

REPORT TO THE MEETING OF THE EXECUTIVE 17 JUNE 2020

PORTFOLIO: FINANCE

REPORT FROM: ASSISTANT DIRECTOR, RESOURCES

SUBJECT: FINANCIAL OUTTURN 2019/20

1 DECISION BEING RECOMMENDED

Revenue and Capital Budget 2019/20

- 1.1 To note the provisional outturn position against the 2019/20 revenue budget, as contained in paragraphs 2.1 to 2.3.
- 1.2 To note that the Council's 2019/20 Statement of Accounts are still being prepared and will be subject to audit by external auditors EY; it is therefore possible that changes may be made to the accounts during this period which could alter the position presented within this report.
- 1.3 To approve the transfer from the Business Rate Smoothing reserves of **£600,410**, set out in paragraph 2.3 (Non-Service Specific Expenditure).
- 1.4 To approve the transfer from the Pensions reserve of **£63,000** set out in paragraph 2.3 (Finance Portfolio).
- 1.5 To approve **£233,887** of revenue carry forward requests, as set out in Appendix 3.
- 1.6 To approve **£359,610** of revenue grant funded carry forward requests, as set out in Appendix 3.
- 1.7 To note and approve the earmarked reserves closing balance at 31 March 2020, including those rolled forward as grant funded and ring-fenced projects, as per Appendix 1.
- 1.8 To note the final outturn capital position against the 2019/20 capital budget, as contained in paragraphs 2.4 and 2.5 and shown in Appendix 2.
- 1.9 To approve **£1,768,185** of capital project carry forwards for those schemes deemed outstanding at the end of 2019/20 into 2020/21 for completion, as detailed in Appendix 2.
- 1.10 To note the final 2019/20 position on the Council's key performance indicators, as shown in Appendix 4.

2 REASON/S FOR RECOMMENDATION

General Fund Revenue Budget

- 2.1 The original General Fund Revenue Budget for 2019/20 was £9.293m. The actual position before carry forwards, at 31 March 2020, is £9.101m, which is a favourable variance of £0.193m.
- 2.1 This includes £0.593m of budget for projects, grant funded items and one off items that were due to be spent in 2019/20, but will need to be carried forward into 2020/21, plus £0.890m net movements to/from reserves already approved during the year but actioned in Quarter 4. Once the carry forwards have been factored in the underlying underspend is £0.489m; this compares to an underlying Q3 underspend of £0.571m that was reported to the Executive on 5 February 2020.
- 2.2 The following table shows the breakdown of the final position by Portfolio and includes a comparison of actual outturn against budget.

Portfolio	Original Budget 2019/20 £	Actual 2019/20 £	Variance Underspend/ (Overspend) £	Earmarked and pre-approved use of reserves £	Carry Forward into 2020/21 £	Underlying Variance £
Leader	2,990,031	2,857,318	132,713	(135,743)	16,093	252,364
Finance	1,328,650	1,218,514	110,136	(27,479)	118,220	19,395
Enterprise	(748,776)	(877,601)	128,825	(9,600)	28,990	109,435
Planning	403,800	370,429	33,371	(110,797)	50,119	94,050
Environment	2,918,500	2,814,993	103,507	(87,778)	27,379	163,905
IT & Communications	1,156,300	1,123,636	32,664	(88,515)	86,878	34,300
Community	1,444,545	1,593,259	(148,714)	(430,364)	265,818	15,831
Salary Saving	(200,000)	0	(200,000)	0	0	(200,000)
Total	9,293,050	9,100,549	192,501	(890,275)	593,497	489,280
Corporate transfer to reserve for fixed term leisure posts - approved at Q3				60,000		(60,000)
Corporate transfer to reserve for planning resource - approved at Q3				17,963		(17,963)
Corporate transfer to reserve for Connect project- approved at Q3				293,000		(293,000)
TOTAL	9,293,050	9,100,549	192,501	(519,112)	593,497	118,317

SALARIES

- The main factor driving the underspend is the salaries budget. This was driven by a higher than projected number of posts becoming vacant during the first two quarters, including some senior posts. Actual spend on salaries was £6.032m compared to a budgeted spend of £6.505m, giving a favourable year to date variance of c£0.472m. The variances by portfolio are shown in the table below.

Portfolio	Salary Budget £	Salary Actual £	Variance £
Leader	2,187,000	2,027,710	159,290
Finance	1,431,500	1,259,806	171,694
Enterprise	314,700	304,034	10,666
Planning	935,400	861,402	73,998
Environment	508,900	457,653	51,247
IT & Communications	355,100	339,756	15,344
Community	772,600	782,628	(10,028)
Total	6,505,200	6,032,988	472,212

2.3 In addition to salary savings the following variances are reported below by portfolio.

LEADER:

- Licensing income underachieved by £9,330 against the full year budget.
- Franking charges were £17,000 less than budgeted.
- There is a saving of c£26,500 on Member allowance payments due to new rates agreed by Council at the start of the financial year.
- Apprentice costs were £10,700 higher than budgeted. These are not included in the salary position reported separately above.
- There were savings of £7,800 within the Elections budgets due to lower than expected payments to canvassers.
- There were other smaller savings, individually less than £5,000, across the whole of the Leader Portfolio totalling £55,600.

FINANCE:

- Costs were c£63,000 more than anticipated due to added years contributions for historical employees being higher than budgeted for. A drawdown of £63,000 from the Pensions Reserve is requested to fund this pressure.
- £9,300 additional income achieved due to elections payroll work.
- Interest received from banking investments exceeded budget by £67,000 due to higher cash balances.
- £40,000 additional income was received from preceptors to support Council Tax Sharing Scheme initiatives across Essex.
- Housing Benefit payments were £215,000 higher than budgeted for; however, this is demand driven and initial budgets were set at August 2018 to meet

Department for Work and Pensions reporting deadlines and were therefore difficult to estimate with accuracy.

- Other various smaller underspends totalling £8,000 across all cost centres.

ENTERPRISE:

- An additional c£108,000 in car park income was received from fees, Penalty Charge Notices and season tickets.

PLANNING:

- Planning income is c£32,000 less than budgeted. The position has moved from that reported at Q3 due to a year end accounting adjustment to reflect whether the application has been progressed in-year, regardless of whether the fee has been received during 2019/20. This will be closely monitored during 2020/2021.
- Income from Building Control fees is c£46,000 higher than budget.
- There were various smaller savings across Planning Policy totalling £6,500.

ENVIRONMENT:

- There has been a saving of c£110,650 on Materials Recycling Facility fees compared to budget due to variability in charges and tonnage.
- £5,000 additional income was received for recycling credits on textiles.
- Due to the business rates revaluation of the depot building, there was an increase of c£18,000 in rates payable.
- Income generated from columbarium, interments, monuments and grave purchases is higher than budget by c£5,400.
- There were smaller variances across the portfolio totalling £27,400 of underspends, including £12,000 on Highways.
- The support service costs recharged to Green Gateway were £21,400 less than budgeted based on actual time spent.
- £6,000 overspend on transport and plant in Parks and Open Spaces.

IT & COMMUNICATIONS:

- £13,400 savings on licences and support and £5,200 saving on consultancy costs.

COMMUNITY:

- £12,400 unbudgeted income was received for Disabled Facilities Grant related services plus £2,400 additional inspection income.
- The Private Housing Adaptation budget was £5,200 underspent.
- After accounting for in-year budget virements, the Homelessness budget underspent by £5,700 against incentive and prevention schemes and by £3,200 on management fees, partly offset by a £4,400 underachievement of income related to temporary accommodation.
- The Portfolio also recovered £5,000 of additional court case income and underspent by £5,000 against the air quality review budget.

NON-SERVICE SPECIFIC:

- Overall Business Rates income was less than assumed in the 2019/20 budget. A drawdown of **£600,410** from the Business Rate Smoothing Reserve is requested to fund this.

Capital Programme

- 2.4 A 2019/20 Capital Programme totalling £1,790,119 was approved at Full Council on 12 February 2019. An additional amount of £1,419,276 (including amounts carried forward from 2018/19 for specific projects) was approved to be added to this budget, giving a final capital budget of £3,209,395 for 2019/20.
- 2.5 Of this total, £1,118,626 has been spent in 2019/20. The table in Appendix 2 shows the breakdown of this expenditure, with £322,584 as true underspend and £1,768,185 slippage on projects to be carried forward into 2020/21. Once agreed, these ongoing projects will be added to the 2020/21 capital programme; however, a further review is planned before the Q1 2020/21 report to ensure deliverability.

3 RISK IMPLICATIONS

- 3.1 This report shows the Council has delivered a strong financial performance over the course of the 2019/20 financial year, with in-year underspends being used to support corporate priorities such as delivery of the Connect programme.
- 3.2 The Council continues to hold a healthy level of reserves and balances to support the longer term financial sustainability of the Council; although it should be noted that the majority of these are earmarked for specific purposes and will not be available to support the general fund position, unless decisions are taken to reconsider the Council's strategic priorities and associated funding commitments.

The impact of Covid 19 was not felt significantly in the 2019/20 financial year but is expected to cause financial pressures in 2020/21. The impact of the pandemic will continue to be regularly reviewed throughout the financial year and reported to Executive, with planned mitigating actions. The impact will also be considered as part of the budget process for 2021/22 onwards, alongside the underlying financial

pressures the Council continues to face from ongoing inflationary pressures and lack of certainty around the future funding settlement for Local Government.

4 RESOURCE IMPLICATIONS

- 4.1 The financial implications are dealt with in the body of the report.

5 LEGAL IMPLICATIONS

- 5.1 The Council is legally required to set a balanced budget and monitor the financial position throughout the year.

6 EQUALITY AND DIVERSITY IMPLICATIONS

- 6.1 There are no specific equality implications aligned to the decisions within this report

I confirm that the above recommendation does not depart from Council policy and that appropriate consideration has been given to any budgetary and legal implications.

LT Lead Officer Signature: _____



Assistant Director, Resources

Background Papers: -

None.

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Appendix 1

EARMARKED REVENUE RESERVES FOR 2020/21

Earmarked Reserves	Opening balance 2019/20 £'s	Transferred Out £'s	Transferred In £'s	Opening balance 2020/21 £'s	Forecast Mov't In Year £'s	Estimated Closing Balance 2020/21 £'s
Devolution/Essex 2050	(71,290)	60,000	-	(11,290)		(11,290)
Thames Gateway Growth Contribution	(5,000)	-	-	(5,000)		(5,000)
Insurance Reserve	(33,364)	4,800	-	(28,564)		(28,564)
Internal Audit	(52,735)	-	-	(52,735)		(52,735)
Contractor Provision	(103,431)	82,225	(10,000)	(31,206)		(31,206)
IT Reserve	(243,184)	121,390	-	(121,794)	45,270	(76,524)
Transformation	(343,796)	125,726	(60,000)	(278,070)	(387,847)	(665,917)
Pension	(1,592,158)	63,000	-	(1,529,158)	815,914	(713,244)
Legal	(320,676)	13,600	-	(307,076)		(307,076)
Contamination	(10,000)	-	-	(10,000)		(10,000)
Elections	(74,165)	17,150	-	(57,015)		(57,015)
Housing Reserve	(274,068)	35,000	-	(239,068)		(239,068)
Hard / Soft Infrastructure	(2,914,224)	243,976	-	(2,670,249)	1,498,654	(1,171,595)
Business Rates Smoothing Reserve	(970,612)	600,410	(894,971)	(1,265,173)		(1,265,173)
Investment Fund	(200,000)	81,686	(912,801)	(1,031,115)	219,479	(811,636)
Connect Project	-	-	(293,000)	(293,000)	293,000	-
Total Earmarked Reserve	(7,208,703)	1,448,963	(2,170,772)	(7,930,513)	2,484,470	(5,446,043)
Carry Forwards from 2019/20						
Corporate	(1,147,934)	162,419	(145,256)	(1,130,770)	622,855	(507,915)
Project	(16,377)	-	(14,015)	(30,392)	30,392	0
IT	(11,213)	69,728	(92,578)	(34,064)	34,064	0
Housing	(2,500)	2,500	-	-		-
Total Carry forward	(1,178,024)	234,647	(251,849)	(1,195,226)	687,311	(507,915)
Grant Funded / Ring Fenced Reserve						
Corporate	(64,193)	18,140	(10,393)	(56,446)		(56,446)
Project	(746,862)	353,431	(74,509)	(467,940)	85,000	(382,940)
Housing	(354,496)	73,421	(274,709)	(555,785)	(161,691)	(717,476)
Total Grant Funded Reserve	(1,165,552)	444,991	(359,610)	(1,080,171)	(76,691)	(1,156,862)
Grand Total	(9,552,279)	2,128,601	(2,782,231)	(10,205,910)	3,095,090	(7,110,820)

Appendix 2 - PROVISIONAL 2019/20 YEAR END CAPITAL POSITION

Scheme	2019/20 Original Budget	2019/20 In Year Additions (including slippage from prior years)	2019/20 Latest Budget	2019/20 Outturn	Variance	Variance of which is		
	£	£	£	£		Overspend	Underspend	Carry Forward
ICT Software - new products/ upgrades		50,000	50,000	20,840	(29,160)			(29,160)
ICT Hardware - Mobile working, ipads etc	50,000	70,059	120,059	64,051	(56,008)			(56,008)
Telephony Network	50,000		50,000	0	(50,000)			(50,000)
Flat Bed Scanners	30,000		30,000	0	(30,000)			(30,000)
New Print Room Printer	20,000		20,000	0	(20,000)			(20,000)
Server Room Infrastructure	100,000		100,000	16,652	(83,348)			(83,348)
Caseload Software	10,000	15,000	25,000	0	(25,000)			(25,000)
IT Migration Project		147,873	147,873	102,603	(45,270)			(45,270)
Aim Upgrade	0	9,975	9,975	9,975	0			
Play Spaces (inc match funding)	672,801	-207,321	465,480	186,686	(278,794)			(278,794)
Pavilion Refurbishments	207,318	27,796	235,114	25,970	(209,144)		(139,144)	(70,000)
Wheelie Bins	25,000	2,877	27,877	21,971	(5,906)			(5,906)
Vehicle Replacement Programme	25,000	105,000	130,000	0	(130,000)		(15,000)	(115,000)
Cemeteries	10,000	1,315	11,315	8,260	(3,055)			(3,055)
Parks and Open Spaces Programme		18,769	18,769	14,420	(4,349)			(4,349)
Condition Survey		4,175	4,175	0	(4,175)			(4,175)
Car Park Resurface Rolling Programme		67,050	67,050	29,472	(37,578)			(37,578)
Cherry Orchard Car Park Works		2,531	2,531	0	(2,531)			(2,531)
Air Quality Grant Expenditure		601,103	601,103	295,570	(305,533)			(305,533)
Electric Charging Points		12,000	12,000	0	(12,000)			(12,000)
Refurbishment of Public Conveniences		26,058	26,058	25,626	(432)		(432)	
S106 Exp Parks & Open Spaces		1,048	1,048	932	(116)		(116)	
Rochford Offices	30,000	76,197	106,197	34,099	(72,098)		(72,098)	
Rayleigh Offices	25,000	46,826	71,826	1,512	(70,314)		(70,314)	
Windmill	15,000	7,821	22,821	4,231	(18,590)		(13,590)	(5,000)
Health & Safety Adoptions		24,425	24,425	12,534	(11,891)		(11,891)	
Wallasea Island - Match Funding		50,000	50,000	12,921	(37,079)			(37,079)
Disabled Facilities Grants	500,000	217,281	717,281	207,044	(510,237)			(510,237)
Housing Renewal Grant	20,000	26,418	46,418	13,672	(32,746)			(32,746)
Homeless Solution - temporary accomodation		10,000	10,000	9,584	(416)			(416)
Voluntary Sector Grants	0	5,000	5,000	0	(5,000)			(5,000)
Capital Programme Total	1,790,119	1,419,276	3,209,395	1,118,626	(2,090,769)	0	(322,584)	(1,768,185)

CAPITAL PROJECTS FOR COMPLETION IN 2020/21 (Carry Forward)

Portfolio	Project Area	£	Description
Enterprise	ICT Software - new products/ upgrades	29,160	Required to supplement budget for 2020/21
Enterprise	ICT Hardware - Mobile working, ipads etc	56,008	Required to supplement budget for 2020/21
Enterprise	Telephony Network	50,000	To be carried forward to complete Project Works 2020/21
Enterprise	Flat Bed Scanners	30,000	Procurement of new hardware delayed
Enterprise	New Print Room Printer	20,000	Procurement of new hardware delayed
Enterprise	Server Room Infrastructure	83,348	Required to complete project in 2020/21
Enterprise	Caseload Software	25,000	Procurement of new software delayed
Enterprise	IT Migration Project	45,270	Required in order to complete IT migration project in 2020/21
Environment	Play Spaces (inc match funding)	278,794	Budget is part of a three year spending plan
Environment	Pavilion Refurbishments	70,000	Required to supplement budget for 2020/21 for planned works
Environment	Wheelie Bins	5,906	Required to purchase bins in 2020/21
Environment	Vehicle Replacement Programme	115,000	Required to purchase new vehicle and mechanical sweeper in 2020/21
Environment	Cemeteries	3,055	Required to supplement budget for 2020/21 for planned works
Environment	Parks and Open Spaces Programme	4,349	Required to supplement budget for 2020/21 for planned works
Environment	Condition Survey	4,175	Required to supplement budget for 2020/21 for planned works
Enterprise	Car Park Resurface Rolling Programme	37,578	Required to supplement budget for 2020/21 for planned works
Enterprise	Cherry Orchard Car Park Works	2,531	Required to supplement budget for 2020/21 for planned works
Community	Air Quality Grant Expenditure	305,533	To be carried forward to complete Project Works 2020/21
Environment	Electric Charging Points	12,000	To be carried forward to complete Project Works 2020/21
Community	Windmill	5,000	Required to supplement budget for 2020/21 for planned works
Community	Wallasea Island - Match Funding	37,079	To be carried forward to complete Project Works 2020/21
Community	Disabled Facilities Grants	510,237	Whole budget is funded from grant, therefore rolled forward to 2020/21
Community	Housing Renewal Grant	32,746	Required to supplement budget for 2020/21
Community	Homeless Solution - temporary accomodation	416	Required for ongoing furniture provision at new leased temporary accommodations site.
Community	Voluntary Sector Grants	5,000	Required for payment to Day Centre in 2020/21
	Total Capital Carry Forward	1,768,185	

Appendix 3 - REVENUE GRANT CARRY FORWARDS TO RESERVES FOR 2020/21

Portfolio	Grant Funded	Description
Community	20,394	Contribution for leisure projects
Finance	11,696	Contribution to CTAX Tax new burdens reserve due to ring fenced funding
Finance	9,225	Contribution to ND Tax new burdens reserve due to ring fenced funding
Community	197,981	Contribution to Flexible Homelessness Reserve due to ring fenced funding
Finance	54,228	Contribution to Housing Benefits Reserve due to ring fenced funding
Leader	10,393	Contribution to IER reserve due to ring fenced funding
Community	22,500	Contribution to Homelessness Grant Reserve
Environment	14,702	Contribution to Cherry Orchard Reserve
Community	18,492	Contribution to Public Health Officer reserve
TOTAL	359,610	

REVENUE CARRY FORWARD TO RESERVES FOR 2020/21

Portfolio	Carry Forward	Description
Environment	12,677	Carry forward unspent budget for delayed purchase of burial equipment
Finance	8,103	Contribution to Transparency code
Finance	34,968	Brexit new burdens funding
IT & Communications	92,578	Carry forward of unspent budgets for IT
Enterprise	33,280	Carry forward of unused budgets to Repairs and Maintenance Reserve
Planning	21,520	Carry forward of unspent Economic Development budget
Planning	27,261	Contribution to LDF reserve due to removal of the budget
Planning	1,338	Holding Account for Development
Community	867	Carry forward of unspent Crime and Disorder budget
Community	1,295	Carry forward of donation income received for the Windmill
TOTAL	233,887	

Item 7 - Appendix 4: Quarter Four Finance and Performance Report

Becoming Financially Self Sufficient											
R = Red A = Amber G = Green		Polarity	Quarter To Date Target	Quarter To Date Result	QTD Result Vs. QTD Target	Trend (QTD This Year Vs. QTD Last Year)	Year To Date Target	Year End Result	YTD Result Vs. YTD Target	Trend (YTD This Year Vs. YTD Last Year)	Quarter Commentary
PR009	Percentage of Collectible Council Tax collected (Cumulative)	HIGH IS GOOD	98.2%	98.7%	G	Better (98.6%)	98.2%	98.7%	G	Better (98.6%)	0.5% collected over target, representing £3,316,864 more collected than at this point last year.
PR010	Percentage of Collectible Business Rates collected (Cumulative)	HIGH IS GOOD	99.1%	99.5%	G	Worse (99.7%)	99.1%	99.5%	G	Worse (99.7%)	0.4% collected over target, representing £228,485 more collected than at this point last year.
PR011	Percentage of Housing Benefit Overpayments recovered to date (Cumulative)	HIGH IS GOOD	30.5%	17.8%	R	Worse (21.0%)	30.5%	17.8%	R	Worse (21.0%)	The recovery rate is 12.7% under target, representing £103,942 recovered less than at this point last year. An ongoing issue is that as people transfer from Housing Benefit to Universal Credit, RDC loses the ability to apply deductions and must seek payment arrangements directly with the individual. The DWP Payment Deduction Project (PDP), when implemented at RDC, will enable RDC to apply for deductions to DWP benefits and should see an improvement however it is worth noting that overpayment collection methods are not as substantive as Council Tax Recovery and COVID-19 is expected to impact people's ability to pay.

Appendix 4: Quarter Four Finance and Performance Report

Becoming Financially Self Sufficient (continued)											
R = Red A = Amber G = Green		Polarity	Quarter To Date Target	Quarter To Date Result	QTD Result Vs. QTD Target	Trend (QTD This Year Vs. QTD Last Year)	Year To Date Target	Year End Result	YTD Result Vs. YTD Target	Trend (YTD This Year Vs. YTD Last Year)	Quarter Commentary
PR012	Percentage of invoices paid in 30 days	HIGH IS GOOD	98.0%	91.4%	A	Worse (100.0%)	98.0%	94.0%	A	Worse (97.3%)	Invoices Paid within 30 days is under its quarter target performance of 98% with 91.4% of invoices paid in time during January to March. This is mainly due to staffing changes within the team. The figures are also slightly skewed by several historic invoices paid between October 2019 and March 2020.
PR025	Percentage of invoices for commercial goods and services paid by the Authority within 10 days of receipt to Local Suppliers	HIGH IS GOOD	90.0%	56.4%	R	Worse (99.5%)	90.0%	62.7%	R	Worse (95.6%)	Invoices Paid within 10 days to Local Suppliers is under its quarter target performance of 90% with 56% of invoices paid in time during January to March. The year end result shows that 63% were paid in time. As per PR012 above, this is mainly due to staffing changes within the team. However it's acknowledged that throughout the year the Local Supplier percentages have been below target and therefore the process will be reviewed to determine whether this target is achievable going forward.

Appendix 4: Quarter Four Finance and Performance Report

Early Intervention											
R = Red A = Amber G = Green		Polarity	Quarter To Date Target	Quarter To Date Result	QTD Result Vs. QTD Target	Trend (QTD This Year Vs. QTD Last Year)	Year To Date Target	Year End Result	YTD Result Vs. YTD Target	Trend (YTD This Year Vs. YTD Last Year)	Quarter Commentary
PR001	Number of households in B & B/Nightly lets/HMO's (direct cost provision)	LOW IS GOOD	Not Applicable	20	G	Higher (17)	Not Applicable	20	G	Higher (17)	6 B&B and 14 Nightly Lets. 2 are currently in B&B under Covid 19.
PR004	Number of dwellings improved (occupied by vulnerable households)	HIGH IS GOOD	Not Applicable	27	Not Applicable	Higher (15)	Not Applicable	72	Not Applicable	Lower (81)	Reduced formal intervention. On going high prevention work. Q1 - 4 saw 115 housing hazards removed. This performance represents £351,000 in estimated savings to NHS/wider society.
PR005	Number of food businesses made safer (cumulative)	HIGH IS GOOD	25	153	G	Not Applicable	100	258	G	Not Applicable	This is a risk based programme of work based on service plan objectives as verified by the Food Standards Agency.
PR006	Number of Out of Work Benefit Claimants: Actively Seeking Work	LOW IS GOOD	800	865	R	Not Applicable	800	865	R	Not Applicable	In line with national trends, the Lockdown and School Closures which began towards the end of March may have contributed to an increase in figures. Most Essex LAs have seen a similar increase. Overall, claimants have increased by 165 since April 2019. Rochford is one of the lowest in Essex.

Appendix 4: Quarter Four Finance and Performance Report

Early Intervention (continued)											
R = Red A = Amber G = Green		Polarity	Quarter To Date Target	Quarter To Date Result	QTD Result Vs. QTD Target	Trend (QTD This Year Vs. QTD Last Year)	Year To Date Target	Year End Result	YTD Result Vs. YTD Target	Trend (YTD This Year Vs. YTD Last Year)	Quarter Commentary
PR007	Average number of days to process new benefit claims	LOW IS GOOD	21.0	20.4	G	Better (32.8)	21.0	22.7	R	Better (22.8)	<p>Latest data available as at February 2020.</p> <p>The Council continues to look at ways to simplify the Council Tax Support Scheme which will reduce both the administrative burden and processing times for new claims and change of circumstances. Efforts will continue to bring performance back on target but may not happen within the first quarter of 2020/21 due to the effect of COVID 19 which has resulted in a large increase in the number of new claims and change of circumstances to be processed.</p>
PR008	Average number of days to process benefit claims changes in circumstances	LOW IS GOOD	12.0	9.1	G	Better (10.3)	12.0	13.1	A	Better (22.3)	<p>Data as at February 2020. The average time taken to action change of circumstance claims is currently 2.9 day(s) below its quarter target. The Council continues to review how to reduce the administrative burden of processing claims to bring average times down towards target.</p>

Appendix 4: Quarter Four Finance and Performance Report

Maximise our Assets											
R = Red A = Amber G = Green		Polarity	Quarter To Date Target	Quarter To Date Result	QTD Result Vs. QTD Target	Trend (QTD This Year Vs. QTD Last Year)	Year To Date Target	Year End Result	YTD Result Vs. YTD Target	Trend (YTD This Year Vs. YTD Last Year)	
PR013	Planning Enforcement: Percentage of Initial Site Visits conducted within target time	HIGH IS GOOD	60%	81%	G	Better (73%)	60%	77%	G	Better (69%)	81% of initial Planning Enforcement visits were conducted within their target time. This is better than previous quarter.
PR014	Planning Enforcement: Cases being investigated including appeals	LOW IS GOOD	372	204	G	Better (252)	372	204	G	Better (252)	Planning Enforcement cases under investigation have continued to perform above their target and having reviewed older, outstanding cases as part of a larger caseload review the next stage is to proceed with formal action, revive negotiations on some cases and focus on compliance with enforcement notices already served.
PR015	The number of working days lost to the Local Authority due to sickness absence per FTE	LOW IS GOOD	2.5	3.2	A	Worse (0.9)	7.5	13.3	R	Worse (6.2)	This quarters result is 2.3 higher than at the same time last year. The total number of days sickness this quarter is 138 more than the previous year as there is more long term sickness this quarter than at this time last year. COVID-19 related sickness has not been included in these results.
PR016	Number of employees: Full Time Equivalents (FTE)	N/A	Not Applicable	153	Not Applicable	Higher (152.0)	Not Applicable	153	Not Applicable	Higher (152.0)	The total number of employees is 1 lower than at the same time last year.

Appendix 4: Quarter Four Finance and Performance Report

Enable Communities											
R = Red A = Amber G = Green		Polarity	Quarter To Date Target	Quarter To Date Result	QTD Result Vs. QTD Target	Trend (QTD This Year Vs. QTD Last Year)	Year To Date Target	Year End Result	YTD Result Vs. YTD Target	Trend (YTD This Year Vs. YTD Last Year)	Quarter Commentary
PR017	Residual waste Kg per household	LOW IS GOOD	85	81	G	Better (90)	310	323	A	Better (371)	Residual waste per household is within its quarter target performance of 85.0kg with a quarter result of 80.7kg. Overall, the result is 323.2kg per household.
PR018	Percentage of waste recycled or composted	HIGH IS GOOD	66.0%	60.8%	R	Better (58.0%)	66.0%	62.7%	A	Better (60.8%)	The recycling rate is slightly under its quarter target performance of 66.0% with a quarter result of 60.8%. This is due to an increase in the contamination of household recycling which will be addressed by educational campaigns and continued monitoring. The year on year performance increase for Year End relates to a new process that recycles mechanical sweeper waste rather than it going to landfill.
PR019	Percentage of Missed bins vs total collected	LOW IS GOOD	0.010%	0.050%	A	Better (0.059%)	0.010%	0.055%	A	Worse (0.055%)	There were 3,433,272 bins collected in 2019/20, of which 1903 were missed.

Appendix 4: Quarter Four Finance and Performance Report

Enable Communities (continued)											
R = Red A = Amber G = Green		Polarity	Quarter To Date Target	Quarter To Date Result	QTD Result Vs. QTD Target	Trend (QTD This Year Vs. QTD Last Year)	Year To Date Target	Year End Result	YTD Result Vs. YTD Target	Trend (YTD This Year Vs. YTD Last Year)	Quarter Commentary
PR020	Percentage of Major Planning Applications determined in 13 weeks	HIGH IS GOOD	75.0%	66.7%	R	Better (50.0%)	75.0%	50.0%	R	Better (40.0%)	5 Major Planning application(s) in total this quarter, with 3 subject to the Government Target of 13 weeks. This quarter saw 67% determined in time. Operational change and the introduction of a fortnightly review meeting for major applications has resulted in an improvement in performance. It is expected performance will continue to improve with Q1 2020/21 moving into amber. Over the year, 50% of applications have been determined in time.
PR021	Percentage of Major Applications determined within agreed Extension of Time	HIGH IS GOOD	75.0%	50.0%	R	Worse (100.0%)	75.0%	80.0%	G	Worse (81.8%)	The 2 remaining Major Planning application(s) were subject to Extensions of Time (EOT), of which 50% were determined in time. Over the year, 80% have been determined in time. The team continue to secure EOTs on the complex major applications. Further EOT are difficult to obtain where amendments to schemes are unacceptable and the recommendation is for refusal.
PR022	Percentage Remaining Planning Applications determined in 8 weeks	HIGH IS GOOD	75.0%	79.8%	G	Better (67.4%)	75.0%	76.2%	G	Better (67.8%)	Continued good performance. 162 Non-Major Planning application(s) in total this quarter, with 114 subject to the Government Target of 8 weeks. This quarter saw 80% determined in time. Over the year, 76% of applications have been determined in time.
PR023	Non Major Applications determined within agreed Extension of Time	HIGH IS GOOD	75.0%	85.4%	G	Worse (86.8%)	75.0%	84.4%	G	Better (84.1%)	Continued good performance. The 48 remaining Non-Major Planning application(s) were subject to EOTs, of which 85% were determined in time. Over the year, 84% have been determined in time.
PR024	Percentage of Planning appeals allowed	LOW IS GOOD	30.0%	27.3%	G	Worse (16.7%)	30.0%	25.6%	G	Worse (20.0%)	Continued good decision making by the LPA. There was 11 planning appeals, of which 3 was allowed. Over the course of the year, 26% of all appeals were allowed.