

**Corporate Services and LGSS Cambridge Office**

**Finance and Performance Report – May 2015**

**1. SUMMARY**

**1.1 Finance**

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

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

<b>Monthly Indicators</b>	<b>Red</b>	<b>Amber</b>	<b>Green</b>	<b>Total</b>
May(Number of indicators)	1	3	7	11

**2. INCOME AND EXPENDITURE**

**2.1 Overall Position**

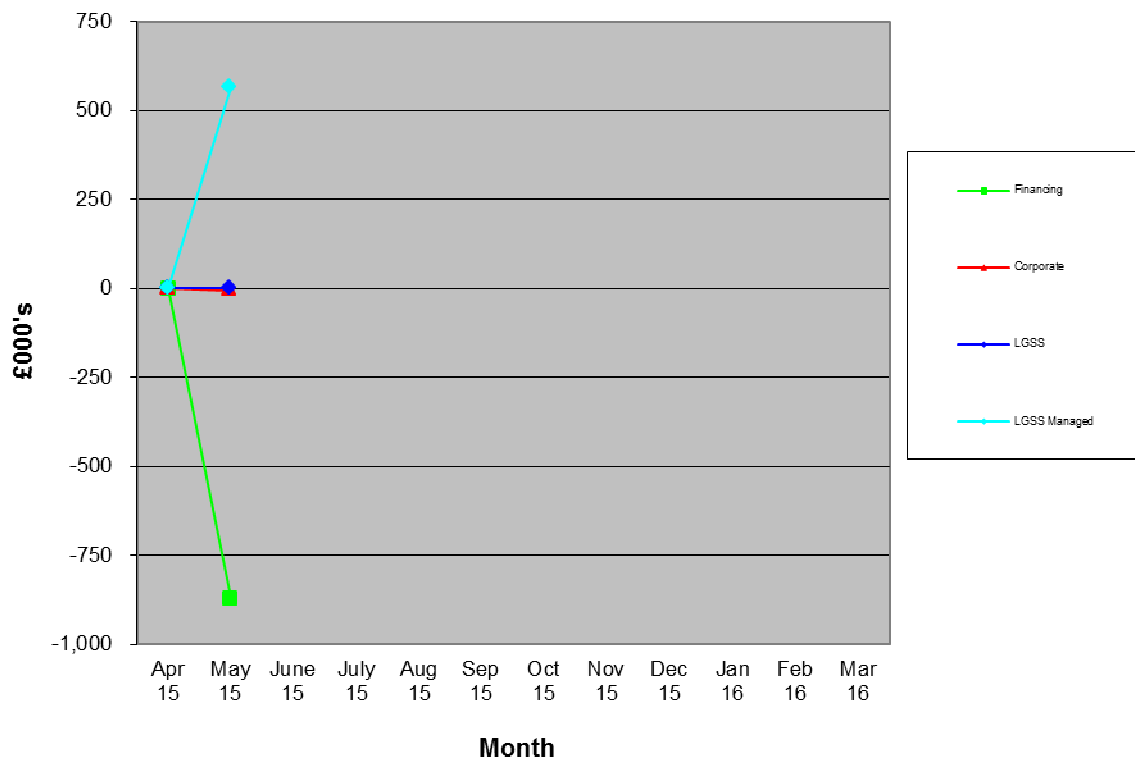
<b>Forecast Variance - Outturn (Apr) £000</b>	<b>Directorate</b>	<b>Current Budget for 2015/16 £000</b>	<b>Current Variance £000</b>	<b>Current Variance %</b>	<b>Forecast Variance - Outturn (May) £000</b>	<b>Forecast Variance - Outturn (May) %</b>
0	Corporate Services	5,567	-13	-1	-4	0
0	LGSS Managed	9,877	-229	-5	566	6
0	Financing Costs	35,460	-2,995	0	-870	-2
<b>0</b>	<b>Sub Total</b>	<b>50,903</b>	<b>-3,236</b>		<b>-308</b>	
0	LGSS Cambridge Office	9,849	926	107	0	0
<b>0</b>	<b>Total</b>	<b>60,753</b>	<b>-2,311</b>		<b>-308</b>	

The service level budgetary control report for Corporate Services, LGSS Managed and Financing Costs for May 2015 can be found in [CS appendix 1](#).

The service level budgetary control report for LGSS Cambridge Office for May 2015 can be found in [LGSS appendix 1](#)

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

## Corporate Services & LGSS Cambridge Office Outturn 2015/16



### 2.2.1 Significant Issues – Corporate Services

- Corporate Services is currently predicting a year-end underspend of £4k.
- There are no new exceptions to report this month.

### 2.2.2 Significant Issues – LGSS Managed

- LGSS Managed is currently predicting a year-end overspend of £566k.
- County Farms is forecasting an additional surplus of £140k due to an increase in rent following completion of 60 rent reviews during 2014/15.
- County Offices is forecasting an overspend of £501k. Full-year savings have now been realised in respect of the closure of Dryden House (£203k) and the cessation of Castle Court running costs (£347k). The prior-year savings target for a reduction of the property portfolio has therefore been fully achieved and progress is being made towards the new 2015/16 target (£400k), with a balance of £379k to be identified.

A pressure has been identified in relation to business rates charges for the Children's Centre portfolio. These properties have not previously been subject to

business rates, but the sites have been reassessed and it has been determined the Council is liable for payments dating back to 2010/11. This has resulted in a pressure of £175k in 2015/16, with the ongoing unfunded pressure being £35k. In addition, there is a small pressure of £4k resulting from the cancellation of prior year invoices that had been disputed.

These pressures have been partially offset by a £42k reduction in the anticipated cost of Dryden House dilapidations and a £13k business rates rebate for Unit 3, The Meadows.

- Authority-wide miscellaneous is forecasting an overspend of £160k due to a forecast deficit in additional employer pension contributions. This is monitored via the balance sheet each month, but any surplus or deficit at year end is written back to revenue.

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

- Financing costs are currently predicted to be underspent by £870k. At this early stage in the year an underspend of £870k is forecast for Debt Charges. This is largely as a result of a favourable variance for interest payable which has been included on the assumption that the Council will experience significant slippage in the capital programme, as it has done in past years. Initial projections for the Minimum Revenue Provision (MRP) charge also contribute to this underspend, along with lower than budgeted interest recharged internally.

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

- LGSS Cambridge Office is currently predicting a breakeven position. Any year-end deficit / surplus is subject to a sharing arrangement with Northamptonshire County Council, 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 are no exceptions to report this month.

## **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 May.

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
Transfer of Travellers Support budget to ETE	-51	
Transfer Green Spaces budget to ETE	-55	
Non material virements (+/- £30k)	0	

**LGSS Managed:**

	£	Notes
Transfer of City Deal funding from New Homes Bonus to corporate ownership (ETE)	717	
Non material virements (+/- £30k)	16	

**LGSS Cambridge Office:**

	£	Notes
Non material virements (+/- £30k)	-15	

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 £386k in 2015/16 and there is spend to date of £13k. 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 May.

- LGSS Managed has a capital budget of £15.3m in 2015/16 and there is spend to date of £-363k. It is currently expected that the programme will be fully spent at year-end and the total scheme variances will amount to an underspend of £2.8m across the programme.

There are no new exceptions to report for May.

- LGSS Cambridge Office has a capital budget of £209k in 2015/16 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 May.

##### Funding

- Corporate Services has capital funding of £386k in 2015/16. This incorporates £86k funding for schemes carried-forward from 2014/15, to be approved as part of the overall 2014/15 capital programme carry-forward in the Integrated Finance & Performance Report.
- LGSS Managed has capital funding of £15.3m in 2015/16. This incorporates £3.9m funding for schemes carried-forward from 2014/15, to be approved as part of the overall 2014/15 capital programme carry-forward in the Integrated Finance & Performance Report.
- LGSS Cambridge Office has capital funding of £209k in 2015/16. This incorporates £209k funding for schemes carried-forward from 2014/15, to be approved as part of the overall 2014/15 capital programme carry-forward in the Integrated Finance & Performance Report.

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	%	09/06/15	90.0%	98.0%	Green	↑	
For context only - number of FOI requests received annually	Annually	Low	Num	13/04/15	N/A*	1,166	N/A	N/A	Data reported retrospectively for year-end 2014/15
Proportion of customer complaints received in the month before last that were responded to within minimum response times	Monthly	High	%	27/04/15	90.0%	87.5%	Amber	↑	
For context only - number of complaints received annually per thousand population	Annually	Low	Num	27/04/15	N/A*	1.68	N/A	N/A	Data reported retrospectively for year-end 2014/15
Proportion of all transformed transaction types to be completed online by 31 March 2015***	Annually	High	%	13/04/15	75.0%	70.5%	Amber	↑	
Deprivation measure - Number of physically active adults (narrowing the gap between Fenland and others)	Annually	High	%	N/A	51% (2015) 52% (2016)	49.5% (2014)	TBC	N/A	Data reported retrospectively for 2014
<b>LGSS Managed Services</b>									
Strategy and Estates – capital receipts target managed and achieved	Quarterly	High	%	10/06/15	98% (£4.6m gross)	118.0%	Green	N/A	Data reported retrospectively for year-end 2014/15
Strategy and Estates – farm estates income demanded and collected on time	Half-yearly	High	%	10/06/15	95% (£3.9m gross)	103.8%	Green	N/A	Data reported retrospectively for year-end 2014/15
IT – availability of Universal Business System****	Quarterly	High	%	24/04/15	95.0%	100.0%	Green	↑	Data reported retrospectively for year-end 2014/15
IT – incidents resolved within Service Level Agreement	Quarterly	High	%	24/04/15	90.0%	100.0%	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	%	01/04/15	97.5%	99.8%	Green	N/A	
Percentage of invoices paid within term cumulative for year to date	Monthly	High	%	01/04/15	97.5%	99.8%	Green	N/A	
Total debt as a percentage of turnover	Monthly	Low	%	01/04/15	10.0%	13.5%	Red	↑	23.4% reported last period
Percentage of debt over 90 days old	Monthly	Low	%	01/04/15	20.0%	20.1%	Amber	↓	15.0% reported last period



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

The variances to the end of May 2015 for Corporate Services, LGSS Managed and Financing Costs are as follows:

Forecast Variance - Outturn (Apr) £000	Service	Current Budget for 2015/16 £000	Expected to end of May £000	Actual to end of May £000	Current Variance £000	%	Forecast Variance - Outturn (May) £000	%
<u>Corporate Services</u>								
0	Director, Policy & Business Support	1,083	274	269	-5	-2	-4	0
0	Chief Executive	296	45	44	0	-1	0	0
0	Corporate Information Management	433	90	87	-3	-3	0	0
0	Customer Services	1,286	180	177	-3	-2	0	0
0	Digital Strategy	511	20	20	0	2	0	0
0	Research	293	70	68	-2	-2	0	0
0	Service Transformation	0	42	42	0	-1	0	0
0	Smarter Business	136	22	22	0	-1	0	0
0	Strategic Marketing, Communications & Engagement	551	116	116	0	0	0	0
0	Elections	198	10	10	0	0	0	0
0	Redundancy, Pensions & Injury	926	185	186	1	1	0	0
0	Grant Income	-146	-44	-44	0	0	0	0
<b>0</b>		<b>5,567</b>	<b>1,011</b>	<b>998</b>	<b>-13</b>	<b>-1</b>	<b>-4</b>	<b>0</b>
<u>LGSS Managed</u>								
0	Building Maintenance	1,108	186	71	-115	-62	0	0
0	City Deal	717	0	0	0	0	0	0
0	County Farms	-3,174	44	-235	-279	-633	-140	4
0	County Offices	5,527	2,791	2,918	127	5	501	9
0	Effective Property Asset Management	121	77	0	-77	-100	0	0
0	External Audit	179	30	-2	-32	-107	0	0
0	Insurance	1,483	0	0	0	0	0	0
0	IT Managed	1,834	706	972	266	38	45	2
0	Members' Allowances	1,000	164	155	-9	-6	0	0
0	OWD Managed	128	36	15	-20	-57	0	0
0	Subscriptions	106	18	71	54	305	0	0
0	Transformation Fund	1,000	298	-129	-427	-143	0	0
0	Authority-wide Miscellaneous	-53	-6	277	284	4550	160	301
0	Grant Income	-100	-25	-25	0	0	0	0
<b>0</b>		<b>9,877</b>	<b>4,318</b>	<b>4,089</b>	<b>-229</b>	<b>-5</b>	<b>566</b>	<b>6</b>
<u>Financing Costs</u>								
0	Debt Charges and Interest	35,460	0	-2,995	-2,995	0	-870	-2
<b>0</b>	<b>CORPORATE SERVICES TOTAL</b>	<b>50,903</b>	<b>5,329</b>	<b>2,092</b>	<b>-3,236</b>	<b>-61</b>	<b>-308</b>	<b>-1</b>
<u>MEMORANDUM - Grant Income</u>								
0	Public Health Grant - Corporate Services	-136	-34	-34	0	0	0	0
0	Public Health Grant - LGSS Managed	-100	-25	-25	0	0	0	0
0	Other Corporate Services Grants	-10	-10	-10	0	0	0	0
<b>0</b>		<b>-246</b>	<b>-69</b>	<b>-69</b>	<b>0</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	Current Variance		Forecast Variance - Outturn	
		£'000	%	£'000	%
<b>County Farms</b>	-3,174	-279	-633%	-140	-4%
County Farms is forecasting an additional surplus of £140k due to an increase in rent following completion of 60 rent reviews during 2014/15.					
<b>County Offices</b>	5,527	127	5%	+501	+9%
<p>County Offices is forecasting an overspend of £501k. Full-year savings have now been realised in respect of the closure of Dryden House (£203k) and the cessation of Castle Court running costs (£347k). The prior-year savings target for a reduction of the property portfolio has therefore been fully achieved and progress is being made towards the new 2015/16 target (£400k), with a balance of £379k to be identified.</p> <p>A pressure has been identified in relation to business rates charges for the Children's Centre portfolio. These properties have not previously been subject to business rates, but the sites have been reassessed and it has been determined the Council are liable for payments dating back to 2010/11. This has resulted in a pressure of £175k in 2015/16, with the ongoing unfunded pressure being £35k. In addition, there is a small pressure of £4k resulting from cancellation of prior year invoices that had been disputed.</p> <p>These pressures have been partially offset by a £42k reduction in the anticipated cost of Dryden House dilapidations and £13k business rates rebate for Unit 3, The Meadows.</p>					
<b>Authority-wide Miscellaneous</b>	-53	284	4,550%	160	301%
Authority-wide miscellaneous is forecasting an overspend of £160k due to a forecast deficit in additional employer pension contributions. This is monitored via the balance sheet each month, but any surplus or deficit at year end is written back to revenue.					
<b>Financing Costs</b>	35,460	-2,995	0%	-870	-2%
Financing Costs are showing an underspend of £870k. At this early stage in the year an underspend of £870k is forecast for Debt Charges. This is largely as a result of a favourable variance for interest payable which has been included on the assumption that the Council will experience significant slippage in the capital programme, as it has done in past years. Initial projections for the Minimum Revenue Provision (MRP) charge also contribute to this underspend, along with lower than budgeted interest recharged internally.					

### CS APPENDIX 3 – Grant Income Analysis

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

<b>Grant</b>	<b>Awarding Body</b>	<b>Expected Amount £000</b>
<b>Grants as per Business Plan</b>	Public Health	236*
Non-material grants (+/- £30k)	Various	10**
<b>Total Grants 2015/16</b>		<b>246</b>

\* The Public Health grant allocation for Corporate Services has been reduced by £29k, compared to the Business Plan figure of £265k.

\*\* This relates to grant funding received during 2014/15, where conditions have now been met and so funding has been applied.

## CS APPENDIX 4 – Virements and Budget Reconciliation

### Corporate Services:

	£000	Notes
<b>Budget as per Business Plan</b>	<b>5,673</b>	
Transfer of Travellers Support budget to ETE	-51	
Transfer Green Spaces budget to ETE	-55	
<b>Current Budget 2015-16</b>	<b>5,567</b>	

### LGSS Managed:

	£000	Notes
<b>Budget as per Business Plan</b>	<b>9,144</b>	
Transfer of City Deal funding from New Homes Bonus to corporate ownership (ETE)	717	
Non-material virements (+/- £30k)	16	
<b>Current Budget 2015-16</b>	<b>9,877</b>	

### Financing Costs:

	£000	Notes
<b>Budget as per Business Plan</b>	<b>35,460</b>	
Non-material virements (+/- £30k)	0	
<b>Current Budget 2014/15</b>	<b>35,460</b>	

## CS APPENDIX 5 – Reserve Schedule

### 1. Corporate Services Reserves

Fund Description	Balance at 31 March 2015	Movements in 2015-16	Balance at 31/05/15	Forecast Balance at 31 March 2016	Notes
	£'000	£'000	£'000	£'000	
<b>General Reserve</b>					
Corporate Services Carry-forward	1,020	0	1,020	422	1
subtotal	1,020	0	1,020	422	
<b>Equipment Reserves</b>					
Postal Service	50	0	50	50	
subtotal	50	0	50	50	
<b>Other Earmarked Funds</b>					
Travellers Support Officer	45	0	45	0	3
Shape Your Place - Fenland Grant	18	0	18	0	
Green Spaces	10	0	10	0	3
Election Processes	180	0	180	368	2
EDRM Project	274	0	274	0	
subtotal	527	0	527	368	
<b>Short Term Provisions</b>					
Transforming Cambridgeshire	1,000	0	1,000	955	4
Earith Bridge Travellers Site	43	0	43	0	3
subtotal	1,043	0	1,043	955	
<b>TOTAL</b>	<b>2,640</b>	<b>0</b>	<b>2,640</b>	<b>1,795</b>	

#### Notes

- 1 The year-end position reflects the Corporate Services underspend of £4k and £602k expected use of operational savings as follows - CRM system (£150k), Digital by Default (£165k), Service Transformation Team (£256k), Digital Delivery Assistant (£31k).
- 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 The Travellers Support Officer, Green Spaces and Transforming Cambridgeshire balances are expected to transfer to ETE.
- 4 The current year-end position reflects £45k planned use for a post in CS&T.

## 2. LGSS Managed Reserves

Fund Description	Balance at 31 March 2015	Movements in 2015-16	Balance at 31/05/15	Forecast Balance at 31 March 2016	Notes
	£'000	£'000	£'000	£'000	
<b>Equipment Reserves</b>					
Corporate Infrastructure Replacement & Renewals	162	0	162	162	
Corporate ICT Assets	475	0	475	475	
Corporate Telephony	5	0	5	5	
subtotal	642	0	642	642	
<b>Other Earmarked Funds</b>					
Manor school site demolition costs	139	0	139	139	1
CPSN Partnership Funds	59	0	59	0	
subtotal	198	0	198	139	
<b>Short Term Provisions</b>					
Insurance Short-term Provision	1,180	0	1,180	1,180	
External Audit Costs	154	0	154	154	
Insurance MMI Provision	32	0	32	0	
Back-scanning Reserve	56	0	56	0	
Contracts General Reserve	893	0	893	0	
Operating Model Reserve	1,000	0	1,000	0	
Redundancy Provision	0	0	0	0	
subtotal	3,316	0	3,316	1,335	
<b>Long Term Provisions</b>					
Insurance Long-term Provision	4,718	0	4,718	4,718	
subtotal	4,718	0	4,718	4,718	
<b>SUBTOTAL</b>	<b>8,874</b>	<b>0</b>	<b>8,874</b>	<b>6,834</b>	
<b>Capital Reserves</b>					
Effective Property Asset Management Receipts	0	120	120	0	2
General Capital Receipts	0	140	140	0	2
P&P Commissioning (Property)	472	0	472	472	
Blackwell Travellers Site	9	0	9	0	
subtotal	481	260	741	472	
<b>TOTAL</b>	<b>9,355</b>	<b>260</b>	<b>9,615</b>	<b>7,306</b>	

### Notes

- 1 Rental income from Bellerbys buildings on Manor School site is being held to offset demolition costs when the lease expires in 2021.
- 2 Capital Receipts achieved in 2015/16 will be used to fund the capital programme at year-end.

## CS APPENDIX 6 – Capital Expenditure and Funding

### Capital Expenditure

Corporate Services & LGSS Managed Capital Programme 2015/16						TOTAL SCHEME	
Original 2015/16 Budget as per BP £000	Scheme	Revised Budget for 2015/16 £000	Actual Spend (to May) £000	Forecast Spend - Outturn (May) £000	Forecast Variance - Outturn (May) £000	Total Scheme Revised Budget £000	Total Scheme Forecast Variance £000
	<b>Corporate Services</b>						
	- Electronic Record Management	56	13	56	-	300	-
300	Essential CCC Business Systems Upgrade	300	-	300	-	300	-
	- Other Schemes	30	-	30	-	40	-
<b>300</b>		<b>386</b>	<b>13</b>	<b>386</b>	<b>-</b>	<b>640</b>	<b>-</b>
	<b>LGSS Managed</b>						
550	EPAM - Shire Hall Campus	937	43	937	-	6,524	(314)
	- EPAM - Fenland	20	(45)	20	-	6,596	(1,145)
45	EPAM - Local Plans Representations	389	4	389	-	1,548	-
1,000	EPAM - County Farms Viability	1,182	(91)	1,182	-	5,000	(396)
600	EPAM - Building Maintenance	600	1	600	-	6,000	-
1,180	EPAM - Sawston Community Hub	1,206	4	1,206	-	1,250	-
1,742	EPAM - East Barnwell Community Hub	1,911	1	1,911	-	2,000	-
	- EPAM - Other Committed Projects	167	(300)	167	-	2,043	(264)
203	EPAM - Renewable Energy Soham	242	-	242	-	12,030	-
200	EPAM - Housing Provision on CCC Portfolio	367	3	367	-	17,500	-
50	EPAM - Disposal / Relocation of Huntingdon Highways Depot	125	-	125	-	1,625	-
630	EPAM - MAC Market Towns Project	630	-	630	-	1,780	-
	- Carbon Reduction	593	14	593	-	1,673	(650)
1,840	Optimising IT for Smarter Business Working	2,216	-	2,216	-	3,375	-
950	IT Infrastructure Investment	1,708	2	1,708	-	2,400	-
	- Cambridgeshire Public Sector Network	189	-	189	-	5,554	-
500	Microsoft Enterprise Agreement	500	-	500	-	1,902	-
500	Implementing IT Resilience Strategy for Data Centres	500	-	500	-	500	-
1,000	Communications & Storage Infrastructure Refresh	1,000	-	1,000	-	1,000	-
395	Other Schemes	792	1	792	-	1,095	(57)
<b>11,385</b>		<b>15,274</b>	<b>(363)</b>	<b>15,274</b>	<b>-</b>	<b>81,395</b>	<b>(2,827)</b>
<b>11,685</b>	<b>TOTAL</b>	<b>15,660</b>	<b>(350)</b>	<b>15,660</b>	<b>-</b>	<b>82,035</b>	<b>(2,827)</b>

### Previously Reported Exceptions

As reported in 2014/15, a reduction in the estimated cost of final retention payments for the Awdry House site has increased the predicted total scheme underspend to £1.1m,.

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

## Capital Funding

Corporate Services & LGSS Managed Capital Programme 2015/16				
Original 2015/16 Funding Allocation as per BP £000	Source of Funding	Revised Funding for 2015/16 £000	Forecast Spend - Outturn (May) £000	Forecast Funding Variance - Outturn (May) £000
	<b>Corporate Services</b>			
300	Prudential Borrowing	386	386	-
<b>300</b>		<b>386</b>	<b>386</b>	-
	<b>LGSS Managed</b>			
4,531	Capital Receipts	4,531	4,531	-
255	Developer Contributions	255	255	-
6,599	Prudential Borrowing	10,488	10,488	-
<b>11,385</b>		<b>15,274</b>	<b>15,274</b>	-
<b>11,685</b>	<b>TOTAL</b>	<b>15,660</b>	<b>15,660</b>	-

## Previously Reported Exceptions

There are no previous exceptions to report.



## 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	Year end RAG (2014-15)
<b>Customer Service and Transformation</b>											
Proportion of FOI requests responded to within timescales	Monthly	High	%	09/06/15	1 - 31 May 2015	90%	98.0%	Green	↑	<p><b>Year-end 2014-15</b> In 2014/15 we received 1166 FOI Requests where 1105 were responded to on time and 61 were not (95%).</p> <p>The number of requests received that have been directed to information that has already been published by the council has increased from 10 requests in 2013/14 to 49 requests in 2014/15.</p> <p><i>As of 1 April 2015, target amended to 90% (previously 95%).</i></p>	Green
For context only - number of FOI requests received annually	Annually	Low	Num	13/04/15	1 April 2014 - 31 March 2015	N/A*	1166	N/A	N/A	<p>* No target or RAG status for this indicator. Purpose is to set the context.</p> <p>2013/14 - 1153 2012/13 - 899 2011/12 - 917 2010/11 - 834</p> <p><i>Running total will be collected quarterly. Data to be next reported on in July 2016 for Q1 2016/17.</i></p>	N/A
Proportion of customer complaints received in the month before last that were responded to within minimum response times	Monthly	High	%	27/04/15	1 - 31 March 2015	90%	87.5%	Amber	↑	<p>Number of customer complaints for March 2015 = 64</p> <p><u>Breakdown of March 2015 figures</u> CFA received 23 formal complaints of which 1 case remains outstanding but could still be responded to within Social Care response timescales. Excluding this one case, this month's figure is 95.65%.</p> <p>ETE received 41 complaints of which 7 failed to meet the target of responding within timescales. As at the 24th April 2015, 6 of these cases have been closed. The remaining case is with responsible teams for investigation. This month's figure is 82.92%.</p> <p>CS&amp;T received no complaints.</p> <p>LGSS received no complaints.</p> <p><b>Year-end 2014-15</b> Across all directorates, 1064 complaints were received in the period 1 Apr 2014 to 31 Mar 2015. 909 of these were responded to within the timescales, giving an overall percentage of <b>85.43%</b>.</p> <p>By directorate, this breaks down as: CFA received 479 complaints, of which 443 were responded to within timescales (92.48%). ETE received 552 complaints, of which 438 were responded to within timescales (79.34%). CS&amp;T received 31 complaints, of which 27 were responded to within timescales (87.10%). LGSS received 2 complaints, of which 1 was responded to within timescales (50.00%).</p>	Amber
For context only - number of complaints received annually per thousand population	Annually	Low	Num	27/04/15	1 April 2014 - 31 March 2015	N/A*	1.68**	N/A	N/A	<p>* No target or RAG status for this indicator. Purpose is to set the context.</p> <p>** Based on Cambridshire Insight mid-2013 population estimate of 635,100 residents</p> <p><i>Data to be next reported on in May 2016 for period of 1 April 2015 - 31 March 2016</i></p>	N/A

Measure	Reporting frequency	What is good	Unit	Data last entered	Time period covered	Target	Actual	RAG status	Direction of travel	Comments	
Proportion of all transformed transaction types to be completed online by 31 March 2015***	Annually	High	%	13/04/15	1 January to 31 March 2015 (Q4)	75%	70.5%	Amber	↑	<p><u>Q4 2014/15 figures</u>  Jan 15 - 71.2%  Feb 15 - 67.5%  Mar 15 - 72.5%</p> <p>Some technical problems have caused some downtime (especially in February). As a wider range of services are being deployed this figure is expected to move towards green.</p> <p>Q3 2014/15 - 63.7%</p> <p><b>Year-end 2014-15</b>  Year end 2014/15 - 60.7%</p> <p><i>To be next reported on in July 2015 for Q1 2015/16</i></p>	Red
Deprivation measure - Number of physically active adults (narrowing the gap between Fenland and others)	Annually	High	%	N/A	1 April 2015 - 31 March 2016	51% (2015) 52% (2016)	49.5% (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>	N/A
<b>LGSS Managed Services</b>											
Strategy and Estates – capital receipts target managed and achieved	Quarterly	High	%	10/06/15	1 April 2014 - 31 March 2015	98% (£4.6m gross)	118.0%	Green	N/A	<p>The market has been improving and a revised forecast was taken to Group Leaders in December 2014, indicating that the likely capital receipts for the year would be now be between £6m (high likelihood) and £10m (medium likelihood).</p> <p><b>Year-end 2014-15</b>  £5.429million was collected against a profiled target of £4.6m.</p>	Green
Strategy and Estates – farm estates income demanded and collected on time	Half-yearly	High	%	10/06/15	1 April 2014 - 31 March 2015	95% (£3.9m gross)	103.8%	Green	N/A	<p><b>Year-end 2014-15</b>  £4,047,237 was collected on time against a target of £3.9m.</p>	Green
IT – availability of Universal Business System****	Quarterly	High	%	24/04/15	1 January - 31 March 2015 (Q4)	95%	100.0%	Green	↑	<p>Q3 2014/15 - 99.7%  Q2 2014/15 - 99.8%  Q1 2014/15 - 99.7%</p> <p>Data to be next reported on in July 2015 for Q1 2015/16.</p>	Green
IT – incidents resolved within Service Level Agreement	Quarterly	High	%	24/04/15	1 January - 31 March 2015 (Q4)	90%	100.0%	Green	↑	<p>Q3 2014/15 - 96.0%  Q2 2014/15 - 91.0%  Q1 2014/15 - 95.0%</p> <p>Data to be next reported on in July 2015 for Q1 2015/16.</p>	Green

## LGSS APPENDIX 1 – Service Level Budgetary Control Report

The variances to the end of May 2015 for LGSS Cambridge Office are as follows:

Forecast Variance - Outturn (Apr) £000	Service	Current Budget for 2015/16 £000	Expected to end of May £000	Actual to end of May £000	Current Variance £000	%	Forecast Variance - Outturn (May) £000	%
<b>LGSS Cambridge Office</b>								
<u>Central Management</u>								
0	Service Assurance	69	10	10	0	4	0	0
0	Trading	-8,809	-1,247	-177	1,071	86	0	0
0	LGSS Equalisation	701	-144	0	144	0	0	0
0	Grant Income	-419	-254	-254	0	0	0	0
<b>0</b>		<b>-8,457</b>	<b>-1,635</b>	<b>-420</b>	<b>1,215</b>	<b>74</b>	<b>0</b>	<b>0</b>
<u>Finance</u>								
0	Chief Finance Officer	1,027	147	151	5	3	0	0
0	Professional Finance	2,013	456	418	-38	-8	0	0
0	Strategic Assets	846	153	138	-15	-10	0	0
0	Pensions Service	0	-1,304	-1,311	-6	0	0	0
<b>0</b>		<b>3,885</b>	<b>-549</b>	<b>-604</b>	<b>-55</b>	<b>10</b>	<b>0</b>	<b>0</b>
<u>People, Transformation &amp; Transactional</u>								
0	HR Business Partners	1,277	234	198	-35	-15	0	0
0	HR Policy & Strategy	315	68	19	-49	-72	0	0
0	LGSS Programme Team	1,880	305	377	72	23	0	0
0	Organisational & Workforce Development	343	79	62	-17	-21	0	0
0	Revenues and Benefits	2,327	383	286	-97	-25	0	0
0	Transactional Services	1,165	391	114	-277	-71	0	0
<b>0</b>		<b>7,307</b>	<b>1,461</b>	<b>1,057</b>	<b>-404</b>	<b>-28</b>	<b>0</b>	<b>0</b>
<u>Law, Property &amp; Governance</u>								
0	Audit & Risk Management	758	154	188	34	22	0	0
0	Democratic & Scrutiny Services	466	75	58	-17	-23	0	0
0	LGSS Law Ltd	-372	74	-171	-244	-332	0	0
0	Procurement	314	32	30	-2	-8	0	0
0	Property Operations & Delivery	701	242	242	0	0	0	0
<b>0</b>		<b>1,868</b>	<b>577</b>	<b>347</b>	<b>-230</b>	<b>-40</b>	<b>0</b>	<b>0</b>
<b>0</b>	<u>IT Services</u>	<b>5,247</b>	<b>1,011</b>	<b>1,411</b>	<b>400</b>	<b>40</b>	<b>0</b>	<b>0</b>
<b>0</b>	<b>Total LGSS Cambridge Office</b>	<b>9,849</b>	<b>865</b>	<b>1,791</b>	<b>926</b>	<b>107</b>	<b>0</b>	<b>0</b>
<b>MEMORANDUM - Grant Income</b>								
0	Public Health Grant	-220	-55	-55	0	0	0	0
0	Counter Fraud Initiative Grant	-199	-199	-199	0	0	0	0
<b>0</b>		<b>-419</b>	<b>-254</b>	<b>-254</b>	<b>0</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	Current Variance		Forecast Variance - Outturn	
		£'000	%	£'000	%
There are no significant variances to report this month for LGSS Cambridge Office.					

### 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	419*
Non-material grants (+/- £30k)		0
<b>Total Grants 2014/15</b>		<b>419</b>

\* The Counter Fraud Initiative Fund grant received in 2015/16 is £9k more than the Business Plan figure of £190k.

## LGSS APPENDIX 4 – Virements and Budget Reconciliation

	£'000	Notes
<b>Budget as per Business Plan</b>	9,864	
Non-material virements (+/- £30k)	-15	
<b>Current Budget 2015-16</b>	<b>9,849</b>	

## LGSS APPENDIX 5 – Reserve Schedule

Fund Description	Balance at 31 March 2015	Movements in 2015-16	Balance at 31/05/15	Forecast Balance at 31 March 2016	Notes
	£'000	£'000	£'000	£'000	
<b>General Reserve</b>					
LGSS Cambridge Office Carry-forward	1,003	0	1,003	1,003	1
subtotal	1,003	0	1,003	1,003	
<b>Other Earmarked Funds</b>					
Counter Fraud Initiative	130	0	130	0	2
subtotal	130	0	130	0	
<b>SUBTOTAL</b>	<b>1,134</b>	<b>0</b>	<b>1,134</b>	<b>1,003</b>	
<b>TOTAL</b>	<b>1,134</b>	<b>0</b>	<b>1,134</b>	<b>1,003</b>	

### Notes

- 1 The year-end position reflects the LGSS Cambridge Office predicted breakeven position and £0k expected use of operational savings.
- 2 The Counter Fraud Initiative grant was unapplied in 2014/15 and so the balance was transferred to the earmarked reserve.

## LGSS APPENDIX 6 – Capital Expenditure and Funding

### Capital Expenditure

LGSS Cambridge Office Capital Programme 2015/16					TOTAL SCHEME	
Original 2015/16 Budget as per BP £000	Scheme	Revised Budget for 2015/16 £000	Actual Spend 2015/16 £000	Variance 2015/16 £000	Total Scheme Revised Budget £000	Total Scheme Forecast Variance £000
-	R12 Convergence	209	-	-	600	-
-	<b>TOTAL</b>	<b>209</b>	-	-	<b>600</b>	-

### Previously Reported Exceptions

There are no previous exceptions to report.

### Capital Funding

LGSS Cambridge Office Capital Programme 2014/15				
Original 2015/16 Funding Allocation as per BP £000	Source of Funding	Revised Funding for 2015/16 £000	Forecast Spend - Outturn (May) £000	Forecast Funding Variance - Outturn (May) £000
-	Prudential Borrowing	209	209	-
-	<b>TOTAL</b>	<b>209</b>	<b>209</b>	-

### Previously Reported Exceptions

There are no previous exceptions to report.