

Report of the Director of Customer & Business Support Services

2016/17 Finance and Performance Monitor 1

Purpose of the Report

- 1 This report provides an early analysis for the services falling under the responsibility of the Corporate and Scrutiny Management Policy and Scrutiny Committee, which include all corporate, strategic and business services.

Financial Analysis

- 2 The council's net General Fund budget for 2016/17 is £117.9m and the net budget for the areas covered by this report is £19.8m. Following on from previous years, the challenge of delivering savings continues with £6m to be achieved in order to reach a balanced budget. £2.1m of these savings fall within the services covered by this report.
- 3 All budgets are reviewed on a quarterly basis and some are monitored monthly. Those that are monitored monthly are high value or high risk areas. The latest review has identified two variations that require action or mitigation. The delay in implementing the new Customer Relationship Management system continues to delay achievement of the associated saving. Some mitigating action has already been taken, and the remaining £206k will be achieved through vacancy management and other efficiencies. Business Administration is currently forecasting an overspend of £119k, but a restructure of the service should ensure the service outturns within budget. All other savings proposals are progressing as forecast and work will continue to try and identify additional savings to help the overall Council position.

Performance Analysis

- 4 The collection rate for Council Tax at the end of Q1 was 29.7% compared against a target of 30.4%. In 2015/16 the collection rate was 29.8% in Q1 with the annual collection rate of 97.5% comparing well to the national rate of 97.1%. The collection rate for Business Rates at the end of Q1 was 29.47% compared against a target of 30.7%. In 2015/16 it was

32.27% in Q1 with the annual collection rate of 98.4% comparing well to the national rate of 98.2%.

- 5 At the end of Q1, the average time it took to process a new Housing Benefit claim or a change in circumstance of an existing claimant was 6 days, which is the same as at the end of quarter 1 in 2015/16.
- 6 Figures from the Office for National Statistics showed there were 545 JSA claimants in York in June, which represents a fall of 30 from last month and 245 from June 2015. The claimant count for York represents 0.4 per cent of the working population, which is lower than both the regional and national figures which stand at 1.8% and 1.4% respectively. The youth unemployment figure of 0.2% falls below both regional and national figures, which stand at 1.9% and 1.3% respectively.
- 7 Data released by the Department of Work and Pensions is published 6 months in arrears - the latest data relates to November 2015. The total number of working age Benefit Claimants continues to fall (a reduction of 7.3% to 9,120 from 9,840 in November 2014). This represents 6.7% of the working age population which is lower than the regional and national figures which are 13.3% and 11.8% respectively. The reduction is predominantly due to a decrease in the number of Out of Work Benefit Claimants (an 8.1% reduction to 7,000 from 7,620 in November 2014), as there has been a slight increase in the ESA and Incapacity Benefit Claimants (a 0.9% increase to 5,430 from 5,150 in November 2014).
- 8 The York Open Data website offers residents and businesses free access to a wealth of information about their city, to help to build new solutions to all kinds of challenges such as those around sustainability, transport, energy and community engagement. The site has around 674 datasets which cover a diverse range of topics from Council and City performance, to community assets or information on individual business sectors in York.

Performance – Employees

- 9 In Q1 six employees were made redundant, 4 on a voluntary basis and 2 compulsory. In 2015/16 a total of 61 employees were made redundant, 46 voluntary and 15 compulsory.
- 10 The 12 month rolling average of sickness days per FTE (excluding schools) has remained the same at 10.1 days however the 12 month rolling average for sick days resulting from stress has reduced to 2.2 days per FTE (excluding schools) from 2.3 days in Q4 2015/16.

- 11 Overall the 12 month rolling average of the percentage of employees voluntarily leaving the organisation increased to 7.4% (from 7% in Q4 2015/16) of all leavers (exc. Schools) in Q1.
- 12 The number of people employed by the Council (excluding schools) has increased in Q1, at the end of June the headcount was 2,669 (2,117 Full Time Equivalentents) up from 2,635 in March 2016 (2,104 FTEs).
- 13 Additional salary and overtime expenditure have both decreased between Q4 2015/16 and Q1 but spend on casual employees has increased from £1.36m in Q4 2015/16 to £1.43m in Q1.

Performance – Customers

- 14 York Customer Centre is the main point of contact for resident enquiries and in total 68,030 calls were received during Q1 with 95.8% answered (65,182), 76.5% in less than 20 seconds. During peak periods customers may experience increased waiting times and, although calls are typically not held in a queue for more than 42 seconds, customers can make use of the call back facility, although some choose to abandon the call. This impacts overall performance and satisfaction and call data is monitored on a daily basis to ensure a positive customer experience is maintained.
- 15 In Q1 the number of residents visiting the Customer Centre fell to 16,297 (17,055 in Q4 2015/16) and the average wait time decreased to 7.82 minutes (7.97 minutes in Q4), with 74% of customers served within the waiting time target of 10 minutes (71% in Q4).
- 16 Overall Customer Centre satisfaction increased to 92.3% in Q1 (from 91.8% in Q4 2015/16), with both Call Centre and face to face services increasing to over 92%. The latest Customer Service Excellence assessment noted that there are high levels of customer satisfaction with front facing services, particularly with the customer centre which has shown significant improvement over past few years.
- 17 Members of the recently refreshed Talkabout Panel were asked to take part in a resident satisfaction survey between May and June 2016, with 65% of the 752 members providing a response. Results were positive about living in York. A high number of panellists are satisfied with both their local area (92%) and York (92%) as a place to live. Many agreed that it is important to feel citizens belong to their local area (89%) however less agreed that they actually felt they did belong (75%). A high number agree York is a good place for children and young people to grow up (80%) with slightly less agreeing that York is a place where people from different backgrounds get on well together (70%). Only 12% of the respondents

disagreed that York was a safe city to live in with 77% agreeing it is safe, relatively free from crime and violence.

Performance – Procurement

- 18 Following the procurement update provided to this Committee in July, Members agreed that the performance information would in future be included in this report. The table below summarises the Quarter 1 position.

Size of business	2016/17 Q1 spend	2016/17 Q1	Of which in Yorkshire & Humber	Of which in a YO postcode
	£'000	% of total	£'000	£'000
Micro (less than 10 employees)	2,496	8	1,845	1317
Small (11 to 49 employees)	10,829	33	8,608	6239
Medium (50 to 249 employees)	6,901	21	4,380	2566
Sub total SME's	20,226	62	14,833	10,122
Large (250 or more employees)	12,826	38	5,029	2190
Supplier size not known	47	0	45	28
Grand Total	33,099	100	19,907	12,340

- 19 Spend to the end of June shows 61% of the total spend was with SME's, compared to 56% in a full year for 2015/16, and local spend remaining the same at 60% of the total.

Annexes

- 20 All performance data 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 & Options

- 21 This report is for information so no options are presented.

Corporate Priorities

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

Implications

- 23 The financial implications are all dealt with in the body of the report.
- 24 There are no other specific implications of this report.

Recommendations

- 25 As this report is for information only there are no specific recommendations.

Reason: To update the Committee on the forecast position for 2016/17.

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Wards Affected: All			
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