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Ward (s) affected	The Budget and Performance Report covers the whole District
Subject	Month 3 – 2015/16 Budget and Performance Report

RECOMMENDATIONS

That the Executive:

- (1) notes the Council's financial and performance position for the end of June (Month 3) 2015/16; and
- (2) approves the revised capital programme for 2015/16 as set out at Appendix D.

EXECUTIVE SUMMARY

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.

The report is set out in four parts:

- Part 1 - introduction
- Part 2 - performance issues
- Part 3 - budget monitoring – revenue
- Part 4 - budget monitoring - capital

There are four appendices:

- 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 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.

1.4 Five of the 17 projects are still being developed and therefore do not have red, amber or green (RAG) ratings. Of the remaining 12 projects, performance is assessed as follows for time and cost:

- Time: 8 projects are green, 4 amber, 0 red
- Cost: 12 projects are green, 0 amber, 0 red

1.5 Many of the projects are already underway whilst others are in the planning stages. Some are strategies with associated action plans that are already being implemented, whilst others are in development.

1.6 Progress against the projects will be regular feature in the Performance and Budget Report, enabling Executive members to have a full overview. Information on each project will include key achievements and, where a project is off-track, reasons are given plus the actions being taken in response.

1.7 For larger, complex projects, such as Transform Leatherhead, Pippbrook refurbishment, Meadowbank regeneration, and the Local Plan, there will also be regular separate reports to the Executive.

Performance Indicators

1.8 The full list of 21 performance indicators (PIs), and progress being made on these, is given in Appendix B. Five do not have targets and four are reported on an annual basis. At the end of Month 3 2015/16, of the remaining 12 PIs, performance is assessed as follows:

- PIs on or above target (green): 10 (83.3%)
- PIs slightly off target (amber): 2 (16.6%)
- PIs off target (red): 0 (0%)

1.9 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 (78.8%).

1.10 A number of targets have exceeded the targets set, notably:

- Number of reported missed bins per 100,000 collections
- Percentage of major applications processed within 13 weeks
- Percentage of food businesses with a 'Scores on the door' of 3 or over

Budget

1.11 The monitoring of the Council's budget shows a projected underspend on revenue of £142,000 after the first three months of the year. The latest projected capital position is in line with the approved budget.

2.0 PERFORMANCE ISSUES

ENVIRONMENT

2.1 There are three projects under the Environment priority. Two are in development stages and therefore do not have ratings; the remaining one has 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). The two monthly performance indicators exceeded their targets.

Local Plan and Housing

2.3 The preliminary steps necessary to prepare a new **Local Plan** in line with the requirements of the National Planning Policy Framework are being taken, including an **infrastructure needs assessment**.

2.4 'Transform Housing', an organisation which works in close partnership with local authorities, has completed on the acquisition of a large three bedroom house in Leatherhead. The property will provide accommodation for three young people in need of housing and a responsible adult. Day to day management and support will be provided by 'Transform Housing'. MVDC has contributed £40,000 capital towards this affordable housing initiative.

2.5 A total of thirty five affordable homes have been completed during this quarter, located in Edenside and Bookham.

Waste and Recycling

2.6 MVDC has asked residents how they would like their waste and recycling services to be improved. The answers have shaped a new action plan for this financial year, which will help residents to protect the environment by encouraging them to reduce their waste and recycle more. The plan includes

ways to tackle areas with lower recycling rates, such as high rise flats and areas sharing communal bin facilities. New bin signs will be installed with clear instructions detailing what can be put in them.

- 2.7 Incentive schemes are also being considered to encourage residents to recycle more in priority areas. In the survey, 20% of residents were not familiar with some of MVDC's key recycling services such as its weekly kerbside textile collections. Therefore, MVDC has launched a joint communications campaign with the Surrey Waste Partnership to ensure all residents are aware of the wide range of services offered.
- 2.8 The Waste and Recycling Action Plan for 2015/16 began with a small measure to ensure the latest recycling services information is reaching new residents. Updated service guides are being sent out by the Council Tax team and Parish Councils and Residents Associations will be contacted shortly to request they do the same. So far this year there have been two Surrey-wide recycling campaigns that MVDC have supported locally: textiles in April; and then plastics, which comes to a close with us delivering promotional bin tags to all households at the end of July.
- 2.9 The number of missed bins per 100,000 collections is currently 39 missed bins per 100,000 collections. This is strong performance against a target of 80 missed bins per 100,000 collections.

Hope Springs Eternal

- 2.10 A grant was awarded by the Heritage Lottery Fund (HLF) in March 2015 for just over £1m for the Hope Springs Eternal project, to regenerate the Deepdene estate. Permission to start work is due to be granted by HLF shortly. The two-year project will repair and re-link elements of the historic Deepdene Estate, restoring the estate and landscape, including garden buildings, key paths and the site of the old Deepdene House. The project will also deliver a range of educational activities to engage with the local community, through the Dorking Museum. Other partners include Kuoni Travel and Dorking Golf Club.

PROSPERITY

- 2.11 There are five projects under the Prosperity priority. One is in development and therefore does not have ratings; of the remaining four, one has been rated amber for time (Pippbrook House). All other ratings are green.
- 2.12 There are seven performance indicators, five of which are reported against a target. Three of these performance indicators exceeded their targets.

Transform Leatherhead

- 2.13 Consultation is underway on how to transform Leatherhead, using a variety of ways to obtain the views of schools, businesses, visitors and residents. Once the consultation closes on 10th July, we will produce two or three options for the future of the town centre, which will be consulted on towards the end of the year.

2.14 The consultation has involved attending village fairs, workshops and community events. We conducted two Walk and Talk tours around the town, a Community Planning Weekend, and held two workshops. To date we have received:

1,287	Hardcopy responses (927 questionnaires plus 362 postcards)
2,949	Face-to-face engagements
2,123	Transform Leatherhead website unique visits
3,185	Total page views
6,211	Transform Leatherhead Facebook page total reach
370	Post engagements
63,137	#Transform Leatherhead Twitter impressions

2.15 Claire and James House are properties on the river front in Leatherhead in a strategically important location for the project. They became available for sale in April and their purchase for £3.25m has been finalised during the first quarter.

Rates and Taxes

2.16 In a separate agenda item, the Executive is being requested to agree a preliminary draft charging schedule for the **Community Infrastructure Levy**, for the purposes of public consultation.

2.17 For June, the total **rateable value of the district** was £90,326,231, marginally down from £90,330,111 in May and £90,333,311 in April.

2.18 The percentage of **council tax** collected and the percentage of **non-domestic rates** collected both show amber against the target for June. The marginal decrease in collection rate compared with last year is due to a higher than anticipated move towards paying in 12 monthly instalments (as opposed to 10 payments April-January). The increased collection in February and March should offset any shortfall in the monthly collection rate prior to those months.

Car Parking

2.19 MVDC aims to make the best use of town centre parking to balance the needs of residents, businesses and visitors. MVDC is the first local authority to introduce **'per minute' payments** after the first 60 minute minimum charge (30 minute minimum in Bookham or Ashted). This is available for customers paying using the telephone or app option of RingGo to pay for parking. This new option ensures paying for parking in Mole Valley via RingGo offers even better value for money.

2.20 Options for the next stage in delivering the **parking strategy** have been discussed with the Executive Member and a paper to develop these is currently being prepared.

2.21 The monitoring position shows a slight shortfall against the income budget

overall, though Season Ticket income exceeds the target.

Pippbrook Site

- 2.22 In September 2014, the Executive gave approval for the refurbishment of the Pippbrook **civic offices**, with key criteria to be dealt with in the following priority order: health and safety, statutory compliance, sustainability, and improvements to the working environment. The Pippbrook cross-party working group has continued to meet in order that officers can brief Members on the progress of the project. Approval has been given to appoint a principal contractor and we are working closely with the lead consultant, who is drawing up a schedule of works based on the refurbishment criteria set by the Executive. Pippbrook House is currently being considered as a short-term venue for staff being decanted during the refurbishment.
- 2.23 A sales agent for **Pippbrook House** has been selected via a procurement process. Discussions with planners are also underway to agree an approach that allows the asset to garner as much interest as possible. However, the timing of marketing the property will need to be planned around the potential use of the property for decanting purposes. For this reason, time has been rated as amber for this project.

Planning Applications

- 2.24 Performance is above target to process **major, minor and 'other' planning applications** within the agreed timeframes. The Development Control Team is now permitted to extend the time for processing applications with the agreement of the applicant and this has had a positive impact on the figures.

COMMUNITY WELLBEING

- 2.25 There are nine projects under the Community Wellbeing priority. Two are in development stages and therefore do not have ratings; three have been rated amber for time (the Pitstop, Meadowbank regeneration and Local Cycling Plan). All other ratings are green.
- 2.26 There are six performance indicators, of which four have a target set. All four of these performance indicators exceeded their targets.

Wellbeing Strategy

- 2.27 The Wellbeing Strategy is being developed in line with the Council's priority for Community Wellbeing. Evidence for the areas of focus for the Mole Valley Wellbeing Strategy have come from national, County, District and Ward level data profiles and will identify issues that the Council can address directly, or influence in partnership with others.
- 2.28 The Wellbeing Working Group considered local data and discussed priorities for the Strategy. The emerging priorities include actions on addressing obesity in adults and children, reducing the level of 'increased risk' drinking, helping to tackle social isolation, supporting carers, influencing improvements in mental health and improving awareness of risks of malignant melanoma.
- 2.29 The draft Strategy will be considered at the Wellbeing Working Group in July

before being presented to Scrutiny Committee as a consultee in September. It will then be considered at Executive for adoption in October.

Meadowbank Redevelopment

- 2.30 The football ground was reclaimed from the previous tenants in 2014 at which point it was in need of considerable refurbishment. Consultants were appointed to work with MVDC and a number of options were considered for refurbishing the site. The Executive approved a budget of up to £4.1m in January 2015 (less any funding), based on a proposal to carry out a full refurbishment of the site. In March 2015 MVDC secured a £500k Lottery Grant through Sport England and the Executive approved the appointment of the principal contractor. On 1st July, Meadowbank Football Ground received planning permission.
- 2.31 The amber rating for time is because delays may be caused by ongoing stakeholder negotiations. Communications are ongoing, including a public drop-in session.

Play Provision

- 2.32 Initial consultation has taken place for three playgrounds (**Lower Road Recreation Ground** in Bookham, **King George V** playing fields, and **Holmwood Park**), inviting residents to help shape the style and type of equipment due to be installed. Feedback received has been used to inform a brief for play companies and to inspire proposed designs. Residents are now being invited to put forward their views about how their favourite designs could be improved further still.
- 2.33 Final designs will then be open to another round of consultation for a week at the end of July to decide the winning design for each playground. Installation of the equipment is scheduled to start in September and aimed to be completed before the October half term. The **Meadowbank** play project starts in September although some pre consultation work has been undertaken via Transition Dorking.

Cycling Plan

- 2.34 The new cycling pages on the MVDC website are now live. These will be monitored and updated regularly to ensure that we are providing customers with the most up to date information. The 2015 DriveSmart campaign has been launched, highlighting to drivers and cyclists that more attention is needed when looking for other road users. We are working with Sustrans, SCC and Public Health, with the aim of introducing Bike-It to a small number of local schools and businesses for the upcoming academic year.
- 2.35 The amber rating for time is due to uncertainties surrounding progress being made at a county level, but a meeting has been arranged to with Surrey County Council to discuss progress on the plan and ensure robust mechanisms are in place.

Homelessness

- 2.36 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; the Mole Valley peer review will take place during the last week of July, followed by Runnymede in September. The remaining two reviews will take place in early 2016. In order to advance to the next stage of the National Standard, the 10 Challenges, Mole Valley must achieve a score of 60% at the peer review.

- 2.37 The **emergency accommodation** project is complete and seven homes have been secured. There is some money remaining from the £1.4m budget and the amount will be finalised when the final account for the Edenside refurbishment is confirmed. An Executive report will then be prepared to spend the remainder of the budget with a request for approval for additional capital to buy a two bedroom unit.
- 2.38 At the end of June there were 18 homeless households placed in **bed and breakfast accommodation**. These were made up of nine households that were families, and nine households that were either vulnerable single people or couples without children. This compares to the end of March when there were 15 households in bed and breakfast, of which eight were families, and seven were vulnerable single people, or couples without children.
- 2.39 Since February there has been an increase in homelessness approaches and applications, which has contributed to the increase. Households are moved on as quickly as possible to the Council's own temporary accommodation, the private rented sector, supported housing and permanent homes with housing associations. The figure on 6 July, was 16 households in bed and breakfast, however, this figure changes from day to day, as new households apply to the Council and others are moved onto alternative accommodation.
- 2.40 MVDC's 15 households in bed and breakfast at the end of March compares to other districts and boroughs in Surrey, for which the lowest was two, the highest 85 and the average 20. The total number of MVDC homeless households in all forms of temporary accommodation at the end of March was 39 and compares to other Surrey districts and boroughs for which the lowest was five, the highest 156 and the average 64.
- 2.41 **Housing advice** is offered with a view to preventing homelessness occurring and, during the first three months of 2015-16, 17 households have been prevented from becoming homeless.

Food hygiene ratings

- 2.42 The Percentage of food business with a 'Score on the door' of 3 or over continues to improve, with 96% of business premises assigned a hygiene rating of 3 or over, significantly exceeding the target of 90%.

3.0 BUDGET MONITORING – REVENUE

- 3.1 The revenue budget for 2015/16 is £10,055,000. The budget managers have assessed their financial position after the first quarter of the year and projected their most likely outturn figure. The sum of these projections is £9,913,000 which equates to a projected underspend of £142,000.

3.2 The details for each service are set out at Appendix C. The most significant projected variations after the first quarter of the year (over £40,000) are listed below:

- **Partnerships: £82,000 underspend** – 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. This has once again outstripped budgetary expectations. A budget adjustment was made, when the original budget was set in February 2015, to reflect the previous year’s level of profit share. This has increased further to produce the projected surplus on the Partnerships budget.
- **Benefits: £48,000 overspend** – there have been reductions in Government grants since last year - £36,000 for the Housing Benefits Administration Team and £45,000 for Council Tax Support. The former was anticipated and covered in the building of the budget for 2015/16 but the latter was not and has left a projected shortfall on income for the year.
- **Democratic Services: £48,000 underspend** – a combination of factors on the various elements of the Democratic Services budget has produced this outturn projection. These included staff savings on vacancies, savings on Elections due to the sharing of costs when national and local elections are combined and a reduced projection of member allowances for the year.
- **Transform Leatherhead** - the Council approved the use of reserves to fund spending on this project between from 2014/15 to 2016/17 of up to £511,000. The latest projection for this year’s spend is £248,000.

3.3 Local Land Charges

The fee levied on Local Land Charges currently includes a substantial element of overheads and indirect costs on top of the direct cost of the staff involved. A judgment of the European Court of Justice is awaited on the application of the Environmental Information Regulations, specifically on the legality of setting land charges at a level which includes indirect and overhead costs. Should the Court rule in favour of the Information Commissioner, and the Advocate General’s preliminary opinion suggests that it will, the Council may have to significantly reduce its current charges.

3.4 The impact on the Council’s income could be a reduction of over £100,000 per year and there is also the possibility, given the retrospective nature of the ruling, of 6 years’ worth of “overcharge” claims (under the Limitations Act 1980). While the judgment is awaited, the Council is sharing concerns and reactions with the other Surrey boroughs and districts as well as keeping abreast of the national picture through the Local Government Association (LGA). An update will follow when the judgment is delivered.

4.0 BUDGET MONITORING – CAPITAL

4.1 The capital programme for 2015/16 was approved by the Council on 17 February 2015. The latest version of the programme, together with the

projected spend, is set out at Appendix D. There have been a number of additions and amendments which are summarised below:-

- **Claire & James House, Leatherhead** – the purchase of these buildings for £3.25m (excluding VAT and Stamp Duty) was an approved addition to the capital programme within the Transform Leatherhead project
- **Hope Springs Eternal** – the second stage of this project, now that Lottery funding of £1.1m has been secured, is included in the programme
- **Leatherhead Youth Football Club** – a contribution of £0.1m towards the cost of an artificial turf pitch was approved by the Executive at the end of March 2015
- **Disability Adaptations** – this is a “demand led” budget funded partly by Government and partly by the Council. Around £750,000 per year has been provided which, for the last three years, has been underspent – £524,000 spent in 2012/13, £395,000 in 2013/14 and £523,000 in 2014/15. The basis of funding has changed for 2015/16 and grant will now be received from the Better Care Fund (jointly managed by the County Council and Clinical Commissioning Groups). It is proposed, recognising recent patterns of expenditure, to reduce the overall budget to £500,000, though without altering the criteria for application and acceptance.
- **Capital Block Sums** – allocations for Community Grants, s106 Projects and Playground Refurbishment have been amended to include unspent, carried forward amounts from last year.
- **Minor Works Projects** –the 2014/15 Year-End budget monitoring report is also included on this Executive agenda and includes a request to carry forward £745,000 of unspent minor works funding. Pending the decision on this, the detail of the minor works programme will be set out in next month’s monitoring report.

4.2 The projected expenditure on capital schemes, as set out in the revised programme, is in line with budget.

4.3 The major components of the capital programme – Meadowbank, Pippbrook, Transform Leatherhead, Hope Springs etc. – are also on the list of the Council’s projects. Their progress in terms of timing and cost is therefore set out and monitored in Appendix A as well as Appendix D.

5.0 OPTIONS

The Executive has two options for consideration:

Option One – To note the Council’s financial and performance position for Month 3 2015/16

Option Two – To ask Officers to report back on any financial or performance issues identified by the Executive.

6.0 CORPORATE IMPLICATIONS

Monitoring Officer Commentary - The Monitoring Officer has confirmed that there are no legal implications arising as a direct consequence of this report.

S151 Officer Commentary - The S151 Officer confirms that all financial implications have been taken into account.

Risk Implications - This is fundamentally a risk report and as such those implications are contained within the report itself.

Equalities Implications - There are no equalities implications arising as a direct consequence of this report.

Employment Issues - There are no employment implications arising as a direct consequence of this report.

Sustainability Issues - There are no sustainability implications arising as a direct consequence of this report.

Consultation - There are no consultation issues in this report.

Communications - This report is posted on the website in the area on the Council's Performance.

BACKGROUND PAPERS

None

Projects Portfolio (April – June 2015)

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

Time – are the project's tasks on schedule? Is completion being forecast to slip? Amber is given where the project's benefits will not be compromised; red is given where the impact is likely to be significant.

Cost – are there any unforeseen costs to report that mean the project may overspend? Finance colleagues advise on red or amber status.

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

ENVIRONMENT

Project title and description	Time	Cost	Comments
Waste and Recycling Plan Implementing the waste and recycling action plan developed in partnership with the Surrey Waste Partnership	G	G	See main body of report
Mole Valley Local Plan Setting out policies and proposals for the use and development of land in the district	n/a	n/a	The preliminary steps necessary to prepare a new Local Plan in line with the requirements of the National Planning Policy Framework are being taken including an infrastructure needs assessment.
Hope Springs Eternal Regenerating Deepdene Estate	n/a	n/a	Grant awarded by Heritage Lottery Fund in March 2015 for just over £1m. Permission to start due to be granted by HLF in July 2015.

PROSPERITY

Project title and description	Time	Cost	Comments
Transform Leatherhead Transforming Leatherhead town centre	G	G	See main body of report
Pippbrook refurbishment Delivering the building works aspect of the Pippbrook site programme	G	G	See main body of report
Pippbrook House Deciding the future of Pippbrook House, in conjunction with the office refurbishment	A	G	Delays are possible due to the property's likely use as a temporary venue for staff decanted from the office refurbishment; plus work is ongoing to produce a viable planning brief.
Community Infrastructure Levy (CIL)	G	G	The Executive is being requested to agree a preliminary draft charging

Project title and description	Time	Cost	Comments
Implementing the Community Infrastructure Levy			schedule for the Community Infrastructure Levy for the purposes of public consultation elsewhere on the agenda.
Parking Strategy Making the best use of our town centre parking, balancing the needs of residents and local businesses	n/a	n/a	Options for the next stage in delivering the parking strategy have been discussed with the Executive Member and a paper to develop these is currently being developed.

COMMUNITY WELLBEING

Project title and description	Time	Cost	Comments
Meadowbank regeneration Redeveloping Dorking Football Club 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	The construction phase is scheduled for September 2015 to July 2016 but this is dependent on viable terms being agreed in time. Negotiations are ongoing.
Wellbeing Strategy Implementing wellbeing priorities, in line with the county council's strategy	n/a	n/a	See main body of report
Play provision improvements Replacing play equipment (King George V playing field; Lower Road; Meadowbank)	G	G	See main body of report
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	A	G	Meeting with SCC arranged to discuss progress on the plan and ensure robust mechanisms are in place to update stakeholders and ensure the timetable is met. Communications and engagement plan to be developed.
Homelessness Strategy Preventing and managing homelessness	G	G	See main body of report
Emergency accommodation Acquiring emergency accommodation for homeless households	G	G	See main body of report
The Pitstop Acquiring a new premises for the Pitstop day centre	A	G	The vendor decided to sell the identified building in Leatherhead to another buyer. The Pitstop have negotiated on an alternative building and have been unsuccessful. They are reviewing their position. The Pitstop will contact MVDC should they find premises and when they have completed their review.
Customer Care Programme Embedding a customer-focused culture across the organisation	n/a	n/a	The Project Initiative Document (PID) is being developed to establish the scope, objectives and approach

Project title and description	Time	Cost	Comments
			to raising standards of customer care across the organisation.
Community Connect Network Supporting and encouraging community resilience following the flood events of Christmas 2013	G	G	MVDC is engaged with local flood forums to reduce the likelihood of flooding by resolving blockages and known wet-spots. Officers are working with Resilience Officers from SCC, Surrey Fire and Rescue and other districts/ boroughs to develop a resilience programme for communities.

Performance Indicators (April – June 2015)

	PRIORITY : ENVIRONMENT	April – June 2014/15	April-June 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	15 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	35	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>)	27	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>)	55.3%	56.7%	☺	54.96%	↑

	PRIORITY : PROSPERITY	April-June 2014/15	April-June 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>)	31.2%	30.9%	☹	31.2% ⁶	↔
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>)	33.4%	32.4%	☹	33.4% ⁷	↓
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	£90.33m	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	N/A	TBC ⁸	N/A
9a	Percentage of major applications processed within 13 weeks (<i>cumulative year to date figure of the number of</i>)	80%	100% ⁹	☺	60%	↑

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

² Information provided a month in arrears. Figure as at end May

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 usual available from August.

⁶ Target as at end June 2015

⁷ Target as at end June 2015

⁸ 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.

⁹ 1 out of 1 major applications determined in the period (including with an agreed extension of time)

	PRIORITY : PROSPERITY	April-June 2014/15	April-June 2015/16	Current Target Status	2015/16 Target	DoT
	<i>applications processed within timescales against total received)</i>					
9b	Percentage of minor applications processed within 8 weeks <i>(cumulative year to date figure of the number of applications processed within timescales against total received)</i>	68.1%	81.0% ¹⁰	😊	65%	↑
9c	Percentage of other applications processed within 8 weeks <i>(cumulative year to date figure of the number of applications processed within timescales against total received)</i>	80.5%	90.9% ¹¹	😊	80%	↑

	PRIORITY : COMMUNITY WELLBEING	April – June 2014/15	April-June 2015/16	Current Target Status	2015/16 Target	DoT¹²
10	Percentage of Telecare calls answered within 60 seconds <i>(cumulative year to date figure generated from Telecare’s call handling system, which automatically records all answering times)</i>	98.1%	97.7%	😊	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)	12	18	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 <i>(cumulative year to date figure of the number of households prevented from becoming homeless, through advice offered by the housing team)</i>	27	17	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)	92%	96%	😊	90%	↑

	CUSTOMER SATISFACTION	April-June 2014/15	April-June 2015/16	Current Target Status	2015/16 Target	DoT¹³
	Community Transport Customer satisfaction (calculated from surveys with customers)	96 ¹⁴ %	N/A	N/A	98%	N/A
	Day Centres Customer Satisfaction (calculated from surveys with customers)	96.5% ¹⁵	N/A	N/A	92.5%	N/A

¹⁰ 25 out of 32 minor applications determined in the period (including with an agreed extension of time)

¹¹ 71 out of 78 other applications determined in the period (including with an agreed extension of time)

¹² DoT: Direction of Travel compared with same period last year

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

¹⁴ Customer satisfaction survey 2011

¹⁵ Customer satisfaction survey 2013

	CUSTOMER SATISFACTION	April-June 2014/15	April-June 2015/16	Current Target Status	2015/16 Target	DoT¹³
	Telecare Customer Satisfaction (calculated from surveys with customers)	98.8% ¹⁶	99.0% ¹⁷	😊	98.5%	N/A

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 Not comparable between years. Previous annual target now monthly.

APPENDIX C

<u>REVENUE COST OF SERVICES</u>	2015/16 BUDGET £000	2015/16 PROJECTION £000	2015/16 VARIANCE £000
1. ENVIRONMENT <i>(Executive Member: Paul Newman)</i>			
Waste, Street Care & Sustainability	3,363	3,392	29
Environmental Health & Licensing	397	400	3
TOTAL ENVIRONMENT	3,760	3,792	32
2. WELLBEING <i>(Lucy Botting)</i>			
Parks & Open Spaces	425	427	2
Community Support Services	163	165	2
Partnerships (excl Grants & Youth Voice)	(520)	(602)	(82)
TOTAL WELLBEING	68	(10)	(78)
3. COMMUNITY ENGAGEMENT & RESIDENT SERVICES <i>(Vivienne Michael)</i>			
Benefits – Administration Team	300	346	46
Benefits – paid & recovered	(4)	(2)	2
CSU & Communications	598	588	(10)
Housing	520	499	(21)
Partnerships (Grants, Youth Voice)	233	233	0
TOTAL CE & RS	1,647	1,664	17
4. PROPERTY & PARKING <i>(Charles Yarwood)</i>			
Property	(865)	(885)	(20)
Car Parking	(1,123)	(1,093)	30
Dorking Halls	112	112	0
TOTAL P & P	(1,876)	(1,866)	10
5. PLANNING <i>(Sarah Seed)</i>			
Building Control	(104)	(140)	(36)
Development Control	258	238	(20)
Planning Policy	501	500	(1)
Planning Support	208	197	(11)
TOTAL PLANNING	863	795	(68)
6. FINANCE & PERFORMANCE <i>(Lynne Brooks)</i>			
Financial Services	392	402	10
Corporate Costs	1,402	1,402	0
Revenue & Exchequer	341	342	1
ICT	904	895	(9)
HR	308	286	(22)
Democratic Services	964	916	(48)
Legal	196	205	9
Policy & Performance	126	124	(2)
Strategic Management Team	960	966	6
TOTAL F&P	5,593	5,538	(55)
TOTAL SERVICE COSTS	10,055	9,913	(142)

7. TRANSFORM LEATHERHEAD <i>(Howard Jones)</i>	248*	248	0	
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*Approved funding from reserves

CAPITAL PROGRAMME

APPENDIX D

	Budget Manager	Project Budget	Project Expenditure to-date	Forecast Spend on Project
		£000	£000	£000
MAJOR PROJECTS				
1. CAPITAL PROJECTS				
Pippbrook Refurbishment	Paul Brooks	4,500	17	4,500
Meadowbank Redevelopment	Paul Brooks	4,100	91	4,100
Claire & James House (Transform Leatherhead)	Paul Brooks	3,410	3,250	3,410
Hope Springs Eternal	Paul Anderson	1,128	0	1,128
Emergency Accommodation	Alison Wilks	1,400	1,336	1,400
Leatherhead Youth Football Club	Paul Brooks	117	17	117
The Pitstop, Leatherhead	Alison Wilks	425	0	425
Leatherhead High Street	Jack Straw	33	24	33
Ashted Village Centre	Jack Straw	48	43	48
LINKS Playing Field	Patrick McCord	100	0	100
Carbon Reduction Project	Paul Brooks	300	176	300
KGV Playing Fields Improvements	Paul Anderson	100	36	100
Pippbrook House	Paul Brooks	201	199	201
2. CAPITAL BLOCK SUMS				
Disability Adaptations	Richard Haddad	500	104	500
Affordable Housing	Alison Wilks	735	0	735
S106 Projects	Jack Straw	350	9	350
Community Grants	Patrick McCord	128	53	128
Playground Refurbishment	Paul Anderson	125	52	125
Capitalised salaries	Phil Mitchell	473	0	473
Telecare Equipment	Tim Ward	151	87	151
Dial-a-Ride Vehicle Replacement	Tim Ward	200	47	200
Property Projects	Paul Brooks	150	133	150
TOTAL MAJOR PROJECTS		18,674	5,674	18,674
MINOR PROJECTS				
TOTAL CAPITAL		20,984	6,820	20,984