



REPORT TO:	CABINET
DATE:	30 TH MARCH 2022
SUBJECT:	QUARTER 3 REPORT – PERFORMANCE, PROJECTS, RISK AND FINANCE
PURPOSE:	
KEY DECISION:	YES
PORTFOLIO HOLDERS:	COUNCILLOR SKINNER – LEADER (PERFORMANCE) COUNCILLOR NOBLE – FINANCE & RISK
REPORT AUTHORS:	SUZANNE ROLFE, INSIGHTS AND TRANSFORMATION MANAGER SAMANTHA KNOWLES, ASSISTANT DIRECTOR – FINANCE PETER DAVY, DEPUTY CHIEF FINANCE OFFICER (CLIENT)
WARD(S) AFFECTED:	ALL
EXEMPT REPORT?	NO

SUMMARY

This is the quarterly report covering performance, projects, risk and finance monitoring information for Quarter 3 of 2021/22 (as at December 2021).

RECOMMENDATIONS

1. To note the quarterly monitoring information for Q3 2021/22
2. F1: That Cabinet notes the forecast revenue position for 2021/22 as detailed in Table 1 after the proposed use of reserves
3. F2: That Cabinet approves the following reserves movements contained within table 2: -
 - I. That the Transformation Reserve is utilised to support contracts cost in 2021/22 as the PSPS contract value varies in between financial years where initial investment to improve services is required in the first 2 years of the contract, with a drawdown of £256,000 supporting this investment.
 - II. That the Capital Reserve is utilised to fund the Cremator Flue Replacement Capital Scheme at a cost of £60,000

4. F3: That Cabinet notes the following reserve movement and recommends approval to Council: -
 - I. That £729,000 of the COVID Budget Pressures Smoothing reserve is used to offset income pressures being experienced during the year, these relate to Car Parking, Leisure, Markets and Investment Returns.
 - II. Cabinet notes that the use of reserves will be reviewed again as part of the Q4 process and consideration given to any further adjustments required.
5. F4: That Cabinet approves the Cremator Flue Replacement Scheme at a cost of £60,000 be added to the Capital Programme

REASONS FOR RECOMMENDATIONS

Members are accountable for the delivery of the Council's priorities and this monitoring information should be used as a tool to report on progress and highlight any key challenges forecast

OTHER OPTIONS CONSIDERED

Alternative reporting arrangements

1. BACKGROUND

- 1.1 A joint performance management framework has been agreed across Boston and East Lindsey Councils for 2021/22 to support joint delivery of services. This will be extended from April 2022 across the wider Partnership to also include South Holland District Council.
- 1.2 Key Performance Indicators (KPIs) have been agreed through the service planning process to capture performance against Boston Borough Council's Corporate Strategy and East Lindsey District Council's Strategic Aims.
- 1.3 Housing Benefits and Council Tax Support new claims and change events have been split into separate KPIs, instead of one combined figure for new and change events as in previous quarters.
- 1.4 A combined performance report has been presented to Strategic Leadership Team (SLT) and this information has then been split out by Council for reporting to Boston's Cabinet and Scrutiny Committees and to East Lindsey's Executive Board and Overview Committee.
- 1.5 This report presents the performance information for Boston Borough Council for Quarter 3 of 2021/22 (as at December 2021).
- 1.6 Alongside the performance information is an update on the progress of key projects as at the end of Quarter 3.

2. PERFORMANCE (APPENDIX A)

- 2.1 In total there are 22 KPIs for Boston Borough Council. 11 are on or better than target, 1 is within tolerance, 8 are worse than target and 1 is not available. One measure is an annual measure so not yet due for reporting.
- 2.2 Performance on or better than target or within tolerance in Q3:
- Percentage of commercial rent received against agreed budget
 - Number of properties improved through Council intervention
 - Percentage of cases opened at homelessness prevention stage (i.e. before they have become homeless)
 - Percentage of homelessness cases that were opened at homelessness prevention stage that resulted in the customer not becoming homeless
 - Number of families with children placed into B&B for more than 6 calendar weeks
 - Percentage of fly-tips collected within 3 working days of being reported
 - Market stall occupancy rate - percentage occupied against the target
 - Time to process Council Tax Support new claims (days)
 - Time to process Housing Benefits new claims
 - Time to process Housing Benefit change events
 - Council Tax collection rate
 - NDR collection rate
- 2.3 Performance worse than target in Q3:
- Percentage of car parking income received against agreed budget - 85.51% against a target of 100%; car parking income remains below base line forecast level because of the impact of Covid-19.
 - Number of verified rough sleepers – aspirational target of 0; the team managed to reduce the number of rough sleepers down to 2. One of these had recently been evicted from accommodation provided by the Council and the other is refusing to engage with the service.
 - Percentage of Alliance workforce who said 'yes' when asked if they felt valued at work – 72% against a target of 84%
 - Percentage of 'major' planning applications determined within 13/16 weeks – 50% against a target of 65%; however, performance against the national government measure including time extensions was 91% against a target of 60%
 - Percentage of 'minor' planning application determined within 8 weeks – 54% against a target of 75%; however, performance against the national government measure including time extensions was 94% against a target of 70%
 - Percentage of 'other' planning applications determined within 8 weeks – 70% against a target of 75%; however, performance against the national government measure including time extensions was 89% against a target of 70%
 - Percentage of food premises inspections completed against the Food Standards Agency annual inspection plan – 93.51% against a target of 100%; COVID work has increased during this quarter owing to the introduction of plan B legislation by central government and the reactivation of the county emergency plan. Additional work has also been undertaken to ensure Boston's Fishing fleet is compliant with new export requirements.
 - Time to process Council Tax Support changes – 23 days against a target of 9; December has seen an increase in the number of days taken to process. This is due to resources directed at other areas. Concentration will be given to UCDS records in order to improve performance.

3. PROJECT UPDATES (APPENDIX B)

- 3.1 A joint project management framework is in place across Boston and East Lindsey Councils, including monthly reporting to SLT and quarterly reporting to Boston's Cabinet and Scrutiny and East Lindsey's Executive Board and Overview Committee. The Q3 update report is attached at Appendix B.
- 3.2 2 projects completed in Q3 – community testing and vaccination site support and the Housing IT system.
- 3.3 2 projects will not be taken forward – the shop front and 'pop up' shop recovery projects. Details in Appendix B.

4. RISK MANAGEMENT

- 4.1 A strategic risk register is being drafted with Audit & Governance Committee with the workshop taking place on 18th March.

5. FINANCE (APPENDIX C)

- 5.1 Finance summary for Q3 2021/22:
- The revenue forecast shows a deficit position of £299k
 - This report proposed the use of the COVID reserve to offset income reductions of £729k and the use of the Transformation Reserve to smooth contract costs of £256k
 - Specific and general reserves of the Council are forecast to be £17.350m at 31 March 2022.
 - Capital spend at the end of Quarter 3 was £1.433m against a full year budget of £5.593m
 - After funding the 2021/22 Capital Programme the capital resources are:
 - Capital Reserve - £5.055m
 - Capital Receipts - £0.239m
 - The Council held investments of £24.5m as at 31 December 2021.
- 5.2 The detail is set out in Appendix C:
- Section 2.1: Key Financial Issues in Quarter 3 of 2021/22
 - Section 2.2: Revenue Budget
 - Section 2.3: Capital Budget
 - Section 2.4: Treasury Update
 - Section 2.5: Insurance
 - Section 2.6: Debt Collection
 - Section 2.7: Business Rates and Council Tax Collection

CONCLUSION

Overall, performance and projects in Quarter 3 of 2021/22 are in line with targets and remedial action is in place where required.

Strategic and operational risks continue to be managed in accordance with the Risk Management Framework with a thorough review underway for reporting in Q4.

EXPECTED BENEFITS TO THE PARTNERSHIP

A Partnership approach has been agreed for 2022/23.

IMPLICATIONS**SOUTH AND EAST LINCOLNSHIRE COUNCIL'S PARTNERSHIP**

A Partnership approach has been agreed for 2022/23.

CORPORATE PRIORITIES

Whole report.

STAFFING

None specific to this report.

CONSTITUTIONAL AND LEGAL IMPLICATIONS

None specific to this report.

DATA PROTECTION

None specific to this report.

FINANCIAL

The financial implications are set out in the 'Finance' section of the report, with specific recommendations highlighted in the recommendations section at the beginning of the covering report

RISK MANAGEMENT

Section 4 of the report.

STAKEHOLDER / CONSULTATION / TIMESCALES

Consultation with SLT

REPUTATION

None specific to this report.

CONTRACTS

None specific to this report.

CRIME AND DISORDER

None specific to this report.

EQUALITY AND DIVERSITY/ HUMAN RIGHTS/ SAFEGUARDING

None specific to this report.

HEALTH AND WELL BEING

None specific to this report.

CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

None specific to this report.

ACRONYMS

- B&B: Bed & Breakfast accommodation
- KPIs: Key Performance Indicators
- NDR: Non-domestic rates (business rates)
- SLT: Strategic Leadership Team

APPENDICES

Appendices are listed below and attached to the back of the report: -

APPENDIX A	Q3 performance
APPENDIX B	Q3 project updates
APPENDIX C	Q3 finance

BACKGROUND PAPERS

No background papers as defined in Section 100D of the Local Government Act 1972 were used in the production of this report.

CHRONOLOGICAL HISTORY OF THIS REPORT

A report on this item has not been previously considered by a Council body

REPORT APPROVAL

Report author:	Suzanne Rolfe, suzanne.rolfe@boston.gov.uk
Signed off by:	James Gilbert, james.gilbert@e-lindsey.gov.uk
Approved for publication:	Cllr Paul Skinner & Cllr Jonathan Noble