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Ward (s) affected	The Business and Budget Report covers the whole District
Subject	Month 7 – 2015/16 Business and Budget Monitoring
RECOMMENDATIONS	
That the Executive notes the Council’s performance and financial position for the end of October (Month 7) 2015/16.	

EXECUTIVE SUMMARY	
<p>This report provides the Executive with progress made so far in 2015/16 to deliver on our priorities, and provides the financial context. It highlights areas of good performance and, where performance has fallen below the target set, outlines the reasons and the actions taken in response.</p> <p>The report is set out in four parts:</p> <ul style="list-style-type: none"> Part 1 - introduction Part 2 - performance issues Part 3 - budget monitoring – revenue Part 4 - budget monitoring - capital <p>There are four appendices:</p> <ul style="list-style-type: none"> Appendix A summarises progress against the projects Appendix B summarises progress against the performance indicators Appendix C sets out the revenue position by business area Appendix D summarises the progress on capital schemes 	
CORPORATE PRIORITIES	
This report is an update on the Council’s progress in implementing the priorities contained in the Corporate Strategy.	
The Executive has the authority to determine the recommendations	

1.0 INTRODUCTION

1.1 In March 2015, MVDC adopted a new Corporate Strategy for the period 2015-2019. The strategy is framed around three priority outcomes:

- Environment – a highly attractive area with housing that meets local need
- Prosperity – a vibrant local economy with thriving towns and villages
- Community Wellbeing – active communities and support for those who need it

1.2 A portfolio of projects, strategies and performance indicators has been developed to enable MVDC to manage, monitor and report on progress being made on delivering the priorities.

Projects

1.3 The full list of 17 projects, and progress being made, is given in Appendix A. Each project that is in its implementation phase has been rated for time and cost.

Time – is the project on schedule? Is completion forecast to slip? (Amber status indicates that although the timescale might lengthen, the overall outcome of the project is unlikely to be compromised; red indicates that the outcome(s) of the project are likely to be compromised by the slippage in the programme).

Cost – is the project cost containable within the anticipated budget? (Amber indicates a possibility/likelihood of a material overspending. Red indicates an inevitable material overspending).

1.4 One of the 17 projects is still being developed and therefore does not have red, amber or green (RAG) ratings. Of the remaining 16 projects, performance is assessed as follows for time and cost:

- Time: 14 projects are green, 2 amber, 0 red
- Cost: 16 projects are green, 0 amber, 0 red

Performance Indicators

1.5 The full list of 21 performance indicators (PIs), and progress being made on these, is given in Appendix B. Five do not have targets as they are indicators which put the other performance indicators into context, such as the overall business rateable value of the district. Four are reported on an annual basis. At the end of October 2015, of the remaining 12 PIs, performance is assessed as follows:

- PIs on or above target (green): 11 (91.66%)
- PIs slightly off target (amber): 1 (8.3%)
- PIs off target (red): 0 (0%)

1.6 Comparing this year's performance with the same period last year, seven out of the nine PIs for which we have 2014/15 data have either performed better or stayed at similar levels (77.8%).

- 1.7 A number of indicators have performed better than the targets set, notably:
- Percentage of major applications processed within 13 weeks
 - Percentage of food businesses with a 'Scores on the door' of 3 or over
 - Telecare Service – Customer Satisfaction Score following use of the alarm service

Budget

- 1.8 The monitoring of the Council's budget shows a projected underspend on revenue of £66,000 after seven months of the year. The latest projected capital position is £98,000 below the approved budget.

2.0 PERFORMANCE ISSUES

ENVIRONMENT

- 2.1 There are three projects under the Environment priority. One is in the development stage and therefore does not have ratings; the remaining two have been rated green for time and cost.
- 2.2 There are five Environment performance indicators; with four being reported against a target; two of these have annual targets; two are reported monthly. The two monthly performance indicators with set targets met or exceeded their targets.

Local Plan and Infrastructure Assessment

- 2.3 The Local Development Scheme, which will establish the timetable and scope of the **Local Plan**, is due to be considered by the Executive in January 2016.
- 2.4 A major consultation has been launched to obtain feedback regarding the **infrastructure needs** of Mole Valley. The consultation is focused on understanding residents' and businesses' opinions on the main physical elements of every day life such as; roads, public transport, schools, town centre facilities and GP surgeries. Residents, businesses and community groups across the District will all be invited to give their views on the changes they believe are necessary.
- 2.5 Thousands of freepost mail shots have gone out across the district giving residents and businesses a quick and easy way to have their say. By logging on to www.molevalley.gov.uk/ina there is the opportunity to fill in a more detailed questionnaire to expand on these views. As part of the engagement scheme, Dorking Halls Box Office has featured a fun 'Wishing Well' scene where residents can post their contributions.
- 2.6 The Infrastructure Needs Assessment will compliment and build on the Town Centre Masterplanning process for Transform Leatherhead and the ongoing work in the five neighbourhood planning areas, Ashted, Bookham, Capel, Ockley and Westcott.

Housing

- 2.7 A total of forty affordable homes have been completed so far this financial year.

Waste and Recycling

- 2.8 The Surrey-wide food waste intervention campaign was launched in early October and is making very good progress. Collected tonnage has risen by 20% compared to the monthly average before the campaign began this year, and has risen 7% when measured against October last year. This is with only a small area of the District having been covered so far. The project is now being rolled out to all households. The campaign is receiving positive feedback from residents and the number of requests for food waste caddies has risen dramatically. A full review of progress against MVDC's Recycling Action Plan will be considered by Council in November 2015.
- 2.9 The revised Christmas collection schedule is now available for residents to help them plan ahead. The revised collections begin on Saturday 19th December, having brought forward collections from Monday 21st December. Full details are available on the website and are being publicised using a number of communication channels.
- 2.10 The number of missed bins per 100,000 collections is currently 39. This represents strong performance, with actual performance of 33 during October, representing 99.97% of bins collected as scheduled.

Keep it Clean campaign

- 2.11 The Keep Mole Valley Clean campaign continues to reach residents and businesses. We now have waste trucks in the district displaying the #CleanMV message.
- 2.12 The campaign has reached out to businesses through the "The Clean High Street Pledge", which was launched in Bookham and is being extended across Mole Valley's towns and villages. More information is available on-line at www.molevalley.gov.uk/cleanmv

Hope Springs Eternal – Deepdene Trail

- 2.13 The Hope Springs Eternal project, funded by the National Lottery Fund, is making good progress. The landscaping tender has been awarded for the landscape architect (Land Management Services) allowing works to begin on site to start repairing and relinking the Deepdene Estate. The Activity Plan Coordinator has started and is liaising with partner organisations to begin the implementation of the education and wellbeing aspects of the project. Tenders for the virtual tour and app are being drawn up.
- 2.14 A two-page feature article about the the Deepdene Trail was published in the November issue of Surrey Life. A number of 'hard hat' tours on site for members of the public have taken place, to build excitement amongst the local population about the opening in September. Work is underway to create a bespoke website for the Deepdene Trail. The website will feature all

information relating to the trail including visitor information, history, the virtual tour and access to the websites of key partners who are involved in this significant heritage project.

PROSPERITY

- 2.15 There are five projects under the Prosperity priority; all ratings are green.
- 2.16 There are seven performance indicators, five of which are reported against a target. Four of these performance indicators either met or exceeded their targets.

Transform Leatherhead

- 2.17 The reports on the first stage of consultation and the proposed exhibition boards forming part of the second stage of consultation were considered by Scrutiny on in November and are being discussed by the Executive in December.

Income streams

- 2.18 The percentage of **business rates** collected are on target. The total **rateable value of the district** was £90,357,506.00, a marginal increase from £90,300,306 in September.
- 2.19 The percentage of **Council tax** collected is slightly below the target at this point in the year. However, it is still predicted to achieve the targets set for the end of the year. For 2014/15, Mole Valley District Council was in the top three best performing authorities nationally for council tax collection.
- 2.20 The **Community Infrastructure Levy (CIL)** is a way that Mole Valley District Council can charge developers to help fund roads, schools, health and recreation (infrastructure) needs and support growth in the district. The charges will ensure that developers make a fair contribution to managing the wider infrastructure impacts of their proposals.
- 2.21 A preliminary charging schedule was put out to consultation for six weeks between August and September 2015. As a result of the feedback received, a number of changes have been made. At its meeting in December, the Executive will be asked to recommend to Council that the CIL draft charging schedule and supporting documents be submitted for examination by an independent examiner following a final phase of consultation early in the New Year.

Pippbrook Site

- 2.22 The **Pippbrook office refurbishment** project is continuing to move forward with an anticipated start date of January 2016 and completion by the end of the year. The costs, plan and programme from the contractors, Willmott Dixon, will go to the Executive in December for approval. The total costs for the construction, professional fees and other costs relating to the management of the refurbishment are all contained within the budget of £4.5m set for this project. Staff engagement has taken place over the past four weeks with consultation taking place with each individual team, regarding

the phasing programme, decant strategy, and office layout.

- 2.23 Some staff will be using **Pippbrook House** from early December until the refurbishment project of Pippbrook is completed. MVDC continues to prepare the property to be marketed albeit on a delayed time frame due to the temporary use of the building for decanting staff during the refurbishment of the Pippbrook offices.

Planning Applications

- 2.24 Performance is above target to process **major, minor and 'other' planning applications** within the agreed timeframes. For all three indicators, performance is significantly above target, with 100% of major applications approved within the timescale and performance has improved when compared to the same period last year.

Parking

- 2.25 The Christmas Parking offer across the District has been agreed and follows a similar format to Christmas 2014. Free parking will be offered in all Mole Valley District Council car parks from noon on the three Saturdays before Christmas (5, 12 and 19 December).
- 2.26 The first of MVDC's 'Free after 3' parking was provided in Leatherhead on 31st October as part of the pre-Christmas parking offer. Further 'Free after 3' parking is scheduled for 3rd (Dorking), 8th (Ashted) and 10th (Bookham) December. The feedback on this has been very positive, with a high take up.
- 2.27 MVDC is working in partnership with the Federation of Small Businesses to support 'Small Business Saturday' on 5th December. Officers have recently attended a meeting of the Bookham Residents Association to discuss parking in the village. The introduction of the free bays in Lower Shott was recognised and some further ideas for the car park proposed, which the Environmental Services Manager will discuss with local Members and the Executive Member for Property and Parking.
- 2.28 Strong progress is being made with the Parking Strategy, with 26 out of 28 actions completed. At the time of writing, an update on the Parking Service and the delivery of the strategy was due to be considered at Council on 24th November.
- 2.29 In November, a new record was set in Mole Valley with over 2,000 parking sessions booked through RingGo in one week. RingGo has proven popular since its launch two years ago; the app enables residents to pay for parking without the need for cash, and allows them to book in one minute intervals at the Council's penny-a-minute rate.

COMMUNITY WELLBEING

- 2.30 There are nine projects under the Community Wellbeing priority. Two have been rated amber for time (the Pitstop and Meadowbank regeneration). All other ratings are green.
- 2.31 There are six performance indicators, of which four have a target set that

were either met or exceeded.

Wellbeing Strategy

- 2.32 The Wellbeing Strategy was agreed by the Executive in October. The priorities are:
- Reducing the number of adults who have excess weight and/or are obese
 - Supporting countywide and national campaigns relating to reducing the level of 'increased-risk' drinking and the number of alcohol-related admissions in under-18s, smoking cessation and road safety
 - Reducing the incidence of childhood obesity
 - Reducing social isolation and working to support carers in our communities
 - Protecting and improving the mental health of residents
 - Reducing the rate of malignant melanoma
- 2.33 Each priority has an associated High-Level Action Plan setting out the initiatives that MVDC and its partners will undertake in order to combat health inequalities and improve physical and mental wellbeing in the district. Work is already underway and good progress is being made.
- 2.34 Delivery of the Strategy will contribute to the achievement of positive outcomes for Mole Valley residents. For example:
- 2.35 Development of parks and open spaces as wellbeing destinations to encourage children and adults alike to enjoy physical activity to contribute to the reduction and prevention of issues related to carrying excess weight and improved mental health. The project to enhance Meadowbank in Dorking will bring exciting opportunities for outdoor activity for adults and children in parallel with the development of the football and wellbeing centres.
- 2.36 Further development of the range of activities and interests for older and potentially isolated residents at the Fairfield Social and Wellbeing Centres as well as the Dorking Christian Centre.
- 2.37 Rollout of the Community HeartStart and Public Access Defibrillator project which Mole Valley District Council is facilitating in partnership with the British Heart Foundation and South East Coast Ambulance Service. This programme encourages communities to attend essential life-saving training including basic CPR and defibrillator use. The next step is then to assist the community in acquiring and making available a Public Access Defibrillator (PAD).

Meadowbank

- 2.38 The project continues to proceed through the timetable. As with all major capital works projects, there remains a possibility that external factors introduce slippage to delivery and effective planning means that parties involved recognise this and retain flexibility during the development phase.

Play Provision

- 2.39 Play equipment has been installed at King George V Playing Fields and the site is open for use. An opening event will be arranged once the tree seat and

benches have been installed. The play equipment in Holmwood Park is almost fully installed, with surfacing to follow. The playground is nearly completed at Lower Road Rec in Bookham; the safety surfacing has recently been laid. A few trees and plants are due to be planted shortly and this site should be ready to open in late November.

- 2.40 The playground tenders for Meadowbank have been dispatched and are due to be returned by the 27th November for consultation before Christmas.

Cycling Plan

- 2.41 On 15th October an engagement event was held which included presentations from local communities, horse riders and cycling groups. The event was well received by the attendees and started a dialogue between these groups. Work continues with the Neighbourhood Police Team to develop the learning from this event and to strengthen our engagement with these key groups. A full progress report on the delivery of the action plan will be taken to Council on 24th November.

Homelessness

- 2.42 The basis of the **Homelessness Strategy** is to achieve the National Practitioner Standard for Homelessness. The first stage is a peer review. A partnership with Tandridge, Surrey Heath, Runnymede, and Reigate and Banstead has been formed to undertake the peer reviews. The Surrey Heath peer review was conducted in June and Mole Valley during the last week of July.
- 2.43 Mole Valley did exceptionally well in this process, with a score of 72%, significantly in excess of the national average for a small authority. Preparations are underway to implement recommendations arising from the review and to move onto the next stage, which is to achieve the ten challenges set out in the Homelessness Strategy.
- 2.44 Evidence for the first of the ten challenges (corporate commitment to homelessness) has been submitted to the National Practitioner Support Service (NPSS) for assessment - the result will be known after Christmas. The evidence to show MVDC's corporate commitment to homelessness included: statements to tackle homelessness in key documents such as the Corporate Strategy, Asset Management Strategy, Wellbeing Strategy; the acquisition of emergency accommodation; and homelessness monitoring statistics.
- 2.45 The **emergency accommodation** project is complete and seven homes have been secured. An Executive report for the January Executive will be prepared with a proposal for spending the remainder of the budget.
- 2.46 **The Pitstop** has reviewed its service and intends in the future to provide lunch and somewhere for people to meet. They are considering smaller premises and have looked at a number of premises, none of which have been suitable.
- 2.47 At the end of October there were 11 homeless households placed in **bed and breakfast** accommodation, an increase of three households compared to the

end of September. None of these households have remained in bed and breakfast for over six weeks.

- 2.48 **Housing advice** is offered with a view to preventing homelessness occurring and, during the first seven months of 2015-16, 65 households have been prevented from becoming homeless.

Food hygiene ratings

- 2.49 The percentage of food businesses with a 'score on the door' of 3 or over remains at a consistently high level, with 96% of business premises assigned a hygiene rating of 3 or over, well in excess of the target of 90%.

Community Connect

- 2.50 Community Plans and Household Emergency Plans have been re-drafted and will be promoted by all agencies over the winter period. The training package for community volunteers is being developed aimed at keeping volunteers safe, and is likely to focus on Working Near Water and Working Near the Highway. MVDC are also promoting the Environment Agency's 'Flood Aware' campaign. A county-wide campaign has also been developed: 'Surrey Prepared' will launch later this year supported by MVDC.

3.0 BUDGET MONITORING – REVENUE

- 3.1 The net revenue budget for 2015/16 is £10,055,000. The budget managers have assessed their financial position after seven months of the year (end of October) and projected their outturn figure at the end of the financial year. The sum of these projections is £9,989,000, a projected underspend of £66,000. The previous month's budget monitoring projected an overspend of £4,000.
- 3.2 It is important to recognise the inherent margin of error in any system of forecasts. Given the Council's total financial activity of £36m, (£23m expenditure and £13m income) it is recommended that a margin of error of around £0.2m (around 0.5%) should be allowed at this stage of the year. Experience suggests that spending at year end is likely to be slightly lower than projections during the year, so the overall outturn is projected to be between on target and a small underspending of say £0.2m.
- 3.3 The details for each service are set out at Appendix C. The most significant projected variations (over £50,000) are listed below:
- **Partnerships: £63,000 underspend** – as reported in previous months, the receipts from fees and charges have continued to rise at the Leatherhead Leisure Centre. The year-end assessment of income has resulted in a "profit share" of the surplus with the Council.
 - **Planning Policy: £71,000 underspend** – the projected underspend is due to the current level of staffing vacancies in the team, although it is important to fill these as soon as possible in order to avoid an impact on the delivery of current projects. Following the completion of a current formal staff consultation on restructuring, recruitment will soon be underway to address immediate capacity and capability issues in the

economic development function. Looking ahead to the preparation of the Local Plan, it will be important to ensure sufficient staff resource is in place to manage the complex and inter-related programmes of work involved in its development.

- **Planning Support: £81,000 underspend** – the current level of business, including grant from Government, indicates a surplus of £81,000 this year beyond the budgeted income.
- **Housing: £64,000 overspend** – increased storage and removal expenses relating to the turnover in bed and breakfast accommodation as well as the increase in homelessness due to the end of tenancies in the private rented sector are the main reasons for the projected overspend. The projection assumes that the current activity level will continue to year end. To some extent, the increased costs reflect the success of MVDC's efforts to reduce the use of B&B including the acquisition of the new emergency accommodation units. Nevertheless, the current arrangements are being carefully reviewed and the potential long term impact of this issue will be considered as part of the budget planning process for 2016/17.
- **Strategic Management Team: £60,000 overspend** – this arises partly from difficulties in the recruitment of strategic planning managers in the current labour market.
- **Benefits: £7,000 underspend** – although the overall projected outturn is close to budget, there are major variations when the cost of the Administration Team is separated from the actual benefits paid and recovered. There is a projected overspend on the cost of the Administration Team of £68,000 due to reduced government grant, as reported in the Month 3 report to Executive. This is offset by a forecast of increased recovery of overpayments of £75,000 following a national large-scale data matching exercise.
- **Transform Leatherhead:** the Council approved the use of reserves to fund spending on this project between 2014/15 to 2016/17 of up to £511,000. The latest projection for this year's spend is £248,000, in line with the projected spending profile.
- **Property: Claire House & James House, Leatherhead** – These properties were purchased earlier in the year in connection with the Transform Leatherhead project. The full costs relating to development of these properties will be assessed and included in a capital programme proposal to Council. In the meantime, ongoing revenue costs such as rates and security are anticipated to be of the order of £80,000 to £90,000 this year. These will be funded from the Council's revenue reserves in 2015/16, in the same way as the Transform Leatherhead project costs set out above.

4.0 BUDGET MONITORING – CAPITAL

- 4.1 Projected capital expenditure has reduced by £98,000 since the previous Executive report. The decrease relates to the LINKS playing field project at St John's Primary School in Dorking. The £100,000 intended contribution from the Council will be removed from the capital programme and returned to

reserves. The basis upon which MVDC were making the contribution to the project changed and it was no longer felt appropriate to continue with the commitment.

- 4.2 Other than the issue above, the projected expenditure on capital schemes (as set out in the programme in Appendix D), is in line with budget.

Projects Portfolio (Month 7 – October 2015)

Each project has been scored 'red', 'amber' or 'green' for time and cost. The following criteria have been used:

Time – is the project on schedule? Is completion forecast to slip? (Amber status indicates that although the timescale might lengthen, the overall outcome of the project is unlikely to be compromised. Red indicates that the outcome(s) of the project are likely to be compromised by the slippage in the programme).

Cost – is the project cost containable within the anticipated budget? (Amber indicates a possibility/likelihood of a material overspending. Red indicates an inevitable material overspending).

n/a is given where the project is not yet in its implementation phase.

ENVIRONMENT

Project title and description	Time	Cost
Waste and Recycling Plan Implementing the waste and recycling action plan developed in partnership with the Surrey Waste Partnership	G	G
Mole Valley Local Plan Setting out policies and proposals for the use and development of land in the district	n/a	n/a
Hope Springs Eternal Regenerating Deepdene Estate	G	G

PROSPERITY

Project title and description	Time	Cost
Transform Leatherhead Transforming Leatherhead town centre	G	G
Pippbrook refurbishment Delivering the building works aspect of the Pippbrook site programme	G	G
Pippbrook House Deciding the future of Pippbrook House, in conjunction with the office refurbishment	G	G
Community Infrastructure Levy (CIL) Implementing the Community Infrastructure Levy	G	G
Parking Strategy Making the best use of our town centre parking, balancing the needs of residents and local businesses	G	G

COMMUNITY WELLBEING

Project title and description	Time	Cost
Meadowbank regeneration Redeveloping Dorking Football Ground site to include new clubhouse and offices and associated facilities; sustainable pitch; children's soft play area; toilets and cafe; stands, dugouts and cycle stores	A	G
Wellbeing Strategy Implementing wellbeing priorities, in line with the county council's strategy	G	G
Play provision improvements Replacing play equipment: <ul style="list-style-type: none"> a) King George V playing field; Holmwood Park; Lower Road; b) Meadowbank 	G	G
Local Cycling Plan Promoting cycling as a healthy and sustainable mode of transport and reduce the impact of formal and informal cycling events on our communities and businesses	G	G
Homelessness Strategy Preventing and managing homelessness	G	G
Emergency accommodation Acquiring emergency accommodation for homeless households	G	G
The Pitstop Acquiring new premises for the Pitstop day centre	A	G
Customer Care Programme Embedding a customer-focused culture across the organisation	G	G
Community Connect Network Supporting and encouraging community resilience following the flood events of Christmas 2013	G	G

Performance indicators April – October 2015

	PRIORITY : ENVIRONMENT	April – October 2014/15	April-October 2015/16	Current Target Status	2015/16 Target	DoT¹
1a	Housing :net increase in number of dwellings (<i>The net increase in the number of dwellings completed in the period in Mole Valley</i>)	N/A	90 ²	N/A	163	N/A
1b	Housing :number of affordable homes (<i>a count of the number of affordable homes provided in the year</i>)	66 ³	40	N/A	50	N/A
2	Energy efficiency: CO2 reduction from the Council's operations (<i>collected annually. Council's CO2 is collected from annual energy usage in buildings and fuel consumption of vehicles on Council business. The year on year usage is then compared to get the CO2 reduction.</i>)	10.3% ⁴	N/A	N/A ⁵	Context indicator	N/A
3	Number of missed bins per 100,000 collections (<i>cumulative year to date figure calculated from the number of reported missed bins divided by the number of properties visited for scheduled collections of refuse and recycling</i>)	35	39	☺	80	↓
4	Percentage of waste sent for recycling, reuse and composting (<i>cumulative year to date figure, calculated by comparing the amount of waste sent for recycling, reuse and composting against the total waste collected</i>)	57.7%	57.9%	☺	54.96% ⁶	↔

	PRIORITY : PROSPERITY	April-October 2014/15	April-October 2015/16	Current Target Status	2015/16 Target	DoT
5	Percentage of council tax collected (<i>calculated, as a cumulative year to date figure, from the total council tax payments received compared to the total amounts payable in that year</i>)	69.8%	69.3%	☹	69.8% ⁷	↔
6	Percentage of non-domestic rates collected (<i>calculated, as a cumulative year to date figure, from the total business rates payments received compared to the total amounts payable in that year</i>)	70.4%	69.3%	☺	68.5% ⁸	↓
7	Overall business rateable value of the district (<i>total rateable value held on the Local Valuation List for Mole Valley in respect of the business properties situated within the Mole Valley area</i>)	N/A	£90.36m	N/A	Context indicator	N/A
8	Cost of services (<i>expenditure per head of population in comparison with other Surrey Districts and Boroughs</i>)	N/A	£116.50 ⁹	N/A	Context indicator	N/A
9a	Percentage of major applications processed within 13	71.4%	100% ¹⁰	☺	60%	↑

¹ DoT: Direction of Travel compared with same period last year

² Figure available a month in arrears. As at September 2015.

³ Total for 2014/15

⁴ Percentage reduction by 2013/14 from 2008/19 baseline

⁵ Calculated using data from a variety of sources, with the annual figure available in the third quarter.

⁶ Target amended following Environment Agency/DEFRA decision to permit street sweepings to be included

⁷ Target as at end October 2015

⁸ Target as at end October 2015

⁹ Annual figure. Comparative figures from other Surrey Districts and Boroughs are being collated to provide benchmark data. The data will be collected once each year, based on the agreed budget decisions of each Council.

¹⁰ 10 out of 10 major applications determined in the period (including with an agreed extension of time)

	PRIORITY : PROSPERITY	April-October 2014/15	April-October 2015/16	Current Target Status	2015/16 Target	DoT
	weeks (cumulative year to date figure of the number of applications processed within timescales against total received)					
9b	Percentage of minor applications processed within 8 weeks (cumulative year to date figure of the number of applications processed within timescales against total received)	66.8%	78.1% ¹¹	😊	65%	↑
9c	Percentage of other applications processed within 8 weeks (cumulative year to date figure of the number of applications processed within timescales against total received)	77.8%	90.8% ¹²	😊	80%	↑

	PRIORITY : COMMUNITY WELLBEING	April – October 2014/15	April-October 2015/16	Current Target Status	2015/16 Target	DoT¹³
10	Percentage of Telecare calls answered within 60 seconds (cumulative year to date figure generated from Telecare's call handling system, which automatically records all answering times)	98.0%	98.1%	😊	97.5%	↔
11a	Number of households in temporary Bed & Breakfast accommodation (actual number of all households in temporary Bed & Breakfast at the end of the month)	3	11	N/A	Context indicator	N/A
11b	Number of families with children in temporary Bed & Breakfast accommodation for longer than six weeks (actual number of households with children and/or expecting a child in temporary Bed & Breakfast for longer than six weeks at the end of the month)	N/A	0	😊	0	N/A
11c	Number of 16 or 17 year olds in temporary Bed & Breakfast accommodation for longer than six weeks (actual number of 16 or 17 year olds in temporary Bed & Breakfast for longer than six weeks at the end of the month)	N/A	0	😊	0	N/A
12	Housing Advice – Instances of homelessness prevented (cumulative year to date figure of the number of households prevented from becoming homeless, through advice offered by the housing team)	54	65	N/A	Context indicator	N/A
13	Percentage of food businesses with a 'Scores on the door' of 3 or over (This is an 'as is now' figure at the end of each period, which represents the number of business assigned an hygiene rating of 3 or over, by the environmental health team)	91%	96%	😊	90%	↑

	CUSTOMER SATISFACTION	April-September 2014/15	April-September 2015/16	Current Target Status	2015/16 Target	DoT¹⁴
	Community Transport Customer satisfaction (calculated from surveys with customers)	96% ¹⁵	N/A	N/A	98%	N/A

¹¹ 164 out of 210 minor applications determined in the period (including with an agreed extension of time)

¹² 523 out of 576 other applications determined in the period (including with an agreed extension of time)

¹³ DoT: Direction of Travel compared with same period last year

¹⁴ DoT: Direction of Travel compared with same period last year

¹⁵ Customer satisfaction survey 2011

	CUSTOMER SATISFACTION	April-September 2014/15	April-September 2015/16	Current Target Status	2015/16 Target	DoT¹⁴
	Day Centres Customer Satisfaction (<i>calculated from surveys with customers</i>)	96.5% ¹⁶	N/A	N/A	92.5%	N/A
	Telecare Service – Customer Satisfaction Score following use of alarm service (<i>calculated from surveys with customers</i>)	98.8% ¹⁷	100.0% ¹⁸	😊	98.5%	N/A

The Customer Satisfaction surveys for Community Transport and the Day Centre are scheduled to take place in February 2016.

Key to symbols

Direction of Travel (DoT)

- ↑ - Performance has improved compared to same period last year
- ↓ - Performance has not improved compared to same period last year
- ↔ - Performance has stayed the same

¹⁶ Customer satisfaction survey 2013

¹⁷ Customer satisfaction survey 2013

¹⁸ Customer Satisfaction score October 2015

APPENDIX C

<u>REVENUE COST OF SERVICES</u>	2015/16 BUDGET £000	2015/16 PROJECTION £000	2015/16 VARIANCE £000	2015/16 LAST MONTH
1. ENVIRONMENT (Executive Member: Paul Newman)				
Waste, Street Care & Sustainability	3,363	3,377	14	13
Environmental Health & Licensing	397	388	(9)	(11)
TOTAL ENVIRONMENT	3,760	3,765	5	2
2. WELLBEING (Lucy Botting)				
Parks & Open Spaces	425	440	15	15
Community Support Services	163	139	(24)	(1)
Partnerships (excl Grants & Youth Voice)	(520)	(582)	(63)	(57)
TOTAL WELLBEING	68	(3)	(71)	(43)
3. COMMUNITY ENGAGEMENT & RESIDENT SERVICES (Vivienne Michael)				
Benefits – Administration Team	300	368	68	60
Benefits – paid & recovered	(4)	(81)	(77)	(65)
CSU & Communications	598	575	(23)	(24)
Housing	520	584	64	79
Partnerships (Grants, Youth Voice)	232	233	1	0
TOTAL CE & RS	1,647	1,679	32	50
4. PROPERTY & PARKING (Charles Yarwood)				
Property	(865)	(899)	(34)	(3)
Car Parking	(1,123)	(1,113)	10	27
Dorking Halls	112	135	23	20
TOTAL P & P	(1,876)	(1,877)	(1)	44
5. PLANNING (Sarah Seed)				
Building Control	(104)	(129)	(25)	(14)
Development Control	258	289	31	67
Planning Policy	501	430	(71)	(97)
Planning Support	208	127	(81)	(68)
TOTAL PLANNING	863	717	(146)	(112)
6. FINANCE & PERFORMANCE (Lynne Brooks)				
Financial Services	392	425	33	35
Corporate Costs	1,402	1,417	15	(15)
Revenue & Exchequer	341	347	6	6
ICT	904	949	45	30
HR	308	282	(26)	(21)
Democratic Services	964	937	(27)	(41)
Legal	196	208	12	14
Policy & Performance	126	121	(5)	(5)
Strategic Management Team	960	1,020	60	60

TOTAL F&P	5,593	5,706	113	63
TOTAL SERVICE COSTS	10,055	9,989	66	4
7. TRANSFORM LEATHERHEAD (Howard Jones)	248*	248	0	0

* Approved funding from reserves

CAPITAL PROGRAMME MONITORING – MONTH 7

	Budget Manager	Project Budget	Project Expenditure to-date	Forecast Spend on Project	Variance
		£000	£000	£000	£000
MAJOR PROJECTS					
1. CAPITAL PROJECTS					
Pippbrook HQ Refurbishment	Paul Brooks	4,500	203	4,500	0
Meadowbank Wellbeing Centre, Dorking	Paul Brooks	4,100	156	4,100	0
Claire & James House, Leatherhead	Paul Brooks	3,410	3,406	3,410	0
Hope Springs Eternal	Paul Anderson	1,128	53	1,128	0
Emergency Accommodation	Alison Wilks	1,400	1,339	1,400	0
Leatherhead Youth Football Club	Paul Brooks	920	63	920	0
The Pitstop, Leatherhead	Alison Wilks	425	0	425	0
Leatherhead High Street (Dev Cont's)	Jack Straw	353	24	353	0
Ashted Village Centre	Jack Straw	49	44	49	0
LINKS Playing Field	Patrick McCord	100	0	0	(100)
Carbon Reduction Project	Paul Brooks	300	176	300	0
KGV Playing Fields Improvements	Paul Anderson	100	96	100	0
Pippbrook House	Paul Brooks	201	199	201	0
2. CAPITAL BLOCK SUMS					
Disability Adaptations	Richard Haddad	500	360	500	0
Affordable Housing	Alison Wilks	735	40	735	0
Developer Contribution projects	Jack Straw	30	13	30	0
Community Grants	Patrick McCord	127	93	127	0
Playground Refurbishment	Paul Anderson	125	127	127	2
Capitalised salaries	Phil Mitchell	473	0	473	0
Telecare Equipment	Tim Ward	151	87	151	0
Dial-a-Ride Vehicle Replacement	Tim Ward	200	86	200	0
Property Projects	Paul Brooks	150	142	150	0
TOTAL MAJOR PROJECTS		19,477	6,707	19,379	(98)
MINOR PROJECTS					
Minor Works Contingency	Richard Burrows	288	0	260	(28)
Estates & Car Parking (14 projects)	Paul Brooks	391	251	432	41
Comms, Sustainability, Waste & Street Cleaning (4 projects)	Graeme Kane	164	91	164	0
ICT (1 project)	Bob Thomas	93	72	93	0
Parking, Parks & Landscape (13 projects)	Paul Anderson	293	101	293	0
Partnerships & Development (1 project)	Patrick McCord	26	26	26	0
Community Support Services (9 projects)	Tim Ward	245	130	235	(10)
Housing (4 projects)	Alison Wilks	49	28	43	(6)
Dorking Halls (12 projects)	Keith Garrow	287	181	290	3
TOTAL MINOR PROJECTS		1,836	880	1,836	0
TOTAL CAPITAL		21,313	7,587	21,215	(98)