



**FINANCE, AUDIT AND PERFORMANCE UPDATE – CORPORATE
SERVICES
REPORT OF DEPUTY CHIEF EXECUTIVE (CORPORATE
DIRECTION)**

WARDS AFFECTED: ALL WARDS

1. **PURPOSE OF REPORT**

- 1.1 To provide the committee with an update on the financial, performance and risk position of Corporate Services as at 31 July 2014.

2. **RECOMMENDATION**

- 2.1 That members note the contents of this report.

3. **BACKGROUND TO THE REPORT**

Financial Performance

- 3.1 The financial performance for Corporate Services from 1st April 2014 – 31 July 2014 has been detailed in Appendix 1. As at 31 July 2014, Corporate Services has under spent against the profiled budget (taking into account timing differences) by £99k. In addition there are were forecast variances meaning a predicted forecast outturn under spend of £23k.
- 3.2 Details of variances over £25,000 have been provided in Appendix 1.

Performance

- 3.3 Performance against performance indicators for Corporate Services from 1st April 2014 – 31 July 2014 has been detailed in Appendix 2, along with explanation where indicators have not been met. In total 100% of indicators are currently meeting target.

Risk Management

- 3.4 The risk register for Corporate Services contains 11 risks for 2014/2015. All red (high) risks as at 31 July 2014 are detailed below, along with actions that are currently being taken to mitigate these:

Risk	Risk failure leads to:	Net Risk Level	Review commentary	Risk Owner
CPS41 Staff Levels	Failure to maintain staffing levels within Corporate Services to deal with works required	8: Likelihood (medium) - Impact (high)	There are currently capacity problems predominantly within the Legal Team due to high workload and turnover - Legal Services Manager developed a new structure in order to increase resource and to redistribute workload. In the short term agency cover has been arranged for the legal post (property)	Julie Stay

3.5 In addition, the following red corporate risks are deemed to impact Corporate Services. An update on these risks and corresponding actions are provided below

Risk	Risk failure leads to:	Net Risk Level	Review commentary	Risk Owner
S.19 - Failure to improve sickness absence	Causes reduced capacity leading to failure/inability to deliver services/objectives efficiently	7: Likelihood (high) - Impact (medium)	Sickness absence levels reduced at start of 2014/15, in response to actions taken to address constructively a number of longer-term absences. Situation remains under review, but early signs have been positive	Steve Atkinson

4. FINANCIAL IMPLICATIONS [KP]

4.1 Contained within the *Financial Performance* section of the report

5. LEGAL IMPLICATIONS [EH]

6. CORPORATE PLAN IMPLICATIONS

6.1 All budgets, performance indicators and risks are mapped against the appropriate corporate plan implication.

7. CONSULTATION

7.1 No direct consultation

8. RISK IMPLICATIONS

8.1 Covered within the *Risk Management* section of the report

9. KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS

9.1 Covered as appropriate in the body of the report

10. CORPORATE IMPLICATIONS

10.1 By submitting this report, the report author has taken the following into account:

- Community Safety implications
- Environmental implications
- ICT implications
- Asset Management implications
- Human Resources implications
- Planning Implications
- Voluntary Sector

Background papers: None.

Contact Officer: Julie Stay, HR & Transformation Manager
 Executive Member: Cllr B Witherford

Appendix 1 – Financial Performance

	Estimate to Date	Actual to Date	Timing Diff	Variance exc Timing	Explanations >£25k	Forecast variance	Explanations >£25k
	£	£	£	£		£	
Corporate Management (Civic)	12,516	7,026	0	5,490		0	
Emergency Planning	27,741	27,771	0	-30		0	
Register and Borough Elections	-83,096	-98,297	8,250	6,951		0	
Communications & Promotion	54,189	54,571	0	-382		0	
Corporate Management	203,863	187,165	0	16,698		0	
Legal /Administration	425,861	357,478	-2,000	70,383	£5k salary savings in the Casual Staff in the Contact Centre, £7k savings on training co-ordinator use, £17k accrual adjustment for Franking Machine, £4k legal fees underspending budget likely to be fully utilised during the year, £30k additional legal costs received (£15k re Bus Station), £5k postage reimbursements from County for use of Franking Machine and £2k other minor budget variations. Forecasted YE Variances:- £15k Legal Income from Bus Station & £8k postage reimbursements from County for use of Franking Machine	23,000	
Performance & Scrutiny	14,565	14,426	0	139		0	
Total	655,639	550,140	6,250	99,249		23,000	

Appendix 2 – Performance Indicators

Reference		Target	Current Performance	Comments
BV012	Working Days Lost due to Sickness Absence	8.00	2.04	On target – we have seen a positive/significant dip in absence for the first four months this year.
	LCUS1b - Lost calls	15.00%	20.47%	Customer Services continue to try and resolve up to 70% of calls at first point of contact and this approach impacts on both average wait time and lost calls. Following customer feedback we introduced an initial holding message that advises customers of their position in the queue allowing them to make a decision on whether to hold for their call to be answered or to call back later.
	LCUS3 - Appropriate person sees customer within 10 mins	85.00%	70.70%	The time taken to serve customers on the POD's continues to rise slightly month by month as the level of support required by customers continues to increase. All visitors are seen at Meet and Greet on arrival and only customers needing assistance are issued tickets to see an advisor. Satisfaction results continue to support customers are happy to wait for the service provided.
	LCUS6a - Customer satisfaction on the telephone	95.00%	97.47%	Positive trend above target
	LCUS6b - Customer satisfaction - face to face	90.00%	92.78%	Positive trend above target
	BV002a(i) - Equality Framework	2	2	On target
	BV016a - % Employees with a Disability	4.50%	3.93%	Slightly below target first quarter –anticipating will meet target at end of year
	BV017a - % Ethnic minority employees	3.4%	3.4%	On target

	LI024 - Freedom of information - requests processed within 20 days	100.00%	99.4%	Slightly below – will monitor
	BV03 - Overall Satisfaction	82%	n/a	Survey not due to carried out till this Autumn – this is an annual indicator