

Corporate Services and LGSS Cambridge Office**Finance and Performance Report – May 2017****1. SUMMARY****1.1 Finance**

Previous Status	Category	Target	Current Status	Section Ref.
N/A	Income and Expenditure	Balanced year end position	Green	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
May (Number of indicators)	1	2	4	7

2. INCOME AND EXPENDITURE**2.1 Overall Position**

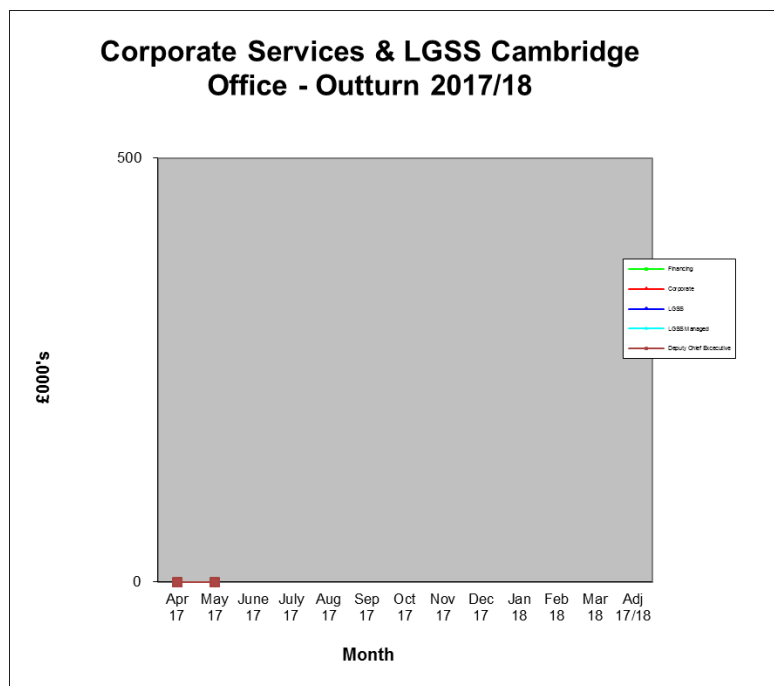
The budget figures in this table are net, with the 'Original Budget as per BP' representing the Net Budget column in Table 1 of the Business Plan for each respective Service. Budgets relating to Assets and Investments Committee have been disaggregated from these figures.

Original Budget as per BP (1)	Directorate	Current Budget	Forecast Variance - Outturn (April)	Forecast Variance - Outturn (May)	Forecast Variance - Outturn (May)	Current Status	DoT
£000		£000	£000	£000	%		
6,914	Corporate and Customer Services	9,333	0	0	0	Green	↔
223	Deputy Chief Executive	236	0	0	0	Green	↔
13,626	LGSS Managed	13,559	0	0	0	Green	↔
22,803	Financing Costs	22,803	0	0	0	Green	↔
43,566	Sub Total	45,931	0	0			□
							□
7,746	LGSS Cambridge Office	9,060	0	0	0	Green	↔
51,312	Total	54,992	0	0			

The service level budgetary control report for Corporate Services, LGSS Managed and Financing Costs for May 2017 can be found in [CS appendix 1](#).

The service level budgetary control report for LGSS Cambridge Office for May 2017 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 and Customer Services

- Corporate and Customer Services budgets are currently predicting a balanced position at year-end.
- There are no exceptions to report this month.

2.2.2 Significant Issues – Deputy Chief Executive

- Deputy Chief Executive budgets are forecast to be in balance at year-end.
- There are no exceptions to report this month.

2.2.3 Significant Issues – LGSS Managed

- LGSS Managed budgets are currently predicted to be in balance at year-end.
- There are no exceptions to report this month.

2.2.4 Significant Issues – Financing Costs

- Financing costs are forecasting a balanced position at year-end.
- There are no exceptions to report for this month.

2.2.5 Significant Issues – LGSS Cambridge Office

- LGSS Cambridge Office is predicting a balanced position at year-end.
- There are no exceptions to report for May month-end.

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

The following items above the de minimis reporting limit were recorded during May 2017.

Corporate and Customer Services:

Grant	Awarding Body	Expected Amount £
Strengthening Communities Service		53,494
Non-material grants (+/- £30k)		0

LGSS Cambridge Office:

Grant	Awarding Body	Expected Amount £
Counter Fraud Fund	CFIG	234,000
Non-material grants (+/- £30k)		0

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 and Customer Services:

	£	Notes
Transfer from CFA to CS	291,824	Corporate Capacity Review
Transfer from ETE to CS	18,004	Corporate Capacity Review
Exclude City Deal budgets	1,026,843	City Deal
Transfer of funding from CS	-255,805	Surplus NHB Funding
Transfer from CS to other Services	-428,857	Apprenticeship Levy
Transfer from CFA to CS	1,355,889	Transfer of Digital Strategy budgets
Transfer from ETE to CS	753,404	Transfer of Strengthening Communities budgets
Transfer from CFA to CS	293,000	Organisational Structure Review
Transfer from Deputy CEX to CS	79,958	Transfer of Corporate Information budget
Transfer from CFA to CS	10,350	Reablement - InTouch maintenance
Non material virements (+/- £30k)		

Deputy Chief Executive:

	£	Notes
Transfer from Deputy CEX to CS	-79,958	Transfer of Corporate Information budget
Non material virements (+/- £30k)	659	

LGSS Managed:

	£	Notes
Non material virements (+/- £30k)	604	

LGSS Cambridge Office:

	£	Notes
Transfer from CFA to LGSS Cambridge	1,348,010	Workforce Development budgets
Transfer from CS to LGSS Cambridge	40,050	Apprenticeship Levy
Transfer from ASC to LGSS Cambridge	52,388	Court of Protection transfer
Non material virements (+/- £30k)	0	

A full list of virements made in the year to date for Corporate and Customer 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

- The capital programme figures include a revised Capital Programme Variations target for each service, which effectively reduces the programme budget. This budget is forecast to be fully achieved at this stage, but as forecast underspends start to be reported, these will be netted off against the forecast outturn for the variation budget, resulting in a forecast balanced budget up until the point when slippage exceeds the variation budget.
- Corporate Services and Transformation schemes have a capital budget of £3.3m in 2017/18 and there is no spend to date. The capital programme is predicted to be in balance at year-end and a nil total scheme variance is forecast.

There are no exceptions to report for May.

- LGSS Managed has a capital budget of £1.7m in 2017/18 and there is expenditure of £10k to date.

A balanced position is currently forecast at year-end and a nil total scheme variance is forecast.

There are no new exceptions to report for May.

- LGSS Cambridge Office has a capital budget of £301k in 2017/18 and there is no spend to date. The capital scheme budgets are predicted to be in balance at year-end and total scheme variances of £0k are forecast across the programme.

There were no new exceptions to report for May.

Funding

- The Capital Programme Variations targets included in the Business Plan have been updated based on 2016/17 slippage and to allow for other funding sources in addition to borrowing. The Capital Programme Variation targets reduce the overall capital budget, resulting in a reduced funding requirement.
- Corporate Services and Transformation schemes have capital funding of £3.3m in 2017/18. This incorporates a reduction of £130k for funding that was brought forward from the Citizen First Digital First budget 2017/18 to cover costs incurred in 2016/17; this does not affect total scheme costs. The figures also include a £561k adjustment to the Capital Variation budget.

As reported above, a balanced budget is forecast, and the current expectation is that this funding continues to be required in line with the original budget proposals.

- LGSS Managed has capital funding of £1.7m in 2017/18. This incorporates £561k funding for schemes carried-forward from 2016/17, to be approved as part of the overall 2017/18 capital programme carry-forward in the Integrated Finance & Performance Report. The figures include an £887k increase in the Capital Variation budget.

As reported above, a balanced budget is forecast, and the current expectation is that this funding continues to be required in line with the original budget proposals.

- LGSS Cambridge Office has capital funding of £301k in 2017/18. This incorporates £221k funding for schemes carried-forward from 2016/17, to be approved as part of the overall 2017/18 capital programme carry-forward in the Integrated Finance & Performance Report. The figures include a £20k increase in the Capital Variation budget.

As reported above, a balanced budget is forecast, and the current expectation is that this funding 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 Corporate and Customer Services and LGSS Managed Services. A new indicator set is under development that will better reflect the work undertaken by the new corporate directorate. This will be reviewed by GPC as the Service Committee for Corporate and Customer Services and LGSS Managed Services, as per the request in the Integrated Resources and Performance Report for all Service Committees to review their performance indicators. It is envisaged that this work will be completed for the next reporting period.

Corporate & Customer Services Performance Indicator Suite 2017-18

May 2017

Measure	Reporting frequency	What is good	Unit	Data last entered	Time period covered	Target	Actual	RAG Status	Direction of travel	Comments
Proportion of FOI requests answered in timescale	Monthly	High	%	16 June 2017	1-31 May 2017	90%	86.3%	A	↑	An additional 4 FOI requests completed within timescale would have ensured the target was met.
For context only - number of FOI requests received annually	Annually	Low	Num	06/04/17	1 April 2016 - 31 March 2017	N/A*	1,290	N/A	N/A	* No target or RAG status for this indicator. Purpose is to set the context. 2015/16 - 1228 2014/15 - 1177 2013/14 - 1153 2012/13 - 899 2011/12 - 917 2010/11 - 834 Running total will be collected quarterly. Data to be next reported on in July 2017 to include Q1 2017/18
Proportion of customer complaints received in the month before last that were responded to within minimum response times	Monthly	High	%	05/04/17	1 - 31 January 2017	90%	89.4%	A	↑	Number of customer complaints for January 2017 = 104 <u>Breakdown of January 2017 figures</u> Complaints for January were: ETE 65 complaints 61 responded in time (93.8%) CFA 37 complaints 30 responded in time (81.1%) Corporate 2 complaints both responded in time. One more complaint completed in timescale would have meant this indicator met target for the reporting period
For context only - number of complaints received annually per thousand population	Annually	Low	Num	12/07/16	1 April 2015 - 31 March 2016	N/A*	2.2**	N/A	N/A	2014/15 was 1.68. * No target or RAG status for this indicator. Purpose is to set the context. Data to be next reported on in May 2017 for period of 1 April 2016 - 31 March 2017
Proportion of all transformed transaction types to be completed online by 31 March 2017***	Quarterly	High	%	05/04/17	1 January - 31 March 2017	75%	75.2%	G	↑	Performance against this measure has consistently increased throughout the year (55.8% in Q2, 64.9% in Q3 and now 75.2% in Q4). Achieving and maintaining target remains a significant challenge due to the vast number of concessionary renewals which generally come from a segment of the population which does not have a high propensity to transact online.
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)	N/A		New indicator identified by GPC in response to the deprivation motion passed by Council in July 2014. Indicator shared with Public Health. Update 24.03.16 - actual for 2014 and therefore target for 2015 and 2016 amended to reflect updates to data. Awaiting data.
IT – availability of Universal Business System**** IT	Half-yearly	High	%	05/05/17	1 October 2016 - 31 March 2017	95%	99.7%	G	↑	Performance for the period April to September 2016 was 99.4%
IT – incidents resolved within Service Level Agreement (ref: IT01)	Half-yearly	High	%	05/05/17	1 October 2016 - 31 March 2017	90%	81.8%	R	↑	This indicator refers to the response rate of the IT Help Desk. During the period Oct 2016 – March 2017 the Platform Stability Plan was introduced. This was a detailed programme of activity to look in depth at every aspect of our IT infrastructure to identify the underlying issues we had been experiencing and to resolve these issues so that the Council's IT infrastructure could be stabilised. The under performance against the target of 90% during this period relates to the high volume of calls that were experienced during the early part of this six month period, whilst the IT infrastructure was still unstable. During this time some support capacity was also diverted from the Help Desk to help with the delivery of the Platform Stability Plan, so this too affected the ability of the Help Desk to resolve issues promptly. In the final months of the year 2016/17 we have seen the Help Desk resolution figures move into amber as a direct result of the positive work achieved through the Platform Stability Plan. We expect to see this improvement continue in the figures for the first period of 2017/18. Alongside this the IT Service Manager will be reviewing the effectiveness of the call recording system used by the Help Desk and will monitor its use to ensure all calls are recorded appropriately.

4.2 The table below outlines the 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
LGSS Cambridge Office									
Percentage of invoices paid within term for month	Monthly	High	%	01/06/17	97.5%	99.6%	Green	↑	99.4 last period
Percentage of invoices paid within term cumulative for year to date	Monthly	High	%	01/06/17	97.5%	99.5%	Green	↑	99.4 last period
Total debt as a percentage of turnover	Monthly	Low	%	01/06/17	10.0%	N/A **			N/A last period
Percentage of debt over 90 days old	Monthly	Low	%	01/06/17	20.0%	N/A **			N/A last period

** Percentage of Debt over 90 days old - figures not available

CS APPENDIX 1 – Corporate Service Level Budgetary Control Report

The variances as at the end of May for Corporate and Customer Services, Chief Executive, LGSS Managed and Financing Costs are as follows:

Original Budget as per BP £000	Service	Current Budget for 2017/18 £000	Forecast Variance - Outturn (April) £000	Forecast Variance - Outturn (May) £000	Forecast Variance - Outturn (May) %
<u>Corporate & Customer Services</u>					
1,510	Director, Corporate & Customer Services	1,011	0	0	0
1,157	Business Intelligence	1,350	0	0	0
197	Chief Executive	197	0	0	0
949	Communications & Information	956	0	0	0
1,323	Customer Services	1,281	0	0	0
3,405	Demography	3,405	0	0	0
382	Digital Strategy	1,833	0	0	0
165	Elections	165	0	0	0
0	Strengthening Communities	1,152	0	0	0
-303	Citizen First, Digital First	-254	0	0	0
-500	Commercial approach to contract management	-500	0	0	0
-956	Corporate Capacity Review	-1,113	0	0	0
-1,312	Organisational Structure Review	-972	0	0	0
898	Redundancy, Pensions & Injury	876	0	0	0
0	Grant Income	-53	0	0	0
6,914		9,333	0	0	0
<u>Deputy Chief Executive</u>					
0	Resources Directorate	143	0	0	0
223	Transformation Team	94	0	0	0
0	Grant Income	0	0	0	0
223		236	0	0	0
<u>LGSS Managed</u>					
141	External Audit	141	0	0	0
2,074	Insurance	2,074	0	0	0
2,353	IT Managed	2,285	0	0	0
1,030	Members' Allowances	1,030	0	0	0
167	OWD Managed	168	0	0	0
129	Subscriptions	129	0	0	0
-152	Authority-wide Miscellaneous	-152	0	0	0
7,884	Transformation Fund	7,884	0	0	0
0	Grant Income	0	0	0	0
13,626		13,559	0	0	0
<u>Financing Costs</u>					
22,803	Debt Charges and Interest	22,803	0	0	0
43,566	CORPORATE SERVICES TOTAL	45,931	0	0	0
<u>MEMORANDUM - Grant Income</u>					
-53	Corporate Services Grants	-53	0	0	0
-53		-53	0	0	0

CS APPENDIX 2 – Commentary on the 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	Current Variance	
		£'000	%
There are no items to report.			

CS APPENDIX 3 – Grant Income Analysis

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

Grant	Awarding Body	Amount £000
Grants as per Business Plan		0
Strengthening Communities Service		53
Non-material grants (+/- £30k)		0
Total Grants 2017/18		53

CS APPENDIX 4 – Virements and Budget Reconciliation

Corporate Services:

	£000	Notes
Budget as per Business Plan	8,193	
Post Business Planning adjustments	51	
Transfer of budgets from CFA to CS due to CCR	291	
Transfer of budgets from ETE to CS due to CCR	18	
Transfer surplus NHB funding from City Deal	-256	
Remove City Deal budgets	-1,027	
Transfer of Apprenticeship Levy budgets from CS to Services	-429	
Transfer of Digital Strategy budgets from CFA to CS	1,356	
Transfer of Strengthening Communities budgets from ETE to CS	753	
Transfer of Organisational Structure Review budgets from CFA to CS	293	
Transfer of Corporate Information budget from Deputy CEX to CS	80	
Transfer of InTouch budgets from CFA to CS	10	
Current Budget 2017/18	9,333	

Deputy Chief Executive:

	£000	Notes
Budget as per Business Plan	223	
Business Planning adjustments	91	
Transfer of Corporate Information budget from Deputy CEX to CS	-79	
Non-material virements (+/- £30k)	1	
Current Budget 2017/18	236	

LGSS Managed:

	£000	Notes
Budget as per Business Plan	13,626	
Business Planning adjustments	-68	
Non-material virements (+/- £30k)	1	
Current Budget 2017/18	13,559	

Financing Costs:

	£000	Notes
Budget as per Business Plan	22.803	
Non-material virements (+/- £30k)	0	
Current Budget 2017/18	22.803	

CS APPENDIX 5 – Reserve Schedule

1. Corporate Services Reserves

Fund Description	Balance at 31 March 2017	Movements in 2017/18	Balance as at 31 May 2017	Forecast Balance at 31 May 2017	Notes
	£'000	£'000	£'000	£'000	
<u>General Reserve</u>					
Corporate Services Carry-forward	-64	64	0	312	1
subtotal	-64	64	0	312	
<u>Equipment Reserves</u>					
Postal Service	57	0	57	57	
subtotal	57	0	57	57	
<u>Other Earmarked Funds</u>					
Shape Your Place - Fenland Grant	14	0	14	14	2
Election Processes	471	0	471	471	
EDRM Project	94	0	94	94	
City Deal - NHB funding	2,078	0	2,078	2,078	
subtotal	2,656	0	2,656	2,656	
<u>Short Term Provisions</u>					
Community Resilience	64	0	64	64	
subtotal	64	0	64	64	
TOTAL	2,713	64	2,777	3,089	

Notes

- 1 The forecast position balance reflects the predicted Corporate Services overspend of £312k.
- 2 Any 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.

2. LGSS Managed Reserves

Fund Description	Balance at 31 March 2017	Movements in 2017/18	Balance as at 31 May 2017	Forecast Balance at 31 May 2017	Notes
	£'000		£'000	£'000	
Other Earmarked Funds					
CPSN Partnership Funds	146	0	146	146	1
subtotal	146	0	146	146	
Short Term Provisions					
Insurance Short-term Provision	911	0	911	911	
External Audit Costs	14	0	14	14	
Insurance MMI Provision	1,182	0	1,182	1,182	
Back-scanning Reserve	56	0	56	56	
Contracts General Reserve	893	0	893	893	
subtotal	3,056	0	3,056	3,056	
Long Term Provisions					
Insurance Long-term Provision	3,613	0	3,613	3,613	
subtotal	3,613	0	3,613	3,613	
SUBTOTAL	6,815	0	6,815	6,815	
Capital Reserves					
P&P Commissioning (Property)	72	0	72	72	
subtotal	72	0	72	72	
TOTAL	6,887	0	6,887	6,887	

Notes

- 1 Funds ring-fenced for CPSN partnership to be used for procurement of replacement contract.

CS APPENDIX 6 – Capital Expenditure and Funding

Capital Expenditure

Corporate Services & LGSS Managed Capital Programme 2017/18						TOTAL SCHEME	
Original 2017/18 Budget as per BP £000	Scheme	Revised Budget for 2017/18 £000	Actual Spend 2017/18 £000	Forecast Spend - Outturn £000	Outturn Variance £000	Total Scheme Revised Budget £000	Total Scheme Forecast Variance £000
	Corporate Services and Transformation						
150	Essential CCC Business Systems Upgrade	150	-	150	-	300	-
1,246	Citizen First, Digital First	1,116	-	1,116	-	3,546	-
1,000	Capitalisation of Redundancies	1,000	-	1,000	-	2,000	-
1,293	Capitalisation of Transformation Team	1,293	-	1,293	-	2,586	-
(840)	Capital Programme Variations	(279)	-	(279)	-	561	-
2,849		3,280	-	3,280	-	8,993	-
	LGSS Managed						
1,068	Sawston Community Hub	1,208	4	1,208	-	1,309	-
-	IT Infrastructure Investment	245	1	245	-	1,968	-
500	Cambridgeshire Public Sector Network	500	5	500	-	5,500	-
500	Microsoft Enterprise Agreement	500	-	500	-	1,902	-
-	Implementing IT Resilience Strategy for Data Centres	176	-	176	-	500	-
-	Capital Programme Variations	(887)	-	(887)	-	(887)	-
2,068		1,742	10	1,742	-	10,292	-
4,917	TOTAL	5,022	10	5,022	-	19,285	-

Previously Reported Exceptions

There are no previously reported exceptions for May month-end.

Capital Funding

Corporate Services & LGSS Managed Capital Programme 2017/18				
Original 2016/17 Funding Allocation as per BP £000	Source of Funding	Revised Funding for 2016/17 £000	Forecast Outturn Spend (May) £000	Forecast Outturn Funding Variance (May) £000
	Corporate Services and Transformation			
2,293	Capital Receipts	2,293	2,293	-
556	Prudential Borrowing	987	987	-
2,849		3,280	3,280	-
	LGSS Managed			
2,068	Prudential Borrowing	1,742	1,742	-
2,068		1,742	1,742	-
4,917	TOTAL	5,022	5,022	-

Previously Reported Exceptions

There are no previously reported exceptions for May month-end.

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
Corporate & Customer Services										
Proportion of FOI requests responded to within timescales	Monthly	High	%	06/04/17	1-31 March 2017	90%	87%	Amber	↑	106 FOI requests due, 92 sent on time. An additional 4 completed within timescale would have ensured the target was met.
For context only - number of FOI requests received annually	Annually	Low	Num	06/04/17	1 April 2016 - 31 March 2017	N/A*	1,290	N/A	N/A	* No target or RAG status for this indicator. Purpose is to set the context. 2015/16 - 1228 2014/15 - 1177 2013/14 - 1153 2012/13 - 899 2011/12 - 917 2010/11 - 834 Running total will be collected quarterly. Data to be next reported on in July 2017 to include Q1 2017/18.
Proportion of customer complaints received in the month before last that were responded to within minimum response times	Monthly	High	%	05/04/17	1 - 31 January 2017	90%	89.4%	Amber	↑	Number of customer complaints for January 2017 = 104 <u>Breakdown of January 2017 figures</u> Complaints for January were: ETE 65 complaints 61 responded in time (93.8%) CFA 37 complaints 30 responded in time (81.1%) Corporate 2 complaints both responded in time. One more complaint completed in timescale would have meant this indicator met target for the reporting period
For context only - number of complaints received annually per thousand population	Annually	Low	Num	12/07/16	1 April 2015 - 31 March 2016	N/A*	2.2**	N/A	N/A	2014/15 was 1.68. * No target or RAG status for this indicator. Purpose is to set the context. Data to be next reported on in May 2017 for period of 1 April 2016 - 31 March 2017
Proportion of all transformed transaction types to be completed online by 31 March 2017***	Quarterly	High	%	05/04/17	1 January - 31 March 2017	75%	75.2%	Green	↑	Performance against this measure has consistently increased throughout the year (55.8% in Q2, 64.9% in Q3 and now 75.2% in Q4). Achieving and maintaining target remains a significant challenge due to the vast number of concessionary renewals which generally come from a segment of the population which does not have a high propensity to transact online.
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	New indicator identified by GPC in response to the deprivation motion passed by Council in July 2014. Indicator shared with Public Health. Update 24.03.16 - actual for 2014 and therefore target for 2015 and 2016 amended to reflect updates to data. Data to be reported on in May 2017 for year end.

LGSS Managed Services										
IT – availability of Universal Business System***** IT Availability (ref: IT02)	Half-yearly	High	%	05/05/17	1 October 2016 - 31 March 2017	95%	99.7%	Green	↑	Performance for the period April to September 2016 was 99.4%
IT – incidents resolved within Service Level Agreement (ref: IT01)	Half-yearly	High	%	05/05/17	1 October 2016 - 31 March 2017	90%	81.8%	Red	↑	<p>This indicator refers to the response rate of the IT Help Desk. During the period Oct 2016 – March 2017 the Platform Stability Plan was introduced. This was a detailed programme of activity to look in depth at every aspect of our IT infrastructure to identify the underlying issues we had been experiencing and to resolve these issues so that the Council's IT infrastructure could be stabilised. The under performance against the target of 90% during this period relates to the high volume of calls that were experienced during the early part of this six month period, whilst the IT infrastructure was still unstable. During this time some support capacity was also diverted from the Help Desk to help with the delivery of the Platform Stability Plan, so this too affected the ability of the Help Desk to resolve issues promptly. In the final months of the year 2016/17 we have seen the Help Desk resolution figures move into amber as a direct result of the positive work achieved through the Platform Stability Plan. We expect to see this improvement continue in the figures for the first period of 2017/18. Alongside this the IT Service Manager will be reviewing the effectiveness of the call recording system used by the Help Desk and will monitor its use to ensure all calls are recorded appropriately.</p>

LGSS APPENDIX 1 – Service Level Budgetary Control Report

The variances to the end of May 2017 for LGSS Cambridge Office were as follows:

Original Budget as per BP £000	Service	Current Budget for 2017/18 £000	Forecast Variance - Outturn (April) £000	Forecast Variance - Outturn (May) £000	Forecast Variance - Outturn (May) %
<u>LGSS Cambridge Office</u>					
<u>Managing Director & Support</u>					
8	Strategic Management & Support	0	0	0	0
8		0	0	0	0
<u>Strategic Management</u>					
361	LGSS Equalisation	912	0	0	0
-8,854	Central Management - Trading	-5,684	0	0	0
	Grant Income				
-8,493		-4,772	0	0	0
<u>Finance Services</u>					
2,252	Professional Finance	2,143	0	0	0
0	Pensions Operations	0	0	0	0
450	Audit	369	0	0	0
1,616	Financial Operations	1,659	0	0	0
232	Integrated Finance Services	230	0	0	0
101	LGSS Business Planning & Finance	52	0	0	0
0	Grant Income	-234	0	0	0
4,652		4,218	0	0	0
<u>Human Resources</u>					
276	Policy & Strategy	272	0	0	0
1,359	HR Business Partners	1,106	0	0	0
301	Learning & Development	1,450	0	0	0
-310	Transactional Services	-39	0	0	0
1,626		2,789	0	0	0
<u>Business Services, Systems & Change</u>					
326	Procurement	321	0	0	0
1,853	LGSS Business Systems & Change	1,835	0	0	0
2,384	Revenues and Benefits	0	0	0	0
4,564		2,156	0	0	0
<u>LGSS Law & Governance</u>					
428	Democratic Support Services	425	0	0	0
-291	Corporate Legal Budget	-291	0	0	0
138		134	0	0	0
5,251	Information Technology	4,535	0	0	0
7,746	Total LGSS Cambridge Office	9,060	0	0	0
<u>MEMORANDUM - Grant Income</u>					
0	Counter Fraud Initiative Grant	-234	0	0	0
0		-234	0	0	0

LGSS APPENDIX 2 – Commentary on the 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	Current Variance	
		£'000	%
No items to report.			

LGSS APPENDIX 3 – Grant Income Analysis

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

	Awarding Body	Amount £'000
Grants as per Business Plan		0
Counter Fraud Fund	CFIG	234
Non-material grants (+/- £30k)		0
Total Grants 2017/18		234

LGSS APPENDIX 4 – Virements and Budget Reconciliation

	£'000	Notes
Budget as per Business Plan	7,746	
Business Planning adjustments	-126	
Transfer of Workforce development budgets from CFA to LGSS Cambridge	1,348	
Transfer of Apprenticeship Levy from CS to LGSS Cambridge	40	
Transfer of Court of Protection budgets from CFA to LGSS Cambridge	52	
Non-material virements (+/- £30k)	0	
Current Budget 2017/18	9,060	

LGSS APPENDIX 5 – Reserve Schedule

Fund Description	Balance at 31 March 2017	Movements in 2017/18	Balance as at 31 May 2017	Forecast Balance at 31 May 2017	Notes
	£'000	£'000	£'000	£'000	
<u>General Reserve</u>					
LGSS Cambridge Office Carry-forward	609	0	609	609	1
subtotal	609	0	609	609	
<u>Other Earmarked Funds</u>					
Counter Fraud Initiative	0	0	0	0	
subtotal	0	0	0	0	
SUBTOTAL	609	0	609	609	
TOTAL	609	0	609	609	

Notes

- 1 The forecast position balance reflects a predicted balanced outturn position for LGSS Cambridge.

LGSS APPENDIX 6 – Capital Expenditure and Funding

Capital Expenditure

LGSS Cambridge Office Capital Programme 2017/18						TOTAL SCHEME	
Original 2017/18 Budget as per BP £000	Scheme	Revised Budget for 2017/18 £000	Actual Spend 2017/18 £000	Forecast Spend - Outturn £000	Outturn Variance £000	Total Scheme Revised Budget £000	Total Scheme Forecast Variance £000
100	Next Generation ERP	321	-	321	-	1,428	-
-	Capital Programme Variations	(20)	-	(20)	-	(20)	-
100	TOTAL	301	-	301	-	1,408	-

Previously Reported Exceptions

There are no previously reported exceptions for May month-end.

Capital Funding

LGSS Cambridge Office Capital Programme 2017/18				
Original 2016/17 Funding Allocation as per BP £000	Source of Funding	Revised Funding for 2016/17 £000	Forecast Outturn Spend (May) £000	Forecast Outturn Funding Variance (May) £000
100	Prudential Borrowing	301	301	-
100	TOTAL	301	301	-

Previously Reported Exceptions

There are no previously reported exceptions for May month-end.