

COMMUNITY SERVICES DIRECTORATE

1. Directorate Overview

- 1.1 Financial performance within Community Services overall is favourable with adverse forecasts in Policy, Culture & Communication being more than offset from elsewhere in the Directorate.
- 1.2 For the Directorate as a whole 29 (83%) of performance measures are on target with 4 (11%) below target but within tolerance limits and 2 (6%) off target. Summarising, the Directorate is performing well against its targets; financial management and risk management are similarly being well overseen.

2. Directorate Financial Performance

- 2.1 The Directorate is currently estimated to have a projected outturn position of £8.512 million, which is £0.490 million favourable against the latest budget of £9.002 million.

Policy, Culture and Communications

- 2.2 Policy, Culture and Communication is projecting an adverse variance of £0.060 million relating to the poster board savings pressure of £0.023 million, salary pressures of £0.025 million, and additional expenditure on Your Oxford of £0.012 million. The Educational Attainment programme is being projected to be significantly underspent by around £0.200 million but it has already been agreed that any underspend on this budget is to be carried forward into 15/16 so this is not reflected in the forecast variance.

Environmental Development

- 2.3 Environmental Development has a forecast favourable variance of £0.090 million which is largely the result of the very high turnover of staff within the Service, primarily within the Community Response Team and Anti-social Behaviour Investigation Team teams of Environmental Protection and within the Business Regulation and Private Sector Safety teams of Environmental Health. A significant recruitment drive is in progress for each area and temporary cover is now in place to ensure an acceptable level of service can be maintained.

Leisure, Parks and Communities

- 2.4 Leisure, Parks and Communities are forecasting a £0.060 million favourable variance underspend due to additional income from Cemeteries and Parks together with vacancy savings.

Direct Services

- 2.5 Direct Services is currently forecasting a favourable overall variance of £0.400 million. The service area has made good progress during the first nine months of this financial year and continues to win additional works and major projects in the service area are progressing well. As part of this report to City Executive Board there is a request to create a budget of £0.200 million for improvements to Cowley Road Depot; if approved, this would reduce the favourable overall variance on Direct Services to £0.200 million.
- 2.6 Building Services continues to gain additional works and are currently £0.164 million ahead of the budgeted contribution which is anticipated to be the year end position with the HRA element being repatriated to the HRA.
- 2.7 Commercial Waste continues to gain new customers and is expected to achieve the stretched income targets set for 2014/15. The Waste and Recycling Service is therefore expected to achieve the year-end target.
- 2.8 Motor Transport has had a successful early year auction generating additional income of £0.058 million in excess of budget expectations. £0.020 million of this has been transferred to City ICT to fund the consultancy costs of the integration between Jaama and Agresso P2P for the Fleetplan replacement. Expenditure on fuel is showing favourable variance due to more efficient vehicles being purchased with Euro 6 Engines alongside the

driver training initiatives undertaken and the general reduction of fuel prices. This is expected to achieve an overall in year underspend of approximately £0.050 million.

- 2.9 Engineering are currently successfully winning works and, with the new structure now in place, the expectation is that this service will achieve an additional £0.200million contribution.
- 2.10 Overall car parking income is currently below expectations due largely to road works around the City. Although the park and rides and suburban car parks are doing well, overall car parking income is currently below expectations by £0.088 million. In mitigation, the Worcester Street Car Park rental payment is expected to be £0.50 million below the budgeted expenditure position and the Service Area is reviewing expenditure requirements for Q4 and is endeavouring to bring car parks in on the budgeted position.

3. Directorate Performance – Exceptions

Red:

Direct Services

- 3.1 Average re-let time for properties (excluding time taken for major works) – average time for re-lets was 22 days compared to a target of 20 days. There were 36 voids completed in December with an average re-let time of 20.3 days. Work is continuing to reduce the re-let time to get the result on target for the year end.

Environmental Development

- 3.2 Investment in local economy; the value of work as a result of Environmental Development interventions – the total value of work is just over £1.5 million (20%) below the target total of £7.27 million. A further £384,786 was invested in December.

Amber:

Direct Services

- 3.3 Percentage of Routine Repairs completed on time – performance was 96.31% compared to a target of 96.5%, which represents 46 repair jobs out of a total of 1,247. Performance is down slightly due to reduced working days in December and catching up of external works backlog.
- 3.4 Car park income – Car parks have generated an income of £6.5m. However, there is a current shortfall of £88,000 against the target for December of £6,598,653. This can be attributed to lower than expected usage at Westgate, Worcester Street and Redbridge car parks.

Policy, Culture and Communications

- 3.5 Develop audiences for the Museum's total visitor numbers – Performance is marginally down against target. Projected figures for the year to date of 58,995 were based on the museum being open seven days a week. The Town Hall cannot guarantee to be open on Sundays so we are closed, reducing our opening hours by four and a half hours per week. This has led to the total at December of 58,582, or 0.7% below target.
- 3.6 Produce three city briefings per year – currently two City Briefings have been produced against the December target of three.

4. Risk Performance- Exceptions

- 4.1 There are no red risks in in the Directorate although there are 16 amber risks detailed below. All these risks are currently being managed as part of day to day business activity and are not currently expected to rise to a level of red risk

Direct Services

- 4.2 4 risks relating to impact of failure in ICT, adverse customer satisfaction, the reduction in the income from Highways repairs from the County Council and loss of productivity due to staff sickness.

Environmental Development

- 4.3 5 risks relating to, service failures, public health protection, the night time economy and adverse customer satisfaction

Leisure Parks and Communities

- 4.4 3 risks relating to tree management safety, budget monitoring of major projects, adverse customer satisfaction from service failures

Policy Culture and Communications

- 4.5 4 risks relating to, cuts in government funding, un-achievement of goals and objectives in service delivery, disengagement by partners and failure to achieve sponsorship target income
- 4.6 All these risks are currently being managed as part of day to day business activity and are not currently expected to rise to a level of red risk

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