13% and the position in the year so far is now slightly short of the target. However this performance still places us amongst the best authorities in London. (BV10)

### **Invoice payments (BV8)**

- 8.5.5 The improved level of performance was not sustained in January with 84.55% of invoices paid in 30 days. Whilst still short of the 92% target performance the year to date is now 86.4% and is below performance levels achieved in 2005/06. This is being monitored carefully with services to further improve performance.

### **Benefits**

- 8.5.6 The average number of days to process a benefit claim increased slightly to 35 days in January just inside the 36 day target. Performance continues to

improve in comparison to the beginning of the year despite a small down turn in performance in January following the holiday period and this is the fourth month in succession where the target has been bettered. Performance in the year so far at 41 days, remains 5 days short of the target.

## **8.6 Chief Executive's**

- 8.6.1 The revenue budget is projected to underspend by £0.4m largely due to vacant posts in Organisational Development.
- 8.6.2 The capital budget is projected to underspend by £4.1m. This is mainly due to delays in the Neighbourhoods capital schemes where delays in progressing some of the Urban Centre for City Growth projects (£3m) and European Regional Development Fund funded schemes (£0.4m) have been experienced. It is understood that external funders have agreed that £1.8m of funding can be carried forward to next year and therefore budgets will be rephased.
- 8.6.3 Visits to our libraries in January reduced in line with the usual seasonal dip. The number of visits in the year to January equate to just over 9.5 visits per head of population and continue to exceed target. The cost per visit/interaction to our libraries in the year to date is projected at £2.33 inside the target of £2.40.
- 8.6.4 There were 290 domestic burglaries in January which seasonally adjusted and scaled to an annual equivalent is significantly above the target. Burglaries in the year to date (2,310) when seasonally adjusted and scaled to an annual equivalent equate to 2,806 and places us outside the target of 2,711 for 06/07 whilst still representing a 1.6% reduction on the previous year's performance.

## **9 Customer Focus**

- 9.1 The January balanced scorecard shows 69% of customer focus indicators on or near target. In addition to performance on handling complaints and Member's enquiries, call centre performance and responding to freedom of information requests, this section includes some key perception measures from the Better Haringey survey and the annual resident's survey.
- 9.2 Performance on complaints handling in timescale reduced to below the target level in January with 97 of the 133 (73%) complaints at stage 1 (local resolution) responded to within the 10 working day timescale. For the more complex service investigation (stage 2), performance also declined to 57% in January, with 13 out of 23 complaints resolved within the 25 working day timescale. The year to date position of 74% remains short of the 80% target. Figures exclude Homes for Haringey performance.
- 9.3 In January all 4 stage 3 (independent review) complaints received were closed within the 20 working day timescale. Performance in the year to date continues to exceed the 90% target with 37 out of 40 complaints received completed on time.

- 9.4 Of Members' enquiries cases closed in January 191 (80%) were handled within 10 working days, short of the 90% target. Performance in the year to date is 83% with 2450 out of the 2952 cases closed in the year dealt with inside the 10 day timescale.
- 9.5 Freedom of Information (Fol) performance in January increased to 74% exceeding the 70% target for the fourth time this year. 67% of Freedom of Information (Fol) requests have been actioned within the 20 day timescale in the year to January.
- 9.6 75% of Council wide telephone calls were answered within 15 seconds in January, just short of the 77% target.
- 9.7 Customer Services performance dipped in January after showing some improvement in recent months. In January 38.4% of call centre calls answered within 15 seconds down from 43.4% in December and against a 70% target for the year. In addition, the average queuing time in January increased to one minute 13 seconds.

## **10 Organisational Development/ Capacity**

- 10.1 The majority of measures in the Organisational Development arm of the balanced scorecard are staff survey results. The next survey will not be held for at least another twelve months. Progress on activity which contributes to improved results in this area is provided at regular intervals. As at January the balanced scorecard shows 82% of organisational development indicators on or near target.

### **Sickness**

- 10.2 The average number of working days lost to sickness per full time equivalent employee increased to 8.4 days in January. Performance in the year to January (excluding Homes for Haringey) at 9.38 days remains above our 8.8 day target. Sickness absence is being regularly monitored and reported with action being taken to address areas where sickness levels exceed the corporate target.

## **11 Performance Summary**

- 11.1 In summary the balanced scorecard shows that for service delivery 74% of indicators are on target or close to the end of year target as at the end of January. For 25 of the 36 (69%) customer focus measures, performance targets are being met or close to being met. For financial health 24 of the 33 traffic lighted measures achieved green or amber status, meaning for 73% of indicators performance levels are achieving target or being maintained at an acceptable level. Our organisational development /capacity indicators including the staff survey results show that for 14 of the 17 (82.4%) measures, performance is meeting or close to expectation. Overall 74% of indicators are achieving or close to achieving target. In addition 72% of indicators have maintained or improved performance since the end of last year.

## 12 Summary - Budget Monitoring

12.1 Overall revenue budget monitoring, based on the January position, shows a balanced position.

12.2 The aggregate revenue projected position in 2006/07 is as shown in the following table.

General Fund revenue	Approved Budget	Projected variation
	£m	£m
Children and Young People	215.6	(0.1)
Asylum Seekers	0.3	0.7
Social Services	57.6	0.1
Housing	(3.2)	0
Environment	51.8	(0.3)
Finance	9.9	0
Chief Executive's	26.1	(0.4)
Non-service revenue	8.4	0
Total	366.5	0

12.3 As part of next months budget monitoring exercise draft carry forward proposals for capital and revenue will be submitted by services and be reviewed. Final carry forward proposals will be reported as part of the outturn report that will be considered by Executive on 19 June 2007 and these will need to be addressed in the light of the overall net position.

12.4 At a previous meeting, the Executive agreed to fund the one-off pension fund deficit costs in 2006/07 in order to facilitate the proposed development of Alexandra Palace on a long lease to Firoka. This was to be funded from the Council's budget for the operational deficit, which would no longer be fully

12.5 required. The lease agreement has not yet been approved and therefore the ability to fund this one-off cost in full this year will need to be reviewed as part of the closing process.

12.6 In relation to the HRA, the net current revenue projection is an overspend of £468k in line with the revised budget agreed by Council in February 2007.

## 14. Capital

- 14.1 The aggregate capital projected position in 2006/07 is as shown in the following table.

Capital	Approved Budget	Spend to date	Projected variation
	£m	£m	£m
Children and Young People	50.5	38.4	1.5
Social Services	8.0	3.1	(2.1)
Housing – General Fund	3.2	1.6	0
Housing – HRA	18.2	11.2	0
Environment	17.4	7.9	(1.1)
Finance	4.8	3.1	(0.1)
Chief Executive's	13.8	5.9	(2.3)
<b>Total</b>	<b>115.9</b>	<b>71.2</b>	<b>(4.1)</b>

## 15. Financial administration

- 15.1 Financial regulations require proposed budget changes to be approved by Executive. These are shown in the table below. These changes fall into one of two categories:

- budget virements, where it is proposed that budget provision is to be transferred between one service budget and another. Explanations are provided where this is the case;
- Increases or decreases in budget, generally where notification has been received in-year of a change in the level of external funding such as grants or supplementary credit approval.

- 15.2 Under the Constitution, certain virements are key decisions. Key decisions are:

- for revenue, any virement which results in change in a directorate cash limit of more than £250,000; and
- for capital, any virement which results in the change of a programme area of more than £250,000.

Key decisions are highlighted by an asterisk in the table.

- 15.3 The following table sets out the proposed changes. Each entry in the table refers to a detailed entry in the appendices, which show the budgets that it is proposed to change. There are two figures shown in each line of the table and the detailed sheets. The first amount column relates to changes in the current year's budgets and the second to changes in future years' budgets (full year). Differences between the two occur when, for example, the budget variation required relates to an immediate but not ongoing need or where the variation takes effect for a part of the current year but will be in effect for the whole of future years.

15.4 Proposed virements are set out in the following table:

Period	Service	Key	Amount current year (£'000)	Full year Amount (£'000)	Description
10	Children & Young People	Cap*	(2,080)		Acquisition of land for the new secondary school in Haringey Heartlands. Removal of the element funded from a capital receipt.
10	All Services	Rev	34	34	Transfer of budgets from services to IT to pay for IT equipment.
10	Chief Executives	Rev	33		Reallocation of SSCF budgets re Employment Action Network between Strategy and Neighbourhoods.
10	Chief Executives	Cap*	452		Increase in NDC capital allocation for Crime, Housing & Environment (£410k) and Northumberland Park (£42k).
10	Environment	Cap	207		Additional TFL funding mainly re Cycling LCN+link 79 (£162k), Grrenways contract (£130k) less some reduced funding for some schemes (£115k).
10	Environment	Cap*	(541)		Revised funding in current year for Spine Road (£400k) and Markfield Recreation ground (£141k).
10	Environment	Rev*	521	521	Additional funding through DEFRA and recycling credits.
10	Environment	Cap	102		Section 106 funding for Hornsey High Street.
10	Environment	Cap*	388		GAF funded project via Lee Valley Regional Park for improving access to green spaces.
10	Social Services	Rev*	2,158	2,158	Reconfigure Learning Disabilities commissioning budgets in line with budget management projections. This includes revision of PCT income figures in line with costs of joint funded care packages.
10	Environment	Rev*	(675)	(675)	Budget revision to reflect restructure in unit.

## 16. Recommendations

16.1 To note the report.

16.2 To agree the virements set out in section 15.

## 17. Use of Appendices

Appendix i. January balanced scorecard and performance summary