

## Effective Organisation & Overview Scrutiny 6 July 2010

### Report of the Director of Customer & Business Support Services

### Year-end Financial and Performance Report for 2009-10

#### Summary

1. This report provides details of council performance for the period 1 April 2009 to 31 March 2010. Three areas in particular are covered in this report:
  - **Finance** - covering the council's financial outturn for 2009-10, including requests for carry forwards and a position statement on the council's reserves.
  - **Performance** - examining how well the council is performing against the National Performance Indicator set and 2009-10 Local Area Agreement (LAA) targets.
  - **Key projects** – projects delivered throughout 2009-10, which support the council's key priorities.

#### Background

2. This report presents the financial and performance information for the year ending 31 March 2010. As such, the report is structured to reflect the directorates prior to the organisational restructure that came into effect from 1 April 2010. In terms of performance issues the focus of this report is on the National Performance Indicators (NPIs) together with those indicators that make up the Local Area Agreement (LAA). Changes to national policy in the near future is likely to have an impact locally, therefore future reports will focus on those areas that are priorities for the council and the citizens of York, this will also be reflected in the council's corporate strategy.

Below is a summary of the key financial and performance headlines.

#### FINANCIAL HEADLINES

##### Summary of Budgets and Variations

3. The General Fund budget for 2009-10 is £117,805k, with utilisation of balances and reserves reducing the call on Council Tax to £113,536k. The out-turn position is a provisional underspend of £322k, with requests for carry forwards of unspent budgets totalling £334k reducing this position to a potential final overspend of £12k. It should be noted that this position has been reached by utilising income from the insurance reserve (£500k) and a VAT refund (£924k) both of which are non-recurring income.
4. The final position represents an improvement of £2,655k (£2,123k at directorate level) since Monitor 3. The improvement is primarily a result of stringent cost control methods implemented in the final six months of the year, and internal management reporting has tracked the impact of this positive action since the figures for the Monitor 3 report were finalised in early January. As the need for improvement was recognised at an early stage, and due to clear commitment in narrowing the potential overspend, Directorates have worked incredibly hard to contain expenditure and the year-end position is testament to these efforts, without which it is clear there would have been a major overspend.

5. An overview of the final position is summarised on a directorate by directorate basis in the table below. It shows that all directorates have experienced improvements since Monitor 3, most notably Neighbourhood Services whose cost control methods have contributed significantly to the improved year-end position. However, HASS and LCCS are both reporting significant overspends, £1,656k and £969k respectively. Financial regulations stipulate overspends can be carried forward as a first call on the following years budget, however given the overall balanced position, it is recommended that this course of action is waived.

<b>2009/10 Net Budget</b>	<b>Directorate</b>	<b>Monitor 3 Variance</b>	<b>Out-turn Variance</b>	<b>Movement</b>
£'000		£'000	£'000	£'000
5,100	Chief Executive's	+123	+62	-61
9,996	City Strategy	+330	+121	-209
47,287	HASS	+1,763	+1,656	-107
72,929	LCCS	+1,416	+969	-447
30,488	Neighbourhood Services	+29	-918	-947
-	Winter Maintenance	+583	+501	-82
3,564	Property Services	+309	+146	-163
3,267	Resources	-505	-612	-107
<b>172,631</b>	<b>PORTFOLIO BUDGETS</b>	<b>+4,048</b>	<b>+1,925</b>	<b>-2,123</b>
-57,887	Asset Rental Adjustments	-	-	-
-6,564	Other Central Budgets	-1,385	-1,522	-137
8,866	Treasury Management	+429	+34	-395
400	Unallocated Credit Crunch Funding	-400	-400	-
359	Unallocated General Contingency	-359	-359	-
<b>117,805</b>	<b>GROSS BUDGET</b>	<b>+2,333</b>	<b>-322</b>	<b>-2,655</b>

6. The reasons for the projected overspends reported earlier in the year, namely higher than expected demand across the council's social care services and pressures on income generating services have remained to be an issue right until the year-end.
7. The key reasons for the movement from Monitor 3 are summarised below:
- I. General improvement of approximately £1,800k reflecting the expenditure controls put in place in the latter half of the year.
  - II. A £395k improvement in Treasury Management due to more favourable market rates on borrowing and investments.
  - III. A £302k improvement in LCCS due to funding being identified Corporately to cover the cost of allowances arising from the Pay & Grading exercise.
  - IV. An additional £174k was received from HMRC for VAT refunds.
8. Whilst the year-end position is positive and many of the pressures outlined in this report have been addressed in the 2010-11 budget, there remain significant concerns looking ahead. The 2010-11 budget contains approximately £11m of savings that have to be achieved and pressures are emerging in a number of areas. This coupled with the recent news of immediate Local Government funding cuts, as well as the more fundamental changes in funding from 2011-12 onwards, means the challenges faced in 2009-10 will not be a one-off occurrence. The council therefore needs to be prepared to accept the cost controls implemented in the latter half of the year as standard practice, alongside the transformational work being carried out by the More for York Programme.

## Reserves

9. The level of revenue reserves at 31 March 2010 is projected to be £6,718k before any adjustment is made for year-end variations, with the position summarised in the table below. The 2009-10 Budget report recommended a minimum threshold level of £5,893k.

	<b>Monitor 3</b> <b>£'000</b>	<b>Out-turn</b> <b>£'000</b>
<b>General Fund Reserve</b>		
Balance at 1 April 2009	(10,012)	(10,012)
<b>Less:</b> Committed As Part of 2009/10 Budget	3,697	3,697
Carry Forward Underspend from 2008/09	472	472
Supplementary Releases	100	100
	(5,743)	(5,743)
<b>Add:</b> Committed Transfers into the Reserve		
- from trading reserve	(300)	(300)
- from insurance reserve	(400)	(400)
- from nndr backdated refunds	(50)	(275)
<b>Revised General Fund Reserve as at 31 March 2010</b>	(6,493)	(6,718)

10. It is important that the council seeks to ensure its level of reserves over the lifetime of the medium term financial strategy provide sufficient capacity to deal with any unforeseen one off circumstances. The 2011-12 budget process will reassess the appropriate level of reserves and there may need to be an increase in the recommended level to recognise the increased funding and economic risks.

## **PERFORMANCE INDICATORS**

11. Overall York has improved in 62% of the 138 national indicators, which can be measured at this stage against a 2008-09 baseline, with 53% achieving target. 58% of the 38 LAA indicators reported have improved, with half achieving their 2009-10 target.

	<b>Total reported this month</b>	<b>On target</b>	<b>Improving</b>
<b>National Indicators</b>	158 of 217 (73%)	69 of 130 (53%)	85 of 138 (62%)
<b>LAA Indicators</b>	40 of 50 (80%)	20 of 38 (53%)	22 of 38 (58%)

12. Comparative performance for the national indicators (where available) is summarised below. The council has used comparative data from the Price Waterhouse Cooper (PwC) benchmarking site to check how well York has done compared to other local authorities in the consortium.

### Performance Indicator headlines for 2009-10

- (a) *Community Safety* - Overall recorded crime in York reduced by 24% in 2009-10 and resident perceptions on York as a safe place to live improved for the fifth year running. Serious acquisitive and violent crime both reduced significantly, however cycle theft increased by 10%.
- (b) *Educational attainment*. York continues to make improvements in many key attainment areas, including the % of pupils achieving 5 or more A\*-C (incl English & Maths), which improved to 59%. This moves York from 2<sup>nd</sup> to top quartile. The proportion of pupils living in the most deprived areas of York also increased GCSE attainment by 7%.
- (c) *Healthy children* - The number of children and young people in York participating in high quality PE in school increased to 87%, which is one of the highest rates in the region.
- (d) *Independent living* – The number of citizens supported to live independently through the council's social services has risen by 22% since 2007-08. In addition,

the number of social care clients receiving self directed support payments doubled in 2009-10.

- (e) *Homelessness* - The number of York households living in temporary accommodation continues to reduce, despite a national increase in home repossessions across England.
- (f) *Road safety* - People killed or seriously injured on York's roads reduced by 38% in 2009-10.
- (g) *Economy* – York's unemployment rate and the number of people in the city who are claiming out-of-work benefits or job seekers allowance is much lower than the regional and national average. York residents now have the second highest weekly income (on average) in the Yorkshire & Humber region.

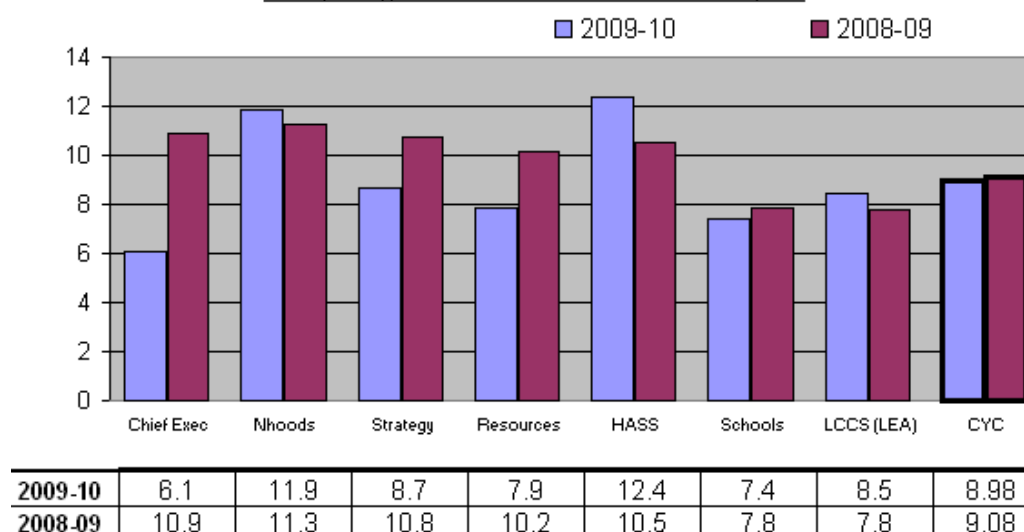
Corporate Health Performance

13. Overall performance for Corporate Health has improved in most areas, continuing a positive trend from 2008-09. In particular, there have been continued reductions in staff sickness absence levels and health & safety incidents.

Corporate Health Performance	Apr 09 – Mar 10	Change from 2008-09
Number of days lost per FTE	8.98 days per FTE	1.1% reduction
Long term lost per FTE	4.46 days per FTE	
Short term lost per FTE	4.53 days per FTE	
Staff Turnover	8.34%	Increase (6.49% last year)
H&S: Major injuries to employees	7	Decrease (8 last year)
H&S: Minor injuries to employees	39	Decrease (48 last year)
H&S: Injuries to non-employees	17	Decrease (33 last year)

- *Staff sickness & turnover:* Compared to 2008-09 staff sickness reduced by 1.1% in 2009-10, however it should be noted that since 2007 there has been a 30% reduction. This now places York in the 2<sup>nd</sup> quartile, based on the most up-to-date PwC comparator data. There are however, still areas that need to be addressed, with 60% of all sick days taken in schools recorded as long-term sickness. Staff turnover across the council increased to 8.34% (700 employees) compared to 5.23% (423 employees) in 2008-09.

Comparing staff sickness levels with last year



- *Health & Safety:* ‘Minor’ & ‘Public’ Health and Safety accidents declined significantly compared to last year (-18% and -48% respectively). Major incidents were down 1 on last year (7 in all, with 5 occurring in LCCS and 2 in Neighbourhood Services).
- *Staff equalities:* The number of disabled people employed by the council reduced in 2009-10 to 1.66%, from 2.1% in 2008-09. Similarly, the number of BME staff dropped to 1.54% from 1.35%, which is well below the BME population in York.

## The rest of this report covers financial and service performance for each directorate in more detail

### **Collection Fund**

14. The Collection Fund is a statutory account and receives all Council Tax and national Non-Domestic Rate (NNDR) income, together with any residual income from pursuing remaining arrears from the community charge. There is a legal requirement that an estimate of the year-end position is made during January to enable the council taxes of the billing authority (CYC) and the major precepting authorities (North Yorkshire Police and Fire Authorities) to be set including either a reduction (if there is calculated to be a surplus available) or an increase (if there is a deficit to recover) from the projection. The projection made in January 2010 was that there would be a surplus of £357k at 31 March 2010, of which £288k was the council’s share. This sum was used when setting the 2010-11 council tax level.
15. The out-turn gives a surplus of £1,211k (an increase of £854k), which reflects both the increased recovery action taken during the year and the single-person’s discount review undertaken, both of which were activities undertaken as part of the More for York programme. The additional £854k may not all be available to reduce 2011-12 council tax bills as a proportion of it represents income collected earlier than normal collection patterns would indicate.

### **Executive - Finance**

#### Centrally Held Budgets

16. These are budgets where the reporting responsibility has been reserved to the full Executive. They are reporting an out-turn position of £1,522k underspend, an improvement of £137k from Monitor 3.

	Net Budget £000's	Out-turn £000's	Variance £000's
Pensions & Redundancy Payments	1,514	1,473	-41
ABG Grant	-8,623	-8,643	-20
Miscellaneous, including park & ride, contribution to week 53 reserve and miscellaneous income	144	107	-37
VAT Fleming Refund	0	-924	-924
Insurance Fund Transfer	0	-500	-500
More for York Programme	401	401	-
<b>Total</b>	<b>-6,564</b>	<b>-8,086</b>	<b>-1,522</b>

17. The costs of pensions and redundancies are a consequence of the 2009-10 budget savings and retirements under the Council’s early retirement policy, but show a net underspend in the year of £41k.
18. Area Based Grant (ABG) is now a corporate grant, and at the end of the year a small additional amount was received from the government. The forecast at Monitor 3 included a sum for costs across all services for debt write-off. In the out-turn this cost is included within departmental service expenditure, and is not shown as a corporate charge. The

third monitor also included a projected overspend against park and ride of £28k, but the final figure was a reduced overspend of £23k.

19. During the year, the council was successful in achieving a further net rebate from HMRC following the House of Lords' decision in the Conde Nast and Fleming cases that VAT claims could be backdated to 1973 rather than be excluded under a 'three-year capping' rule. The council submitted claims for parking and bulky household waste collection and received £924k, including back-dated interest. This was £174k more than was included in the third monitor.
20. As part of the strategy to bring the council's expenditure back to budget it was agreed that the sum of £500k would be released from the insurance reserve following a review of future calls on this fund. This was included in Monitor 3.
21. Savings achieved during 2009-10 from the More for York programme totalled £401k, and this sum has been transferred to the efficiency reserve.

#### Treasury Management

22. The out-turn for Treasury Management activity is an overspend of £34k, which is an improvement of £395k from the position reported at Monitor 3. The main reasons for the improvement is that interest paid on loans has been lower than anticipated and interest received on both internal and external investments has been higher than expected.

### ***Learning, Culture and Children's Services Directorate***

#### **Finance**

23. Learning, Culture and Children's Services is reporting a year end overspend of £969k, which is a £447k improvement from the £1,416k overspend reported at Monitor 3, although £302k of this has been allocated from corporate contingencies.

	Net Budget £000's	Out-turn £000's	Variance £000's
Children & Families	15,641	17,262	+1,621
Lifelong Learning and Culture	12,110	12,425	+315
Partnerships and Early Intervention	6,789	6,490	-299
Resource Management	8,913	9,242	+329
School Improvement & Staff Development	5,116	5,114	-2
School Funding and Contracts	24,358	24,364	+6
Cross Directorate Savings		-1,001	-1,001
<b>Total</b>	<b>72,927</b>	<b>73,896</b>	<b>+969</b>

24. York's Looked After Children (LAC) population continues to grow and currently stands at 225 which represents an increase of 35% since March 2008 and is the main contributory factor to the numerous overspends across the statutory children's social care budgets totalling £1,621k. This position has been mitigated in part by the continuing expansion of the local fostering programme, which is reducing the proportion of LAC placed in more expensive out of city placements. Home to School Transport budgets have also overspent by £341k primarily due to increased SEN taxi costs and the increased LAC population.
25. It was reported at Monitor 3 that there were net additional costs, estimated at £322k, across all LCCS services following the implementation of the Pay and Grading review. This is almost entirely due to a significant number of staff now being entitled to additional allowance payments for contracted shift, evening and weekend working which were all contained within basic pay under the previous pay system. Following the completion of

the Pay and Grading budget realignment, LCCS have been provided with a non recurring allocation from corporate budgets of £302k that reduces the net overspend to £20k.

26. Elsewhere in the directorate, services have been affected by the economic downturn and suffered shortfalls in income, most notably Adult Education (£178k), Libraries (£116k) and the Music Service (£105k).
27. The overspend position is mitigated in part by an underspend of £311k due to the staffing structures supporting the new Integrated Children's Centres not yet being fully recruited to. Furthermore, the directorate has taken action throughout the year to control its costs identifying £1,001k of savings including reprioritisation of grant funding (£347k), cuts in general expenditure budgets (£306k) and staffing savings (£169k).

#### Dedicated Schools Grant

28. In the Dedicated School Grant (DSG) area there is an overspend of £447k against a budget of £88,191k. The major reasons for this are overspends on Out of City SEN Placements (£317k), and the Behaviour Support Service (£232k), however these are offset by increased Inter Authority SEN Recoupment Income (-£80k).
29. Due to the nature of the DSG, any underspend must be carried forward and added to the following year's funding with overspends either being funded from the general fund or reducing the following year's funding allocation. Following the convention used in previous years, the £447k overspend would reduce the level of DSG funding available in 2010-11.

#### *Carry Forward Request*

30. One request has been approved by Executive (on 11 May 2010) to carry forward unspent budget from 09-10 into 10-11:
  - I. York Mystery Plays unspent budget (£20k) – to be re-allocated to the York Mystery Plays 2012 Partnership, subject to the drawing up of a satisfactory service agreement.

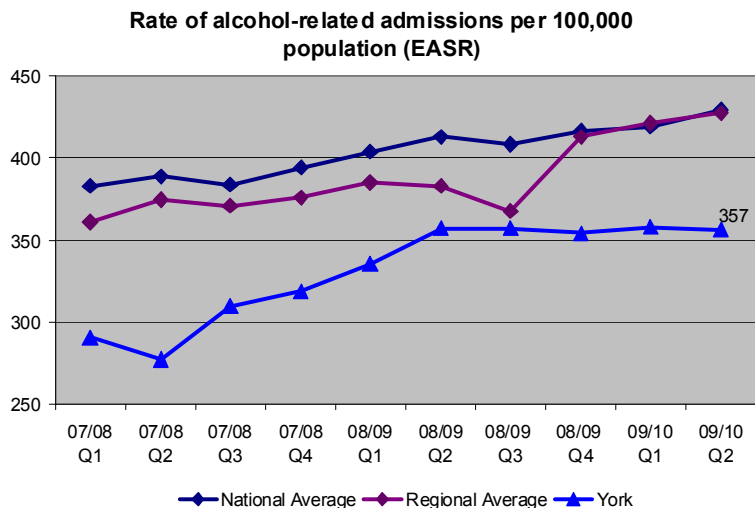
#### **Performance**

31. Overall, 67 out of 74 indicators have year-end outturns for 2009-10 and 55% of these have improved on 2008-09 performance, and 40% met or exceeded target, in addition 43% of the LAA indicators are showing an improvement. Key performance headlines are:

#### Health & well-being

32. *NPI 8: % of adult participation in sport (16+) 30 mins 3 times a week or more* (Local LAA indicator). The 2009-10 survey results show an improvement with 22.9% regularly participating in 30 mins of sport, compared to the 19.2% achieved in 2008-09. Whilst it is difficult to show conclusive trends from this data and the figure remains low, it is encouraging that long-term work to encourage physical activity for adults in York has shown a gradual rise in this year's data. Rates are expected to increase further as a result of the recent launch of the Just 30 Physical activity campaign in January and the recent launch of [www.justafewminutesmore.com](http://www.justafewminutesmore.com). £20K additional funding has been made available for active sport and leisure through the Community Investment Fund.
33. *NPI 39: Alcohol related hospital admissions* - the latest data available for the first 6 months of 2009-10 shows a slight decline in admissions in York at 715 per 100,000 population. This is well below the regional and national averages, which are currently around 850 per 100,000 population for the same period. This together with the previous trend data indicates that York may achieve around 1400 per 100,000 for the full 12 month

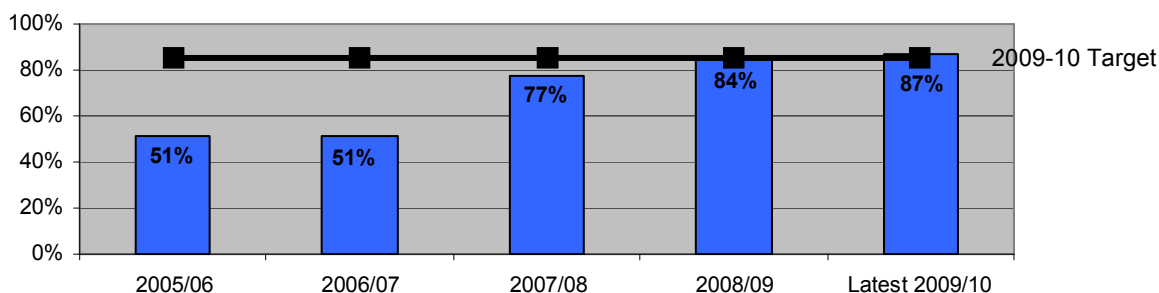
period of 2009-10, which would be very similar to the 2008-09 level, and would exceed the LAA target of 1620 per 100,000 for 2009-10 and 1675 per 100,000 for 2010-11.



34. **NPI 55 & 56: Obesity in reception year and year 6 children (LAA indicator).** The number of York’s reception year children who are obese shows good improvement from last year, with 6.67% reported in 2009-10 compared to 8.16% in 2008-09 which exceeds the 2009-10 target of 8.5%. The rise in the number of obese year 6 children (NPI 56) halted in 2009-10, with a 0.1% rise (now 16.7%) compared to the 1% rise, which took place between 2007-08 and 2008-09. This is however, still above the 2009-10 LAA target of 15.4%. The Healthy Weight Active Lives Group are taking a life-cycle approach to the topic of obesity and this has recently become a topic for the council’s Health Overview and Scrutiny Committee. The LAA delivery fund has helped continue the success of MEND (helping families improve their diet) with 84 children so far taking part. The York City Knights Foundation 'Get Active' programme has also been running an educational assembly for year 6 children in all local primary schools to highlight the importance of a healthy lifestyle. Food awareness workshops are also being run in schools.

35. **NPI 57: % of children and young people participating in at least 2 hours of high quality PE in school (Local LAA indicator).** The annual school sports survey carried out in November 2009 reported an increase in participation at 87% (up from 84% in 2008-09 and 77% in 2007-08), this exceeds the 2009-10 LAA target of 85%.

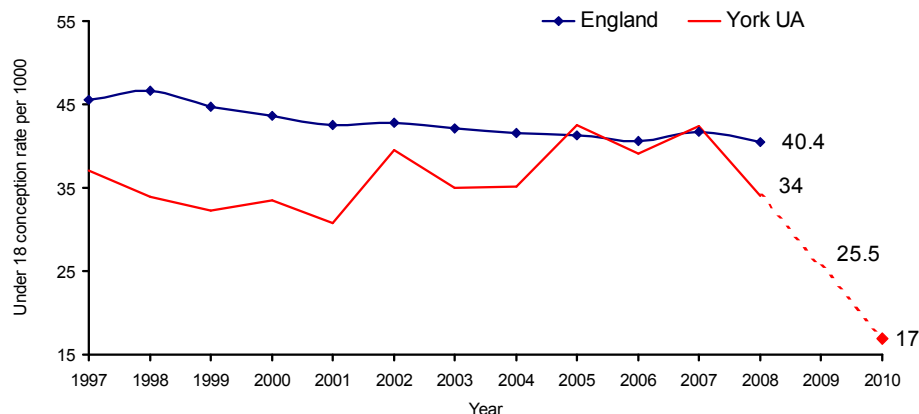
NPI57: Children & Young People taking 2 hours of quality PE each week



36. **NPI 112: Under 18 conception rate - difference from 1998 baseline (LAA indicator) -** York’s rate reduced to 34 per 1000 population in 2008. There were 28 fewer conceptions than 2007 (rate 42.4), which represents a 25% reduction. There is confidence within the service that the current strategy will maintain future improvements in rate reductions and the latest projected data for 2009 shows that the conception rate will reduce further in 2009, to 25.5 per 1000 population (see graph on next page).



## U18 Conception rates in York (per 1000 population)



### Youth Offending

37. **NPI 19: Rate of proven re-offending by young offenders aged 10 to 17** (LAA indicator). York's rate is based on the number of young people in the youth offending cohort, who re-offend. This currently stands at 0.9, compared to 1.63 reported in 2008-09, which is a significant improvement and indicates that York's final 2009-10 result may exceed both the 2009-10 and 2010-11 LAA targets (lower is better).

Indicator definition	2008-09	2009-10	Target 2009-10	Comparative Data
NPI 19: Rate of re-offending by young offenders	1.63	0.9 (Q3)	1.74	Worst 10% (One Place) 3 <sup>rd</sup> Quartile (PwC)

38. Other similar youth offending indicators show reductions in the seriousness and frequency of re-offending by around 35-40% of the cohort that is dealt with by York's Youth Offending Team (YOT). For example, the % of young people within the Youth Justice System receiving a conviction in court who are sentenced to custody has almost halved (2.6% compared to 4.9% in 2008-09). Historically York is usually very high compared with the statistical family and regional authorities, particularly for the majority of young people that are not YOT supervised. Although the 2008 cohort trend appears good, the 2009 cohort has a higher risk profile (e.g. there is more risk of re-offending). However, evidence suggests that re-offending by the few most prolific offenders has halved recently in York.
39. **NPI 111: First time entrants to YJS** (LAA indicator). The number of first time entrants into the Youth Justice System decreased by 14% in 2009-10 (1559 compared to 1810 in 2008-09). This exceeds both the '2040' LAA target for 2009-10 and '1900' target set for 2010-11. These improvements were mainly due to the introduction of Youth Restorative Disposal and it is anticipated that the council's 'Capable Guardian Scheme' will improve performance further in future years.

### Education

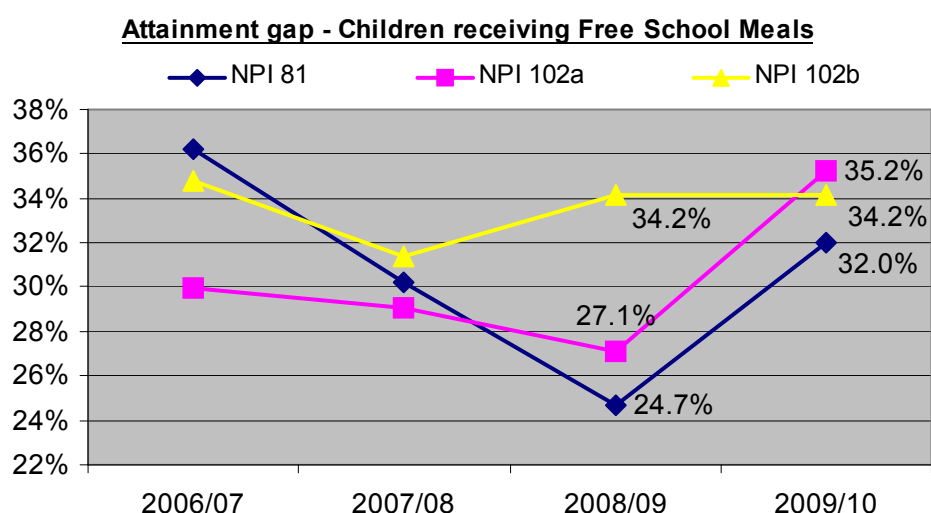
40. **NPIs 73-94: Educational attainment.** York has been a high performing council in terms of education for a number of years and performance in many of the key attainment areas continues to improve, including the % of pupils achieving 5 or more A\*-C (including English & Maths), which improved to 59% and moves York from 2nd to top quartile. Similarly, pupils progressing by 2 levels in English & Maths between Key stage 1 and Key stage 2 improved by 3.3 and 1.5 % points, from already high performance in 2008-09. This moves York into the top 10% of all councils.

Indicator definition	2007-08	2008-09	2009-10	2009-10 Target	Improved
NPI 73: % of pupils achieving Level 4 or above in both English & Maths at KS2	77.0%	75.0%	74.0%	79.0%	No
NPI 75: % of pupils achieving 5+ A*-C at GCSE (or equivalent) incl English & Maths	54.5%	53.8%	59.2%	61.5%	Yes
NPI 76: Schools not achieving floor target of 55% for Level 4+ in both English & Maths at KS2	2	4	6.0	4	No
NPI 78: Schools not achieving the floor target of 30% 5+ A*-C at GCSE (incl English & Maths)	0	1	0.0	0	Yes
NPI 86: % of secondary schools judged as having good or outstanding standards of behaviour	77.8%	77.8%	70.0%	78.0%	No
NPI 93: % of pupils progressing by 2 levels in English between KS1 and KS2	84.7%	84.5%	86.0%	88.0%	Yes
NPI 94: % of pupils progressing by 2 levels in Maths between KS1 and KS2	78.4%	80.7%	84.0%	84.0%	Yes
Number of fixed term exclusions in primary schools	195	122	105	170	Yes
Number of fixed term exclusions in secondary schools	1049	702	690	500	No

41. *Narrowing the attainment gap* (LAA indicators) – There are 4 LAA indicators, which measure the attainment gap.

- NPI 81: Difference in % points between pupils eligible for free school meals (FSM) and those who are not - achieving a level 3 qualification at age 15.
- NPI 102a: Difference in % points between pupils eligible for free school meals (FSM) and those who are not - achieving level 4 in English & Maths at KS2.
- NPI 102b: Difference in % points between pupils eligible for free school meals (FSM) and those who are not - achieving 5+ A\*-C (including English & Maths) at KS4.
- CYP 8.10: The proportion of pupils living in the 30% most deprived areas of the city gaining 5+A\*-C (inc E and M) at GCSE.

42. In terms of the attainment gap for children on free school meals (FSM) KS2 shows an increase in the gap, whilst the gap at KS4 has remained the same (see graph below).

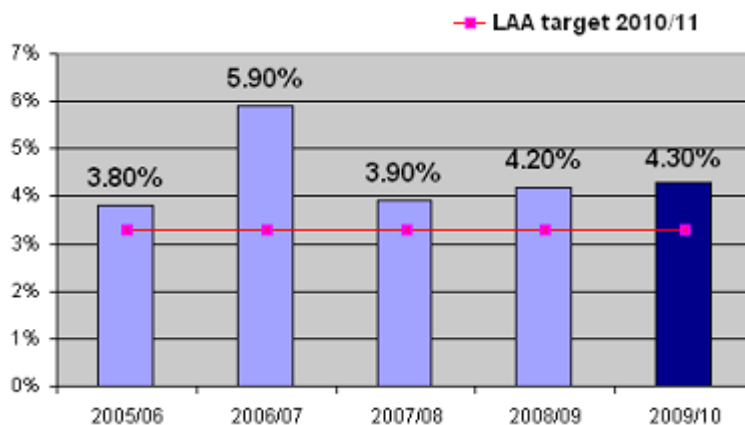


43. The widening of the gap for KS2 has been affected by low English results in a number of schools in disadvantaged areas of the city. Many of these had already previously performed below level 2 at KS1. In terms of actions being taken, targeted support continues to be provided to schools with low English results through the School Improvement Partners (SIP) and English consultants. Primary SIPS are now tracking the progress of FSM pupils and challenging schools if they are not on track. There has also been a recent 1-1 tuition programme, which focused on FSM pupils and those who are

not on track to achieve level 4 in English and Maths at KS2. The gap between pupils eligible for FSM attaining level 3 at age 19 has also increased significantly, rising from 25% to 32%. In order to bring this down to national levels, only 9 more learners eligible to FSM would need to achieve level 3.

- 44. The proportion of pupils living in the most deprived areas of the city who gained 5+A\*-C GCSE (inc English and Maths), increased by 7 percentage points, rising to 35% this year, with particularly exceptional performance in Burnholme school and York High.
- 45. The 'Me too' initiative will help vulnerable young people to take part in out of school activities at a subsidised rate. The initiative provides economically disadvantaged children and young people with the chance to take part in around two hours of out-of-school activities per week during term time and 30 hours over the school holidays, free of charge or at a greatly reduced rate. The initiative specifically targets those children eligible for free school meals, together with young carers and looked after children. Research indicates that those taking part in out of school activities can help improve well-being and raise standards of achievement, as well as narrowing the gap in attainment.
- 46. *NPI 117: NEETs* - % of 16-18 year olds not in education, employment or training (LAA indicator). Performance for 2009-10 is 4.3%, which does not meet the LAA target of 3.5% set for 2009-10. However, it should be noted that York still has the lowest number of NEET in the North of England and nationally only 14 local authority areas have lower levels. Around 90% of young people leaving school in yr11 are continuing in post 16 education due to a lack of employment and apprenticeship training options. In particular, there is still a high demand for pre-level 2 training. Specialist accredited courses continue to run in partnership with York College, which has increased the numbers entering pre level 2 programmes.

% of 16-18 year olds who are not in education, employment or training (NEET)



Child Social Care

- 47. *NPI 54: Services for disabled children* (Local LAA indicator). This indicator assesses parents' satisfaction with their general experience of York's disabled children's service. The result for 2009-10 was 63% and it is anticipated that an increase in short breaks next year and the recent successful bid for government funding to create a transition centre at Applefields School should show an improved result for 2010-11. The new school will be built for young people with learning difficulties and/or disabilities, providing health, social care, education and employment facilities. The idea is to provide a seamless service and help ease the transition from children's services to adult facilities.
- 48. *NPI 116*: The proportion of York's children who are living in poverty (LAA indicator). This indicator measures the difference between York's results and those recorded for the England average. York has set revised improvement targets to widen the gap to 8.1% by

2011. The table below shows an improving picture, with York widening the gap for 4 years running and achieving a 7.2% gap in 2008. A new local strategy in line with now statutory expectations is under development.

Children living in families in receipt of out of work benefits or in Child Tax Credit families whose reported income is less than 60 per cent of median

	2004	2005	2006	2007	2008
England	21.0%	20.6%	20.0%	19.8%	19.2%
Yorkshire and The Humber	21.7%	21.0%	20.2%	19.9%	19.4%
Barnsley	28.0%	26.8%	25.2%	24.2%	23.6%
Doncaster	25.1%	24.2%	23.4%	22.7%	22.1%
North East Lincolnshire	24.2%	24.6%	24.4%	24.9%	24.8%
North Lincolnshire	19.3%	18.7%	18.3%	18.3%	18.3%
York	14.4%	14.1%	13.2%	12.9%	12.0%
Gap	g=6.6%	g=6.5%	g = 6.8%	g=6.9%	g=7.2%

49. *NPI 147 & 148: Care leavers.* The % of York's care leavers in suitable accommodation dropped to 92.3% in 2009-10, from 100% in 2008-09. The % of care leavers in employment, education or training improved to 54%, a 4% point improvement on 2008-09 and a good achievement in the current economic climate.

#### Cultural Services

50. *NPIs 9-11: visits to libraries and museums.* The number of residents visiting libraries, galleries and museums fell slightly in 2009-10. In 2009-10, 51% of residents made regular visits to York libraries. However this is measured through the annual 'Active People' survey, which is based on continual telephone surveys from Oct 2008 – Oct 2009. The Central library closed for refurbishment on the 31st October, so half of the survey responses for the 2010-11 survey will have been collected whilst the library was closed and half will be collected whilst the new Explore York Learning Centre is open. The actual footfall for York libraries between April 2009 and March 2010 decreased by 15%, but based on the changes experienced after the Acomb library refurbishment, visitor numbers should increase for 2011-12. The small reduction in museum and gallery visits (64.4% compared to 65.5% in 2008-09) was achieved despite the refurbishment of the Yorkshire museum. There was also an increase in the number of York adults who engaged in the arts at least 3 times over 2009-10. York is top quartile for all three indicators and is one of the highest performing councils in the UK for local resident engagement in the arts.

### ***Housing and Adult Social Services Directorate***

#### **Finance**

51. The outturn for Housing and Adult Social Services is an overspend of £1,654k, which is an improvement of £109k from the £1,763k overspend reported at Monitor 3.

	Net Budget £000's	Out-turn £000's	Variance £000's
Assessment and Personalisation	20,626	22,027	+1,401
Commissioning and Partnerships	7,765	7,883	+118
Service Delivery and Transformation	16,649	17,611	+962
Housing General Fund	2,247	2,185	-62
Cross Directorate Savings		-765	-765
<b>Total</b>	<b>47,287</b>	<b>48,941</b>	<b>+1,654</b>

52. The dramatic rise in demand for adult social care across the city is the prime driver for the directorate's overspend. Within the Assessment & Personalisation service area, the number of customers taking up the Direct Payments scheme has increased by 27%

creating a £578k overspend. Elsewhere in the service, further overspends have been caused by an increase in customers in Residential and Nursing placements (£298k), an increase in the needs of Community Support customers (£247k) and staffing issues within social care teams (£156k).

53. Service Delivery & Transformation has also contributed significantly to the overspend position with efficiencies not being delivered in Homecare as predicted (£430k), external staffing costs and repairs and maintenance costs in Elderly Persons Homes (£311k) and increased staffing costs in the Warden Call service (£131k).
54. Housing General Fund has underspent by £62k which is primarily due to increased income from higher occupancy at Howe Hill hostel and a number of staffing vacancies in the latter part of the year.
55. Despite the pressures, the directorate has delivered £765k in savings to mitigate the overspend including vacancy management measures and use of grants.

#### Housing Revenue Account (HRA)

56. The budgeted working balance on the HRA for 2009-10 was estimated to be £8,052k, however the reported out-turn is a balance of £8,914k, an increase of £862k.
57. The main reasons for the increase in the balance are due to reduced expenditure on Projects, Decorating and Estate Improvements (£159k), a reduction in recharges (£130k), overachievement of income on council stock rent (£128k) and reduced general management running costs in Housing Operations (£108k).

#### **Performance**

58. Overall, 20 out of 22 indicators have year-end outturns for 2009-10. 14 of these can be measured for improvements and 52% of these have improved on 2008-09 performance. 4 of the 6 LAA indicators have improved and 5 achieved their 2009-10 target. Key performance headlines are:

#### Adult Social Care

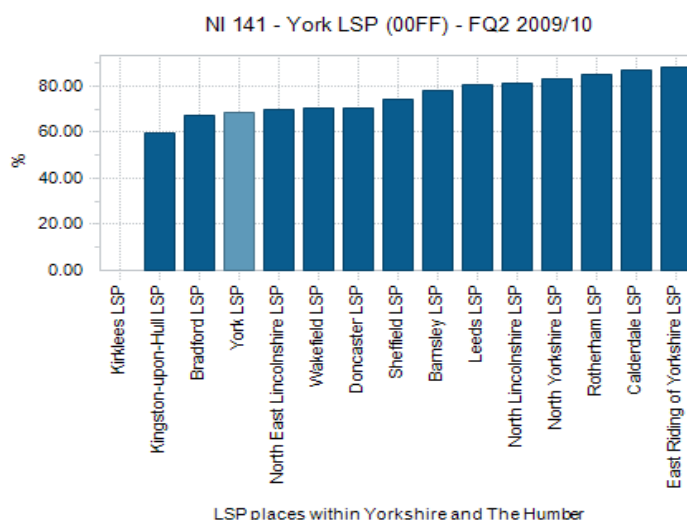
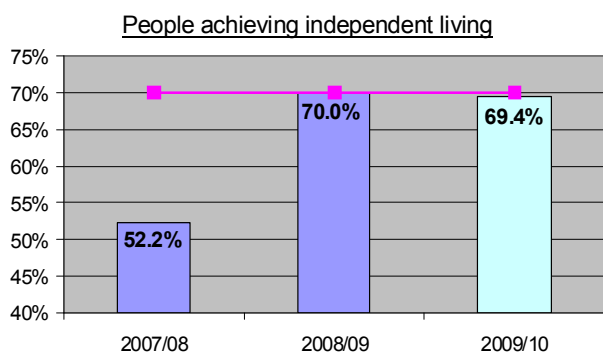
59. Adult Social Care – Performance across the 7 adult social care indicators is good, with 5 improving and achieving 2009-10 targets.

Indicator definition	2007-08	2008-09	2009-10	2009-10 Target	Improved
NPI 125: Achieving independence for older people through rehabilitation/intermediate care	N/A	85.7%	88.9%	88%	Yes
NPI 130: Social Care clients receiving Self Directed Support (Direct Payments and Individual Budgets)	165	301.56 (7.4%)	14.4%	12.50%	Yes
NPI 132: Timeliness of social care assessment	61.78%	67.1%	80.5%	77%	Yes
NPI 133: Timeliness of social care packages	92.3%	90.3%	86.9%	90%	No
NPI 135: Carers receiving needs assessment, review or advice and information	7.7%	17.1%	24.6%	22.5%	Yes
NPI 136: People supported to live independently through social services (all ages)	3281.24	3834.2	3980	3937	Yes
NPI 141: Number of vulnerable people achieving independent living	52.19	69.97%	69.4%	70.0%	No

*Note: definition for NPI 130 changed to % in 2008-09*

60. There are 3 LAA indicators, which represent the need to improve independent living in York. Two of these (NPI 130 & 135) have improved significantly and exceeded their 2009-10 targets, however the third indicator (NPI 141) has declined slightly:

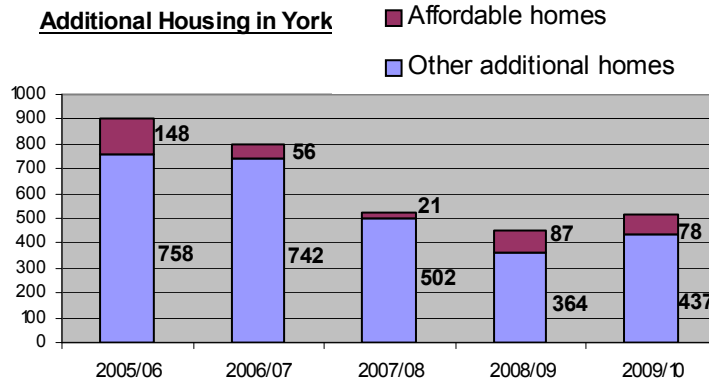
- **NPI 130: Social Care clients receiving Self Directed Support** – all York’s social care customers now have the option of self-directed support through their assessment process and can opt for the delivery of individual budgets through a number of routes. As a result, performance for 2009-10 increased to 14.4% (945 customers out of 6566) from 7.4% in 2008-09. (calculated for comparison as definition changed between 08/09 and 09/10). This exceeds the 2009-10 LAA target of 12.5%.
- **NPI 135: Carers receiving needs assessment or review** – The council has continued to improve the numbers of carers it assesses and reviews, with 20% more carers receiving assessments last year. As a result, performance for 2009-10 improved to 24.6% (from 17.1% in 2008-09), exceeding both the 2009-10 and 2010-11 LAA target of 20.2% and 21.5% respectively. Adult Social Care Services have also streamlined the management processes and consolidated how their team works to place more emphasis on carers support by having dedicated carers support workers within the locality teams who can advise and support others as well as work with the carers directly. A new Self Assessment / Supported Questionnaire starting in July 2010 will actively support their involvement in the assessment process and may lead to further improvement on this indicator.
- **NPI 141: Vulnerable people achieving independent living** – Performance has fallen slightly from 70% to 69.4%, however this is still below the LAA target of 70% for 2009-10. This year the council will continue working with University of York St John to help provide clients with a stepping stone to independence, giving people who have recently left hospital or residential care the support they need to regain skills that have been lost through illness or injury, learn new skills and adapt to independent living. The re-ablement team will help customers improve their mobility, build stamina and practise their personal care, helping them to make the transition to living in their own homes.



### Housing

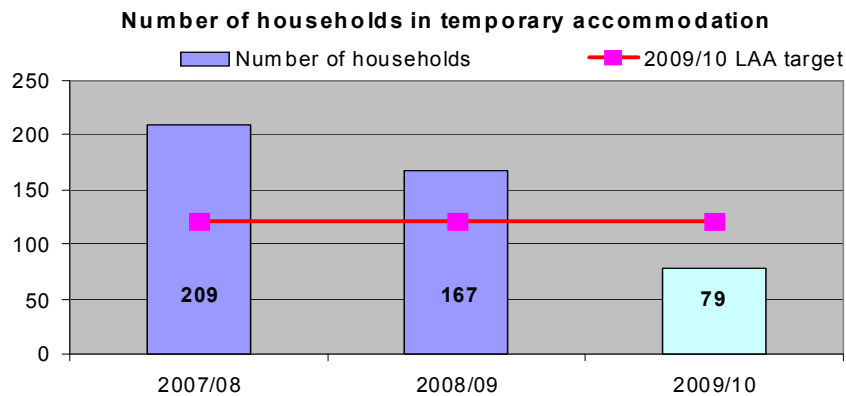
61. **NPI 155: Affordable homes** (LAA indicator). The original LAA target for the year of 280 completions has been revised to 146 after negotiations with the Government Office in the LAA refresh in March this year. The revision was largely due to the downturn in the housing market and needs to be considered in the context that the original LAA targets were set in 2007 at the peak of the market. Since then, some developments have stalled and others slowed down. The number of affordable homes delivered in 09-10 was 130. The shortfall was mainly due to unusually bad weather in January and February, which impacted on the timescales for delivery of Discus bungalows completions on around 16 homes were delayed by approximately 4 weeks. However, if we illustrate all additional housing provided through the council’s planning system, together with housing funded through external schemes (e.g. Golden Triangle private sector leasing, Social Homebuy

and purchase & repair), there was actually a 13% rise in 'additional housing' in York throughout 2009-10 (see graph below).



Note: Difference between 130 affordable homes figure used for NPI 155 and 78 homes mentioned in graph is due to the way NPI 155 is calculated to include affordable beds, not just homes.

62. **NPI 156: Homelessness** (LAA indicator). The number of York households living in temporary accommodation continues to reduce, despite the national increase in home repossessions across England. Performance for 2009-10 was just 79, which represents a 67% decrease since 2007-08 and exceeds the 2010-11 LAA target of 110. York is a regional champion for homelessness and new facilities at Arclight and transitional facilities at the custom built Peasholme building has helped improve performance by supporting former homeless residents back into employment and private accommodation.



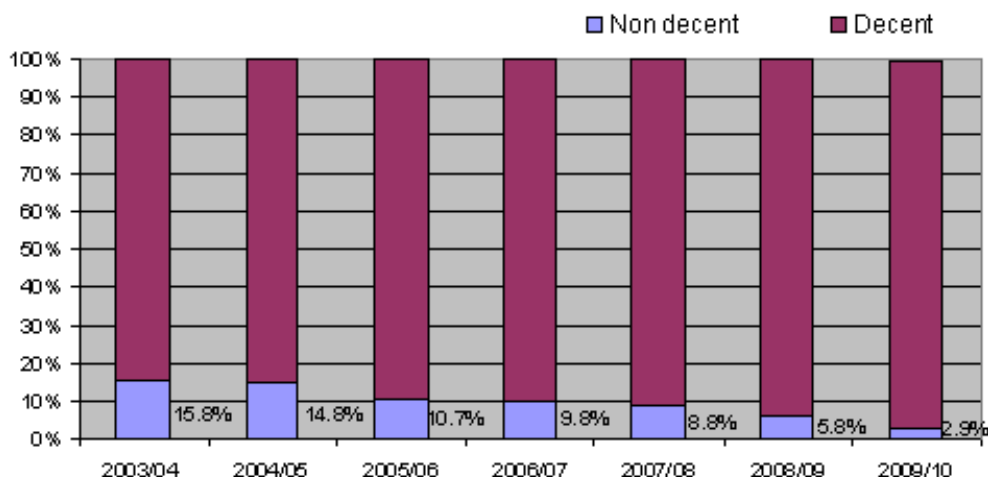
63. **NPI 187: Fuel poverty** (LAA indicator). This indicator measures the proportion of people living in York who receive income-based benefits and live in homes with a low or high-energy efficiency rating. The table below shows that people in York receiving income based benefits who live in homes with a low energy efficiency rating improved by 0.8% and York is now performing at the level of 2010-11 LAA target. The number of people living in homes with a high-energy rating appears to have declined to 41.4% in 2009-10, missing the target. However, the 2008-09 outturn for this indicator was incorrectly calculated at 60.4% by an external body and as a result, the 2009-11 targets set from this baseline were also incorrect. New 3-year targets will be set this year.

Indicator definition	2008-09	2009-10	Target 2009-10	Target 2010-11	Polarity
People receiving income based benefits living in homes with a <b>low</b> energy efficiency rating	6.9%	6.1%	6.45%	6.09%	Lower is better
people receiving income based benefits living in homes with a <b>high</b> energy efficiency rating	40.25%	41.4%	60.8%*	61.2%*	Higher is better

Note: LAA targets were set from incorrectly calculated baseline and are therefore not viable.

64. A range of other actions have also been implemented to support improvement, including the hotspot scheme, an area based insulation scheme targeted at the wards and areas with highest fuel poverty, changes to the grants and assistance policy to focus on energy efficiency, and improved advice available to households on accessing appropriate schemes. However, there are other 'economic factors' some of which are outside of the council's control that could also affect this indicator.
65. NPI 158: Non-decent homes. Improvement on NPI 187 above has also been helped by the council's housing modernisation programme, which has reduced the number of non-decent council homes in the city from nearly 16% in 2004 to 2.9% in 2009-10 (see graph below).

Improving the condition of York's council homes



**Neighbourhood Services Directorate**

**Finance**

66. The outturn for Neighbourhood Services is a £918k underspend, not including the overspend on Winter Maintenance costs which is detailed elsewhere in this report. This is an improvement of £947k from the £29k overspend reported at Monitor 3.

	Net Budget £000's	Out-turn £000's	Variance £000's
Environmental Health & Trading Standards	2,097	2,036	-61
Bereavement Services	-654	-612	+42
Registrars Service	51	1	-50
Licensing & Regulation	36	-14	-50
Neighbourhood Management	1,332	1,164	-168
Ward Committees	1,124	1,019	-105
Building Maintenance	212	185	-27
Highways Maintenance	10,439	9,829	-610
Waste Services	8,458	8,899	+441
Cleaning	250	235	-15
Neighbourhood Pride Service	2,670	2,876	+206
Parking Services	3,212	3,146	-66
Enforcement and Environment	646	573	-73
Contribution to Safer York Partnership	615	615	-
Transport & Overheads	0	-382	-382
<b>Total</b>	<b>30,488</b>	<b>29,570</b>	<b>-918</b>

67. The main reasons for the significant movement since Monitor 3 are the stringent cost control measures that have been instigated in-year coupled with a number of specific



areas that have underspent, some of which are requesting budget carry forwards below. One such area is Parking Services which has experienced a £171k improvement due to a better than forecasted reduction in income from Penalty Charge Notices (PCN's) and lower staffing and other running costs.

68. Beyond the areas that have improved towards year-end, the main reasons for the underspend are related to the adverse weather conditions in January and February and Highways Maintenance schemes which it was not possible to fully complete (£256k) and higher income has been received in Civils and Drainage due to higher volumes of work following the same period (£353k). Furthermore, a £275k saving related to extending the terms of the council's Transport Leases, this action was identified to mitigate overspends elsewhere in the council, and underpins the final position.
69. Winter Maintenance costs, namely gritting and basic highways maintenance, also overspent by £501k, a reduction of £82k from Monitor 3, as a result of the adverse weather and this has been reported separately in the main table in paragraph 5 as these were seen to be beyond Neighbourhood Services control.

#### *Carry Forward Requests*

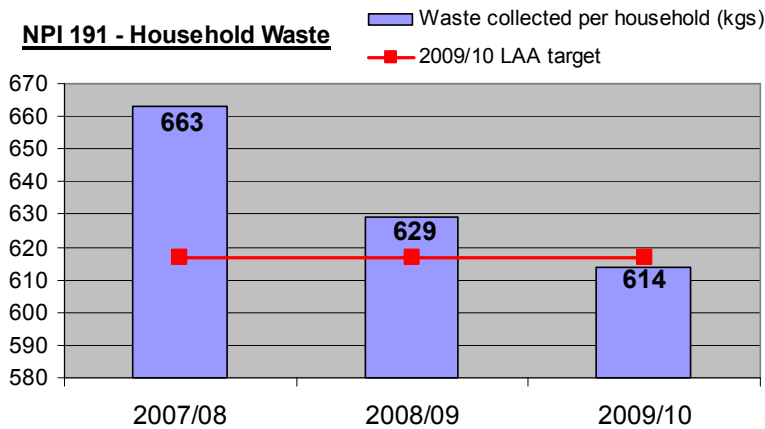
70. Eight requests have been made to carry forward unspent budgets, totalling £284k, from 2009-10 into 2010-11:
- I. Neighbourhood Management Unit underspend (£50k) – to support activities relating to N.I. 4, the Duty to Involve.
  - II. Target Hardening underspend (£13k) – to allow schemes that have slipped in 2009-10 to be completed.
  - III. Your City, Your Ward underspend (£5k) – to pay for an edition of 'Your Voice' to continue engagement of young people in ward committees.
  - IV. Community Centres underspend (£12k) – to fund essential enhancements for H&S compliance.
  - V. Ward Committees underspend (£100k) – to complete schemes identified or not sufficiently progressed in 2009-10.
  - VI. Parking Service underspend (£40k) – to purchase new machines for issuing PCN's as existing ones are due for replacement.
  - VII. York Pride underspend (£42k) – to assist in funding schemes not started in 2009-10 and further ones identified in 2010-11.
  - VIII. Efficiency Staffing underspend (£22k) – as this was not fully utilised in 2009-10, this will assist the directorate in delivering its efficiency programme in 2010-11.

#### **Performance**

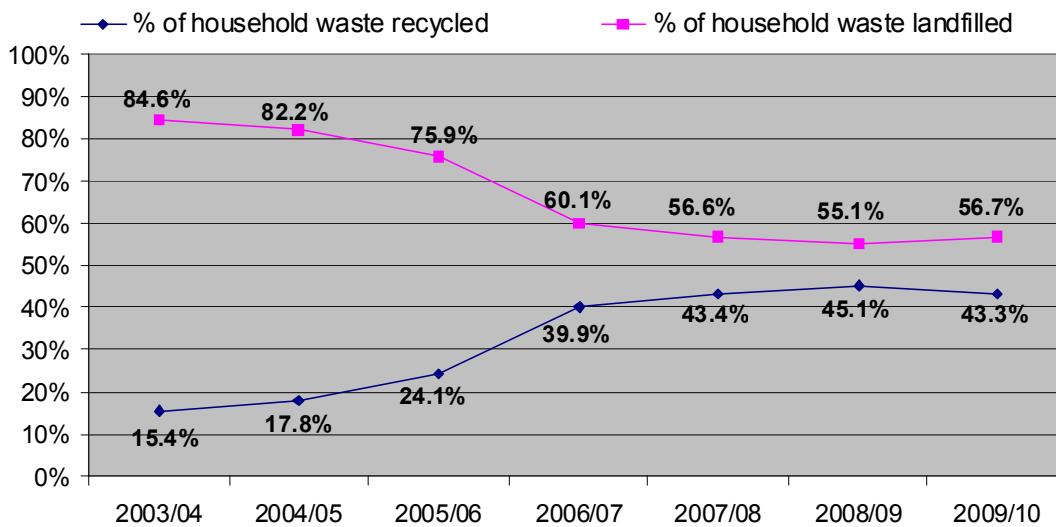
71. Overall 69% of the 35 Neighbourhood Services indicators improved, with 67% achieving their 2009-10 target. Four of the 6 LAA indicators are showing an improvement, and 5 are already achieving their 2010-11 LAA target. Key performance headlines are:

#### *Street cleanliness & waste management*

72. *NPI 191-193: Waste collection and management* (NPI 191 is LAA indicator). The amount of residual waste collected per household dropped by 2.5% in 2009-10, from 629kg to 614kg. This is now the 3rd lowest (best) within the Yorkshire & Humber region.

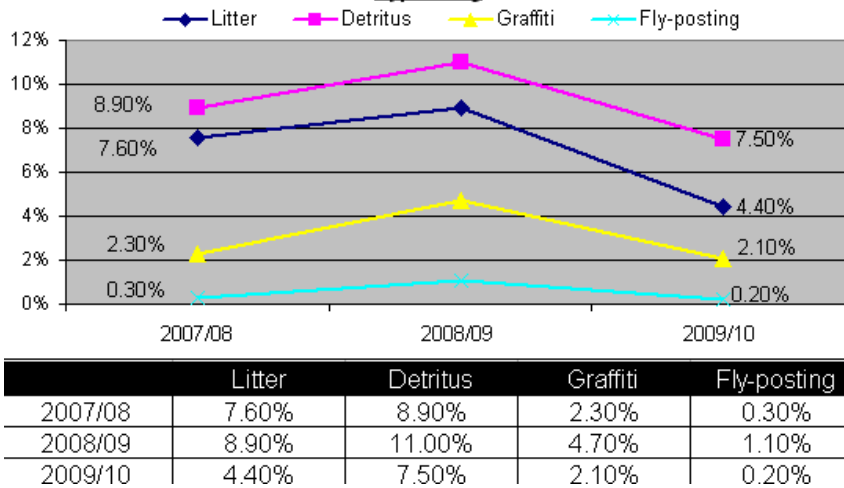


73. The % of household waste recycled/composted in 2009-10 is forecast to reduce slightly for the first time in over a decade (43.3% compared to 45.1% in 2008-09), this has also affected the % of waste landfilled, which increased by 1.6% in 2009-10. Despite this % increase, the council actually landfilled approximately 2400 tonnes less than in 2008-09, and collected 5000 tonnes less from households. It is likely that the reduction is due to a range of factors including the council's continuation of waste minimisation, national efforts to reduce levels of packaging, and the recession bringing a shift in buying habits away from newspapers and glass bottles.



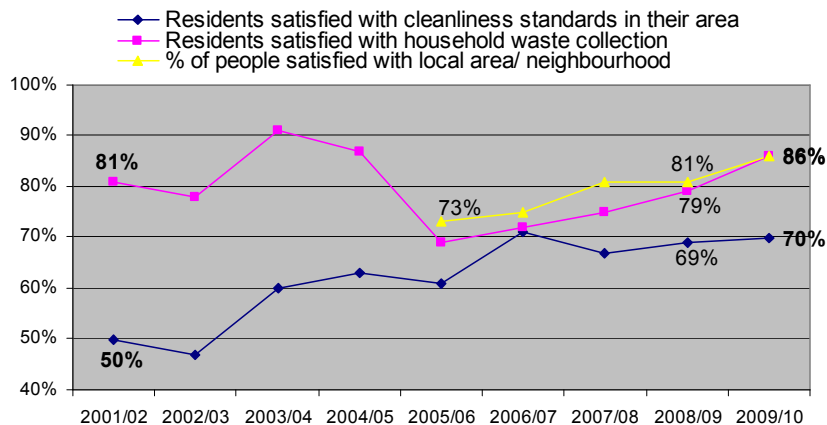
74. *NPI 195(a-d): Street cleanliness.* Four NPIs measure the proportion of areas around York that have unacceptable levels of litter, detritus, graffiti and fly-posting. They are assessed through a street cleanliness survey, carried out three times a year. The graph below shows that, after the increases experienced in 2008-09, street cleanliness improved significantly in 2009-10, with levels across all 4 areas now better than the previous best results recorded in 2007/08. This performance was particularly good given the interruption of cleansing operations during December and January due to snow and the level of gritting that took place across York.

**Street Cleanliness - levels of litter, detritus, graffiti & flyposting**



75. A number of education and enforcement initiatives and close working with police has had a positive impact on reducing the level of graffiti in the city. Fly-tipping incidents in York also reduced by nearly 41%, with fewer large fly-tips (e.g. those left by lorries) having to be removed. Six prosecutions were made throughout 2009-10 and a significant amount of publicity work was carried out which is also having a positive impact. York has now been assessed as level 2 (Effective) for this national indicator, compared to level 3 (Not effective) achieved in 2008-09. The council is now amongst the highest performers in the Yorkshire & Humber region for tackling fly-tipping.
76. The council's last Talkabout survey results show that recent improvements have had a positive impact on local resident perception of cleanliness and waste services, with satisfaction on household waste collection increasing 7% and satisfaction with their local area increase by 5%.

**Cleanliness & waste collection**

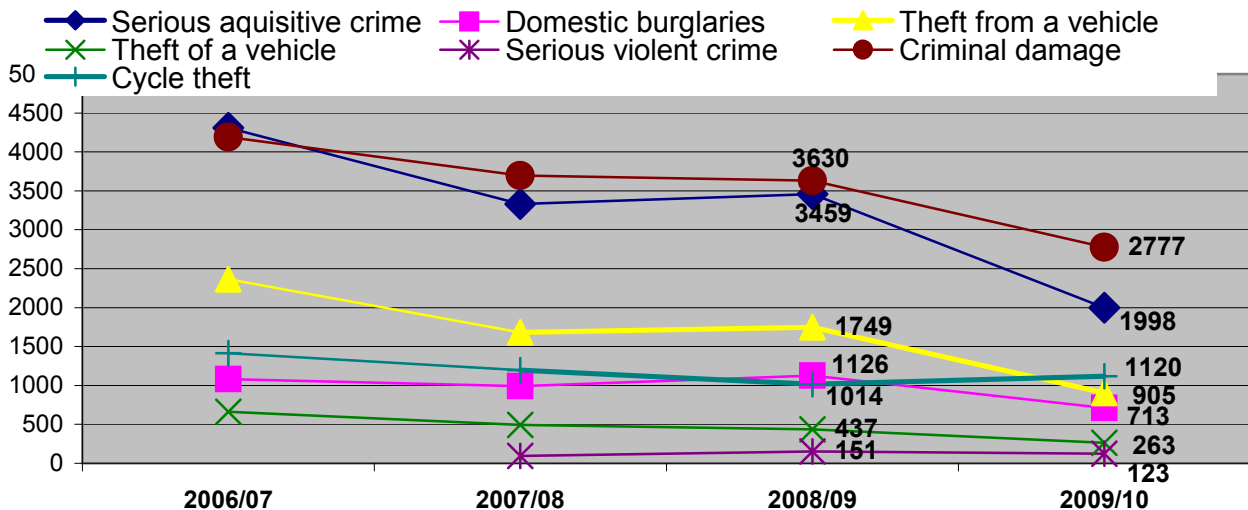


*Note: Residents satisfied with cleanliness standards in their area' figures relate to 'cleanliness of the street where you live' from 2008-09 onwards. Pre 2008-09 figures related to satisfaction with 'keeping land clear of litter and refuse'.*

**Community Safety Performance Indicators**

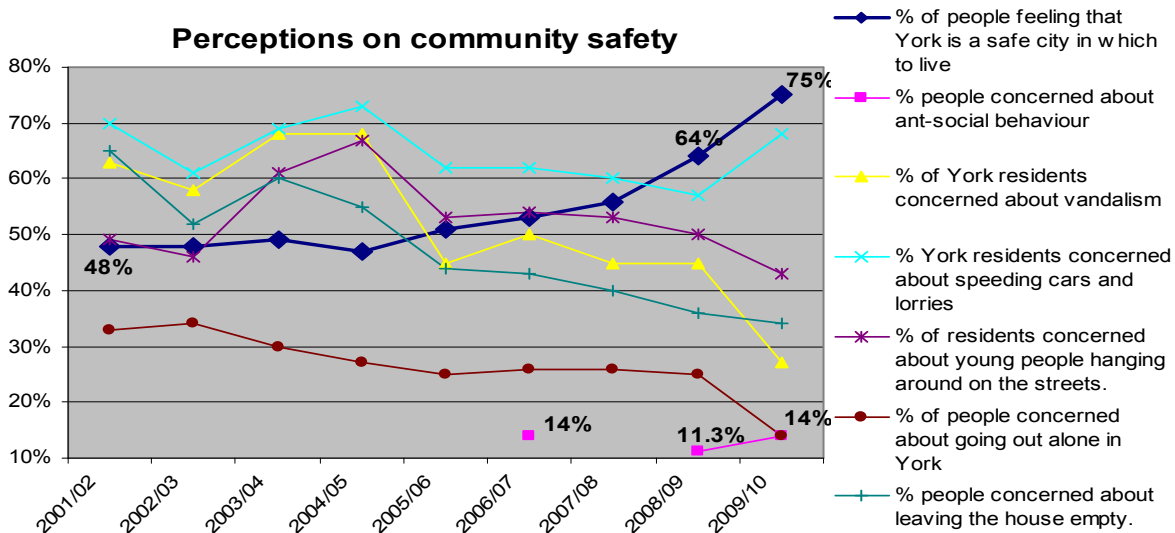
77. Overall recorded crime in York reduced by 24% in 2009-10. (7547 crimes compared to 9906 in 2008-09). The graph below shows the extent of the individual crime reductions, with only cycle theft recording a rise of 10%. York is also ranked out of the 15 authorities in an Iqanta benchmarking group and York improved its ranking for 8 of 13 categories in 2009-10, with some moving up 8 or 9 places (e.g. domestic burglary and serious acquisitive crime). This is particularly encouraging as York moved into this high performing benchmarking group 2 years ago and is already moving up the rankings.

### Key crime incidents



78. *Crime and the fear of crime.* In the 2008 Place Survey, 5 of the 7 indicators measuring perceptions of community safety in York placed us in the top quartile. The first Talkabout results for 2009-10 suggest that this trend is improving even further, with significant improvements in residents who feel York is a safe place to live, increasing to 75% from 64% in 2008-09, and residents who are concerned about vandalism, down to 27% from 45% in 2008-09 (lower is better). However, resident concern has risen in relation to speeding cars and lorries. The % of residents concerned about anti-social behaviour did increase slightly to 14% in 2009-10 however, both results came out of 2 different surveys (11.3% from Place Survey, 14% from Talkabout). This variation is also within the normal statistical variation limits and 14% still places York in the top 10% of unitary authorities for comparative performance.

### Perceptions on community safety

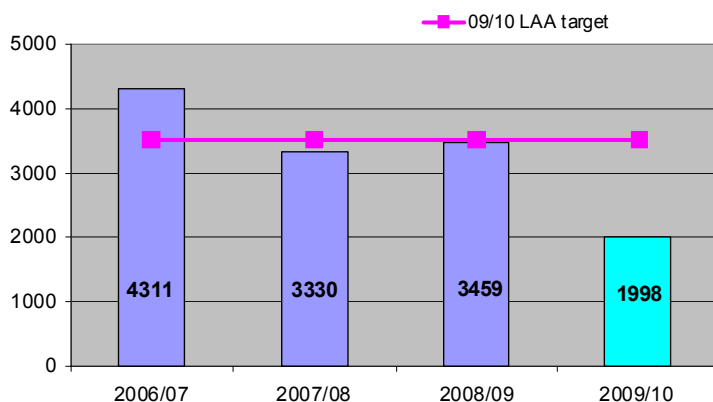


79. There has been an increase in the categories of incidences classified as 'hate crime', which makes it inaccurate to compare current figures with data recorded prior to April 2008. Whilst there has been an increase in hate crimes in the last two years, hate crime only increased by 3% when comparing 2009/10 to 2008/09. Based on April/May data, hate crime is predicted to decrease by 8% in 2010-11.

80. *NPIs 16: Serious Acquisitive Crime* (LAA indicator). Serious acquisitive crime represents a number of different crime incidents, including burglary and theft from a vehicle. Trend data from April 2009 to March 2010 show Serious Acquisitive Crime is down by 42% and

currently places York high in the 2nd quartile (moving up from the bottom quartile in 2008-09).

### Serious Acquisitive Crime incidents in York



81. *NPI 30: Prolific & priority re-offending rate* (LAA indicator). The latest available data is for the first half of 2009-10. This shows 19 offences against a target of 34 - a reduction of 55% offending from the 2008-09 cohort of PPOs. This is much better than the 21% reduction target set for 2009-10.
82. *NPI 32: Domestic violence*. There was a 6.6% increase in the number of repeat domestic violence incidents committed in York in 2009-10, 17.6% compared to 11% in 2008-09 and 8.3% in 2007-08. York is still below the national average of 25.5% and in-year figures for 2010-11 already indicate a reduction in repeat incidents.

## City Strategy Directorate

### Finance

83. City Strategy is reporting a year-end overspend of £121k, an improvement of £209k from the £330k overspend reported at Monitor 3.

	Net Budget £000's	Out-turn £000's	Variance £000's
City Development & Transport	4,541	4,466	-75
Planning	1,510	1,966	+456
Resources & Business Management	389	464	+75
Economic Development	3,556	3,471	-85
LTP Saving		-250	-250
<b>Total</b>	<b>9,996</b>	<b>10,117</b>	<b>+121</b>

84. The directorate's income generating services have faced significant difficulty throughout the year due to the economic downturn. Planning applications have been down 8% from last year, and coupled with fewer large applications than expected, this has resulted in a £511k income shortfall. Parking has also suffered as a result of the downturn with income received from charges £267k lower than budgeted for. Furthermore, both Building Control and the Yorwaste dividend have been affected suffering shortfalls of £180k and £122k respectively.
85. Elsewhere in the directorate, Concessionary Fares has contributed to the overspend with £412k of additional costs due to the higher than expected issue of tokens and pass usage though this is offset by an in year saving of £230k linked to a reduction in the reimbursement rate offered to bus operators. To counter these overspends, the

directorates took action to contain costs including underspending approximately £589k on staffing costs and overheads as well as achieving a £250k saving related to altering the funding of a number of Highways Maintenance projects.

*Carry Forward Request*

- 86. One request has been made to carry forward unspent budget from 09-10 into 10-11:
  - I. South Bank 20 mph Speed Limit Scheme (£30k) – This scheme has had a delayed implementation and it is requested this unspent budget be carried forward into 2010-11 to allow its completion.

Property Services

- 87. The out-turn for Property Services is an overspend of £146k, which represents an overall improvement of £163k from the £309k overspend reported at Monitor 3.

	Net Budget £000's	Out-turn £000's	Variance £000's
Property Services	3,564	3,710	+246
<b>Total</b>	<b>3,564</b>	<b>3,710</b>	<b>+246</b>

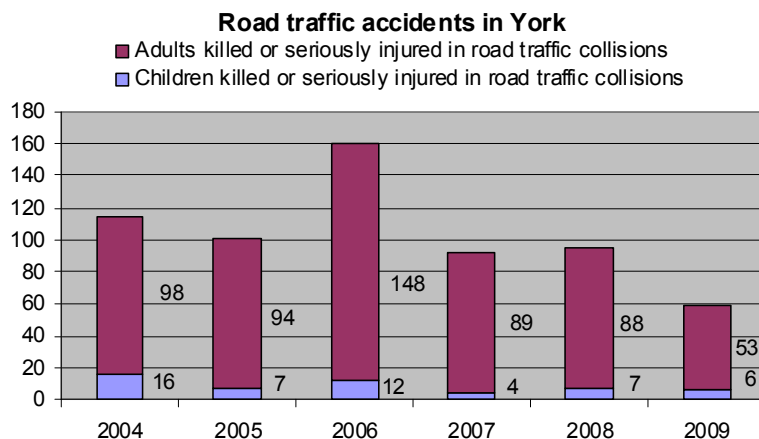
- 88. The main reason for this position is a £249k overspend on the Commercial Portfolio which was primarily caused by not receiving wayleave income at Harewood Whin and a shortfall in rental income from Coppergate due to the economic downturn. A further reason is the cost of maintaining the council's surplus assets, such as Manor School and Edmund Wilson Pool, which has contributed a further £152k to the overspend. Offsetting this are underspends on energy budgets (£83k), external consultancy costs (£73k) and staffing costs (£61k).

**Performance**

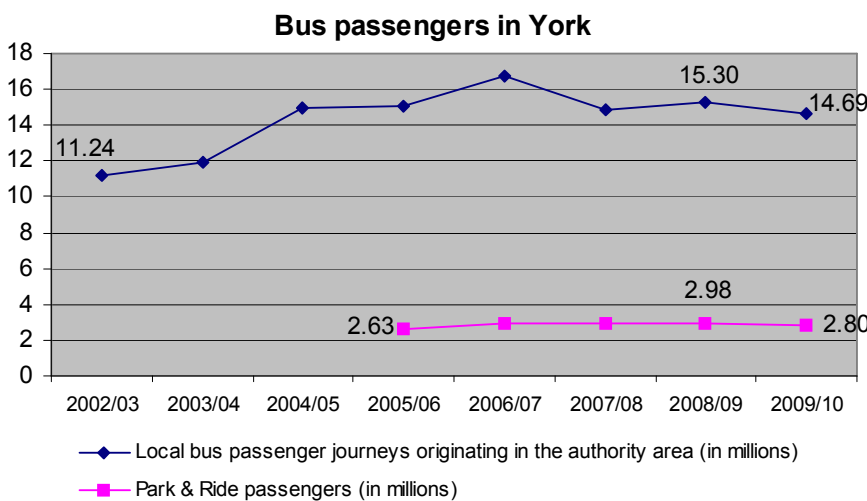
- 89. Overall 64% of the 22 City Strategy indicators improved, with 59% achieving their 2009-10 target. 78% of the 9 LAA indicators are showing an improvement and 56% achieved target. Key performance headlines are:

Roads & Transport

- 90. *NPI 47: Road traffic accidents* (LAA indicator). The number of people killed or seriously injured on York's roads reduced significantly in 2009-10 with just 59 incidents (a 38% decrease on the 95 reported in 2008-09). This was helped by a range of successful initiatives introduced in the last year, such as the 'Made you Look' campaign which was launched in 2008 and re-launched again in February 2010. A 'Safer Business Driving Conference' was also run in June 09 for fleet managers in the York area, together with an event for older drivers in October 2009. Currently, York's KSI figures already exceed the 2009-10 and 2010-11 LAA targets of 87 and 81 respectively.

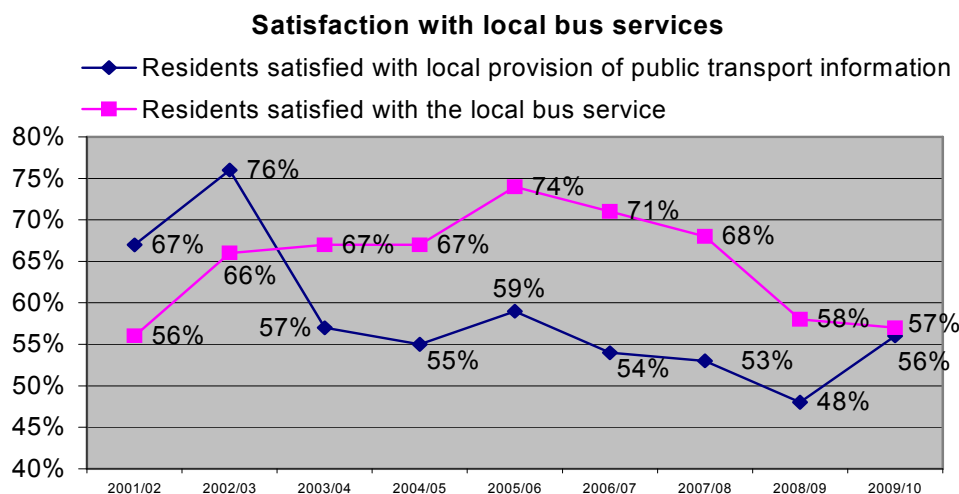


91. **NPI 177 & 178: Bus services.** The number of local bus passenger numbers in York reduced by 4% in 2009-10 (see graph below), although levels are still much higher than those experienced between 2002 and 2005. The decrease in passengers could be a result of the economic downturn, with less journeys being made into York. For example, the cost of subsidised bus services in York increased to £1.08 per passenger, which is a 6% increase on 2008-09. However, the overall costs (based on total passenger numbers) went up by just 2.3%, which indicates an increase in subsidised passengers mixed with a larger reduction in full-fare passenger journeys. Other factors affecting performance are:
- Bus fares have increase steadily since 2006, whilst car parking charges have not risen at the same rate, with some city centre car parks even reducing their charges. As a result, car travel may have become a more attractive option for travelling in and around the city.
  - There has been a number of reductions to some bus services over the past few years.
  - The bad weather experienced over the winter also affected bus patronage numbers, with park & ride passengers reducing by over a quarter in January alone (see graph below).



Park & Ride	Jan 09	Jan 10	Change
Askham Bar	55,544	45,363	-18%
Grimston Bar	33,622	26,198	-22%
Rawcliffe Bar	58,875	38,993	-34%
Designer Outlet	45,367	40,973	-9.7%
Monks Cross	36,096	35,845	-0.7%
<b>Total</b>	<b>229,550</b>	<b>187,371</b>	<b>-28.4%</b>

92. The % of bus services running on time increased to 70.1% in 2009-10, from 63.3% in 2008-09. In addition, the % of residents who were satisfied with the provision of local transport information increased by 8% points in 2009-10 (see graph below).

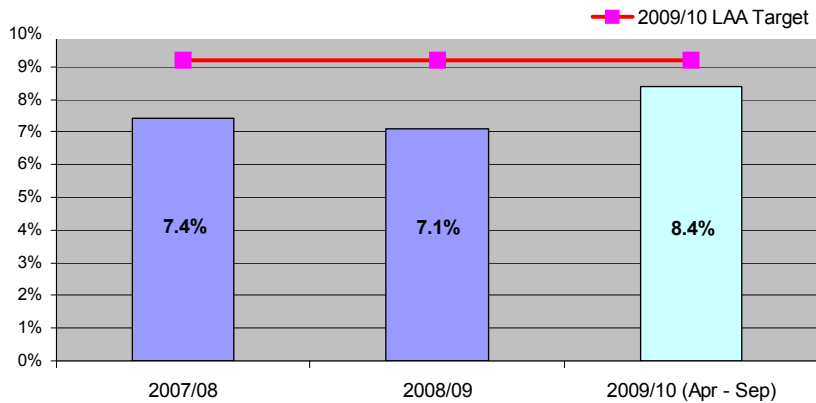


### Economic Development

93. **NPI 152: Number of people on out-of-work benefits (LAA indicator).** The number of working age people in York on out of work benefits has increased to 8.4% based on latest

data from April to September 2009. This is an increase of 1.3 percentage points since 2008-09 and is in line with national trend. The 2009-10 LAA target was amended in the recent refresh and is now to “maintain a 4.3 percentage point gap below the national rate”. Currently York exceeds this gap, although the final full 12 month figures for 2009-10 are not yet available.

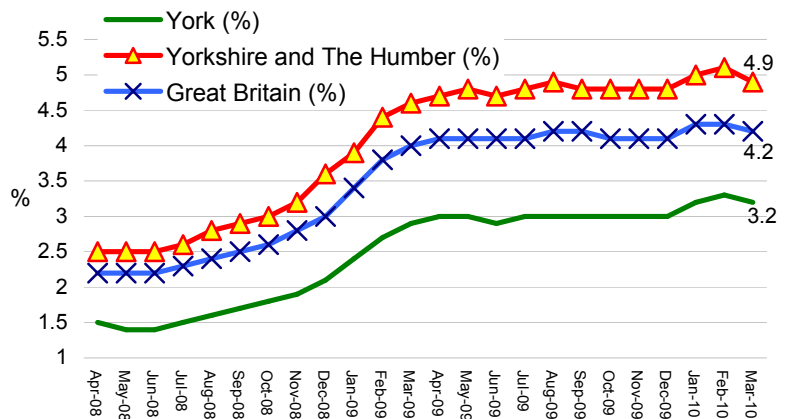
**% of people in York on out of work benefits**



94. A linked indicator for future performance on NPI 152 is York’s unemployment rate, which is currently 4% below the national rate and 5% below the regional rate. Another is the number of people in York claiming job-seekers allowance, which started to reduce in March 2009 (see chart below) and shows similar gaps between York and the regional/national average.

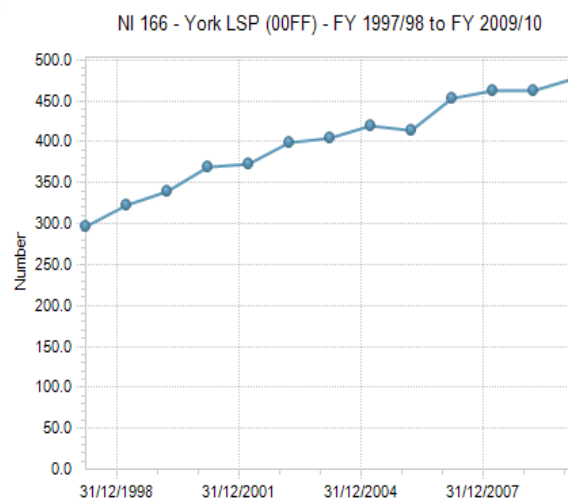
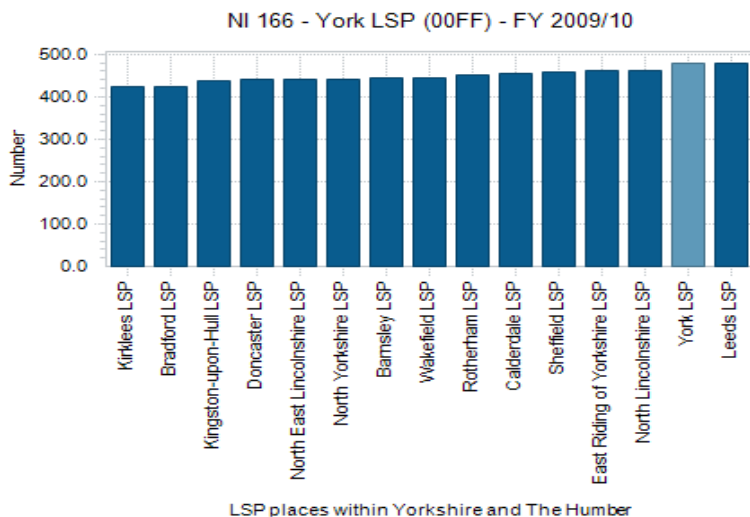
**People claiming job seekers allowance in York**

Month	York (Number)	York (%)	Y&H (%)	GB (%)
Apr09	3,735	3.0	4.7	4.1
May09	3,742	3.0	4.8	4.1
Jun09	3,654	2.9	4.7	4.1
Jul09	3,730	3.0	4.8	4.1
Aug09	3,819	3.0	4.9	4.2
Sep09	3,808	3.0	4.8	4.2
Oct09	3,820	3.0	4.8	4.1
Nov09	3,856	3.0	4.8	4.1
Dec09	3,858	3.0	4.8	4.1
Jan10	4,094	3.2	5.0	4.3
Feb10	4,134	3.3	5.1	4.3
Mar10	4,006	3.2	4.9	4.2



95. Many factors have influenced these encouraging rates, one of which is the maintenance of employment levels within the city. ‘One City’ is one example initiative, which involves the council helping residents and businesses through the recession, with the main aim to support business growth, minimise job losses and help individuals limit debt.
96. *NPI 166: Average earning of York employees* (LAA indicator). Performance for this indicator is reported in 2 formats, both of which show good improvement:
- The median average weekly pay, which was £477.5 for 2009-10, and represents a 5.2 % rise on the £453.4 reported for 2008-09 (see graphs on the next page).
  - The ratio between York and the England average, which stood at 0.97:1 for 2009-10 compared to 0.94:1 in 2008-09. This was below the ‘0.99:1’ LAA target set for 2009-10, but represents a much higher ratio rise than other areas in the Yorkshire & Humber region. Only Leeds is higher.

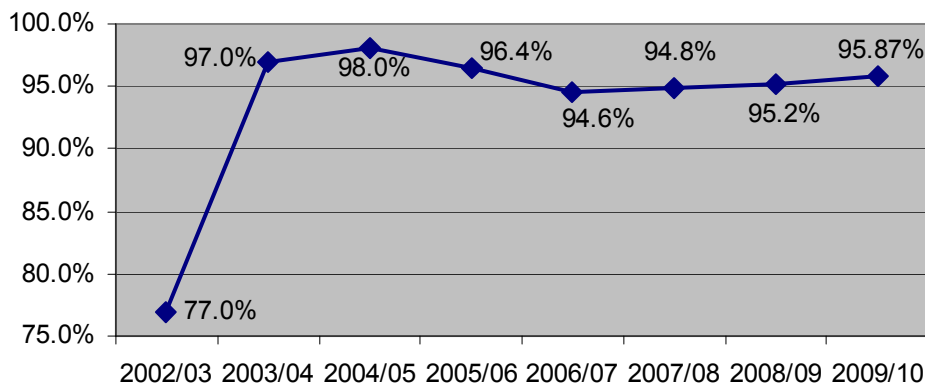




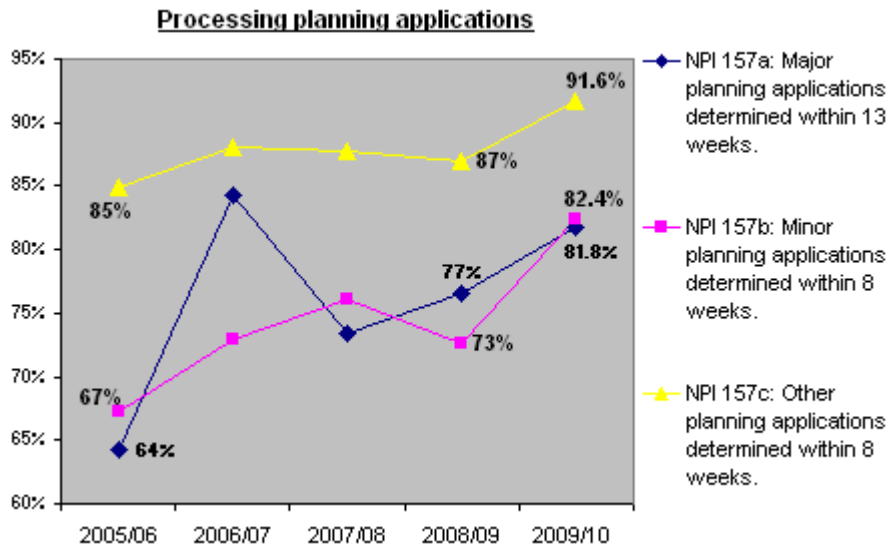
**Environment**

97. *BVPI 106 & NPI 170: Brownfield site development.* The % of new homes in York which were built on previously developed land increased to 95.9% in 2009-10, the highest achieved since 2005-06 (see graph below). However, the % of brownfield land in York that has been vacant or derelict for more than 5 years increased slightly in 2009-10 to 1.06% from 0.96% in 2008-09. Despite the small increase, York is still 2nd quartile based on the latest benchmarking data.

**Brownfield - % of new homes built on previously developed land**



98. *NPI 157: Planning applications* – Significant improvement was achieved in terms of the processing times of planning applications in 2009-10. In particular, a 9.6% increase in the number of minor applications determined within 8 weeks. This moves York up from 2nd to top quartile, based on the latest benchmarking data. However, these improvements have been supported by a drop in the number of planning applications received due to the recession. In 2009-10 the council received significantly less ‘minor’ and ‘major’ applications than in 2008-09. These come on top of previous reductions, which equate to a 32% drop in minor and 65% drop in major applications since 2006-07.



99. *NPI 186: CO2 emissions in the York area - per capita* (LAA indicator). The 2009-10 figure is not yet finalised, but 2008 results suggest that there will be a 10% decrease in CO2 emissions in the York area. If achieved, this will exceed the 8% reduction target set for 2009-10.
100. *NPI 188: Adapting to climate change*. This indicator assesses local authority preparedness and plans to adapt to the changing climate, with grading ranging from level 0 – 4. York has achieved level 1 for 2009-10, which meets the LAA target. Arrangements are now in place to achieve the target of level 2 by March 2011, including the development of a new climate change strategy with partners, agreement for new Park & Ride sites through the Access York initiative, the Cycling city initiative, and new sustainable builds such as the council's new headquarters.

## **Chief Executive's Directorate**

### **Finance**

101. The out-turn for Chief Executive's is an overspend of £62k, which is an improvement of £61k from the position reported at Monitor 3.

	Net Budget £000's	Out-turn £000's	Variance £000's
Chief Executive's Office	2,162	2,132	-30
Civic, Democratic & Legal Services	2,327	2,467	+140
Director of People & Improvement	290	283	-7
Human Resources	314	256	-58
Marketing & Communications	7	24	+17
<b>Total</b>	<b>5,100</b>	<b>5,162</b>	<b>+62</b>

102. The main cause of the overspend is in Civic, Democratic & Legal Services and is primarily linked to the increased cost of legal work related to social care (£101k). This has been offset by staffing and general expenses savings across the directorate and a £53k underspend in Member Services attributable to in year savings on Member allowances following the replacement of EMAP's with scrutiny committees and the abolition of the Shadow Executive.

## Resources Directorate

### Finance

103. Resources is reporting an underspend of £612k at year end, which represents an improvement of £107k from the £505k underspend reported at Monitor 3.

	Net Budget £000's	Out-turn £000's	Variance £000's
Director of Resources	366	268	-98
Finance	245	194	-51
Customer Services & Governance	2,210	2,096	-114
Transformation & Efficiency	446	97	-349
<b>Total</b>	<b>3,267</b>	<b>2,655</b>	<b>-612</b>

104. The main driver for the reported position is a £337k underspend in Operational IT (within Transformation & Efficiency) due to rescheduling the delivery of some major development projects, including the replacement HR/Payroll system. A further underspend of £155k related to Benefits Subsidy, primarily the improved recovery of overpayments, and cost control methods such as vacancy management across the directorate have also contributed to the final position.

### Performance

105. *NPIs 180 & 181: Processing benefit claims.* The 'average' time the council takes to process housing and council tax benefit claims reduced to 13.7 days in 2009-10, which represents an 8% reduction from 2008-09. Changes in Housing Benefit/ Council Tax Benefit entitlements within the year were well above target at 2081 per 1000 and represents a 52% improvement on 2008-09 performance.

### **Update on key projects and actions delivered in 2009-10**

106. The council has completed 80% of its corporate strategy milestones for the 2009-10 year, and the majority of the remainder are due for completion in the next quarter. Some of the key achievements of the last year include:
- New schools – Joseph Rowntree school opened in March 2010. This school has delivered a much improved learning environment for the children and has been recognised as such through receiving a national award for its flexible learning environment.
  - Park and Ride – planning permission for Askham Bar and Wigginton Road received. It is expected that the delivery of new park and ride sites will reduce congestion in the city.
  - Recycling Roll-out – the Groves area now has recycling facilities, and further roll-out continues this summer. This will increase levels of recycling within the city, and there is a roll-out programme to include other areas that do not yet have full recycling collections.
  - Cycling City – a number of additional routes are under way. York has received national funding to become a Cycling City, and further improvements to the cycling network is intended to reduce journeys by car within the city, and therefore reduce congestion and vehicle pollution.
  - Community Stadium – options are being considered, and the outline business case is being prepared. A report will go to Executive in July 2010 with updates and options for recommendation. The aim of this project is to provide additional high quality sporting and community facilities within the city.

- New Council Headquarters – site and developers have been selected. The target date for commencement of works is October 2010, with scheduled completion in 2012.
- Leisure facilities - Energise swimming pool opened in December 2009, to provide improved swimming facilities and thus contribute towards healthier lifestyles for the people of York.
- The Explore Central Library - opened in April 2010, and it is expected that the refurbished building will lead to an increase in the number of library users and library satisfaction. The council was shortlisted for an LGC award on the basis of its partnership with Aviva to carry out the work.
- New Visitor Information Centre - opened in May 2010, with the aim of increasing visitor numbers to York and providing easily-accessible modern premises for the estimated four million visitors who contribute towards the economy of the city.
- Development of the former Terry's site - on 3rd February 2010, planning approval was given for proposals to develop a 'mixed use scheme' on the site. The development proposals include housing, apartments, offices, two hotels, a small shop, a nursery, a medical centre and small retail spaces that will include food and drink outlets. Further detailed applications will be submitted in due course.
- York Sports Village Swimming Pool – The original proposals for the university pool have been redesigned, together with a revised viable business plan. This has also reduced the project costs to £9m (previously £10.3m). Bids for additional funding have been submitted to Sport England, the Football Foundation and the ASA (Amateur Swimming Association) and the Executive is considering a report on this project on 6<sup>th</sup> July.

### **Analysis**

107. All the analysis of service performance, progress on key actions and the financial position of the council is included in the body of the report.

### **Consultation**

108. A number of performance management meetings and forums have taken place at DMTs and CMT to review 2009-10 performance and delivery. These have helped to inform this report.

### **Corporate priorities**

109. The proposals included in this report are designed to demonstrate progress on achieving the council's corporate strategy (2008-12) and the priorities set out in it. In working together the Executive and CMT have proactively driven forward prioritised improvement and addressed performance, delivery or financial issues of corporate concern.

### **Implications**

110. The implications are:
- Financial - the financial implications are dealt with in the body of the report.
  - Human Resources - there are no specific human resource implications to this report, but it does contain important information on staff management and welfare.
  - Equalities - there are no equality implications to this report
  - Legal - there are no legal implications to this report
  - Crime and Disorder - there are no specific crime and disorder implications to this report, but it does provide the Executive with crucial performance information to inform future resource allocation.

- Information Technology - there are no information technology implications to this report
- Property - there are no property implications to this report
- Other - there are no other implications to this report

### **Risk Management**

111. The risk management processes embedded across the council continue to contribute towards managing the risk issues associated with major projects and key areas of service delivery.

### **Recommendations**

112. Members are asked to:

a. Note the performance issues identified in this report.

*Reason: So that corrective action on these performance issues can be taken by CMT and directorates and key areas for improvement can be fed into future corporate planning.*

b. Note the underspend of £322k and the endorse the cost control measures outlined in paragraph 8 continuing into 2010-11.

*Reason: So that consideration can be given to areas of under and over spending and key areas can be fed into the financial planning process.*

c. Review the requests for carry forward funds into 2010-11, totalling £314k for General Fund services, detailed in paragraphs 69 and 85 and determine which ones should be approved. Furthermore, note the request for £20k outlined in paragraph 30 that has already been approved.

*Reason: So that resources can be directed into those areas that meet corporate priorities.*

### **Contact Details**

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