

## Corporate Services and LGSS Cambridge Office

### Finance and Performance Report – July 2016

#### 1. SUMMARY

##### 1.1 Finance

Previous Status	Category	Target	Current Status	Section Ref.
N/A	Income and Expenditure	Balanced year end position	Amber	2.1 – 2.4
N/A	Capital Programme	Remain within overall resources	Green	3.2

##### 1.2 Performance Indicators – Current status: (see section 4)

Monthly Indicators	Red	Amber	Green	Total
July (Number of indicators)	1	1	7	9

#### 2. INCOME AND EXPENDITURE

##### 2.1 Overall Position

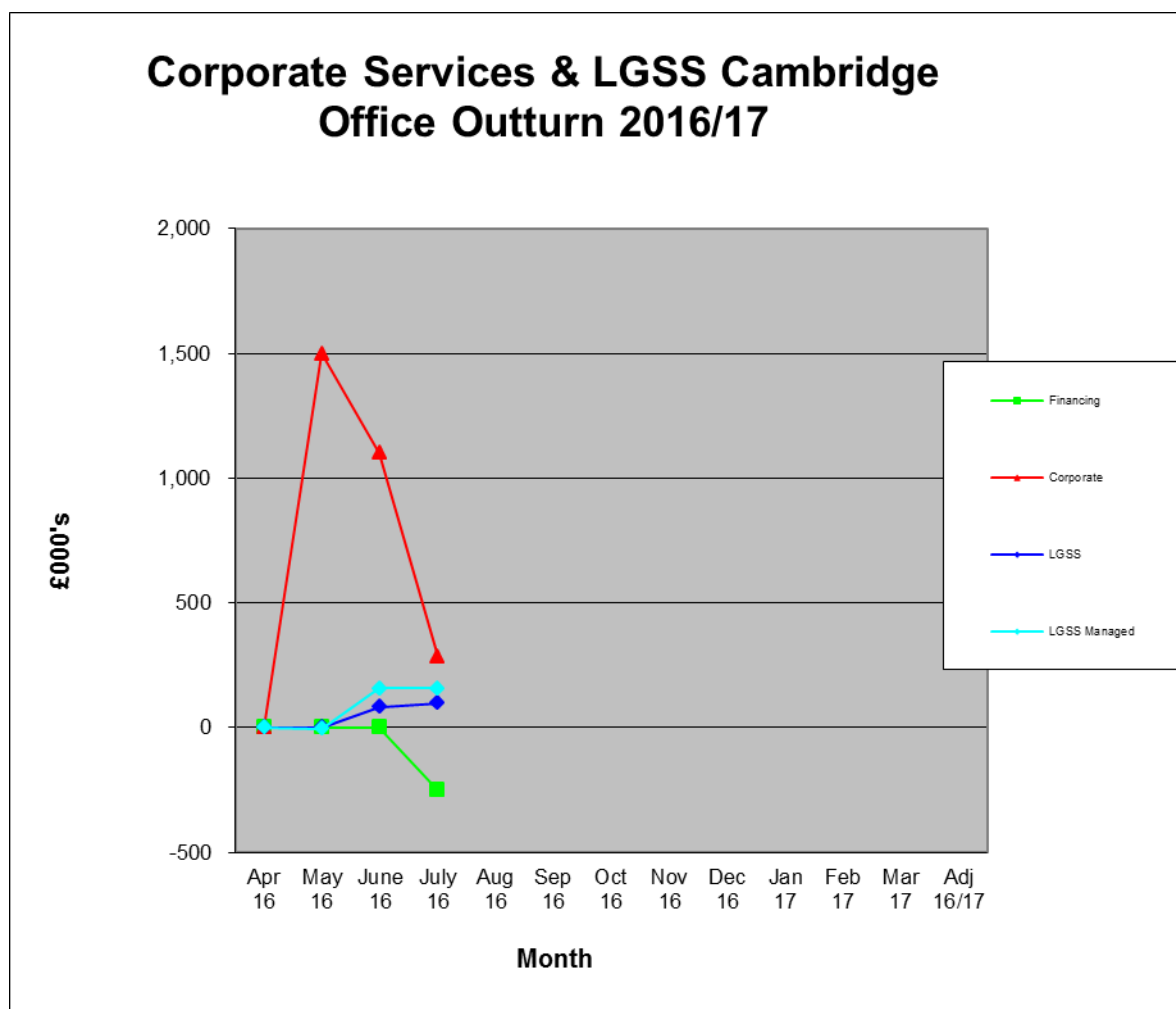
The budget figures in this table are net, with the 'Original Budget as per BP' representing the Net Budget column in Table 1 of the Business Plan for each respective Service. Budgets relating to Assets and Investments Committee have been disaggregated from these figures.

Original Budget as per BP <sup>(1)</sup>	Directorate	Current Budget	Forecast Variance - Outturn (June)	Forecast Variance - Outturn (July)	Forecast Variance - Outturn (July)	Current Status	DoT
£000		£000	£000	£000	%		
4,674	Corporate Services	4,830	1,102	285	6	Amber	↑
6,010	LGSS Managed	6,010	159	157	3	Amber	↑
34,206	Financing Costs	34,206	0	-250	-1	Green	↑
<b>44,890</b>	<b>Sub Total</b>	<b>45,046</b>	<b>1,261</b>	<b>192</b>			
9,589	LGSS Cambridge Office	9,682	83	98	1	Amber	↓
<b>54,479</b>	<b>Total</b>	<b>54,728</b>	<b>1,344</b>	<b>290</b>			

The service level budgetary control report for Corporate Services, LGSS Managed and Financing Costs for July 2016 can be found in [CS appendix 1](#).

The service level budgetary control report for LGSS Cambridge Office for July 2016 can be found in [LGSS appendix 1](#)

Further analysis of the results can be found in [CS appendix 2](#) and [LGSS appendix 2](#)



### 2.2.1 Significant Issues – Corporate Services

- Corporate Services is currently predicting a year-end overspend of £285k.
- The forecast year-end overspend on the Corporate Capacity Review has reduced from £1.2m to £0.4m, partly as a result of further work to refine the projection for savings from the CCR, which has identified in-year savings are likely to be in the region of £875k (previously reported as £500k).

In addition, it has been agreed to bring forward some of the early proposals for the second phase of the CCR, which are anticipated to deliver £300k of savings in 2016/17.

Two other savings are helping to mitigate the slippage on delivering the CCR:

- It has been agreed to reduce a provision in relation to Capita/Mouchel latent defect corrections by £322k.

- The 2015/16 year end position for council tax and business rates collection has resulted in a revision of the projection for this in 2016/17; it is anticipated that CCC will receive approximately £100k above what was budgeted.

### **2.2.2 Significant Issues – LGSS Managed**

- LGSS Managed is currently predicting a year-end overspend of £157k.
- Budgets to the value of £2.7m relating to Assets and Investments Committee have been disaggregated from this report.
- There are no exceptions to report this month.

### **2.2.3 Significant Issues – Financing Costs**

- Financing costs are currently predicting an underspend of £250k for the year.
- A £250k underspend is currently forecast for Debt Charges. This reflects the fall in the forecast for net interest payable following falls in interest rates across all parts of the yield curve. The impact of lower borrowing on the Debt Charges budget would normally result in a favourable forecast variance (due to lower interest payments). However the Debt Charges budget was reduced in anticipation of capital expenditure slippage during the budget setting process, so the magnitude of the variance reported is muted.

### **2.2.4 Significant Issues – LGSS Cambridge Office**

- LGSS Cambridge Office is currently predicting an overspend of £98k. Any year-end deficit / surplus is subject to a sharing arrangement with Northamptonshire County Council and Milton Keynes Council and will therefore be split between partner authorities on the basis of net budget, with an equalisation adjustment processed accordingly at year-end. This will be incorporated into the report as outturn figures become available during the course of the year.
- There is a forecast deficit of £187k on the consolidated trading activities in place prior to April 2016. This will be ring-fenced and met, if necessary, from the LGSS Smoothing Reserve at year end.

## **2.3 Additional Income and Grant Budgeted this Period (De minimis reporting limit = £30,000)**

There were no items above the de minimis reporting limit recorded in June.

A full list of additional grant income for Corporate Services and LGSS Managed can be found in [CS appendix 3](#).

A full list of additional grant income for LGSS Cambridge Office can be found in [LGSS appendix 3](#).

## 2.4 Virements and Transfers to / from Reserves (including Operational Savings Reserve) (De minimis reporting limit = £30,000)

The following virements have been made this month to reflect changes in responsibilities:

### Corporate Services:

	£	Notes
Non material virements (+/- £30k)	0	

### LGSS Managed:

	£	Notes
Disaggregation of Assets and Investments budgets	-2,714	
Non material virements (+/- £30k)	0	

### LGSS Cambridge Office:

	£	Notes
Non material virements (+/- £30k)	0	

A full list of virements made in the year to date for Corporate Services, LGSS Managed and Financing Costs can be found in [CS appendix 4](#).

A full list of virements made in the year to date for LGSS Cambridge Office can be found in [LGSS appendix 4](#).

## 3. **BALANCE SHEET**

### 3.1 Reserves

A schedule of the Corporate Services and LGSS Managed reserves can be found in [CS appendix 5](#).

A schedule of the LGSS Cambridge Office Reserves can be found in [LGSS appendix 5](#).

### 3.2 Capital Expenditure and Funding

#### Expenditure

- Corporate Services has a capital budget of £48k in 2016/17 and there is £20k spend to date. It is currently expected that the programme will be fully spent at year-end and the total scheme variances will amount to £0k across the programme.

There are no exceptions to report for July.

- LGSS Managed has a capital budget of £4m in 2016/17 and there is spend to date of £296k. It is currently expected that the programme will be fully spent at year-end and the total scheme variances will amount to £0k across the programme.
- Capital budgets of £12.1m relating to Assets and Investments Committee have been disaggregated from this report.

There are no exceptions to report for July.

- LGSS Cambridge Office has a capital budget of £618k in 2016/17 and there is spend to date of £0k. It is currently expected that the programme will be fully spent at year-end and the total scheme variances will amount to £0k across the programme.

There are no new exceptions to report for July.

#### Funding

- Corporate Services has capital funding of £48k in 2016/17 with the current expectation being that this continues to be required in line with the original budget proposals. There are no key funding changes to report.
- LGSS Managed has capital funding of £4m in 2016/17 with the current expectation being that this continues to be required in line with the original budget proposals. Capital funding of £12.4 m relating to Assets and Investments Committee has been disaggregated from this report.
- LGSS Cambridge Office has capital funding of £618k in 2016/17 with the current expectation being that this continues to be required in line with the original budget proposals.

A detailed explanation of the position for Corporate Services and LGSS Managed can be found in [CS appendix 6](#).

A detailed explanation of the position for LGSS Cambridge Office can be found in [LGSS appendix 6](#).

## **4. PERFORMANCE**

- 4.1** The table below outlines key performance indicators for Customer Services and Transformation and LGSS Managed Services.

Measure	Reporting frequency	What is good	Unit	Data last entered	Target	Actual	RAG status	Direction of travel	Comments
<b>Customer Service &amp; Transformation</b>									
Proportion of FOI requests responded to within timescales	Monthly	High	%	03/08/16	90.0%	90.0%	Green	↓	
For context only - number of FOI requests received annually	Annually	Low	Num	05/07/16	N/A*	311	N/A	N/A	Running total will be collected quarterly. Data to be next reported on in October 2015 for Q2 2015/16.
Proportion of customer complaints received in the month before last that were responded to within minimum response times	Monthly	High	%	03/08/16	90.0%	92.0%	Green	↑	
For context only - number of complaints received annually per thousand population	Annually	Low	Num	12/07/16	N/A*	2.2**	N/A	N/A	Data to be next reported on in May 2016 for 2015/16
Proportion of all transformed transaction types to be completed online by 31 March 2015***	Annually	High	%	15/07/16	75.0%	70.4%	Amber	↓	To be next reported on in October 2015 for Q2 2015/16
Deprivation measure - Number of physically active adults (narrowing the gap between Fenland and others)	Annually	High	%	24.03.16 (change to target and 2014 actual)	53.1% (2015) 54.1% (2016)	52.1% (2014)	TBC	N/A	Data reported retrospectively for 2014
<b>LGSS Managed Services</b>									
IT – availability of Universal Business System****	Half-yearly	High	%	28/07/16	95.0%	95.0%	Green	↑	Data to be next reported on in October 2015 for Q2
IT – incidents resolved within Service Level Agreement	Half-yearly	High	%	28/07/16	90.0%	92.0%	Green	↓	Data reported retrospectively for year-end 2014/15

The full scorecard for Customer Services and Transformation and LGSS Managed Services can be found at [CS appendix 7](#).

#### 4.2 The table below outlines key performance indicators for LGSS Cambridge Office

Measure	Reporting frequency	What is good	Unit	Data last entered	Target	Actual	RAG status	Direction of travel	Comments
<b>LGSS Cambridge Office</b>									
Percentage of invoices paid within term for month	Monthly	High	%	01/08/16	97.5%	99.6%	Green	↔	99.6% last period
Percentage of invoices paid within term cumulative for year to date	Monthly	High	%	01/08/16	97.5%	99.7%	Green	↑	99.6% last period
Total debt as a percentage of turnover	Monthly	Low	%	01/08/16	10.0%	11.8%	Red	↑	14.9% last period
Percentage of debt over 90 days old	Monthly	Low	%	01/08/16	20.0%	19.2%	Green	↓	16.5 last period

## CS APPENDIX 1 – Corporate Service Level Budgetary Control Report

The variances to the end of July 2016 for Corporate Services, LGSS Managed and Financing Costs are as follows:

Original Budget as per BP £000	Service	Current Budget for 2016/17 £000	Forecast Variance - Outturn (June) £000	Forecast Variance - Outturn (July) £000	%
<u>Corporate Services</u>					
-846	Director, Policy & Business Support	-820	1,178	403	49
198	Chief Executive	198	-65	-65	-33
449	Corporate Information Management	449	0	0	0
1,305	Customer Services	1,382	0	0	0
381	Digital Strategy	381	0	0	0
237	Research	330	0	-30	-9
0	Service Transformation	0	0	0	0
-1	Smarter Business	0	0	0	0
545	Strategic Marketing, Communications & Engagement	545	0	-10	-2
165	Elections	165	0	0	0
908	Redundancy, Pensions & Injury	908	-11	-13	-1
1,434	City Deal	1,434	0	0	0
-101	Grant Income	-141	0	0	0
<b>4,674</b>		<b>4,830</b>	<b>1,102</b>	<b>285</b>	<b>6</b>
<u>LGSS Managed</u>					
141	External Audit	141	0	0	0
1,894	Insurance	1,894	0	0	0
1,869	IT Managed	1,869	165	175	9
1,020	Members' Allowances	1,020	-6	-6	-1
131	OWD Managed	131	0	-12	-9
108	Subscriptions	108	0	0	0
1,000	Transformation Fund	1,000	0	0	0
-53	Authority-wide Miscellaneous	-53	0	0	0
-100	Grant Income	-100	0	0	0
<b>6,010</b>		<b>6,010</b>	<b>159</b>	<b>157</b>	<b>3</b>
<u>Financing Costs</u>					
34,206	Debt Charges and Interest	34,206	0	-250	-1
<b>44,890</b>	<b>CORPORATE SERVICES TOTAL</b>	<b>45,046</b>	<b>1,261</b>	<b>192</b>	<b>0</b>
<u>MEMORANDUM - Grant Income</u>					
-165	Public Health Grant - Corporate Services	-101	0	0	0
-100	Public Health Grant - LGSS Managed	-100	0	0	0
0	Other Corporate Services Grants	-40	0	0	0
<b>-265</b>		<b>-241</b>	<b>0</b>	<b>0</b>	<b>0</b>

## CS APPENDIX 2 – Commentary on Forecast Outturn Position

Number of budgets measured at service level that have an adverse/positive variance greater than 2% of annual budget or £100,000 whichever is greater.

Service	Current Budget £'000	Forecast Variance - Outturn	
		£'000	%
<b>Director, Policy &amp; Business Support</b>	-820	403	49%
<p>It is predicted that the Corporate Capacity Review will be unable to achieve the full year savings that were anticipated in Business Planning in the current year as a result of the unforeseen complexity and the capacity of the Council to manage a cross organisation, multi discipline, restructure of this nature without a central resource to call upon to support its delivery, which led to a delay in the timing of the consultation process and thus the implementation of the restructure.</p> <p>Since last month the position has moved by -£0.8m.</p> <p>A recruitment freeze has been in place since the consultation process commenced and although the position will improve slightly over the coming months as some staff that are at risk take the opportunity to leave the organisation it is likely that directly attributable savings from CCR will be in the region of £875k.</p> <p>In addition to the refining of the projection as set out above there are two opportunities to further reduce this pressure:</p> <ul style="list-style-type: none"> <li>• A larger more in depth review of the whole organisation looking at spans of control and tiers of management was planned to be implemented on a phased basis over 2017/18 and 2018/19. Given the scale of these potential changes, and the slippage in delivering the CCR, it has been agreed to approach the review on a more tactical basis and therefore bring forward some early proposals.</li> </ul> <p>It is anticipated that this will lead to a significant reduction in the numbers of management within the Council, the potential for some jointly funded posts with other organisations, leading to substantial savings in management costs. This will provide some protection to the services that we provide to our communities whilst potentially leading to a more integrated service offer that could provide improved outcomes for the population. The details of these proposals are still being refined but it is anticipated that savings in the region of £300k could be achieved in the current financial year.</p> <ul style="list-style-type: none"> <li>• The Council has held a contractual provision in relation to Capita/Mouchel latent defect corrections. Given the passage of time it is believed that it is reasonable to release £322k of this provision.</li> <li>• During the budget setting process the Council is provided with revised projections of both in-year council tax and business rate collections and future years. The</li> </ul>			

Service	Current Budget £'000	Forecast Variance - Outturn £'000	%
<p>2015/16 year end position for business rates has resulted in an improvement of the sums that were assumed. Additional revenue in the sum of £100k will therefore be received that will negate the impact of slippage in delivery of the CCR.</p> <p>The overall net position of these adjustments will therefore leave a shortfall of around £400k. Officers will continue to work on reducing this shortfall further throughout the year.</p>			
<b>IT Managed</b>	1,869	175	9%
<p>An overspend of £175k is predicted for IT Managed budgets, made up primarily of £100k costs of WAN upgrades in libraries and community hubs, and £65k revenue costs of new tablets.</p>			

### CS APPENDIX 3 – Grant Income Analysis

The table below outlines the additional grant income, which was not built into base budgets.

Grant	Awarding Body	Expected Amount £000
<b>Grants as per Business Plan</b>	Public Health	201
LGA Digital Transformation		40
Non-material grants (+/- £30k)		
<b>Total Grants 2016/17</b>		<b>241</b>

## CS APPENDIX 4 – Virements and Budget Reconciliation

### Corporate Services:

	£000	Notes
<b>Budget as per Business Plan</b>	<b>4,674</b>	
Transfer of SLA budget from CFA to Contact Centre	77	
Transfer of SLA budget from CFA to Research Team	52	
Non-material virements (+/- £30k)	27	
<b>Current Budget 2016/17</b>	<b>4,830</b>	

### LGSS Managed:

	£000	Notes
<b>Budget as per Business Plan</b>	<b>8,720</b>	
Disaggregation of Assets and Investments budgets	-2,714	
Non-material virements (+/- £30k)	4	
<b>Current Budget 2016/17</b>	<b>6,010</b>	

### Financing Costs:

	£000	Notes
<b>Budget as per Business Plan</b>	<b>34,206</b>	
Non-material virements (+/- £30k)	0	
<b>Current Budget 2016/17</b>	<b>34,206</b>	

## CS APPENDIX 5 – Reserve Schedule

### 1. Corporate Services Reserves

Fund Description	Balance at 31 March 2016	Movements in 2016-17	Balance at 30/07/16	Forecast Balance at 31 March 2017	Notes
	£'000	£'000	£'000	£'000	
<b>General Reserve</b>					
Corporate Services Carry-forward	1,218	0	1,218	108	1
subtotal	1,218	0	1,218	108	
<b>Equipment Reserves</b>					
Postal Service	57	0	57	57	
subtotal	57	0	57	57	
<b>Other Earmarked Funds</b>					
Shape Your Place - Fenland Grant	18	0	18	18	2
Election Processes	325	0	325	490	
EDRM Project	232	0	232	0	
City Deal - NHB funding	699	0	699	699	
subtotal	1,274	0	1,274	1,207	
<b>Short Term Provisions</b>					
Transforming Cambridgeshire	962	0	962	962	
Overarching Transformation Programme	0	250	250	250	
Community Resilience	100	0	100	100	
subtotal	1,312	0	1,312	1,312	
<b>TOTAL</b>	<b>3,862</b>	<b>0</b>	<b>3,862</b>	<b>2,685</b>	

#### Notes

- 1 The year-end position reflects the Corporate Services overspend of £285k and expected use of reserves to fund Transformation services as previously approved. Due to vacant posts, it is currently estimated that a reduced amount of £825k will be required to fund Transformation services in 2016-17; this compares to an original estimate of £907k.
- 2 The underspend on the Elections budget will be transferred to the earmarked reserve. This is to ensure that sufficient funding is available for the four-yearly County Council election.
- 3 Provision for consultancy costs in respect of Transformation Fund work.
- 4 Provision in respect of Community Resilience.

## 2. LGSS Managed Reserves

Fund Description	Balance at 31 March 2016	Movements in 2016-17	Balance at 30/07/16	Forecast Balance at 31 March 2017	Notes
	£'000		£'000	£'000	
<b>Other Earmarked Funds</b>					
CPSN Partnership Funds	149	0	149	149	1
subtotal	149	0	149	149	
<b>Short Term Provisions</b>					
Insurance Short-term Provision	2,324	0	2,324	2,324	
External Audit Costs	89	0	89	89	
Insurance MMI Provision	1,182	0	1,182	1,182	
Back-scanning Reserve	56	0	56	56	
Contracts General Reserve	893	0	893	893	
Operating Model Reserve	1,000	0	1,000	1,000	
subtotal	5,545	0	5,545	5,545	
<b>Long Term Provisions</b>					
Insurance Long-term Provision	3,613	0	3,613	3,613	
subtotal	3,613	0	3,613	3,613	
<b>SUBTOTAL</b>	<b>9,306</b>	<b>0</b>	<b>9,306</b>	<b>9,306</b>	
<b>Capital Reserves</b>					
P&P Commissioning (Property)	422	-322	100	100	2
subtotal	422	-322	100	100	
<b>TOTAL</b>	<b>9,728</b>	<b>-322</b>	<b>9,406</b>	<b>9,406</b>	

### Notes

- 1 Funds ring-fenced for CPSN partnership to be used for procurement of replacement contract.
- 2 Reserves totalling £322k have been written back to revenue - this relates to Capita/Mouchel latent defect corrections for which no further costs are expected.

## CS APPENDIX 6 – Capital Expenditure and Funding

### Capital Expenditure

Corporate Services & LGSS Managed Capital Programme 2016/17						TOTAL SCHEME	
Original 2016/17 Budget as per BP £000	Scheme	Revised Budget for 2016/17 £000	Actual Spend 2016/17 £000	Forecast Spend - Outturn (July) £000	Forecast Variance - Outturn (July) £000	Total Scheme Revised Budget £000	Total Scheme Forecast Variance £000
	<b>Corporate Services</b>						
33	Essential CCC Business Systems Upgrade	60	20	60	-	300	-
-	- Other Schemes	-	-	-	-	-	-
-	- Capital Programme Variations	(12)	-	(12)	-	-	-
<b>33</b>		<b>48</b>	<b>20</b>	<b>48</b>	<b>-</b>	<b>300</b>	<b>-</b>
	<b>LGSS Managed</b>						
1,105	Sawston Community Hub	1,105	2	1,105	-	1,309	-
1,150	Optimising IT for Smarter Business Working	1,638	238	1,638	-	3,863	-
900	IT Infrastructure Investment	912	17	912	-	2,400	(0)
-	- Cambridgeshire Public Sector Network	33	28	33	-	5,554	-
1,000	Microsoft Enterprise Agreement	1,000	-	1,000	-	1,902	-
250	Implementing IT Resilience Strategy for Data Centres	250	4	250	-	500	-
-	- Other Schemes	87	7	87	-	100	-
-	- Capital Programme Variations	(1,029)	-	(1,029)	-	-	-
<b>4,405</b>		<b>3,996</b>	<b>296</b>	<b>3,996</b>	<b>-</b>	<b>15,628</b>	<b>(0)</b>
<b>4,438</b>	<b>TOTAL</b>	<b>4,044</b>	<b>316</b>	<b>4,044</b>	<b>-</b>	<b>15,928</b>	<b>(0)</b>

### Previously Reported Exceptions

As reported in 2015/16 the works planned under the Carbon Reduction scheme were reviewed in 2014/15 and a new schedule was agreed. The agreed work plan is expected to deliver a total scheme underspend of £0.65m. This work is expected to be completed in 2016/17.

The Implementing IT Resilience Strategy for Data Centres scheme has been rephased, resulting in an increase of £500k in the budget for 2016/17. This will not affect the overall scheme cost.

## Capital Funding

Corporate Services & LGSS Managed Capital Programme 2016/17					
Original 2016/17 Funding Allocation as per BP £000	Source of Funding		Revised Funding for 2016/17 £000	Forecast Spend Outturn (July) £000	Forecast Funding Variance Outturn (July) £000
	<b>Corporate Services</b>				
33	Prudential Borrowing	CS	48	48	-
33			48	48	-
	<b>LGSS Managed</b>				
4,405	Prudential Borrowing	Mgd	3,996	3,996	-
4,405			3,996	3,996	-
4,438	<b>TOTAL</b>		4,044	4,044	-

## Previously Reported Exceptions

As previously reported, the Capital Programme Board recommended that services include a variation budget to account for likely slippage in the capital programme, as it is sometimes difficult to predict this against individual schemes in advance. As forecast underspends start to be reported, these are offset with a forecast outturn for the variation budget, leading to a balanced outturn overall up to the point when slippage exceeds this budget.

## CS Appendix 7 – Performance Scorecard

Measure	Reporting frequency	What is good	Unit	Data last entered	Time period covered	Target	Actual	RAG status	Direction of travel	Comments
<b>Customer Service and Transformation</b>										
Proportion of FOI requests responded to within timescales	Monthly	High	%	03/08/16	1 - 31 July 2016	90%	90%	Green	↓	101 Requests due in July, 91 responded to on time. Team has experienced a resource shortage this month. Imminent recruitment of agency staff should increase response rate.
<i>For context only - number of FOI requests received annually</i>	<i>Annually</i>	<i>Low</i>	<i>Num</i>	05/07/16	1 April - 30 June 2016	N/A*	311	N/A	N/A	<p>* No target or RAG status for this indicator. Purpose is to set the context.</p> <p>2015/16 - 1228 2014/15 - 1177 2013/14 - 1153 2012/13 - 899 2011/12 - 917 2010/11 - 834</p> <p>Running total will be collected quarterly. Data to be next reported on in October 2016 for Q2 2016/17.</p>
Proportion of customer complaints received in the month before last that were responded to within minimum response times	Monthly	High	%	03/08/16	1 - 31 May 2016	90%	92.0%	Green	↑	<p>Number of customer complaints for May 2016 = 113</p> <p><u>Breakdown of May 2016 figures</u> 35 complaints were received for CFA in May and 33 were responded to in time. This was a pass rate of 94.3%</p> <p>69 complaints were received for ETE in May and 62 were responded to in time. This was a pass rate of 89.9%.</p> <p>9 complaints were received for CS&amp;T in May. All were responded to on time which meant a pass rate of 100%.</p>
<i>For context only - number of complaints received annually per thousand population</i>	<i>Annually</i>	<i>Low</i>	<i>Num</i>	12/07/16	1 April 2015 - 31 March 2016	N/A*	2.2**	N/A	N/A	<p>2014/15 was 1.68.</p> <p>* No target or RAG status for this indicator. Purpose is to set the context.</p> <p>Data to be next reported on in May 2017 for period of 1 April 2016 - 31 March 2017</p>
Proportion of all transformed transaction types to be completed online by 31 March 2015***	Annually	High	%	15/07/16	1 April - 30 June 2016	75%	70.4%	Amber	↓	To be next reported on in October 2016 for Q2 2016/17.
Deprivation measure - Number of physically active adults (narrowing the gap between Fenland and others)	Annually	High	%	24.03.16 (change to target and 2014 actual)	1 April 2015 - 31 March 2016	53.1% (2015) 54.1% (2016)	52.1% (2014)	TBC	N/A	<p>New indicator identified by GPC in response to the deprivation motion passed by Council in July 2014. Indicator shared with Public Health.</p> <p>Update 24.03.16 - actual for 2014 and therefore target for 2015 and 2016 amended to reflect updates to data.</p> <p>Data to be reported on in May 2017 for year end.</p>

LGSS Managed Services										
IT – availability of Universal Business System****	Half-yearly	High	%	28/07/16	1 January - 31 March 2016 (Q4)	95%	95.0%	Green	↑	Q3 2015/16 - 94% Q2 2015/16 - 100.0% Q1 2015/16 - 100.0%  <i>To next be reported on in November 2016 for Q1 and Q2 2016/17.</i>
IT – incidents resolved within Service Level Agreement	Half-yearly	High	%	28/07/16	1 January - 31 March 2016 (Q4)	90%	92.0%	Green	↓	Q3 2015/16 - 97% Q2 2015/16 - 83% Q1 2015/16 - 98%  <i>To next be reported on in November 2016 for Q1 and Q2 2016/17.</i>

## LGSS APPENDIX 1 – Service Level Budgetary Control Report

The variances to the end of July 2016 for LGSS Cambridge Office are as follows:

Original Budget as per BP £000	Service	Current Budget for 2016/17 £000	Forecast Variance - Outturn (June) £000	Forecast Variance - Outturn (July) £000	%
<b><u>LGSS Cambridge Office</u></b>					
<u>Central Management</u>					
62	Service Assurance	2	0	0	0
-8,787	Trading	-8,634	-94	0	0
587	LGSS Equalisation	359	0	0	0
-410	Grant Income	-220	0	0	0
<b>-8,548</b>		<b>-8,492</b>	<b>-94</b>	<b>0</b>	<b>0</b>
<u>Finance &amp; Property</u>					
1,019	Chief Finance Officer	1,049	0	0	0
1,955	Professional Finance	1,985	0	-2	0
571	Property Operations & Delivery	708	0	0	0
823	Strategic Assets	823	0	0	0
0	Pensions Service	0	0	0	0
<b>4,368</b>		<b>4,565</b>	<b>0</b>	<b>-2</b>	<b>0</b>
<u>Milton Keynes Council</u>					
740	Audit	448	0	0	0
213	Procurement	319	0	0	0
0	MKC	0	0	12	0
<b>954</b>		<b>767</b>	<b>0</b>	<b>12</b>	<b>0</b>
<u>People, Transformation &amp; Transactional</u>					
1,312	HR Business Partners	1,328	0	0	0
322	HR Policy & Strategy	334	0	0	0
1,852	LGSS Programme Team	1,853	50	50	3
291	Organisational & Workforce Development	300	0	0	0
2,327	Revenues and Benefits	2,382	0	0	0
1,277	Transactional Services	1,240	0	0	0
<b>7,381</b>		<b>7,436</b>	<b>50</b>	<b>50</b>	<b>1</b>
<u>Law &amp; Governance</u>					
425	Democratic & Scrutiny Services	425	-3	0	0
-174	LGSS Law Ltd	-219	0	-12	-5
<b>250</b>		<b>205</b>	<b>-3</b>	<b>-12</b>	<b>-6</b>
5,184	IT Services	5,201	129	50	1
<b>9,589</b>	<b>Total LGSS Cambridge Office</b>	<b>9,682</b>	<b>83</b>	<b>98</b>	<b>1</b>
<b>MEMORANDUM - Grant Income</b>					
-220	Public Health Grant	-220	0	0	0
0	Counter Fraud Initiative Grant	0	0	0	0
<b>-220</b>		<b>-220</b>	<b>0</b>	<b>0</b>	<b>0</b>

## LGSS APPENDIX 2 – Commentary on Forecast Outturn Position

Number of budgets measured at service level that have an adverse/positive variance greater than 2% of annual budget or £100,000 whichever is greater.

Service	Current Budget £'000	Forecast Variance - Outturn	
		£'000	%
IT Services	5,201	50	1
IT Services is currently predicting an overspend of £50k at yearend due to a decision to recruit to a Head of IT in Norwich, in order to expand the LGSS offering in this geographical area. The previously reported pressure of £104k relating to the unlikely delivery of savings has now been removed following discussion with the CFO at CCC and this saving has been reassigned to the IT Managed budget.			

### LGSS APPENDIX 3 – Grant Income Analysis

The table below outlines the additional grant income, which is not built into base budgets.

	<b>Awarding Body</b>	<b>Expected Amount £'000</b>
<b>Grants as per Business Plan</b>	Various	220
Non-material grants (+/- £30k)		0
<b>Total Grants 2014/15</b>		<b>220</b>

## LGSS APPENDIX 4 – Virements and Budget Reconciliation

	£'000	Notes
<b>Budget as per Business Plan</b>	9,589	
Transfer of Reablement budget from CFA to LGSS Finance	113	
Non-material virements (+/- £30k)	-20	
<b>Current Budget 2015-16</b>	<b>9,682</b>	

## LGSS APPENDIX 5 – Reserve Schedule

Fund Description	Balance at 31 March 2016	Movements in 2016-17	Balance at 30/07/16	Forecast Balance at 31 March 2017	Notes
	£'000	£'000	£'000	£'000	
<b><u>General Reserve</u></b>					
LGSS Cambridge Office Carry-forward	1,013	0	1,013	0	
subtotal	1,013	0	1,013	0	
<b><u>Other Earmarked Funds</u></b>					
Counter Fraud Initiative	130	0	130	130	
subtotal	130	0	130	130	
<b>SUBTOTAL</b>	<b>1,143</b>	<b>0</b>	<b>1,143</b>	<b>130</b>	
<b>TOTAL</b>	<b>1,143</b>	<b>0</b>	<b>1,143</b>	<b>130</b>	

## LGSS APPENDIX 6 – Capital Expenditure and Funding

### Capital Expenditure

Original 2016/17 Budget as per BP £000	Scheme	Revised Budget for 2016/17 £000	Actual Spend 2016/17 £000	Forecast Spend - Outturn (July) £000	Forecast Variance - Outturn (July) £000	Total Scheme Revised Budget £000	Total Scheme Forecast Variance £000
-	R12 Convergence*	-	-	-	-	416	-
1,104	Next Generation ERP	773	-	773	-	1,288	-
-	Capital Programme Variations	(155)	-	(155)	-	-	-
<b>1,104</b>	<b>TOTAL</b>	<b>618</b>	<b>-</b>	<b>618</b>	<b>-</b>	<b>1,704</b>	<b>-</b>

### Previously Reported Exceptions

There are no previous exceptions to report.

### Capital Funding

LGSS Cambridge Office Capital Programme 2016/17					
Original 2016/17 Funding Allocation as per BP £000	Source of Funding		Revised Funding for 2016/17 £000	Forecast Spend Outturn (July) £000	Forecast Funding Variance Outturn (July) £000
1,104	Prudential Borrowing	LGSS	618	618	-
<b>1,104</b>	<b>TOTAL</b>		<b>618</b>	<b>618</b>	<b>-</b>

### Previously Reported Exceptions

There are no previous exceptions to report.