

## Departmental Quarterly Monitoring Report

<b><u>Directorate:</u></b>	Communities Directorate
<b><u>Department:</u></b>	Community and Environment Services
<b><u>Period:</u></b>	Quarter 3 - 1 <sup>st</sup> October – 31 <sup>st</sup> December 2011

### 1.0 Introduction

This quarterly monitoring report covers the Community and Environment Services 3<sup>rd</sup> quarter period up to 31<sup>st</sup> December 2011. It describes 'key' developments and progress against 'key' milestones and performance indicators for the service.

The way in which the Red, Amber and Green, (RAG), symbols and Travel Indicator symbols have been used to reflect progress to date is explained in Appendix 5.

### 2.0 Key Developments

#### **2.1 Open Space Services**

In October 2011 the Open Space Service moved out of its office at Picow Farm Depot to allow asbestos to be removed and a refurbishment of the accommodation to take place. The depot will continue to function throughout the refurbishment period which is expected to be completed by the end of 2011/12 year. Front line staff are currently accommodated in portacabins whilst office based staff are located at Runcorn Town Hall, Stobart Stadium Halton and Victoria Park. When the works are completed all of the main office based functions of the Open Space Service, the events team and Cemeteries & Crematoriums will be brought together in one place for the first time.

Improvements have been carried at Widnes Crematorium that have better facilitated the storage of cremated remains. An office area has also been created for the Crematorium Technician and in Q4 a public toilet will be added. The works have facilitated the closure of the Cemetery Lodge which closed at the end of Q2.

In December 2011 the Open Space Service won the APSE (Association for Public Service Excellence) Performance Networks 'Best Performer' award for its service delivery in the sphere of Parks, Open Spaces and Horticulture. The service gained the award based upon its submitted performance indicator data for the year 2010/11.

## **2.2 Waste and Environmental Improvement Services**

The Vehicle Permit Scheme for accessing the Council's Household Waste Recycling Centres (HWRC's) was introduced on 7<sup>th</sup> November 2011. The Scheme was introduced to help deter and reduce abuse of the Centres by traders who illegally deposit their commercial waste.

In the first two months of the scheme being operated, annual permits have been issued to approximately 600 households and 'temporary' permits have also been issued to a further 500 people who, for example, may have hired or borrowed a vehicle for a single visit to a HWRC.

Early indications are that since the introduction of the scheme there has already been a fall in the levels of waste deposited at the Centres, particularly builder's rubble, which demonstrates the positive impact that the Scheme is having on reducing both the levels of waste and the Council's costs of operating the Centres.

### **Enforcement Activities**


During Q3, there were 9 successful prosecutions and 127 Fixed Penalty Notices issued for litter and waste offences. This takes the total numbers for this financial year to 22 and 326 respectively. A total of 266 other enforcement actions were also carried out during Q3, including issuing of warning letters, statutory notices and other investigations.

## **3.0 Emerging Issues**

There are no emerging issues to report at this time.

## **4.0 Service Objectives / milestones**

### **4.1 Progress against 'key' objectives / milestones**

<b>Total</b>	<b>8</b>		<b>8</b>		<b>0</b>		<b>0</b>
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All 'Key' objectives/milestones are currently on target at this point in the financial year.

Further details of progress concerning 'Key' objectives/milestones for the service are provided within Appendix 1

## 4.2 Progress against 'other' objectives / milestones

Total	2		2		0		0
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All other performance indicators are currently on target at this point in the year and are therefore reported by exception.

## 5.0 Performance indicators

### 5.1 Progress Against 'key' performance indicators

Total	6		6		0		0
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Further details of progress concerning 'Key' performance indicators for the service are provided within Appendix 3.

### 5.2 Progress Against 'other' performance indicators

Total	0		0		0		0
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There are currently no indicators of this type to report.

## 6.0 Risk Control Measures

During the production of the 2011-14 Service Plan, the service was required to undertake a risk assessment of all Key Service Objectives.

Where a Key Service Objective has been assessed and found to have associated 'High' risk, progress against the application of risk treatment measures will be monitored, and reported at year-end.

## **7.0 Progress against high priority equality actions**

As a result of undertaking a departmental Equality Impact Assessment no high priority actions were identified for the service for the period 2011 – 2012.

## **8.0 Data quality statement**

The author provides assurance that the information contained within this report is accurate and valid and that every effort has been made to avoid the omission of data. Where data has been estimated, sourced externally, or where there are any concerns regarding the limitations of its use this has been clearly annotated.

## **9.0 Appendices**

Appendix 1 Progress Against 'key' objectives / milestones

Appendix 2 Progress against 'key' performance indicators





Appendix 3 Emerging Indicators

Appendix 4 Financial Statement

Appendix 5 Explanation of use of symbols




## Appendix 1: Progress Against 'key' objectives / milestones

Ref	Objective
CE5	Continue to improve Parks, Sports Grounds, Open Spaces and Local Nature Reserves.


Milestones	Progress Q 3	Supporting Commentary
<i>Runcorn Hill Park – Parks for People bid. Work up bid to 'Second Round' submission stage (subject to success of First Round), Feb 2012. (AOF10, 12 &amp; 29)</i>		Work is progressing with the bid. Work on the quarry heritage elements have continued through Q2 and are expected to be completed Q3. The bid is currently on schedule for submission to the Heritage Lottery Fund (HLF) in February 2012.
<i>Woodland Expansion - Additional 200m2 of Woodland planted Boroughwide, Mar 2012. (AOF10, 12 &amp; 29)</i>		Tree planting will take place in Q3 and Q4. The milestone is on target to be delivered by March 2012.
<i>Develop a 'Greenspace Strategy', Jul 2011 (AOF10, 12 &amp; 29)</i>		The Greenspace Strategy was in a third draft by the end of Q3 and on target for completion for March 2012.
<i>Create new park and associated landscape improvements at Upton, Mar 2012. (AOF10, 12 &amp; 29)</i>		The first phase in the creation of a new park for Upton which consisted of a Multi Use Games Area, an adventure play area and associated landscape works was completed May 2011. Design work is currently ongoing for the second phase of works and it is anticipated that the project will be completed on schedule by March 2012.

## Appendix 1: Progress Against 'key' objectives / milestones

Ref	Objective
CE6	Implementation of actions to ensure the Council achieves its targets and objectives relating to waste and climate change.









Milestones	Progress Q 3	Supporting Commentary
Carry out a full review of waste and recycling collection systems and implement new policies/operational arrangements as determined by the outcome of the review. <b>Jan 2012</b> (AOF5 & 36)		A review of waste and recycling collection systems is underway. Future updates on the outcome of the review, and proposed changes to service provision as a result, will be presented to Members.
Commence a review of the Council's Waste Management Strategy. <b>Mar 2012</b> (AOF5 & 36)		A review of the Council's Waste Management Strategy will be commenced within the stated timescale.
Deliver projects and initiatives to help improve energy efficiency and reduce CO <sub>2</sub> emissions. <b>Mar 2012</b> (AOF36)		A series of projects and initiatives are on-going. Examples include the production of a 'green guide' to help Council staff become more energy efficient and the continuing programme to support building managers and other responsible officers to help them analyse energy usage data and implement actions to deliver energy efficiencies.

## Appendix 1: Progress Against 'key' objectives / milestones

Ref	Objective	
CE7	Undertake actions to maintain a clean, safe and attractive borough.	
Milestones	Progress Q 3	Supporting Commentary
Develop Action Plans and Protocols with External Agencies to effectively prevent and tackle a range of waste and environmental offences. <b>Mar 2012</b> (AOF5, 27 & 36)		The Council continues to work successfully with its partners and Officers will continue to seek opportunities to agree and develop Action Plans, Protocols and effective joint working arrangements.





## Appendix 2: Progress Against 'key' performance indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
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Service Delivery							
<b><u>CE LI 18</u></b>	Greenstat-Survey, Satisfaction with the standard of maintenance of trees, flowers and flower beds. (Previously EAR LI8)	96.88%	74%	100.00%			Taken from the Greenstat Survey. Satisfaction with the Borough's parks remains high.
<b><u>CE LI 19</u></b>	Residual household waste per household (Previously NI191)	688.86	700	490			This is a cumulative figure however, performance in Q3 is better than the corresponding period from last year (523.28) and early indications are that this target will be exceeded.
<b><u>CE LI 20</u></b>	Household waste recycled and composted (Previously NI192)	38.1%	40%	39.32%			Waste production is subject to seasonal variation and current performance levels will likely fall, however, performance in Q3 is better than the corresponding period from last year (37.9%) and indications are that this years target will be exceeded.
<b><u>CE LI 21</u></b>	Municipal waste land filled (Previously NI193)	63.79%	62%	61.04%			Waste production is subject to seasonal variation and current performance levels will change, however, it is anticipated that this target will be met.



## Appendix 2: Progress Against 'key' performance indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
<b>Quality</b>							
<b><u>CE LI 23</u></b>	Satisfaction with the standard of cleanliness and maintenance of parks and green spaces. (Previously EAR LI2)	100%	92%	100.00%			Monitored via the Greenstat Survey. Satisfaction with the Borough's parks remains high. All participants in the Greenstat surveys considered the Borough's parks to be clean and well maintained.
<b><u>CE LI 24</u></b>	Number of Green Flag Awards for Halton (Previously EAR LI3)	12	12	12			All twelve Green Flag Award parks retained the award.

### Appendix 3: Emerging Indicators

#### Proposed Performance Indicators (Derived from Department of Culture, Media and Sport Business Plan)

Ref <sup>1</sup>	Description	Halton 09/ 10 Actual	Halton 10/11 Target	Halton 10/11 Actual	Halton Targets		
					11/12	12/13	13/14
	<i>Input Indicator</i> – DCMS subsidy per home with broadband access that would not otherwise be connected						
	<i>Input Indicator</i> – Tourism (e.g. subsidy per foreign visitor)						
	<i>Input Indicator</i> – Arts (e.g. Arts Council England subsidy per funded performance)						
	<i>Input Indicator</i> – Museums (e.g. subsidy per visit)						
	<i>Input Indicator</i> – Sport (e.g. subsidy per coach, subsidy per total number of sport sessions)						
	<i>Input Indicator</i> – Heritage (e.g. subsidy per property, subsidy per visit)						
	<i>Impact Indicator</i> – Proportion of adults and children who regularly participate in sport						
	<i>Impact Indicator</i> - Proportion of adults and children who regularly participate in cultural activities and/or proportion of adults and children satisfied with their last cultural experience						
	<i>Impact Indicator</i> – Proportion of people who volunteer or donate to cultural or sporting organisations						
	<i>Impact Indicator</i> – Proportion of people employed in tourism and/or spend per foreign visitor						
	<i>Impact Indicator</i> – UK broadband take-up						

Further detailed information is awaited from Department of Culture, Media and Sport Business Plan regarding the above measures. The Business Plan can be obtained from the Number10.gov website.

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## Appendix 4: Financial Statement

### COMMUNITY & ENVIRONMENT DEPARTMENT Revenue Budget as at 31/12/2011

	Annual Budget £'000	Budget To Date £'000	Actual to Date £'000	Variance To Date (overspend) £'000
<b><u>Expenditure</u></b>				
Employees	11,565	8,684	9,135	(451)
Other Premises	1,144	771	689	82
Supplies & Services	1,286	960	835	125
Book Fund	232	174	93	81
Promotional	153	115	164	(49)
Other Hired Services	936	661	638	23
Food Provisions	541	388	338	50
School Meals Food	1,614	871	856	15
Bar Provisions	329	253	272	(19)
Transport	30	22	27	(5)
Other Agency Costs	951	702	644	58
Waste Disposal Contracts	5,232	2,682	2,521	161
Leisure Management Contract	1,395	799	851	(52)
Development Projects	213	0	0	0
Capital Financing	84	5	5	0
<b>Gross Spending</b>	<b>25,705</b>	<b>17,087</b>	<b>17,068</b>	<b>19</b>
<b><u>Income</u></b>				
Sales Income	-1,891	-1,363	-1,349	(14)
School Meals Sales	-2,128	-1,054	-1,065	11
Fees & Charges Income	-2,588	-1,857	-1,785	(72)
Rents Income	-83	-63	-34	(29)
Government Grant Income	-26	-20	-58	38
Reimbursements & Other Grant Income	-893	-727	-715	(12)
Schools SLA Income	-240	-136	-127	(9)
Internal Fees Income	-319	-239	-202	(37)
School Meals Other Income	-1,850	-1,593	-1,626	33
Capital Salaries	-101	-61	-61	0
Transfers From Reserves	-290	-211	-211	0
<b>Gross Income</b>	<b>-10,409</b>	<b>-7,324</b>	<b>-7,233</b>	<b>(91)</b>
<b>Net Operational Expenditure</b>	<b>15,296</b>	<b>9,763</b>	<b>9,835</b>	<b>(72)</b>
<b><u>Recharges</u></b>				
Premises Support	1,186	846	846	0
Transport Recharges	2,162	1,529	1,529	0
Departmental Support Services	9	0	0	0
Central Support Services	2,925	2,204	2,204	0
Asset Charges	2,399	0	0	0
HBC Support Costs Income	-314	-63	-63	0
<b>Net Total Recharges</b>	<b>8,367</b>	<b>4,516</b>	<b>4,516</b>	<b>0</b>
<b>Net Departmental Total</b>	<b>23,663</b>	<b>14,279</b>	<b>14,351</b>	<b>(72)</b>

### Comments on the above figures:

#### Revenue Spending

Net operational budget is £72,000 above budget profile at the end of the third quarter of the financial year. Employee spending is still the main area of concern as well as internal and external fees incomes lines.

Staffing expenditure continues to spend above budget, though primarily due to savings targets for premium pay elements. Libraries have made savings in this area by reducing posts and adjusting hours worked. The use of agency staff for Open Spaces and Waste Management to sustain front line services is a main factor in the collective overspends. All Overtime budgets are in an overspend position with the exception of School Catering.

Supplies and Services expenditure is continuing to spend under budget as managers across the Department make savings mainly on advertising and marketing, but also school meals repairs and equipment.

Quarter three has seen a large amount of expenditure on the promotional heading. Income for these events is actually overachieving but is offset by shortfalls in a number of income budgets within Open Spaces and Waste Management. A general fall in custom has been experienced across other divisions like the Stadium and winter has an impact on some Commercial Catering cost centres such as parks. Sales incomes have fallen in quarter three and are not in proportion with the earlier part of the year. The Stadium has suffered due to no fixtures whilst the pitch is re-laid and registrars, cemeteries and crematorium incomes have also dipped. It is possible all these incomes could pick up but reliance on custom received.

Food provisions continue to be lower than budget profile with a fall in purchases for Stadium fixtures and savings made on School catering contracts. As mentioned above, Stadium income, both internal and external has suffered due to lower sales of food products meaning any chance of profits are also not realised.

Contracts for Waste Management and Leisure & Recreation have been evaluated from updated information obtained on projected costs. It is likely Waste management costs will underspend. The Leisure contract had a significant budget reduction last year and contract prices remain at a higher level. It is not expected to fully meet this requirement for the full year.

Leisure & Recreation reimbursement income for the use of sports facilities by the Ormiston Bolingbroke Academy has been resolved and income has now been received. Future year's incomes could be affected if the Academy does continue to look to other providers. Rents income continues to be affected by the reduction in use by Everton, who may not wish to use the artificial pitch. However, other sources of rental income may be possible once the pitch works are completed.

At this stage, net expenditure for the Department is anticipated to be £90,000 above budget at the end of the financial year.




## Appendix 4: Financial Statement

### Capital Projects as at 31 December 2011

	2011/12 Capital Allocation £'000	Allocation To Date £'000	Actual Spend To Date £'000	Allocation Remaining £'000
Stadium Minor Works	30	23	47	(17)
Children's Playground Equipment	75	56	5	70
Landfill Tax Credit Scheme	340	255	5	335
Playground Arley Drive	114	85	105	9
The Glen	32	24	33	(1)
Crow Wood Park	9	6	17	(8)
Open Spaces Scheme	150	113	53	97
Runcorn Cemetery Extension	256	192	98	158
Installation of 5 Multi Use Games Areas	107	80	78	29
Allotments	6	4	6	0
Dev of Facilities at RTH Park	127	95	16	111
Litter Bins	20	15	1	19
<b>Total Spending</b>	<b>1,266</b>	<b>948</b>	<b>464</b>	<b>802</b>




## Appendix 5: Explanation of Symbols

Symbols are used in the following manner:

<b>Progress</b>	<b><u>Objective</u></b>	<b><u>Performance Indicator</u></b>
<b>Green</b>	 Indicates that the <u>objective is on course to be achieved</u> within the appropriate timeframe.	<i>Indicates that the annual target <u>is on course to be achieved</u>.</i>
<b>Amber</b>	 Indicates that it is <u>uncertain or too early to say at this stage</u> , whether the milestone/objective will be achieved within the appropriate timeframe.	<i>Indicates that it is <u>uncertain or too early to say at this stage</u> whether the annual target is on course to be achieved.</i>
<b>Red</b>	 Indicates that it is <u>highly likely or certain</u> that the objective will not be achieved within the appropriate timeframe.	<i>Indicates that the target <u>will not be achieved</u> unless there is an <u>intervention or remedial action</u> taken.</i>

### **Direction of Travel Indicator**

Where possible performance measures will also identify a direction of travel using the following convention

<b>Green</b>	 Indicates that <b>performance is better</b> as compared to the same period last year.
<b>Amber</b>	 Indicates that <b>performance is the same</b> as compared to the same period last year.
<b>Red</b>	 Indicates that <b>performance is worse</b> as compared to the same period last year.
<b>N/A</b>	Indicates that the measure cannot be compared to the same period last year.