

**JOINT MEETING - CABINET MEMBER FOR ECONOMIC DEVELOPMENT,  
PLANNING AND TRANSPORTATION AND THE CABINET MEMBER FOR  
STREETPRIDE SERVICES**

**Venue:** \*Rooms 3/4 (Training Room),      **Date:** Monday, 1st March, 2010  
3rd Floor, Bailey House,  
Rawmarsh Road,  
ROTHERHAM. S60 1TD

**Time:** 10.00 a.m.

\*Please note the venue for this meeting.

**A G E N D A**

1. To determine if the following matters are to be considered under the categories suggested in accordance with Part 1 of Schedule 12A (as amended March 2006) to the Local Government Act 1972.
  
2. To determine any item which the Chairman is of the opinion should be considered later in the agenda as a matter of urgency.
  
3. Customer Care - 1st October to 31st December, 2009. (report attached) (Pages 1 - 11)  
Emma Hill, Customer Service Standards Co-ordinator, to report.  
- to report Quarter 3 performance.
  
4. Modifications to A630 Parkway central reserve adjacent Catcliffe Interchange. (report attached) (Pages 12 - 13)  
David Phillips, Principal Highway Engineer, Streetpride, to report.  
- to report proposals for modifications to A630 central reserve.
  
5. Budget Monitoring - April 2009 to January, 2010. (report attached) (Pages 14 - 24)  
Nichola Stretton, Finance Manager, to report.

<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS</b>
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1.	<b>Meeting:</b>	<b>Delegated Powers – Streetpride and Regeneration and Development</b>
2.	<b>Date:</b>	<b>1 March 2010</b>
3.	<b>Title:</b>	<b>Customer Care – 1 October to 31 December 2009</b>
4.	<b>Directorate:</b>	<b>Environment and Development Services</b>

**5. Summary**

The following report details performance statistics for quarter 3 (October-December 09), against the Customer First Charter and suggests recommendations for improvement where necessary.

**6. Recommendations**

- (i) That the contents of the report be noted.

**7. Proposals and Details**

This report concentrates on the criterion detailed in the Customer First Charter.

Within the Customer First Charter are 5 minimum standards, each underpinned by a number of targets, these are:

We will answer enquiries professionally and courteously, and will aim to achieve the following response times:

<b>Telephone Calls</b>	Answer within 7 rings
<b>Emails/online requests*</b>	Acknowledge within 1 working day, followed by a full response within 10 working days (complaints will be excluded from this and dealt with separately)*
<b>Letters from customers</b>	Acknowledge within 3 working days, followed by a full written response within 10 working days
<b>Appointments</b>	Maximum waiting time of 5 minutes from agreed time
<b>Complaints</b>	If possible, complaints will be sorted on the spot. If this is not possible, complaints will be responded to in line with the Council's Corporate Complaints Procedure.

- This excludes "personal" email addresses for individuals

***E- Casework Future Developments:-***

*The Corporate Access Group have agreed that E-Casework enquiries will also be included in the revised Customer Charter and a policy document is now being compiled by Bronwen Moss*

**Developments**

***Self-Monitoring***

Self-monitoring of Parking Services and Development Control has been introduced.

***Customer Service Excellence***

In order to comply with and as part of the Customer Service Excellence Standard, publication of our Customer Charter statistics will have to be made available to members of the general public. This will be introduced via a dedicated Web Page for EDS. This information will also be made available on a quarterly basis in Customer Service Points/Reception Points.

In addition as part of the Improvement Programme for Customer Service Excellence EDS we need to develop Service/Team based reporting on the standards. This will be addressed during the next quarter via the Customer Service Excellence Working Group.

### **Statistical Information**

The Performance and Quality Team are currently reviewing the procedure for producing the statistical information received via this report and will be introducing changes over the next few months.

#### **% of letter from the public acknowledged within 3 working days, target 100%**

<b>Service</b>	<b>No.</b>	<b>In Target</b>	<b>%</b>
Asset Management	3	3	100%
Business Unit	N/A	N/A	N/A
Culture & Leisure**	18	18	100%
Planning & Regeneration	75	73	97%
Streetpride *	559	559	100%
<b>Totals</b>	<b>673</b>	<b>641</b>	<b>95%</b>

\* Including letters received by Parking Services

\*\* C&L only been monitored by P&Q Team since November 2009

#### **% of letters responded to from the public within 10 working days, target 100%**

<b>Service</b>	<b>No.</b>	<b>In Target</b>	<b>%</b>
Asset Management	3	3	100%
Business Unit	N/A	N/A	N/A
Culture & Leisure**	18	16	88%
Planning & Regeneration	75	56	75%
Streetpride *	559	559	100%
<b>Totals</b>	<b>655</b>	<b>634</b>	<b>97%</b>

\* Including letters to Parking Services.

**\*\* Green Spaces have only been monitored by P&Q Team since November 2009 - other C&L services i.e. Visitors Centre/Archives/Museums/Library are self-monitored**

A system of sending reminders when outstanding letters are approaching the deadline is in place and this is working well and an improvement is evident on previous quarters.

#### **% of telephone calls answered within 7 rings, target 90%**

Both internal and external calls are monitored Monday – Friday 8:30am – 5:30pm

<b>Service</b>	<b>%</b>
Asset Management	93.4
Business Unit	97.6
Culture and Leisure	74
Planning and Regeneration	95.2
Streetpride	95.1
<b>EDS Overall</b>	<b>94%</b>

Recommendations for continuing to exceed target:-

- Staff to ensure calls are diverted to another phone when they are not present
- Staff to ensure that teams are covered Monday – Friday 8:30am – 5:30pm
- Senior Managers to be informed where teams are continually failing to meet target

**Appointment maximum waiting time of 5 minutes from agreed time, target 100%**

EDS are currently performing at **95%**

Recommendation for improvement:

- Currently statistical information for this area is only available for EDS overall, it is therefore, necessary to amend this information to reflect the performance of each Service Area as is done for the other targets. Reporting in this way will be introduced by quarter 3 and will enable further analysis of problem areas.
- Staff need to be reminded of the importance of receiving visitors promptly and within the 5 minute target set

**% of complaints acknowledged and responded to within timescales in the Corporate Complaints procedure, target 100%**

All complaints, comments and compliments for Environment and Development Services are monitored through the Siebel system.

% of complaints acknowledged with within timescale:

Service	%
Asset Management	100%
Business Unit	N/A
Culture and Leisure	100%
Planning and Regeneration	100%
Streetpride	100%
<b>EDS Overall</b>	<b>100%</b>

% of complaints dealt with within timescale:

Service	%
Asset Management	100%
Business Unit	N/A
Culture and Leisure	100%
Planning and Regeneration	96%
Streetpride	100%
<b>EDS Overall</b>	<b>96%</b>

In addition to the customer care work involved as a result meeting the Customer Charter staff are also involved in Mystery shopping, and customer care training for all new members of staff. Staff will also be involved in the Customer Service Excellence improvement plan which will shortly be launched.

## **Comparisons with other Directorates**

*Approved procedure for collation of stats to be discussed at future Corporate Access Group. When agreed this group will be the forum to consider and compare performance. In addition these figures will be added to the quarterly CMT report on Performance.*

### **8. Finance**

The main financial issue regarding customer care issues is in respect of the time involved. By improving customer care it should reduce the length of time staff are required to deal with customer complaints.

There may also be a financial implication if a complaint is accepted and compensation is paid.

### **9. Risks and Uncertainties**

There are risks related to reputation and the customer perception of the Authority.

Risks are also present in terms of the accuracy of the performance information reported for answering letters to the public as the accuracy of this information is based on the timely return of data from each service area.

### **10. Policy and Performance Agenda Implications**

Customer Service Excellence  
Rotherham Achieving, Rotherham Alive and Rotherham Proud.

### **11. Background Papers and Consultation**

All letters and complaints are logged on Siebel or the Answering Letters from the Public Database

A visitor waiting time log is kept in the Performance and Quality Section.

Orbital reports on answering the telephones are distributed to managers on a monthly basis. A summary spreadsheet of performance on answering telephones is kept in the Performance and Quality Section

**Contact Name : Emma Hill, extension 2157, Customer Service Standards Co-ordinator [emma.hill@rotherham.gov.uk](mailto:emma.hill@rotherham.gov.uk)**

## ENVIRONMENT AND DEVELOPMENT SERVICES

### Complaints Statistics October 2009 – December 2009 – Appendix A

#### 1. Complaints received by Directorate

	Stage 1		Stage 2		Stage 3		LGO		Totals	
	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum
Asset Management	2	3	0	0	0	0	0	0	2	3
Business Unit	0	0	0	0	0	0	0	0	0	0
Culture & Leisure	6	13	0	0	0	0	0	0	6	13
Planning&Regen.	3	17	2	6	0	1	0	0	5	24
Streetpride	13	41	2	4	0	1	0	0	15	47
<b>Totals</b>	<b>24</b>	<b>62</b>	<b>4</b>	<b>10</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>28</b>	<b>88</b>

#### 2. Complaints received – by category

	Actions of staff		Quality of service		Lack of service		Delay in service		Cost of Service		Lack of information		Other		Totals	
	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum	Qtr.3	Cum
Asset Management	1	2	1	1	0	1	0	0	0	0	0	0	0	0	2	4
Business Unit	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Culture & Leisure	1	3	2	5	3	5	0	0	0	0	0	0	0	0	6	13
Planning & Regeneration	0	3	1	10	2	7	1	2	0	0	1	2	0	0	5	24
Streetpride	4	9	6	23	2	12	1	1	0	0	2	2	0	0	15	47
<b>Totals</b>	<b>6</b>	<b>17</b>	<b>10</b>	<b>39</b>	<b>7</b>	<b>25</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>28</b>	<b>88</b>

### 3. Stage 1 Complaints received by ward

Ward Number	Ward Name	Qtr.3	09/10 Cum
Ward1	Anston and Woodsetts	0	2
Ward 2	Boston Castle	0	6
Ward 3	Brinsworth and Catcliffe	1	1
Ward 4	Dinnington	1	3
Ward 5	Hellaby	1	10
Ward 6	Holderness	2	5
Ward 7	Hooper	2	3
Ward8	Kepple	2	4
Ward 9	Maltby	3	4
Ward 10	Rawmarsh	1	1
Ward 11	Rother Vale	1	2
Ward 12	Rotherham East	1	3
Ward 13	Rotherham West	0	1
Ward 14	Silverwood	1	5
Ward 15	Sitwell	1	6
Ward 16	Swinton	1	6
Ward 17	Valley	1	3
Ward 18	Wales	1	1
Ward 19	Wath	1	2
Ward 20	Wickersley	1	1
Ward 21	Wingfield	0	1
Outside Rotherham		2	10
<b>Totals</b>		<b>24</b>	<b>80</b>



4. Complaints closed by programme area– Overall Numbers

	Stage 1							
	Closed		Closed upheld		Closed partially upheld		Totals	
	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum
Asset Management	1	1	0	0	1	1	2	4
Business Unit	0	0	0	0	0	0	0	0
Culture & Leisure	2	7	1	1	3	5	6	13
Planning & Regeneration	4	13	1	2	0	4	5	19
Streetpride	9	25	0	3	5	13	13	27
<b>Totals</b>	<b>16</b>	<b>46</b>	<b>2</b>	<b>6</b>	<b>9</b>	<b>24</b>	<b>26</b>	<b>63</b>

	Stage 2							
	Closed		Closed upheld		Closed partially upheld		Totals	
	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum
Asset Management	0	0	0	0	0	0	0	0
Business Unit	0	0	0	0	0	0	0	0
Culture & Leisure	0	0	0	0	0	0	0	0
Planning & Regeneration	2	5	0	0	0	0	2	6
Streetpride	2	4	0	0	0	1	2	5
<b>Totals</b>	<b>4</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>11</b>

	Stage 3							
	Closed		Closed upheld		Closed partially upheld		Totals	
	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum
Asset Management	0	0	0	0	0	0	0	0
Business Unit	0	0	0	0	0	0	0	0
Culture & Leisure	0	0	0	0	0	0	0	0
Planning & Regeneration	0	0	0	0	0	1	0	1
Streetpride	0	0	0	0	0	2	0	2
<b>Totals</b>	0	0	0	0	0	0	0	3

5. **Complaints dealt with within complaint procedure timescales**

	Stage 1		Stage 2		Stage 3		Totals	
	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum
Asset Management	2 of 2	4 of 4	0 of 0	0 of 0	0 of 0	0 of 0	2 of 2	4 of 4
Business Unit	0 of 0	0 of 0	0 of 0	0 of 0	0 of 0	0 of 0	0 of 0	0 of 0
Culture and Leisure	6 of 6	13 of 13	0 of 0	0 of 0	0 of 0	0 of 0	6 of 6	13 of 13
Planning & Regeneration	2 of 3	16 of 17	2 of 2	6 of 6	0 of 0	1 of 1	4 of 5	23 of 24
Streetpride	13 of 13	39 of 52	2 of 2	4 of 4	0 of 0	2 of 2	15 of 15	45 of 47
<b>Totals</b>	<b>23 of 24</b>	<b>72 of 75</b>	<b>4 of 4</b>	<b>10 of 10</b>	<b>0 of 0</b>	<b>3 of 3</b>	<b>27 of 28</b>	<b>85 of 88</b>

6. Local Government Ombudsman Requests, percentage of complaints closed within the 28 day target.

	Closed – awaiting clarification		Maladministration with injustice		Local settlement		Maladministration		No maladministration		Ombudsman discontinuing		Outside jurisdiction		Performance	
	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum	Qtr.3	09/10 Cum
Asset Management	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Business Unit	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Culture and Leisure	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Planning & Regeneration	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0
Streetpride	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Key Service Improvements from Complaints**

*Service improvements resulting from complaints July 2009 – September 2009*

Directorate	Issue	Recommendation	Action
Asset Management	Complaint about opening times of All Saint toilets	Open times to be displayed more clearly	Recommendations implemented and signposting to nearest alternative facility
Culture & Leisure	Customer complained that they didn't get the free refreshment as advertised during a special pantomime performance	Clearer mail shots to be produced in future saying where/when the refreshments will be served	All recommendations implemented
Culture & Leisure	Customer complained that the mobile library hadn't been received due to a scheduled MOT	Better customer contact details to be kept so that customers can be contacted when the mobile library	Spreadsheet of customer contact details being established

	which customers hadn't been made aware of and then the customer received a reminder for over-due library books	is unable to get.	

<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS</b>
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<b>1.</b>	<b>Meeting:</b>	<b>Cabinet Member for Streetpride and Cabinet Member for Economic Development, Planning and Transportation</b>
<b>2.</b>	<b>Date:</b>	<b>1 March 2010</b>
<b>3.</b>	<b>Title:</b>	<b>Modifications to A630 Parkway central reserve adjacent Catcliffe Interchange. Ward 3 Catcliffe and Brinsworth.</b>
<b>4.</b>	<b>Directorate:</b>	<b>Environment and Development Services</b>

## **5. Summary**

To report on proposals by Yorkshire Forward for modifications to A630 Parkway central reserve and so seek approval in principle to the provision of the modifications. The modifications are required for potential future abnormal loads and will be delivered through a formal agreement with Yorkshire Forward, to the affect that Yorkshire Forward will meet all costs.

## **6. Recommendations**

**It be resolved that:**

**Approval be given in principle to modifications being made to the Parkway central reserve to facilitate abnormal loads, subject to appropriate consultation.**

**The Council's Head of Legal and Democratic Services prepare an agreement between the Council and Yorkshire Forward for the design and construction of the modifications with all associated costs to be met by Yorkshire Forward.**

## **7. Proposals and Details**

The Advanced Manufacturing Park – part of the development at Waverley, has been developed by Yorkshire Forward as a site suitable for manufacturers of specialised products. Recent discussions between Yorkshire Forward and interested manufacturers have highlighted potential future problems of egress and transportation from the site for some of the large manufactured products. These products are likely to receive an abnormal load designation and early indications are that the existing junction on the Parkway at Catcliffe Interchange – the ‘Dumbbells Roundabout’ may not be passable, even by the specialised abnormal load hauliers.

It has been proposed by Yorkshire Forward that a section of the existing central reserve adjacent to the junction be modified such that abnormal loads could use the off slip (adjacent Poplar Way) from the Parkway in the reverse direction, and cross from the Sheffield bound carriageway (westbound) to the eastbound carriageway, thereby gaining access to the M1 and the rest of the motorway network. Such a manoeuvre would require a full closure of the Parkway which would be organised and financed by the specialist haulier in close consultation with the Council and the Police.

These proposals will require modifications to the reserve itself, together with the existing safety fence. Modification may also be required to the existing lighting provision. It is anticipated that the proposal will create a section of safety barrier that can be removed to allow the movement of the abnormal load and then reinstated once the movement has been completed, together with the appropriate carriageway construction beneath.

## **8. Finance**

The costs of these modifications will be met by Yorkshire Forward. Early indications are that the works are likely to cost in the region of £60,000. Any future use of the modification will be met by manufacturers wishing to utilize the provision provided.

## **9. Risks and Uncertainties**

None over and above those normally associated with small scale construction works. A legal agreement will be entered into by the Council and Yorkshire Forward, which will ensure that all costs associated with the modifications will be met by Yorkshire Forward.

## **10. Policy and Performance Agenda Implications**

The provision of these modifications will further enhance the suitability and viability of the Advanced Manufacturing Park to potential manufacturers which in turn will help efforts being made to create and maintain high skilled employment opportunities.

## **11. Background Papers and Consultation**

None.

**Contact Names:** David Phillips, Principal Highway Engineer, Streetpride, Tel. ext. 2950, [david.phillips@rotherham.gov.uk](mailto:david.phillips@rotherham.gov.uk)

1.	<b>Meeting:</b>	<b>Regeneration and Development Services and Streetpride Delegated Powers Meeting</b>
2.	<b>Date:</b>	<b>01 March 2010</b>
3.	<b>Title:</b>	<b>January Revenue Budget Monitoring Report</b>
4.	<b>Directorate:</b>	<b>Environment and Development Services</b>

**5. Summary**

To report on performance against the revenue budget for the Environment and Development Services Directorate as at **the end of January 2010** and to provide a forecast outturn for the whole of the 2009/10 financial year.

**6. Recommendations**

(1) That Members note the current forecast year end outturn position of **an overspend of £259,000** for the Environment & Development Services Directorate based on expenditure and income as at January 2010 and forecast expenditure and income to 31<sup>st</sup> March 2010.

(2) That this report be referred to the Regeneration Scrutiny Panel for information.

## 7. Proposals and Details

Members are asked to receive and comment upon budget monitoring reports on a monthly basis from May onwards. This report reflects the position against budget for the period 1 April 2009 to 31 January 2009. The attached **appendices** give a summary of the projected 2009/10 revenue position for the Directorate;

Appendix A – E&DS Summary Report.

Appendix A1 to A5 – Service Level Summary Report.

Following the January cycle of budget monitoring the Directorate has identified that it is likely to incur an overspend of £259,000 (0.57%) against its total net revenue budget of £45,557,387. However, all possible actions to mitigate this are being taken.

The key pressures contributing to this position are :

- Under recovery of income due to a reduced number of planning applications
- Flood related costs (June 2009)
- Under recovery of income on the Parking Budget
- Winter maintenance pressures

### **Asset Management (£4k-)**

The Service Director has worked to mitigate pressures within the Asset Management by offering savings on repairs and maintenance by only undertaking essential works, plus savings across the rest of the Service generated by an imposed moratorium on non pay budgets (Appendix A). All costs currently charged to the Land and Property Bank are being absorbed within this Service. The costs are unbudgeted and would normally be funded by de-minimus capital receipts, however, there have been no receipts in year to fund this expenditure. (Please refer to the section 9 for more details on this).

### **Business Unit (£117k-)**

The Business Unit is effectively managing vacant posts (£90k saving), but has a small overspend (£20k) within Performance and Quality and has imposed a moratorium on the uncommitted Training budget (£47k) to mitigate the Directorate forecast overspend by £117k in 2009/10.

### **Culture and Leisure (£21k-)**

Pressures within Culture and Heritage include staffing costs in Theatres (£38k) and the payment for SY Archives (£15k) these pressures are being offset by an underspend on staffing in Museums (£50k).

Pressures within Sports and Recreation include solicitor costs (£18k), operational costs at the Stadium (£35k), unrecovered debts (£64k), loss of income within Countryside budgets (£30k) but the delay in opening Clifton Park is partially offsetting these pressures (£59k-), as are savings in pay across the service area (£36k-).



The Service continues to work towards establishing the financial position of the Clifton Park Restoration Project. The Service is taking legal advice with regard to payments either due or from the Administrator dependant of the results of the assessment being carried out by the Quantity Surveyor. This is expected March 2009. However, additional costs have already been incurred for site security and fees as a result of UCS Civils leaving the site (£60k+).

Overall Libraries are forecasting an underspend (£51k-) and pressures within Libraries management are being offset by staff vacancies, materials fund savings and an expected reduction RBT charges (£39k-). The Service is continuing to work to achieve the savings offered in the 2009/10 budget.

Additionally, unbudgeted security costs at Ulley Reservoir (£27k) have been incurred.

A proposal has been made to offer part of the Museum Insurance monies post Floods 2007 to mitigate pressures within EDS Services (£100k-). A detailed report will be presented to Cabinet Member Cultural Services, outlining the risks of this proposal.

### **Planning and Regeneration (£400k+)**

The key pressures for this Service are due to a continuing decline in planning applications. The projected income under-recovery is £590k. The Housing Planning Delivery Grant allocation has now been declared, and is lower than anticipated but is contributing (£96k-) to help offset the Service pressure of £470k. Other pressures within the service exist, £55k relating to the Mapping Systems, these are being offset by non recruitment to some posts (£21k-), and increased activity resulting in additional fee income from the LTP (£61k-). Work is continuing on a restructure of this service, though any savings will not be deliverable until the next financial year.

### **Streetpride (£0k)**

There are some pressures being reported across Streetpride which include a shortfall on income within Parking (£109k), and energy costs on Street Lighting (£49k). Costs of £80k have been identified by Streetpride relating to the localised floods, which are unbudgeted. Some savings have been identified within Waste (£323k-) due to new contractual arrangements to help mitigate the pressures in this service. Analysis is shown on Appendix A – 5.

As a result of the recent severe winter weather, the Streetpride service are expecting that by the financial year end 90 gritting runs will have been delivered, but it is not possible to be certain on this. Current projections indicate a spend of £850k. The current revenue budget available for Winter Maintenance is £565,554 based on requirements for a milder Winter. A detailed report will be submitted outlining the types of work undertaken. The workforce will always be used to respond as required, and therefore, there can be additional daytime activity which will create a financial pressure. It is recommended that the Cabinet Member supports using the full amount of the Winter Maintenance Reserve as this Winter to date has been exceptional and would be classified as severe. If this is acceptable, the Reserve will be

depleted and its position will be need to be reviewed for future years. This budget will be regularly updated, and any changes reported.

Members have requested details of Agency and Consultancy spend to be included in Budget Monitoring reports. These costs are included in the overall Directorate forecast outturn position.

**Table 1 : EDS Agency Spend For the Period : April to January 2010**

<b>Month</b>	<b>On Contract</b>	<b>Off Contract</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<b>April</b>	<b>23,114</b>	<b>14,360</b>	<b>37,474</b>
<b>May</b>	<b>44,426</b>	<b>15,324</b>	<b>59,750</b>
<b>June</b>	<b>61,594</b>	<b>24,318</b>	<b>85,912</b>
<b>July</b>	<b>56,717</b>	<b>35,684</b>	<b>92,401</b>
<b>August</b>	<b>36,467</b>	<b>19,357</b>	<b>55,824</b>
<b>September</b>	<b>73,054</b>	<b>25,423</b>	<b>98,477</b>
<b>October</b>	<b>59,650</b>	<b>23,478</b>	<b>83,128</b>
<b>November</b>	<b>70,972</b>	<b>33,588</b>	<b>104,560</b>
<b>December</b>	<b>43,153</b>	<b>10,511</b>	<b>53,664</b>
<b>January</b>	<b>95,374</b>	<b>21,281</b>	<b>116,655</b>
<b>Total</b>	<b>564,521</b>	<b>223,322</b>	<b>787,843</b>

**Table 2 : EDS Agency Spend Analysed By Expenditure Type For The Period :April to January 2010**

	<b>On Contract</b>	<b>Off Contract</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<b>Capital</b>	<b>48,478</b>	<b>0</b>	<b>48,478</b>
<b>Revenue</b>	<b>235,446</b>	<b>2,340</b>	<b>237,786</b>
<b>Trading</b>	<b>280,597</b>	<b>220,982</b>	<b>501,579</b>
<b>Total</b>	<b>564,521</b>	<b>223,322</b>	<b>787.843</b>

The details for Consultancy spend will be provided from 2010/11, as the new arrangements were started part year, so the current data does not provide meaningful comparisons.

## **8. Finance**

Please refer to the attached appendices for detailed financial analysis. The Directorate will continue to review its planned expenditure and identify and implement management actions to help mitigate the forecast overspend. The Directorate is now operating with an imposed a moratorium on all uncommitted, non-essential non-pay budgets in addition to the strict vacancy management arrangements already in place.

## **9. Risks and Uncertainties**

The overall Directorate budget currently shows a projected overspend of £259,000. The Service continues to work to mitigate known pressures around Office Accommodation, the Land and Property Bank, and work is continuing to determine the current position relating to Clifton Park, the findings were expected by the end of February, but an extension to this date has been requested.

It is now expected that the Winter Maintenance Reserve will be required in full (£154k) to partially offset the overspend, a result of the recent severe winter weather. A risk is also attached to the non use of Insurance monies relating to the Museum, and report to Cabinet Member, Cultural Services will present these risks, To date the reported position has reflected a combination of cost pressures partially being compensated for by savings/additional income being generated across the Service. The Strategic Director of Environment and Development Services and Cabinet Member have determined this is an acceptable way of balancing the budget in accordance with Financial Regulation Virement Note Section 11, without the need for implementing virement.

## **10. Policy and Performance Agenda Implications**

Directorate budgets are aligned only to corporate priorities and spending within the agreed Directorate cash allocation is key to demonstrate the efficient Use of Resources.

## **11. Background Papers and Consultation**

This is the ninth budget monitoring report for the Directorate for 2009/10 and reflects the position from April 2009 to January 2009. This report has been discussed with the Strategic Directors of Environment and Development Services and Finance.

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## REASONS FOR VARIANCE FROM APPROVED BUDGET (Based on available information as at end January 2010)

Service	Under (-) / Over (+) Spending Projected to Year End £,000	Reasons/Implications	RAG Status	Actions Proposed	Impact of Actions	Revised RAG Status
Asset Management	-4	Current projections are that income recovery in year is achievable, and some savings have been generated as a result of the imposed moratorium. Costs which are charged to the Land and Property Bank for properties which are no longer occupied, and could realise a capital receipt, are currently unfunded, due to the non sale of assets, are being contained within th Asset Management budget.	G	A further report will be worked on outlining options for the future of the Land and Property Bank. Costs cannot continue to be absorbed within the mainstream revenue account for Asset Management.		G
Business Unit	-117	Identified savings due to freeze on recruitment and a moratorium on spend.	G			G
Culture & Leisure	-21	The key pressures are within Recreation and Sport (£92k) relates to security costs at Ulley post June 2007 Floods and loss of income on TCP café due to refurbishment, these are being offset by saving. These are being offset by an anticipated saving on Museum Insurance monies (subject to approval).	A	A report wil be taken to Cabinet Member on the use of the Insurance monies.		G
Planning & Regeneration Service	400	The pressure within this Service Area is generally due to an under recovery of income due to a reduced number of application fees.	A	This has been highlighted as a key pressure throughout 2009/10 and has been put forward for investment in 2010/11.		G
Streetpride	0	The key pressures within Streetpride are Winter Maintenance costs, Flood Related costs, and under recovery of income for Parking. There are other pressures within Street Lighting and Grounds Maintenance which are being offset by savings within Waste, and use of the Winter Maintenance Reserve (£154k).	G	That the overspend on Winter Maintenance (£265k+) will require the full amount of the Winter Reserve to be drawn down, and the balance of the pressure is currently being contained within the Streetpride Budget.	There will be no balance left in the Reserve for future years, and a strategic decision on how this is addressed will need to be resolved urgently, a request to transfer from General Fund balances should be made.	A
<b>TOTAL</b>	<b>259</b>					<b>A</b>

## REASONS FOR VARIANCE FROM APPROVED BUDGET (Based on available information as at end January 2010)

Asset Management	Under (-) / Over (+) Spending Projected to Year End £,000	Reasons/Implications	RAG Status	Actions Proposed	Impact of Actions	Revised RAG Status
Management	81	Shortfall on achieving the vacancy factor	G	No action required.		
Building Cleaning	-20	Savings are being achieved as a result of the moratorium on spend.	G	No action required.		
Public Conveniences (All Saints)	6	In the main this is due to an under recovery of income	G	No action required.		
Caretakers	-69	Work has been undertaken to expand the current services offered, and this has resulted in additional income being generated. Caretakers have been used to assist in various office moves, instead of using external contractors.	G	No action required.		
Bailey Suite	2	Shortfall on income budgets, due to use of Bailey Suite for Members meetings	A	No action required.		
School Crossing Patrol	75	The proposed saving £78,700 is not deliverable. Potential to implement 2010/11.	R	No action available to reduce		
Education Premises	0	Nil variance at this stage in the financial year.	G	No action required.		
Office Accommodation	68	Reduced repairs and maintenance costs, work undertaken now essential work only.	G	No action required.		
Community Buildings	-2	The service is showing a small surplus due to effective management of the budget as a result of moratorium	G	No action required.		
Facilities Management	-84	Increased income as a result of managing new premises for NAS.	G	No action required.		
Swinton District Heating	6	Loss of the swimming pool at Swinton will result in an income shortfall, relating to the District Heating.	G	A review of the charges to the remaining premises is being undertaken.		
Emergency and Safety	0	Nil variance at this stage in the financial year	G	No action required.		
Environmental Management	0	Nil variance at this stage in the financial year	G	No action required.		
Strategic Property	-30	Savings as a result of the moratorium on spend and reduced legal charges.	G	No action required.		
Miscellaneous Properties	0	Nil variance at this stage in the financial year	G	No action required.		
Transport	0	Nil variance at this stage in the financial year	G	No action required.		
Misc. Fee Accounts	0	Nil variance at this stage in the financial year	G	No action required.		
Fee Billing - Consultancy Management	0	Nil variance at this stage in the financial year	G	No action required.		G
Land and Property Bank	120	Estimated costs of Land and Property Bank for 2009/10	A	Transfer deficit from Land and Property Bank resulting from insufficient receipts to fund expenditure.	A strategic review is required for future years, and for all new transfers to the the Bank. Longer term this cannot be funded from within Asset Management, capital receipts, have declined in 2009/10 and the forecast for 2010/11 is not adequate to fund the number of properties currently in the Bank.	
*Valuation Group (Fee Billing)	-16	Projections are showing some savings on staff, and an expected over recovery of income in year.	G	No action required.		
*Commercial Properties	-141	Savings as a result of the moratorium on spend and reduced legal charges.	G	No action required.		
<b>TOTAL</b>	<b>-4</b>					

## REASONS FOR VARIANCE FROM APPROVED BUDGET (Based on available information as at end January 2010)

Business Unit	Spending Projected to Year End £,000	Reasons/Implications	RAG Status	Actions Proposed	Impact of Actions	Revised RAG Status
Business Support and Central Admin	-90	Identified savings due to freeze on recruitment	G	No action required.		
Plan Printing	0	Nil variance at this stage in the financial year	G	No action required.		
Payments to RBT	0	Nil variance at this stage in the financial year.	G	No action required.		
Management	0	Nil variance at this stage in the financial year.	G	No action required.		
Corporate Account	0	Nil variance at this stage in the financial year.	G	No action required.		
Performance & Quality	20	A delay in implementing the proposed staffing restructure has resulted in the overspend	R			
Training	-47	Savings asa result of moratorium on spend,	G	No action required.		
<b>TOTAL</b>	<b>-117</b>					

## REASONS FOR VARIANCE FROM APPROVED BUDGET (Based on available information as at end January 2010)

Culture & Leisure Services	Under (-) / Over (+) Spending Projected to Year End £,000	Reasons/Implications	RAG Status	Actions Proposed	Impact of Actions	Revised RAG Status
Culture & Heritage	3	There are pressure in Theatres due to staffing (£38K), and (£15k) for SY Archives which are being offset to some degree by an underspend in Museums due to staff vacancies (£50k).	G	No action required.		
Library Service	-51	This reflects a net underspend across Permanent Lending Libraries and Mobile Libraries	G	No action required.		G
Recreation & Sport	52	The key pressures are Halliwells re: sledging incident (£18k), Stadium (£35K), Enterprise (£64K), and loss of income within Countryside budgets (£30k) are being offset to some degree by underspend on Clifton Park delayed opening (£59K-) and savings on pay (£36k-)	A	Review of Grounds Maintenance charges, potential to reduce when service transfers from Ringway to RMBC.		A
Tourism	9	Subscription to Welcome to Yorkshire	A	No action required.		G
Service Management & Support	-20	There are small pressures within these budgets due to the budget savings offered for 2009/10 which have not realised the full saving in year. These are being offset by savings made due to staff vacancies and within the Materials Fund.	G			G
Post Flood work 2007	27	Actual costs for security Ulley (April - June) no funding available.	A	Consider under proposed Capital spend for rehabilitation of Ulley Reservoir, and absorb early year costs across the Service		G
Clifton Park Contract	60	Expected costs from UCS Civils re Clifton Park contract	A	Costs to be affirmed		
Museum Insurance Fund	-100	A proposal has been put forward to use part of the Insurance monies, and offer part as a saving to mitigate pressures within EDS Services.	A	A report will be taken to Cabinet member for Cultural Services and Sport in February seeking approval for this proposal		G
<b>TOTAL</b>	<b>-21</b>					

## REASONS FOR VARIANCE FROM APPROVED BUDGET (Based on available information as at end January 2010)

	Under (-) / Over (+) Spending Projected to Year End £,000	Reasons/Implications	RAG Status	Actions Proposed	Impact of Actions	Revised RAG Status
<b>Planning &amp; Regeneration Service</b>						
Business Development	0	Nil variance at this stage in the financial year	G	No action required.		
Development Promotion	0	Nil variance at this stage in the financial year	G	No action required.		
YES Project	0	Nil variance at this stage in the financial year	G	No action required.		
Economic Strategy	-21	Not currently recruiting to vacant posts	G	No action required.		
Work Implementation	0	Nil variance at this stage in the financial year	G	No action required.		
Managed Workspace (Business Centres)	0	Nil variance at this stage in the financial year	G	No action required.		
RERF	0	Nil variance at this stage in the financial year	G	No action required.		
Town Centre Mgt	-23	Savings as a result of the moratorium on spend .	G	No action required.		
Markets	9	Income shortfall due to an increasing number of vacant units.	G	No action required.		
Forward Planning	0	Nil variance at this stage in the financial year	G	No action required.		
Management	48	The vacancy factor savings are now distributed across service area budgets .	G	No action required.		
Land Charges	80	Unable to implement charges for OS Mapping (£70k) and additional pressure due to a shortfall in income recovery	R	To be offset with in year savings across the service		G
Development Control	439	Income shortfall due to reduced number of applications. This figure has been reduced due to the receipt of £125k for YES project (February 2009).	R	Further review required. Budget was realigned based on last years actuals, reduction in income target of £650k. However, the economic climate is indicating a continued downturn.		
Housing Planning Delivery Grant (HPDG)	-96	To offset OS Mapping shortfall and partially offset the under recovery of income in DC	G	To offset OS Mapping shortfall		G
Building Control	25	Income shortfall due to reduced number of applications	A	No action required.		
Transportation	-61	Increased fee income being generated from LTP schemes	G	No action required.		
<b>TOTAL</b>	<b>400</b>					

Done



## REASONS FOR VARIANCE FROM APPROVED BUDGET (Based on available information as at end January 2010)

Streetpride	Under (-) / Over (+) Spending Projected to Year End £,000	Reasons/Implications	RAG Status	Actions Proposed	Impact of Actions	Revised RAG Status
Community Delivery Teams	95	Analysis of Fly Tipping has shown an additional pressure (£9k), re waste Disposal Costs, and additional costs are being charged to the Grounds Maintenance (£7k) budget relating to damaged equipment. There have been additional procurement charges from RBT (£11k). The recent weather has caused additional costs to be charged to the Highways Maintenance Account and a £68k overspend is now projected.	G	Review charging procedures to improve projections for 2009/10	That full year charges are containable within the 2009/10 budget	G
Network Management	33	The main pressures remain under recovery of income within the Parking Budget, (£109k) and energy costs within Street Lighting (£49K+). Some savings have been made in Design and Contract Management, Drainage and Streetworks which are contributing to reduce the overall overspend	A	Analysis of the income recovery for parking suggests there has been minimum impact other than at the Civic/Norfolk site where people are taking opportunity of the 'free' parking. A half year review of Service may allow for budget transfer within Streetpride, to realign the budget to the pressures for 2009/10.	Assess the outcomes and report to Cabinet Member and CMT.	G
Schemes & Partnerships	0	Nil variance at this stage in the financial year	G	No action required.	Nil variance	G
Waste disposal and collection	-323	Savings have been identified within the Household waste budget on transport costs and within the Recycling budgets (£127k-) Additional income is projected, and reduced costs due to the Blue Box collections coming back in house (£20k-). Further savings have been generated as a result of the temporary closure of Car Hill totalling (£156k-). PFI costs have caused a small overspend on this budget (£5k).	G	In due course a further assessment of the budgets will be undertaken, to realign budgets appropriately. Savings made are being used to mitigate pressures in other areas within Streetpride.	Nil variance	G
Corporate Accounts - Streetpride	349	Some costs relate to the Floods 2009 (£80k) which are unbudgeted and a variance on IT related costs (£10k). A reduced level of work for the Landscaping Team is resulting in under recovery of fee income £25k. The contribution to vacancy management is £15k short of the £80k budget. However, more significantly a pressure on Winter Maintenance of £266k is being reported as a result of the severe weather.	R	The current pressure on the Winter maintenance account is projected at £266k. This is based on the current position and forecasting based on current information and previous profiling. If the weather does not follow the expected pattern, this projection will be reviewed and refreshed as appropriate.	The total amount in the Winter Reserve will be used to offset the current pressure. A strategy will need to be worked on for replenishing these funds for future years usage.	R
Winter Maintenance	-154	A request to fully drawn down the balance on the Winter Maintenance Reserve will be submitted. The current available balance is £154k.	R	The current pressure on the Winter maintenance account is projected at £266k. This is based on the current position and forecasting based on current information and previous profiling. If the weather does not follow the expected pattern, this projection will be reviewed and refreshed as appropriate.	The total amount in the Winter Reserve will be used to offset the current pressure. A strategy will need to be worked on for replenishing these funds for future years usage.	R
<b>TOTAL</b>	<b>0</b>					