

 Forest of Dean <small>DISTRICT COUNCIL</small>	CABINET 15 February 2018 SD. 239										
Subject	THIRD QUARTER PERFORMANCE REPORT 2017/2018										
Key Decision	This item is not a key decision.										
Accountable member	Roger James – Deputy Leader and Cabinet Member for Finance, Governance, Performance and Shared Working Tel: 01594 812623, email: roger.james@fdean.gov.uk										
Accountable officer	Corporate Leadership Team. If you have any questions relating to the report content and its annex please contact a member of the Corporate Support Team on 01594 812524 who will direct you to the appropriate manager.										
Summary	This is the third performance report for the 2017/2018 financial year containing information for October to December 2017. The report also contains a summary of the client monitoring and the financial position.										
Annexes	Annex A – Performance Summary. Annex B – Financial Summary.										
Recommendation	Cabinet is asked to note the report.										
Corporate priorities	This report will allow members to monitor progress made in achieving our Community Outcomes and Objectives 2016-2020: <ul style="list-style-type: none">• Strong Communities• Thriving Economy• Enhanced Environment• Value for Money										
Implications (details at end of report)	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;">LEGAL</th> <th style="width: 20%;">FINANCIAL</th> <th style="width: 20%;">RISK</th> <th style="width: 20%;">EQUALITIES</th> <th style="width: 20%;">SUSTAINABILITY</th> </tr> </thead> <tbody> <tr> <td>NO</td> <td>NO</td> <td>NO</td> <td>NO</td> <td>NO</td> </tr> </tbody> </table>	LEGAL	FINANCIAL	RISK	EQUALITIES	SUSTAINABILITY	NO	NO	NO	NO	NO
LEGAL	FINANCIAL	RISK	EQUALITIES	SUSTAINABILITY							
NO	NO	NO	NO	NO							

1. BACKGROUND

- 1.1.** Performance reports are presented to Cabinet on a quarterly basis. They demonstrate how the Council is performing in achieving its corporate priorities. The financial information, service information and local projects highlighted in these reports reflect any new or changing priorities to ensure the reports remain focussed on the most important performance messages.
- 1.2.** From quarter one 2017/2018 we took the opportunity to present the information in a different way with the aim of making it more user-friendly for those who wish to understand more about how the Council performs.
- 1.3.** Following the transfer to Publica further work will be required to decide what performance information should be presented, however, we would be very interested to hear what you think. If you would like to provide feedback please email the Corporate Support Team on Corporate.Support@fdean.gov.uk.

2. HIGHLIGHTS AND ISSUES FOR THE THIRD QUARTER

- 2.1.** Annex A provides a summary of the local projects and service information that is helping the Council to achieve its Corporate Priorities.
- 2.2.** Highlights and issues for the third quarter include:
 - We have delivered 66 affordable homes so far this year, exceeding the target of 60 for 2017/2018. In the previous five years between 2012/2013 and 2016/2017 598 homes were delivered against a combined target of 285.
 - At 83.3% processing of major planning applications within 13 weeks is well above the target of 60%. Processing of minor and other applications (such as change of use, householder development, adverts, etc.) are also above target.
 - Performance on the percentage of planning appeals allowed has improved slightly but still remains below target at 43.5% cumulative (target 30%). Ten appeals were allowed and thirteen dismissed.
 - The Boundary Commission's final recommendations propose that Forest of Dean should be represented by 38 district councillors in the future: ten fewer than the current arrangement. The recommendations also propose that those councillors should represent five three-councillor wards, seven two-councillor wards and nine one-councillor wards across the district.
 - Following the heavy snowfall mid-December one of Biffa's crews went to the aid of an 80-year old resident in Dymock who had fallen and broken her hip. The crew stayed with her for over two hours, kept her warm and redirected traffic until the ambulance and air ambulance could attend.
 - The snowfall, exceptional low temperatures and the consequent ice which we experienced in early December, caused many issues throughout the district. We accept that the service that the public received in clearing the car parks was not satisfactory. Action has been taken to award a new the contact to

clear our carparks of snow and ice and we are confident that any future events will be dealt with in a more timely and acceptable manner.

- Call handling was also affected by the snowfall with call answering times and abandonment rates both higher than target as fewer staff were available to take calls.
- Collection rates for council tax and business rates are both slightly below target but we expect the gap between target and monies collected to close in the final quarter with planned recovery action and scheduled direct debit payments.
- Flood protection works upstream of Lakeside Avenue in Lydney are now complete and the scheme for Newent has been designed and will be delivered in spring 2018. A further scheme at Cookson Terrace in Lydney is in the planning stage to protect residential properties that suffered surface and foul water flooding over Christmas 2017. The grills/trash screens that we are responsible for at Redbrook, Lydbrook and Lydney are cleared of debris as soon as a yellow weather alert is received to prevent flooding.
- The majority of Council staff transferred to Publica on 1 November, the council-owned company that will provide services for four district councils.
- We implemented the '*In-tend*' e-procurement portal to manage tendering activity. It provides security for both suppliers and buyers, including the secure transmission of tender documents, resulting in a reduction of paperwork. It will be used for all tendering opportunities for the Forest of Dean District Council, Cotswold District Council and West Oxfordshire District Council.
- We agreed to waive parking charges in District Council owned car parks in Lydney, Coleford, Cinderford, Newent, Mitcheldean and Redbrook for up to six days a year at the discretion of the town/parish council.
- Following the initial consultation the 'Lawnstone Square' plans were revisited by the design team. The designs were amended as a result of public feedback and meetings with the Coleford Neighbourhood Development Plan Group. A second round of consultation ran until Friday 3 November and an application for planning permission has now been submitted.
- We have allocated 20 Community Grants (£17,890) and 19 Forest Youth Activities Fund grants (£39,547.73) to a wide range of local voluntary and community sector organisations and decisions are pending on the remaining amount unallocated. In addition we have delivered 16 training courses for youth sector adult volunteers and workers in Level 2 Emergency First Aid, Safeguarding Children and Food Safety.

3. FINANCIAL RESULTS THIRD QUARTER 2017/2018

- #### **3.1.** A summary of the financial position at 31 December 2017 is included in Annex B to this report. This shows a forecast net surplus of £5,000 against the budget for the year. Members are asked to note this projected position, the actual outturn for which will be reported in the Council's Revenue Outturn Report in July 2018.

The following significant variances (over £10,000) are noted, in accordance with financial rule B4.2.:

3.2. Community, Client and Commercial Group

- Rent Allowances – It is anticipated that there will be a surplus of £55,000 compared with the original budget for the recovery of overpayments.
- Pest Control - There was a shortfall in pest control income at 31st December 2017. This is due to lower than expected take up of the service during the year and it is predicted there will be a shortfall of £30,000 for the financial year. The 2018/19 base budget has been reduced to reflect this reduction in activity each year.
- Legal Services – At the end of December the legal and planning appeals costs are overspent by £115,154. This overspend is estimated to be £146,000 at the year-end which will be recommended to be met by a contribution from the legal and planning appeals reserve, subject to the council's overall outturn position for the year. The current legal and planning appeals reserve is £215,846.
- Recycling - As reported in the quarter 1 and quarter 2 performance report recycling material is under budget (this is estimated at £65,000 for the full year) however this can be offset against the higher than anticipated garden waste income (£19,000), street cleaning (£17,000), household waste income (£12,000), recycling schemes income (£12,000) and bring site income (£5,000).
- Investment Properties – There is a budget surplus of £10,000 for business rates which is held for vacant properties, it is not expected that this will be needed during this financial year. There is also an additional surplus of £26,000 as it is expected that all units will be leased for the rest of the financial year.
- Property Services - A targeted saving was included in the budget for the 'accommodation strategy' which will not be fully achieved during this year leaving an anticipated shortfall of £15,000 at the year end. However, there is an anticipated saving of £3,000 in business rates on the Council Offices as a result of the ground floor works which will partly mitigate this shortfall.

3.3. Planning, Housing and Regeneration Group

- Development Control – The fee income for planning applications is under target, with a deficit of £60,000 against the full year budget of £564,370. This budget will be monitored closely in the last quarter of the year as the Government has allowed the Council to increase fees by 20% with effect from January 2018 which will increase income for the last quarter of the year although it is difficult to anticipate how applications will be impacted by this.
- Housing Services – There is a small surplus of £20,000 on the small repairs budget due to the ending of a current contract that is under review.

3.4. Strategic Services Group

Land Charges – There has been a downturn in the number of applications for searches in the first half of the year which if this trend continues will lead to an income shortfall of £30,000 by the year end.

3.5. Interest and Investment Income

- Interest Income – Since the budget monitoring report to 30th September, investment income has improved further and is now likely to show a surplus of £32,000. The Council has since taken out further investments of £3m with the CCLA Property Fund (known as the Local Authorities Property Fund) in November 2017 with the aim to achieve a return circa 4% net of fees. The first and second dividends paid out has indicated this is on target.
- The Council continues to explore new and innovative ways to maximise return on its investments.

BACKGROUND PAPERS

None identified.

Priority 1: Strong Communities

Quarter 3 2017/2018

Local Projects

Shaping Five Acres

- There will be a referendum for the West Dean Neighbourhood Development Plan on 15 February 2018.
- Cabinet and Officers are currently undertaking a master-planning exercise for the site.



Leisure Strategy

- A consultant was appointed in December 2017 with an agreed brief to produce a leisure strategy for the district.



Community Grants

- We have allocated 20 Community Grants and 19 Forest Youth Activities Fund grants to a range of local voluntary and community sector organisations.



Stray Dogs

- The Street Wardens have dealt with 39 stray dogs, 34 were collected by their owners and the other 5 were rehomed.

Priority 1: Strong Communities



Quarter 3 2017/2018

Service Information

Time taken to process new claims
for housing benefit



Time taken to process change of
circumstances for housing benefit



75%

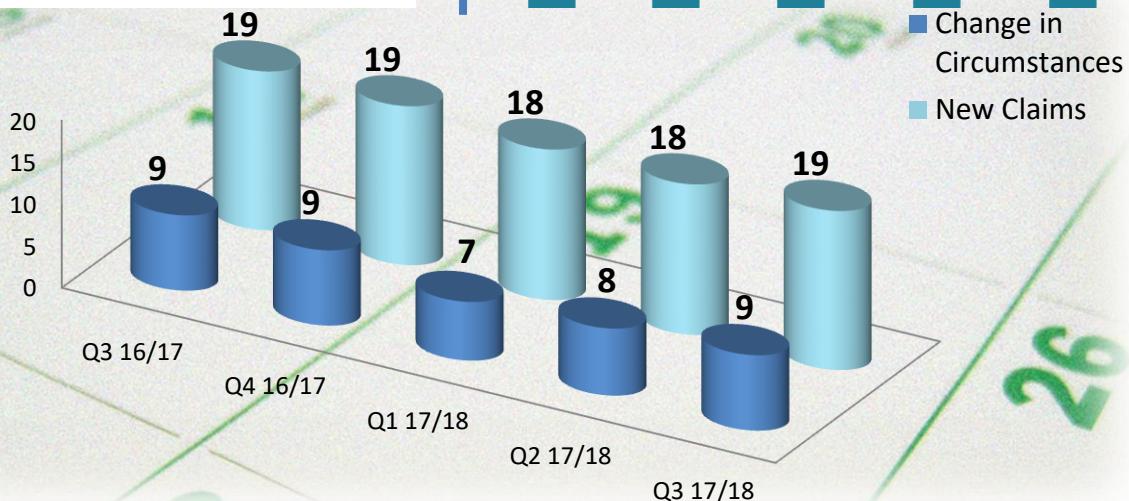
Of people that took part in a healthy
lifestyle course have improved their
well being score



100% of participants would
recommend the scheme.



■ Change in
Circumstances
■ New Claims



Priority 1: Strong Communities



Quarter 3 2017/2018

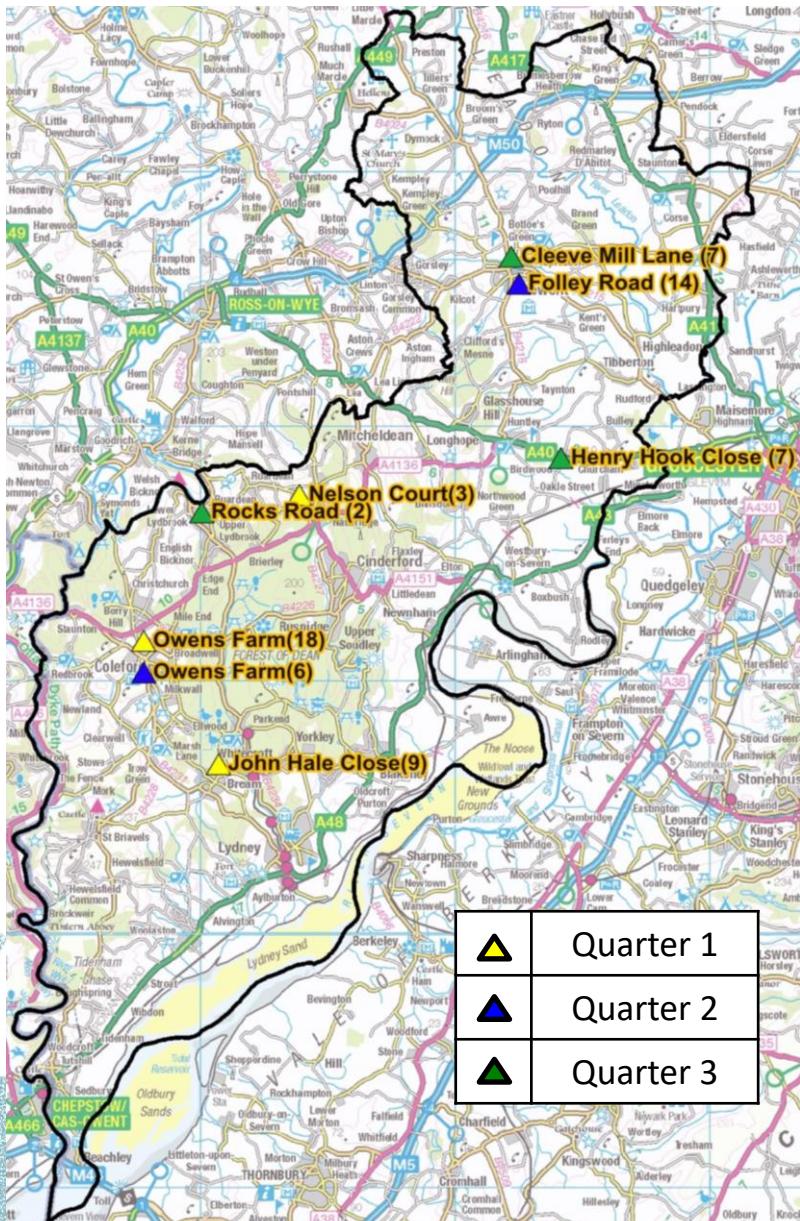
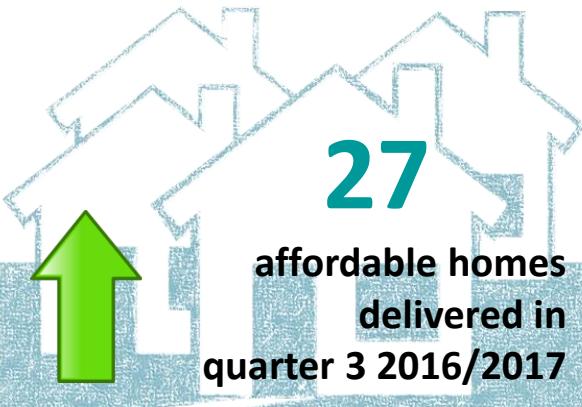
Service Information

66

Affordable homes delivered
this year (cumulative)
against a total target of

60 for 17/18

Q3 16/17	27
Q4 16/17	40
Q1 17/18	30
Q2 17/18	50
Q3 17/18	66



Priority 2: Thriving Economy



Quarter 3 2017/2018

Local Projects

Lawnstone Site

- Funding for the build has now been secured from Full Council
- Final designs have been submitted to the planning authority.
- Tendering for the construction will commence in early January with a view to securing an appropriate contractor by the end of the month.

Lawn
stone
Square



Regenerating Lydney Docks

- A planning application has been submitted for new public toilets, visitor information space and a pop-up café.



Cinderford Regeneration

- Phase 1 of the Spine Road was completed in December.
- Gloucestershire College is on target to open in September.
- Work is underway to explore the development of the wider site.



Priority 2: Thriving Economy



Quarter 3 2017/2018

Service Information

81.96%

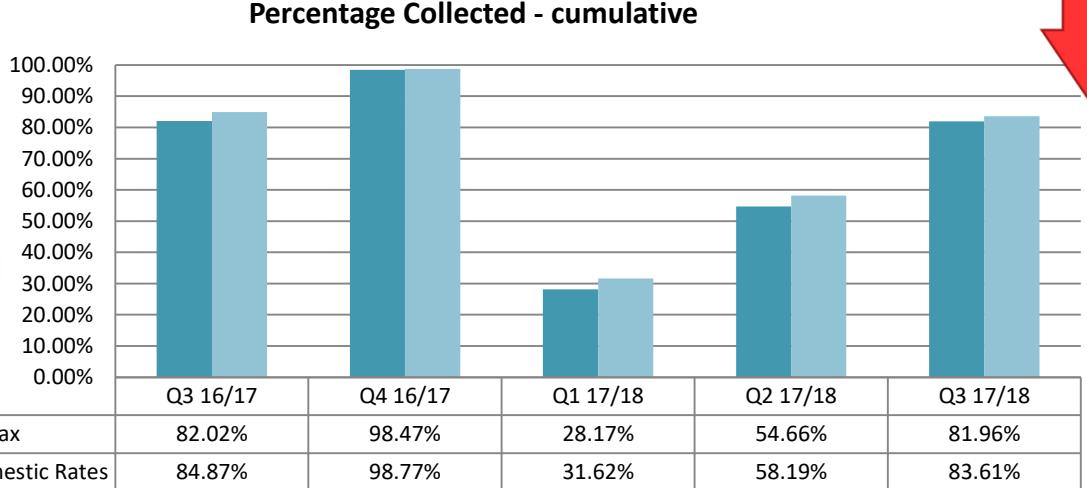
of council tax was collected

£38.57m

83.61%

of non-domestic rates was collected

£10.19m



Check out the [Food Hygiene Ratings website](#) for your local eateries



Priority 3: Enhanced Environment



Quarter 3 2017/2018

Local Projects

'Love Your Forest' campaign

#LOVEYOURFOREST

- The #LoveYourForest anti-litter campaign will continue for a third year, following Lucozade Ribena Suntory agreeing to further funding.
- A meeting of partners was held in January to start the process of agreeing this year's activities.
- Winners of the #LYF Summer poster competition were invited to view their designs on the two street cleansing trucks.



Forest Food Showcase

- Attended the Forest Food Showcase to promote food waste recycling and bathroom recycling. Despite horrendous weather over 200 visited the stand.



Flood Protection Projects



- Scheme for Newent designed and will be completed in Spring 2018.
- New scheme for Cookson Terrace, Lydney is in the planning stages.

Priority 3: Enhanced Environment



Quarter 3 2017/2018

Service Information

98kgs

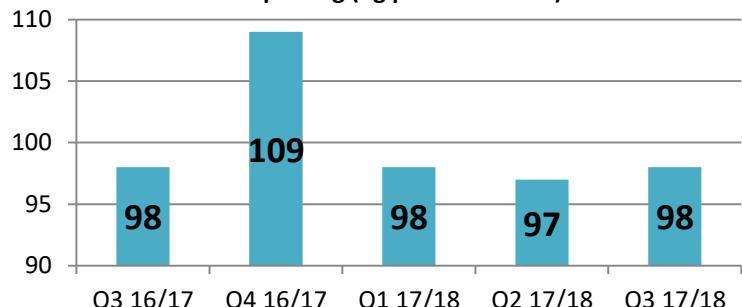
Of waste was put in the average household's black bin



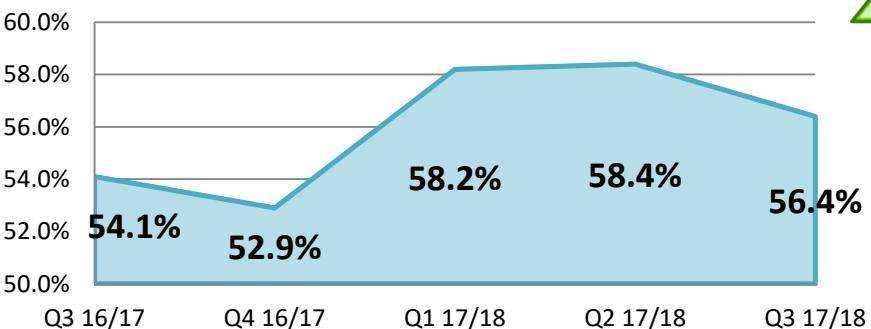
**That's 108
Christmas
Puddings!!**

A total of 418kgs collected in 2016-2017

Household waste not sent for recycling, reuse or composting (Kg per Household)



Total household waste reused, recycled and composted (%) - cumulative



56.4%

of waste was recycled,
reused or composted



181

flytips were collected costing

£7,500

190 in quarter two 17/18 costing £7,532

8

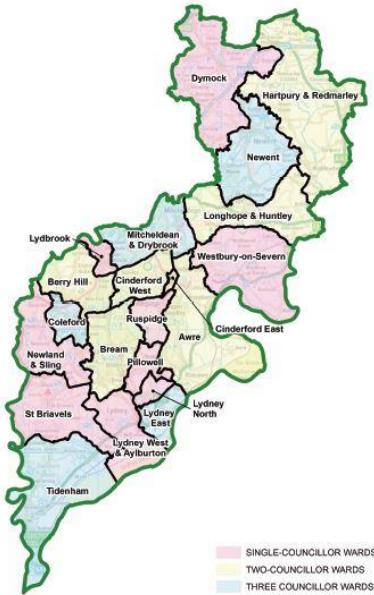
Fixed
Penalty
Notices
were
issued

Priority 4: Value for Money



Quarter 3 2017/2018

Local Projects



District Electoral Boundary Review

- Following the Full Council meeting in October 2017, a Council submission was made to the Boundary Commission.
- The Commission's final recommendation propose a reduction in councillors - 48 to 38.
- Draft order to be laid in Parliament, new arrangements will be effective in 2019.

Shared working through 2020 partnership

- Our council-owned company, Publica, launched on 1 November 2017
- The majority of Council staff transferred to the new company which provides services for four district councils
- Services continued to be delivered to the public as normal

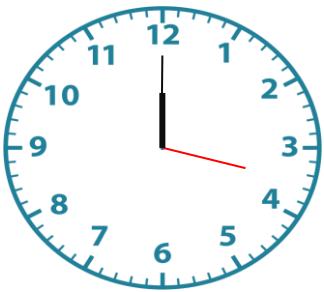


Priority 4: Value for Money



Quarter 3 2017/2018

Service Information



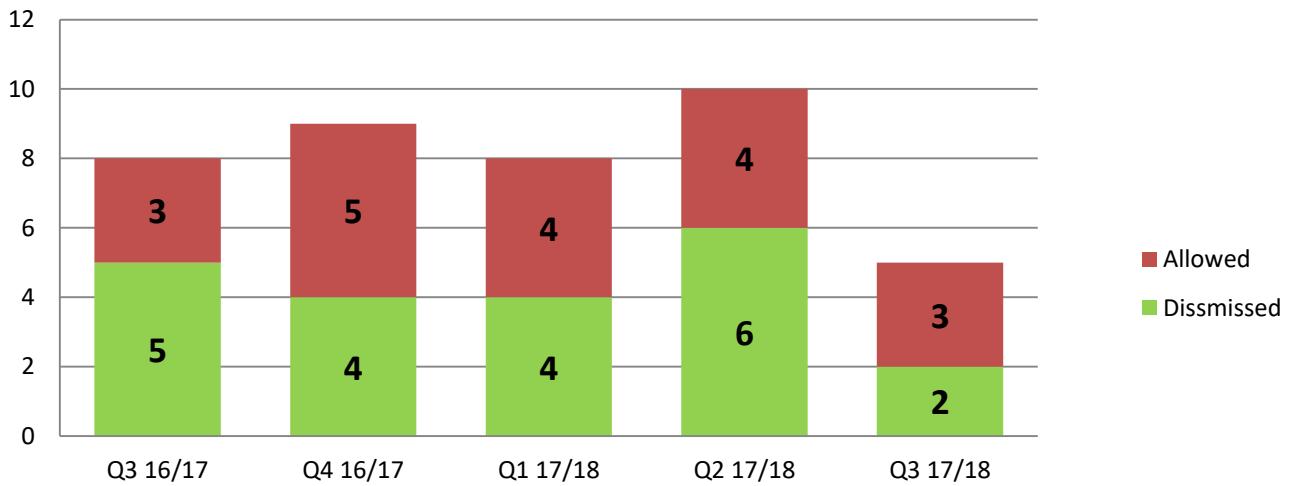
18 seconds is the average time taken to answer a call to customer services.
8 seconds in December 2016



An average of **6.27** working days per employee were lost to sickness in the 12 months up to October 2017.



Planning Appeals



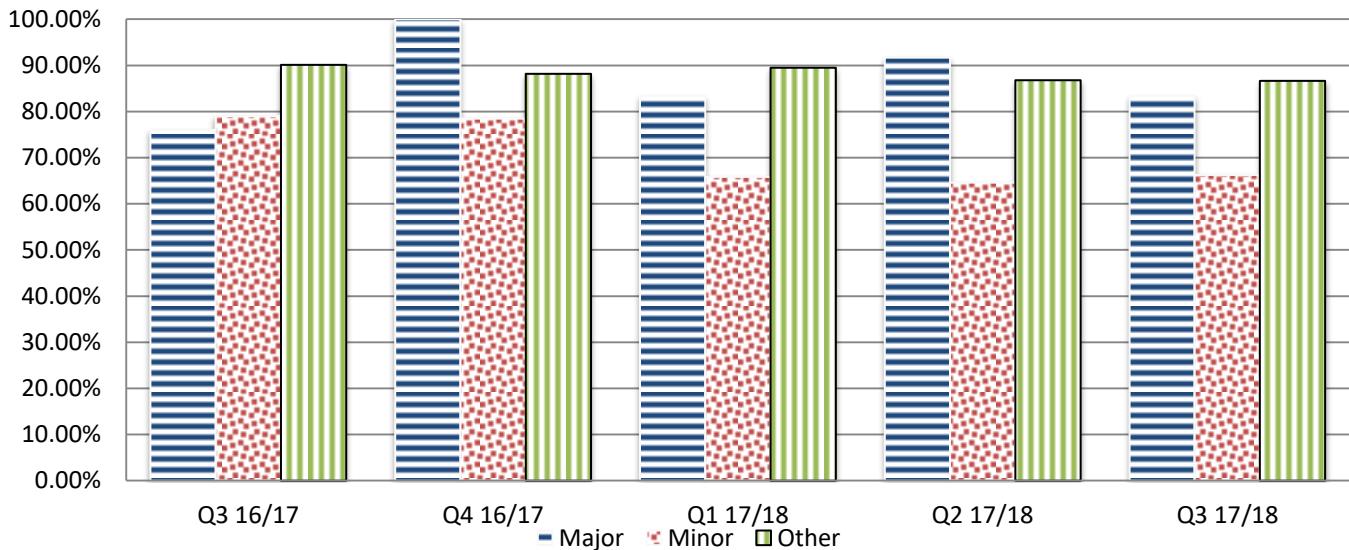
Priority 4: Value for Money



Quarter 3 2017/2018

Service Information

Planning applications processed within timescales



Major Planning Applications

83.3% (cumulative)

Target
60%

76.00% (Q3 16/17 cumulative)

4 out of 6, 66.7% (this quarter)

Minor Planning Applications

66.3% (cumulative)

Target
65%

79.01% (Q3 16/17 cumulative)

58 out of 83, 69.9% (this quarter)

Other Planning Applications

86.7% (cumulative)

Target
80%

90.09% (Q3 16/17 cumulative)

114 out of 132, 86.4% (this quarter)

Planning Appeals Allowed

43.5% (cumulative)

Target
30%

25.0% (Q3 16/17 cumulative)

2 out of 5, 40.0% (this quarter)

Client Summary



Quarter 3 2017/2018

Revenues and Benefits

- At the end of Q3 we had awarded **£81,000** in discretionary housing payments (248) compared to £41,000 (190) during the same quarter last year
- Consulted on our local council tax support scheme for 2018/2019 no changes are proposed to the existing scheme.
- Phased introduction to Universal Credit with effect from 22 November for working age people on low income.



Waste and Recycling



- Street cleaning crews litterpicked 84.5km of roadsides, collecting 334 bags of litter (4 bags per km each)
- There was a reduction in the amount of DROP's (Driving Recklessly on Pavements) reported to the depot.
- December services were suspended on four occasions due to heavy snow, minor disruption followed but Biffa worked later and at weekends to collect refuse as quickly as possible.

Leisure

- Active participation has increased by **18.7%** compared to the same period last year.
- 86%** increase in participation at fitness suites compared to the same period last year.
- £200,000 worth of improvements to the Forest Fitness Suite at Cinderford were completed at the end of October.

2363
members
1586 in quarter
3 2016/2017

Legal Cases

Quarter 3 2017/2018

LEGAL CASES

Case	Outcome	Costs incurred (excluding VAT)
FoDDC v Peter Wright – Council challenge against decision of the High Court to quash planning permission for wind turbine at Severndale Farm	Appeal dismissed	£21,850 plus payment of costs of £30,000

PLANNING APPEALS

Appeal	Outcome	Costs incurred
Land at Beachley Road, Sedbury – Appeal against refusal to modify section 106 agreement to reduce affordable housing	Appeal withdrawn by Applicant	£2,833.40

FINANCIAL PERFORMANCE 2017/18 QUARTER 3 SUMMARY TO 31ST DECEMBER 2017

	Original Budget	Current Budget	Profiled Budget	Actual	Year Forecast	(Positive)/Adverse Variance
Community, Client and Commercial Group	6,148,980	6,621,450	4,138,827	4,239,184	6,718,450	97,000
Planning, Housing and Regeneration Group	1,301,220	1,236,170	714,528	527,367	1,284,170	48,000
Strategic Services	3,333,330	3,772,430	3,128,271	3,478,574	3,800,430	28,000
TOTAL SERVICES	10,783,530	11,630,050	7,981,625	8,245,125	11,803,050	173,000
Interest and Investment Income	(54,080)	(88,980)	(64,105)	(35,799)	(120,980)	(32,000)
Capital Charges	(249,970)	(103,450)	(504,450)	(522,053)	(103,450)	-
Transfers to/from Earmarked Reserves	65,500	(774,050)	(423,050)	(423,050)	(920,050)	(146,000) *
Drainage Board Levy	36,770	36,770	36,770	36,768	36,770	-
Parish Council Precepts	-	2,060,440	2,060,437	2,060,437	2,060,440	-
Council Tax Income	(4,939,020)	(6,999,460)	-	-	(6,999,460)	-
Non-domestic rates income and expenditure	(2,747,040)	(2,245,830)	1,980,334	1,806,218	(2,245,830)	-
Revenue Support Grant	(721,420)	(721,420)	(541,065)	(548,279)	(721,420)	-
Other Government Grants	(2,174,270)	(2,675,480)	(2,031,734)	(2,091,299)	(2,675,480)	-
NET BUDGET	-	118,590	8,494,762	8,528,069	113,590	(5,000)

* Proposed use of reserve subject to final outturn position, to be reported in July 2018