

Report title: **The Council's Performance – February 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 February 2007 using the balanced scorecard format.

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

2.1 I am pleased to report the sixth month with a broadly balanced revenue budget.

2.2 This positive trend of stability must continue as we approach year end and into the future as we have to work within a tight budget for the foreseeable future.

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 72% of indicators are achieving or close to achieving target. 72.5% of indicators have maintained or improved performance compared to last year.

2.4 The report covers the resident's survey in the customer focus measures, it is extremely important that we listen to our resident's views.

2.5 The over all performance data is positive but we need to focus efforts on areas such as improving street cleanliness and continuing the work on Customer Services.

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 February 2007 in the balanced scorecard format.

4.2 In summary the balanced scorecard shows that for the excellent service perspective 72% of indicators are on target or close to the end of year target at the end of February. For 24 of the 36 (67%) customer focus measures, including the latest resident's survey results, performance targets are being met or close to being met. For financial health 25 of the 34 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 72% of indicators are achieving or close to achieving target. In addition 72.5% of indicators have maintained or improved performance since the end of last year.

4.4 The scorecard appendix also includes 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 February position, the revenue budget shows a balanced position net of carry forward requests of £1.1m. As part of this month's budget monitoring exercise draft carry forward proposals for capital and revenue have been submitted by services. Final carry forward proposals will be reported as part of the outturn report to Executive on 19 June 2007 and these will need to be considered in light of the Council's overall financial 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 February position, the general fund revenue budget shows a projected underspend of £1.1m and draft carry forward requests of £1.1m, giving a balanced position overall.

The aggregate capital projected position in 2006/07 is currently projected to under spend by £6.2m. Requests have been made to date to carry forward £3.4m of this sum.

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 February 2007. It is based on the financial monitoring reports prepared for the budget management meetings held on 22 and 28 March for period 11 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, 15% Amber and 28% Red, with 52 out of 72 showing an improvement or maintained performance compared with 2005/06 outturns.

8.2 Children and Young People

8.2.1 Based on the February position the children and young people's budget (excluding Asylum) is anticipated to underspend by £0.3m at the year end compared to £0.1m projected in January. Currently Asylum that relates to Children and Adults is projected to overspend by £0.9m.

8.2.2 As reported in January two key non-schools budgets funded by the Dedicated Schools Grant (DSG) are projected to underspend by £1.3m. This is principally made up of £0.7m to support the Every Child Matters agenda that is expected to be unspent at the year end £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 an overspend of £0.9m in net terms and relates to both children and adults. The forecast overspend is higher than that reported in January. The position reported last month included the issue of challenge by the Home Office regarding the status of 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 potential reduction in grant payments to the Authority.

8.2.4 Overall, the capital budget is currently projected to spend within the agreed budget level, taking account of additional income streams. Overspends within

the programme are currently being offset by underspends. However, additionally there remains some uncertainty around the funding of the Children's Centres Phase I project capital overspend of £0.9M brought forward from 2005/6. This will need to be finally resolved before closure of accounts but may need to be met from the forecast 2006/7 non-DSG funded underspend. It is planned that the overall Children and Young People's Service Capital Programme for 2006/07 will be balanced at the year-end.

- 8.2.5 All of 85 statements of special educational need, excluding exceptions, issued in the year to February were prepared in the 18 week timescale. When exceptions are included, February's performance whilst still short of target improved with 3 of the 4 statements issued in time. 85 out of 106 (80.2%) 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.
- 8.2.6 As at February 11.7% of 16-18 year olds who were not in Education, Employment or Training (NEETs), the lowest proportion since May '06 and exceeding our 13% target for only the third time this year. 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.
- 8.2.7 11% of our looked after children had three or more placements as at February '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.
- 8.2.8 All reviews of child protection cases in the year so far have been reviewed when due with all 14 cases reviewed in February carried out in timescale (BV162).
- 8.2.9 There was one adoption in February (BV163) bringing the total to seventeen in the year to date. The service still expects to achieve 22 adoptions and/or special guardianship orders by year end.
- 8.2.10 New statutory timescales for Children's and NHS complaints have been introduced from 1st September '06 which has reduced the stage 1 timescale to 10 days with a possible extension to 20 days. Performance improved in February with 2 of the 3 (33%) complaints closed in time. In the year to February 64% of Children's Act complaints (stage 1) cases have been responded to within timescale against a target of 80%.
- 8.2.11 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. More relevant benchmarks and comparators will be developed for 2007/08.

8.3 Environment Services

- 8.3.1 The projection based on the February position is an underspend of £0.4m and this has increased from £0.2m reported last month. The additional underspend is partly due to additional project management fee income exceeding the budget as a result of additional capital allocations in year mainly from TfL.
- 8.3.2 Capital is currently projected to spend £1.7m below budget. This underspend is largely due to the Parking Plan CPZ schemes (£0.5m) where the majority of parking plan and pay and display projects have been re-phased due to additional consultation earlier in the year, Lordship Recreation ground (£0.4m) where the initial funding application to Heritage Lottery Fund needs to be resubmitted early in the new financial year with more detailed stakeholder consultation, delays in tendering and contract award for the CCTV Control Room (£0.4m) and on Leisure Centre renewals (£0.3m); some works delayed pending agreement of the final account for year one construction and refurbishment works.
- 8.3.3 The projected parking income recovery target for the year is 61%. Based upon performance to end of February 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 24.6% of household waste was recycled or composted in February '07, the highest recycling rate to date. This month's strong performance is partly attributable to the low tonnage of household waste collected this month (BV84) which impacts positively on the recycling rate. The new Estates Recycling Scheme introduced in November has also had a positive impact on the recycling rate. The year to date position at 22.5% exceeds our 22% target for 2006/07.
- 8.3.5 The waste tonnage collected for February reduced compared to recent months with 367 Kg of household waste collected per head. February is a shorter month with fewer waste collections hence the lower unadjusted tonnage collected. Performance remains within the upper quartile in London although slightly short of the challenging target set for 2006/07.
- 8.3.6 Recent results on street and environmental cleanliness have been 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. Performance assessed by in-house monitoring was worse in February than it was in January and this was due to the high 'detritus' element of the scores achieved. February's survey was conducted in the target wards due to be surveyed in the next official tranche covering April to July as an advance assessment. The survey information will be used to programme the work of the Clean Teams ready for the official April to July tranche survey. Accord have also introduced a new

monitoring and management scheme on 20th February in response to client pressure to improve removal of detritus through regular sweeping operations. Performance is expected to improve as a result of these actions. In addition agreement with Accord for a new BV199a contractual target is expected to be reached very shortly.

- 8.3.7 In February 33 out of 37 minor planning applications (89%) 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 has improved in recent months but increased to 40% in February with 4 out of 10 cases allowed. Three of these related to householder development and one to minor residential. 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. February's performance was strong with the monthly and year to date performance up 7% with 1.05 million actual visits to date.
- 8.3.10 The parks cleanliness index of 87.7 in February illustrates that a litter free standard is being maintained in our parks. ENCAMS based monitoring of recreation areas has been piloted 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 increased to 2.35 days in February but remains inside our 3.5 day target. Performance in the year to date at 1.9 days 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 February increased to an average of 15 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 110 people killed or seriously injured (KSI) in the period January to November '06, 5 of these in November. The monthly accident statistics are higher than in 2005. KSI numbers in the 11 months to November scaled up for the year at 119 is just below the target level for the calendar year 2006 and if we have no more than 14 casualties in the remaining month, we will still achieve the target set for 2006.
- 8.3.14 The number of people slightly injured decreased to 75 in November and 766 in the period January to November. Here again, we have seen an increase on last years numbers although the trend compared with the 1994-8 average is improving (827 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 current position is a projected underspend against the revised budget of £0.1m which is a small improvement on last month.

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 programme is projected to be £0.4m below budget in this financial year. This is due to an under spend on Aids & Adaptations (£0.4m).

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:

- Our performance on acceptable waiting times for care packages shows that 95.5% of clients received all services in their care package in 4 weeks or less from completion of their assessment. This is excellent performance on this key threshold indicator, exceeds our 87% target and moves us into the top performance banding.
- 88% of items of equipment were delivered in 7 working days in the year to February, 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.
- 135 adults and older people per 100,000 population have received a direct payment in the year to February. 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 February there were 80 admissions, when scaled up per 10,000 population of older people, to residential / nursing care (PAF C72), a slight improvement in relation to recent months. A low figure is good for this indicator and we have been experiencing an increasing trend in admissions since April. An audit of the data that feeds into this indicator has found that some transfers or temporary admissions have been counted inadvertently. The service is looking at all the information to ensure an accurate reflection of performance. Our performance remains within the top performance banding despite being outside our target of 70.
- Performance on handling NHS and Community Care Act complaints at stage 1 decreased to 25% with 1 of the 4 complaints responded to within timescale in February. Performance in the year to date at 72% remains slightly short of the 80% target but is a slight 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 February 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 9.5% as at February '07 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. A progress update on these figures has been requested but we know that when these are included our figure for this indicator increases and is closer to the target. The service believe that their 12% target is attainable.

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

- 57.45% of adults and older clients were recorded as having received a review in the year to February '07 against a target of 65%. A number of new clients have been put on the system automatically generating an increase in the numbers of clients needing a review. The service is trying to match every new client with the completion of a review to sustain the current level of performance. In addition service areas have been asked to increase reviews in the last month to push up the performance level. The aim is to move up from band two to band three and do this performance needs to exceed 60%.

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 approximately £0.5m.

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 February 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 £41.28 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 £887.5 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 February short of the 27 day target but sustaining the improved level of performance. The year to date position remains at 39 days above the target set for 2006/07.

Rent Collection

- 8.4.12 Rent collected as at February (BV66a) improved and is projected at 96.63% 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 decreased to 15.57% in February remaining short of our target of 10% for 2006/07. These cases are being targeted to ensure housing benefit take-up is maximised and that all appropriate arrears recovery actions are being taken. Cases are being closely monitored by managers and new management information reports being developed to help this process.
- 8.4.14 The proportion of local authority homes which were non 'decent' as at February '07 was 43% against a target of 42%.

Repairs

- 8.4.15 In February performance improved again to 99.54%% of responsive repair appointments made and kept exceeding the 99% target. The year to date position at 92.88% remains short of the 99% target.
- 8.4.16 The average time to complete non-urgent responsive repairs was 11.75 days in February and performance in the year so far at 11.83 days remains inside our 14 day target.

8.4.17 The percentage of urgent repairs completed within Government time limits improved to 94.35% in February with a year to date position of 93.63% against a 97% target.

8.5 Finance

8.5.1 As previously reported the revenue budget has some pressures and variations totalling £0.1m that the directorate expect to contain within the approved budget. The main budget pressure is in Property Services and this has reduced to £90k this month. The Finance Service as a whole is projected to be on budget as management action is being taken as previously reported.

8.5.2 The capital budget is still projected to spend £0.1m below budget.

Council Tax and Business Rates

8.5.3 92.24% of Council tax was collected in February, lower than anticipated but with the overall collection rate still higher compared to this stage last year. The year to date position is now almost at the target level with 93.67% of council tax collected in the year so far indicating that the 2006/07 target is likely to be achieved.

8.5.4 The collection of business rates saw a further drop in the collection rate in February to 90.21% but the position in the year so far is only slightly short of the target. This performance still places us amongst the best authorities in London. (BV10)

Invoice payments (BV8)

8.5.5 The level of performance improved in February with 89% of invoices paid in 30 days. Whilst still short of the 92% target performance the year to date is now 86.6%. 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 improved significantly to 28 days in February well inside the 36 day target. This is the fifth month in succession where the target has been bettered. Performance in the year so far at 40 days, is now just 4 days short of the target.

8.6 Chief Executive's

8.6.1 The revenue budget is projected to underspend by £1m mainly due to vacant posts in Organisational Development (£0.4m) as previously reported and IT (£0.4m) with one-off savings from use of existing equipment stocks.

8.6.2 The overall capital budget is projected to under spend by £4m against revised budget. £0.4m is due to difficulties in progressing the re-wiring of the Hornsey Library and working up solutions that work within the listed building status; £0.6m of re-profiled delivery and spend within IT largely relate to re-phased projects on transactional efficiencies in SAP, mobile working and corporate GIS.

8.6.3 The projected full year variance on the Neighbourhood Management capital schemes of £3m is due to delays for various reasons in progressing some

projects within the UCCG programme, although the majority of these projects are now underway. Discussions are ongoing with external funding bodies to carry forward £1.8m of funding to next year. The remainder is Council funding which will be requested as a carry forward.

- 8.6.4 Visits to our libraries in February reduced in line with the usual seasonal dip. The number of visits in the year to February 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.
- 8.6.5 There were 198 domestic burglaries in February which seasonally adjusted and scaled to an annual equivalent is significantly above the target. Burglaries in the year to date (2,508) when seasonally adjusted and scaled to an annual equivalent equate to 2,759 places us just outside the target of 2,711 for 06/07 whilst still representing a reduction on the previous year's performance.

9 Customer Focus

- 9.1 The February balanced scorecard shows 67% 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 increased to above the target level in February with 128 of the 154 (83%) complaints at stage 1 (local resolution) responded to within the 10 working day timescale. For the more complex service investigation (stage 2), performance also improved to 90% in February, with 18 out of 20 complaints resolved within the 25 working day timescale. The year to date position of 76% remains short of the 80% target.
- 9.3 In February 4 of the 5 stage 3 (independent review) complaints closed were completed within the 20 working day timescale. Performance in the year to date continues to exceed the 90% target with 41 out of 45 complaints received completed on time.
- 9.4 Of Members' enquiries cases closed in February 244 (86%) were handled within 10 working days, an improvement in performance but still short of the 90% target. Performance in the year to date is 84% with 2722 out of the 3240 cases closed dealt with inside the 10 day timescale.
- 9.5 Freedom of Information (Fol) performance in February increased to 86% exceeding the 70% target for the fifth time this year. 69% of Freedom of Information (Fol) requests have been actioned within the 20 day timescale in the year to February, just short of the 2006/07 target.
- 9.6 76% of Council wide telephone calls were answered within 15 seconds in February, just short of the 77% target.
- 9.7 Customer Services performance in February was similar to that of January. In February 35% of Call Centre calls were answered within 15 seconds, against a

70% target. The average queuing time was one minute 21 seconds. Customer Services are looking the whole issue of indicators and targets in line with the recommendations made in the Varney Review.

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 February 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 reduced to 7.62 days in February. Performance in the year to February at 9.31 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 72% of indicators are on target or close to the end of year target as at the end of February. For 24 of the 36 (67%) customer focus measures, performance targets are being met or close to being met. For financial health 25 of the 34 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 72% of indicators are achieving or close to achieving target. In addition 72.5% 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 February position, shows a forecast balanced position net of carry forward requests to date.
- 12.2 The aggregate revenue projected position in 2006/07 is as shown in the following table.

General Fund revenue	Approved Budget	Projected variation	Carry forward requests
	£m	£m	£m
Children and Young People	215.6	(0.3)	0
Asylum Seekers	0.3	0.9	0
Social Services	57.6	(0.1)	0.1
Housing	(3.2)	(0.2)	0.2
Environment	51.8	(0.4)	0.2
Finance	9.8	0	0
Chief Executive's	26.2	(1.0)	0.6
Non-service revenue	8.4	0	0
Total	366.5	(1.1)	1.1

- 12.3 As part of this month's budget monitoring exercise draft carry forward proposals for capital and revenue have been submitted by services. Final carry forward proposals will be reported as part of the outturn report to Executive on 19 June 2007 and these will need to be considered in light of the Council's overall financial 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 required. The lease agreement was delayed in being 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.
- 12.5 In relation to the HRA, the net current revenue projection is an overspend of £0.5m in line with the revised budget agreed by Council in February 2007.

13. Capital

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

Capital	Approved Budget	Spend to date	Projected variation gross of carry forward requests	Carry forward requests
	£m	£m	£m	£m
Children and Young People	50.5	42.1	0	0
Social Services	6.2	3.4	(0.4)	0.4
Housing – General Fund	3.2	2.0	0	0
Housing – HRA	18.2	13.1	0	0
Environment	17.5	10.1	(1.7)	1.7
Finance	3.9	3.4	(0.1)	0
Chief Executive's	12.9	6.6	(4.0)	1.3
Total	112.4	80.7	(6.2)	3.4

14. Financial administration

- 14.1 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.
- 14.2 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.

14.3 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.

14.4 Proposed virements are set out in the following table:

Period	Service	Key	Amount current year (£'000)	Full year Amount (£'000)	Description
11	Environment	Cap	291		Bus stop accessibility scheme to be funded from TFL income
11	Environment	Cap	(200)		Slippage on agreeing a land transfer agreement funded from grant
11	Environment	Cap	30		Schools programme – cycling links – Crowland School funded by National Cycling Network grant
11	Environment	Cap	16		Section 278 funding for works at junction of Queens Street and a new road called Academia Way.
11	Social Services	Rev*	330		Alternative capital funding source identified for the refurbishment of Social Services homes.
11	Social Services	Cap*	(760)		Re-phasing of E-Care project.
11	Social Services	Cap*	(1,000)		Re-phasing of Osborne Grove Older People's Services project.

15. Recommendations

15.1 To note the report.

15.2 To agree the virements set out in section 15.

16. Use of Appendices

Appendix i. February balanced scorecard and performance summary