REPORT TO THE MEETING OF THE EXECUTIVE 6 SEPTEMBER 2017

PORTFOLIO: FINANCE

REPORT FROM: SECTION 151 OFFICER

SUBJECT: QUARTER 1 2017/18 FINANCIAL MANAGEMENT AND PERFORMANCE REPORT

1 DECISION BEING RECOMMENDED

- 1.1 To note the Quarter 1 2017/18 revenue budget and capital position contained in paragraphs 3 and 4 and as shown in Appendix 1 and 2.
- 1.2 To note and agree the Quarter 1 2017/18 Capital Monitoring Report in Appendix 2.
- 1.3 To note the current financial performance on key revenue financial indicators, as shown in Appendix 3 and 4.

2 REASON/S FOR RECOMMENDATION

- 2.1 The purpose of this report is to provide the latest forecast for the General Fund revenue budgets for the end of the year compared to the original budgets agreed in February 2017 and an up to date position on how projects funded through the capital programme are progressing.
- 2.2 The commentary does not attempt to cover all the budgetary changes but draw attention to the key factors affecting the net expenditure for that service area.
- 2.3 Allocations from the general balance for supplementary estimates (endorsed unplanned expenditure), including proposals to return underspends previously generated within the service to general balance, where applicable, will be recommended for approval by the Section 151 Officer. Where there are competing supplementary estimates for use of underspends, additional income or windfalls previously returned to general balance, priority will be given to the service(s) that generated that return.

3 OVERALL FINANCIAL POSITION

- 3.1 The original net budget set by the Council was £8.71m. Factoring in additional contributions to/from reserve, the latest budget position for 2017/18 is £8.91m. The forecasted quarter 1 general fund expenditure outturn (after reserve movements) is £8.81m, which is a favourable variance of £91,350 (1.02%) against the latest budget.
- 3.2 Portfolio holders supported by Assistant Directors are accountable for any budget variations within their services and the associated responsibility to

ensure expenditure and income are managed within agreed budgets. To make sure that this is successfully achieved, unless *supplementary estimates* are approved in-year, Assistant Directors are expected to develop action plans (endorsed by Portfolio holders) and review these throughout the financial year to identify all significant emerging variances to ensure that overall expenditure is kept within their total available budget.

A breakdown of revenue monitoring by each portfolio is set out in Appendix 1 and summarised in the table below.

Portfolio	2017/18 Latest budget £	End of Year Forecast £	Variance (Budget to end of Year Forecast) surplus/ (deficit)
Leader	1,475,000	1,422,804	52,196
Finance	1,551,663	1,502,208	49,455
Enterprise	227,000	298,368	(71,368)
Planning	364,600	377,734	(13,134)
Environment	2,624,300	2,630,042	(5,742)
Governance	1,089,556	960,078	129,478
Community	1,577,771	1,627,305	(49,534)
Total	8,909,890	8,818,540	91,350

- 3.3 The main factors that are reducing the overall net expenditure are:-
 - Savings of circa £23,000 are expected from within Elections, due to payments to the canvassers' budget not being fully utilised and salary savings within the cost centre.
 - Savings of circa £49,000 due to the annual pension payment being less than budgeted for.
 - Due to a vacant post within Risk and Performance savings of circa £18,000 are expected by the end of the year.
 - Salaries The actual spend on salaries for this period was £1.385m compared to a budgeted spend of £1.489m, giving a favourable variance of £103,000. This was achieved through staff vacancies and turnover.
- 3.4 The main factors that are increasing the overall net expenditure are:-
 - Homelessness The temporary accommodation need is increasing month on month, with a peak in July. The numbers of families approaching the Council has increase from 79 to 136 between April and July this year, which has resulted in an additional 12 families moving into temporary accommodation, which totals 54 as of July 2017.

If this peak in July is assumed for the rest of the year, the net spend will be 48% (c£324k) higher than the budgeted amount, before the impact of 22 South Street and Francis Cottee Lodge. With these mitigations included, the impact is reduced to 17% (c£113k). This area will be monitored closely, but the budget has not been adjusted for this potential increase.

- Off Street Car Parking The income for this financial year is currently forecast to be c£20k adverse. Budgeted income is £1.47m against a forecast income of c£1.45m. The budget included charging for pay and display at Cherry Orchard County Park, this is yet to start. This makes up the majority of the variance.
- Income from Pre-application advice and Planning Performance agreements is not expected to match budget. These income streams are based entirely on take up of service, the budget was set based upon forecast usage for the year, however due to the continuing unstable economic climate, take up of this service is forecast to remain low. The forecast adverse variance for the end of the year is c£45,000.
- Income generated from Local Land Charges is expected to be under budget by c£30,000. This is in line with the continuing unstable economic climate and slow housing market.
- 3.5 Planning and Regeneration Services Recovery Plan the Assistant Director for Planning and Regeneration and Finance Business Partners are in the process of mitigating pressures on the overspend of salary budgets within the directorate. Due to a number of vacant key posts it has been crucial to employ agency members of staff.
 - Further savings ideas and income options are being considered to mitigate as much of this as possible and, as such, the current overspend of £13k reflects the impact of these mitigations. The Assistant Director for Planning and Regeneration and the Section 151 officer are having bi weekly meetings to monitor recruitment progress and the impact on the budget,
- 3.6 Within the service areas, there are budget headings which are considered significant to the overall financial position of the authority. An example of this would be salaries which account for 68% of total expenditure or significant income streams such as planning fees or parking. These key financial indicators are summarised in Appendix 3 and 4.
- 3.7 This position will be closely monitored and reported throughout the year and considered as part of the medium term resource strategy.

4 CAPITAL PROGRAMME

4.1 The current Capital Programme for 2017/18 agreed by Council on 14 February 2017, including those items agreed to be rolled forward from the 2016/17 programme is £1,165,900.

- 4.2 The forecasted outturn on the Council's capital programme as at quarter 1 is £1,151,300 (98.7%) to be delivered. The table at appendix 3 summarises the expenditure by each service
- 4.3 In overall financial terms, 39.7% of the planned expenditure has been completed.
- 4.4 The overall forecasted outturn can be contained within the funds earmarked for the 2017/18 Capital Programme and is largely funded by grants, capital receipts from proceeds of a VAT Shelter arrangement and the sale of council housing under a sharing arrangement with Rochford Housing Association.

5 RISK IMPLICATIONS

- Various projects within the Council's revenue budget and capital programme are supported by time-limited grants. Where there are delays to the implementation of these projects, there is the risk that the associated grants will be lost. If this occurs either the projects will be aborted or a decision to divert resources from other Council priorities will be required
- 5.2 Current economic conditions still have the potential to adversely affect some of the major income streams, such as Building Control and Development Control income. Decrease in activity may lead to reductions in income. In addition delays in completing the items on the Capital Programme could prevent the Council from achieving its strategic objectives and lead to adverse publicity.
- 5.3 Regular monitoring of those budgets with the higher risk considerations will assist in providing early warnings to enable mitigation plans to be developed.

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:

Section 151 Officer

Background Papers:-

None.

For further information please contact Rob Manning (Section 151 Officer) or Matthew Petley (Principal Finance Officer) on:-

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If you would like this report in large print, Braille or another language please contact 01702 318111.

FINANCIAL MANAGEMENT REPORT FORECAST YEAR-END POSITION FOR 2017/18 AS AT END OF JUNE 2017

PORTFOLIO HOLDER: LEADER, CLLR T G CUTMORE

Service Area	Lead Officer	2017/18 Latest budget	End of Year Forecast	Actual Variance surplus / (deficit)	Comment
Corporate Management	S Scrutton	123,200	109,973	13,227	Due to predicted savings on chartermark and FOI budget. C.£4,500 savings expected on apprenticeship levy budget
Assistant Directors	S Scrutton	696,300	703,561	(7,261)	Salaries expected to be higher than budgeted.
Executive Director	S Scrutton	109,300	102,086	7,214	Part year salary savings expected due to vacant post
Managing Director	S Scrutton	146,100	141,438	4,663	c.£4k salary savings expected
Conducting Elections	A Law	101,450	80,760	23,553	
Registration of Electors	A Law	107,850	104,986	23,555	
Health & Safety	M Harwood- White	41,000	32,396	8,604	c.£4k expected from salaries as member of staff is not in the pension. C.£4k savings from health & safety reps, fire marshals and first aiders.
Leadership Support Team	D Tribe	149,800	147,603	2,197	Savings expected on salaries as one member has reduced hours since budget setting
	TOTAL	1,475,000	1,422,804	52,196	

PORTFOLIO HOLDER: FINANCE, CLLR S P SMITH

Service Area	Lead Officer	2017/18 Latest budget	End of Year Forecast	Actual Variance surplus / (deficit)	Comment
Audit	John Bostock	118,300	87,600	30,700	Chief Audit Officer post is now filled via contract with Basildon Borough Council. The salary budget for this post was built assuming a fixed salary, however Basildon are only billing for time provided, so a saving is being generated. In addition the department is carrying two vacant part time posts for a period.
Financial Services	Robert Manning	298,773	347,157	(48,384)	The original budget included forecasted income of £32,500, generated from further external payroll provision. Whilst no further payrolls are yet to be acquired, work is continuing to maximise this service and it is still hoped that additional income will be generated before the end of the year. With the leads that Finance are pursuing it is hoped that c£10,000 - c£15,000 will be generated this year.
Non Distributed Costs	Robert Manning	1,000,000	950,922	49,078	
Projects	Robert Manning	17,990	17,990	0	

Service Area	Lead Officer	2017/18 Latest budget	End of Year Forecast	Actual Variance surplus / (deficit)	Comment
Procurement	M Harwood – White	45,800	45,792	8	
Risk & Performance Management	Robert Manning	70,800	52,747	18,053	Saving on vacant post
Other Operating Inc & Exp	Robert Manning			0	
	TOTAL	1,551,663	1,502,208	49,455	

Finance Performance Indicator Progress

Invoices Paid within 30 days is slightly under its target performance of 98% with 94% of invoices paid in time during April to June, of those that relate to local providers, over 83% were paid within 10 days.

PORTFOLIO HOLDER: ENTERPRISE, CLLR G J IOANNOU

Service Area	Lead Officer	2017/18 Latest budget	End of Year Forecast	Actual Variance surplus / (deficit)	Comment
Off St Parking	M Hotten	(1,118,600)	(1,038,047)	(80,553)	£30k transportation staffing review concept will now not materialise. Business rates overspent by c£36,000, this is due to an upward valuation of our car parks rateable value. Income from Off St parking forecast to be £20,000 down against budget.
Office Accommodation Rayleigh	M Harwood - White	70,500	62,170	8,330	Based on spend to date a predicted underspend in repairs and maintenance of c.£8K
Office Accommodation Rochford	M Harwood – White	199,500	207,100	(7,600)	Caretaker overtime - due to sickness of 1 caretaker
Computer Services	S Scrutton	810,600	801,014	9,586	Savings throughout the year on equipment budget and consumables
Estate Management Services	M Harwood – White	113,400	118,869	(5,469)	Overspend due to £10k capital works provision of service unlikely to materialise
Communications	N Khan	71,000	70,477	523	
Economic Development	M Harwood - White	80,600	76,785	3,815	
	TOTAL	227,000	298,368	(71,368)	

PORTFOLIO HOLDER: PLANNING, CLLR I H WARD

Service Area	Lead Officer	2017/18 Latest budget	End of Year Forecast	Actual Variance surplus / (deficit)	Comment
Development Management	M Thomas	91,950	85,402	6,548	Income expected to exceed budget due to planning applications for Project Wyvern
Building Control Client Account	M Thomas	194,850	247,217	(52,367)	Salaries expected to go over budget due to increased use of agency workers to cover vacant posts.
Building Control Fee Account	M Thomas	(246,700)	(301,740)	55,040	Based on previous years and trend income is expected to exceed budget
Planning Policy	M Thomas	324,500	346,855	(22,355)	Overspend due to re-grade of planning policy officers, one changed to Senior planning policy officer
	TOTAL	364,600	377,734	(13,134)	

Planning Performance Indicator Progress

Planning Enforcement cases under investigation have continued to perform above their target and the next stage is to focus on the older, outstanding cases as part of a larger caseload review. Whist there is a focus on these older cases the team is unlikely to meet its target for closure of cases.

Over 50% of Major Planning applications are meeting the Government Target of 13 weeks and a programme of additional monitoring and review was implemented in Quarter Four. Planning Appeals remains better than target.

Over 75% of initial Planning Enforcement visits are now conducted within their target time.

The performance of Non Major Planning applications has exceeded the RDC target of 80% with Junes result at 83%. There have been 15 less cases to date than at the same time last year. A programme of additional monitoring and review was implemented in Quarter Four.

PORTFOLIO HOLDER: ENVIRONMENT, CLLR D J SPERRING

Service Area	Lead Officer	2017/18 Latest budget	End of Year Forecast	Actual Variance surplus / (deficit)	Comment	
Highways/ Roads Routine	M Hotten	(500)	(13,300)	12,800	Based on previous years Flood prevention budget will be largely underspent	
Cemeteries & Churchyards	M Hotten	(133,800)	(115,383)	(18,417)	Demand led income stream, to date this is down compared to last year	
Street Cleansing	M Hotten	675,800	687,677	(11,877)	Street cleansing contract is	
Public Conveniences	M Hotten	68,100	85,510	(17,410)	higher than budgeted for by c. £50k, Marcus to work on mitigation plan. £25k concept saving regarding closing toilets - not achieved. Underspends within cost centres to help towards mitigation plan.	
Coast Protection	M Hotten	2,100	2,100	0		
Depot	M Hotten	32,500	25,962	6,538	Reduced Business Rates bill due to Green Gateway occupying part of premises.	
Recycling Collection	M Hotten	1,929,800	1,967,444	(37,644)	The original budget included a concept of £67k saving to be generated from the ceasing of weekly collection	

Service Area	Lead Officer	2017/18 Latest budget	End of Year Forecast	Actual Variance surplus / (deficit)	Comment
					of recycling bins from flats within the District. This concept has yet to start. The Assistant Director will update Members through the Portfolio accordingly.
Recycling Disposal	M Hotten	(664,900)	(681,966)	17,066	MRF saving
Parks & Open Spaces	M Hotten	664,800	627,481	37,319	Underspend on repairs and maintenance budgets expected
Emergency Planning	Matt Harwood White	50,400	44,517	5,883	In year savings on on-call officers expected
	TOTAL	2,624,300	2,630,042	(5,742)	

Environmental Services Performance Indicator Progress

Rochford has improved its recycling rate since its lowest point in February 2016 and is currently on target at 66%.

The percentage of Missed Bins vs. Total Collected continues to perform better than target. To date, this represents 13 missed bins out of a total 305,229 collected.

PORTFOLIO HOLDER: GOVERNANCE, CLLR MRS C E ROE

Service Area	Lead Officer	2017/18 Latest budget	End of Year Forecast	Actual Variance surplus / (deficit)	Comment
Housing Benefit Administration	M Petley	169,396	114,908	54,488	Figures amended using recent subsidy estimate papers that weren't available at original budget setting time
Housing Benefits Payments	M Petley	(272,000)	(265,800)	(6,200)	Figures amended using recent subsidy estimate papers that weren't available at original budget setting time
Reception	D Tribe	137,000	117,017	19,983	1 vacant part time post. Telephone budget likely to be underspent based on previous years
Support Services	D Tribe	241,900	214,523	27,377	Reduced postal franking spend based on previous year and no spend on £4k budget for subs based on last year
Legal Services	A Law	145,185	159,154	(13,969)	Overspend on salaries to fund new solicitor post.
Human Resources	S Scrutton	184,600	179,957	4,643	
Licensing	A Law	50,300	53,921	(3,621)	
Customer Services	D Tribe	264,000	266,819	(2,819)	

Service Area	Lead Officer	2017/18 Latest budget	End of Year Forecast	Actual Variance surplus / (deficit)	Comment
Hackney Carriage	A Law	(95,000)	(107,337)	12,337	Driver and Vehicle licensing likely to be higher than budgeted for based on last years income
Member & Committee Services	J Bostock	422,800	424,647	(1,847)	
Civics	J Bostock	54,800	56,390	(1,590)	
Local Land Charges	A Law	(194,000)	(163,757)	(30,243)	Fees & charges income likely to be lower than budgeted for based on previous years
Council Tax	M Petley	7,875	(33,181)	41,056	LCTS set up funding £12k less than budgeted for. Court Cost income likely to be £15k less than budgeted for based on previous years
Business Rates	M Petley	(94,000)	(123,753)	29,753	Salary saving - 1 x vacant post
Information	A Law	23,400	23,152	248	
Overview	J Bostock	43,300	43,420	(120)	
	TOTAL	1,089,556	960,078	129,478	

Governance performance Indicator Progress

The percentage of Council Tax collected is currently 2.8% above its predicted target collection rate of 27.3% for the year to date position, this equates to £1,748,188 collected ahead of expectation.

The Council Tax base continues to remain steady at just below 31,000 Band D equivalents.

The Business Rates collection is currently 0.6% up compared to the same time last year.

The average time taken to action New Benefit Claims is currently 10 days under target. The action plan for recovery includes the employment of a temporary member of staff to provide maternity cover and overtime being made available to staff. The average time taken to action Change of Circumstance Claims is currently 7 days over target. The action plan for recovery includes the employment of a temporary member of staff to provide maternity cover and overtime being made available to staff.

Benefits overpayments are currently underperforming against target by 1%. The amount of overpaid benefit identified is more than at the same time last year. Recovery is made when possible from ongoing benefit awards, but the rates at which this can be done are set by DWP. The DWP have also introduced a new automated system for transferring money they have collected, and there have been some initial problems with this system.

Current sickness levels are higher this quarter due to specific cases of long term sick leave relating to low numbers of staff which were for a variety of reasons. Cases are actively managed by line mangers with support from HR.

PORTFOLIO HOLDER: COMMUNITY, CLLR M J WEBB

Service Area	Lead Officer	2017/18 Latest budget	End of Year Forecast	Actual Variance surplus / (deficit)	Comment
Housing Strategy	L Moss	13,900	(3,700)	17,600	
Private Sector Housing Renewal	L Moss	63,200	63,947	(747)	
Homelessness	L Moss	674,900	787,782	(112,882)	The Temp accommodation need is increasing month on month, with a peak in July. If this peak is assumed for the rest of the year, the net spend will be 48% higher than the budgeted amount, before the impact of 22 South Street and FCL. With these included, the impact is reduced to £112k.
Corporate Policy & Partnership	L Moss	173,300	171,116	2,184	
Community Safety	L Moss	32,800	25,936	6,864	
Public Health	M Hotten	29,300	26,612	2,688	
Environmental Health	L Moss	278,550	263,192	15,358	
Culture & Heritage – Windmill	M Harwood – White	(1,300)	(1,635)	335	
Sports Development & Promotion	M Harwood – White	30,421	23,267	7,154	C. £4k funding for Active Rochford received which was not budgeted for

Service Area	Lead Officer	2017/18 Latest budget	End of Year Forecast	Actual Variance surplus / (deficit)	Comment
Leisure Premises	M Harwood – White	235,600	247,911	(12,311)	Great Wakering sports centre savings concept unlikely to be fully achieved.
Leisure Client Account	M Harwood – White	16,000	(574)	16,574	£10k supplementary budget for WWD to be removed. Spend will be covered by funding. Budget was allocated to allow orders to be raised in FP. Predicted underspend on car allowances
Safeguarding	L Moss	31,100	23,450	7,650	Vacant post savings
	TOTAL	1,577,771	1,627,305	(49,534)	

Community Performance Indicator Progress

The 48 households in emergency accommodation in June, is 45% higher than the figure reported this time in 2016/2017. There remains high dependencies on limited supply and affordability of local stock.

General approaches to the Housing Options service has also increased 20% over the last quarter, averaging 110 per month, compared with 90 in 2016/17. FCL and South Street accommodation projects will help support the ongoing cost demand, but homeless pressures remain at critical level. The Homeless Reduction Act 2017 (anticipated to start April 2017), imposes a fundamental shift in approach for all Housing Options services and for RDC, the impact has been estimated to be a 50% increase in approaches, which in turn will bring added accommodation pressures.

QUARTER 1 CAPITAL MONITORING REPORT 2017/18

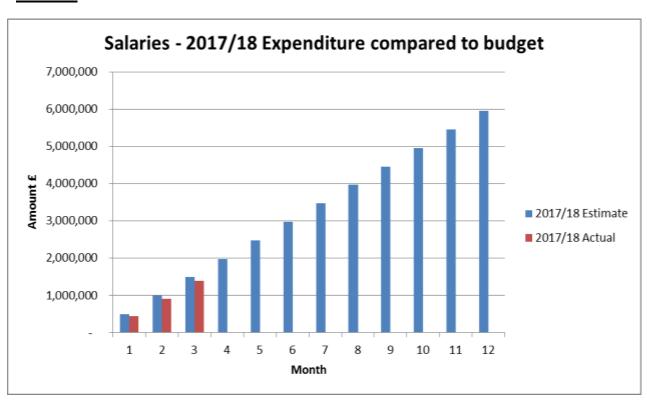
	Portfolio	Latest	Actual	End of	Comments		
		Budget 2017/18	2017/18	Year Forecast			
Information & Communications							
Health & Safety Management Software	Governance	6,500	0	6,500			
IT Migration Project	Enterprise	264,000	284,705	264,000			
Vehicles and Equipment							
Wheelie Bins	Environment	49,900	37,270	49,900	Demand led spend.		
Operational Assets							
Cemeteries	Environment	19,300	12,207	19,300			
Car Parks							
Resurfacing Rolling Programme	Enterprise	41,400	0	41,400			
Cherry Orchard Car Park Works	Enterprise	15,100	15,145	18,600	Additional spend due to planning application now to be submitted by consultants rather than in-house team.		
Parks & Play Facilities							
Play Spaces	Environment	29,000	45,582	29,000	RDC had to pay for works upfront, however will be reimbursed.		
Parks & Opens spaces programme	Environment	19,600	5,262	19,600			
Pavilions	Environment	37,500	0	37,500			
Condition Survey	Environment	10,000	0	10,000			

Office Accommodation – Rochford						
South Street	Enterprise	40,100	6,816	22,000		
Office Accommodation – Rayleigh						
Civic Suite	Enterprise	21,000	2,650	21,000		
Rayleigh Windmill						
Windmill	Community	8,500	0	8,500		
Health & Safety Adaptions						
Fall Arrest/Restraint Systems on RDC roofs	Governance	8,000	0	8,000		
DDA Access Audit of all RDC buildings	Governance	10,000	0	10,000		
Evacuation Chairs (South Street and Civic).	Governance	6,000	0	6,000		
HOUSING						
Disabled Facilities Grant	Community	525,000	53,925	525,000	Ongoing demand. When considering financial commitment of those DFG cases approved and estimated cost of cases in progress + actual spend to date. The forecast is a possible waiting list Q3-4.	
Homeless solution - temporary accommodation	Community	15,000	0	15,000	Furniture/blinds/Notices order raised July for August live date.	
Housing renewal grant	Community	40,000	0	40,000	To be used for new well homes incentives. Project anticipated to start Q3-4.	

Total Capital Programme			
Statement of Capital			
Financing			
Provision from 2017/18 Revenue budget	285,000	285,000	
Capital Receipts Reserve	241,900	227,300	
Housing Grant DFG - From ECC via Better Care Fund	375,000	375,000	
Contribution from Hard/ Soft Infrastructure reserve	264,000	264,000	
Total Financing	1,165,900	1,151,300	

FINANCIAL MANAGEMENT REPORT KEY FINANCIAL INDICATORS AS AT END OF QUARTER 1

Salaries

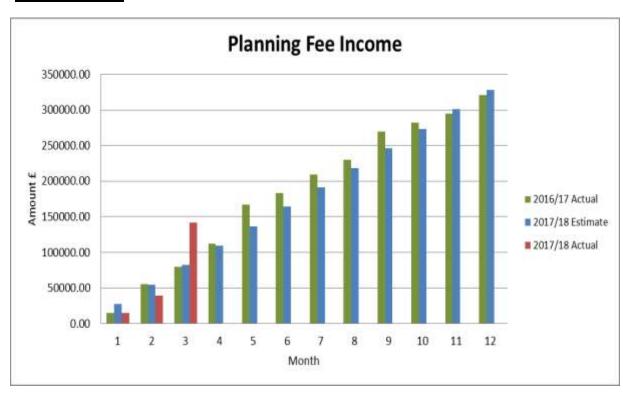


Commentary

The original budget for salaries was set at £5.94m. At the end of Q1 savings of circa £100,000 have been identified.

Expenditure on salaries is managed corporately to both reduce employment costs and improve services through better job design.

Planning Fees

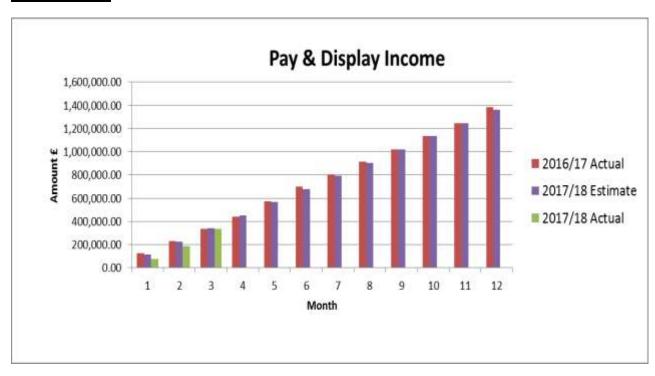


Commentary

The original budget for planning fee income was £328,100. This was based on officer assumptions on Planning Applications for 2017/18.

At this stage, the year to date position is favourable against budget by £20,700. Based on current application rates, original budget is expected to be met.

Parking Fees

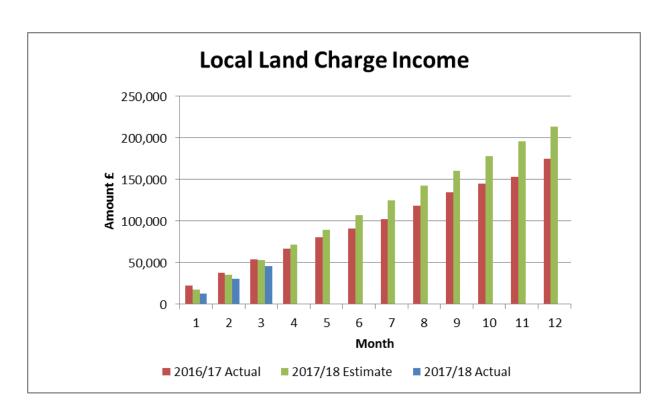


Commentary

The original budget for 2017/18 is £1,360,000.

Income to date is currently at the same position as last year, and at targeted budget.

Local Land Charges



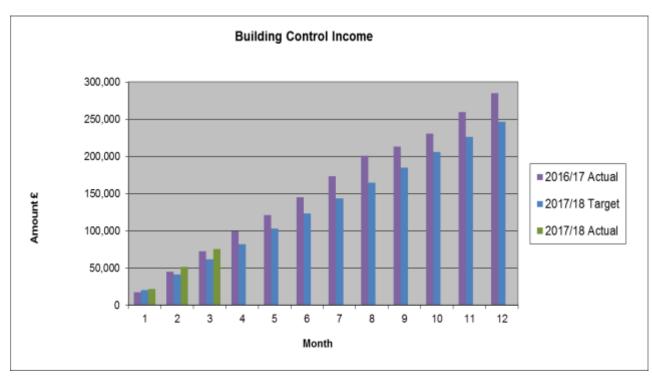
Commentary

The original budget for 2017/18 is £214,000. Income to date is £89,652 against a year to date target of £107,000.

Income to date is down compared to the same position as last year, where income was £114,631 as at Q1.

Based on income to date, total Income for the year is forecast to be under original budget by circa £30,000

Building Control Income

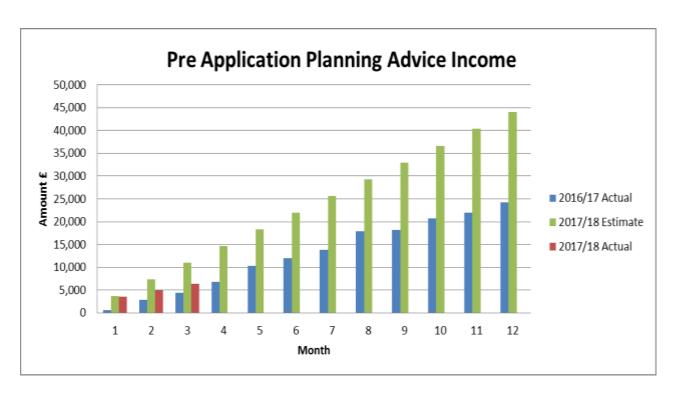


Commentary

The original budget for 2017/18 is £246,700. Income to date is £75,066 against a year to date target of £61,675, this compares to £72,153 for the same period last year.

The forecast outturn is expected to be circa £45,000 favourable compared to budget.

Pre-Planning Application Advice



Commentary

The original budget for 2017/18 was set at £44,000. This was based on officer assumptions on the take up of this service.

Income to date is £6,413 against a year to date target of £11,000, this compares to £4,383 for the same period last year.

		Income	Income	Income	Incomo	
Car Park	Financial Year	Income Received Q1	Income Received Q2	Income Received Q3	Income Received Q4	
		£	£	£	£	
Webster's Way	2016/17	144,269	156,614	135,891	151,959	
	2017/18	146,903				
Castle Road	2016/17	52,010	53,536	50,789	57,796	
	2017/18	50,142				
Back Lane	2016/17	38,402	39,643	35,888	40,300	
	2017/18	35,414				
Market Car Park	2016/17	22,773	25,349	23,067	24,981	
	2017/18	21,678				
Bellingham Lane	2016/17	42,390	44,409	39,406	44,481	
	2017/18	38,740				
Southend Road	2016/17	14,972	16,597	15,896	17,185	
	2017/18	16,926				
The Approach	2016/17	10,159	10,041	10,253	9,971	
	2017/18	9,741				
Hockley Woods	2016/17	5,619	7,445	6,359	6,224	
	2017/18	6,481				
Freight House	2016/17	4,402	3,787	4,378	5,671	
	2017/18	5,045				
Old Ship Lane	2016/17	2,378	2,588	2,109	2,275	
	2017/18	1,906				
Total	2016/17	337,374	360,009	324,036	360,843	
	2017/18	332,976		0	0	