

Part 1 Performance Health check

1 Performance Management Framework

The PDR process commenced with the Chief Executive undertaking those of Corporate Management Team. Consequently, the cascade through the authority has now begun but not many completed personal development reviews have been received by Organisational Development. This has resulted in a delay in the creation of the training plan.

All other items are on track.

2. Corporate Consultation update

Citizens Panel

The next citizen's panel survey will be January 2012.

Tamworth Listens

A town centre event took place in August when residents and business could come and discuss issues with Cabinet members. A graffiti wall was available for residents to comment on what would make Tamworth a better place to live.

'Speed date your services' event was held for residents to put questions to Cabinet members, council officers and other public sector representatives. Comment cards were available so residents could tell us what would make Tamworth a better place to live.

Place Survey

An online Place Survey has been developed to provide data to measure performance indicators. The survey will be promoted throughout the year and results analysed quarterly.

Budget Consultation

As part of the annual process to review the council tax and charges strategy for the development of the Council's budget, focus groups were held with residents and tenants. Surveys were also available for businesses, residents and the voluntary and community sector.

Links

An online survey was made available seeking views on how the links between Tamworth town centre and Ventura Park can be improved. The consultation tested public opinion towards these linked journeys, particularly around current perceptions and behaviours associated with travelling to the town centre, Ventura Retail Park and between the two sites. Further research was then undertaken by M.E.L.

2011 Review of polling districts and polling places

This consultation collected local peoples' opinions and views about the existing locations, their uses and ideas about where to station ballot boxes in the future.

Upcoming consultations:

Consultation is due take place on the following items; dog control orders, the town centre supplementary planning document and "Talkback Tamworth".

3. Corporate Communications update

During this period 115 press releases were issued, resulting in 432 pieces of press coverage.

Media highlights included a live housing blog, the BBC news website featuring pieces on both the Staffordshire Hoard in Tamworth and the Castle's education award. The BBC also showed its programme about the Staffordshire Hoard which heavily featured Tamworth Castle throughout.

A number of videos were uploaded during the Saxon festival, the opening of the Hoard and also from the Ultrasound Music Festival. This saw a huge spike in people watching our videos with 9,500 views in this period, usually we would expect to see 1500 – 2000 views over a similar period.

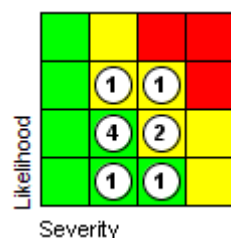
In addition, there were 2,609 blog views. A lot of these views were of the Saxon Festival, the BBC Hoard programme and the music festival. Budget consultation was also undertaken via the blog and website.

The Tamworth Borough Council website remains ranked second in Google searches for Tamworth, averaging around 19,000 unique users a month.

4. Corporate Risks

The Corporate Risk Register has been completely reviewed and updated. There are currently ten risks on the Corporate Risk register, none of which are high risks.

The "heat map" below indicates the current position of their risk status.

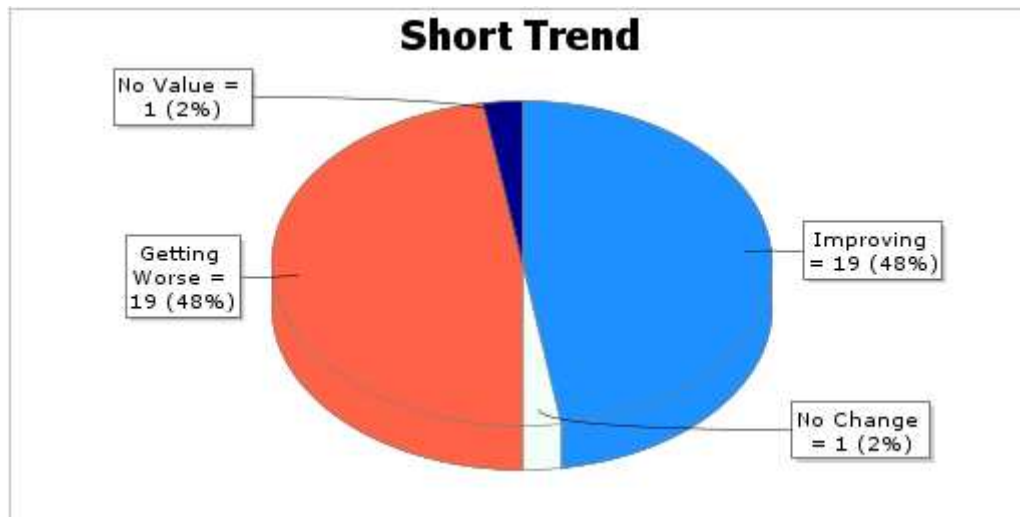


5. Corporate Plan Scorecard of Performance Indicators

The pie charts below show the numbers of performance indicators and whether they are improving, declining or have stayed the same. Those indicators where no historical data is yet available are shown as no value. More detail on the individual indicators that make up this analysis can be found at pages 6 to 18.

To Aspire and Prosper in Tamworth –

To create and sustain a thriving local economy and make Tamworth a more aspirational and competitive place to do business



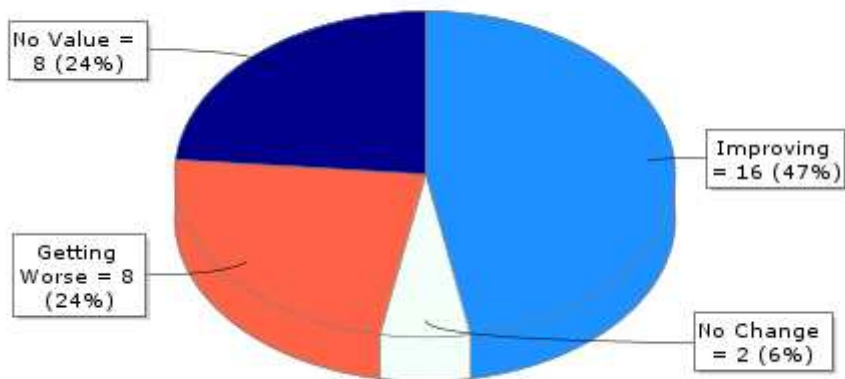
Positive activities in this priority area have been;

- The Think Local 4 Business show was held for the 8th consecutive year,
- The Tamworth & Lichfield Waste & Recycling Team won the local authority team of the year at the National Recycling Awards,
- Tamworth won gold in the Heart of England in bloom competition,
- The Castle Grounds staged the Midlands Music Festival,
- The Staffordshire Hoard was displayed at Tamworth Castle,
- The Heritage Lottery Fund awarded a grant of £875k to Tamworth Castle for a conservation & education programme,
- Tamworth Castle won a Sandford Award for a second time for its education workshops for children,
- New John Lewis at Home and B&Q stores set to open,
- An increase in market traders following the transfer to a new market operator,
- The Gateway project – a landscape architect is in the process of being recruited to prepare schemes for the improvement of two key linkages to the town centre,
- 17,000 people attended the Saxon Summer festival

To be healthier and safer in Tamworth -

To create a safe environment in which local people can reach their full potential and live longer, healthier lives

Short Trend

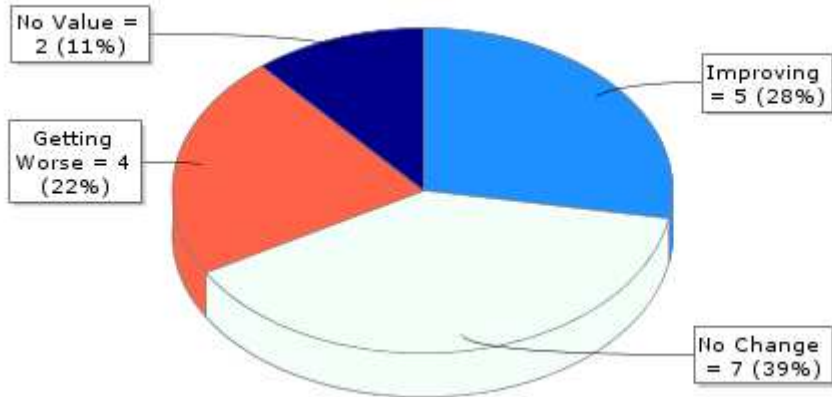


Positive activities in this priority area have been;

- A crime prevention day held in Ankerside,
- Four Community Together days held in Glascote, Kettlebrook, Stonydelph & Amington,
- Continuation of the programme of estate walkabouts,
- The installation of outdoor gyms at Dosthill & Wigginton Parks,
- Extension of the HEAT scheme enabling residents to benefit from improvements to insulation (1,000 households have benefited from the scheme to date),
- In conjunction with the Primary Care Trust, Phase Four Cardiac support has now been established at the Castle grounds gym and the opening hours of general referrals has been extended to cope with demand,
- The Housing & Health Strategy was approved by Cabinet and will now be launched with partners,
- Achieved accreditation against the Centre Sheltered Housing Studies quality assessment framework.

Approachable, Accountable and Visible

Short Trend



Positive activities in this priority area have been;

- Budget consultation,
- Tamworth Listens culminating in the State of Tamworth debate,
- Achievement of an unqualified external audit opinion and a positive value for money conclusion,
- Work on the Support Services review continued.

Key to symbols









Pages 7 to 19 contain more detail on the performance indicators used in this analysis. The key to the symbols used is shown below.

Performance improving or declining	
	Improving
	No Change
	Declining





Performance against target	
	Not at target
	Close to target
	At/exceeding target
	Unknown
	Data Only

**To Aspire and Prosper in Tamworth:
To create and sustain a thriving local economy and make Tamworth a more aspirational and competitive place to do business**









1a. Raise the aspiration and attainment levels of young people

Performance Indicator	Last Update	Current Value	Frequency of collection	Performance improving or declining		Performance against target (where target is known)
Achievement of 5 or more A*- C grades at GCSE or equivalent including English and Maths	2010/11	43.1%	Years	↓	Declining	
Achievement of a Level 3 qualification by the age of 19	2009/10	47.7%	Years	↑	Improving	
Key stage 2 - Percentage of pupils attaining English & Maths level 4 & above	2010/11	80%	Years	↑	Improving	
Percentage of 18 -24 year olds in receipt of Job Seekers Allowance	September 2011	9%	Months	↓	Declining	
16 to 18 year olds who are not in education, employment or training (NEET) - Belgrave	August 2011	13.9%	Months	↓	Declining	
16 to 18 year olds who are not in education, employment or training (NEET) - Glascote	August 2011	17.3%	Months	↓	Declining	
16 to 18 year olds who are not in education, employment or training (NEET) - Amington	August 2011	10.8%	Months	↓	Declining	
16 to 18 year olds who are not in education, employment or training (NEET) - Spital	August 2011	12.6%	Months	↓	Declining	





1b. Create opportunities for business growth through developing and using skills and talent

Performance Indicator	Last Update	Current Value	Frequency of collection	Performance improving or declining		Performance against target (where target is known)
Percentage of working age population with NVQ2+	2010/11	62.2%	Years	↑	Improving	
Percentage of working age population with no qualifications	2010/11	16%	Years	↑	Improving	
Percentage of working age population with NVQ3+	2010/11	37%	Years	↑	Improving	
Percentage of working age population with NVQ4+	2010/11	17.2%	Years	↑	Improving	




1c. Promote private sector growth and create quality employment locally

Performance Indicator	Last Update	Current Value	Frequency of collection	Performance improving or declining		Performance against target (where target is known)
New business registration rate per 10,000 resident population aged 16 and above (Tamworth)	2009/10	31.7	Years		Declining	
Percentage of working age population claiming Job Seekers Allowance	Q2 2011/12	3.5%	Quarters		Declining	
Overall Employment rate (working-age) (Tamworth)	Q4 2010/11	56.0%	Quarters		Declining	
Worklessness level	2010/11	14.5%	Years		TBA	

1d. Brand and market “Tamworth” as a great place to “live life to the full”

Performance Indicator	Last Update	Current Value	Frequency of collection	Performance improving or declining		Performance against target (where target is known)
Overall/general satisfaction with local area (Tamworth)	2010/11	70%	Years	↓	Declining	
The footfall for Town Centre	H1 2011/12	5,940	Half Years	↑	Improving	
The occupancy levels of Town Centre retail outlets	Q2 2011/12	92%	Quarters	↓	Declining	
Occupancy of Market Stalls	March 2011	82%	Months	↑	Improving	





1e. Create the physical and technological infrastructure necessary to support the achievement of this primary outcome

Performance Indicator	Last Update	Current Value	Frequency of collection	Performance improving or declining		Performance against target (where target is known)
Satisfaction with cleanliness of streets	2010/11	44%	Years	↑	Improving	
Net additional homes provided (Tamworth)	Q1 2011/12	28	Quarters	↓	Declining	
Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti (Tamworth)	2010/11	5%	Years	↑	Improving	







Performance Indicator	Last Update	Current Value	Frequency of collection	Performance improving or declining		Performance against target (where target is known)
Percentage of residents satisfied with the authorities parks and open spaces	2010/11	64%	Years	↑	Improving	⚠
Processing of planning applications: Major applications (Tamworth)	Q2 2011/12	60.00%	Quarters	↓	Declining	✅
Processing of planning applications: Minor applications (Tamworth)	Q2 2011/12	78.57%	Quarters	↓	Declining	✅
Processing of planning applications: Other applications (Tamworth)	Q2 2011/12	91.66%	Quarters	↓	Declining	✅
Satisfaction of business with local authority regulation services (Tamworth)	2010/11	84%	Years	↑	Improving	✅
Percentage of household waste sent for reuse, recycling and composting (Tamworth)	Q1 2011/12	53.54%	Quarters	↑	Improving	✅
Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter (Tamworth)	2010/11	5%	Years	↑	Improving	✅
Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus (Tamworth)	2010/11	9%	Years	↑	Improving	✅
Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	2010/11	1%	Years	↓	Declining	✅
Increase in the number of local sites where active conservation management has been or is being implemented from 5 in 2009/10 to 8 by 2013	2010/11	7	Years	↑	Improving	✅
Satisfaction with household waste collection	2010/11	74%	Years	↑	Improving	📊
The number of prosecutions for flytipping in the month	September 2011	0	Months	▬	No Change	📊

To be healthier and safer in Tamworth Borough Council
To create a safe environment in which local people can reach their full potential and live longer, healthier lives






2a. Address the causes of poor health in children and young people

Performance Indicator	Last Update	Current Value	Frequency of collection	Performance improving or declining		Performance against target (where target is known)
Proportion of children in poverty	2009/10	17.6%	Years	↑	Improving	
Infant Mortality per 1,000	2008/09	7.13	Years	↓	Declining	
Childhood Obesity Rates (yr6)	2009/10	16.3%	Years	↓	Declining	
Physically active children	2009/10	61.2%	Years	↑	Improving	













2b. Improve the health and well being of older people by supporting them to live active, independent lives

Performance Indicator	Last Update	Current Value	Frequency of collection	Performance improving or declining		Performance against target (where target is known)
Adult participation in sport and active recreation (Tamworth)	2009/10	16.6%	Years	↓	Declining	
Male life expectancy	2008/09	78.6	Years	↑	Improving	
Female life expectancy	2008/09	82.1	Years	↑	Improving	
Premature mortality rate per 100,000 population aged under 75	2007/08	299	Years	?	TBA	
Obese - adults	2007/08	30.7%	Years	↑	Improving	
The percentage of physically active adults	2009/10	9.7%	Years	↑	Improving	







2c. Reduce the harm and wider consequences of alcohol abuse on individuals, families and society

Performance Indicator	Last Update	Current Value	Frequency of collection	Performance improving or declining		Performance against target (where target is known)
Increasing and higher risk drinking	2008/09	27.7%	Years	↓	Declining	
Estimated problem drug users	2008/09	409	Years	?	TBA	
Percentage of Adults Smoking	2008/09	25.9%	Years	↓	Declining	
Alcohol attributable mortality per 100,000 population - Males	2009/10	45	Years	↓	Declining	
Alcohol attributable mortality per 100,000 population - Females	2009/10	12	Years	↑	Improving	

2d. Implement 'Total Place' solutions to tackling crime and ASB in designated localities

Performance Indicator	Last Update	Current Value	Frequency of collection	Performance improving or declining		Performance against target (where target is known)
Percentage of people who feel that the council and police are dealing with local concerns about anti-social behaviour and crime issues	2010/11	46%	Years		Improving	
Incidents of Anti-Social Behaviour	September 2011	1,355	Months		Declining	
Perceptions of anti-social behaviour (Tamworth)	2010/11	31%	Years		Declining	
Percentage of people feeling safe after dark (on line place survey)	2010/11	53%	Years		TBA	
Percentage of people feeling safe during the day (on line place survey)	2010/11	89%	Years		TBA	
Percentage of people who felt fearful of being a victim of crime in the last 12 months	H1 2011/12	8%	Half Years		No Change	





























2e. Develop innovative early interventions to tackle youth crime and ASB









Performance Indicator	Last Update	Current Value	Frequency of collection	Performance improving or declining		Performance against target (where target is known)
First time entrants to the Youth Justice System aged 10-17	Q2 2010/11	13	Quarters		Improving	
Percentage of arrests of people aged between 10 and 17 years old	2009/10	20%	Years		TBA	
Young offenders receiving a community resolution order	2009/10	41	Years		TBA	

2f. Create an integrated approach to protecting those most vulnerable in our local communities

Performance Indicator	Last Update	Current Value	Frequency of collection	Performance improving or declining		Performance against target (where target is known)
% non-decent council homes (Tamworth)	2010/11	.0%	Years	▬	No Change	✔
Number of homelessness cases prevented as a result of casework	October 2011	319	Months	↑	Improving	✔
Disabled Facilities Adaptations completed	Q2 2011/12	63	Quarters	↑	Improving	✔
Increase the number of referrals made by Tamworth HEAT by 20% year on year using 2009/10 baseline	August 2011	1,132	Months	↑	Improving	✔
The number of empty homes brought back into use each year	Q2 2011/12	14	Quarters	↑	Improving	✔
Meet and maintain licensing programme for Houses in Multiple Occupation (HMO's)	2010/11	100%	Years	?	TBA	✔
Average number of days taken to re-let local authority housing (Standard Empty Homes)	October 2011	15	Months	↑	Improving	✔
Local authority tenants' satisfaction with landlord services	2010/11	75.20%	Years	↑	Improving	✔
Where possible, 30% of all new homes delivered will be affordable	2010/11	53%	Years	?		✔
The number of Council properties adapted to meet the needs of disabled people	2009/10	76	Years	↑	Improving	📊

Approachable, Accountable and Visible

Performance Indicator	Last Update	Current Value	Frequency of collection	Performance improving or declining		Performance against target (where target is known)
Percentage of calls answered within 20 seconds - Corporately	Q1 2011/12	88%	Quarters		TBA	
Freedom of Information Requests Responded To Within legislative timescales	June 2011	97.44%	Months		Improving	
Achievement of upper quartile performance for Non-Domestic Rate collection	2010/11	98.4%	Years		Improving	
Increase the number of eligible voters	Q1 2011/12	58,804	Quarters		Improving	
Increase voter turnout	2011/12	36.78%	Years		Declining	
Spending maintained within approved budget and without significant underspends	August 2011	0.27%	Months		Improving	
Percentage of people who feel they can influence decisions in their locality (Tamworth)	2010/11	29%	Years		Improving	
Maintain accreditation against ISO20000	2010/11	Yes	Years		No Change	
Maintain accreditation against ISO27001	2010/11	Yes	Years		No Change	
Draft Statement of Accounts to be prepared by 30th June each year	2010/11	Yes	Years		No Change	
Achievement of upper quartile performance for Council Tax collection	2010/11	98%	Years		Declining	
To have satisfactory arrangements to secure economy, efficiency and effectiveness in our use of resources	2010/11	Yes	Years		No Change	
Achievement of an unqualified audit opinion on the financial statements	2010/11	Yes	Years		No Change	
Budget, Council Tax and Rent set by 11th March each year	2010/11	Yes	Years		No Change	

Performance Indicator	Last Update	Current Value	Frequency of collection	Performance improving or declining		Performance against target (where target is known)
Visiting Marmion House - Resolution at first point of contact	Q2 2011/12	99%	Quarters		No Change	
Usage of the "Tell us" scheme	August 2010	43	Months		Declining	
Increase the percentage of residents year on year who express satisfaction with council services (on line place survey)	2010/11	66.4%	Years		TBA	
The percentage of canvas forms returned	2010/11	93.75%	Years		Declining	

6. Directorate Updates

Assistant Chief Executives

Budget consultation workshops were held in the late summer with the findings being discussed at Cabinet in September. Tamworth Listens continued with a multi-agency event taking the form of two "Speed date your councillor" sessions. The outcomes from this informed the State of Tamworth Debate in October. A review of the Tamworth Listens process is now underway and the next quarter will see the working up of a proposal for its future operation. A mapping exercise of consultation across the authority has commenced.

Support Services Review Update

The first stage of the Review is now coming to an end with all the section managers providing information about their service on our very detailed spreadsheet. It was time consuming to complete but the detail about the services, ideas for investments and savings will prove invaluable in progressing the review. The spreadsheets have been analysed and, in some instances, further clarification on the suggestions that have been made has been requested.

For the next stage, two companies have submitted tenders to carry out a soft market test. Our aim here is to (a) take the work away from the services, (b) provide us with expertise and access to information/statistics that we don't have internally and, (c) provide us with an independent view of the services and the market place in which they could/do operate.

A draft report will be prepared with recommendations to be considered by CMT before making its way to Budget Review Group on 10th November, 2011.

Transforming Tamworth

Transforming Tamworth is continuing well with significant progress being made in Revenues, Benefits and Creditors. Website and Customer Services, including postage and telephony, are currently being planned.

Improvements have been made in Benefits with the implementation of e-Claim and dual screens and business cases are coming in from Revenues and Housing for recommended improvements.

The NVQ training has now ended with eight officers successfully completing their NVQ BIT accreditations.

CMT/Cabinet Away Day

During September the CMT and Cabinet members held an Away Day. The main purpose of this was to establish and agree where we are as a public service provider; as a strategic partner and as an organisation.

The fantastic achievements over the last six to 12 months were considered alongside political aspiration; corporate capacity and resources and the challenges we face in the next few years.

Impacts of the Localism Bill, health reforms, Council tax benefits and welfare reform, National Planning Policy, the Police, Crime and Social Responsibility Act and the National Growth Agenda were all discussed, with supporting action plans being developed.

Housing and Health

The Council's Housing and Health strategy has been approved by Cabinet and will be launched with partners on 16th November 2011. This strategy will direct housing activity across all tenures within the borough and with good housing being a contributory factor to good health will link to health outcomes. This development of the Strategy has attracted attention at a Regional and National level.

The Local Investment Plan (LIP) has now been approved by Cabinet and work is underway with registered providers to implement the plan. This is a key document for informing the Homes and Communities Agency (HCA) about our investment needs around housing and affordable housing. The LIP will now need to become more focused on identified development sites in Tamworth following further guidance from the HCA. This local focus is highlighted in the Tamworth Local Delivery Plan which has now been agreed with the Homes and Communities Agency.

A number of garage sites have been identified as potentially suitable for re-development. Cabinet have approved, in principal, the decision to dispose of 26 sites for the purpose of developing affordable housing subject to further feasibility assessments. The Council has commenced consultation with current tenants of affected garages and will commence community consultation in late November. A report has been submitted for Cabinet approval on 2nd November to agree the future for the remaining garage sites. This includes a full technical assessment and investment plan.

Landlord Services continue to support locality working by targeting specific projects in Belgrave, Glascoate, Stonydelph and Amington. These include estate walkabouts, financial initiatives with the credit union to promote sensible borrowing, litter picks and environmental improvements.

Council Housing Finance Reform provides a significant opportunity to invest in services and Cabinet have approved key principles around housing renewal and regeneration as key ambitions for future investment spending and priorities. This will be consulted on further, culminating in the first tenants' annual conference on the 26th January 2012.

Anti-social behaviour policies and procedures were developed with the aim of meeting the respect standard and achieving independent accreditation in 2012. This will ensure landlord services support the co-located team at the police station. The Landlord Services team are working closely with other agencies at the Community Safety Hub and have full involvement in joint briefings and joint operations to tackle anti social behaviour and reduce crime.

Work with partners continues with relation to energy efficiency schemes. The Council is working with new partners to further develop the HEAT scheme and its approach to affordable warmth. The Council is currently working successfully with partners regarding the installation of free Cavity Wall and Loft Insulation for local residents. To date, over 1000 households in Tamworth have benefited from this scheme.

The approach to Empty Properties in the private sector continues to be developed and refined in line with best practice. The Council has already met its target to bring 19 properties back into use during the current financial year. A new Empty Homes Policy and Financial Assistance

package was being submitted to Cabinet in September. Additionally, the Council is working with the HCA, registered provider partners, the County Council and other key partners to submit an innovative bid for government funding to deal with empty homes in the borough.

The Tamworth Homelessness Prevention Programme is being further developed to incorporate health professionals, community groups, local schools and youth clubs, in order to encourage a genuinely preventative approach to homelessness. Additional resources have recently been acquired that will provide opportunities to further expand this approach to homelessness prevention. This approach will be integrated into a review of the Council's Homelessness Strategy and linked to other prevention activity and any new policy initiatives relating to homelessness.

Work continued on private sector housing standards involving licensing of houses in multiple occupation. The team have also been involved in high profile prosecutions.

Landlord services continue to improve service delivery on core housing functions maximising income to the council and improving the quality of life of customers. Examples include:-

- Reducing void turnaround from 28 days (outturn 2009/10) to 21 days (outturn 2010/11). The current months performance (October 2011) is 11 days the lowest in the last three years
- reducing the level of arrears to 1.56%, collecting 100.25% of the overall rental and arrears income
- Improving repairs satisfaction by completing repairs right first time and increasing appointments

The Council has achieved accreditation against the Centre Sheltered Housing Studies by meeting key service outcomes against the quality assessment framework. This award is made against a comprehensive set of criteria and is a confirmation of the high standard of services provided to Sheltered Housing tenants. As a consequence of this, efficiency savings have been made to avoid reduction in front line services following County wide cuts.

Tenants have been consulted on a new tenancy agreement and, following comprehensive feedback from members and tenants, this is shortly due to be launched. This strengthens tenants' roles and responsibilities in their neighbourhood to promote healthier and safer communities.

A draft annual report to tenants has been completed and is now published on the internet. Improvements in overall satisfaction with landlord services is up from 65% to 75% and 93% of sheltered housing tenants are happy with the overall landlord service. Publication of the report is a requirement of the Tenant Services Authority and documents the challenges going forward.

Independent assessment of the allocations policy by inspectors concluded that this could be rated as good and satisfaction with the finding a home service increased to 88%.

Approval of a new repairs policy that will see a handyperson service introduced in 2012, continuing to meet the decent homes standard. This has included a health impact assessment to show how this contributes to improving health and well-being of tenants.

Procurement of a new repairs and investment contractor has continued with completion of the initial bidding stages.

Landlord Services were recently commended by the fire service for the efficient response to new fire regulatory guidance in high rise buildings and are investing £100k in the town centre blocks to meet the very latest safety standards.

Launch of the local offers and full review of service standards in April 2011 linked to an improved co-regulatory and democratic framework. The existing equalities plan is being broadened into a health and inequalities action plan to ensure that outcomes are tailored specifically to people's needs.

Continued delivery of the landlord financial inclusion strategy with more than £250k personal debt being secured for customers and more than £100k extra benefit taken up maximising customers income. Landlord surgeries are now being offered at TAMCAN to support a multi-agency approach to debt management and access to services.

The success of the Private Sector Housing Enforcement Team in prosecuting failing landlords has generated positive publicity from peers across Staffordshire and the interest of the BBC for inclusion on a forthcoming local news documentary.

A new debt advice service has been procured to include court desk provision and the service with CAB started on 1st October. Meanwhile work continues on the procurement of a suitable contractor for the Sanctuary scheme with Lichfield DC.

Quarter two has seen a small but significant increase in the number of households presenting as homeless and for whom temporary accommodation in bed and breakfast has been required. This has resulted in the highest numbers in bed and breakfast during September 2011 than has become the norm. Currently there is no obvious reason or trend to the increase but the situation continues to be monitored.

Assets and Environment

The joint waste collection service continues to run successfully and has maintained a slight increase in recycling rates compared to the previous year. This is matched by data confirming more residents are requesting a larger recycling bin.

The weight of residual waste collected continues to reduce slightly from the same period as last year, which is encouraging and means we are sending less waste directly to landfill.

The Streetscene team continue to strive to keep the town a tidy place. Those indicators that measure cleanliness i.e. litter, detritus and fly posting are still performing better than the national average, with the exception of graffiti which is still marginally below the national average, however is still classified as "good".

The Council achieved a gold award in the "Heart of England in Bloom" competition for the second year, the results citing amongst others good sustainable planting and evidence of year round community engagement as being embedded.

The team also achieved a special award for horticultural excellence which deserves a special note.

Dog fouling still appears to be a high priority for residents and forms a high percentage of the reports received for the enforcement team to deal with, and going forward it is planned to consider consulting on the introduction of dog control orders which will give additional remedies to assist in this area of enforcement.

The new Market Operator commenced on the 1st April, and has just completed a six month review, which indicates a substantial increase in traders both on Tuesdays and Saturdays, (58 traders over both of the days). They are currently working on new stalls, relationships and marketing to ensure this is a sustainable and viable market.

The Asset team are leading the project to procure a new repairs and investment contractor for all of our housing construction works, the project is running to time and will deliver a final report to Cabinet during December.

Communities, Planning and Partnership

Community Safety

Serious acquisitive crime continues to be a challenge though the increase this quarter was more in relation to vehicle crime specifically theft of motor vehicles. Research has highlighted that this year 30% of vehicle thefts are two wheeled. This crime type is also impacting on our anti social behaviour complaints relating to off road motor cycles, mopeds etc. Operation TARPA ran from June to September and successfully reduced the number of ASB incidents in around the town centre relating to young people and alcohol issues. The community safety hub continues to develop and the Chief Constable has visited and attended the daily briefing and tasking meeting. He was very complimentary and it is understood is encouraging other Districts to have a similar model.

The Community Safety team have provided reports to the Health and Wellbeing Scrutiny on the Town Centre and Domestic Violence, both have been well received.

Community Development

The review of Locality Working is complete and will be presented to Cabinet on November 2nd, with wide ranging input from a number of partners and Tamworth Borough Council colleagues providing a comprehensive picture to date. Response to this review may have an impact on activity of the team over the next few months. A Locality Forum is in place in Amington with other areas establishing similar groups over the next three months. A community planning consultation for Amington is complete with the report from a similar piece of work in Glascote nearing completion. A successful move of the Belgrave community hub to the new fire station has been completed, with a new tenant in place for the Exley site; discussion about potential premises sharing in Amington has also commenced. Activity in all 4 localities continues to grow steadily, given the various issues with partners around resource, capacity and flexible working. A brochure highlighting examples of locality working activity and also videos aimed at providing details of and engagement in locality working have been produced. The Community Development Manager is involved in exploring opportunities to develop joint action around worklessness and family support in localities. The Community Development Team will remain at full strength with external funding being used to extend the temporary contract for the temporary Community Development Officer post until 30th March 2012.

Strategic Planning and Development

The work to assess the viability of Anker Valley is nearing completion and discussions with neighbouring authorities have progressed well, this will help us to fulfil our 'duty to cooperate'. The Core Strategy is being finalised for publication in early 2012. Development Control performance is good and the team have been involved in a number of pre-application discussions to bring sites forward for development. The team have also assisted in the

implementation of developments, ensuring that land identified for open space is of a high quality before it is transferred to Tamworth Borough Council.

The Economic Development team have developed the Business & Economic Partnership into a truly business led organisation with an approved Economic Development Strategy and are assisting the Business & Economic Partnership to move towards implementation. The team are leading on the incorporation of the Think Local 4 Business product and have had a successful Think Local 4 Business Show which saw increased number of visitors. The team are hopeful of securing business support opportunities through the Local Economic Partnership to complement a local resource to help direct and signpost businesses to these opportunities. The Service has led on the Gateway project and a Landscape Architect is in the process of being recruited to prepare schemes for the improvement of two key linkages to the town centre. The Service continues to promote the Gungate development site and have been investigating options to kick start this development.

Community Leisure/ Sports Development

The Leisure team has continued to work well with partners and local businesses. An agreement with Dave Owens cycles will see a junior skate park being established in the activity centre for younger children on a shared income basis. A community table tennis club has also been established at the Activity Centre. The department's two apprentices completed their two year course and left with their full qualifications to NVQ level three, one has been successful in obtaining employment in the leisure industry. The department has re-recruited and the new apprentices are due to start shortly.

In conjunction with the Primary Care Trust, Phase Four Cardiac support has now been established at the Castle grounds gym. The opening hours of general referrals has been extended to cope with demand, this includes evening sessions.

The departments PlaySport schemes took part at Woodlands, Hanburys Farm and Two Rivers with good attendance. The Play and positive group has been reviewed to ensure it connects better within the Health Agenda and general activity plans. A health Task group has been established and is due to commence and plans continue to be put in place for 2012 and the Olympics.

Arts and Events

The Assembly Room's summer educational programmes for young people were fully subscribed, with a range of successful shows and events including the Children's festival. The team is particularly pleased with its growing partnership with Staffordshire Library Services and, in particular, supporting the summer reading challenge which meant Tamworth exceeded targets. More than 17000 people attended the Saxon Summer festival and 4000 attended Stars and Stripes. Tamworth Assembly Rooms has secured a grant of £25,000 to support improving the public access to the building from Corporation Street.

Castle

The Castle achieved its second round bid to the HLF and was awarded £876,200 as part of a £1,161,719 project to improve learning opportunities and conservation at the Castle. The capital programme will commence in April 2012 and will last for six months. This will include some small period of closure to enable building work to be carried out. A total of 14,393 people visited the Castle during August and September when the Staffordshire Hoard was exhibited. The Castle made a unique contribution to the exhibition by the commissioning of a Saxon replica sword, helmet and shield. These were used extensively during the exhibition by our

living history characters. The Castle also achieved, for the second time, the Sandford Award for Heritage education. Staff were praised for their delivery of school workshops and role play sessions, with the appraiser noting that they were some of the best that he had seen.

Children, young people and Safeguarding

There has been a significant increase in recent weeks in the number of reported cases and, in particular, some very high level Vulnerable Adult cases. These are being recorded on the customer relationship management system and in various departmental service records as appropriate. There is a meeting planned with partners to discuss issues relating to out of hours cover and the suitability of Marmion House as a safe location post 5.00pm.

The revised Policy is being implemented and Health and Wellbeing Scrutiny have supported the roll out of training for Staff and Members on Safeguarding and Domestic Violence.

Partnership Development and Voluntary Sector

The Tamworth Strategic Partnership approved nine task and finish groups at its meeting in September. The Alcohol task and finish project, which acted as a pilot, is near to completion and the findings and recommendations were discussed and approved at the meeting. The partnership also approved the service outlines for two new services, which are currently out to tender, supporting jobs and enterprise creation and healthy lifestyles.

The next partnership meeting will sit as our Responsible Authorities Group (under the Crime and Disorder Act 1998) and receive an update on the Community Safety Partnership and Strategic Assessment.

The new Partnership Guidance Policy database is now in operation and training on how to use this has been carried out. This is a far more efficient way of holding information on the Council's key partnerships.

The Council's contracts with the voluntary sector are being managed and the 12 month performance presentations to the Commissioning Board are taking place this month. The assessment of the monitoring reports shows delivery against the contracts is good with only minor issues to be addressed.

The Voluntary/Community Sector itself is reporting back tough times and the Council continue to support the sector with advice and guidance and through the small grants scheme.

Place Steering Group

The Place Steering Group is due to meet this month (November) and will review the progress made to date in rolling out the branding, and other projects such as the new Town website. The Place Steering group will also consider the Place Strategy and Action Plan. The key focus for the group remains the Gateways and Gungate projects. There is also a short term initiative to promote Tamworth as a Christmas shopping and leisure destination.

Corporate Finance, Exchequer and Revenues

The main achievement for the Corporate Finance, Exchequer & Revenues service during the second quarter was the liaison with the External Auditors to achieve an unqualified audit opinion and a positive value for money conclusion which states “The Council continues to have proper arrangements in place for securing economy, efficiency and effectiveness in its use of resources.” – together with publication of the Audited Accounts on the Council’s website before the 30th September statutory deadline.

The Audit Commission have again reported that Tamworth Borough Council’s Accounts for the year ended 31st March 2011 were ‘prepared to a reasonable standard and in advance of the deadline’.

The achievement of this important document to deadline is the culmination of two years’ work, not only by the finance team but also cooperation and input from key staff and managers across the Council.

As required by the Government, the 2010/11 accounts have been prepared under International Financial Reporting Standards (IFRS). The introduction of IFRS has significantly changed the way that local authority accounts are prepared and a large number of areas are subject to different accounting treatments to those in the past. The conversion process involved a considerable amount of additional work impacting on resources, budgets and other areas such as systems and processes.

Other areas/achievements:

- As part of the Council’s financial management & reporting processes, preparation of monthly budget monitoring reports for Managers / Quarterly for Cabinet (Quarter one reported to Cabinet 21st September);
- Reported treasury performance for 2010/11 through the Annual Report on the Treasury Management Service and Actual Prudential Indicators 2010/11 to Cabinet in July & Council in September;
- Continued sound performance, with robust income collection given the economic climate - achieving collection rates for the second quarter, in line with target levels, of 58.4% for Council Tax and 60.6% for Non-Domestic Rates;
- Finalised the insurance renewal at no additional cost to the Council;
- Held a positively received Budget workshop for all Members in September;
- Went live with electronic payslips from September 2011 thereby generating efficiency savings;
- Successful launch of the new corporate equipment & stationery contract / arrangements with Office Depot delivering significant savings on purchases.

Business Processes

- Match rate between LLPG and NDR is now >95% which puts us at the Silver Standard meeting targets set in our Improvement Schedule,
- E-payslips deployment,
- Upgrade Ingres to 9.2,
- Various Academy Upgrades/patches,
- Deploy e-claim Change of Circumstances,
- Deploy new corporate screen saver,
- Upgrade W2/DIP to V15.0.5 ,
- GGP Upgrade,
- Exchange server virtualised. Server moved from problematic/failing hardware to new virtual environment,
- Mailbox housekeeping exercise undertaken for whole Authority resulting in overall mailbox database size reduction of 50%. This meant no additional investment required in mail server licensing,
- Email/calendars available on smart phones. Several makes of smart phones trialled,
- Hard disk and removable media encryption software procured and deployed on a number of test users,
- Windows 7 piloted on laptops in Housing.

FINANCIAL HEALTHCHECK REPORT – QUARTER 2, PERIOD 6, SEPTEMBER 2011

Executive Summary

This report summarises the main financial issues identified at the end of September 2011. Details relating to the summary including Directorate commentaries can be obtained from Phil Thomas, Corporate Accountancy Extension 239.

Summary action sheets showing agreed action points to address issues raised are attached at **Appendix A**.

General Fund

Revenue

- The General Fund has a favourable variance against budget at period 6 of £349k.
- The projected full year position identifies a projected unfavourable variance against budget of £39k or 0.41% (£25k or 0.27% unfavourable reported at period 5).
- This projection has highlighted several budget areas for concern (detailed at **Appendix B** and within the Report) though we are half of the way through the year and projections may change, ongoing investigations into these areas have been initiated to mitigate the levels of the deficits.
- A balance of £93k was held in the General Contingency Budget at the end of September 2011, with a commitment to release a further £3k in relation to support for the Shopmobility service.

Capital

- Capital expenditure incurred was £206k compared to a profiled budget of £847k.
- It is predicted that £0.993m will be spent by the year-end (£1.720m reported at period 5) compared to a full year budget of £1.862m (this includes re-profiled schemes from 2010/11 of £517k).
- A summary of Capital expenditure is shown at **Appendix D**.

Treasury Management

- At the end of September 2011 the Authority had £16.71m invested in the money markets (excluding the £4.85m classified as principal sums at risk invested in Icelandic Banks). The average rate of return on these investments is 1.23%. At this point it is anticipated that our investments will earn approximately £192k compared to the budgeted figure of £256k, an estimated shortfall of some £64k, this is as a result of the continuing low level of interest rates due to financial uncertainty in the markets.

- Borrowing by the Authority stood at £20.392m at the end of September 2011, all being long term loans from the Treasury's Public Works Loans Board (PWLB). The average rate payable on these borrowings equates to 6.62%. At this point it is projected that interest payments will be £1.347m compared to a budget of £1.731m, assuming that the £7.1m new borrowing requirement included within the base budget, for is not taken.
- A more detailed summary of the Treasury Management situation, detailing our current Lending and Borrowings together with the situation with our Icelandic investments, can be found at **Appendix E**.

Balances

Balances on General Fund are projected to be in the region of £3.773m at the year-end from normal revenue operations (£3.787m projected at period 5) compared to £3.191m projected within the 2011/12 budget report.

There is also currently a balance unallocated of £256k within the Repairs and Renewals Fund.

Housing Revenue Account (HRA)

Revenue

- The HRA has a favourable variance against budget at Period 6 of £281k.
- The projected full year position identifies a favourable variance against budget of £252k. (£220k favourable projected at period 5). Individual significant budget areas reflecting the variance are detailed at **Appendix B** and within the body of the Report.

Capital

- Housing Capital expenditure of £2.431m has been incurred as at the end of Period 6 compared to a profiled budget of £2.361m.
- It is predicted that £4.435m will be spent by the year-end (£4.435m projected at period 5) compared to the full year budget of £4.450m (including £172k re-profiled from 2010/11).
- A summary of Capital expenditure is shown at **Appendix D**.

Balances

- Balances on the Housing Revenue Account are projected to be in the region of £4.660m at the year-end (£4.628m projected at period 5) compared to £4.268m projected within the 2011/12 budget report.

Balance Sheet Reporting

In order to improve the information provided regarding the financial standing of the Council as at the end of the period, **Appendix C** shows an extract of the Councils balance sheet. This includes movements in balances from the start of the year in areas such as Long Term Investments and Debtors, Current Assets and Liabilities, Long Term Liabilities and Financing and Earmarked Reserves held. At this stage the table is being developed as an improvement to the reporting process, and as such reflects a 'snapshot' at this point in time.

FINANCIAL HEALTHCHECK REPORT – PERIOD 6 SEPTEMBER 2011

This section of the report highlights the main issues identified, Members are asked to note the contents of the report and agree action points to address the issues raised.

Issues Identified

The financial performance review has focussed on the following key areas, on which further work is being undertaken:

- Review of the actual activity to budget for the period;
- A projection of the actual activity to budget for the year;
- Identification of potential issues for action;
- This is the fourth monitoring report of the year and issues regarding budget profiles and previous year's accruals, may distort the reported figures to some extent, though the majority of these issues will have been adjusted for manually.

General Fund – Revenue

- The position at the end of September 2011 shows a favourable situation of £349k underspend.
- The projected full year position identifies an unfavourable variance against budget of £39k. (£25k unfavourable projected at period 5).

Significant items currently identified relating to overspends/under achievement of income are,

- Outside Car Parks - £132k (£80k projected at period 5). Payment due to Henry Boot based on additional income at Spinning School Lane site (£107k) but the increased parking at this site has had an adverse impact on other parking sites (£31k reduction).
- Treasury Management - £53k (£59k projected at period 5). Net overspend mainly as a result of the decision to delay budgeted external borrowing resulting in lower external interest payments (£384k) but a reduction in the sum chargeable to the HRA in respect of Item 8 dr (£367k). The continuing lower level of money market interest rates has also resulted in a projected shortfall in our investment income (£64k) by year end.
- Public spaces - £36k (£22k projected at period 5). Employee's expenditure (£10k) - now at full establishment likely to overspend due to inclusion of vacancy allowance in budget. Sponsored Roundabouts (£11k) - no income can be expected until the issue with Valuation Office regarding rates is resolved.
- Tourist Information Service - £18k (£14k projected at period 5). Employee costs - Additional hours worked re TIC relocation and training.
- General Fund Housing - £16k (nil projected at period 5) Net cost of Temporary agency staff covering vacancies.
- CCTV - £12k (£17k projected at period 5). Employee costs - Long Term sickness being covered by overtime payments.

- Castle Museum/Education/Events - £19k (£14k projected at period 5). Employee expenses - using casuals to cover part time vacancy (£11k), shortfall in income (£5k).
- Public Conveniences - £11k (£10k Projected at period 5). Higher than expected payment for overtime to cover staff absences. Review of options being undertaken.
- TBC Highways Maintenance - £10k (nil reported at period 5). Invoice for first 6 months received and produced higher than budgeted costs of maintenance. Meetings with the County to limit resources and determine likely outturn in October. May need to flag larger overspend in future monitoring reports.

Significant items mitigating the financial impact of the above and contributing to the period position,

- Benefits - £98k (£124k projected at period 5) based on current level of activity and our DWP Estimate Claim submitted at the end of September.
- Environmental Health - £62k (£62k projected at period 5). Employee costs - 2 vacant posts - subject to service re-alignment. Further vacant post to be filled. One officer on maternity leave.
- Joint Waste Arrangements - £51k (nil reported at period 5). There is a projected saving of £115k as it is anticipated that there will be no call on the cost centre's Contingency budget. However, there is an estimated increase in contract costs of £32k and a potential under-recovery on Common Services income due to changes in the recharge basis.
- Marmion House - £27k (£30k projected at period 5). Mainly due to savings on Electricity costs (£16k), additional income due from renting out 5th floor not in budget (£16k) and a budget saving re Redundancy costs (£5k) as actual costs were charged into the previous year. Reduced by a projected overspend on Cleaning and Domestic supplies (£10k).
- Concessionary Fares - £17k (nil reported at period 5). Payments to Operators - an accrual in respect of potential further claims relating to 2010-11 has now been cleared off, resulting in a saving in this year.
- Development Control - £15k (£8k projected at period 5). Employee costs, savings due to maternity leave and a vacant post for 3 months.

General Fund – Capital

- The position at the end of September shows an under-spend to profiled budget of £641k, mainly due to slippage against original estimated profiles at this stage of the year.
- The projected full year position identifies a nil variance against budget (nil estimated at period 5). However there is a projected requirement to re-profile £869k into 2012/13 (£142k projected at period 5) re;
 1. Castle (HLF) Scheme £727k - HLF Grant awarded mid June 2011 - major works will now be undertaken in the summer of 2012.
 2. Housing Repair Assistance Grant funding scheme £19k, as the project is due to be phased over two financial years.
 3. Private Sector Coalfields Fund grants, £123k, as again projects are to be identified and undertaken over this and future years.

Housing Revenue Account – Revenue

- The position at the end of September shows a favourable situation of £281k.
- The projected full year position identifies a favourable variance against budget of £252k (£220k projected at period 5).

Significant items currently identified relating to overspends/under achievement of income are,

- HRA Subsidy - £212k (£226k projected at period 5). Additional amount payable as a result of continuing low interest rates and the Authorities Capital Financing Requirement being increased by the capitalisation of Icelandic investments, which has the effect of reducing the interest rate that is used to calculate the HRA's capital charge, which then reduces the amount claimable against Subsidy.
- Garage Rents - £41k (£34k projected at period 5). Rental income shortfall due to the continuing increase in voids. The use of garage sites is currently being reviewed.

Significant items mitigating the financial impact of the above and contributing to the predicted out-turn position,

- Item 8 DR Interest Charges - £367k (£367k projected at period 5). Reduction in the amount budgeted as a result of continuing low interest rates and the change in our Capital Financing Requirement mentioned above.
- Council House Rents - £134k (£109k projected at period 5). Projected outturn over recovery against budget partly due a quicker turnaround of void properties reducing overall void levels.

Housing Revenue Account – Capital

- The position at the end of September shows a net over-spend to profiled budget of £70k, spread over a number of schemes.
- The projected outturn is showing a net £15k under-spend to budget at this stage (£15k estimated at period 5), which is in respect of estimated savings on the Upgrade to Homelink Equipment project.

REF	ACTIVITY	OPTIONS	AGREED ACTION	ACTION BY / WHEN	PROGRESS
1	FINANCIAL ISSUES				
1.1	Budget Monitoring & Control		It will be expected that any Directorate overspends (budget v actuals) will be financed from within Directorates (including other proposals) and not from Corporate / General Balances unless prior approval has been authorised (CMT).	Directors, AD's & Budget Holders	Ongoing
1.2	<u>Forward Look:</u> – Medium Term Financial Strategy (MTFS)		Investigation into significant variances, to identify reasons for the changes and implement 'lessons learned' to reduce the risk of future occurrences.	Findings incorporated within Budget Review Groups provisional consideration for the impact on 2012/13 (onwards) financial planning.	BRG will be given report on out-turn situation for consideration and implications for the MTFS

	YTD Outturn	Projected Outturn	
	Period 06	Period 06	
GENERAL FUND	Over/(Under) Spends £000's	Over/(Under) Spends £000's	Comments
CHIEF EXECUTIVE'S OFFICE			
<i>Assistant Chief Executive</i>			
PR and Consultation			
Advertising	(4)	(4)	Advertising budget unlikely to be spent in full
Various under spends on other supplies and services budgets	(7)	0	Profiling Issue
Policy and Review			
Annual Review and Report	(5)	(4)	Expected saving on budget
Comprehensive Area Assessment	0	(2)	Budget no longer required
<i>Head of Customer Services</i>			
Tourist Information Service			
Salaries	8	0	Costs impacted by shortfall in budgetary funding ('vacancy allowance') and budget subject to virement of rates budget relating to 29 Market St
Salaries Overtime	10	10	Additional hours worked re TIC relocation and training, plus Staffs Hoard promotion
Wages	8	8	Casual staff costs incurred re TIC relocation in excess of budgetary provision
TIC Shop Trading Account	11	0	Expenditure on retail stock in advance of sales income
TIC Third Party Ticket Sales	(9)	0	Income received in advance of payment to third parties
<i>Head of Organisational Development</i>			
Human Resources			
Salaries	(6)	(8)	Under spend due to HR Advisor leaving to take redundancy earlier than originally planned, plus HR Assistant leaving to take up post at Depot
Consultants' Fees	(8)	0	Budget established to fund external work on policies/procedures - commitment not yet placed
Training and Development			
Various under spends on training budgets	(19)	0	Profiling Issue
<i>Solicitor and Monitoring Officer</i>			
Solicitor to the Council			
Publications	(5)	(8)	Under spend due to cancellation of subscription
Fees & Charges	9	17	Shortfall in legal fees income received to date - predicted outturn based on projecting this out to end year
Electoral Process			
Rents	(11)	(9)	Costs re polling stations met in part by Government Grant re AV referendum
Software Support Licences	9	0	Commitment re Mod Gov software which is to be funded from budget currently held in reserve awaiting release
Postage	(2)	(9)	Costs met in part by Government Grant re AV referendum
Election Staff	(12)	(10)	Costs met in part by Government Grant re AV referendum
Contribution to Reserves	0	28	Under spends identified above required to transfer to reserve at year to meet cost local elections next year (no government grant receivable)

GENERAL FUND	Over/(Under) Spends £000's	Over/(Under) Spends £000's	Comments
Land Charges			
Central Land Charges	(10)	0	Income received above budget to date
Other minor non-significant variances	12	0	Profiling Issue
CHIEF EXECUTIVE'S OFFICE	(31)	9	
CORPORATE DIRECTOR OF RESOURCES			
<i>DD - Corporate Finance, Exchequer & Revenues</i>			
Corporate Core			
Subscriptions - Corporate	(6)	(6)	Reduced cost subscriptions
Treasury Management			
External Interest Payable	(190)	(384)	£7.1m new borrowing not yet taken
Procurement			
Legal Fees	(4)	(5)	Budget not expected to be spent in full
Court Costs Income	(8)	0	Income received above profiled budget to date
Cash Collection			
Payment Cards	(4)	(5)	Budget not expected to be spent in full
Concessionary Fares			
Payments to Bus Operators	(17)	(17)	Accrual in respect of potential further claims relating to 2010-11 now cleared off
AD Business Processes			
Civil Contingencies			
Civil Contingencies Contribution	(7)	(7)	Rebate against annual contribution to Civil Contingencies Unit
ICT and Transformation			
Ordnance Survey Sheets	(5)	0	Profiling Issue
Communications	16	10	Payments for annual services made in advance of profiled budget, including £11.8k for GCSX services which is an additional cost this year
Other Hardware Maintenance	(10)	(30)	Anticipated under spend to offset overspends on other budgets
Internet Access & Security	(15)	0	Profiling Issue
Software Maintenance	76	20	Expenditure to date in advance of profiled budget - predicted outturn based on prior year spend
Reprographics			
Recharge	(11)	0	Over-recovery of recharge compared to year-to-date budget - recharge rate currently being reviewed, however, first quarter's invoices only received from Ricoh to date therefore expenditure could be understated.
ICT Rechargeable Consumables	6	0	Expenditure in advance of recovery of charge from purchasing depts
Transforming Tamworth			
Consultants' Fees	(4)	0	Profiling Issue
Training	(4)	0	Profiling Issue
Head of Benefits			
Benefits	(19)	(98)	Based on DWP Estimate Claim as at end September
Benefits Administration			
Various supplies and services	(10)	0	Profiling Issue
Other minor non-significant variances	29	0	Profiling Issue
CORPORATE DIRECTOR OF RESOURCES	(14)	(85)	

GENERAL FUND	Over/(Under) Spends £000's	Over/(Under) Spends £000's	Comments
ASSETS AND ENVIRONMENTAL SERVICES			
Asset Management - Admin			
Salaries	4	7	Due to inclusion of vacancy allowance in budget
Commercial Property Management			
Rates	(14)	(14)	Only pay rates on long term void properties - non envisaged at this stage
Rental Income	9	15	Based on current level of occupation
Industrial Properties			
Rates	(23)	(23)	Review of NNDR paid identified a number of properties now occupied and refunded
Provision for Bad debts	(24)	(25)	Saving at period, potential for full requirement by year end
Rental Income	38	43	Based on current level of occupation
Marmion House			
Redundancy	(5)	(5)	Saving - costs charged into previous year
Electricity	(16)	(16)	Estimate based on current usage and profile and actual spending last year
Cleaning and domestic supplies	8	10	Investigation into coding of costs - possibility that some cleaning costs need to be recoded to correct codes
Rental Income and Service Charges	0	(16)	Additional income due from renting out 5th floor not in budget
Public Conveniences			
Salaries	5	11	Higher than expected payment for overtime to cover staff absences. Review of options being undertaken
Outside Car Parks			
Refund of Fees	53	105	Payment to Henry Boot based on additional income at Spinning School Lane. Figures to be produced period 6
Fees & Charges	(10)	31	Increased parking at Spinning School Lane has had an adverse impact on other parking sites. Financial review of all areas being undertaken to be reported period 6
Amington Depot			
Salaries	(3)	(11)	vacant posts - subject to review
Environmental Health			
Salaries	(46)	(57)	2 vacant posts - subject to service re-alignment. Further vacant post to be filled in August. One officer on maternity leave
Car Allowances		(5)	vacant posts
Taxi & Private Hire Vehicles			
Salaries	(8)	0	vacant post - subject to review
Licensing Act			
Annual Fees	(12)	0	May be profile issue. To be investigated. Demand led
Applications	(5)	(5)	Additional new applications - demand led.
Joint Waste Arrangement			
Contract Payments	16	32	Estimated increased in contract costs
Specific Contingency	(57)	(115)	Not expecting to use Specific contingency budget
Common Service Contributions	17	31	Estimated under recovery due to change in recharges
Cemeteries			
Actuarial Strain Costs	(5)	(5)	Saving - estimated costs charged into previous year

GENERAL FUND	Over/(Under) Spends £000's	Over/(Under) Spends £000's	Comments
Public Spaces			
Salaries Overtime and Temp Staff	3	10	Now at full establishment likely to overspend due to inclusion of vacancy allowance in budget Excessive vandalism being experienced may need to flag in future monitoring reports No income can be expected until the issue with VO regarding rates is resolved
Play Equipment Cyclical Maintenance	11	0	
Sponsored Roundabout	5	11	
Trees			
Housing Revenue Account	12	0	Income currently down from referral works - expect full budget to be achieved at year end
TBC Highways Maintenance			
Agency Maintenance of Roads/Areas	9	10	Invoice for first 6 month received and produced higher than budgeted costs of maintenance. Meetings with the County to limit resources and determine likely outturn in October. May need to flag larger overspend in future monitoring reports.
CCTV			
Salaries	4	11	Long Term sickness initially covered by overtime now covered by Street Warden
Other minor non-significant variances	(33)	51	
ASSETS AND ENVIRONMENTAL SERVICES	(59)	91	
HOUSING & HEALTH			
General Fund Housing			
Salaries	(17)	(12)	Vacant posts, now filled Temporary agency staff covering vacancies
Payments For Temporary Staff	28	29	
Homelessness			
Bed & Breakfast Cost	(24)	(20)	Prevention schemes have reduced use of Bed & Breakfast accommodation Under review
Homes for Homeless	(6)		
Bed & Breakfast Income	29	20	Reduced income offsets reduced expenditure
Homelessness Prevention Schemes			
Repossession Prevention	(11)	0	Demand led scheme, grant funded
Sanctuary Scheme	(12)	0	Demand led scheme, grant funded
Homelessness Strategy			
Homelessness Prevention	(23)	0	Initial projects now identified and approved
Government Grants	(38)	0	Further reports to be submitted for approval to spend remaining grant
Other minor non-significant variances	(16)	(1)	
HOUSING & HEALTH	(90)	16	

GENERAL FUND	Over/(Under) Spends £000's	Over/(Under) Spends £000's	Comments
COMMUNITIES, PLANNING & PARTNERSHIPS			
Development Control			
Salaries	(14)	(15)	Maternity leave and post vacant for 3 months
Fees & Charges Planning Apps	(13)	0	Income is up against profile but it is too early to predict if this trend will continue.
Local Development Framework			
Local Development Framework	(15)	0	Spend less than profile. A temporary reserve will be requested if not spent at year end.
Dev. Plan Local & Strategic			
Salaries	(9)	(10)	A post has been vacant for 6 weeks. New post holder is not in supperann scheme also budget allows for market supplement which no longer applies
DD - Communities, Planning & Partnerships			
Salaries	0	7	Full establishment, no savings against vacant post budgeted saving
Partnership Support & Development			
Salaries	0	5	Full establishment, no savings against vacant post budgeted saving
Locality Working- Glascote			
Various budgets across service	(11)	0	Profile issue. Consideration of profiling underway following prudent approach to spending. Members to be appraised by report
Locality Working - Belgrave			
Various budgets across service	(19)	0	Profile issue. Consideration of profiling underway following prudent approach to spending. Members to be appraised by report
Locality Working - Amington			
Various budgets across service	(18)	0	Profile issue. Consideration of profiling underway following prudent approach to spending. Members to be appraised by report
Tamworth Golf Centre			
Contract	31	0	Discussions are continuing with the Contractor to establish the impact of the recession on the business, and a contingency identified.
Assembly Rooms			
Salaries	0	7	Full establishment, no savings against vacant post budgeted saving
Fees-Lettings	(8)	(5)	Invoices are being raised in advance of event. also additional income has been received from SS College
Assembly Rooms 3rd Party Tickets			
Admission Fees	(6)	0	May be profile issue. Too soon to forecast any income above budget
Pleasure Grounds			
Salaries	0	8	Full establishment, no savings against vacant post budgeted saving . Also additional hours being worked to deliver projects funded byPCT
Misc Contributions	(2)	(7)	Income to be recieved for PCT to deliver health referrals
Castle & Museum			
Wages	6	11	using casuals to cover part time vacancy
Admission Fees	(6)	0	Although income is up against profiled budget it is too soon to predict if this trend will continue
Castle Events			
Income	5	5	It is hoped that there may be compensatory savings elsewhere

GENERAL FUND	Over/(Under) Spends £000's	Over/(Under) Spends £000's	Comments
Community Leisure			
Salaries	0	7	Full establishment, no savings against vacant post budgeted saving take up has been slow
Grants	(5)	0	
Play Development			
Wages	(10)	0	Scheme may be extended to half term holiday so no under spend predicted at the moment
Admin/Management support			
Salaries	(24)	0	vacant post. Future use of budget subject to discussion by Senior management/Members
Other minor non-significant variances	(37)	(5)	
COMMUNITIES, PLANNING & PARTNERSHIPS	(155)	8	

	YTD Outturn	Projected Outturn	Comments
	Period 06	Period 06	
HOUSING REVENUE ACCOUNT	Over/(Under) Spends £000's	Over/(Under) Spends £000's	
HOUSING & HEALTH			
General - Business Support			
Salaries	(12)	0	Vacant posts
Payments For Temporary Staff	8	0	Temporary agency staff covering vacancies
Staff training	(6)	0	Demand led
Subscriptions - Management	5	0	Budget/spend to be reviewed
Corporate Director Resources	(6)	0	Reduced recharge to offset Reprographics charges
General - Operations			
Consultants Fees	(10)	0	Profile issue
Anti Social Behaviour	(8)	0	Profile issue
Software Maintenance & Improvements	(10)	0	Earmarked for ongoing upgrades to Orchard system
Allocations			
Financial Incentive to Move	(9)	0	Demand led & dependant on suitable properties
Estate Management			
Employee costs	24	0	Sickness/Vacancy covered by temporary agency staff . Budgets need reviewing following restructure
Anti Social Behaviour	(8)	0	Demand led
Caretakers			
Commercial Refuse/Waste Disposal	(7)	0	Demand led
Magnolia			
Employee costs	7	0	Sickness/Vacancy covered by temporary agency staff
Thomas Hardy Court			
Gas	(8)	0	Refund from change of tariff 2010/11
Sheltered Housing General			
Maintenance & Security	(12)	0	Demand led
Tenant Participation			
Support - Tenant Consultation	(13)	0	A major consultation is planned. Changes in roles have meant that some projects have been put on hold
Community Events	(5)	0	Plans for further events underway
Housing Advice			
Sanctuary Scheme	(10)	0	Demand led scheme
Contract Procurement Costs			
Legal fees	(13)	0	Further costs expected re procurement of Repairs contract

HOUSING REVENUE ACCOUNT	Over/(Under) Spends £000's	Over/(Under) Spends £000's	Comments
HRA Summary			
Contribution the Repairs Account	(81)	0	Multiple Contracts, of which the Planned Maintenance contract is currently £76K under spent, the Misc budget is £66K under spent and the Gas budget is £39K overspent
Provision for Bad Debts	56	0	Provision based on current level of arrears
HRA Subsidy	106	212	Additional amount payable as a result of continuing low interest rates and the Authorities Capital Financing Requirement being increased by the capitalisation of Icelandic investments, which has the effect of reducing the interest rate that is used to calculate the HRA's capital charge, which then reduces the amount claimable against Subsidy
Item 8 Debit	(183)	(367)	Reduction in the amount budgeted as a result of continuing low interest rates and the change in our Capital Financing Requirement mentioned above
Rents	(69)	(134)	Projected outturn over recovery against budget partly due a quicker turnaround of void properties reducing overall void levels
Garage Rents	19	41	Rental income shortfall due to the continuing increase in voids. The use of garage sites is currently being reviewed
Interest on Balances (Item 8 CR)	(4)	(4)	Higher account balances
Other minor non-significant variances	(32)	0	
HOUSING REVENUE ACCOUNT	(281)	(252)	

Balance Sheet Extract Period 06, September 2011

		Balance as at 01/04/11	Balance as at 30/09/11	Movement in Year to Date
Investments				
<i>(Excluding Icelandic 'Sums at Risk')</i>	Short Term	12,993,300	17,600,991	+ 4,607,691
	Long Term	0	0	+ 0
Debtors	General Fund Invoices Outstanding	761,387	470,280	- 291,107
	<u>less</u> bad debt provision for invoices Outstanding	(62,425)	(55,492)	+ 6,933
	HRA Invoices Outstanding	86,940	8,655	- 78,285
	<u>less</u> bad debt provision for invoices Outstanding	(5,971)	(2,885)	+ 3,086
	Housing provision for Bad Debts	(743,463)	(729,305)	+ 14,158
	Benefit Government debtor	657,443	773,465	+ 116,023
Creditors	Invoices received not paid	8,688	(33,322)	- 42,010
	Accruals	(624,175)	(260,608)	+ 363,568
Reserves		(7,905,787)	(8,898,740)	- 992,953
Capital Receipts	General Fund	(1,386,587)	(1,387,027)	- 440
	Housing	(520,369)	(791,351)	- 270,982
Collection Fund				
CTAX	Arrears	1,245,940	1,030,199	- 215,740
	Credits & Prepayments	(549,174)	(229,978)	+ 319,196
NNDR	Arrears	1,034,693	727,412	- 307,281
	Credits & Prepayments	(447,695)	(187,710)	+ 259,984
Housing				
HRA RENT	Arrears	838,355	1,090,424	+ 252,068
	Prepayments	(354,377)	(232,802)	+ 121,575
Homelessness	Arrears	181,259	194,102	+ 12,843
	Prepayments	(9,114)	(9,012)	+ 102

CAPITAL PROGRAMME 2011-12 SUMMARY

Period 6 - Ledger Info @ 18/10/11

Directorate	Budget b/f from 10/11	11/12 Predicted Spend	11/12 Project Budget (Incl b/f from 10/11)	Predicted Re-profile to 12/13	11/12 Resultant Variance	YTD Actuals	YTD Accruals	YTD Actuals + Accruals	YTD Budget	YTD Variance
	£	£	£	£	£			£	£	£
CORPORATE SERVICES	71,340	156,340	156,340	0	0	21,631.53	3,132.50	24,764.03	113,840	-89,076
COMMUNITY SERVICES	446,070	836,290	1,705,390	869,100	0	167,272.34	13,645.94	180,918.28	733,190	-552,272
GENERAL FUND TOTALS	517,410	992,630	1,861,730	869,100	0	188,903.87	16,778.44	205,682.31	847,030	-641,348
HOUSING REVENUE ACCOUNT	172,360	4,434,600	4,449,600	0	-15,000	2,086,493.80	344,253.36	2,430,747.16	2,360,980	69,767
TOTAL APPROVED CAPITAL	689,770	5,427,230	6,311,330	869,100	-15,000	2,275,397.67	361,031.80	2,636,429.47	3,208,010	-571,581
Specific Project Contingencies	130,000	0	130,000	130,000	0	0.00	0.00	0.00	130,000	-130,000
TOTAL (incl spec' contingencies)	819,770	5,427,230	6,441,330	999,100	-15,000	2,275,397.67	361,031.80	2,636,429.47	3,338,010	-701,581
GF General Contingency	40,000	0	40,000	40,000	0	0.00	0.00	0.00	40,000	-40,000
Invest To Save Contingency	160,000	0	160,000	160,000	0	0.00	0.00	0.00	160,000	-160,000
ALL CAPITAL	1,019,770	5,427,230	6,641,330	1,199,100	-15,000	2,275,397.67	361,031.80	2,636,429.47	3,538,010	-901,581

Treasury Management Update – Period 6 - 2011/2012

Investments held as at 30th September 2011:

Borrower	Deposit £m	Rate %	From	To	Notice
Bank of Scotland	2.00	2.05	08/03/2011	06/03/2012	-
Lloyds TSB	1.00	1.90	05/10/2010	05/10/2011	-
Lloyds TSB	2.00	1.85	05/11/2010	04/11/2011	-
Lloyds TSB	1.00	1.25	16/08/2011	14/11/2011	
Santander	3.00	1.20	11/08/2011	11/11/2011	-
Barclays	1.35	0.72	15/09/2011	24/11/2011	-
Nat West	1.92	0.80	-	-	On call
Nat West	2.00	0.90	-	-	30 days
Santander	1.00	0.75	-	-	On call
Deutsche Bank - MMF	1.44	0.62	-	-	On call
Total	16.71	1.23 (avg)			

External Borrowing as at 30th September 2011:

<u>Borrowing from PWLB</u>				
<u>Loan Number</u>	<u>Rate</u>	<u>Principal</u>	<u>Start</u>	<u>Maturity</u>
468372	11.625%	1,000,000	29/03/1990	18/08/2015
468478	11.750%	2,000,000	23/04/1990	18/02/2017
475875	8.875%	1,200,000	29/04/1995	25/04/2055
478326	8.000%	1,000,000	17/10/1996	17/10/2056
479541	7.375%	1,000,000	28/05/1997	28/05/2057
479950	6.750%	2,000,000	02/10/1997	03/09/2057
481087	5.625%	3,000,000	22/06/1998	22/06/2058
481641	4.500%	1,400,000	09/10/1998	09/10/2058
483694	4.875%	92,194	21/12/1999	18/10/2059
484204	5.125%	2,000,000	20/04/2000	18/10/2015
488835	5.000%	2,000,000	01/07/2004	01/07/2034
490815	4.250%	1,000,000	24/11/2005	24/05/2031
494265	4.430%	2,000,000	21/01/2008	01/01/2037
494742	4.390%	700,000	15/08/2008	15/08/2058
Total		20,392,194		

The table below shows the situation with the Council's Icelandic investments as at the end of August.

ICELANDIC BANKING SITUATION (30/09/2011)

	Deposit with;	Ref Number	Date Invested	Amount	%
1	GLITNIR	1696	10/10/2007	1,000,000	
	GLITNIR	1715	31/08/2007	1,000,000	
	GLITNIR	1754	14/12/2007	1,000,000	
	Total Principal			3,000,000	
	Interest due at point of administration (contractual/default)			473,985	
	Total of Claim			3,473,985	
	Repayments Received to date			0	0.00
	Outstanding at 30/09/2011			3,473,985	

- Local Authority creditor status as 'Priority Depositors' has been confirmed, however, other creditors are contesting decision. Icelandic Supreme Court sat in late September 2011 and should give its verdict by the end of October.

- Best case recovery 100%, Worst case recovery 29% (approximately)

2	Heritable Bank	1802	12/09/2008	500,000	
	Heritable Bank	1803	15/09/2008	1,000,000	
	Total Principal			1,500,000	
	Interest due at point of administration 07/10/2008			5,127	
	Total of Claim			1,505,127	
	Repayments Received to date			-909,343	60.42
	Outstanding at 30/09/2011			595,785	

- Current indications project an 85% recovery of our investments

- A further dividend distribution of £63k was received in October 2011

3	Singer & Friedlander	1716	31/08/2007	1,000,000	
	Singer & Friedlander	1740	31/10/2007	1,000,000	
	Singer & Friedlander	1746	14/01/2008	1,000,000	
	Total Principal			3,000,000	
	Interest due at point of administration 08/10/2008			175,256	
	Total of Claim			3,175,256	
	Repayments Received to date			-1,841,648	58.00
	Outstanding at 30/09/2011			1,333,608	

- Current indications project an 82% recovery of our investments

- A further dividend distribution of £159k was received in October 2011

Summary					
	Total Principal			7,500,000	
	Interest due at point of administration (contractual/default)			654,368	
	Total of Claim			8,154,368	
	Repayments Received to date			-2,750,991	33.74
	Outstanding at 30/09/2011			5,403,377	

1 Registered Bank in Iceland - In Administration under Icelandic Law
LA creditor status will determine potential recovery level

2 Registered Bank in UK - In Administration in UK by Ernst & Young
Under English Law

3 Registered Bank in UK - In Administration in UK by Ernst & Young
Under English Law