



CABINET

Tuesday 6 December 2011

SUFFOLK COASTAL DISTRICT COUNCIL - QUARTERLY PERFORMANCE AND FINANCIAL REPORT QUARTER 2 2011-12 (CAB 47/11)

EXECUTIVE SUMMARY

1. A report on the Council's progress in delivering its priorities in the second quarter 2011-12 (1 July to 30 September 2011). This report covers:

Progress in the quarter to deliver the Council's priorities, and also on delivering well-performing services

 - Summary on page 3.

Appendix A: Performance against key indicators

 - 60% of performance indicators are meeting or had performed better than target.

Appendix B: Budget Monitoring Report

 - Early indications are that the planned spending for the year is on track and any potential variations are within the approved contingency levels.

Appendix C: Corporate risk management matrix

 - 25% of corporate risks across the two councils are at their target level with 65% identified as medium risk. Action plans are in place to reduce and manage the other risks which are updated and reviewed at each Corporate Governance Day.

Is the report Open or Exempt?	Open
Wards Affected:	All Wards
Cabinet Member:	Ray Herring, Leader of the Council
Supporting Officers:	<p>Homira Javadi Head of Financial Services 01394 444529 Homira.javadi@suffolkcoastal.gov.uk</p> <p>Steve Whelan Head of ICT and Corporate Services Tel: 01394 444337 Steve.whelan@suffolkcoastal.gov.uk</p>

1 INTRODUCTION

- 1.1 A summary of the Council's progress in delivering its priorities in the second quarter 2011/12 (1 July 2011 to 30 September 2011). This report covers:
- Progress in the quarter
 - Appendix A: Performance against key indicators
 - Appendix B: Budget monitoring report
 - Appendix C: Corporate risk management matrix
- 1.2 The Council is working with Waveney District Council to review the format of the Quarterly Performance & Financial Report to develop a joint report format that is more streamlined and effective. Changes will be made during 2011/12, for example, use of symbols to monitor performance, to facilitate printing in black and white.
- 1.3 The report is a summary combining information from different service areas. Members are reminded that they should contact the relevant portfolio holder or Head of Service before the Cabinet meeting if they have any questions or require more information.

2 REPORT SUMMARY

- 2.1 The key points from the report, for consideration or action:

- **DEVELOP A SAFE AND HEALTHY COMMUNITY WITH ACCESS TO LEISURE OPPORTUNITIES**

Community Safety – The overall crime rate for quarter 2 remains comparable to the same period last year although reported crime numbers during the past 12 months down.

Leisure Services – Attendance across the four leisure centres was below target at 146,606 (target 151,904) due to the continuing economic climate. In addition, the closure of the main sports hall at Brackenbury Sports Centre, Felixstowe during part of July and August 2011 for three weeks to allow the replacement of the floor had an impact on the attendance figures.

- **SUPPORT OUR ECONOMY**

Town and parish councils across the district, plus other interested groups, have been invited to express their views on the first round of town centre car parking increases.

The Wickham Market Partnership received a grant of £1,409 from the Economic Development Support Fund for the 'Wickham Market Businesses Christmas Promotion' making it the 20th successful project to receive funding. The remaining balance in the fund was £53,058.17.

Suffolk Coastal and Waveney District Councils are producing a joint Suffolk Coast Holiday Guide for 2012.

- **PROTECT AND ENHANCE THE ENVIRONMENT**

Improved Waste Management – 60.5% of domestic waste collected was recycled or composted in quarter 2.

- **MEET HOUSING NEEDS**

The Council's homelessness prevention measures overall continue to deliver excellent results. 127 cases were presented as homelessness enquiries during the quarter but due to pro-active prevention work, only five households needed to be placed in temporary accommodation.

- **CROSS-CUTTING ISSUES**

Green Issues – The Environmental Business Advisor has visited 5 small to medium size enterprises to support them by identified potential savings of £24,775 and 77.86 tonnes of carbon dioxide. Five communities have become Community Environmental Action

communities and 39 environmental engagements with individuals have been recorded through presence at community organised events/meetings. Environmental audits are now carried out by the SCDC Green Team once every six months at Melton Hill and Ufford.

• **DELIVER WELL- PERFORMING SERVICES**

Council Tax Collection - The collection rate for Council Tax is 59.83% compared to a collection rate of 60% for quarter 2 for the same period in 2010/11. This is slightly below the target of 60.00%, however this remains to be good performance despite the economic climate.

Housing Benefits – It took an average of nine days to process new claims and change in circumstances for the Quarter 2. There had been a 5% growth in change of circumstances events compared to the same period in 2010/11, however there has been a slight increase in caseload for Quarter 2 of 2011/12.

Planning Services – The number of applications received continues to be high however income was down considerably from the last quarter and against the forecast for Quarter 2 (£109,948 against a target of £175,000). The speed of determining applications exceeded targets for 2 out of 3 categories just missing out on the third target.

• **RISK MANAGEMENT**

25% of corporate risks across the two councils are at their target level with 65% identified as medium risk. Action plans are in place to reduce and manage the other risks which are updated and reviewed at each Corporate Governance Day. The risk level for the Medium Term Financial Strategy (MTFS) and Business Continuity are currently red. The MTFS process for this year to address the budget gap is being undertaken and involves comprehensive reviews and scrutiny of all areas of expenditure and income

3. DEVELOP A SAFE AND HEALTHY COMMUNITY WITH ACCESS TO LEISURE OPPORTUNITIES

Community Safety

Total number of crimes	3 months ending September 2010	3 months ending September 2011	12 months ending September 2010	12 months ending September 2011
	1,514	1,546	5,763	5,529

3.1 The overall crime rate for quarter 2 remains comparable to the same period last year although reported crime numbers during the past 12 months down. There has been a small increase in criminal damage in August from 20% to 22%; however criminal damage is still the lowest it has been over the past 3 years. See *Community Safety Partnership (CSP) Action Plan* for further detailed information:

www.suffolkcoastal.gov.uk/yourdistrict/communitysafety/csp

3.2 **CSP Priority Night Time Economy/Alcohol and Substance Misuse**

- The Alcohol/Substance Misuse Officer purchased advertising on local buses and commissioned the Kiss radio street team to promote the ‘Don’t Limit Your Summer’ radio campaign during the Felixstowe and Aldeburgh Carnivals – an advice campaign aimed at 18-24 year olds drinking over the summer period at parties, bbqs, gigs, etc. The evaluation of the radio campaign resulted in over 5000 webpage hits.
- Drugs training being delivered to NEETS in Felixstowe. Looking at opportunities for local volunteering work among PPO’s living in Felixstowe. Working with Sports development officer to offer sport activities for hostels in Felixstowe.
- Participation in the Felixstowe Culture Event, a multi-partnership event aimed at bringing together different cultural sectors of the community, very well attended.

3.3 **CSP Priority Protecting Property/Priority Neighbourhoods**

- Working with the Genesis project in Felixstowe (supported housing) to develop art project for clients and local residents to increase community cohesion.
- Preventative advice and support was given to migrant workers in their hostel accommodation following allegations of anti-social behaviour (ASB) from local residents. A good example of partnership work with ASB Team, SCDC Private Housing Officer and local Police.

3.4 **CSP Priority Protecting Young People/Vulnerable Families**

- Although not directly involved in the delivery of Operation Camouflage this year, the ASB team referred seven young people who had been involved in low level ASB, to the event during August. This opportunity was combined with more intensive work undertaken by team's Youth Offending Time2Change Officer.
- Funding has been obtained from the Transforming Suffolk & Improve & Prove Fund for the joint domestic violence post with Babergh DC, this will enable the post to be retained until mid January 2012.
- Additional youth provision was commissioned during the summer period in Felixstowe, Rendlesham, Saxmundham and Leiston to address low level ASB in these areas. The provision in Rendlesham will continue into the autumn and winter months.
- For quarter 2, the team had been working on 12 ASB cases. There continues to be a notable trend of more cases where the location and/or environment is the dominant factor, examples include continuing problems in a recreation ground and public park where groups of youths are gathering and causing damage and disturbance to local communities.

For more detailed crime statistics go to <http://extranet.onesuffolk.co.uk/crimestatistics> or contact julia.catterwell@suffolkcoastal.gov.uk 07768817607

Leisure Usage

- 3.5 At the end of September 2011 there were 4,090 active Coastal Cards across the four leisure centres compared to 4,567 at the end of March 2011. Representing an 11% fall in the current uptake. This may be attributed to the continuing financial climate and the seasonal trend for outdoor exercise during the summer months. The uptake of the Coastal Cards will be monitored throughout the autumn/winter period. If there is no increase, or only a minimal increase, discussions will be held with DC Leisure to undertake a short advertising campaign in the local media in early in 2012.
- 3.6 Leisure attendance across the four leisure centres was down when compared to the same period in the previous year with 146,606 attendees for quarter 2 compared to 151,518 in quarter 2 of 2010/11. This represented a decrease of 2% for quarter 2.
- 3.7 There has been a good uptake overall, across the four leisure centres, for the summer programmes. Some of the programmes were fully booked very quickly, particularly canoeing at Deben Pool.
- 3.8 Felixstowe Leisure Centre hosted its inaugural beer festival in August and it was hoped that the festival would become an annual event. Felixstowe Indoor Bowls Club has had a new bowls carpet installed with a grand opening due to take place on 1st October 2011.
- 3.9 'Quest' assessments had been completed at all four leisure centres during quarter 2. Quest assessments were previously undertaken in 2009. Quest defines industry standards and good practice and encourages their application and development in a customer focused management framework. External Assessment is undertaken by trained Assessors from the industry. The assessment checks the operation against industry standards and provides a

percentage score for each facility. Each facility scoring is as follows for the External Validation:

Deben Pool	80% (previously 77%)
Leiston Leisure Centre	77% (previously 68%)
Felixstowe Leisure Centre	80% (previously 77%)
Brackenbury Sports Centre	79% (previously 73%)

3.10 All four facilities have made creditable improvement upon the previous score, achieving the "Highly Commended" (75% to 84%) status.

Spa Pavilion, Felixstowe

3.11 The audience figures at the Spa Pavilion were down 12.6% compared to the same period in 2010, even though there were 26 performances in 2011 compared to 22 performances in 2010. Four performances were cancelled by the promoters during quarter two. Three of the cancellations were due to poor ticket sales, both locally and nationally. The other show cancelled following problems with the tour company. Year to date overall ticket sales are currently down by approximately 13%, when compared to 2010. The forthcoming programme is being reviewed to ensure that shows and entertainment are receiving the optimum uptake.

3.12 Restaurant sales figures are down 6.3% when compared to the same period during 2010. The Kiosk/Ice cream Parlour sales figures are down 23% when compared to 2010. The annual hot rod event, that would usually have included the area around the Spa Pavilion, terminated at the roundabout adjacent to the Tourist Information Centre due to the coastal defence works, resulting in significantly less passing footfall during the weekend of the event.

4. SUPPORT THE ECONOMY

Continuing to develop Suffolk Coast brand

4.1 Work has been continuing during quarter 2 on the collaborative efforts to build the Suffolk Coast brand. The www.thesuffolkcoast.co.uk website has been relaunched. There is a particular aspiration to promote the 'out-of-season' tourism offer and boost the income of tourism businesses during the autumn and winter months.

Holiday Guide

4.2 Suffolk Coastal and Waveney District Councils are joining forces to produce a Suffolk Coast holiday guide for 2012, promoting a wealth of fantastic places to stay, sites to visit and things to do in the area.

4.3 Drawing on expertise from across the two districts, this brand new publication will bring together attractions from the Southern Broads down to Felixstowe, giving a further boost to the local tourism sector which will be able to advertise and promote their businesses.

First consultation on car parking

4.4 Town and Parish councils across the district plus other interested groups have been invited to express their views on the first round of town centre car parking increases since 2006.

Tourist Information Centre (TIC) Visitors

In quarter 2 Woodbridge TIC saw visitor numbers increase by 2,399.

Economic Development Support Fund

4.6 Quarter 1 for 2011/12 closed on 30th June with one successful application. The Wickham Market Partnership was awarded a grant of £1,409 towards their project 'Wickham Market Businesses Christmas Promotion'. This is the 20th successful application to the scheme. Quarter 3 would be open from July with a closing date of 30th December 2011. The remaining balance of funds in the scheme is £53,058.17.

HCMTI (Heritage Coast Market Towns Initiative)

4.7 The Late Summer Party event took place on 14 September 2011 with guest speakers: Will King (King of Shaves) and Naomi Tarry (Best of Suffolk).

Low Carbon Coastal Market Towns

4.8 The Low Carbon Suffolk Coastal Market Towns has received over £45,000 of LSP funding to deliver low-carbon settlements and locality-based economic growth. This will include delivering services to support businesses to help them start up, to develop, to lower their carbon output and to be sustainable within their localities.

4.9 The main objectives for the project are:

- Create prosperous and vibrant low carbon settlements in Suffolk Coastal area
- Reduce the need to travel to work and training
- Encourage best practice in existing businesses to enable low carbon growth
- Stimulate start up businesses in Suffolk Coastal settlements to foster low carbon centres of activity

5. PROTECT AND ENHANCE THE ENVIRONMENT

Improved Waste Management

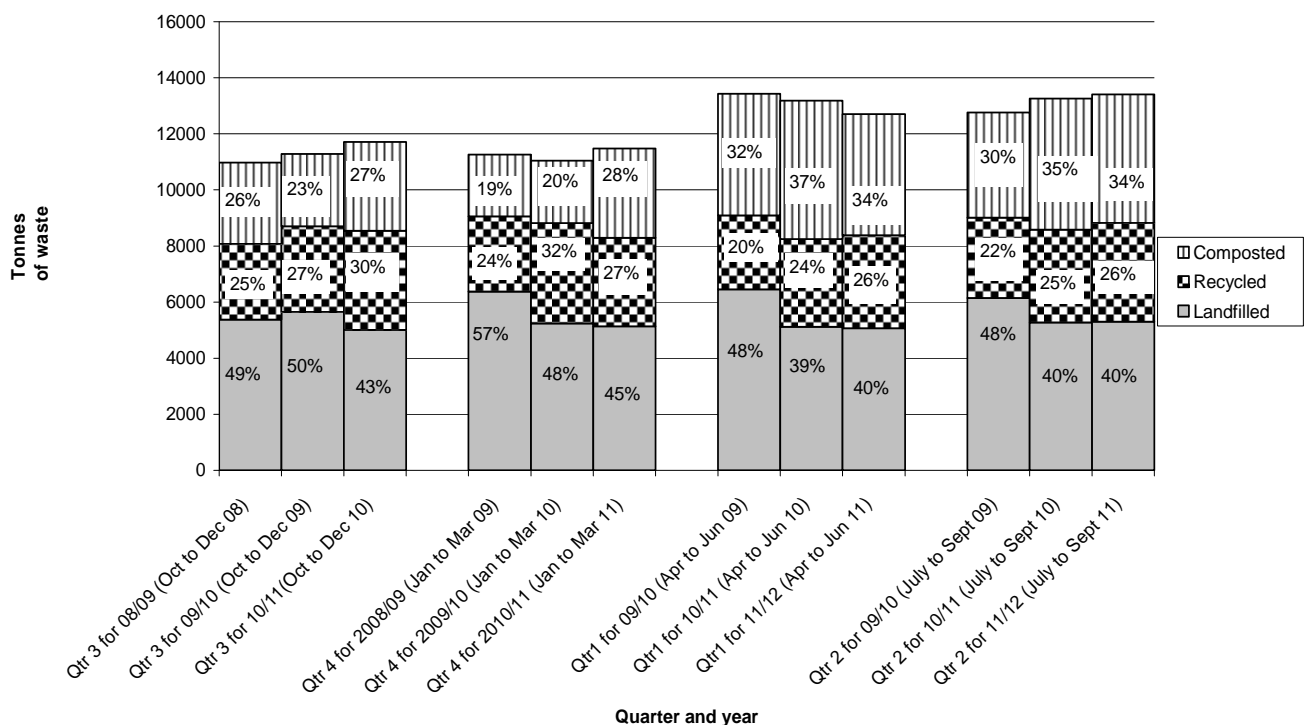
5.1 Overall, 60.5% of domestic waste collected was recycled or composted in quarter 2. Cumulative performance for the year is 60.3%. This figure includes the recycling/composting of street sweepings and the recycling of litter bin waste.

5.2 The amount of dry recyclables collected was some 210 tonnes more compared to the same period the previous year. The amount of compostable waste collected was similar to quarter 2 in the previous year.

5.3 The Waste Management Regulations 2011 regarding the Duty of Care Waste Transfer Notes came into force in September 2011. This required the content of these documents to be amended to reflect, amongst other aspects, the Waste Hierarchy.

5.4 The percentage of waste from SCS business customers continues to increase, with almost 50% in total being collected for recycling/composting.

Graph showing year on year quarterly performance



Coast and Estuary Management

- 5.5 A restructure of the Coast Protection shared service team is substantially complete with only the position of new team leader outstanding. Staff shortages, unplanned absences and higher than anticipated inputs on some projects has created a backlog of work that will result in under spends on some budgets and slippage of some projects into 2012/13.
- 5.6 The impact of new Department of Environment for Food and Rural Affairs (DEFRA) rules for the allocation of grant aid to fund coast protection and surface water management schemes is emerging and the consequences for future capital works is becoming clearer. It is certain that variable levels of contributions from a number of sources, including those who benefit from works, will be required to top up the new grant allocations. The new rules do not affect grant allocations for the Central Felixstowe and Thorpeness schemes.

Central Felixstowe Coast Protection Scheme

- 5.7 Works are underway and generally to programme with some slippage due to bouts of weather that have disrupted seaborne rock deliveries. High effort is being applied to public liaison which is appreciated by the Felixstowe community. It is possible that some works to the main tourist beach that were originally planned for phase 2 in 2012/13, will be advanced for completion as part of phase 1. The work is planned to be built over two phases with a break during the first quarter of 2012. The project website is available via www.suffolkcoastal.gov.uk/yourdistrict/coastalprotection

Shoreline Management Plan (SMP) Review

- 5.8 The draft Final Shoreline Management Plan, completed in January 2010, has been approved by DEFRA and the Environment Agency and will be presented to the both Council's Cabinets in early November for adoption. Dissemination will follow probably in January of 2012. The SMP2 website (www.suffolksmp2.org.uk) hosts full details of the Final SMP.

Thorpeness Protection Works

- 5.9 Local contractor Breheny began construction in late September and is expected to complete the works in January of 2012, weather permitting. Further information is on the project website www.suffolkcoastal.gov.uk/yourdistrict/coastalprotection/thorpeness

Erosion at East Lane Bawdsey

- 5.10 Erosion to the south of the recently built defences at East Lane, featuring massive, deep seated cliff failures of a kind not typical to this frontage, continue to cause local concern. An investigation into the cause of the change in erosion patterns has been completed and a report produced, the findings of which are being considered.

Issues concerning the South Felixstowe Frontage

- 5.11 Works to improve some original timber and concrete groynes over this part are underway. The performance of these works will be monitored and may be extended subject to the findings. A number of the navigation markers over this section of beach have developed faults and some have collapsed. A review of the design is underway that may require some modifications. Furthermore discussions are taking place with Trinity House Lighthouse Service (the organisation with responsibility for navigational safety) with a view to reducing the number of markers that will reduce the Council's liability for maintenance.

Issues concerning the North Felixstowe Frontage

- 5.12 Extensive maintenance works are underway to replace planks and fixings on the timber groynes running northward from Jacobs Ladder. Many of the original fixings at the seaward ends have been worn by erosion or corrosion allowing the planks to fall.

Dunwich Demonstration Project

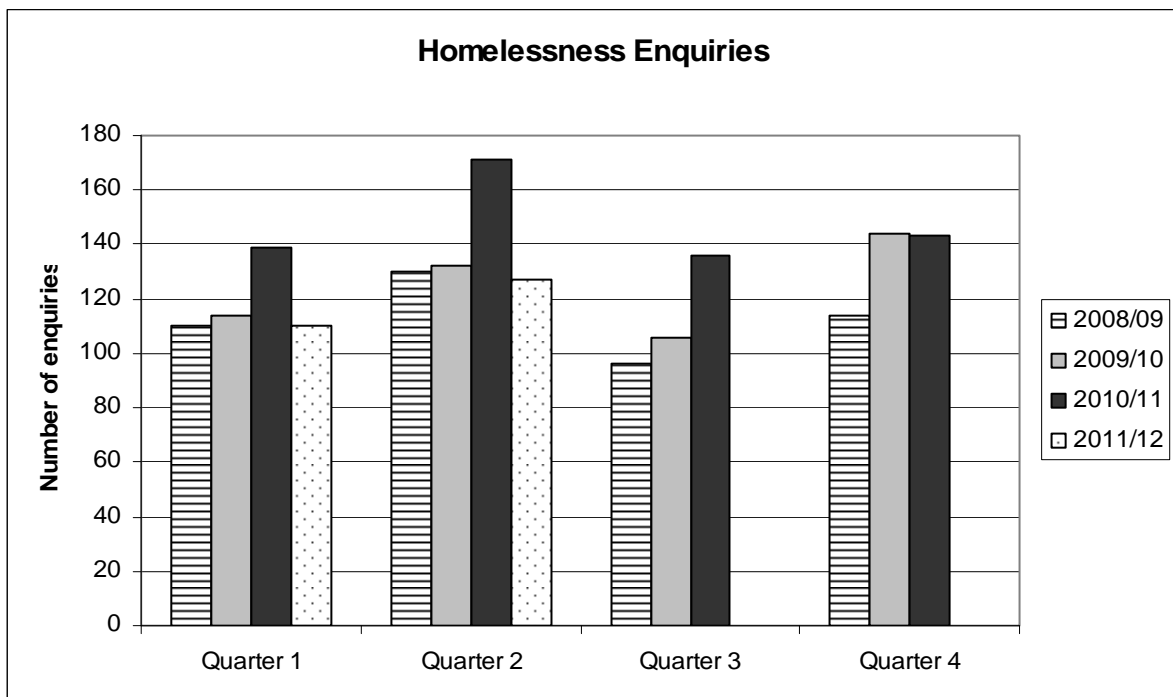
5.13 The frequency of the photographic surveys has been reduced to quarterly. Visual inspections continue on a monthly basis. There have been no significant changes to report.

6. MEET HOUSING NEEDS

Access to Housing

6.1 The Council's homelessness prevention measures overall continue to deliver excellent results. 127 cases were presented as homelessness enquiries during the quarter but thanks to pro-active prevention work, only five households needed to be placed in temporary accommodation.

6.2 The graph below shows the level of enquiries over the past three years. In addition to specific queries around homelessness, there has been a steep rise in activity about housing options generally, which is a reflection of the troubling economic situation in the country.



Housing Enabling

6.3 The environment for new Affordable Housing in the District is very testing. The number of homes in the development pipeline is not at all certain as Flagship Housing Association has yet to re-assess its financial appraisals on potential schemes and the amount of funding that is now being made available (£6.5M over the next three years to be allocated in Breckland D.C, Forest Heath District Council and Suffolk Coastal District Council) will not be sufficient to meet all the demands for investment.

6.4 Similarly, house builders are often unable to find Housing Association buyers to take their Section 106 Affordable Housing properties in the current market. On a positive note, senior representatives from Orbit Housing Association have held a meeting with officers and Members, on 6 October, confirming their desire to work in the area but it has many competing demands on its financial capacity.

6.5 Officers are working hard to fill the gap in supply but these are unprecedented times in the world of social housing and the reality is that new Affordable Housing delivery will be very limited over the next four years.

Affordable Housing Activity

- 6.6 Whilst no affordable units have been completed using Private Sector Housing grants for quarter 2 there had been 11 cases approved and awaiting completion of works. The number of new homes in the District built last year was 216, of which 47 were Affordable Housing. Information relating to the number of completions and affordable housing is gathered annually and therefore figures for this current financial year will be reported in the performance report for quarter 2 of 2012/13.
- 6.7 The table showing the number of planning applications made and in the pipeline was not helpful in distinguishing the actual number of Affordable completions and contained some applications that never actually made it to site - therefore instead of adding value it reduced it. For this reason, the annual figure is to be provided in future reports.

7. CROSS-CUTTING ISSUES

Green Issues

- 7.1 Six small to medium sized enterprises have been visited by our part-time Environmental Business Advisor; from the 5 completed reports potential savings of £24,775 and 77.86 tonnes of Carbon Dioxide have been identified. For the 2 that elected to have waste audits a potential 1.38 tonnes of waste could be diverted from landfill if recommendations are followed.
- 7.2 A further 5 communities have become Community Environmental Action communities and have benefited from £1000 and are being supported with dedicated officer time. Fullfledge Ecology School, Cookley and Walpole (2 hours this quarter), Kingsfleet Primary School, Enterprise Badingham (2 hours this quarter) and Sandlings Safer Cycling Campaign. 39 environmental engagements with individuals have been recorded through presence at community organised events/meetings.
- 7.3 The Greenprint Forum hosted an open meeting covering traditional apples and orchards, preparing, pressing and preserving fruit and cutting food miles by using local suppliers. The Group has now developed a presence on Facebook and Twitter.
www.suffolkcoastal.gov.uk/yourdistrict/greenissues/greenprint
www.twitter.com/GreenprintForum
www.facebook.com/GreenprintForum
- 7.4 Environmental audits are now carried out by the SCDC Green Team once every six months at Melton Hill and Ufford. They are used to remind staff, contractors and tenants that the Council is committed to reducing waste destined for landfill and electricity consumption as part of its commitment to improving and protecting the environment. They are also used to highlight any gaps or errors which service areas need to address and are a chance for services to identify support needs.

8. DELIVER WELL-PERFORMING, EFFICIENT SERVICES

Introduction

- 8.1 This section has regular updates on certain areas:
- Planning applications,
 - Benefit claims processing,
 - Sickness absence,
 - Health and safety,
 - Customer complaints and compliments.
- 8.2 It also gives information on the latest progress in delivering well-performing efficient services. The focus for this section of the report may vary from one quarter to another to include information from different service areas as new projects get underway.

Planning Services

- 8.3 The quarter started with 429 applications on hand. 406 applications were determined, 36 applications were withdrawn, and 433 applications have been received, resulting in 420 applications on hand at the end of the quarter.
- % of major applications determined in 13 weeks: 66.67% of 9 applications
 - % of minor applications determined in 8 weeks: 65.74% of 108 applications
 - % of other applications determined in 8 weeks: 79.58% of 289 applications

Types of applications determined Volume (%)

Types of applications determined	Volume (%)
Additions to dwellings (extensions etc)	211 (52)
New Dwellings	55 (14)
Miscellaneous	87 (22)
Listed Building Consent	49 (12)
Retail or Industrial	7 (2)

- 8.4 Performance this quarter has exceeded government targets for Major, Minor and just missed the target for Other applications by 0.42%. There continues to be a significant number of applications being received/determined with a high proportion relating to householder and other minor applications. Officers have worked hard endeavouring to achieve targets during a quarter which contains the main holiday season.
- 8.5 During the quarter 85 enforcement cases were received and 59 cases determined or closed, 308 cases are on hand. This performance is commendable considering one Planning Officer (Enforcement) had left the department in early August and would not be replaced. Also another Planning Officer (Enforcement) had emergency back surgery and was absent from the office 3 weeks of the quarter.
- 8.6 Three appeals were lodged this quarter with four appeals determined all of which were dismissed.
- 8.7 Fees received for the quarter were £109,948 significantly down on the previous quarter (£197,997).

Housing Benefits, Council Tax and NNDR

- 8.8 Quarterly figures for the processing of benefits are now reported under one new single National Indicator in the Single Housing Benefit Extract (SHBE) monthly data sent to the Department of Work and Pensions (DWP).
- 8.9 The Housing Benefits Team is continuing to provide full-time cover at Woodbridge Benefits Reception and two days per week at Felixstowe Benefits surgery as well as taking telephone calls for Benefits enquiries, and assisting Waveney District Council with processing Housing Benefit and Council Tax Benefit claims. Callers and telephone calls are also received by the Customer Services Team.
- 8.10 For the second quarter of 2011/12 there has been a 5% growth in customer change events received compared to the same period in 2010/11. There has only been a slight increase in caseload in 2011/12.
- 8.11 The Team's overall performance is 8 days for the year to date (2011/12) for processing New Claims and Change Events. Target is currently 9 days.
- 8.12 The Service is recovering from the recent document management system downtime issue with some outstanding work less than 3 weeks, although the team prioritise urgent cases.

Work to replace the existing system is underway as part of the recently approved business case/project.

- 8.13 The collection rate for Council Tax is 59.83% which is slightly below the target of 60.00% This remains a good performance despite the economic climate.
- 8.14 Empty properties: The number of properties which have been empty for less than 6 months is 780 and for more than 6 months is 651. There has been a significant drop in the number of properties classed as long term empty as a result of concerted effort and close working between the Council Tax and Private Sector Housing teams.
- 8.15 The NNDR collection rate for the period ending 30 September 2011 was 62.11%. However, the team was currently processing a large number of amendments to the Dock hereditament which has artificially lowered the collection rate. It is estimated that without these amendments the true collection rate would be 63.20%. This compares favourably to a collection target of 63.4% despite the continued economic pressures.
- 8.16 It should be noted that the additional small business rate relief announced in the budget in March 2011, which had an adverse effect on the collection rate for quarter 1, has now been applied to all the relevant Non-Domestic rate accounts and is therefore reflected in the collection results.

	Tax Collected by end of Quarter 2 2010-11 (%)	Tax Collected by end of Quarter 2 2011-12 (%)	Target Quarter 2 2011-12 (%)
Council Tax	60.00%	59.83%	60.00%
NNDR	64.37%	62.11%	63.40%

Sickness Absence

- 8.17 Sickness absence rates for this period were 0.69 days per full time equivalent (FTE). This is slightly down from the previous quarter when a rate of 0.78 days per FTE was recorded. This is also significantly down on Quarter 2 of 2010/11 where absence rates were 1.88 days per FTE. The trend shown at Suffolk Coastal District Council also matched that of Waveney District Council for this quarter.

Health & Safety

- 8.18 The Joint Health and Safety Committee was held on 18 August 2011. Items discussed at that meeting included the list of representatives appointed from each service area and the approval of the joint risk assessment form.
- 8.19 The fire evacuation plan for Melton Hill has been simplified to combine the fire assembly points to one central location at the front of the building. Also the existing approach to managing fire safety has now been documented.
- 8.20 In accordance with good practice and to inform members, information on enforcement action taken by the Health and Safety Executive (HSE) is being included in this report. No enforcement actions, eg notices/prosecutions etc, were taken by the HSE against the Council or partner organisations listed below during this quarter.
- 8.21 The Reporting of Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR) prescribe incidents that are reportable. No incidents were reported under RIDDOR by partner organisations and there was one recorded incident in Suffolk Coastal District Council namely a member of the public fell from on the footpath/promenade and was taken to hospital. No days were lost due to incidents at work.

Link to RIDDOR incidents: [RIDDOR incidents \(quarter 2 – 2011_12\)](#)

Customer Complaints & Compliments

8.22 Complaints and compliments received over the quarter by each organisation

Organisation	Complaints	Compliments
Suffolk Coastal	18	21
SCS	31	28
DC Leisure	24	17
NPS	0	5
Openwide	0	0

8.23 Figures are not directly comparable due to different systems for recording and reporting complaints. After reviewing our use of the data around complaints it was decided that in order to identify any weaknesses and make improvements it is more useful to focus on the performance for dealing with complaints and not on the actual numbers of complaints received. The numbers received can depend on a variety of elements.

8.24 The complaints received by Suffolk Coastal can be broken down as follows:

Service Area	Complaints Received	Number Justified	Completed on time
Audit	0		0
CES	1	0	1
ICS	-	-	-
Financial Services	5	1	5
ES & PH	-	-	-
SH & TS	-	-	-
LADS	-	-	-
Planning	10	0	9
R & B	2	2	1
CS & CP	-	-	-

Petitions

8.25 No petitions were received this quarter.

Sustainable Community Strategy and Local Area Agreement

8.26 As part of the refresh of the Sustainable Community Strategy in 2008 the LSP (Local Strategic Partnership) Board approved the development and implementation of a delivery plan for 2008-11 to set out how the LSP would address its key outcomes in the medium term grouped around the LSPs priorities. This plan has been extended to cover 2011/12.

A full set of Year 3 (2010/11) progress reports can be viewed on the LSP website at:
<http://www.sclsp.org.uk/lspboard/LSPBoardMtgs2011.htm>

Member Briefings

8.27 The following Member Briefings/Training Sessions have been held which were all open to Members of both Suffolk Coastal and Waveney District Councils to attend:

- Equality and Diversity – Training session
- Finance and Risk Management - Training session

- National Planning Policy Framework – Briefing session
- Completion of On-Line Survey relating to the Council's Business Plan – Briefing session
- Media Training
- Scrutiny Training

A full training/briefing programme has now been developed for Members and is available on the Council's Intranet.

9. Financial Performance

9.1 Appendix B of this report provides a summary of the key areas of financial performance relating to Revenue, Capital and Treasury Management activities.

10. RISK MANAGEMENT

Following the integration of the risk management groups into one new Joint Corporate Risk Management Group the risk register has been combined to include risks for both Suffolk Coastal and Waveney District. A copy of the Risk Matrix section of the Corporate Risk Register is included at Appendix C.

11. REASON FOR RECOMMENDATION

Cabinet is asked to note the information in this report and to decide whether there are any performance issues it wishes to pursue further.

RECOMMENDATIONS

That information contained within the report is noted and Cabinet assesses whether any performance issues need to be pursued further.

APPENDICES














Appendix A	Performance against key indicators
Appendix B	Budget Monitoring Report
Appendix C	Corporate Risk Management Matrix

BACKGROUND PAPERS : None

APPENDIX A: PERFORMANCE AGAINST KEY INDICATORS

This section of the Quarterly Performance Report sets out Suffolk Coastal's performance against national indicators (NIs) or local performance indicators (LPIs). Each indicator is classified according to its performance against target. Thresholds for traffic lights have been agreed separately for each indicator, based on national targets and performance comparison (where appropriate) and an analysis of local performance over recent quarters.

Key

Reference	Indicator	Performance Thresholds			Quarter 2 2011-12			Year to date figure
					Actual	Target	Performance	
DEVELOP A SAFE AND HEALTHY COMMUNITY WITH ACCESS TO LEISURE OPPORTUNITIES								
NI 16	Total number of crimes	Target not set			1,546	Target not set		1,546
LPI 1 b)	Leisure Usage (estimated paid admissions) to Suffolk Coastal Leisure facilities	More than 15% below target	Up to and including 15% below target	Target or better	146,606	151,904		289,641
ENVIRONMENT								
NI 157	% of major applications determined within 13 weeks	More than 10% below target	Up to and including 10% below target	Target or better	66.67	60		62.96
NI 157	% of minor applications determined within 8 weeks	More than 5% below target	Up to and including 5% below target	Target or better	65.74	65		67.73
NI 157	% of other applications determined within 8 weeks	More than 5% below target	Up to and including 5% below target	Target or better	79.58	80		81.29
NI 191	Kg of residual household waste collected per head*	More than 5% above target	Up to and including 5% above target	Target or better	42.0	41.574		83.39
NI 192	Total tonnage of household waste arising - % recycled and composted*	More than 5% below target	Up to and including 5% below target	Target or better	60.5	58		60.3
FISCAL AND DEMOCRATIC								
LPI 20	% of Council Tax collected	More than 0.5% below target	Up to and including 0.5% below target	Target or better	59.83	60		59.83
LPI 21	% of business rates which should have been received during the year that were received	More than 1% below target	Up to and including 1% below target	Target or better	62.11	63.4		62.11
LPI 4	Average days lost through incidents at work	More than 0.06 days	0.05 – 0.06 days	0.04 or lower	0.00	0.04		0.00
LPI 22	The number of working days or shifts lost due to sickness absence per FTE employee	Target not set			0.69	Target not set		1.47
MEET HOUSING NEEDS								
NI 156	No of households in temp accommodation (B&B and Hostel)**	Target not set			5	Target not set		
NI 181	Speed of processing housing benefit : average time for processing new claims and changes	12 days or more	10 or 11 days	9 days or less	9 days	9 days		8 days

*NI 191 measures the reduction in residual waste collection. This complements NI 192 as we are showing the total waste recycled & composted, and the total residual waste.

** NI 156 provides a snapshot of the number of people in temporary accommodation. It is therefore not possible to aggregate this indicator to provide a year to date figure.

FINANCIAL PERFORMANCE

July 2011 – September 2011

1. Revenue Spending Plans

Significant Influences on Revenue Spending Plans

The pressure on income streams as shown in the table below, with car parking income continuing to be the main concern, are the most volatile area of Council income/expenditure within quarter 2. These income streams will be closely monitored over the remainder of the financial year.

		Budget to end of Q2	Actual to end of Q2
		£000	£000
Car Parks	Parking	613	674
	Season tickets	24	27
	Excess parking fees	73	85
Planning Fees	Application fees	350	308
Building Control	Fees	232	225
Port Health	Inspection fees	1,848	1,984
Land Charges	Search fees	95	111

Based on current predictions it is expected that over the duration of 2011/12 car parking income levels will be £200k below budget. This is due to the increased charges not being implemented from 1st October 2011.

Detailed work is currently progressing on the revised budget for 2011/12 and further updates will be provided as part of the 2012/13 budget process.

2. Capital programme

Capital Investment

	Spending Plan at Start of Period £000	Estimated Change in Costs £000	Estimated Re-phasing to Later Years £000	Estimated Spending Plan at End of Period £000
Economic Dev, Tourism & Leisure	431	-57	-20	354
Planning	5,074			5,074
Housing	767			767
Community Health	31	-5		26
Resources	1,050			1,050
Total Net Cost	7,353	-62	-20	7,271
<u>Capital Financing Plan</u>				
Capital Receipts, Grants and Contributions	5,763	-62	-20	5,681
Borrowing	0			0
Revenue	1,590			1,590
Total Financing	7,353	-62	-20	7,271

Main reasons for Change in Plan

	£000	
<u>Changes in Costs</u>		
Dunwich Public Convenience	-21	Not required
West Lane, Aldeburgh	-3	Not required
Cemeteries	-5	Not required
Huts & Chalets	-24	Not required
Brackenbury Sports Hall Floor	3	Additional
Air Handling, Leiston	-22	Reduced cost
Martello Park	10	Additional
	-62	
 <u>Estimated Re-phasing to Later Years</u>		
Public Shelters	-20	On hold

Gross expenditure up to the end of quarter 2 totals £1.3 million against gross costs of £7.3 million. A significant part of the budget relates to the Central Felixstowe Coast Protection Scheme, which is in line with expectations. At the time of preparing this report discussions are taking place with regard to bringing forward up to £2 million of spend from 2012/13 into 2011/12 in respect of the Central Felixstowe Coast Protection Scheme. As the scheme is fully funded by the Environment Agency any rescheduling is dependant on them bringing forward their funding.

No capital receipts were generated in Quarter 2.

3. Treasury Management

Prudential Indicators

All investments placed during the quarter have been in accordance with the Approved Investment List and the Prudential Indicators which relate to longer term investment.

Cash, Borrowing and Investments

No borrowing has been undertaken during the quarter and the Council therefore continues to be debt free. Current forecasts (see the summary of the capital programme below) are that all capital expenditure can be financed without the need for external borrowing in the current financial year.

Shown below is a summary of the Council's investments as at 30th September 2011;

Maturity	Value £000	Rate Range %	Prevailing Rate %
Call Account	3,480	0.5625	0.5625
Within 1 Month	9,000	0.40 – 0.66	0.55
1 - 3 Months	10,000	0.42 – 2.41	0.90
3 - 6 Months	1,000	1.80	1.05
6 - 9 Months	1,000	2.10	1.30
	24,480		

The performance indicator for the Cleared Bank Balance is set at zero i.e. the council should endeavour to hold as little money as possible in the current account overnight.

	DR/CR	Number of Days		
		2009/10	2010/11	2011/12
Cleared Bank Balance Range				To 30/09/11
Greater than £250,000	DR	2	3	*2
Between £100,000 and £250,000	DR	1	2	0
Between £25,000 and £99,999	DR	6	3	0
Between £5,000 and £24,999	DR	37	33	10
Between Zero and £4,999	DR	103	88	48
Between Zero and £4,999	CR	68	69	37
Between £5,000 and £24,999	CR	111	120	64
Between £25,000 and £99,999	CR	20	26	18
Between £100,000 and £250,000	CR	7	15	1
Greater than £250,000	CR	10	6	3

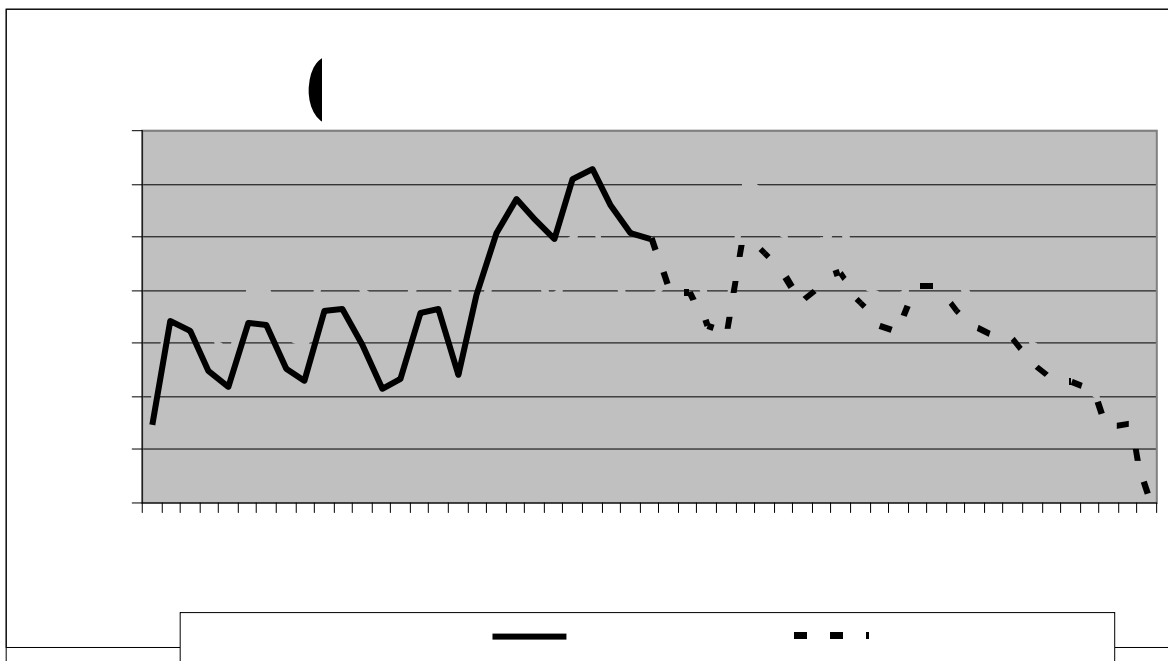
*In the above table one day within 2011/12 where the overnight balance was greater than £250,000 DR was due to an investment being returned one day late by the counterparty. This was an error outside of the Council for which compensation has been received.

Interest Rates

The Bank of England Monetary Policy Committee is now unanimous in maintaining rates at a record low of 0.5%, whereas previously some members had been voting to increase base rates. Indeed, as the outlook for economic growth has worsened it has reinstated its quantitative easing programme. It is unlikely there will now be any upward movement in base rates prior to late 2012 at the earliest.

Cashflow

The cashflow forecast below represents the daily cash reserves available for investment. The forecast is based on actual figures to date and projections based on previous years experience for the remainder of the year. Previous year actuals are shown for comparison. Because major elements of income (e.g. NNDR payments) and expenditure (e.g. Precepts) are received or paid to fairly standard pre-defined schedules the profiles tend to follow similar trends year on year.



SCDC & WDC Corporate Risk Register Matrix

Likelihood	A Very High			▲	▲
	B High	★		▲	▲
	Significant	★	~ J/15 Ethical Standards & Officer/Member Protocol (E2) ~ J/02 Capital Programme (D3) ~ J/19 Performance Management Framework (E3)	~ J/12 Asset Management (C2) ~ J9/01 Value for Money (D2) ~ J/13 Organisational Culture (D3)	▲ J/01 Medium Term Financial Strategy (E1) ▲ J/07 Business Continuity (E1)
	D Low	★	★ J/14 Governance & Development of community partnerships (E4) ★ J/16 Services for All (D4)	~ J/03 Developing Shared Services between SCDC & WDC (E3) ~ J/09 Health & Safety (E2) ~ J/10 Climate Change (D3) ~ J/21 Internal Controls (E3) ~ J/11 Corporate Financial Management Framework	~ J/05 Strategic Planning (D1) ~ J/06 Emergency Planning / Community Disaster (E1) ~ J/08 Development & Governance of Service Delivery Partnerships (SCDC) (E1)
	Every Low	★	★ J/17 Corporate Governance (E3) ★ J/22 Governance of Projects (E3)	★ J/08 Development & Governance of Service Delivery Partnerships (WDC)	
	Fairly or Impossible	★	★	★	★
		4 Negligible	3 Moderate	2 Critical	1 Catastrophic
Impact					

▲ High risk
 ~ Medium risk
 ★ Low risk

Notes:

Scores are derived from a combination of likelihood and impacts scores, according to the thresholds set out in the guidance. The thresholds and breakdown of high / medium / low cells in the matrix are determined by CRMG when the risk appetite is reviewed on an annual basis.

Target scores are given in brackets after the risk.

Where a risk is scored differently by SCDC & WDC, both scores are given in the respective cells.