



**Haringey** Council

Agenda item:

**Cabinet**

**On 22/01/2008**

Report Title: **The Council's Performance – November 2007**

Report of: **The Chief Executive and Chief Financial Officer**

Wards(s) affected: **All**

Report for: **Key Decision**

**Purpose**

- 1.1 To set out an exception report on the finance and performance monitoring for November 2007 using the balanced scorecard format and showing progress against achievement of council priorities.
- 1.2 To agree the virements set out in section 21.5 of the report.

**2. Introduction by Cabinet Member for Performance Management (Cllr George Meehan)**

- 2.1 Members of the Cabinet will be pleased to note that almost 90% of indicators are achieving or close to achieving target as at November '07, illustrating that we continue to make good progress against the council priorities. I am pleased to note the recovery in customer services performance, the improved rate of rent collection and the continued good performance in adult social care.

**Introduction by Cabinet Member for Resources (Cllr Charles Adje)**

- 3.1 This report provides Members with the financial position for the month of November and it is worth noting that the forecast net overspend for the month remains at £0.1m on revenue. Members are asked to note the financial implications analysis at paragraph 8. Members are also asked to note paragraphs 18.27 and 18.28 for the NSR financial update. I also draw attention to paragraph 19.3 onwards regarding the budget summary, and paragraphs 20 and 21 in terms of Capital and Financial Administration and asks that the virements proposed be approved.

**Recommendations**

- 4.1 To note the report and progress against council priorities as shown in the appendix.
- 4.2 To agree virements set out in section 21.5.

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#### **5. Head of Legal Services Comments**

There are no legal implications

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

6.1 Budget management papers

6.2 Service PI returns including unit cost data

#### **7. Strategic Implications**

7.1 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 2008. The report also gives an indication of the level and quality of services delivered on the ground.

#### **8. Financial Implications**

8.1 The overall revenue budget monitoring, based on the latest position, shows a forecast net overspend of £0.1m. There are a number of budget pressures relating to Asylum and Adult Social Care, which are partly offset by an earmarked reserve for asylum and additional treasury investment income. The additional one-off costs in respect of Alexandra Palace are included together with the approved budget changes to fund this.

8.2 The aggregate capital projected position in 2007/08 is currently projected to underspend by £6.8m. This mainly relates to £2.7m for the HRA, £1.1m in Urban Environment and £2.1m in Corporate Resources. These are mainly profiling issues that are explained later in the report.

8.3 The DSG element of the overall Children and Young People's Service budget is projected to underspend by £0.4m and this is in respect of the Network Family support budget that will be requested to be carried forward to meet the summer term 2008 commitments.

8.4 The HRA is on target.

## **9. Legal Implications**

9.1 There are no specific legal implications arising from this report.

## **10. Equalities Implications**

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

## **11. Consultation**

11.1 The scorecard includes a number of resident and staff satisfaction measures to show how well the Council is perceived. 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.

## **12. Background**

12.1 This is the regular finance and performance monitoring report for November 2007. It is based on the financial monitoring reports prepared for the budget management meetings held on 17 December for period 8 and the service submission of the basket of performance indicators that have been agreed for 2007/08.

12.2 Members have agreed the Council Plan and five priorities for Haringey. These are:

- Making Haringey one of London's greenest boroughs
- Creating a better Haringey: Cleaner, Greener and Safer
- Encouraging lifetime well-being
- Promoting independent living
- Delivering excellent services

12.3 This report focuses on monitoring and reviewing performance against those priorities and against key objectives as set out in our Council Plan. The indicators included have been categorised according to the priority under which they sit and progress is illustrated against indicators achieving, close to or failing to achieve agreed targets for 2007/08.

12.4 The reporting continues to be 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.

12.5 The report continues to include routine monitoring of unit costs so that performance and costs reflecting activity allow us to make judgements around whether we are delivering value for money services.

## **13. How the reporting works and interpreting the scorecard**

13.1 Performance data is shown in Appendix 1. Performance is reviewed against a representative basket of 109 indicators at least 58 of which are updated monthly. Where specific indicators do not lend themselves to monthly reporting, they will be

reported at the appropriate frequency. The scorecard illustrations in the summary are based on year to date traffic lights and reflect progress as at the month being reported i.e. this report is based on performance as at November '07. Where data is unavailable for particular indicators at a specific point in time e.g. survey data, these still feature in the scorecard illustrations with our assessment of progress as at that time. The latest available data and traffic light awarded is incorporated into the calculations and the numbers shown both on the balanced scorecard and in the graphs showing progress against council priorities.

- 13.2 Progress on indicators continues to be tracked on a monthly and year to date position against the 2007/08 target using a traffic light annotation where:
- green: = target achieved / performance better than planned
  - amber: = just below target (normally a 5% tolerance)
  - red: = target not achieved / below expectation
- 13.3 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.
- 13.4 This year's scorecard appendix also includes some graphs to illustrate monthly progress on some key indicators over time and against target.
- 13.5 The latest all England top quartile data (for 2006/07) also features in the scorecard along with an indication of our quartile position in 2006/07. This enables progress to 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.

## **14. Making Haringey One of London's Greenest Boroughs**

### ***Urban Environment***

- 14.1 New estimates published by the Department for Environment, Food and Rural Affairs (DEFRA) suggest that Haringey produced the 11<sup>th</sup> lowest CO2 emissions per head of population in the country in 2005. The data indicates that 5.2 tonnes of carbon dioxide were generated per capita in Haringey in 2005. 1.17 million tonnes of carbon dioxide was emitted in Haringey, of this, 305,000 tonnes was from commercial and industrial sources, 521,000 from domestic sources and 290,000 from road transport. The figures indicate that Haringey is the 4<sup>th</sup> best performing borough in London for carbon emissions per capita boosting our ambition to make Haringey one of the greenest boroughs in London.
- 14.2 Recycling and composting performance improved slightly in November at 23.75% short of our 25% target. Actual recycling tonnage for November remains high. This is particularly from the mixed recycling service with green waste including the tonnage of leaves collected for composting remaining high for this time of year. The service is making several key improvements including a new mixed recycling round in mid

November, the introduction of a recycling service for private estates by January '08 and by generally improving participation rates across all existing schemes.

- 14.3 The waste tonnage collected for November increased to an annual equivalent of 375kg of household waste collected per head, just short of the target. The residual tonnage in the year to date remains below the equivalent figures for 2006/07 and is top quartile performance. It is expected that the target of 370Kg per head will be met. Communications work around waste prevention is planned and should contribute towards reducing household waste arisings.
- 14.4 The financial position is on target within this priority.

## **15. Creating a Better Haringey, Cleaner, Greener and Safer**

### ***Urban Environment***

- 15.1 In November performance continues to reflect the progress that has been made to improve cleanliness with a further reduction to 19% of streets inspected with unacceptable levels of litter and detritus. Performance is currently exceeding the 29% target and results for the year to date suggest that the annual target will be met.
- 15.2 Performance for graffiti and fly posting declined in November both at 8% and above target levels. This was primarily due to high graffiti scores on two land use classes; highways and recreation land. This was despite targeted work undertaken in October to improve the scores on highways. If better scores are to be maintained, consideration will need to be given to more frequent targeted work. For fly posting the problems were on primary retail, secondary retail and main roads land use classes and there was virtually no other fly posting recorded. Further work will be required with Accord to remove fly posting more quickly and with enforcement action to deter fly posting if targets in this area are to be achieved.

### ***Safer Communities (PPPC)***

- 15.3 The number of British Crime Survey (BCS) comparator crimes reported in November decreased slightly to 1,524. When projected up this performance remains short of our challenging target of 17,211 (1,395 fewer offences than in 2006/07) for 2007/08. The performance in the period April to November with 12,296 crimes committed is a 0.4% decrease on the same period in 2006. If current performance continues the 7.5% reduction target will not be achieved.
- 15.4 Four of the BCS comparator crimes decreased compared to the previous period, and six crime types increased. There has been a significant fall in personal robbery (20%), theft of motor vehicle (12.5%) and wounding (10.1%) but notable increases have been seen in criminal damage (11.4%) and burglary (8.5%). There was a large increase in motor vehicle interference (42.3%), although this relates to less than 1% of all BCS offences. An action plan is in place with a number of initiatives to address areas where the volume of crime is showing an increase.

15.5 No data for the number of people killed or seriously injured in Haringey has been received from Transport for London since March '07. This is apparently due to the Police experiencing IT problems which has resulted in the delay.

15.6 The financial position is on target within this priority.

## **16. Encouraging Life Time Well-being**

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

16.1 A mid- year performance update report on Haringey's Children and Young People's Plan, *Changing Lives* shows good progress being made with only two of the key indicators with red status. These are:

- the number of children on the Child Protection Register which although reducing was at 193 in October (43.5 per 10,000 children) above the 149 target (30 per 10,000 children)
- the percentage of young people with closed disposal episodes who are in education, employment or training at 69.1% (April to September) against a 73.6% target.

16.2 Under the Enjoy and Achieve outcome we can report that there has been a marked improvement in the number of children looked after achieving 5 or more GCSE's at grades A\*-C, with 27.5% achieving this level in 2007 compared to 21% in 2006 and the 2006 statistical neighbour average of 18%. There has also been an increase in those leaving care with 1+ GCSE at A\*-G (currently 44%) although this is a cumulative indicator and figures should be interpreted with caution throughout the year.

16.3 There remain some areas for continued focus as highlighted in the Changing Lives performance monitoring document. Two of these areas are the percentage of looked after children who missed 25 days schooling and the percentage with final warnings and convictions. There has been improvement in the percentage of children in care who missed school in the year, 16% missed 25 or more days of education for any reason in the year. This has decreased from the 2006 position of 19% although remains higher than the 2006 average of 13% across London and our statistical neighbour average of 14%. The number of children looked after with a final warning, caution or conviction in the year has increased in 2007 and is higher than our statistical neighbours. The stability of placements indicators show that children who have had 3 or more placements in the last year increased to 16% against 12% target and those in the same placement for at least two years are currently below target.

16.4 The number of Haringey's young people not in education, employment or training (NEETs) has been higher than comparator boroughs for some time. However there has been a marked reduction in the last two months in the adjusted percentage of NEETs {October '07 10.8% and November '07 10.4% (provisional)}. For the same months the previous year the figures were October 2006 15.9% and in November 2006 12.3%. The 'unknown' figure for November is 12.4% which is higher than usual

and when the status of these young people is known this could increase the November NEET figure. The data should therefore be viewed with a degree of caution as we need to see if this trend can be continued over time and to get the final outturn for November. The final 2007 percentage will be based on an average of November, December and January. The stretch target for 2009 is an average NEET of 10.4%.

### ***Adult, Community and Culture***

- 16.5 The projected performance based on 825,495 visits to our leisure centres in the year to November puts us on track to achieve our 1.18million visits target for 2007/08. The cost per visit to a leisure centre at £1.78 in November remains below our £2.09 target for 2007/08.
- 16.6 As previously reported the commissioning budget for adult social care is currently projected to overspend by £1m. There are significant pressures from the numbers of people with disabilities that are known to Adult services and may need to be supported by the council in this and future financial years. The directorate is taking steps to reduce expenditure outside of its care budgets to find some of these pressures and reduce the overspend as well as taking action to ensure high cost care packages are reviewed to reduce costs where ever possible.
- 16.7 The capital programme is projected to spend £0.4m below budget and is mainly in respect of the Lordship Recreation Ground (£0.3m) where work has been deferred until a bid for Heritage Lottery Funding is agreed to enable all the required work to be undertaken. It is anticipated that the work will be carried out next year. The funding will therefore need to be carried forward to next year.

## **17. Promoting Independent Living**

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

- 17.1 In November 3 of the 6 (50%) looked after young people who turned 19 were in employment, education or training. Although good performance has been sustained in this area with looked after young people in employment, education or training (BV161/ PAF A4) and care leavers achieving at a level in line with the local population of 19 year olds, performance in the year to November '07 stands at 64.7%. Although this is below the 72% target for 2007/08 it remains above the average for our statistical neighbours and England
- 17.2 21 children have been adopted or granted special guardianship in the year to November (6.6%) against a target of 24 (7%) by the end of March '07. Performance on this indicator is cumulative but current performance suggests that the 2007/08 target will be met. (BV163/ PAF C23)
- 17.3 The Children and Young People's budget (excluding Asylum and DSG) has up to £300k of projected pressures relating to the commissioning budget (Looked After Children) that the service are working to manage.
- 17.4 The Play Service is encountering some budget pressure. A detailed exercise is being carried out and a centre by centre review has been completed. A separate

report is being drafted regarding the future of the service. The service is working hard to contain this overspend within its approved cash limit.

- 17.5 Asylum position relating to children is projected to balance taking account of the one off virement from contingency. Actions are being taken to reduce ongoing costs. The back dated claim issues are almost all resolved and this is a positive outcome for the Council.
- 17.6 The Children's capital budget is projected to underspend by £0.5m.
- 17.7 Following a fundamental review of cost plans, the overall estimated project costs of the Coleridge and Tetherdown expansions up to 2010/11, that are part of the Primary Capital programme, have increased by £920k for Tetherdown, and £1.037m for Coleridge. This is partly offset by lower costs on Children Centres Phase II of £122k, giving a net increase of £1.835m. This net increase of £1.835m is dealt with in the concurrent report on financial planning on this agenda and considered as part of the three year capital programme.

### ***Adult, Community and Culture***

- 17.8 As at November we have helped 103 older people per 1,000 population to live at home exceeding our target of 101. Performance is within the top PAF banding. (BV54/ PAF C32)
- 17.9 100% of items of equipment and adaptation were delivered within 7 working days in November continuing the excellent performance and bringing the position in the year to date to 97% exceeding our 90% target on this key threshold indicator.
- 17.10 The number of adults and older people per 100,000 population that received a direct payment increased to 148.5 in November above the profiled target and now much closer to the end of year target of 150. This improvement is due to an additional 10 clients since last month being counted towards this indicator.
- 17.11 Excellent performance has been maintained on waiting times for assessment. This indicator is the average of new older clients receiving an assessment where time from initial contact to first contact with the client is less than or equal to 48 hours (part a) and the percentage where time from first contact to completion of assessment is less than or equal to 4 weeks (part b). The average of the two is 96.2% and remains within the top banding continuing to exceed our 90% target. (BV195/PAFD55)
- 17.12 Asylum that relates to the Adults, Community and Culture budget is projected to balance taking account of the one off increase in the cash limit as previously agreed.
- 17.13 There are currently 132 clients that have no recourse to public funds who are supported by the authority. Following a planned review of clients' eligibility for services, the Asylum team will look to move clients out of the service. The Council has been meeting with officers from the Border and Immigration Agency in order to progress the Home Office processes to resolve these asylum cases.



## **Benefits**

17.14 The average number of days to process a benefit claim reduced to 36 days for the month of November from 44 days in October. Year to date performance is now 36 days and closer to the target of 32 days. The backlog of new claims built up following migration to a new document management system in June are in the process of being cleared, however performance figures may dip slightly in January and February as claims assessed from the backlog are counted in this PI.

## **Housing Strategy (Urban Environment)**

17.15 Although the average length of stay in hostels was 64 weeks in November the position in the year to November is 59 weeks just inside our target of 60 weeks. The count for this indicator measures the time that homeless households with children have spent in shared hostel accommodation. Households are only counted at the point that they are provided with a settled home and leave temporary accommodation. Of the thousands of households with children who are currently living in temporary accommodation, only 27 have previously spent some time in shared hostels, so will count towards this indicator when they are eventually provided with settled accommodation. Although performance on this indicator is now within the target level and remains in the lower quartile nationally, the Council works hard to minimise its use of shared hostels for families with children and, where this cannot be avoided, ensures that families are moved to more suitable temporary accommodation as soon as practicable. This ensures that households with children spend as short a time as possible in shared hostel accommodation.

17.16 The number of homeless households living in temporary accommodation is higher than projected under the Council's temporary accommodation reduction plan. Although the budget was based on the assumption that the number of households would reduce from 5,861 to 4,824 during the year 2007/08, it has proved difficult to reduce the number of households in temporary accommodation and the actual figure at period 8 was 5,443, compared to a profiled position of 5,119. £0.315m has been formally vired to the Housing non-ring fenced budget to meet the extra costs of preparing for the inspection and improving services. The new Assistant Director for Strategic Housing, appointed in October, has put in place an action plan to meet the governments temporary accommodation target of 2,600 by March 2010.

## **18. Delivering Excellent Services**

### ***People and Organisational Development (POD)***

18.1 The average number of working days lost to sickness per full time equivalent employee increased to 10.16 days in November. Performance in the year to November at 9.40 days remains above our 8.8 day target. Sickness levels are

highest in Urban Environment with an annual equivalent of 13.5 days and Adult, Culture and Community Services at 10.98 days although levels are reducing in both these areas. Although our 06/07 performance is in the second best quartile this remains an area that needs to be closely monitored if we are to achieve our 8.8 day target for 07/08.

### ***Policy, Performance, Partnerships and Communication (PPPC)***

- 18.2 Performance on complaints handling in timescale remains above target. In the year to November 1,135 of the 1,275 (89%) complaints closed at stage 1 (local resolution) were responded to within the 10 working day timescale against an 80% target. For the more complex service investigation (stage 2), of the 120 cases received in the year to November, 96 were resolved within the 25 working day timescale and performance at 80% is at the target level set for 2007/08.
- 18.3 35 of the 40 (88%) stage 3 (independent review) complaints closed in the year to November were completed within the 20 working day timescale, short of the 95% target. However this amounts to just 3 cases short of the target.
- 18.4 Of the 2,147 Members' enquiries cases closed in the year to November, 91% were handled within 10 working days, exceeding the 90% target although performance in the last few months fell below target, 87% in November against 90% target. This is mainly due to Urban Environment whose performance dipped in recent months but following a re-categorisation of cases their performance has improved to 83% in November. There has been a management decision taken to improve the quality of responses from Strategic & Community Housing and action taken to achieve this will have been fully implemented by Christmas, so the business unit's performance should meet the target from January as will the Urban Environment directorate.
- 18.5 The PPP&C budget is projected to underspend by £91k which largely relates to savings on staffing costs due to vacant posts.

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

- 18.6 Performance on handling Children's Act Complaints at stage one was 100% in November (2 cases) with 27 out of the 33 cases received in the year so far dealt with inside the 10 day timescale. This brings performance in the year to date to 82% exceeding the 80% target.

### ***Adult, Culture and Community Services***

- 18.7 The cost per visit to our libraries at £2.60 is just above our local target of £2.50. Library closures in Hornsey and Stroud Green and heating issues in Stroud Green have impacted and it is unlikely that our 07/08 target will be achieved. However we are still performing favourably against our surrounding boroughs.

## **Corporate Resources**

- 18.8 On telephone answering our council wide performance of 81.6% of calls answered within 15 seconds in November continues to exceed our 80% target although the year to date position at 78.8% is just below the target.
- 18.9 Call centre performance improved in November and exceeded target for the first time this year with 76% of calls to the call centre answered within 30 seconds. The actions put in place by Customer Services as part of their rapid improvement plan have impacted on the performance in this area. The position in the year to November at 54% remains short of the annual 70% target.
- 18.10 The percentage of customers seen within 15 minutes in our Customer Service Centres improved to 75% in November, exceeding target for the fourth time this year. The year to date position of 69% remains a significant improvement on the corresponding period last year and is just short of the 70% target.
- 18.11 90.7% of invoices were paid in 30 days in November bringing the position in the year so far to 90.9% remaining short of the 92% target.
- 18.12 93.66% of council tax was collected in the year to November '07. Performance is only just short of our target of 93.85% for 2007/08 and the target is expected to be achieved for the year.
- 18.13 The overall sundry debt stands at £13.4m (lowest month end balance), down £5m compared to last month. However aged debt (211 day debt) has increased to £6.27m in November against a monthly profiled target of £4.89m. The decline, as anticipated, is due to £1.3m of leaseholder debt raised at the start of the year has fallen this month into the post 211 day debt category - the management of this debt is with Homes for Haringey. It is predicted that the majority of this debt will be collected before the end of 2007/08 and this represents a £900k improvement on P9 2006/07.
- 18.14 Corporate Resources is projected to overspend by £0.3m and this is in respect of a shortfall in Legal land charges income as the number of searches is lower than anticipated in the current volatile market conditions. Local land charges search numbers are now down by 27% per cent when compared to 2006/07. The reduced numbers appear to be due to the effect of home information packs (HIPs) and uncertainty caused by delays to their introduction. The inclusion of all houses from December 2007 may cause the situation to worsen in the coming months.
- 18.15 As previously reported there are a number of other budget pressures being managed. The worst case position is slightly over £0.5m in respect of Property Services largely due to higher electricity charges for River Park House (£0.1m) and the impact of high vacancy/voids at Technopark (£0.3m) which will continue to challenge achievement of the income target. There is a management plan in place to reduce this deficit which includes a drive for new tenants although it is unlikely to produce results early enough to allow budgeted income to be fully achieved this year. A detailed review of budgets across the service have identified areas where contributing savings could be made to bring spend down.

- 18.16 The full £0.5m savings target through improved procurement is this year delayed, however other savings will be identified to balance the budget overall. Plans and projects are in place to meet the full £2m base budget saving.
- 18.17 As highlighted last period there will be under spends on revenue budgets within IT this financial year currently forecasted to be circa £300k. The drivers are outstanding recruitment following the Insource project coupled with the need to forward plan to deliver proposed savings for 2008/09.
- 18.18 The Directorate is projecting a £2.1m underspend on capital, £0.8m is in Property Services and is largely due to delays in agreeing dilapidation settlements, underspends on the Alexandra House refurbishment and delays in the Tottenham Hall relocation. The remaining sum is due to delays in scoping and agreeing the projects within the IT capital programme and this will inevitably result in slippage of spend of approximately £1.3m this financial year.

### ***Urban Environment***

- 18.19 The net cost of service per parking ticket issued (surplus) at £14.00 in November met the target and although the monthly rate of achievement is subject to variation it is anticipated that the 2007/08 target will be met.
- 18.20 Capital is currently projected to spend £1.1m below budget. This comprises slippage of £1.2m for the mortuary and projected overspend of £0.1m on two projects within the Tottenham High Road strategy programme as detailed below.
- 18.21 The timescales for the completion of the mortuary project are projected to slip into next financial year. The contractor was meant to be on site from early December but cannot now make it until end of January 08. Completion timescale has moved from August to October 08. This will need to be reported to GoL/CLG for their approval. The GAF funding of £1.5m has to be spent this financial year and plans are being evaluated to ensure that this is achieved. Slippage of £1.2m against the total project budget is projected and will need to be rolled forward to next year. The AMP process has now been concluded and has resulted in increased costs above the original tender of £420k. An extensive review of the project specification has been undertaken to bring this figure down to within the budget. This has resulted in some items being omitted from the specification to achieve savings and using £139k from the main contract contingency to bring the overall cost down to within budget. This means that more or less all of the contingency is now used and there is no contingency cover for any other unforeseen items of expenditure which may arise. This increases the risk of eventual costs exceeding the budget.
- 18.22 Tottenham High Rd – A total overspend of £146k is projected for the Rangemoor (£136k) and Stoneleigh Rd (£10k) projects. Rangemoor overspend is due to additional structural works required but not envisaged in the original costings. The extent of the additional works is currently being disputed with the contractor. Any final

overspend will be met from savings identified within the Economic Regeneration revenue budget.

18.23 The NDC capital budget for 2007/08 is £4.396m. There is currently an underspend against the profiled budget amounting to £0.2m. Spend has picked up during the last couple of months and is expected to accelerate during the last quarter of the year.

### ***Homes for Haringey***

18.24 97.24% of rent due was collected in the year to November '07, close to but still short of our 97.5% target, and the percentage of tenants with more than seven weeks rent arrears was 15.63% in November, remaining short of our 10% target for 2007/08.

18.25 A detailed action plan has been developed by Homes for Haringey to improve rent collection rates and reduce rent arrears through timely intervention, improved case management and the effective targeting of resources. This action plan was discussed at Homes for Haringey's monthly monitoring meeting with the Council in November 2007, and its implementation will be monitored at subsequent meetings of that group to ensure that it is having a positive impact on rent collection rates and rent arrears.

18.26 It is hoped that these actions, and the effective serving of Notices of Seeking Possession (NOSPs), will result in a further increase in the collection rate and a decrease in the corresponding arrears.

### **Non Service Revenue (NSR)**

18.27 The NSR budget is projected to underspend by a net £1.1m which is mainly the over-achievement of income on the treasury investment income budget at £1m as reported last month. This is based upon improved cash flow, some debt restructuring and interest rates remaining at a relatively high level, although indications are that there will be a further downturn in rates in the future.

18.28 Cabinet received an urgent and confidential report on 18 December 2007 to consider the granting of additional financial assistance in respect of Alexandra Palace. These additional costs have arisen because of the protracted position on the lease transfer and also the continuation of the short term trading licence for Firoka. Cabinet agreed to provide one-off support of £2m with some conditions attached. It was agreed that this would be funded partially from a saving of £0.8m in the pension deficit provision in respect of APTL staff and the rest from general balances. This additional budget provision is reflected in the now approved budget.

## **19. Performance Summary**

19.1 Good progress is being made across all the priorities with 89% of indicators achieving green or amber status as at November '07. We continue to make good progress on promoting independent living (93%, 14 indicators green or amber),

encouraging lifetime well-being (100% or 14 indicators green or amber) and delivering excellent services 90% or 47 indicators green or amber).

- 19.2 In summary the balanced scorecard shows that for service delivery 89% of indicators are on target or close to the end of year target as at November '07. For 13 of the 15 (87%) customer focus measures, performance targets are being met or close to being met. For financial health 26 of the 28 traffic lighted measures achieved green or amber status, meaning for 93% of traffic lighted indicators performance levels are achieving target or being maintained at an acceptable level. Our organisational development /capacity indicators show that for 6 of the 8 (75%) measures, performance is meeting or close to expectation. In addition 83% of indicators have maintained or improved performance since the end of last year.

### Summary - Budget Monitoring

- 19.3 Overall revenue budget monitoring, based on the November position, shows a forecast net overspend of £0.1m. The main budget pressure relates to Adult Social Care, and this is partly offset by additional treasury investment income. An underlying budget pressure exists for asylum and we are looking to resolve this as part of next years budget process. The additional one-off costs in respect of Alexandra Palace as approved by Cabinet in December are included together with the approved budget changes to fund this.
- 19.4 The aggregate revenue projected position in 2007/08 is shown in the following table.

General Fund revenue	Approved Budget	Projected variation
	£m	£m
Children and Young People - Asylum	228.4	0 0
Adults, Culture & Community - Asylum	73.6	1.0 0
Corporate Resources	9.5	0.3
Urban Environment	44.8	0
Policy, Performance, Partnerships & Communications	8.2	(0.1)
People, Organisation & Development	0.1	0
Chief Executive	0.6	0
Non-service revenue	19.4	(1.1)
<b>Total</b>	<b>384.6</b>	<b>0.1</b>
HRA	0	(0.05)

- 19.5 As previously mentioned the DSG element of the overall Children and Young People's Service budget is projected to underspend by £0.4m and this is in respect of the Network Family support budget that will be requested to be carried forward to meet the summer term 2008 commitments.

19.6 In relation to the HRA, the net current revenue projection is a small surplus of £50k against the approved budget.

## 20. Capital

20.1 The aggregate capital projected position in 2007/08 is as shown in the following table.

Capital	Approved Budget	Spend to date	Projected variation
	£m	£m	£m
Children & Young People	40.4	16.9	(0.5)
Adults, Culture & Community	7.6	2.2	(0.4)
Corporate Resources	9.1	4.6	(2.1)
Urban Environment – General Fund	33.3	8.2	(1.1)
Urban Environment - HRA	19.8	9.4	(2.7)
Policy, Performance, Partnerships & Communications	0.3	0.1	0
<b>Total</b>	<b>110.5</b>	<b>41.4</b>	<b>(6.8)</b>

20.2 The latest forecast position for the HRA Capital outturn is a net under spend of £2.7m against the currently approved budget. This is mainly due to slippage in the external decorations programme of £2.2m due to delays in the procurement process which would have resulted in works having to be undertaken during the winter months. The works are now scheduled for early in next financial year. In addition go ahead of the Saltram Close scheme of £1m is dependant on the sale of the playground site which has been agreed, subject to planning, and is currently progressing through to contract exchange. There is also over programming of £0.6m within the budget still to be managed out giving a net underspend of £2.7m. The aids and adaptations budget is under severe pressure and is likely to overspend against the current budget due to additional demand and the need to clear the backlog of cases. A virement of £360k is proposed to the aids and adaptations budget from the underspends on the external decorations programme to alleviate the budget pressure.

## 21. Financial administration

21.1 Financial regulations require proposed budget changes to be approved by Cabinet. 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.

21.2 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.

21.3 Key decisions are highlighted by an asterisk in the table.

21.4 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 are 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.

21.5 Proposed virements are set out in the following table:

Period	Service	Key	Amount current year (£'000)	Full year Amount (£'000)	Description
8	UE	Cap	10		TFL funding for Cycling LCN+
8	UE	Cap	50		TFL funding for Parkland Walk
8	UE	Cap	150		TFL funding for Parkland Walk cycling
8	UE	Cap	80		TFL funding for school travel plans
8	UE	Cap	60		TFL funding for Bus stop accessibility
8	UE	Rev*	548		Grant funding from LDA, NLSA, GAF and LSC
8	UE(HRA)	Cap*	360		Transfer of resources to aids & adaptations budget.
8	UE(HRA)	Cap*	(360)		Transfer of resources from the external decorations programme.
8	C&YP	Cap*	367		General Sure Start Grant notification of allocation dated 1st Nov 2007
8	UE	Cap	166		Tottenham High Road Strategy team budget adjustment to bring budget in line with 2007/08 claims

## 22. Use of Appendices

Appendix i. November balanced scorecard and performance summary