

**Customer and Corporate Services Scrutiny      4 September 2017**  
**Management Committee**

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

**2017/18 Finance and Performance Monitor 1**

**Purpose of the Report**

- 1 This report provides a high level analysis for the services falling under the responsibility of the Customer and Corporate Services Scrutiny Management Committee, which include all corporate, strategic and business services.

**Financial Analysis**

- 2 The council's net General Fund budget for 2017/18 is £119.6m and the net budget for the areas covered by this report is £19.5m. Following on from previous years, the challenge of delivering savings continues with £6m to be achieved in order to reach a balanced budget. £1.1m 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 a net underspend of £200k and this is predominately due to additional income within bereavement services of £115k and staffing vacancies across a range of services including finance and democratic services. Agreed budget savings are being delivered in line with the original plans across a number of areas, including those within customer services. A range of other minor variations make up the directorate position. Work will continue to try and identify additional savings to help the overall position.

**Performance Framework**

- 4 Agreement was made at Executive of a core strategic set of indicators to help monitor the council priorities and this will provide structure for future reporting. A number of new recording measures and metrics will be created over the next reporting period in order to understand progress on these strategic performance indicators. Indicators within

the core strategic set for the services falling under the responsibility of the committee are reported in the table below.

Performance – Overview			2014/15	2015/16	2016/17	Q1	Benchmark	DoT
Service Delivery	A Council That Listens to Residents	% of panel who agree that they can influence decisions in their local area	NC	NC	25.65%	28.41%	Above National Average	↑
		% of panel satisfied with the way the Council runs things	NC	NC	65.54%	64.76%	Above National Average	→
	A Prosperous City for All	Business Rates - Rateable Value	NC	NC	£247,348,791	£255,784,571	NC	→
Organisational Health Check	Performance	Overall Council Forecast Budget Outturn (£000's Overspent / -Underspent)	£-688	£-876	-£542	£636	NC	↓
	Employees	Average sickness days lost per FTE - CYC (Excluding Schools) - (Rolling 12 Month)	11.4	10.1	10.2	10.2	Above National Average	→
	Customers	% of external calls answered within 20 seconds - CYC	91.27%	88.15%	89.01%	87.57%	Above National Average	→
		% of complaints responded to within 5 days	NC	NC	75.40%	73.20%	NC	→
		FOI & EIR - % In time - (YTD)	94.00%	95.60%	93.14%	92.50%	NC	→

NC = Not due to be collected during that period,

## Performance Analysis

**% of residents satisfied with the way the Council runs things - this measure gives an understanding of residents' satisfaction with frontline service delivery and the Council's responsiveness to residents' views**

- 5 65% of the respondents to the Talkabout survey in Q1 2017/18 are satisfied with the way the Council runs things (66% in the same period in 2016/17) which is higher than the LG Inform benchmark figure of 50% for 2016/17, however only 49% agree that the Council provides value for money (although an increase from 45%).

**% of residents who agree that they can influence decisions in their local area - this measure gives an understanding of residents' recognition about how we are listening and reacting to residents views**

- 6 The latest national figure of 27% (Community Life Survey 2016/17) is consistent with the 26% of respondents to the latest Talkabout survey in York who agreed that they could influence decisions in their local area. The York figure is a slight increase from the result in Q1 2016/17.

**Business Rates - Rateable Value - this measure gives an understanding of how much money the Council is likely to receive to spend on public services**

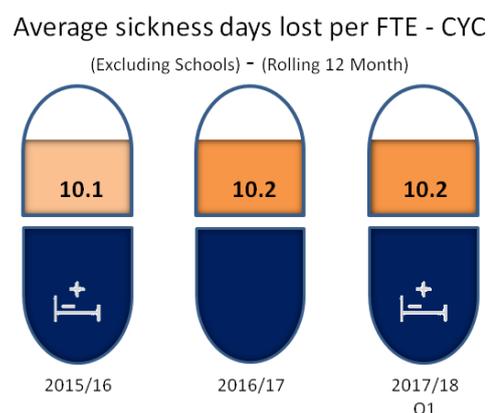
- 7 The rateable value is the legal term for the notional annual rental value of a rateable property, assessed by the valuation officers of the VOA

(Valuation Office Agency). The revaluation from 1st April 2017 resulted in a 4.14% percentage change increase in the rateable value for York with Yorkshire, whilst England increased by 9.1%. Currently English authorities keep hold of 50% of locally-collected business rates with the other half going into a central government pool and redistributed back to the local authorities according to need.

- 8 The introduction of new online forms including direct debit forms promote low cost swift billing and collection, and has increased the collection rates for both Business Rates and Council Tax. The use of “Analyse” software has been used to identify increases in rateable values which has been maximising the collection rates. The collection rate for Council Tax at the end of Q1 was 29.55% compared with 29.70% in the corresponding period in 2016/17. This slight reduction can be attributed to more customers moving from 10 monthly payments to 12 months. The collection rate for Business Rates at the end of Q1 was 32.02% compared with 29.50% in the corresponding period of 2016/17. Last year was York’s highest Business Rates collection rate on record achieving 99.04% for the full year.
  
- 9 The York Business Improvement District (BID) has looked to change the appearance of the city centre's vacant spaces by installing window dressing options to shop fronts. Applied vinyl that projects a 3-D appearance is enhancing the atmosphere for neighbouring businesses and improving the look of the city centre for visitors and residents. An alternative way of marketing empty properties, the dressing of vacant shops is aiming to inspire and attract prospective businesses to open their doors in York. At the end of June there were 58 vacant shops (9.21% of all shops) which is a slight decrease on the 61 vacant shops at the end of March.

**Average sickness days lost per FTE (12 Month rolling) - this measure gives an understanding of the productivity of the organisations employees**

- 10 The 12 month rolling average of sickness days per FTE (excluding schools) has remained constant at 10.2 days but still remains higher than the CIPD Public Sector average of 8.7 days. The 12 month rolling average for Stress related absence averaged 2.2 days per FTE in March, but has increased slightly in June to 2.4 days.



The organisation is continuing to effectively manage and monitor sickness absence by ensuring that the impacts and costs are understood and discussed throughout the Council's management structure.

- 11 To complement our existing services, and offer permanent and fixed term contract employees around the clock access to confidential, independent, professional information and emotional support, the council has appointed Workplace Wellness to replace the independent employee support service, the Employee Assistance Programme (EAP). Workplace Wellness offers self referral to specialists and counsellors through telephone conversations and up to six sessions of face to face counselling. It is available 24/7 every day of the year and is a confidential service totally independent of the council. We hope that this service will continue to help reduce the overall sickness levels.

**External Calls answered within 20 seconds - this measure gives an understanding of speed of reaction to customer contact**

- 12 In Q1 the percentage of all external calls answered within 20 seconds was 88% which was a small decrease from 89% in 2016/17 however this is still well above the industry benchmark of 80%.
- 13 The council's Customer Centre is the main point of contact for residents and business visitors. During Q1 2017/18, the number of calls received increased considerably by 11% to 61,163 from 55,124 in the previous quarter. This increase was due to a combination of council tax annual billing and the unexpected general election. Of these calls 95% were answered, with 72% within 20 seconds which, despite a decrease from last quarter (75.7%), due to this significant increase in demand, demonstrates a consistently good performance.
- 14 The number of residents who came to West Offices decreased slightly to 14,621 (15,987 in the previous quarter) with an average wait of less than 7 minutes. 78% of residents were seen within the target wait time of 10 minutes.
- 15 14,354 business visitors came to West Offices during Q1 2017/18 (17,801 in the previous quarter). The reduction in demand across our face to face channel shows the changing behaviour of our residents; 4,158 payments were made using the auto payments system and 16,349 customers used the telephone auto operator.

- 16 Residents are now encouraged to complete certain transactions online. In Q1 2017/18, 46% (406) of all street lighting and street cleansing issues were reported by customers on-line.

### **% of complaints responded to within 5 days**

- 17 In Q1 2017/18 the council received 467 stage 1 complaints, which is an increase of 18.5% on the number received in the previous quarter. The council responded to 73.2% within the 5 day timescale. Where timescales were not met, the cause was resource pressures in some service areas. Work is ongoing to ensure complaints performance is monitored and there is cross council learning from complaints in a systematic manner.

### **FOI & EIR - % In time - this measure gives an understanding of our speed of reaction to FOI's**

- 18 In Q1 2017/18 the council received 414 FOIs, EIRs and SARs. In-time compliance of 90.8% has been achieved for FOIs (Freedom of Information requests) and 96.1% for EIRs (Environmental Information Regulations requests). There continues to be performance improvement for in-time compliance with Data Protection Act Subject Access to Records requests (SARs) with an increase this quarter to 84.6% which is an increase of 4% on the previous quarter.

### **Performance – Procurement**

- 19 The tables below summarises the quarter 1.

#### Quarter 1

Size of business	2017/18 Q1 spend		Of which in Yorkshire & Humber	Of which in a YO postcode
	£'000	% of total		
Micro (less than 10 employees)	3,174	8	2,094	1,493
Small (11 to 49 employees)	11,612	30	9,427	7,133
Medium (50 to 249 employees)	8,807	23	5,282	3,484
<b>Sub total SME's</b>	<b>23,593</b>	<b>61</b>	<b>16,803</b>	<b>12,110</b>
Large (250 or more employees)	14,788	39	6,677	3,911
<b>Grand Total</b>	<b>38,381</b>	<b>100</b>	<b>23,480</b>	<b>16,021</b>

- 20 Spend to the end of June shows 61% of the total spend was with SME's, compared to 60% in a full year for 2016/17. Local spend has remained broadly the same at 61% of the total (62% in 2016/17).

### **Annexes**

- 21 All performance data within this document is made available in machine-readable format through the Council's open data platform at [www.yorkopendata.org](http://www.yorkopendata.org) under the "performance scorecards" section.

### **Consultation & Options**

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

### **Corporate Priorities**

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

### **Implications**

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

### **Recommendations**

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

Reason: To update the Committee on the forecast position for 2017/18.

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Ian Cunningham Group Manager – Shared Intelligence Bureau Ext 5749	<b>Report Approved</b>	✓	<b>Date</b> 24/8/2017
<b>Wards Affected:</b> All			
For further information please contact the authors of the report			

## **Abbreviations**

BID – Business Improvement District  
EIR – Environmental Information Regulations  
FOI – Freedom of Information  
FTE – Full Time Equivalent  
LG – Local Government  
SAR – Subject Access to Records  
SME – Small and medium Enterprises  
VOA – Valuation Office Agency