

Corporate Services and LGSS Cambridge Office

Finance and Performance Report – July 2015

1. SUMMARY

1.1 Finance

| Previous Status | Category | Target | Current Status | Section Ref. |
|------------------------|------------------------|---------------------------------|-----------------------|---------------------|
| Amber | Income and Expenditure | Balanced year end position | Green | 2.1 – 2.4 |
| Green | 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) | 0 | 1 | 10 | 11 |

2. INCOME AND EXPENDITURE

2.1 Overall Position

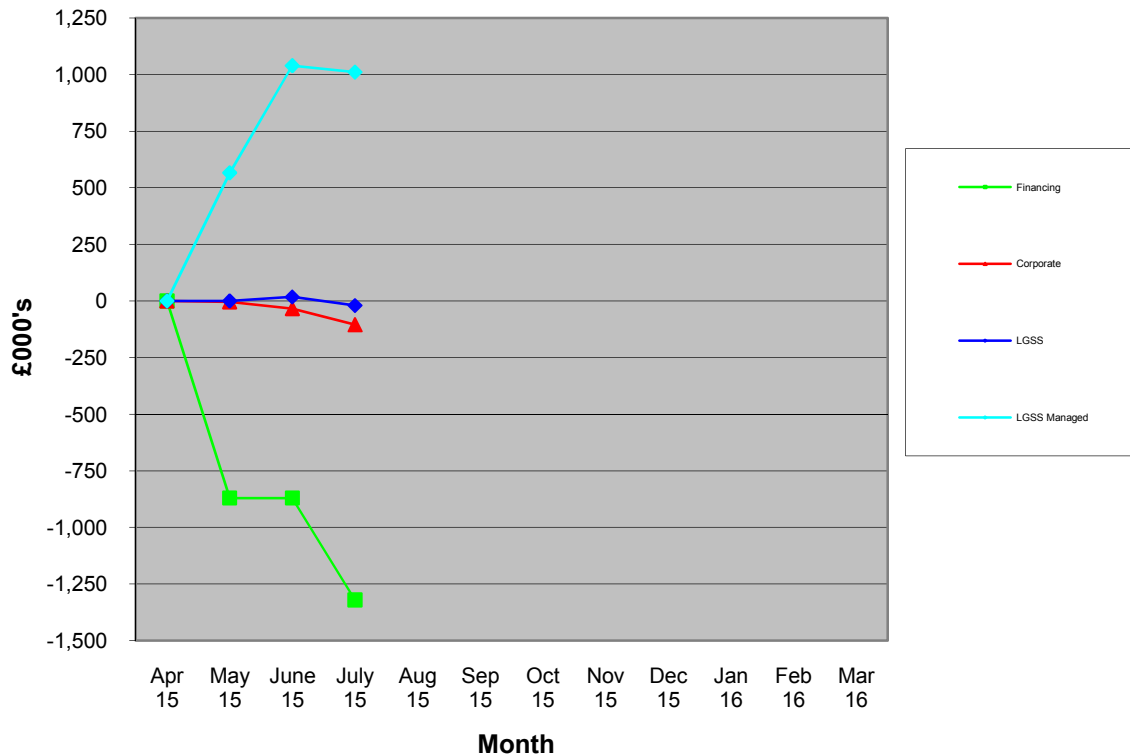
| Forecast Variance - Outturn (June) £000 | Directorate | Current Budget for 2015/16 £000 | Current Variance £000 | Current Variance % | Forecast Variance - Outturn (July) £000 | Forecast Variance - Outturn (July) % |
|--|-----------------------|--|------------------------------|---------------------------|--|---|
| -34 | Corporate Services | 6,166 | -130 | -7 | -105 | -2 |
| 1,039 | LGSS Managed | 10,271 | 823 | 15 | 1,011 | 10 |
| -870 | Financing Costs | 35,460 | -2,597 | -44 | -1,320 | -4 |
| 135 | Sub Total | 51,897 | -1,904 | | -415 | |
| | | | | | | |
| 18 | LGSS Cambridge Office | 9,856 | 1,312 | 44 | -20 | 0 |
| | | | | | | |
| 153 | Total | 61,753 | -592 | | -435 | |

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

The service level budgetary control report for LGSS Cambridge Office for July 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 £105k.
- 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 £1.011m.
- There are no new exceptions to report this month.

2.2.3 Significant Issues – Financing Costs

- Financing costs is showing an underspend of £1.320m on the debt charges budget, which is an increase of £0.45m from last month. The underspend is largely as a result of favourable variances for MRP (Minimum Revenue Provision) and Interest Payable. The initial estimate for MRP has been revised down following year-end, however there may be some additional small movement once the charge has been finalised. A favourable variance for Interest payable has been included on the assumption that the Council will experience significant slippage in the capital

programme, as it has done in past years so that borrowing is deferred until next year. There is also a small positive variance for interest that is recharged internally.

The capital programme continues to be monitored closely alongside forecasts for cash balances and interest rates and pragmatic approach to borrowing is adopted.

2.2.4 Significant Issues – LGSS Cambridge Office

- LGSS Cambridge Office is currently predicting a year-end underspend of £20k after equalisation.
- 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 July.

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:

| | £000 | Notes |
|--|-------------|---|
| Transfer from reserves to Corporate Services | 150 | Corporate Services Operational Savings Transfer – Customer Relationship Management System |
| Transfer from reserves to Corporate Services | 256 | Corporate Services Operational Savings Transfer –Service Transformation funding |
| Transfer from reserves to Corporate Services | 165 | Corporate Services Operational Savings Transfer –Digital by Default funding |
| Transfer from reserves to Corporate Services | 31 | Corporate Services Operational Savings Transfer –Digital Delivery Assistant |
| Non material virements (+/- £30k) | 0 | |

LGSS Managed:

| | £000 | Notes |
|-----------------------------------|-------------|--------------|
| Non material virements (+/- £30k) | -10 | |

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 £34k. 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 £15.3m in 2015/16 and there is spend to date of £247k. It is currently expected that the programme will underspend by £0.8m at year-end and the total scheme variances will amount to an underspend of £4.8m across the programme.

The EPAM – County Farms Viability is forecasting an in-year underspend of £0.5m. The level of funding required for this scheme has been reassessed for Business Planning and it has been determined that it can be reduced by £0.5m per year to better reflect actual activity with tenant farmers more cautious due to the unsettled global market. This will result in a total scheme underspend of £2.4m and the scheme budget will be adjusted as part of the 2016/17 Business Planning process.

- 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 July.

Funding

- Corporate Services has capital funding of £386k in 2015/16 with the current expectation being that this continues to be required in line with the original budget proposals.
- LGSS Managed has capital funding of £15.3m in 2015/16. As reported above, the LGSS Managed budget is expected to underspend by £0.8m, which will result in a reduced requirement of funding of this amount.

As the result of the reported underspend on the LGSS Managed capital programme, the overall prudential borrowing requirement has reduced by £0.6m

- LGSS Cambridge Office has capital funding of £209k in 2015/16 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 |
|--|---------------------|--------------|------|-------------------|--------------------------|--------------|------------|---------------------|--|
| Customer Service & Transformation | | | | | | | | | |
| Proportion of FOI requests responded to within timescales | Monthly | High | % | 06/08/15 | 90.0% | 95.0% | Green | ↓ | |
| For context only - number of FOI requests received annually | Annually | Low | Num | 09/07/15 | N/A* | 309 | 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 | % | 07/08/15 | 90.0% | 96.9% | Green | ↑ | |
| 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 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 | % | 09/07/15 | 75.0% | 76.8% | Green | ↑ | 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 | % | N/A | 51% (2015) 52% (2016) | 49.5% (2014) | TBC | N/A | Data reported retrospectively for 2014 |
| LGSS Managed Services | | | | | | | | | |
| Strategy and Estates – capital receipts target managed and achieved | Quarterly | High | % | 13/07/15 | 98% (£250k gross) | 110% (£275k) | Green | ↑ | Data reported against cumulative quarterly targets |
| 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 | To be next reported on in October 2015 for Q1 and Q2 2015/16 |
| IT – availability of Universal Business System**** | Quarterly | High | % | 13/07/15 | 95.0% | 100.0% | Green | ↔ | Data to be next reported on in October 2015 for Q2 |
| IT – incidents resolved within Service Level Agreement | Quarterly | High | % | 12/08/15 | 90.0% | 98.0% | 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 |
|---|---------------------|--------------|------|-------------------|--------|--------|------------|---------------------|----------------------------|
| LGSS Cambridge Office | | | | | | | | | |
| Percentage of invoices paid within term for month | Monthly | High | % | 01/07/15 | 97.5% | 99.8% | Green | ↑ | 99.7% reported last period |
| Percentage of invoices paid within term cumulative for year to date | Monthly | High | % | 01/07/15 | 97.5% | 99.8% | Green | ↔ | 99.8% reported last period |
| Total debt as a percentage of turnover | Monthly | Low | % | 01/07/15 | 10.0% | 7.2% | Green | ↑ | 10.6% reported last period |
| Percentage of debt over 90 days old | Monthly | Low | % | 01/07/15 | 20.0% | 25.2% | Amber | ↓ | 20.5% reported last period |

CS APPENDIX 1 – Corporate Service Level Budgetary Control Report

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

| Forecast Variance - Outturn (June) £000 | Service | Current Budget for 2015/16 £000 | Expected to end of July £000 | Actual to end of July £000 | Current Variance £000 | % | Forecast Variance - Outturn (July) £000 | % |
|---|--|---|---------------------------------------|-------------------------------------|-----------------------------|------------|--|-----------|
| Corporate Services | | | | | | | | |
| 0 | Director, Policy & Business Support | 1,083 | 384 | 364 | -19 | -5 | -32 | -3 |
| -14 | Chief Executive | 295 | 99 | 90 | -9 | -9 | -14 | -5 |
| 0 | Corporate Information Management | 464 | 156 | 152 | -4 | -3 | 0 | 0 |
| -20 | Customer Services | 1,285 | 414 | 370 | -44 | -11 | -20 | -2 |
| 0 | Digital Strategy | 826 | 170 | 139 | -30 | -18 | 0 | 0 |
| 0 | Research | 293 | 115 | 104 | -11 | -10 | -35 | -12 |
| 0 | Service Transformation | 256 | 85 | 85 | 1 | 1 | 0 | 0 |
| 0 | Smarter Business | 136 | 45 | 45 | 0 | -1 | 0 | 0 |
| 0 | Strategic Marketing, Communications & Engagement | 550 | 191 | 178 | -13 | -7 | 0 | 0 |
| 0 | Elections | 198 | 14 | 14 | 0 | 0 | 0 | 0 |
| 0 | Redundancy, Pensions & Injury | 926 | 371 | 370 | 0 | 0 | -5 | -1 |
| 0 | Grant Income | -146 | -78 | -78 | 0 | 0 | 0 | 0 |
| -34 | | 6,166 | 1,964 | 1,834 | -130 | -7 | -105 | -2 |
| LGSS Managed | | | | | | | | |
| 5 | Building Maintenance | 1,108 | 289 | 301 | 12 | 4 | 5 | 0 |
| 0 | City Deal | 717 | 0 | 0 | 0 | 0 | 0 | 0 |
| -140 | County Farms | -3,174 | -63 | -221 | -157 | -249 | -140 | -4 |
| 963 | County Offices | 5,534 | 3,115 | 3,761 | 646 | 21 | 967 | 17 |
| 0 | Effective Property Asset Management | 121 | -20 | -24 | -4 | -20 | 0 | 0 |
| 0 | External Audit | 179 | 60 | 79 | 20 | 33 | 0 | 0 |
| 0 | Insurance | 1,483 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31 | IT Managed | 2,222 | 1,615 | 1,709 | 94 | 6 | 31 | 1 |
| 0 | Members' Allowances | 1,000 | 306 | 311 | 4 | 1 | 0 | 0 |
| 0 | OWD Managed | 128 | 41 | 30 | -11 | -27 | -34 | -27 |
| 0 | Subscriptions | 106 | 35 | 104 | 69 | 195 | 0 | 0 |
| 0 | Transformation Fund | 1,000 | 333 | 105 | -228 | -68 | 0 | 0 |
| 180 | Authority-wide Miscellaneous | -53 | -13 | 366 | 379 | 2994 | 182 | 342 |
| 0 | Grant Income | -100 | -50 | -50 | 0 | 0 | 0 | 0 |
| 1,039 | | 10,271 | 5,649 | 6,472 | 823 | 15 | 1,011 | 10 |
| Financing Costs | | | | | | | | |
| -870 | Debt Charges and Interest | 35,460 | 5,910 | 3,313 | -2,597 | -44 | -1,320 | -4 |
| 135 | CORPORATE SERVICES TOTAL | 51,897 | 13,523 | 11,619 | -1,904 | -14 | -415 | -1 |
| MEMORANDUM - Grant Income | | | | | | | | |
| 0 | Public Health Grant - Corporate Services | -136 | -68 | -68 | 0 | 0 | 0 | 0 |
| 0 | Public Health Grant - LGSS Managed | -100 | -50 | -50 | 0 | 0 | 0 | 0 |
| 0 | Other Corporate Services Grants | -10 | -10 | -10 | 0 | 0 | 0 | 0 |
| 0 | | -246 | -128 | -128 | 0 | 0 | 0 | 0 |

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 | % |
| County Farms | -3,174 | -221 | -157% | -140 | -4% |
| County Farms is forecasting an additional surplus of £140k due to an increase in rent income following completion of 60 rent reviews during 2014/15. | | | | | |
| County Offices | 5,534 | +646 | +21% | +967 | +18% |
| <p>County Offices is forecasting an overspend of £967k. As previously reported, the pressure resulting from Children's Centre business rates received to date and an assessment of the potential liability for Children's Centres where bills have not yet been received is forecast to be in the region of £616k. Of this amount, £471k is the estimated liability for prior years billing and £145k relates to the estimated annual cost for 2015/16 onwards. The position will continue to be monitored and forecast outturn updated accordingly when / if further business rates bills are received.</p> <p>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. In addition, there is a small pressure of £14k resulting from cancellation of prior year invoices that had been disputed and some minor budgeting corrections. These pressures have been partially offset by a £42k reduction in the anticipated cost of Dryden House dilapidations.</p> <p>Under the agreement to lease Castle Court, the 50% rental period is due to commence on 31st October 2015, subject to planning permission being granted. Should this be forthcoming, additional income of £281k would be generated in 2015/16. This is not currently reflected in the outturn position and so receipt of this rental income would reduce the reported overspend accordingly.</p> | | | | | |
| Authority-wide Miscellaneous | -53 | +397 | +2,994% | +182 | 342% |
| <p>The Authority-wide miscellaneous budget is forecasting an overspend of £182k due to a forecast deficit in additional employer pension contributions. The position is monitored via the balance sheet each month, but any surplus or deficit at yearend is written back to revenue. The applied percentage for additional pension contributions is an estimate based on budgeted employer contributions and as such there is always likely to be a variance between actual levels of recovery and the lump sum required; there was an over-recovery of £168k in 2014/15.</p> <p>The forecast under-recovery for 2015/16 will be taken into account when the 2016/17 percentage is calculated as part of the Business Plan inflation forecasting process.</p> | | | | | |

| Service | Current Budget £'000 | Current Variance | | Forecast Variance - Outturn | |
|---|-------------------------|------------------|------|-----------------------------|-----|
| | | £'000 | % | £'000 | % |
| Financing Costs | 35,460 | -2,597 | -44% | -1,320 | -4% |
| <p>Financing costs is showing an underspend of £1.320m on the debt charges budget, which is an increase of £0.45m from last month. The underspend is largely as a result of favourable variances for MRP (Minimum Revenue Provision) and Interest Payable. The initial estimate for MRP has been revised down following year-end, however there may be some additional small movement once the charge has been finalised. A favourable variance for Interest payable has been included on the assumption that the Council will experience significant slippage in the capital programme, as it has done in past years so that borrowing is deferred until next year. There is also a small positive variance for interest that is recharged internally.</p> <p>The capital programme continues to be monitored closely alongside forecasts for cash balances and interest rates and pragmatic approach to borrowing is adopted.</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 |
|------------------------------------|----------------------|---------------------------------|
| Grants as per Business Plan | Public Health | 236* |
| Non-material grants (+/- £30k) | Various | 10** |
| Total Grants 2015/16 | | 246 |

* 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 |
|---|--------------|-------|
| Budget as per Business Plan | 5,673 | |
| Transfer of Travellers Support budget to ETE | -51 | |
| Transfer Green Spaces budget to ETE | -55 | |
| Operational Savings Transfer 2015/16 - CRM System | 150 | |
| Operational Savings Transfer 2015/16 - Service Transformation Funding | 256 | |
| Operational Savings Transfer 2015/16 - Digital by Default | 165 | |
| Operational Savings Transfer 2015/16 - Digital Delivery Assistant | 31 | |
| Non-material virements (+/- £30k) | -3 | |
| Current Budget 2015-16 | 6,166 | |

LGSS Managed:

| | £000 | Notes |
|---|---------------|-------|
| Budget as per Business Plan | 9,144 | |
| Transfer of City Deal funding from New Homes Bonus to corporate ownership (ETE) | 717 | |
| Centralisation of mobile phone budgets from CFA, ETE, CS & LGSS | 372 | |
| Funding from reserves for Microsoft support extension | 33 | |
| Non-material virements (+/- £30k) | 4 | |
| Current Budget 2015-16 | 10,271 | |

Financing Costs:

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

CS APPENDIX 5 – Reserve Schedule

1. Corporate Services Reserves

| Fund Description | Balance at 31 March 2015 | Movements in 2015-16 | Balance at 31/07/15 | Forecast Balance at 31 March 2016 | Notes |
|----------------------------------|--------------------------|----------------------|---------------------|-----------------------------------|-------|
| | £'000 | £'000 | £'000 | £'000 | |
| General Reserve | | | | | |
| Corporate Services Carry-forward | 1,020 | -602 | 417 | 522 | 1 |
| subtotal | 1,020 | -602 | 417 | 522 | |
| Equipment Reserves | | | | | |
| Postal Service | 50 | 0 | 50 | 50 | |
| subtotal | 50 | 0 | 50 | 50 | |
| Other Earmarked Funds | | | | | |
| Travellers Support Officer | 45 | -45 | 0 | 0 | 3 |
| Shape Your Place - Fenland Grant | 18 | 0 | 18 | 0 | |
| Green Spaces | 10 | -10 | 0 | 0 | 3 |
| Election Processes | 180 | 0 | 180 | 368 | 2 |
| EDRM Project | 274 | 0 | 274 | 0 | |
| subtotal | 527 | -55 | 472 | 368 | |
| Short Term Provisions | | | | | |
| Transforming Cambridgeshire | 1,000 | 0 | 1,000 | 955 | 4 |
| Earith Bridge Travellers Site | 43 | -43 | 0 | 0 | 3 |
| subtotal | 1,043 | -43 | 1,000 | 955 | |
| TOTAL | 2,640 | -700 | 1,940 | 1,896 | |

Notes

- 1 The year-end position reflects the forecast Corporate Services underspend of £105k and £602k use of operational savings. Details on operational savings allocations can be found in CS
- 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 unapplied balances on the Fenland Social Media Cohesion grant and Heritage Lottery funding for the Cambridgeshire Local Nature Partnership and the short-term provision in respect of Earith Bridge Travellers Site have transferred to ETE following the Customer Service and Transformation restructure.
- 4 The current year-end position reflects £45k planned use for a post in Corporate Services.

2. LGSS Managed Reserves

| Fund Description | Balance at 31 March 2015 | Movements in 2015-16 | Balance at 31/07/15 | Forecast Balance at 31 March 2016 | Notes |
|---|--------------------------------|-------------------------|------------------------|---|-------|
| | £'000 | £'000 | £'000 | £'000 | |
| Equipment Reserves | | | | | |
| 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 | |
| Other Earmarked Funds | | | | | |
| Manor school site demolition costs | 139 | 0 | 139 | 233 | 1 |
| CPSN Partnership Funds | 59 | 0 | 59 | 0 | |
| subtotal | 198 | 0 | 198 | 233 | |
| Short Term Provisions | | | | | |
| 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 | 1,000 | |
| subtotal | 3,316 | 0 | 3,316 | 2,335 | |
| Long Term Provisions | | | | | |
| Insurance Long-term Provision | 4,718 | 0 | 4,718 | 4,718 | |
| subtotal | 4,718 | 0 | 4,718 | 4,718 | |
| SUBTOTAL | 8,874 | 0 | 8,874 | 7,928 | |
| Capital Reserves | | | | | |
| Effective Property Asset Management Receipts | 0 | 120 | 120 | 0 | 2 |
| General Capital Receipts | 0 | 152 | 152 | 0 | 2 |
| P&P Commissioning (Property) | 472 | -45 | 427 | 427 | |
| IT for Smarter Business Working | 0 | 57 | 57 | 0 | |
| Blackwell Travellers Site | 9 | -9 | 0 | 0 | |
| subtotal | 481 | 276 | 757 | 427 | |
| TOTAL | 9,355 | 276 | 9,631 | 8,355 | |

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 July) £000 | Forecast Spend - Outturn (July) £000 | Forecast Variance - Outturn (July) £000 | Total Scheme Revised Budget £000 | Total Scheme Forecast Variance £000 |
| | Corporate Services | | | | | | |
| | - Electronic Record Management | 56 | 22 | 56 | - | 300 | - |
| 300 | Essential CCC Business Systems Upgrade | 300 | 12 | 300 | - | 300 | - |
| | - Other Schemes | 30 | - | 30 | - | 40 | - |
| 300 | | 386 | 34 | 386 | - | 640 | - |
| | LGSS Managed | | | | | | |
| 550 | EPAM - Shire Hall Campus | 937 | 119 | 937 | - | 6,524 | (314) |
| | - EPAM - Fenland | 20 | (45) | 20 | - | 6,596 | (1,145) |
| 45 | EPAM - Local Plans Representations | 389 | 50 | 389 | - | 1,548 | - |
| 1,000 | EPAM - County Farms Viability | 1,182 | 16 | 682 | (500) | 5,000 | (2,396) |
| 600 | EPAM - Building Maintenance | 600 | 15 | 600 | - | 6,000 | - |
| 1,180 | EPAM - Sawston Community Hub | 1,206 | 39 | 1,206 | - | 1,250 | - |
| 1,742 | EPAM - East Barnwell Community Hub | 1,911 | 36 | 1,911 | - | 2,000 | - |
| | - EPAM - Other Committed Projects | 167 | (291) | 167 | - | 2,043 | (264) |
| 203 | EPAM - Renewable Energy Soham | 242 | - | 242 | - | 12,030 | - |
| 200 | EPAM - Housing Provision on CCC Portfolio | 367 | 18 | 367 | - | 17,500 | - |
| 50 | EPAM - Disposal / Relocation of Huntingdon | 125 | - | 125 | - | 1,625 | - |
| | Highways Depot | | | | | | |
| 630 | EPAM - MAC Market Towns Project | 630 | - | 300 | (330) | 1,780 | - |
| | - Carbon Reduction | 593 | 15 | 593 | - | 1,673 | (650) |
| 1,840 | Optimising IT for Smarter Business Working | 2,273 | 184 | 2,273 | - | 3,432 | - |
| 950 | IT Infrastructure Investment | 1,708 | 87 | 1,708 | - | 2,400 | - |
| | - Cambridgeshire Public Sector Network | 189 | 3 | 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 | 2 | 792 | - | 1,095 | (57) |
| 11,385 | | 15,331 | 247 | 14,501 | (830) | 81,452 | (4,827) |
| 11,685 | TOTAL | 15,717 | 281 | 14,887 | (830) | 82,092 | (4,827) |
| | | | | | | | |

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 (July) £000 | Forecast Funding Variance - Outturn (July) £000 |
| | Corporate Services | | | |
| 300 | Prudential Borrowing | 386 | 386 | - |
| 300 | | 386 | 386 | - |
| | LGSS Managed | | | |
| 4,531 | Capital Receipts | 4,531 | 4,329 | (202) |
| - | Other Contributions | 57 | 57 | - |
| 255 | Developer Contributions | 255 | 255 | - |
| 6,599 | Prudential Borrowing | 10,488 | 9,860 | (628) |
| 11,385 | | 15,331 | 14,501 | (830) |
| 11,685 | TOTAL | 15,717 | 14,887 | (830) |
| | | | | |

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) |
|--|---------------------|--------------|------------|-------------------|------------------------------|--------------------------|--------------|------------|---------------------|---|------------------------|
| Customer Service and Transformation | | | | | | | | | | | |
| Proportion of FOI requests responded to within timescales | Monthly | High | % | 06/08/15 | 1 - 31 July 2015 | 90% | 95.0% | Green | ↓ | 111* valid FOI Requests received in July *2 further requests required clarification in order to be considered valid which the requester has yet to provide. 105 requests were responded to on time. | Green |
| <i>For context only - number of FOI requests received annually</i> | <i>Annually</i> | <i>Low</i> | <i>Num</i> | 09/07/15 | 1 April - 30 June 2015 | <i>N/A*</i> | 309 | <i>N/A</i> | <i>N/A</i> | <i>* No target or RAG status for this indicator. Purpose is to set the context. 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 October 2015 for Q2 2015/16.</i> | <i>N/A</i> |
| Proportion of customer complaints received in the month before last that were responded to within minimum response times | Monthly | High | % | 07/08/15 | 1 - 30 June 2015 | 90% | 96.9% | Green | ↑ | Number of customer complaints for June 2015 = 129 <u>Breakdown of June 2015 figures</u> 72 complaints were received for CFA for June. 2 failed which meant a pass rate of 97.2%. 52 complaints were received for ETE for June. 2 failed which meant a pass rate of 96.2%. 5 complaints were received for CS&T for June. None failed which meant a pass rate of 100%. No complaints for LGSS and Public Health. | Amber |
| <i>For context only - number of complaints received annually per thousand population</i> | <i>Annually</i> | <i>Low</i> | <i>Num</i> | 27/04/15 | 1 April 2014 - 31 March 2015 | <i>N/A*</i> | 1.68** | <i>N/A</i> | <i>N/A</i> | <i>* No target or RAG status for this indicator. Purpose is to set the context. ** Based on Cambridshire Insight mid-2013 population estimate of 635,100 residents Data to be next reported on in May 2016 for period of 1 April 2015 - 31 March 2016</i> | <i>N/A</i> |
| Proportion of all transformed transaction types to be completed online by 31 March 2015*** | Annually | High | % | 09/07/15 | 1 April to 30 June 2015 | 75% | 76.8% | Green | ↑ | <i>To be next reported on in October 2015 for Q2 2015/16</i> | 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 | New indicator identified by GPC in response to the deprivation motion passed by Council in July 2014. Indicator shared with Public Health. Data to be reported on in April/May 2016 for year end. | N/A |

| Measure | Reporting frequency | What is good | Unit | Data last entered | Time period covered | Target | Actual | RAG status | Direction of travel | Comments | |
|---|---------------------|--------------|------|-------------------|----------------------------------|-------------------|--------------|------------|---------------------|---|-------|
| LGSS Managed Services | | | | | | | | | | | |
| Strategy and Estates – capital receipts target managed and achieved | Quarterly | High | % | 13/07/15 | 1 April 2015 - 30 June 2015 (Q1) | 98% (£250k gross) | 110% (£275k) | Green | ↑ | The target for 2015/16 is £3.705m. This is broken down into cumulative quarterly targets as follows: Q1 = £0.25m; Q2 = £1.50m; Q3 = £2.00m Q4 = £3.705m. To next be reported on in October 2015 for Q2 2015/16 | 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 | To be next reported on in October 2015 for Q1 and Q2 2015/16 | Green |
| IT – availability of Universal Business System**** | Quarterly | High | % | 13/07/15 | 1 April 2015 - 30 June 2015 (Q1) | 95% | 100.0% | Green | ↔ | Q4 2014/15 - 100% Q3 2014/15 - 99.7% Q2 2014/15 - 99.8% Q1 2014/15 - 99.7% Data to be next reported on in October 2015 for Q2 2015/16. | Green |
| IT – incidents resolved within Service Level Agreement | Quarterly | High | % | 12/08/15 | 1 April - 30 June 2015 (Q1) | 90% | 98.0% | Green | ↓ | Data to be next reported on in October 2015 for Q2 2015/16. | Green |

LGSS APPENDIX 1 – Service Level Budgetary Control Report

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

| Forecast Variance - Outturn (June) £000 | Service | Current Budget for 2015/16 £000 | Expected to end of July £000 | Actual to end of July £000 | Current Variance £000 | % | Forecast Variance - Outturn (July) £000 | % |
|---|--|---|---------------------------------------|-------------------------------------|-----------------------------|------------|--|----------|
| LGSS Cambridge Office | | | | | | | | |
| <u>Central Management</u> | | | | | | | | |
| 0 | Service Assurance | 69 | 28 | 31 | 3 | 10 | 0 | 0 |
| 0 | Trading | -8,809 | -2,595 | -1,484 | 1,111 | 43 | 0 | 0 |
| -18 | LGSS Equalisation | 581 | 0 | 0 | 0 | 0 | -20 | -3 |
| 0 | Grant Income | -419 | -309 | -309 | 0 | 0 | 0 | 0 |
| -18 | | -8,578 | -2,876 | -1,762 | 1,114 | 39 | -20 | 0 |
| <u>Finance</u> | | | | | | | | |
| 0 | Chief Finance Officer | 1,027 | 279 | 290 | 12 | 4 | 0 | 0 |
| 0 | Professional Finance | 2,012 | 831 | 786 | -45 | -5 | 0 | 0 |
| 0 | Strategic Assets | 844 | 280 | 252 | -28 | -10 | 0 | 0 |
| 0 | Pensions Service | 0 | -1,321 | -1,307 | 13 | 1 | 0 | 0 |
| 0 | | 3,882 | 69 | 22 | -47 | -69 | 0 | 0 |
| <u>People, Transformation & Transactional</u> | | | | | | | | |
| 0 | HR Business Partners | 1,271 | 462 | 410 | -52 | -11 | 0 | 0 |
| 0 | HR Policy & Strategy | 313 | 105 | 21 | -84 | -80 | 0 | 0 |
| 0 | LGSS Programme Team | 1,879 | 612 | 950 | 338 | 55 | 0 | 0 |
| 0 | Organisational & Workforce Development | 341 | 123 | 93 | -30 | -24 | 0 | 0 |
| 0 | Revenues and Benefits | 2,327 | 769 | 661 | -108 | -14 | 0 | 0 |
| 0 | Transactional Services | 1,319 | 651 | 534 | -117 | -18 | 0 | 0 |
| 0 | | 7,450 | 2,722 | 2,668 | -54 | -2 | 0 | 0 |
| <u>Law, Property & Governance</u> | | | | | | | | |
| 0 | Audit & Risk Management | 758 | 380 | 356 | -24 | -6 | 0 | 0 |
| 0 | Democratic & Scrutiny Services | 466 | 151 | 121 | -30 | -20 | 0 | 0 |
| 0 | LGSS Law Ltd | -376 | -10 | -57 | -47 | -488 | 0 | 0 |
| 0 | Procurement | 313 | 88 | 80 | -8 | -9 | 0 | 0 |
| 0 | Property Operations & Delivery | 697 | 438 | 417 | -21 | -5 | 0 | 0 |
| 0 | | 1,858 | 1,048 | 918 | -129 | -12 | 0 | 0 |
| 36 | <u>IT Services</u> | 5,242 | 2,041 | 2,470 | 429 | 21 | 0 | 0 |
| 18 | Total LGSS Cambridge Office | 9,856 | 3,004 | 4,316 | 1,312 | 44 | -20 | 0 |
| MEMORANDUM - Grant Income | | | | | | | | |
| 0 | Public Health Grant | -220 | -110 | -110 | 0 | 0 | 0 | 0 |
| 0 | Counter Fraud Initiative Grant | -199 | -199 | -199 | 0 | 0 | 0 | 0 |
| 0 | | -419 | -309 | -309 | 0 | 0 | 0 | 0 |

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.

| | Awarding Body | Expected Amount £'000 |
|------------------------------------|----------------------|----------------------------------|
| Grants as per Business Plan | Various | 419* |
| Non-material grants (+/- £30k) | | 0 |
| Total Grants 2014/15 | | 419 |

* 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 |
|---|--------------|-------|
| Budget as per Business Plan | 9,864 | |
| LGSS Transactions support from Reablement | 34 | |
| Non-material virements (+/- £30k) | -43 | |
| Current Budget 2015-16 | 9,856 | |

LGSS APPENDIX 5 – Reserve Schedule

| Fund Description | Balance at 31 March 2015 | Movements in 2015-16 | Balance at 31/07/15 | Forecast Balance at 31 March 2016 | Notes |
|-------------------------------------|--------------------------|----------------------|---------------------|-----------------------------------|-------|
| | £'000 | £'000 | £'000 | £'000 | |
| General Reserve | | | | | |
| LGSS Cambridge Office Carry-forward | 1,003 | 0 | 1,003 | 20 | 1 |
| subtotal | 1,003 | 0 | 1,003 | 20 | |
| Other Earmarked Funds | | | | | |
| Counter Fraud Initiative | 130 | 0 | 130 | 0 | 2 |
| subtotal | 130 | 0 | 130 | 0 | |
| SUBTOTAL | 1,134 | 0 | 1,134 | 20 | |
| TOTAL | 1,134 | 0 | 1,134 | 20 | |

Notes

- 1 The year-end position reflects the forecast LGSS Cambridge Office underspend of £20k and £1m 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 (to July) £000 | Forecast Spend - Outturn (July) £000 | Forecast Variance - Outturn (July) £000 | Total Scheme Revised Budget £000 | Total Scheme Forecast Variance £000 |
| - | R12 Convergence* | 209 | - | 209 | - | 600 | - |
| - | TOTAL | 209 | - | 209 | - | 600 | - |
| | | | | | | | |

*This funding will now be used to cover the initial costs to be incurred in replacing the Enterprise Resource Planning (ERP) system, as approved by GPC as part of the March 2015 Integrated Resource and Performance Report.

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 (July) £000 | Forecast Funding Variance - Outturn (July) £000 |
| - | Prudential Borrowing | 209 | 209 | - |
| - | TOTAL | 209 | 209 | - |
| | | | | |

Previously Reported Exceptions

There are no previous exceptions to report.