
Customer and Corporate Services Scrutiny 10 February 2020
Management Committee

Report of the Deputy Chief Executive / Director of Customer & Corporate Services

2019/20 Finance and Performance Monitor 2

Purpose of the Report

- 1 To present details of the overall finance and performance position for the period covering 1 July 2019 to 30 September 2019, together with an overview of any emerging issues. This is the second report of the financial year and assesses performance against budgets, including progress in delivering the Council's savings programme.

Recommendations

- 2 The Committee is asked to
 - note the finance and performance information

Reason: to ensure expenditure is kept within the approved budget

Financial Summary

- 3 The financial pressures facing the council are projected at £1,353k. This is broadly in line with previous years forecasts at this early stage in the financial year. However, the council has regularly delivered a balanced position by the year end, demonstrating a successful track record of managing expenditure within budget over a number of years.
- 4 The report highlights that there continue to be pressures within Adult Social Care in particular. This reflects the national situation where councils across the country are managing largely unavoidable demographic and cost pressures. Managing these pressures will continue to be a challenge as both the numbers of people and complexity of individual situations create demands across the sector. Health partners are similarly challenged facing unprecedented demand and financial pressures. Some of this pressure impacts on social care as the desire to discharge patients in a more timely fashion increases the social care costs needed to facilitate discharge.

- 5 In recent years the council has made significant investment in adult social care and the July 2019 budget amendment invested additional funds in adult social care support to ensure quality services for the most vulnerable adults, including new approaches to using technology, increase community led support and embed strength based approaches.
- 6 These pressures need to continue to be managed carefully throughout the remainder of this financial year and the mitigation strategies in place will be regularly monitored.
- 7 It is expected that, as a result of this ongoing monitoring and the identification of further mitigation, overall the Council will again outturn within the approved budget. There is contingency provision available to cover some of the projected pressures, and it is also anticipated there will be improvement in the position during the year.
- 8 York is maintaining both sound financial management, and delivering priority services to high standards, during a period of continued challenge for local government. In particular, key statutory services continue to perform well, having seen investment in recent years. Whilst there remain challenges in future years, the overall financial and performance position is one that provides a sound platform to continue to be able to deal with the future challenges.

Financial Analysis

- 9 The Council's net budget is £123.3m. Following on from previous years, the challenge of delivering savings continues with £4.3m to be achieved in order to reach a balanced budget. Early forecasts indicate the Council is facing financial pressures of £1,353k and an overview of this forecast, on a directorate by directorate basis, is outlined in Table 1 below. The position will continue to be monitored carefully to ensure that overall expenditure will be contained within the approved budget. The following section provides more details of the main variations and any mitigating actions that are proposed within the Customer and Corporate Services directorate.

2018/19 outturn		2019/20 Forecast Variation Monitor 1	2019/20 Forecast Variation Monitor 2
£'000		£'000	£'000
+896	Children, Education & Communities	+594	+518
-282	Economy & Place	-137	-137
-428	Customer & Corporate Services	-200	-300
+946	Health, Housing & Adult Social Care	+2,127	+2,372
-1,285	Central budgets	-500	-600
153	Total	+1,884	+1,853
-648	Contingency	-500	-500
-801	Total including contingency	+1,384	+1,353

Table 1: Finance overview

Customer & Corporate Services

- 10 Overall the directorate is expected to underspend by £300k. There are a number of minor variations being managed and work will continue to try and identify additional savings to help the overall position.

Corporate Budgets

- 11 These budgets include Treasury Management and other corporately held funds. It is anticipated that overall a £600k underspend will be achieved, predominantly as a result of reviewing some assumptions on the cash flow position following a review of the profile of planned capital expenditure which will mean less interest being paid than previously anticipated.

Contingency

- 12 As in previous years a contingency budget of £500k is in place. Members are asked to note that this may be required to deal with some of pressures outlined in this report. Any decisions regarding the allocation of this sum will be brought to a future meeting.

Loans

- 13 Further to a scrutiny review, it was agreed that these quarterly monitoring reports would include a review of any outstanding loans over £100k. There are 2 loans in this category. Both loans are for £1m and made to Yorwaste, a company part owned by the Council. The first was made in June 2012 with a further loan made in June 2017 as agreed by Executive in November 2016. Interest is charged on both loans at 4% plus base rate meaning currently interest of 4.75% is being charged. All repayments are up to date.

Performance – Service Delivery

- 14 The Executive for the Council Plan (2019-23) agreed a core set of indicators to help monitor the council priorities and these provide the structure for performance updates. The indicators have been grouped around the eight outcome areas included in the Council Plan which are:
- Well-paid jobs and an inclusive economy
 - Getting around sustainably
 - Good Health and Wellbeing
 - A Better Start for Children and Young People
 - A Greener and Cleaner City
 - Creating homes and World-Class infrastructure
 - Safe Communities and culture for all
 - An open and effective Council
- 15 Further details around the indicators relating to Customer and Corporate Services can be found in the following sections. Some indicators are not measured on a quarterly basis. The DoT (Direction of Travel) is calculated on the latest three results whether they are annual or quarterly.
- 16 Updates on additional activity and initiatives undertaken by the council to monitor progress against the Council Plan outcomes will be included in the Q3 Monitor.

An open and effective Council

An open and effective Council						
	Previous Data	Latest Data	DoT	Frequency	Benchmarks	Data Next Available
Forecast Budget Outturn (£000s Overspent / -Underspent) - CYC	£1,884 (excluding contingency) (Q1 2019/20)	£1,853 (excluding contingency) (Q2 2019/20)	➔	Quarterly	Not available	Q3 2019/20 data available in Jan 2020
Average Sickness Days per FTE - CYC (Excluding Schools) - (Rolling 12 Month)	11.0 (Q1 2019/20)	11.1 (July 2019)	➔	Quarterly	CIPD Public Sector 2018/19 8.5	Q2 2019/20 data available in Dec 2019
Customer Services Waiting Times - Phone / Footfall / Webchat	00:00:33 (Phone) (Q1 2019/20)	00:00:21 (Phone) (Q2 2019/20)	➔	Quarterly	Not available	Q3 2019/20 data available in Jan 2020
	83.22% (Footfall) (Q1 2019/20)	83.87% (Footfall) (Q2 2019/20)	⬆ Good	Quarterly	Not available	Q3 2019/20 data available in Jan 2020
	Not collected (Webchat)	89.2% (Webchat) (Q2 2019/20)	➔	Quarterly	Not available	Q3 2019/20 data available in Jan 2020
Number of days to process Benefit claims (currently Housing benefit)	2.44 (Q1 2019/20)	3.01 (Q2 2019/20)	➔	Quarterly	Not available	Q3 2019/20 data available in Jan 2020
% of complaints responded to within timescales (currently 5 days)	56.90% (Q4 2018/19)	56.10% (Q1 2019/20)	➔	Quarterly	Not available	Q2 2019/20 data available in November 2019
CYC Apprenticeships	24 (Q1 2019/20)	23 (Q2 2019/20)	➔	Quarterly	Not available	Q3 2019/20 data available in Jan 2020
FOI & EIR - % In time - (YTD)	90.86% (2018/19)	80.40% (Q1 2019/20)	➔	Quarterly	Not available	Q2 2019/20 data available in November 2019

The DoT (Direction of Travel) is calculated on the latest three data points whether they are annual or quarterly.
All historic data is available via the Open Data Platform

Forecast Budget Outturn (£000s Overspent / -Underspent)

- 17 The forecast budget outturn overspend at the end of Q2 2019-20 (including contingency) is £1,353. This compares with £1,384 at the end of Q1 2019-20. Please see the finance section at the start of this report which describes the mitigations put in place to reduce this.

Average Sickness Days per FTE - CYC (Excluding Schools)

- 18 At the end of July 2019 the average sickness days per FTE (rolling 12 months) was 11.1 days (from 11.9 at the end of July 2018). Proposals for tackling absence were agreed by Executive in Autumn 2018 on the future use of a dedicated external team to focus on attendance and work with managers and employees on a timely return to work and has been procured and commenced at the end of September 2019.

Customer Services Waiting Times (Phone / Footfall / Webchat etc)

- 19 Our customer centre is the main point of contact for residents and business visitors. During Q2, the number of calls increased to 64,338 with 65% of calls answered within 20 seconds. The increase in demand is seasonal and expected due to garden waste collections and the annual elections canvas. The number of residents who came to West Offices reduced to 10,396. The average waiting time was 6 minutes and 84% of residents were seen within the target waiting time of 10 minutes. Customers are now opting to access services using alternative means:
- 2,218 customers made payments using the auto payments facility
 - 56% of street lighting and street cleansing issues were reported on-line

- Around 7,600,000 pages of the website were reviewed
- Web chat is now available for Council Tax customers, 724 customers used the chat service during Q2 with 89% of customers waiting no more than 8 seconds for their chat to be answered.

Number of days to process Benefit claims (currently Housing Benefit)

- 20 Due to improvements in digital processes, performance in this area remains consistently strong in York with the average number of days taken to process a new Housing Benefit claim, or a change in circumstance, just over 3 days during Q2 2019-20. York performance is also the best out of all other local authorities that we are benchmarked against (North and East Yorkshire, Lincolnshire and the Humber) and much higher than the national average of 9.4 days (2018-19 Q3).

% of complaints responded to within timescales

- 21 Following a decline in the percentage of complaints responded to within 5 days during 2017-18, the percentage meeting the SLA during 2018-19 steadily improved. In Q1 2019-20, the council responded to 56.1% of complaints within 5 days which maintains the improvement in performance (this compares to 39.6% in Q1 2018-19).
- 22 The number of waste complaints has increased from 251 in Q1 2019-20 to 289 in Q2 2019-20 but the percentage responded to within the target time has also increased from 43% to 71% during the corresponding periods.

CYC Apprenticeships

- 23 The number of CYC apprenticeships has remained fairly stable over the past few years, generally between 22 and 25 apprenticeships at any one time. Over the past year, the council has continued to actively recruit new apprentices into the organisation and has been more diverse with the types and levels of apprenticeships offered. This has included encouraging higher level apprenticeships and standards.

FOI & EIR - % In time

- 24 The latest available data (2019-20 Q1) shows that the council received 499 FOIs (Freedom of Information requests), EIRs (Environmental Information Regulations requests) and SARs (Subject Access to records requests). This compares to 589 received in Q1 2018-19. CYC achieved 80.4% in-time compliance for FOIs and EIRs in Q1 2019-20 which compares to 90.9% in-time compliance at the end of Q4 2018-19. This shows a decrease in performance for responding to requests within the timescales set out by legislation. Work is underway within service areas to identify improvements in performance in order to comply with the legislation.

- 25 The themes of FOIs that are requested from the public on a regular basis are reviewed and as a result, new datasets are added to York Open Data so that requestors can be referred there to view new and historic data. An example of newly added data to York Open Data is Business Rates which was added in response to regular FOI requests for this data.

Annexes

- 26 All performance data (and approximately 1,000 further datasets) within this document is made available in machine-readable format through the Council's open data platform at www.yorkopendata.org under the "performance scorecards" section.

Consultation

- 27 Not applicable.

Options

- 28 Not applicable.

Council Plan

- 29 The information and issues included in this report demonstrate progress on achieving the priorities set out in the Council Plan.

Implications

- 30 The implications are:
- **Financial** are contained throughout the main body of the report.
 - **Human Resources (HR)** There are no HR implications.
 - **One Planet Council / Equalities** There are no One Planet Council or equalities implications.
 - **Legal** There are no legal implications.
 - **Crime and Disorder** There are no crime and disorder implications.
 - **Information Technology (IT)** There are no IT implications.
 - **Property** There are no property implications.
 - **Other** There are no other implications.

Risk Management

- 31 An assessment of risks is completed as part of the annual budget setting exercise. These risks are managed effectively through regular reporting and corrective action being taken where necessary and appropriate.

Contact Details

Authors:

Debbie Mitchell
Corporate Finance &
Commercial Procurement
Manager Ext 4161

Ian Cunningham
Group Manager – Shared
Intelligence Bureau Ext 5749

Chief Officer

Responsible for the report:

Ian Floyd
Director of Customer & Corporate
Services (Deputy Chief Executive)

Report Date 29/01/20
Approved

Wards Affected: All

For further information please contact the authors of the report

Background Papers:

None

Glossary of Abbreviations used in the report:

CYC	City of York Council
EIR	Environmental Information Regulations
FOI	Freedom of Information
FTE	Full time equivalent
SLA	Service Level Agreement