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Rutland County Council

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Meeting:	RESOURCES SCRUTINY PANEL
Date and Time:	Thursday, 16 July 2015 at 7.00 pm
Venue: RUTLAND, LE15 6HP	COUNCIL CHAMBER, CATMOSE, OAKHAM,
Clerk to the Panel:	Stacey Croad 01572 720976 email: <u>corporatesupport@rutland.gov.uk</u>

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Helen Briggs Chief Executive

AGENDA

APOLOGIES

1) RECORD OF MEETING

To confirm the record of the meeting of the Resources Scrutiny Panel held on 12 February 2015 (previously circulated).

2) DECLARATIONS OF INTEREST

In accordance with the Regulations, Members are invited to declare any disclosable interests under the Code of Conduct and the nature if those interests in respect of items on this Agenda and/or indicate if Section 106 of the Local Government Finance Act 1992 applies to them.

3) PETITIONS, DEPUTATIONS AND QUESTIONS

To receive any petitions, deputations and questions received from Members of the Public in accordance with the provisions of Procedure Rule 217.

The total time allowed for this item shall be 30 minutes. Petitions, declarations and questions shall be dealt with in the order in which they are received. Questions may also be submitted at short notice by giving a written copy to the Committee Administrator 15 minutes before the start of the meeting.

The total time allowed for questions at short notice is 15 minutes out of the total time of 30 minutes. Any petitions, deputations and questions that have been submitted with prior formal notice will take precedence over questions submitted at short notice. Any questions that are not considered within the time limit shall receive a written response after the meeting and be the subject of a report to the next meeting.

4) QUESTIONS WITH NOTICE FROM MEMBERS

To consider any questions with notice from Members received in accordance with the provisions of Procedure Rules No 219 and 219A.

5) NOTICES OF MOTION FROM MEMBERS

To consider any Notices of Motion from Members submitted in accordance with the provisions of Procedure Rule No 220.

6) CONSIDERATIONS OF ANY MATTER REFERRED TO THE PANEL FOR A DECISION IN RELATION TO CALL IN OF A DECISION

To consider any matter referred to the Panel for a decision in relation to call in of a decision in accordance with Procedure Rule 206.

7) QUARTER 4 PERFORMANCE MANAGEMENT REPORT 2014-15

(Previously circulated under separate cover)

8) QUARTER 4 FINANCE MANAGEMENT REPORT AND DRAFT OUTTURN 2014/15

To receive Report No. 96/2015 from the Director of Resources. (Pages 1 - 62)

9) INTERIM COMPLIMENTS, COMMENTS AND COMPLAINTS ANNUAL REPORT 2014/15

To receive Report No. 131/2015 from the Director of Resources. (Pages 63 - 68)

10) REVIEW OF FORWARD PLAN

To consider Scrutiny issues to review

Copies of the Forward Plan with be available at the meeting

11) ANY URGENT BUSINESS

To receive any items of urgent business which have been previously notified to the person presiding.

12) DATE AND PREVIEW OF NEXT MEETING

Thursday 10th September 2015 at 7pm.

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TO: ELECTED MEMBERS OF THE RESOURCES SCRUTINY PANEL

Mr A Walters (Chairman)

Mr O Bird Mr K Bool Mr B Callaghan Mr W Cross Mr O Hemsley Mr J Lammie Mrs D MacDuff Mr A Stewart Miss G Waller

OTHER MEMBERS FOR INFORMATION

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REPORT NO: 96/2015

CABINET

21 July 2015

REVENUE AND CAPITAL OUTTURN 2014/15

Report of the Director for Resources

Strategic Aim:	Delivering Cou	elivering Council Services within the Medium Term Financial Plan		
Exempt Information		No		
Cabinet Member(s) Responsible:		Councillor Terry King, Portfolio Holder for Resources		
Contact Officer(s):	Debbie Mog Resources	gg, Director for	Tel: 01572 758358 dmogg@rutland.gov.uk	
	Saverio Del Director - F	lla Rocca, Assistant inance	Tel: 01572 758159 sdrocca@rutland.gov.uk	
Ward Councillo	rs N/A			

DECISION RECOMMENDATIONS				
That Cabinet				
1.	Note the 2014/15 revenue and capital outturn position and general fund position at 31 March 2015.			
2.	Approve the revenue budget carry forwards of £446k as outlined in Appendix 1, para 1.25.			
3.	Approve the use of £432k from earmarked reserves to meet additional costs in 2015/16 as set out in Appendix 1, para 1.33.			
4.	Approve the use of £25k of General Fund to meet the additional cost of Insurance in 2015/16 as set out in Appendix 1, para 4.5;			
5.	Recommend to Council that ceilings be set for each earmarked reserves as set out in Appendix 1, para 1.31.			
6.	Recommend to Council the contribution of £1m to earmarked reserves from under spends in 2014/15 as set out in Appendix 1, para 1.22.			
7.	Recommend to Council the establishment of a new earmarked reserve for Insurance and Legal costs with a ceiling of £100k as set out in 1.23.			
8.	Approve the capital budget carry forward of £50k for Disabled Facilities grants as explained in Appendix 1, para 2.2.			

Note the updated 2015/16 budget (taking into account carry forwards and decisions made by Cabinet/Council since the budget was approved in February) set out in Appendix 1, para 4.2.
 Note the further potential savings and pressures on the 2015/16 budget as set out in Appendix 1, para 4.5.
 Approve the removal of the increased car parking charge for market days on a trial basis for 6 months.
 Note that the MTFP will be updated when further funding announcements are made by Government.

1. PURPOSE OF THE REPORT

1.1 To inform Cabinet of the draft outturn figures (subject to audit) for the financial year 2014/15 and provide an update on the status of the 2015/16 budget. In reporting the outturn, Cabinet and where necessary Council is being asked to carry forward some budgets to 2015/16, approve some additional requests for funding for 2015/16 and agree ceilings for earmarked reserves.

2. BACKGROUND AND MAIN CONSIDERATIONS

- 2.1 The Council approved its 2014/15 budget in February 2014. Throughout the year, Cabinet and Scrutiny Panels have received quarterly updates on progress against the budget. Cabinet and Council have also made some changes to the approved budget which are itemised in each quarterly report.
- 2.2 The end of year provisional revenue position is favourable in that the Council is under its revenue budget by c£600k. A full explanation of the year end revenue position is covered in Appendix 1, Section 1 to this report. This position is provisional for two reasons:
 - The position is subject to external audit by KPMG LLP;
 - In arriving at the overall position, officers are making some requests for funds to be carried forward or put into earmarked reserves. These are decisions that must be approved by either Cabinet and/or Council.
- 2.3 Whilst the overall position is favourable, the Council's financial context remains challenging with significant savings required over the medium term.
- 2.4 The revenue budget for 2015/16 has already been set. As is usually the case, issues often emerge after the budget has been approved. Officers have reviewed the 2015/16 budget in the context of the 2014/15 outturn. Appendix 1, Section 4 gives an update on the 2015/16 budget including a list of areas under review. In addition, officers are requesting use of earmarked reserves to cover some emerging 2015/16 pressures.

3. CONSULTATION

3.1 Formal consultation is not required for any decisions being sought in this report. Internal consultation has been undertaken with officers to assess the impact of the outturn on the budget for 2015/16.

4. ALTERNATIVE OPTIONS

- 4.1 Cabinet are requested to make decisions about carrying forward unused budgets to 2015/16. In many cases, officers have already committed such budgets (i.e. work has been started but not finished) or plan to do so for service delivery in 2015/16. Cabinet can choose to approve the carry forwards or could request that budget managers assess whether such expenditure can be absorbed within existing budgets or savings made elsewhere. Where this is not possible, there may be budget pressures later in the year.
- 4.2 Cabinet are also requested to use existing earmarked reserves or general fund balances to fund some 2015/16 pressures. Cabinet can choose to approve the requests and request that budget managers assess whether such expenditure can be absorbed within existing budgets thereby deferring any decision until later in the year when more information is known.
- 4.3 In addition, Members are being asked to make additional contributions to earmarked reserves, set reserve ceilings in line with the new Financial Procedure Rules (FPRs) and set up a new Insurance and legal reserve. Members could choose to retain all funds in the General Fund Reserve rather than create or use earmarked reserves. The former is not the preferred option for the reason that the establishment of earmarked reserves recognises that funds are likely to be needed for a specific cause. Retaining such funds in a General Reserve could give the impression that the Council's financial health is better than what is actually the case.

5. FINANCIAL IMPLICATIONS

- 5.1 The report highlights the impact of the outturn on the MTFP. General Fund balances will increase by c£590k above that budgeted for.
- 5.2 The report requests that £446k is carried forward to 2015/16 from under spends, a further £432k of 2015/16 pressures are funded from earmarked reserves and £25k from the General Fund.

6. LEGAL AND GOVERNANCE CONSIDERATIONS

- 6.1 The FPRs allow Cabinet to approve budget carry forwards from one period to the next and use earmarked reserves. The FPRs allow Council to establish a new reserve and set ceilings for earmarked reserves.
- 6.2 There are no legal implications arising from this report.

7. EQUALITY IMPACT ASSESSMENT

7.1 Equality Impact Assessment (EqIA) screening has been completed. No adverse or other significant issues were found.

8. COMMUNITY SAFETY IMPLICATIONS

8.1 There are no community safety implications.

9. HEALTH AND WELLBEING IMPLICATIONS

9.1 There are no health and wellbeing implications.

10. CONCLUSION AND SUMMARY OF REASONS FOR THE RECOMMENDATIONS

10.1 As the Council is required to make savings over the medium term, the outturn position is positive. The approval of budget carry forwards will allow the 2015/16 budget to be updated to reflect spending plans.

11. BACKGROUND PAPERS

None

12. APPENDICES

Appendix 1: Q4 Finance and Budget Outturn Report Appendix 2: Summary Revenue Position Appendix 3: People Directorate Appendix 4: Places Directorate Appendix 5: Resources Directorate Appendix 6: Capital Outturn

A Large Print or Braille Version of this Report is available upon request – Contact 01572 722577.



Quarter 4 Finance and Budget Outturn Report

2014 - 15

Date: 9th June 2015

Overview and contents

Delivering Council Services within the Medium Term Financial Plan is a key priority for the Council. This report gives Members an update on how the Council has financially performed in 2014/15 and an update on the 2015/16 budget. The report is split into four sections:

Section 1 – Revenue outturn	3
Section 2 – Capital Outturn	20
Section 3 – Other financial updates	22
Section 4 - 2015/16 Budget Update	24

Section 1 – Revenue outturn

A Outturn – What is the overall position?

- 1.1 From a financial management perspective 2014/15 has been a challenging year for budget management and forecasting with changes in senior management, key vacancies covered by temporary staff and the delivery of a number of important projects for which the extent of additional resource required was uncertain. Significant points to note include:
 - The Council undertook a "PeopleFirst" review (a root and branch review of the People Directorate) which set out the future strategic direction of the People Directorate and identified a series of further projects/actions to help the Council deliver savings of up to £1.5m whilst reshaping its services to the community this project has started to influence decisions on staffing, led to a wider use of the public health budget and a change of approach to service delivery in some areas;
 - The People Directorate has undergone a senior management restructure which saw an Interim Director in post for a significant part of the financial year until the appointment of a permanent Director in September 2014 and a new Deputy Director from January 2015. This coupled with Interims at Head of Service level created some uncertainty for forecasting senior management costs;
 - The Council successfully submitted its first Better Care Fund (BCF) plan in June 2014 and has identified a series of projects designed to promote health and social care integration from this year. The Council brought in additional resource (although less than originally envisaged) to support this project whilst also making use of 20 days 'free' resource provided by NHS England;
 - The Council implemented the first part of the Care Act in time for 1 April 2015 and continues to work on reforms due to be implemented from 1 April 2016. Again, following the departure of the Council's lead officer in this area, additional external expertise was brought in to support this project which continues into 2015/16;
 - The Council has employed a number of interims in key service areas such as IT, Audit, Adult Social Care and Children's Services whilst it determines how best to structure service delivery moving forward.
- 1.2 Against this backdrop, the Council has achieved a surplus of £1.613m compared to a budgeted surplus of £1.027m. In the context of a Medium Term Financial Plan (MTFP) which shows a deteriorating funding position (Report 39/2015), the overall outcome is very positive.
- 1.3 The summary revenue position at 31 March 2015 is shown below. Appendix 2 shows how the revenue outturn position reconciles to the Net Cost of Services in the Outturn summary to the Comprehensive Income and Expenditure Statement (CIES) in the Draft Statement of Accounts. Detailed performance by Directorate is shown at Appendices 3 to 5.

Portfolio		Current Budget	Q1 Forecast Outturn	Q2 Forecast Outturn	Q3 Forecast Outturn	Q4 Outturn
		£000	£000	£000	£000	£000
People		14,788	14,201	14,487	14,555	14,173
Places		12,172	11,981	11,935	11,816	11,620
Resources		5,264	5,252	5,331	5,220	4,895
Inflation Contingency		39	127	89	0	0
Net Cost of Services	1.4	32,263	31,561	31,842	31,591	30,688
Capital Financing	1.17	2,141	2,141	2,141	2,141	2,141
Interest Receivable	1.17	(115)	(115)	(115)	(140)	(154)
Net Operating Expenditure		34,289	33,587	33,868	33,592	32,675
Financing:						
Non ring-fenced grants	1.18	(7,538)	(7,538)	(7,730)	(7,784)	(8,243)
National Non-Domestic Rates	1.19	(4,086)	(4,086)	(4,086)	(4,074)	(4,070)
Council Tax		(20,464)	(20,464)	(20,464)	(20,464)	(20,464)
Collection Fund Surplus	1.20	(498)	(498)	(498)	(498)	(495)
Transfers to/(from) Earmarked Reserves	1.21	(891)	(701)	(497)	(271)	821
Revenue Contribution to Capital Outlay	1.26	51	53	98	53	46
Appropriations:	1.27	(1,890)	(1,890)	(1,890)	(1,890)	(1,883)
(Surplus)/Deficit		(1,027)	(1,537)	(1,199)	(1,336)	(1,613)
General Fund 1 April 2014		(8,062)	(8,062)	(8,062)	(8,062)	(8,062)
General Fund 31 March 2015		(9,089)	(9,599)	(9,261)	(9,398)	(9,675)
Note: further information can be found by following the paragraph references above						

Summary Revenue Position as at 31 March 2015

1.4 At the Net Cost of Service level (Directorate expenditure), the Council was £1.57m under budget with an outturn of £30.688m compared to a budget of £32.263m. By analysing the detail of under and over spends, the key movements can be broadly categorised as follows: (more detail is given in Section 1B):

Reasons	People	Places	Resources	Total
	£'000	£'000	£'000	£'000
Staff savings – vacancies	(314)	(157)	(114)	(585)
Overachievement of income budgets	(218)	(195)	(0)	(413)
General service underspends	(552)	(148)	(189)	(873)
Windfall income – unexpected health funding	(225)	(33)	(130)	(388)
General overspends including use of interims	586	0	84	670
Underachievement of income budgets	140	0	0	140
Other net movements	32	19	20	71
Sub total	615	552	369	1,536
Unused inflation contingency				39
Total				1,575

- 1.5 In addition to an under spend at Net cost of Service of c£1.5m, the Council received an extra £705k in non ring-fenced grant income throughout the year. This trend of Government Department passporting ad hoc funding to Councils in year to fund particular initiatives is not uncommon. For Rutland it resulted in an under spend of £2.2m against budget prior to transfers being made to earmarked reserves. The £2.2m therefore translates into a £500k additional surplus.
- 1.6 The final outturn position at a surplus/deficit level is broadly in line with what has been reported in previous quarters. At Net Cost of Service level the quarterly forecasts throughout the year were stable but reduced by c£900k at Quarter 4. Whilst the majority of this movement was unpredictable e.g. grants notified in Quarter 4, the Council continues to work with budget holders to promote effective financial management. The changes between Q3 and Q4 at Net cost of service level again reflect some of the issues noted above and are discussed in detail in Section C.

B Directorate spend – how does this compare to budget?

People Directorate

- 1.7 The People Directorate has achieved an outturn of £14.17m compared to budget of £14.79m. This represents an under spend of £0.62m (c4%). The most significant areas of under/ over spends:
 - A. Significant overspends on Interim and agency staff of c£212k, due to a number of posts being held vacant whilst a new structure for the Directorate is developed;
 - B. Under spend on the ring fenced Public Health budget (c£212k) some of the expenditure in public health is linked to activity and throughput which has been less than anticipated. Also, there was late notification of

additional grant funding of £50k for Oral Health Promotion work which will be carried forward to be used in future years;

- C. Significant underspend on the Transformation Programme of (c£100k). At Quarter 1 the Council identified additional resources required to support preparation for the implementation of the Care Act, development of the Better Care Fund (BCF) plan and implementation of PeopleFirst. As projects progressed the Directorate was able to rationalise the resource required. A carry forward of £41k is requested to complete projects started in 2014/15;
- D. Significant underspends on Community Support Learning Disability services (£56k) and services to Older People (£162k) as a result of successful claims for Continuing Health Care (CHC) funding resulting in over achievement of income budgets of c£218k;
- E. An under spend as a result of receipt of windfall income from a backdated CHC case of £225k. Whilst this year, the Council has benefitted from additional CHC funding, this is not always the case. It is requested that any windfall of this type is transferred to the Social Care Reserve to smooth out fluctuations in demand and potential losses in future years.
- F. One off staff savings in areas like Children's services (£77k), Learning and Skills services (£24k), Special Educational Needs (SEN) & Disabilities services (£21k), Contracts & Procurement (£24k) and Adult Social Care services (£120k);
- G. Overspends as a result of under achievement of income budgets for Fairer charging & Meals on Wheels income £85k and Learning Disabilities £54k simply due to changing demand. The Fairer charging income budget has been adjusted in 2015/16 to reflect the Council's decision to stop the Meals on Wheels service, however there is a potential pressure on this budget for 2015/16 of c£11k. This will be monitored through 2015/16;
- H. An under spend on the Youth Housing Project (£61k) as a result of delays in the implementation of the project. The project is now paused and under review;
- Adoption underspend of (£57k) and Children's workforce development of (£15k). Both of these are grant funded initiatives, started but not completed during 2014/15 and it is requested that these underspends be carried forward for use in 2015/16;
- J. Disabled Children overspend of £88k as a result of one high cost residential placement required for a complex case. The budget for 2015/16 has been increased to reflect the cost of this increased package; and
- K. SEN transport overspend of £157k a review of Transport is being undertaken which will consider the spend against this budget which continues to see increased demand in both the number and cost of transport runs provided.

1.8 More detail on the variances can be found at Appendix 3.

Places Directorate

- 1.9 The Places Directorate has achieved an outturn of £11.62m compared to budget of £12.17m. This represents an under spend of £0.55m (c5%). The most significant areas of under/ over spends:
 - A. One off staff savings in Highways (£67k), Parking (£23k), Planning (£44k) and Building & Development Control (£46k). These were partly absorbed by overspends on agency workers covering vacant posts of £23k;
 - B. Over achievement of Planning application income (c£80k). This is as a result of the type of applications received rather than an increase in applications per se. For example, the local centre application for Oakham North generated the same fee income as 100 applications for house extensions;
 - C. Over achievement of Highways Section 38 income of £67k as a result of developers pushing forward road adoptions. It is proposed that the £67k in 2014/15 is transferred to earmarked reserves to fund future expenditure;
 - Business rates refunds for Museum (£17k) and Libraries (£16k). The 2015/16 budget can be reduced to reflect the lower business rate charges going forward;
 - E. Over achievement of income at Oakham Enterprise Park (£36k) with lettable units being brought online ahead of schedule which is resulting in rental income beyond that estimated in the original plan; and
 - F. A number of projects within the Directorate that did not progress as anticipated by the end of the year (c£148k). These included Digital Rutland, Cemeteries new pathway, Warm Homes for Rutland, Neighbourhood Plans, Bridges and Culverts, Library book purchases and Travel for Rutland.
- 1.10 More detail on the variances can be found at Appendix 4.

Resources Directorate

- 1.11 The Resources Directorate has achieved an outturn of £4.9m compared to budget of £5.26m. This represents an under spend of £0.36m (c7%). The main areas of under/over spends:
 - A. Significant underspends of (£16k) on Financial Crisis Support and Hardship Fund (£75k). The overall budget for the latter has been reduced by £50k (from £100k) for 2015/16 reflecting the lower demand;
 - B. A change in accounting policy on Housing Benefit (HB) overpayments which resulted in a one-off windfall of (c£130k). Previously, all HB were written off immediately and income treated as windfall. All HB

overpayments are now included as debtors and only 74% written off (reflecting the Council's historic recovery performance);

- C. Training underspend of (£98k) on a budget that included a carry forward of £50k – the Council has experienced significant vacancies this year (particularly in senior positions) and this has slowed down non-mandatory training and investment in leadership training. The 2015/16 budget has been reduced to reflect the reduced activity but some of the under spend will be carried forward for future use;
- D. Underspend of (£60k) relating primarily to non-recruitment of the Business Manager and less investment required to date in supporting the PeopleFirst implementation;
- E. One off staff savings in areas like Customer Services (£32k) and Corporate Support (£22k); and
- F. An overspend on the legal budget of £84k of which c£50k includes the costs of an employment tribunal case.
- 1.12 More detail on the variances can be found at Appendix 5.

C Directorate spend – how does this compare to Q3?

1.13 There have been a number of budgets where the outturn was less than expected at Quarter 3, some of the key variances are explained below. More detailed explanations can be found at Appendices 3 to 5:

People Directorate

- 1.14 At Quarter 3, the People Directorate was forecasting an outturn of £14.56m but this reduced to £14.17m at Q4 (a movement of £382k). The main reasons are as follows:
 - A. Additional Public Health grant income of £50k for Oral Health Promotion was received and additional CHC income of £38k for Physical Disabilities;
 - B. Vacancies, staffing issues and further challenges in recruitment and use of Agencies in areas like Early Intervention, Supporting Independence, Adult Social Care, Secondary Officer, Childrens Centres and SEN & Disabilities led to additional savings of £157k;
 - C. Sexual Health had reduced activity on the ISHS (Integrated Sexual Health Service) contract of £24k. SEN Transport had a reduction in forecast overspend of £38k due to moving some routes to in-house provision; and
 - D. The Transformation Programme expenditure was less than previously forecast by £49k due to the delays in recruitment of staff and implementation of the on-line adult social care policy and procedure storage system.

Places Directorate

- 1.15 At Quarter 3 Places Directorate was forecasting an outturn of £11.82m but this reduced to £11.62m at Q4 (a movement of £200k). The reasons are as follows:
 - A. Additional S38 Income (Road Adoptions) of £16k, fee income from bookings for weddings of £10k and business rates refunds for the Museum and Libraries of £33k;
 - B. Libraries had reduced activity on the purchase of books due to work commitments on the IT project resulting in a reduction in forecast of £15k. For Digital Rutland professional and legal fees have not been incurred at the rate expected leading to a reduction in forecast of £26k. For Warm Homes for Rutland, expenditure has been less than previously anticipated resulting in an underspend of £29k;
 - C. Cemeteries budget was forecast to be £15k over budget at Quarter 3 as works for a new pathway had been included in the forecast. These works were tendered but came in higher than predicted and so have been deferred for the moment;
 - D. At Q3 the forecast for Bridges and Culverts included costs for Wing Bridge. However the works were altered due to flood leading to a reduction in expenditure at year end of £13k; and
 - E. Non-essential central maintenance works were put on hold in line with budget.

Resources Directorate

- 1.16 At Q3 Resources Directorate was forecasting an outturn of £5.22m but this reduced to £4.90m at Q4 (a movement of £320k). The reasons are as follows:
 - A. Additional subsidy grant of £27k was received for Local Council Tax Support and a further £14k on benefit subsidy;
 - B. In areas such as Communications, there has been reduced activity on publicity and related matters resulting in a change in forecast of £14k. In Finance work scheduled for Payment Card Industry compliance was not completed as expected by the year end resulting in a reduction in forecast of £14k albeit this cost will be incurred in 2015/16;
 - C. Vacancies, staffing issues and further difficulties in recruitment and use of Agencies in areas like Corporate Support, Customer Services and Revenues/Benefits led to additional savings of £45k;
 - D. The Information Technology budget was forecast to be £90k over budget at Quarter 3. In Quarter 4 work was undertaken to try and reduce this overspend by reducing non-urgent expenditure, deferring recruitment activity pending a further review and achieving better VFM on expenditure. This exercise coupled with a re-profiling of expenditure facilitated a reduction in the forecast overspend by £81k.

- E. Much of the scheduled training forecast for the last two Quarters has not gone ahead as planned. The turnover in staff has slowed down non-mandatory training and investment in leadership training resulting in a reduction in forecast of £57k.
- F. The European elections forecast assumed that the Council would be able to recover excess costs of c£28k incurred in delivering this election. The Council is still awaiting confirmation but for accounts purpose, it is assumed that this will not be paid resulting in an increased forecast of £26k.
- G. The Housing Benefit cost centre assumes that not all payments made for rent allowances can be recovered e.g. those where there is local authority error. Updated figures for Quarter 4 show that the Council can claim an additional £40k (0.67% of total paid) not originally envisaged.

D Financing – how has the budget been financed and how has this changed in year?

Capital Financing and Interest Receivable

1.17 Capital financing costs comprising the Minimum Revenue Provision (the amount set aside for the repayment of debt) and external interest payable have not changed from Quarter 3. The interest receivable on investments figure has increased by £14k from Quarter 3. The £154k represents an average return of 0.54%.

Non Ring-fenced Grants:

1.18 The Non Ring-fenced Grants outturn of £8.243m shows additional grants of £0.7m over and above the budget of £7.538m. A number of additional Non ring-fenced grants were received in the final quarter of the year, others were received in year.

Grants	£'000	Details
S31 Small Business Rates Relief Grant	208	Compensation for loss of NNDR as a result of extension of scheme - £208k was an initial estimate updated in Q4.
Health Funding – Helping People Home Grant	25	Grant to facilitate early discharge of people from hospital
Additional Individual Electoral Registration Grant	5	
New Burdens Grant – Welfare Reform Funding	3	
Total notified Q1- Q3	241	
Total Transport Review	100	Successful bid to the Department for Transport for funding from the Transport Pilot Fund to be carried forward and used in 2015/16

Grants	£'000	Details
Health Winter Pressures Funding	134	Funding received from the CCG to be spent on supporting the Non Weight Bearing Pathway and to aid in the DTOC programme to be carried forward and used in 2015/16
Early Years Integrated Review	11	Late notification from the Department for Education(DfE) to be carried forward and used in 2015/16
SEND Preparation for Employment Grant	26	Late notification from the DfE of one off grant to promote supported internships and other employment activity for young people with special education needs and disabilities. To be carried forward in earmarked reserves
Surface Water Drainage Proposals	57	Department for Environment, Food and Rural Affairs (DEFRA) funding for technical advice on surface water drainage proposals. To be carried forward and used in future years.
Regional Care Act Funding	13	Additional funding for Care Act preparation
Transparency Code	8	Additional grant to meet new reporting requirements
Business Rates administrative costs	10	Late notification from the Department for Communities and Local Government (DCLG) of grant to reimburse authorities for administrative costs associated with implementing business rate changes for 2014/15 as announced in the 2013 Autumn Statement.
Small Business Rate Relief	105	Top up notification following initial estimate
Total notified in Q4	464	
Total Additional Non-Ring Fenced Grants 2014/15	705	

Non-Domestic Rates

1.19 The Council's final position on Non-Domestic Rates was £4.070m. This is in line with the projection at Q3 of £4.074m.

Council Tax and Collection Fund Surplus

1.20 If a surplus or deficit remains in the Collection Fund at the year end it is subsequently distributed to, or borne by the billing authority (RCC) and the preceptors (Police and Fire Authorities). In 2014/15, the Council was paid the balance estimated at 15 January 2014. The balance has therefore remained largely unchanged in the year.

Transfers to/ (from) Earmarked Reserves

1.21 The Council planned to use £891k from earmarked reserves during 2014/15 including Budget Carry Forward requests approved as part of the Q4 Outturn Report 2013/14 (133/2014). At the end of the year, the Council is actually transferring a net £821k into earmarked reserves. A summary of the planned movement in reserves and the actual movement in reserves is shown below:

	-	Budget 2014/15 £'000		201415 000
Earmarked Reserves	3,242		3,242	
Commuted Sums	357		357	
Balance @ 01/04/2014		3,599		3,599
Use of Reserves	(1,070)		(691)	
Use of Commuted Sums	0		(35)	
Use of S106 for Revenue spend	(49)		0	
Transfer to Reserves	228	(891)	1,547	821
Balance @ 31/03/2015 (exc S106)		2,708		4,420

1.22 A breakdown of the transfer to reserves of £1.5m is shown below:

	Further information	£'000
New Reserve request – Insurance	1.23	100
Budget Carry Forwards for 2014/15	1.25	446
Sub total		546
Public Health Ring fenced Grant		212
Specific Grants Received in year not spent (SEN Grant £150k; SEND Grant £104k; Sustainable Drainage £47k)		301
Other Transfers	1.24	487
Sub total		1,000
Total Transfer to Reserves for 2014/15		1,546

1.23 It is proposed that a new Insurance/legal reserve of £100k is set up from 2014/15 underspends. Most local authorities have such a reserve set up to meet the costs of changes to insurance, claims etc. The Council itself has experienced an increase in its insurance premiums, does not have a budget to settle cases below excess levels and has had to meet legal costs associated with an employment tribunal and appeals against neighbourhood plans.

1.24 A summary of the Other Transfers to reserves is as follows:

- The unspent Business Manager Budget of £53k to be transferred to the Invest to Save Fund to meet any costs associated with the implementation of PeopleFirst;
- The unspent balance on the Financial Crisis Fund (£6k) and the Discretionary Hardship fund (£75k) to the Welfare Reserve to meet excess demand in future years;
- £30k underspend on the Training budget to be used in the future to fund one off training (para 1.11C);
- £224k of windfall income from Learning Disabilities to be transferred to the Social Care reserve to meet future costs;
- £17k of revenue generated by the ShoreLink and WorkLink services transferred to the Travel 4 Rutland fund;
- £69k of additional Section 38 income transferred to Highways reserve to fund future expenditure;
- £2k transferred to the Risk Management fund;
- Transfer of unspent DCLG Frontrunners grant of £11k to be used to offset future expenditure.

Description	Amount £'000	Explanation
Transport Review	100	The Council has received grant funding to support a Total Transport Review (notified in March). It is requested that this be carried forward to fund the review in 2015/16.
Interim Secondary Officer	24	Due to delays and difficulties in recruitment, the Council has underspent on the School's Secondary Officer post and it is requested that this be carried forward to support the increased costs of using interim staff cover in 2015/16.
Libraries	15	Due to IT project, purchases of books did not happen in Q4 and it is requested to carry forward to fund books in 2015/16.
Health Funding – Winter Pressure	134	The Council have received funding from Health to support work on delayed discharges from Hospital. This funding must be spent in 2015/16.
Website	30	The staffing underspend in Customer Services is requested to be carried forward to provide additional resource for the Council's website and channel shift project.
Sustainable Drainage	10	The Council received grant funding in 2013/14 and 2014/15 supporting work on sustainable drainage. It is requested that £10k of the 2014/15

1.25 The summary of the Budget Carry Forwards of £446k is as follows:

Description	Amount £'000	Explanation
		grant (£57k) be carried forward and used in 2015/16.
Early Years Integrated Review	11	The Council received grant funding to support the work required to review the provision of 2 year old placements at early years settings. It is requested to carry forward to 2015/16 to cover the cost of the review.
Members Training	4	The Council has not spent the full budget available for training of Members in 2014/15. In light of the arrival of new Council Members in 2015/16, it is requested that this be carried forward for use in the new year.
Revenues	10	There are emerging pressures in the 2015/16 staffing budget arising from vacancies. It is requested that a staffing underspend in 2014/15 be carried forward to fund this pressure.
Cemeteries – New Pathways	15	The work for a new pathway was tendered but not completed during 2014/15 and it is requested that this funding be carried forward to fund the expenditure in 2015/16
Cash Receipting System	13	Work scheduled for Payment Card Industry compliance was not completed as expected by the year end and it is requested that the budget be carried forward to fund the work in 2015/16
Interim Head of IT	39	As the Council has not yet recruited a new Head of IT, there will be a pressure in 2015/16 which can be offset by the carry forward of underspends on some aspects of the 2014/15 IT budget.
Transformation Programme	41	As part of the Transformation Programme a number of projects were identified as being required such as the on-line adult social care policy and procedure storage system. These projects were not completed by the end of the financial year and therefore a budget carry forward is requested.
Total	446	

Revenue Contribution to Capital Outlay

1.26 The Council's budget and quarter 3 forecast included a direct revenue contribution of £53k towards the fire escape at Catmose Offices, as approved by Cabinet (97/2013). The project has come in below budget at £46k, as a result the revenue contribution required will only be £46k.

Appropriations

1.27 The appropriations figure represents adjustments the Council is required to make to its revenue position that are specified by statutory provisions and any other minor adjustments. It includes the reversal of the annual charge for depreciation on the Council's assets which is shown in the Net Cost of Services line. Depreciation is included in Net Cost of Services to show the true cost of service provision but is removed so that it has no impact on the Council's General Fund balance. It also includes an adjustment of £7k in respect of School balances.

E Earmarked reserves – what is the balance and how will they be used?

- 1.28 The Council has earmarked reserves which are set aside for specific purposes. There are three types of earmarked reserves:
 - Statutory ring fenced reserves some funds must be spent in specific areas and are deemed ring fenced. The main ring fenced reserve for the Council is Public Health. Where the Council has ring-fenced funds, it is usually required to confirm by declaration that funds have been spent on purposes for which funding is intended.
 - Budget carry forward reserve where services have been unable to deliver spending plans in year for whatever reason, officers can request that funds or grants received are carried forward to future years.
 - Specific reserves the Council can set up specific reserves for various reasons e.g. winter maintenance, Invest to Save etc
- 1.29 The Council needs to review reserves periodically to assess whether reserves are still required, the level of reserves is adequate; or whether any new reserves are required. Where Reserves are no longer required, then options include: removing the reserves effectively the balance on the reserve transfers to the General Fund; or relocating the balance in one reserve to another.
- 1.30 The Council's new Financial Procedure Rules also require Council to agree ceilings, where applicable, for the amount to be held in Earmarked Reserves. Once ceilings are agreed, Cabinet is able to both draw down reserves as required and top up reserves to the ceiling.
- 1.31 The table below shows the earmarked reserves held at 1st April 2015, the transfers to/(from) reserves as proposed in Section 1.21, and if these are approved, the balance that will be held at 31st March 2016. In some instances, the balance at the end of March 2015 may be higher than the recommended ceiling of the reserve because the Council has already committed using the reserve balance in 2015/16 but this is not reflected in the amount held at 31 March 2015.

	Balance 01/04/2014	Transfers to/(from) Reserve	Balance 31/03/2015	To be used in 15/16	Balance 31/03/2016
Invest to Save	£449,541	(£92,900)	£356,641	(£20,000)	£336,641
Invest to Save Res one-off projects tha and will continue to Reserve Ceiling: £5	at will yield ecor be used.				
Planning Delivery Grant	£83,774	(£9,896)	£73,878	(£35,000)	£38,878
Reserve held to su	pport continued	d development	of Local Plan	ning Framework	
Reserve Ceiling: £7	73,878 (PDG g	rant is no longe	er being receiv	ved)	
Internal Audit	£15,141	(£10,000)	£5,141	£0	£5,141
Internal Audit servio Reserve Ceiling: £l partners)			ated and held	-	
Welfare Reserve	£49,101	£80,887	£129,988	(£25,000)	£104,988
also be used to support any changes to Local Council Tax Support in the future.Reserve Ceiling: £150,000£150,000£459,000Social Care£679,558£336,442£1,016,000(£558,000)£459,000The remit of this reserve is to provide a contingency for demand led budgets in social caree.g. provide additional funds as and when required for care packages and otherexceptional costs arising from the Council's safeguarding and care work. There are risks					
e.g. provide additio exceptional costs a	onal funds as ar arising from the	nd when requir Council's safe	ncy for demar ed for care pa guarding and	nd led budgets in ckages and othe care work. The	n social care er re are risks
e.g. provide additio exceptional costs a on the horizon arisi pressures that may	anal funds as ar arising from the ing from change inpact on den	nd when requir Council's safe es in the health	ncy for demar ed for care pa guarding and	nd led budgets in ckages and othe care work. The	n social care er re are risks
e.g. provide additio exceptional costs a on the horizon arisi pressures that may Reserve Ceiling: £7	onal funds as ar arising from the ing from change / impact on den 750,000	nd when requir Council's safe es in the health nand.	ncy for demar ed for care pa guarding and n sector, the C	nd led budgets in ckages and othe care work. The care Act and der	n social care er re are risks nographic
e.g. provide additio exceptional costs a on the horizon arisi pressures that may Reserve Ceiling: £7	anal funds as ar arising from the ing from change inpact on den	nd when requir Council's safe es in the health	ncy for demar ed for care pa guarding and	nd led budgets in ckages and othe care work. The	n social care er re are risks
e.g. provide additio exceptional costs a on the horizon arisi pressures that may Reserve Ceiling: £7 Public Health Grant Ring fenced reserv Reserve Ceiling: U	anal funds as an arising from the ing from change impact on den 750,000 £347,207 re which must b	nd when requir Council's safe es in the health nand. £211,871 be spent on pub	ncy for demar ed for care pa guarding and n sector, the C £559,078	nd led budgets in ckages and othe care work. The care Act and der £0 ectives.	n social care er re are risks nographic £559,078
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Reserve	Balance 01/04/2014	Transfers to/(from) Reserve	Balance 31/03/2015	To be used in 15/16	Balance 31/03/2016
Insurance and Legal	£0	£100,000	£100,000	£0	£100,000
A new reserve set claims.		additional cos	ts from claims	, appeals or oth	er legal
Reserve Ceiling: £	200,000				
Highways	£306,715	(£9,477)	£297,238	(£63,000)	£234,438
The Highways rese Sustainable Draina (and continuing to l years; and the Win extreme weather c Reserve Ceiling: £	age Schemes (v be received in 7 ter Maintenanc onditions.	vhich is partly o 14/15) being m	on hold); S38 atched to exp	Income received enditure over the	l in 13/14 e next few
National Non- Domestic Rates	£287,184	£0	£287,184	(£287,184)	£0
The Council is allowed to retain a proportion of NNDR income based on the amount it might collect in any given year with the remainder paid to Government. Any amounts in this reserve reflect receipts received in excess of the agreed amount and must be paid over to Government.					
	Uniimilea				
Reserve Ceiling: £				<u>.</u>	
Adoption Reform Grant	£67,512	(£10,612)	£56,900	£0	£56,900
Adoption Reform Grant	£67,512	,			£56,900
Adoption	£67,512 orm Grant has b	een given to lo	ocal authorities	s to:	
Adoption Reform Grant The Adoption Refo a) introduce structu	£67,512 orm Grant has b ural reform of ac log of children v	een given to lo dopter recruitm waiting for ado	ocal authorities ent to increas ption, particul	s to: se the supply of a arly by developir	adopters; ng innovative
Adoption Reform Grant The Adoption Refo a) introduce structu and, b) reduce the back ways of finding ado be adopted.	£67,512 orm Grant has b ural reform of ac log of children v optive families f	een given to lo dopter recruitm waiting for ado	ocal authorities ent to increas ption, particul	s to: se the supply of a arly by developir	adopters; ng innovative
Adoption Reform Grant The Adoption Refo a) introduce structu and, b) reduce the back ways of finding ado be adopted. Reserve Ceiling: £	£67,512 orm Grant has b ural reform of ac log of children v optive families f	een given to lo dopter recruitm waiting for ado	ocal authorities ent to increas ption, particul	s to: se the supply of a arly by developir	adopters; ng innovative average to
Adoption Reform Grant The Adoption Refo a) introduce structu and, b) reduce the back ways of finding add	£67,512 frm Grant has b ural reform of ac log of children v optive families fr 56,900 £75,000 rant is required	een given to lo dopter recruitm waiting for ado or children who £95,000 to complete th	pcal authorities nent to increas ption, particula traditionally £170,000 ne transfer of \$	s to: se the supply of a arly by developir wait longer than (£63,000) Statements of SI	adopters; ng innovative average to <u>£107,000</u> EN to
Adoption Reform Grant The Adoption Refo a) introduce structu and, b) reduce the back ways of finding ado be adopted. Reserve Ceiling: £5 SEN Grant The SEN reform G Education, Health	£67,512 orm Grant has b ural reform of ac log of children v optive families fo 56,900 £75,000 rant is required & Care Plans (E	een given to lo dopter recruitm waiting for ado or children who £95,000 to complete th EHCP) as defir	cal authorities bent to increas ption, particul traditionally £170,000 be transfer of S bed by the Ch	s to: se the supply of a arly by developir wait longer than (£63,000) Statements of SI	adopters; ng innovative average to <u>£107,000</u> EN to
Adoption Reform Grant The Adoption Refo a) introduce structu and, b) reduce the back ways of finding ado be adopted. Reserve Ceiling: £ SEN Grant The SEN reform G	£67,512 orm Grant has b ural reform of ac log of children v optive families fo 56,900 £75,000 rant is required & Care Plans (E	een given to lo dopter recruitm waiting for ado or children who £95,000 to complete th EHCP) as defir	cal authorities bent to increas ption, particul traditionally £170,000 be transfer of S bed by the Ch	s to: se the supply of a arly by developir wait longer than (£63,000) Statements of SI	adopters; ng innovative average to <u>£107,000</u> EN to
Adoption Reform Grant The Adoption Refo a) introduce structu and, b) reduce the back ways of finding ado be adopted. Reserve Ceiling: £ SEN Grant The SEN reform G Education, Health Reserve Ceiling: £ SEND Grant	£67,512 frm Grant has b ural reform of ac log of children v optive families for 56,900 £75,000 rant is required & Care Plans (E Limited to amou £0	een given to lo dopter recruitm waiting for ado or children who £95,000 to complete th EHCP) as defir unt of grant rec £103,658	ecal authorities and to increas ption, particula traditionally £170,000 the transfer of S and by the Ch reived £103,658	s to: se the supply of a arly by developir wait longer than (£63,000) Statements of SI ildren & Families £0	adopters; ng innovative average to £107,000 EN to a Act 2014. £103,658
Adoption Reform Grant The Adoption Refo a) introduce structu and, b) reduce the back ways of finding add be adopted. Reserve Ceiling: £ SEN Grant The SEN reform G Education, Health Reserve Ceiling: £ SEND Grant This is an additiona	£67,512orm Grant has bural reform of aclog of children voptive families f56,900£75,000rant is required& Care Plans (ELimited to amou£0al grant covering	een given to lo dopter recruitm waiting for ado or children who £95,000 to complete th EHCP) as defir unt of grant rec £103,658 g the same as	cal authorities bent to increas ption, particul traditionally £170,000 the transfer of S bed by the Ch seived £103,658 SEN Reform	s to: se the supply of a arly by developir wait longer than (£63,000) Statements of SI ildren & Families £0	adopters; ng innovative average to £107,000 EN to a Act 2014. £103,658
Adoption Reform Grant The Adoption Refo a) introduce structu and, b) reduce the back ways of finding add be adopted. Reserve Ceiling: £ SEN Grant The SEN reform G Education, Health Reserve Ceiling: £ SEND Grant This is an additiona Reserve Ceiling: £	£67,512 orm Grant has bural reform of action log of children volta log of children volta 56,900 £75,000 rant is required & Care Plans (E Limited to amound £0 al grant covering Limited to amound £74,356	een given to lo dopter recruitm waiting for ado or children who £95,000 to complete th EHCP) as defir unt of grant rec £103,658 g the same as unt of grant rec (£6,844)	cal authorities bent to increas ption, particul traditionally £170,000 traditionally £170,000 the transfer of S bed by the Chi seived £103,658 SEN Reform seived £67,512	s to: se the supply of a arly by developir wait longer than (£63,000) Statements of SI ildren & Families <u>£0</u> Grant for disable (£14,000)	adopters; ng innovative average to £107,000 EN to a Act 2014. £103,658 ed children. £53,512
Adoption Reform Grant The Adoption Refo a) introduce structure and, b) reduce the back ways of finding address be adopted. Reserve Ceiling: £8 SEN Grant The SEN reform G Education, Health of Reserve Ceiling: £8 SEND Grant This is an additionation Reserve Ceiling: £8 SEND Grant This is an additionation Continued funding	£67,512orm Grant has bural reform of aclog of children voptive families f56,900£75,000rant is required& Care Plans (ELimited to amou£0al grant coveringLimited to amou£74,356of tourism initia	een given to lo dopter recruitm waiting for ado or children who £95,000 to complete th EHCP) as defir unt of grant rec £103,658 g the same as unt of grant rec (£6,844)	cal authorities bent to increas ption, particul traditionally £170,000 traditionally £170,000 the transfer of S bed by the Chi seived £103,658 SEN Reform seived £67,512	s to: se the supply of a arly by developir wait longer than (£63,000) Statements of SI ildren & Families <u>£0</u> Grant for disable (£14,000)	adopters; ng innovative average to £107,000 EN to a Act 2014. £103,658 ed children. £53,512
Adoption Reform Grant The Adoption Refo a) introduce structure and, b) reduce the back ways of finding addresserve Ceiling: £5 SEN Grant The SEN reform G Education, Health Reserve Ceiling: £1 SEND Grant This is an additiona Reserve Ceiling: £1 Tourism Continued funding Reserve Ceiling: £5	£67,512orm Grant has bural reform of aclog of children voptive families f56,900£75,000rant is required& Care Plans (ELimited to amou£0al grant coveringLimited to amou£74,356of tourism initia	een given to lo dopter recruitm waiting for ado or children who <u>£95,000</u> to complete th EHCP) as defir unt of grant rec <u>£103,658</u> g the same as unt of grant rec <u>(£6,844)</u> atives from Ang	cal authorities bent to increas ption, particul traditionally £170,000 traditionally £170,000 the transfer of S bed by the Chi seived £103,658 SEN Reform seived £67,512	s to: se the supply of a arly by developir wait longer than (£63,000) Statements of SI ildren & Families £0 Grant for disable (£14,000) ection 106 fundin	adopters; ng innovative average to £107,000 EN to 5 Act 2014. £103,658 ed children. £53,512 g.
Adoption Reform Grant The Adoption Refo a) introduce structu and, b) reduce the back ways of finding ado be adopted. Reserve Ceiling: £ SEN Grant The SEN reform G Education, Health Reserve Ceiling: £	£67,512orm Grant has bural reform of aclog of children voptive families f56,900£75,000rant is required& Care Plans (ELimited to amou£0al grant coveringLimited to amou£74,356of tourism initia	een given to lo dopter recruitm waiting for ado or children who £95,000 to complete th EHCP) as defir unt of grant rec £103,658 g the same as unt of grant rec (£6,844)	cal authorities bent to increas ption, particul traditionally £170,000 traditionally £170,000 the transfer of S bed by the Chi seived £103,658 SEN Reform seived £67,512	s to: se the supply of a arly by developir wait longer than (£63,000) Statements of SI ildren & Families <u>£0</u> Grant for disable (£14,000)	adopters; ng innovative average to £107,000 EN to a Act 2014. £103,658 ed children. £53,512

Reserve	Balance 01/04/2014	Transfers to/(from) Reserve	Balance 31/03/2015	To be used in 15/16	Balance 31/03/2016
Reserve Ceiling: £	112,387				
Budget Carry Forward	£355,896	£95,104	£451,000	(£396,000)	£55,000
Sub-Total	£3,241,847	£854,965	£4,096,812	(£1,641,184)	£2,456,828
Commuted Sums	£356,805	(£35,191)	£321,614	(£36,000)	£285,614
S106 Funds	£1,083,776	£635,927	£1,719,703	(£590,000)	£1,131,703
Total	£4,682,428	£1,455,701	£6,138,129	(£2,267,184)	£3,874,145

1.32 On the assumption that recommendations are approved, earmarked reserves have been projected to the end of 2015/16. The use of £2.267m of reserves in 2015/16 is made up as follows:

- £1.167m already shown in the MTFP approved as part of the budget report (Report 39/2015);
- £200k for use on a replacement Social Care Case Management system as approved by Cabinet (Report 85/2015);
- £20k for use to support a transformational review for the Voluntary, Charity and Faith sector from the Invest to Save Reserve (Report 235/2014); and
- £446k of budget carry forwards as reported in para 1.25.
- 1.33 Officers are also requesting approval for further usage of existing earmarked reserves of £432k as detailed below:

Description	Amount £'000	Explanation
Bridges	33	In 2013/14, funding was carried forward to 2014/15 to complete works to Bridges. This work is still ongoing and therefore, it is requested that the balance be used in 2015/16.
Childrens Workforce Development	20	Due to PeopleFirst review and work undertaken within Children's Services, training planned for 2014/15 has been deferred. Training has now been set up and it is requested that this carry forward be approved for use in 2015/16.
Catmose Fire Escape	5	The works required to the fire escape at the Council offices has been completed. However, there is a retention on the scheme which will be paid in 2015/16 and therefore it is requested that the use of the balance be approved.
Warm Homes	28	This is funding that was transferred to earmarked reserves in 2013/14 to be given out in grants to

Description	Amount £'000	Explanation
		individuals to help make their homes more energy efficient. This work continues and therefore it is requested that the balance be used in 2015/16.
DCLG Frontrunners Grant	25	This is grant funding carried forward in 2013/14 to be used to assist parishes to develop their own local plans. This work is still ongoing and therefore it is requested that the balance be used in 2015/16.
Transitional Arrangements – People Directorate	215	It is requested that £215k of the Social Care Reserve is used to fund the transitional management arrangements within the People Directorate.
Planning Delivery Grant	35	£25k is required for the CIL (Community Infrastructure Levy) Public Examination and a further £10k local plan studies.
Use of Section 106 for capital projects	71	The Disabled Facilities Grant of £56k for 2015/16 and Restoration of Oakham Castle of £15k were included in the MTFP's capital programme but the use of S106 was not reflected in the use of the S106 earmarked reserve.
	432	

Section 2 – Capital Outturn

A Overall position – what is the overall position?

2.1 Appendix 6 shows the detailed final spending position on each scheme within the capital programme. The 2014/15 budget represents the indicative amount that projects expect to spend in the year with the outturn showing actual amounts spent. As a number of projects extend across more than one year, a variance in 2014/15 does not necessarily mean that a project is under or over spent as a whole. The spending and funding are summarised below:

Portfolio	Project Budget	Total Project Forecast	Variance	Total Budget 2014/15	2014/15 Outturn
	£000	£000	£000	£000	£000
Approved Projects					
People	841	744	(97)	437	340
Places	45,988	44,718	(1,270)	7,518	5,681
Total Approved	46,829	45,462	(1,367)	7,955	6,021
Unallocated funds					
People	1,853	0	(1,853)	0	0
Places	577	0	(577)	0	0
Total Unallocated	2,430	0	(2,430)	0	0
Total Capital Programme	49,259	45,462	(3,797)	7,955	6,021
Financing:					
Grant	34,602	31,595	(3,007)	5,562	4,625
Prudential borrowing	7,869	6,771	(1,098)	2,206	901
Usable Capital Receipts Reserve	4,991	5,286	295	20	315
Revenue Contribution to Capital Outlay	507	502	(5)	51	46
Contributions	1,290	1,308	18	116	134
Total Financing	49,259	45,462	(3,797)	7,955	6,021

- 2.2 There was an under spend of £50k on Disabled Facility Grants (DFG) which is requested to be carried forward into 2015/16. This budget is demand led and the take up was lower than expected for 2014/15. From 2015/16 DFG is part of the Better Care Fund so the Council cannot use the funds for alternative use.
- 2.3 Based on the actuals for 2014/15, the expenditure has been slower on certain projects than expected and will be spent in 2015/16. This will increase the indicative 2015/16 programme by £1.9m as the funding was not spent in 2014/15. The table below shows the projects affected.

Project Number	Project Name	Amount to reprofile from 2014/15 to 2015/16 £000	Reason for re-profile
CE1005 – CE1106	Various Highways	371	Major works have been identified at listed sites requiring further survey work and consultation with specialist craftsmen and English Heritage. Delays in other schemes due to trial of new materials and awaiting outcomes before implementing other schemes.
CH1038	Digital Rutland	1,184	As reported to Cabinet in report 145/2014 the completion date for the project is now 31/05/2016 due to changes in scope and an extension to the project. As a result the profiling of the budget will require adjusting and moving into 2015/16.
CH10XX	Capital Allocations Project Board	121	Slight delays on projects due to arranging suitable times to carry out the works required.
CH1077	Active Rutland Hub	247	The project was delayed due to a requirement from Sport England to improve the sustainability of the building through re-cladding as notified in report 164/2014 to Places Scrutiny.
CD1011	Autism Innovation	15	The Grant notification (£19k) was only received in late February and officers were unable to get a scheme of works together and spend by the end of March.
Total		1,938	

- 2.4 Oakham Enterprise Park has spent ahead of the profile expenditure by £111k (as shown in Appendix 6) this can be consumed within the overall budget and the project is not expected to be overspent. The main reason for this is that the uptake of units has been quicker than expected and this has resulted in the completion of compliance works being done in advance of the schedule.
- 2.5 There are no projects significantly overspent which the Council has not been able to fund through underspends or other available funding.

Section 3 – Other financial updates

A New Homes Bonus – will we achieve our target?

- 3.1 The "New Homes Bonus" (NHB) is a scheme aimed at encouraging local authorities to grant planning permission for the building of new houses, in return for additional revenue. It is based on the net increase in the number of dwellings (additions less demolitions), with extra bonus for affordable homes, empty homes brought back into use and local authority owned and managed gypsy site pitches. Each additional property attracts a grant equivalent to the national average council tax for that Band (approx. £1,450 per year for 6 years, a total of £8,700). An additional £350 is received for each affordable home.
- 3.2 The Council has included in the MTFP a target of 180 for 'new' homes for its 2016/17 allocation. The 2016/17 grant is based on a change in property totals measured from October to October. As it stands the current position looks favourable.

New Homes Bonus (Council Tax Band)	Start position CTB1 Oct 2014	Actual 31 Mar 2015	Movement from base
А	1,569	1589	20
В	4,372	4414	42
С	2,908	2942	34
D	2,375	2388	13
E	2,201	2227	26
F	1,555	1567	12
G	1,243	1246	3
Н	145	146	1
Properties	16,368	16,519	151
Empty Homes	157	161	-4
Movement			147
Target			180
% achieved			82%

B Council Tax and Council Tax Benefit – are we on budget?

3.3 Changes to Council Tax Benefit have been implemented from April 2013. The Council's council tax base has been reduced to reflect its existing Scheme. A further allowance was made in the 2014/15 budget to provide support for any existing benefit recipients who suffer hardship (to the value of £100k by way of a discretionary fund). Total spend for 2014/15 was £1,421,668 compared to £1,466,186 in 2013/14 (caseload 460 at year end) and the budget of £1,553,000.

3.4 The Council also put £100k into a Discretionary Hardship fund. The latest position is shown below. The final quarter saw a small increase in applications but the fund remains substantially under spent. The fund for 2015/16 has been reduced to £50,000 to reflect the historic level of demand. The remaining £50,000 of the budget has been transferred to the welfare reserve to support excess demand should it arise but also to allow the Council to fund minor variations to the scheme.

	13/14	14/15
Number of applications	197	214
Number awarded	129	172
Number of appeals (won)	0	1
Number of appeals	7	1
Value of awards	£15,000	£24,184

C Debtors – are we collecting our debts?

3.5 The Council's aged debt position is lower than the previous year but it includes an invoice for £622k (>91 days) for NHS England which has been paid. If this invoice is excluded from the analysis the debt would be £1,689k, considerably less than at the end of 2013/14. £155k of the £177k in 61-90 days relates to an invoice to the East Leicestershire and Rutland Clinical Commissioning Group.

Aged debt	13/14 £'000	14/15 £'000
0-30 days	1,988	1,084
31-60 days	48	20
61-90 days	11	177
> 91 days	250	828
Deferred Payments	97	202
Total	2,394	2,311

Section 4 - 2015/16 Budget Update

A 2015/16 budget - What is the latest budget and how has it changed from that approved?

- 4.1 Since the budget was approved, a number of changes have been agreed by Members and some others are presented in this report for approval. The changes include:
 - Decisions made by Members to approve additional expenditure in certain areas;
 - Additional grants received by the Council following approval of the budget; and
 - Proposals to carry forward budgets from 2014/15 to 2015/16.
- 4.2 These changes have been consolidated into the following table to show the 2015/16 should all changes be approved.

Portfolio	Approved Budget	Budget c/f	Other	Revised 15/16 budget
	£'000	£'000	£'000	£'000
People	15,651	210	235	16,096
Places	12,369	140	126	12,635
Resources	5,714	96	45	5,855
Fire Support	75	0	(75)	0
Savings	(300)	0	0	(300)
Net Cost of Services	33,509	446	331	34,286
Capital Financing	1,904	0	0	1,904
Net Spending				
Non ring-fenced grants	(7,759)	0	0	(7,759)
National Non-Domestic Rates	(4,251)	0	0	(4,251)
Council Tax	(20,685)	0	0	(20,685)
Transfers to/(from) Earmarked Reserves	(1,167)	(446)	(652)	(2,265)
Revenue Contribution to Capital Outlay	880	0	271	1,151
Appropriations	(1,855)	0	0	(1,855)
(Surplus)/Deficit	576	0	(50)	526
General Fund 1 April 2015	(9,226)			(9,675)
General Fund 31 March 2016	(8,650)	0	(50)	(9,149)

4.3 The detail for the budget carry forwards can be found at 1.25. The changes in the Other column are explained in paragraph 1.33 and as follows:

- Report 52/2015 Cabinet agreed to extend the operation of Shore Link bus until end of August 2015 at a cost of £82k. This is reflected in the Places budget. The Report explained that this cost could be reduced if the Council is able to use some of the capital receipt arising from the sale of the buses to deliver some capital projects currently intended to be funded from revenue. This will be kept under review. Since Cabinet approved this expenditure, additional funding has been received from the Department of Transport.
- Report 235/2014 Cabinet agreed to support a transformational review for the Voluntary, Charity and Faith sector (£20k) from the Invest to Save reserve (shown in Resources Directorate).
- The Council received notification Individual Electoral Registration grant in February 2015 of £11k. This is not a ring-fenced grant but the project must be completed so budget and income has been added to the Elections functional budget (shown in Resources Directorate).
- The Council received £77k to implement the second phase of the Troubled Families programme. Whilst this grant is not ring fenced, it is proposed that the grant income is used as intended to fund the extension of the programme to help a further 10 families. The Changing Lives functional budget has been updated to reflect this.
- The Council has received notification of bus subsidy ring-fenced grant of £69k. This is to be paid direct to operators. A new '0' ring fenced budget is included within the Places directorate.
- The Council has taken over the management of Council garages (let to private customers) from Spire Homes. A new cost centre has been set up for this service. Whilst it is believed that the income generated from these garages will be in the region of £25k, the costs associated with service delivery and additional maintenance works are likely to deliver a break-even position in 2015/16. The Places directorate includes a new '0' net budget.
- Report 83/2015 Cabinet agreed to use £200k of Adult Social Care Earmarked Reserve to fund the new adult social care system and its implementation. This is included in the budget as a "Revenue Contribution to Capital Outlay". There was no change to the in-year operational revenue budget.
- The Council originally offered £75k to the Fire Service to maintain an additional tender in Rutland. The Fire Service is maintaining existing arrangements until March 2016 so it is unlikely that the £75k will be paid in 2015/16.

B 2015/16 Budget review – where are the emerging pressures and where are areas where the Council could make savings?

- 4.4 In reviewing the outturn position, Directorates have considered whether additional savings can be put forward for the 2015/16 budget and whether there are emerging pressures that need to be addressed in the budget or monitored through the year.
- 4.5 The table below summarises the position. At this stage, Members are asked to approve additional budget for insurance as a result of increased premiums due to a revaluation and note the position on other savings/pressures and to review it again at the end of Quarter 1.

Area	Value £000	Comments			
Savings identified to	Savings identified to be potentially removed from budget				
Chief Executives	5	£2k grant budget and £3k Printing budget not used in 2014/15			
Stationery	2	Based on outturn for last two years			
Communications	3	Based on outturn for last two years – Printing, publicity and newsletter under utilised			
Civic Expenses	2	Based on outturn for last 2 years			
Reprographics	4	To reduce 2015/16 budget in line with 2014/15 outturn			
Housing Benefit Payments	46	A Budget saving can be achieved due to changes in how the authority accounts for the Debt Recovery Process			
Home to school transport	30	Subject to further work on pupil numbers for next year			
Museum & Libraries business rates	8	Business Rates have been reduced for 2015/16.			
Voluntary Sector Grants	7	Contribution to the Deaf and Hard of Hearing service at Leicestershire County Council no longer required			
Areas to be looked a reviews completed	t further/un	der review – figures to be confirmed when			
Youth Housing project	TBC	Status of project being reviewed and this may have an impact on the 15/16 budget.			
Highways	TBC	Additional capital funds received may allow for release of revenue funding. Director is considering the options.			
Public Health	TBC	People Directorate are looking into the use of the PH reserve to fund core expenditure whilst giving PH management opportunity to exit existing contracts/reshape offering. This would offer a General Fund saving.			

Area	Value £000	Comments			
Oakham Enterprise Park	TBC	MTFP currently showing net surplus of £121k. The Business Plan is being updated with units being let ahead of schedule.			
Known pressures to be addressed through budget carry forwards, earmarked reserves or general reserves					
Interim Head of IT	39	As the Council has not yet recruited a new Head of IT, there will be a pressure in 2015/16 which can be offset by the carry forward of underspends on some aspects of the 2014/15 IT budget. Recruitment is ongoing so it is envisaged, subject to notice periods etc, that a permanent recruit may be in place by the end of September/October.			
Corporate Insurance	25	£25k transferred from General Fund an insurance budget pressure in 2015/16			
Transitional Arrangements – People Directorate	215	Costs to be met from Adult Social Care Reserve			
Potential pressures t	o be monito	pred			
Parking	TBC	Cabinet considered a number of parking issues on 16th December 2014 and discussed removal of the increased charge for market days on a trial basis for 6 months. Sales would need to increase by about 30% to cover the cost. As it is very difficult to predict how the proposed changes will affect sales it is recommended that a 6 month trial is implemented to determine the impact.			
Internal Audit	20	Maternity cover will be required for one of the auditors. Options are being assessed.			
Coroner	3	Budget set pre notification of charges from Leicestershire County Council. Actual cost is slightly higher.			
Welland Procurement	7	The Council has been notified that its contribution for 2015/16 will be £7k higher than budgeted.			
Legal	20	General usage of the legal budget in 2014/15 is c£20k higher than the 2014/15 budget. Management of the legal budget is changing so this potential will be monitored.			
SEN Transport	50	Outturn is £50k higher than the 2015/16 budget but there is a corporate wide			

Area	Value £000	Comments
		transport project ongoing aiming to mitigate this cost and make savings.
Fairer Charging Income	11	Costs incurred and income recovered can be volatile and vary according to the individual circumstances of those concerned.

C MTFP – How has the MTFP changed?

- 4.6 The MTFP was presented to Full Council in February 2015 as part of the annual budget setting process. The MTFP is kept up-to-date to reflect any funding changes, any additional pressures or reductions in budgets and the results of outturn.
- 4.7 The Assistant Director Finance will produce an updated version of the MTFP when the medium term funding position becomes clearer now that the results of the election are known. Other than reflecting the outturn position in the MTFP, there have been no announcements from Government that mean that the funding outlook has changed.
- 4.8 The Budget report (39/2015) included a number of significant risks to the MTFP. The status of these risks has been updated but there is little change. A brief summary is included below.

Funding	Commentary	Updated RAG rating
RSG	The RSG allocation is known up to 2015-16. Beyond that the Council continues to assume that grant will be reduced.	AMBER – no change
	The Autumn Statement confirmed that spending will continue to fall – "The government's planned consolidation in the next Parliament is reflected in the fiscal assumption that Total Managed Expenditure will fall in real terms in 2016-17 and 2017-18 at the same rate as between 2010-11 and 2014-15." There is no change to this assumption following the election.	
	The MTFP assumes the current trend of funding reductions will continue. For 2016/17 a reduction of 25% has been built in.	
Business rates	The amount to be retained under "Business Rates Retention" (BRR) scheme has been updated in line with the current year forecast and a view about growth for 2015/16.	AMBER – no change
	The Council has seen a surge in appeals before the end of the financial year (see Section 1.4D). The Governments is undertaking a review of business rates but has stated that it is not looking to reduce tax	

Appendix 1

Funding	Commentary	Updated RAG rating
	revenue. Should the Council over or under achieve against this figure, this will be adjusted in future years so any surplus, for example, will not be received in 2015/16. (Report 245/2014 Appendix 1 para 3.3 explains how this works in more detail).	
Council tax	Unlike other funding, the decision rests with the Council about council tax rises but there is uncertainty as Members determine tax rises annually – the MTFP assumes a council tax freeze in 2015/16 and 2% increases thereafter.	GREEN – no change
New Homes Bonus	There has been debate over whether NHB will continue in its current form, will be ring-fenced or replaced with a different scheme. For example, in 2014/15, the Government decided to top-slice NHB to give to Local Enterprise Partnerships (LEPs) but then reversed this decision shortly after.	AMBER – was RED
	Whilst no announcements have been made, the pressure on the Government to oversee the building of new homes means that funds could come with more conditions or be stronger linked to outcomes.	
Better Care Fund/Health funding	The Better Care Fund replaced grant previously received form Health (NHS Support for Social Care grant). The BCF allocations have been confirmed for 2015/16. There have been no announcements for 2016/17. NHS England is closely monitoring the impact of the BCF and a failure nationally to deliver results may impact on its future operation. This remains a significant risk.	AMBER – no change
Care Act	There is still some uncertainty around a number of variables that could have a significant cost impact including the number of self-funders or carers who will ask to be assessed and the extent to which care costs above the cap will be funded. There have been no further updates since budget.	AMBER – no change

4.9 In summary, the projections set out in the MTFP at budget time, remain unchanged. Whilst the Council plans to save at least £1.5m by 2017/18, the MTFP continues to show that by 2017/18 spending plans exceed available resources by £1.5m. The outturn position does not change this challenge.

D Capital – What is the latest capital budget for 2015/16?

4.10 There have been changes within the capital programme and funding within the MTFP. These changes are as follows:

Project	Reason for Change	Change to capital programme £000
Pupil Place Planning	Report 81/2015 presented to Cabinet requesting £938k to be released from Basic Needs Funding held by the Council to create 120 primary school places across the County	Funding already included as unapproved scheme – transferred to approved scheme
Capital Allocations Project Board (CAPB)	Report 82/2015 presented to Cabinet to release £400k to the CAPB support the rectification of various health and safety, capacity and maintenance issues across schools in the County.	Funding already included as unapproved scheme – transferred to approved scheme
Replacement Social Care Case Management System	Report 83/2015 was presented to Cabinet to seek authorisation to award a contract for a social care case management system.	200 Use of Reserve 0 Funding already included as unapproved scheme – transferred to approved scheme

4.11 The impact of the changes above and the budget carry forwards are shown in the table below:

Portfolio	MTFP 2015/16 £000	Carry Forwards 2014/15 (para 2.2) £000	Re- profiling £000	Approved Projects £000	Revised Capital Programme £000
People	290	50	0	514	854
Places	3,528	0	1,938	1,338	6,804
Resources	0	0	0	0	0
Total Approved Programme	3,818	50	1,938	1,852	7,658
People	2,860	0	0	(1,338)	1,522
Places	2,365	0	0	0	2,365
Resources	567	0	0	(314)	253
Total Unallocated Funding	5,792	0	0	(1,652)	4,140
Total Capital Programme	9,610	50	1,938	200	11,798
		Financ	ed by		

Appendix 1

Portfolio	MTFP 2015/16 £000	Carry Forwards 2014/15 (para 2.2) £000	Re- profiling £000	Approved Projects £000	Revised Capital Programme £000
Grant	(8,192)	(50)	(618)	0	(8,860)
Section 106	(71)	0	(136)	0	(207)
Prudential Borrowing	(287)	0	(1,184)	0	(1,471)
Capital Receipts	0	0	0	0	0
Revenue Contribution to Capital Outlay	(880)	0	0	(200)	(1080)
Contributions	(180)	0	0	0	(180)
Total Financing	(9,610)	(50)	(1,938)	(200)	(11,798)

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Summary Revenue Position as at 31 March 2015

Portfolio	Current Budget	Q1 Forecast	Q2 Forecast	Q3 Forecast	Q4 Outturn	Levies to be excluded from Cost	Depreciation Adjustment	Schools Expenditure	Pension Adjustments	Accumulated Absences	REFCUS and Loss on	Recharges	CIES Outturn
	Buuger	Outturn	Outturn	Outturn		of Services	Aujustinent	Experiature	Aujustments	Absences	Impairment		Outturn
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000		£000
People	14,788	14,201	14,487	14,555	14,173		(35)	(362)	105	(17)	153	1,985	16,002
Places	12,172	11,981	11,935	11,816	11,620		395		69	3	(12)	545	12,620
Resources	5,264	5,252	5,331	5,220	4,895	(45)			(499)	(7)		(2,530)	1,814
Inflation Contingency	39	127	89	0	0								0
Net Cost of services	32,263	31,561	31,842	31,591	30,688	(45)	360	(362)	(325)	(21)	141	0	30,436
Capital Financing	2,141	2,141	2,141	2,141	2,141								2,141
External Levies						45							45
Interest Receivable	(115)	(115)	(115)	(140)	(154)								(154)
Net Operating Expenditure	34,289	33,587	33,868	33,592	32,675	0	360	(362)	(325)	(21)	141	0	32,468
Financing:													
Non-ringfenced grants	(7,538)	(7,538)	(7,730)	(7,784)									(8,243)
National Non-Domestic Rates	(4,086)	(4,086)	(4,086)	(4,074)	(4,070)								(4,070)
Council Tax	(20,464)	(20,464)	(20,464)	(20,464)	(20,464)								(20,464)
Collection Fund Surplus	(498)	(498)	(498)	(498)	(495)								(495)
Transfers to/(from) Earmarked	(891)	(701)	(497)	(271)	821			362					1,183
Reserves	(691)	(701)	(497)	(271)	021			302					1,105
Revenue Contribution to Capital	51	53	98	53	46								46
Qualay	51		30		40								40
Appropriations:													0
S106 & Communted Sums													0
Historic Adjustment to School					7								7
Balances													•
REFCUS and Loss on											(141)		(141)
Impairment											()		()
Pensions Adjustment									325				325
Accumulated Absences	()	((((1.5.5.5)		(5.5.5)			21			21
Depreciation reversal	(1,890)	(1,890)	(1,890)	(1,890)	(1,890)		(360)						(2,250)
(Surplus)/Deficit	(1,027)	(1,537)	(1,199)		, <u>,</u> ,								(1,613)
General Fund 1 April 2014	(8,062)	(8,062)	(8,062)	(8,062)	(8,062)								(8,062)
General Fund 31 March 2015	(9,089)	(9,599)	(9,261)	(9,398)	(9,675)								(9,675)

NOTES:

1 The table above reconciles the Net Cost of Services in the Outturn summary to the Comprehensive Income and Expenditure Statement (CIES). in the Draft Statement of Accounts. During the production of the Statement of Accounts various transactions are undertaken which result in an adjusted position for the CIES. These transactions are as follows:

• The support service recharges have been completed recharging services such as Human Resources, Finance, IT etc to front line servcies. This adjustment does not impact on the General Fund balance as the recharges balance to zero.

• The capital financing charges have been completed for the Loss on Impairment and REFCUS. They do not impact upon the general fund balance but under accounting rules must be shown in the CIES. Actual borrowing costs are shown within 'Financing and Investment Income and Expenditure' on the CIES.

• Pension Fund – This is the difference between the contributions made to the pension fund for the year and the actuary's estimate of the amount of pension that employees have earned in the year. In accordance with accounting rules, the Council must recognise the cost of retirement benefits within the Net Cost of Services when they are earned by employees rather than when the benefits are actually paid as pensions.

• Accumulated Absences – This is an adjustment made to include the costs for absences earned in the year (annual leave) but not taken in the year e.g. annual leave entitlement carried forward at 31 March.

• Revenue Expenditure Funded by Capital Under Statute (REFCUS) – This is a technical accounting entry. Where expenditure is incurred on assets in which the authority does not have an interest, but would be classed as capital expenditure if it owned the asset, then the expenditure must be charged to revenue. However it does not have an impact on the general fund balance as the expenditure is transferred out of the general fund to the appropriate capital reserve.

• The Depreciation adjustments are changes made to the depreciation charge for the year. These changes happen when assets are sold, revalued or acquired.

95/2015 Appendix 2

Cost Centre	Description	Approved budget	Current Budget	Q3 Forecast	Q4 Outturn	Variance between Q3	Variance between Q4	Comments	Period 14 Adjust-ments	CIES Outturn Position
						and Q4	Outturn and Budget			
		£	£	c	£	c	f		¢	£
5000	Primary Schools	445,900	439,700	439,700	439,683	(17)	(17)		(185,607)	254,076
	In year budget reductions	(33,900)	,		0	0		Balance of contract saving requirement as set during the	(100,001)	201,010
	People							2013/14 budget process. This saving has been achieved		
								during the year, as the Age UK contract has reduced to two		
								days a week. However, the budget has not been transferred to		
4407		0.000	0.000	0.000	0.040	40	10	offset saving.	0	0
4107 5322	ASCHH IT Capital Charges Pensions	3,800 51,000	3,800 60,200	3,800 69,500	3,818 60,266	18 (9,234)	18 66		(0) 700	3,818 60,966
	People Directorate Senior	792,100	880,200	1,001,200	1,000,377	(9,234)		There have been delays in recruitment to some Heads of	700	60,966
5524	Management	792,100	000,200	1,001,200	1,000,377	(023)	120,177	Service positions in the new structure resulting in continued		
	Management							and increased usage of agency staff. This will continue to give		
								a pressure in 2015/16, which is forecast to be £215k.		
									369,976	1,370,352
5401	Education Redundancies	0	0	10,000	10,000	0	10,000	Under the new funding formula for schools, the Council is no		
								longer allowed to charge education redundancies to the		
								Dedicated Schools Grant (DSG).	0	10,000
4560	Joint Arrangements	100,400	100,400	100,400	100,143	(257)	(257)		1,400	101,543
⁵³⁹⁸ ω	Recharges to Dedicated Schools Grant	(197,200)	(197,200)	(197,200)	(197,200)	0	0		0	(197,200)
O	Strategic Director People	1,162,100	1,253,200	1,427,400	1,417,087	(10,313)	163,887		186,469	1,603,556
4492	BCF: 2013/14 Projects and	319,800	200,800	197,100	196,411	(689)			100,403	1,000,000
	staffing			,	,		(,)		1,040	197,451
5609	BCF: Joint Integrated Care	38,900	38,900	23,900	21,362	(2,538)	(17,538)	Budget funds one post which has been vacant since October.		
	Project							Forecast had assumed new starter in February but this did not		
								materialise. This is a BCF ring-fenced underspend and will be		
1.100			=	50.000	10.000	(0)	(0)	carried forward.	158	21,520
4498 4499	BCF: Dementia Service BCF: NHS Numbers	0	/	50,000 63,000	49,998 63,000	(2)	(2)		0 489	
	BCF: Community Agents	0		14,200	14,200	0	14 200	Bridging Funding agreed for the Rural Community Council for	489	63,489
4002	Der : Community Agents	0	0	14,200	14,200	0	14,200	February and March.	0	14,200
4500	Transformation Programme	0	329,600	277,700	228,994	(48,706)	(100.606)	At Q1 the Council identified additional resources required to		1,200
	Team		,	,	-,	(-,,	(, ,	support preparation for the implementation of the Care Act,		
								development of the BCF plan and implementation of		
								PeopleFirst. As projects progressed the Directorate was able		
								to rationalise the resource required. A carry forward of £41k is		
								requested. At Q3 the forecast included the costs of the new		
								policy and procedure on-line storage system for adult social		
								care, but some of this work and costs have been delayed until		
								2015/16. The Q3 forecast for this budget also included the		
								2014/15 costs for 3 new contract related posts in the		
								expectation that these would be filled before the end of the		
								financial year.	2,094	231,088
4501	Care Bill (ASC New Burdens)	0	156,400	153,000	156,054	3,054	(346)		546	156,600
	Better care Fund/Care Bill/	358,700	838,700	778,900		(48,881)	(108,681)		4,326	
	Transformation Programme									

			Current Budget	Q3 Forecast	Q4 Outturn	Variance between Q3 and Q4	Variance between Q4 Outturn and Budget	Comments	Period 14 Adjust-ments	CIES Outturn Position
4440		£	£	£	£	£	£		£	£
4119	Healthwatch Rutland	60,400	60,400	68,600	68,600	0	8,200	The contract value for Healthwatch was increased in year to reflect the needs of the service. The budget for 2015/16 has been increased to reflect this.	800	69,400
4202	Children and Adolescent Mental Health Services	10,400	10,400	7,900	7,901	1	(2,499)		100	,
4670	Voluntary Sector Grants	267,700	267,700	260,900	260,865	(35)	(6,835)	The saving arises because the budget had included provision for a contribution to be made to Leicestershire County Council for the Deaf and Hard of Hearing Service.	0	260,865
5847	LSP Support	28,800	0	0	0	0	0	for the Deal and Hard of Healing Dervice.	(377)	
	Senior Manager - Health & Wellbeing	367,300	338,500	337,400	337,366	-	-		523	
4570	Public Health Department	(913,600)	(913,600)	(909,900)	(965,828)	(55,928)	(52,228)	An additional £50k grant funding was received at the end of the financial year for oral health promotion.	3,900	(961,928)
4571	Sexual Health	282,900	282,900	226,600	202,719	(23,881)	(80,181)	The contract is activity based and therefore the savings are in relation to reduced activity on the ISHS (Integrated Sexual Health Service) contract and also reduced prescribing costs which are recharged by the CCGs (Clinical Commissioning		
								Groups).	0	202,719
4572	NHS Health Check Programme	52,700	52,700	35,000	33,724	(1,276)	(18,976)	The outturn is in line with the forecast, which was reduced at Q2 and again at Q3 as per actual activity on the Community Based Service.	0	33,724
4573 4 0	Public Health Advice	14,900	14,900	13,800	13,748	(52)	(1,152)	Health Improvement Specialist Team contract with savings on LPT (Leicestershire Partnership NHS Trust) contract.	0	
4574	Obesity programmes	5,600	5,600	4,900	4,910	10	(690)	LPT (Leicestershire Partnership NHS Trust) contract saving on non payment of CQUIN (performance element of contract).	0	13,748
									0	4,910
4575	Physical Activity	43,800	43,800	43,800	43,800	0	0	Cautions made on Current all black contract for drup and	0	43,800
4576	Substance Misuse	226,900	226,900	209,600	212,987	3,387	(13,913)	Savings made on Swanswell block contract for drug and alcohol specialist treatment (efficiencies) as well as reduced prescribing costs.	0	212,987
4577	Smoking and Tobacco	111,300	111,300	77,600	73,744	(3,856)	(37,556)	Savings made on LPT (Leicestershire Partnership NHS Trust) contract through non payment of CQUIN (performance element of contract) and reduced prescribing costs.		
4570		100.000	400.000	400.400	400.404		(07.000)	De la construction de la constru	0	73,744
4578	Childrens Public Health 5-19	166,200	166,200	139,100	139,104	4	(27,096)	Savings made on LPT (Leicestershire Partnership NHS Trust) contract through non payment of CQUIN (performance element of contract).	0	139,104

Cost	Description	Approved	Current Budget	Q3 Forecast	Q4 Outturn	Variance	Variance	Comments	Period 14	CIES Outturn
Centre		budget				between Q3	between Q4		Adjust-ments	Position
						and Q4	Outturn and			
							Budget			
		£	£	£	£	£	£		£	£
4579	Other Public Health Services	9,300	9,300	29,200	29,231	31	19,931	Agreed to fund Warm Home Initiative until the end of the		
								financial year on the basis that this would be funded by Public		
								Health underspends. This project will continue into 2015/16.	0	29,231
	Public Health	0	0	(130,300)	1				3,900	(207,961)
5603	SEN & Disabilities Management	52,300	128,100	114,100	107,532	(6,568)	(20,568)	A project officer post funded from the SEND Special		
								Educational Needs and Disabilities Reform Grant became		
								vacant and was replaced by Support Officer role thereby		
								resulting in reduced spend against this budget. This Special		
								Educational Needs Officer post is due to cease in 2016/17.	23,759	131,292
5604	Community Support - Learning Disability & Mental Health	48,500	49,300	49,600	49,352	(248)	52			
	management								10,527	59,879
	Head of Service Inclusion	100,800	177,400	163,700	156,884	(6,816)	(20,516)		34,286	191,170
5600	Comenius Regio Grant	0	0	0		0			0	0
5605	Team Manager Learning and	43,500	53,800	43,900	51,888	7,988	(1,912)			
	Skills	,	,	,	,	, ,			60,473	112,361
5533	N Luffenham DCB	0	0	(1,000)	2,075	3,075	2,075		0	2,075
5535 ⊾	N Luff Pre School	0	0	5,100	5,096	(4)	5,096		(98)	4,998
<u>ٺ</u>	Head of Service Learning and Skills	43,500	53,800	48,000	59,059	11,059	5,259		60,375	119,434
5402	MOD Community Covenant	0	0	0	(0)) (0)	(0)		914	914
5402 5601	0-11 Early Intervention, CAF &	48,500	49,300	30,800	29,927	(873)		Team Manager vacancy for most of 14/15 following restructure	514	914
3001	Changing Lives Management	40,000	49,300	30,000	29,921	(073)	(19,373)	of Early Intervention 0-11 and 11-19 into one function. Saving		
								included in 2015/16.	(381)	29,546
5602	11-19 Early Intervention	47,900	48,600	51,700	37,910	(13,790)	(10.690)	Team Manager acted up to cover Head of Service Vacancy.	(301)	29,340
0002	Management	47,500	40,000	01,700	07,010	(10,750)	(10,000)	Post not backfilled.	26,865	64,775
	Head of Service Stronger	96,400	97,900	82,500	67,836	(14,664)	(30,064)		27,398	95,234
	Communities		,	,	,	(,,	(,,		,	,
4205	External assessments	10,600	20,600	20,600	13,992	(6,608)	(6,608)		4,000	17,992
5366	Children's Workforce	0	20,000	5,500	5,031	(470)	(14,970)	Scheduled Signs of Safety (SOS) Training did not take place	· · · · · ·	í.
	Development	-	-,	-,	- ,	(- /	()/	creating an underspend. It is requested that this underspend		
								of £15k is carried forward to fund the SoS training in 2015/16.		
									0	5,031
5610	Fostering and Adoption	48,000	48,700	64,200	60,310	(3,890)	11,610	The variance is due to the costs of an interim to cover the		
	Management							Team Manager vacancy. The post is now covered on a fixed		
	-							term, acting up basis, so no pressure is anticipated in 2015/16.		
									25,658	85,968
5611	Long Term Childrens Social	48,600	49,400	50,300	57,228	6,928	7,828	The variance is due to the costs of an interim to cover the		
	Care Management							Team Manager vacancy.	17,418	74,646

Cost	Directorate Outturn repor		Current Budget	Q3 Forecast	Q4 Outturn	Variance	Variance	Comments	Period 14	CIES Outturn
Centre		budget	j			between Q3 and Q4	between Q4 Outturn and Budget		Adjust-ments	Position
		£	£	£	£	£	£		£	£
5612	Children and Adults Duty Social	41,600	41,900	43,400	42,941	(459)	1,041	The variance is due to the costs of an interim to cover the		
	Care Management							Team Manager vacancy.	17,155	
	Head of Service Vulnerable	148,800	180,600	184,000	179,502	(4,498)	(1,098)		64,231	243,733
	Children & Customer Care									
4553	Fairer Charging & Meals On Wheels Income	(367,100)	(367,100)	(295,700)	(281,867)	13,833		Fairer Charging is the policy that governs the way local councils operate their means tested financial assistance to help pay for services to older people in their own homes. It determines the amount a claimant should contribute towards the services that they receive. The income in this cost centre represents the amount recharged by the council to this group of service users. At 1st April 2014 there were 85 service users and a total weekly charge of £7k. By 31st March 2015 this number had reduced to 71 service users and a total weekly charge of £5k. If the current group of service users remain in care during 2015-16 at the same level the pressure will be		
								£11k.	0	(281,867)
5607	Supporting Independence	48,700	49,500	54,200	0	(54,200)	(49,500)	The team manager cost has been amalgamated into the		, , , , , , , , , , , , , , , , , , , ,
	Management	10.000	50.400		00.500			REACH reablement function.	14,915	14,915
⁵⁶⁰⁸ 42	Adult Social Care Management	49,300	50,100	83,300	86,529	3,229		The overspend is due to interim costs to cover a vacancy. The Council has been trying to recruit but has been unsuccessful. If this continues for a further 6 months the pressure for 2015/16 will be £24K.	44.405	07.004
	Head of Service Vulnerable	(269,100)	(267,500)	(158,200)	(195,338)	(37,138)	72,162		11,165 26,080	
	People					• • •				,
4208	Aiming High	187,800	198,600	197,400	192,896	(4,504)			52,358	,
5240	Changing Lives	0	40,000	39,200	31,541	(7,659)			1,353	,
5291 5371	Play for All Children's Centres - Revenue	4,300 353,800	4,300 357,500	4,300 343,400	4,354 321,019	(22,381)		The variance in the final quarter of the year is a result of a change in the start date of new team member and planned agency cover. Overall this also includes a £7k revenure saving from the Great Casterton move.	(1)	
5383	Family Information Services	4,000	0	0	(5)	(5)	(5)		00,000	,
5384	Common Assessment Framework	0	0	0	0	0	0		0	0
	0-11 Early Intervention, CAF & Changing Lives	549,900	600,400	584,300	549,804	(34,496)	(50,596)		119,377	,
4709	Floating Support - Housing	0	50,000	51,300	51,129				0	51,129
4713	Youth Housing	93,400	115,000	80,200	53,823	(26,377)	(61,177)	Overall underspend is a result of the project not going live and relevant costs not being incurred. The variance through the quarter is a result of lower than forecast legal fees, business rates, property recharges and utility costs for the new service.		
i									1,069	54,892

Cost	Description	Approved	Current Budget	Q3 Forecast	Q4 Outturn	Variance	Variance	Comments	Period 14	CIES Outturn
Centre		budget	j			between Q3 and Q4	between Q4 Outturn and Budget			Position
		£	£	£	£	£	£		£	£
5268	Early Intervention Team (2) Staffing	471,800	308,600	278,700	272,256	(6,444)	(36,344)	Underspend for the cost centre is a result of vacancies during the Youth Service restructure and PeopleFirst review. In addition 10k allocated to undertake the Youth Service provision scoping exercise was no longer required as this was undertaken in house.	91,634	363,890
5272	Activity Budget	15,000	15,000	15,000	15,034	34	34		800	15,834
5280	Rutland Youth Council	6,100	6,100	6,000	6,214		114		200	6,414
5281	Youth Options	13,400	13,400	13,400	13,338	(62)	(62)		37,100	50,437
5389	Teenage Sexual Health	4,200	4,200	4,200	0	(4,200)	(4,200)		0	0
	11-19 Early Intervention, Community Safety & Housing	603,900	512,300	448,800	411,795	(37,005)	(100,505)		130,803	542,598
4207	Disabled Children	83,800	83,800	186,700	171,801	(14,899)	88,001	The variance between Q4 and the budget is due to a high cost placement. The variation betweeen Q3 and Q4 is due to a unforseen break down. The budget has been increased by £99k for 15/16. There are currently 27 cases held in total, of those that receive a commissioned service there is 1 residential care placement, 15 direct payments, 4 over night care packages.	1.400	173,201
4260	Learning Disability	1,329,000	1,329,000	1,331,700	1,382,886	51,186	53,886		94,100	1.476,986
4260	Learning Disability (income from Health backdated)			(225,400)	(225,400)	0	(225,400)	One off income received for CHC case. It is requested that this is transferred into the Adult Social Care reserve to help meet fluctuations in demand and exceptional costs.	0	(225,400)
4262	SEN & Disabilities Contracts (inc DOLS)	130,600	130,600	164,000	157,152	(6,848)	26,552	This budget is overspent due to the increased activity required for Deprivation of Liberty authorisations following a Supreme Court judgement in March 2014. This is a nationwide issue. Rutland referral figures for 13/14 totalled 26. In 14/15 there have been over 150 referrals.	1,800	158,952
4263	SEN & Disabilities Staffing	225,900	229,700	248,600	231,451	(17,149)	1,751	Agency Staff required to cover vacancy. This forecast has reduced since Q3 due to difficulties in recruiting suitable staff.	13,032	244,483
4265	SEN Operations	291,300	296,100	294,600	304,251	9,651	8,151	Agency staff required to cover maternity leave.	79,319	383,570
4273	Other Vulnerable Adults	231,300	,	204,000	0	,	0,131		19,519	0

Cost Centre	Description	Approved budget	Current Budget	Q3 Forecast	Q4 Outturn	Variance between Q3	Variance between Q4	Comments	Period 14 Adjust-ments	CIES Outturn Position
001110		Sudget				and Q4	Outturn and		, lajuot monto	
		£	£	£	£	£	Budget £		£	£
4490	Mental Health	188,100	188,100	158,100	~ 168,407	10,307	(19,693)	There are 35 cases currently held by the team. Of those that	2	~
								recieve a commissioned service 3 people receive residential		
								care out of county, 1 person has a domiciliary care package. 6		
								people are in receipt of direct payments. This budget has been		
								increased for 15/16 by £56k due to the need for a high cost		
								residential placement for a complex case.	5,100	173,507
5352	Early Senco (0-3yrs support)	12,400	12,400	12,500	8,730	(3,770)			300	9,030
5377	SEN Transport	375,800	375,800	570,500	532,305	(38,195)	156,505	,		
								moving some routes to in-house provision.		
E 4 0 4	Transition	5,000	5,000	3,700	3,922	222	(1,078)		22,738	555,042
5431	SEN & Disabilities	2,641,900	,	2,745,000	,				200 217,989	,
4442	Management of Community	2,641,900	2,650,500 372,700	345,500	2,735,504 340,059	(9,496) (5,441)		There are currently 11 people residing at the Supported Living	217,989	2,953,493
444Z	Support Services	300,400	372,700	345,500	340,059	(5,441)	(32,041)	scheme and one vacancy. Variance to budget is due to a		
	Support Services							tenant receiving health funding during 2015.	53,110	393,169
4460	Day Opportunities Services	274,200	280,900	256,700	257,584	884	(23 316)	There are currently 35 people supported by the day	55,110	333,103
4400	Day Opportunities Dervices	214,200	200,300	230,700	237,304	004	(23,310)	opportunities services. Variance to budget is due to a service		
								user receiving health funding during 2015.	78,941	336,525
4470	Inclusion Development	52,800	53,700	51,300	51,364	64	(2,336)		25,212	76,577
4471	Inclusion Development (Café)	0	0	0	(519)				0	(519)
4480	Advocacy Contract	8,200	8,200	8,200	1,048	(7,152)		There have been lower than expected activity levels against		
4	-							the advocacy contract. Activity is expected to increase in		
4								2015/16 following the implementation of the Care Act		
								requirements for Independent Advocacy. This budget will be		
								kept under review in 2015/16.	300	
	Community Support -	701,600	715,500	661,700	649,537	(12,163)	(65,963)		157,563	807,100
	Learning Disability & Mental									
	Health	-	-			-	-			
5241	Childminder Start Up Grant	0	0	0	0	0	0		0	0
5242	Personal Educational Allowance	15,300	15,300	10,300	9,439	(861)	(5,861)			0.000
5047	for LAC	0	0	0	0	0	0		200	9,639
5247	16-18 Bursary Fund Rutland Adult Learning Service	0 (15,000)	0	(200)	0	262	0		0	0
	Rutiand Adult Learning Service	(15,000)	0	(200)	02	202	02		6,692	6,754
5285	Post 16 Transition	0	0	0	0	0	0		0,032	0,734
5295	Secondary School Officer	0	32,200	20,000	8,450	(11,550)		The cost of interim support arrangements provided an	Ŭ	Ű
0200		Ũ	01,200	20,000	0,100	(11,000)	(20,100)	underspend in 14/15, which was less than forecast at Q3.		
								Favourable variance overall due to post being vacant.		
								· · · · · · · · · · · · · · · · · · ·	0	8,450
5297	Rural Fund	45,200	45,200	45,200	45,174	(26)	(26)		0	
5325	Governor Training	3,200	3,200	3,100	3,076	(24)			0	3,076
5336	Primary Officer	11,200	41,400	40,300	38,630	(1,670)			20,242	58,872
5360	School Improvement	29,000	29,000	30,600	29,538	(1,062)			,	
	Consultancy								1,000	30,538
5385	School Leadership	0	0	0	0	0	0		0	0
5395	Early Years Training	47,600	47,600	43,200	42,153	(1,047)	(-) /		795	
	Early Years and Learning	136,500	213,900	192,500	176,523	(15,977)	(37,377)		28,930	205,453

Cost Centre	Description	Approved budget	Current Budget	Q3 Forecast	Q4 Outturn	Variance between Q3 and Q4	Variance between Q4 Outturn and Budget	Comments	Period 14 Adjust-ments	CIES Outturn Position
		£	£	£	£	£	£		£	£
4421	OT's, Aids & Equipment	181,500	181,500	180,500	178,673	(1,827)	(2,827)		65,260	243,933
4422	Blue Badge Scheme	6,600	6,800	3,000	1,950	(1,050)	(4,850)		922	2,872
4551	Home Care Service (In House)	637,400	646,200	569,400	592,327	22,927	(53,873)	Over the year there have been a number of vacancies which has resulted in the variance between the annual budget and the Q4 outturn. Over the last quarter further staff have left and others have not started within the timescales anticipated and the team manager costs have been amalgamated into the team. This has resulted in the movement from the Q3 forecast		
								to the Q4 outturn.	154,126	746,453
5855	Supporting Independence Staffing	217,800	221,400	248,900	235,609	(13,291)	14,209	Over the year there have been a number of vacancies within this team. In order to cover the workload and maintain service provision agency staff have had to be employed. The variance between the budget and the Q4 outturn is the impact of employing these agency staff. The movement between the Q3 forecast and the Q4 out turn is primarily due to another staff member leaving the team.	67,246	302,856
	Supporting Independence	1,043,300	1,055,900	1,001,800	1,008,559	6,759	(47,341)		287,554	1,296,113
	Purchasing Transport Budget	60,400	60,400	34,500	37,668	3,168	(22,732)	The variance between the budget and the Q4 out turn is due to the receipt of income from Health contributions which was not anticipated.	1,000	38,668
4108	Carer Support	163,400	163,400	193,400	203,909	10,509	-,	The movement from Q3 to Q4 is due to contributions from Health being lower then forecast. The variance between the Q4 out turn and the budget is due to increased Direct Payments to carers. The number of carers receiving Direct Payments has increased from 54 to 62 over the year.	8,900	212,809
4258	Adult Social Care Contracts	300,900	300,900	234,700	243,214	8,514	(57,686)	The variance between the budget and the Q4 outturn is due to the reduction in the Age UK contract to two days a week. The 2015/16 budget has been reduced.	4,162	247,376

	Description	Approved	Current Budge	t Q3 Forecast	Q4 Outturn	Variance	Variance	Comments	Period 14	CIES Outturn
Centre		budget				between Q3 and Q4	between Q4 Outturn and Budget		Adjust-ments	Position
		£	£	£	£	£	£		£	£
4259	Older People	2,444,5	2,571,100	2,454,300	2,431,662	(22,638	(139,438)) The movement from the Q3 forecast to the Q4 outturn is due to the recharging and backdating of a CHC Health recharge. The variance between the budget and the Q4 outturn is the net effect of a number of variances. The outturn for residential and nursing care is £46k more than the budget of £2,480k, as, although the number of service users has declined slightly from 69 to 67, the average cost has increased over the year. The outturn for Homecare is £28k more than the budget of £628k due to an increase in the total number of hours provided to service users each week from 750 in April 2014 to 850 in March 2015. The outturn for Respite Care exceeded the budget of £23k by £12k, and there were some other smaller variances over budget. These were offset by unbudgeted income from Health contributions of (£59k), an underspend of (£85k) on the direct payments budget of £271k, and fee income being (£98k) more than the budget of £933k. There was a reduction during the year from 39 to 28 in the number of users receiving direct payments but on average each recipient is receiving more at the end of 2014/15 than at the start of 2014/15. The increase in fee income received from service users reflects the increase in the number of service users paying fees, which increased from 72 at the start of the year to 89 at the end of the year, although the average income	<u>-</u>	
1070				5 40 000	50.4.400	(00.404) (0.00.0)	reduced over the year.	85,804	2,517,466
4370	Physical Disability	507,0	000 507,000	542,300	504,166	(38,134) (2,834)	The movement between Q3 and the Q4 out turn is due to an increase in income of £38K since Q3. This was caused by the change in the rate of a CHC recharge for a service user together with backdating of the rate.	10,900	515,066
4552	Meals Service	45,7	700 45,700	26,100	16,930	(9,170) (28,770)	The variance between the budget and the Q4 out turn is due to the decline in the number of service users using the service. This budget has been taken as a saving for 2015/16.	0	
5854	Adult Property Cases		0 (,	(-)				0	
5856	Adult Social Care Staffing	415,9	900 422,900) 464,700	452,542	(12,158) 29,642	There are staff vacancies within this budget. The movement between the Q3 forecast and Q4 out turn is due to less agency staff usage than forecast at Q3. The variance between the budget and the Q4 outturn is due to the use of agency staff over the whole year.	106,682	559,223
	Adult Social Care	3,937,8	4,071,400	3,950,000	3,890,091	(59,909) (181,309)		217,447	
4270	Safeguarding QA	51,2						The underspend is due to the adult safeguarding service which was previously included in this budget being reallocated to		
	Quality Assurance & Performance	51,2	200 51,600	34,200	31,895	(2,305) (19,705)	another team during the year.	19,277 19,277	

Cost	Description	Approved	Current Budget	Q3 Forecast	Q4 Outturn	Variance	Variance	Comments	Period 14	CIES Outturn
Centre		budget				between Q3 and Q4	between Q4 Outturn and Budget		Adjust-ments	Position
		£	£	£	£	£	£		£	£
4211	Placements	712,600	712,600	748,900	714,727	(34,173)	2,127	At Q3 the forecast reflected the possibility of a sibling group of 5 coming into care, which did not proceed due to a court decision. The Q3 forecast also included respite care for a child with disabilities but not as many days were used as expected. (90 days instead of 138 resulting in an underspend of £9K.) At the end of the year there were 26 looked after children and 22	45.040	700 540
4213	Adoption	82,200	249,700	177,500	192,793	15,293	(56,907)	foster carers. Variance between Q3 and Q4 due to new child placement cost being higher than initial forecast. £56,000 from Adoption Reform Grant to be carried to 2015/16 for 2 year adoption social worker post (started Jan 2015).	15,816	730,543
									3,479	196,273
4221	Family Group Meetings		18,000	8,600	7,647	(953)	(10,353)	Underspend due to a vacant post. Also less use of Independent Social Worker than expected as fewer Family Group Meetings than estimated.	0	7,647
4225	Family Support Operations	173,700	158,400	149,100	146,058	(3,042)	(12.342)	Underspend due to less use of independent assessors for		7,047
			,	,	,	(-,,	(,)	Special Guardianship Orders and Fostering Assessments.	41,843	187,901
⁵²⁹⁶ 47	Intensive Family Support	170,700	173,200	158,400	166,981	8,581	(6,219)	Underspend includes 7k Improving Access to Psychological Therapies Grant in this financial year which will need to be carried forward for work in 2015/16.	31,923	198,904
	Fostering and Adoption	1,139,200	1,311,900	1,242,500	1,228,207	(14,293)	(83,693)		93,062	,
4201	Care Leavers Budget	60,000	75,100	89,100	91,099	1,999	15,999			.,
									900	91,999
4210	Looked After Children	64,600	43,500	52,800	46,648	(6,152)	3,148		2,000	48,648
4215	Children's Social Care Staffing	365,300	408,400	404,900	407,060	2,160	(1,340)		127,714	534,774
4220	Family Support Services	14,600	14,600	19,400	19,337	(63)	4,737		5.900	25,237
4252	UASC Over 16	0	0	29,500	22,651	(6,849)	22,651	One high cost UASC (Unaccompanied Asylum Seeking Child) placed with fixed cost foster carers has contributed to the overspend. This child has now moved into the staying put scheme and costs have reduced. Costs of current UASCs have reduced over the year and forecasted overspend has reduced overall. There were 7 UASC originally, this has reduced to 4.	0	22,651
	Long Term Childrens Social	504,500	541,600	595,700	586,796	(8,904)	45,196		136,514	723,310
5740	Care Team	0.40.555	040.155	044.555	044		(4			
	Duty Desk for Referrals	248,300	216,100	211,100	211,583	483	(4,517)		57,697	269,280
	Duty S17 Children and Adults Duty Social Care	7,100 255,400	3,100 219,200	5,100 216,200	,	158 641	2,158 (2,359)		200 57,897	5,458 274,738

Peoples Directorate Outturn report for 2014/15

	Description		Current Budget	Q3 Forecast				Comments		CIES Outturn
Centre		budget					between Q4		Adjust-ments	Position
							Outturn and			
							Budget			
		£	£	£	£	£	£		£	£
4703	Contracts and Procurement	120,400	171,200	148,400	147,265	(1,135)	(23,935)	There has been a Team Manager vacancy since January		
								which has resulted in lower spend. This has now been filled		
								and the new postholder will start at the end of May 2015.	47,318	194,584
	Contracts and Procurement	120,400	171,200	148,400	147,265	(1,135)	(23,935)		47,318	194,584
	Peoples Directorate Total	13,694,100	14,788,000	14,554,500	14,173,371	(381,129)	(614,629)		1,921,317	16,094,688

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Cost Centre		Approved budget	Current Budget	Q3 Forecast	Q4 Outturn	Variance between Q3 and Q4	Variance between Q4 Outturn and Budget	Comments	Period 14 Adjust-ments	CIES Outturn Position
		£	£	£	£	£	£		£	£
	SCHOOLS BUDGET									
5003	Payments to Schools	7,073,700	7,073,700	6,042,300	5,985,933	(56,367)) (1,087,767)	Reduction in expenditure is due to schools converting to Academies during the financial year.	6,630,932	12,616,865
5007	Nationally Agreed Licences	0	16,200	16,200	16,167	(33)) (33)		16,167	32,335
5126	Dedicated School Grant Contingency	0	0	0	,	0	0		0	02,000
5128	Dedicated School Grant Recharges	197,200	197,200	197,200	197,200	0	0		185,127	382,327
5205	School Recharges	0	0	0	(16)	(16)	(16)		(16)	(33)
5290	2 Year Old Nursery Funding	179,000	179,000	179,000	207,628	28,628	28,628	Schools Forum approved the spend of up to £50k of the 2013/14 underspend on supporting early years settings in increasing capacity for 2 year old placements.	240,532	448,160
5300 4 4	Special Educational Needs & Recoupment	2,894,300	2,894,300	2,876,500	2,734,205	(142,295)) (160,095)	This variance is due to a number of factors. We have recouped £44k from schools for payments not required due to volatility of placements. £49k was reserved for anticipated payments from 13/14 which were not then required. There has also been an internal recharge of £19k for the Pupil Premium. There are currently 170 children with Statements or EHC Plans. 48 children are educated out of county. 43 children are educated		
5301	Education For Under 5'S	75,600	75,600	46,400	47,570	1,170	(28.020)	in Special schools. Child Care and Childrens Centre officer post is vacant due to	2,256,415	4,990,620
3301	Education 1 of onder 5 5	75,000	75,000	40,400	47,570	1,170	(20,030)	job evaluation and role restructure.	47,654	95,224
5308	3 & 4 Year Old Early Years	1,090,500	1,090,500	1,090,500	1,144,190	53,690	53,690	Additional cost as a result of increased number of pupils. However this will be offset by funding for 13/14 received in		
5044	E haarding Othermalian	45.000	45.000	00.000	04.054	0.054	40.054	14/15.	1,144,190	2,288,379
5314	Education Otherwise	45,000	45,000	88,200	91,051	2,851	46,051	Deduction in income is due to acheele converting to Academics	91,365	182,417
5332	DCSF Grant Received	(11,779,900)	(11,779,900)		,			Reduction in income is due to schools converting to Academies during the financial year.	(10,863,585)	(21,727,170)
5348	Special Needs Teaching (DSG)	65,600	65,600	68,200	57,001	(11,199)) (8,599)	There has been a reduced demand on the Visual Impairment teaching service. The forecast for Occupational Therapy and Speech & Language Therapy was not required as projected.		
5368	Early Years Found Stage Work	28,900	28,900	30,300	29,136	(1,164)	236		57,382	114,383
5500	Lany reals round stage WOIK		26,900	30,300	,				29,875	59,011
5379	Admissions Service	81,200	65,000	64,500	52,151	(12,349)) (12,849)	The variance is due to the recharge to the admissions service for the Primary Officer being less than expected. This is because the Primary Officer post is vacant and the interim arrangements put in place have impacted on the amount which can be recharged.	52,844	104,995
5399	Early Years Inclusion 3-5yrs (DSG)	48,900	48,900	25,100	17,991	(7,109)) (30,909)	There has been a reduced spend against this budget in comparison to last year when there was an influx of children at Kendrew Barracks.	17,991	35,983
	Schools Total	0	0	(119,400)	(283,377)	(163,977)	(283,377)		(93,127)	
	Consolidated Total	13,694,100	14,788,000	14,435,100					1,828,190	15,718,184

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Cost Centre	Description	Approved budget	Current budget	Q3 Forecast	Q4 Outturn	Variance between Q3 and Q4	Variance between Q4 Outturn and Budget	Comments	Period 14 Adjustments	CIES Outturn Position
		£	£	£	£	£	£		£	£
3605	Development & Community Director	120,000	121,200	88,100	87,124	(976)	(34,076)	Variance due to a vacant post for a Development Assistant. Although the post was filled in February 2015 it is now under the Peoples Directorate. The budget will be transferred to cover the post in 2015/16.	26,530	113,654
3606	Environmental, Planning & Transport Director	88,200	88,900	90,900	90,716	(184)	1,816		28,024	118,740
	Directors Places	208,200	210,100	179,000	177,840	(1,160)	(32,260)		54,554	232,394
1515	Highways Management	227,800	241,000	179,800	173,982	(5,818)	(67,018)	The variance is due mainly to 2 vacant posts. An Assistant Engineer post and the Operations Manager post.	189,028	363,010
1527 ص	Highways S38 Income	0	(25,800)	(79,000)	(94,741)	(15,741)	(68,941)	The variance between Q4 and budget is due to the road adoption fees predicted in 2013/14 not coming forward as anticipated eg Jeakins Weir until 2014/15. These fees are paid in advance of inspections and will be transferred to an earmarked reserve for future resourcing. The variance between Q3 and Q4 is due to Sainsburys Supermarkets Highways Inspection fees not predicted until 2015/16 but received in 2014/15.	0	(94,741)
51	Highways Management	227,800	215,200	100,800	79,241	(21,559)	(135,959)		189,028	268,269
2985	Emergency Planning	27,900		28,200	28,263	63	363		25,397	53,660
	Emergency Planning	27,900	27,900	28,200	28,263	63	363		25,397	53,660
1500	Surface Dressing	158,100			120,722		(19,278)		2,200	122,922
1501	Safety	109,300			57,728		(37,272)		1,800	59,528
1502	Drainage and Jetting	133,800			148,728		28,728		1,900	150,628
1503	Bridges and Culverts	44,700			23,777		(32,823)		600	24,377
1504	Winter Maintenance	257,200			266,594	9,394	9,394		5,957	272,551
1506	Street Lighting	203,200			181,089		(30,511)		3,100	
1507	Barriers	23,200			9,408		(5,592)	2014/15 as a result of the new term contract. This is spread	300	
1508	Carriageway Patching	521,900			648,097	(12,903)	22,097	across items in the schedule of rates and was difficult to	7,500	655,597
1509 1510	Footway Patching Minor Repairs	74,700 202,900			67,896 198,666		(104) 78,666	allocate to cost centres. The overall saving was correct but	1,000	68,896 201,966
1510	Fixed Contract Costs	74,800			254,358		(11,242)	some of the assumption used in the allocations were wrong.	5,500	
1523	Highways Third Party Claims	74,800	,	200,000	254,356	(11,242)	(11,242)	The savings needed rebalancing across cost centres, hence	5,500	209,000
1525	Forestry Maintenance	96,400	v	93,800	102,202	8,402	8.402	savings made in some cost centres, to offset deficit in others.	1,400	103,602
1530	Structural Services - Bridges	14,600			13,960		(640)	1	200	
1531	Forestry Advice	11,100			11,967	967	867		300	
1532	Scanner Survey	12,300			11,759		(541)	1	200	
1536	Traffic Signal Maintenance	26,300			23,820		(2,480)		400	
1812	Highways Capital Charges	991,100			1,158,652	52	52		(1)	1,158,651
	Highways Operations	2,955,600	3,291,700	3,310,700	3,299,424	(11,276)	7,724		35,657	

Cost Centre	Description	Approved budget	Current budget	Q3 Forecast	Q4 Outturn	Variance between Q3 and Q4	Variance between Q4 Outturn and Budget	Comments	Period 14 Adjustments	CIES Outturn Position
		£	£	£	£	£	£		£	£
1600	Parking	(243,300)	(240,600)	(265,000)	(273,640)	(8,640)	(33,040)	The variance is mainly due to vacancy management £23k. The Vacant Civil Enforcement Officer post was filled in January 2015. The vacancy also resulted in less PCNs being issued so charges for managing this service were also underspent (£7k).	49,914	(223,726)
	Parking	(243,300)	(240,600)	(265,000)		(8,640)	(33,040)		49,914	(223,726)
1516	Transport Strategy	307,600	197,800	196,800	195,570	(1,230)	(2,230)		113,624	309,194
1505	Public Rights of Way	115,500		115,100		(717)			2,387	116,770
1535	Local Transport Plan	2,000	2,000	2,000	1,802	(198)	(198)		100	1,902
1537	Pool Cars and Car Hire	98,700	105,700	103,400	97,863	(5,537)	(7,837)		(78,783)	19,081
1540	Traffic Analysis & Data Collection	2,000	2,000	2,600	2,620	20	620		100	2,720
1541	Safety Partnership Arrangement	40,000	40,000	9,000	9,563	563	(30,437)	Pass plus take up dropped to date by 84%. No membership fee (£19k) to The Leicester, Leicestershire & Rutland Road Safety Partnership (LLRRSP) required this financial year due to surplus profits at LLRRSP. The budget for 2015/16 has been reduced to £11k.	900	10,463
1542 57	Travel4Rutland	0	637,300	638,000	620,865	(17,135)	(16,435)	Following Cabinet's decision to stop Work Link (May 2015) and Shore Link (August 2015) the proposed Spring publicity for the services was halted. The underspend is to be transferred to reserves to part fund the operation of the service until August 2015.	943	621,808
1542	Travel4Rutland Income	0	(637,300)	(637,300)	(637,545)	(245)	(245)		943	(636,602)
-	Transport Strategy	565,800							40,214	
1517	Transport Management	0	129.400			(192)			124.726	
1518	Public Transport	398,200		402,300		3,896			5,600	411,796
1519	Concessionary Travel	323,900	323,900	337,900	326,577	(11,323)	2,677	The variance between Q3 and Q4 was the cost of replaced scooters for wheels to work insurance claim which was subsequently charged to Public Transport.	5,100	331,677
1520	Home to School Transport	689,500	689,500	640,000	618,051	(21,949)	(71,449)	The outturn is the result of students numbers using the service being less than originally budgeted for. Also operator given notice due to non compliance in January 2015 and new contract has come in at a lower cost.	13,842	631,893
1521	Post 16 Transport	88,000	88,000	110,000	116,902	6,902	28,902	The forecast is based on current students numbers using the service being greater than originally budgeted for. The budget for 2015/16 reflects the increased demand.	3,100	120,002
1522	Educational Transport	34,100		26,100		1,292			24,337	51,729
4680	Transport Fleet	65,100	59,700	58,400	57,001	(1,399)			(56,246)	755
5965	Community Vehicle	19,200	19,200	19,200	17,600	(1,600)	(1,600)		300	17,900
5966	Community Transport	0	0	0	0	0	0		0	0
	Transport Contract	1,618,000	1,750,100	1,716,200	1,691,827	(24,373)	(58,273)		120,759	1,812,586

Cost Centre	Description	Approved budget	Current budget	Q3 Forecast	Q4 Outturn	Variance between Q3 and Q4	Variance between Q4 Outturn and Budget	Comments		CIES Outturn Position
		£	£	£	£	£	£		£	£
1524	Environmental Maintenance	206,500	206,500	211,100	210,520	(580)	4,020		3,300	213,820
2530	Street Cleaning	552,500	552,500	555,100	553,070	(2,030)	570		7,800	560,870
2613	Cemeteries	7,000	7,000	14,400	3,070	(11,330)	(3,930)	Q3 forecast included £15k for a new pathway. These works were tendered but came in higher than predicted. As no budget allocation or agreement to share costs with Oakham Town Council existed these works were put on hold bringing expenditure back inline with budget.	3,876	6,945
2615	Closed Churchyards	29,000	29,000	27,100	24,664	(2,436)	(4,336)		500	25,164
2617	Parish Expenses	8,700	8,700	8,700	7,782				100	7,882
2690	Amenity Grass (Urban Grass & Public Open Spaces)	98,600	98,600	96,000	95,209				1,786	96,995
2590	Dog Warden & Pest Control Services	24,000	23,700	31,100	30,228	(872)	6,528		13,755	43,982
1408	Warm Homes for Rutland	0	70,300	70,600	42,062	(28,538)	(28,238)	The variance is due to costs incurred for projects to date less than estimated. This underspend will be carried forward for further warm home projects in 2015/16.	0	42,062
²⁰⁰³ 57	Environmental & Trading Standards	406,200	406,200	408,700	408,736	36	2,536		27,800	436,536
$_{2542}\omega$	Environmental Protection Act	(2,400)	(2,400)	(2,700)	(2,680)	20	(280)		0	(2,680)
2002	Waste And Amenities	157,400	226,300	247,500	243,813	(3,687)	17,513	The variance is an overspend and is due to agency worker covering staff posts for long term sick and maternity leave.	87,007	330,820
2490	Refuse Collection	972,500	972,500	947,400	973,324	25,924	824	There is an outstanding query regarding contract indexation that will be resolved early in 2015/16. The anticipated reduction in costs (as predicted at Q3) has not been agreed.	15,100	988,424
2500	Waste Management	1,098,500	1,049,600	1,080,300	1,063,554	(16,746)	13,954	The £17k variance between Q3 and Q4 is due to waste haulage costs being £10.5k lower than expected and revenue from the sale of kerbside collected recyclables being £6.6k higher than expected. The £14k variance between Q4 and the budget is the net effect of this £17k of reduced spending and £31k of increased costs (street sweeping tonnages £16k and non charging for inert waste £15k).	19,704	1,083,258
2810	Licenses	(71,700)	(71,700)	(63,000)	(63,240)	(240)	8,460		3,800	(59,440)
4112	Crime and Disorder	70,400	70,400	70,600	70,400	(200)	0		7,500	77,900
4115	CCTV	28,100	13,100	11,900	9,500				1,973	11,473
4231	Youth Offending Service	70,000	70,000	70,000	70,000		0 0		900	70,900
	Environmental Services	3,655,300	3,730,300	3,784,800	3,740,011	(44,789)	9,711		194,900	3,934,912

Cost	Description	Approved	Current budget	Q3 Forecast	Q4 Outturn	Variance	Variance	Comments	Period 14	CIES Outturn
Centre		budget				between Q3 and Q4	between Q4 Outturn and Budget		Adjustments	Position
		£	£	£	£	£	£		£	£
1400	Building & Development Control Support		151,100	140,400	139,488		(, , ,	Variance due to vacant Admin Assistant post from September 2014.	90,311	229,799
1401	Development Control	83,400	88,600	6,300	7,923	1,623	8 (80,677)	Planning application fees are volatile and vary considerably on a monthly basis. It is the type of applications received each year rather than the total number that affect the fee income received. For example the local centre application at Oakham North generated the same fee income as 100 applications for house extensions. Over the year Larkfleet made a significant effort to put in place all their remaining reserved matters approvals at Oakham North, which would have been expected to be spread over a longer period.	124,796	132,719
3350	Land Charges	(22,500)	(21,600)	(35,300)	(25,322)	9,978			31,461	6,139
	Development Control	209,400	218,100	111,400	122,089	10,689	(96,011)		246,568	368,657
3420	Registration Service	(13,000)	(7,800)	(10,900)	(20,452)) (12,652)	Income forecast was revised at Q3 allowing for receipts to date and estimated bookings for winter weddings. Bookings better than expected and figures have been adjusted for those weddings after March 2015.	61,640	41,188
5700 5700 5700	Libraries	373,200	381,700	382,400	340,329	(42,071)) (41,371)	The variance is explained by 3 key factors. Planned expenditure on new books did not go ahead and it is requested the budget of £15k be carried forward, business rate refunds received £16k and £7k income received during Q4. The Business Rates reviewed will now result in a £4.6k saving for 2015/16.	342,387	682,715
5704	Museums Service	258,800	265,900	265,900	249,644	(16,256)	(16,256)	in Q4. The business rates review will now result in a £3.7k saving for 2015/16.	157,922	407,566
5703	Mobile Library	41,200	41,500	41,600	43,034	1,434	1,534		14,224	57,257
5706	Records Office	50,100	50,100	50,100	50,070				700	
5707	Museum Trading Account	(4,300)	(4,300)	(3,900)	(4,353)				0	(1,000)
5709	Regional Road Project	0	0	0	972				0	012
5710	Arts Development	9,700	9,700	10,600	10,535				100	
5711 5712	Recreation and Leisure Catmose Sports & Swimming	100,000	104,100 0	104,100 0	95,252 3,506				<u>243,054</u> 0	<u>338,305</u> 3,506
5714	Local Sports Alliance	0	32,200	32,200	32,062	(138)	(138)		0	32,062
5715	Learning And Outreach	10,500	10,700	13,100	13,563	463	2,863		2,573	16,136
5718	Prison Library Service Stocken	0	800	0	C	0	(800)		2,721	2,721
5720	Leisure and Health	0	0	0	1,006	1,006	5 1,006		(63)	942
5721	Oakham Castle Restoration Project	0	0	0	(77)				0	(77)
5842	Culture and Leisure	72,700	82,700	82,700	88,742	,			11,348	
5875	School Sports/Games Staffing	0	600	600	C	(600)			1,321	1,321
5877	School Sports Activities	0	0	0	(1)				429	
	Culture and Leisure Services	898,900	967,900	968,500	903,831	(64,669)	(64,069)		838,355	1,742,186

Cost Centre	Description	budget £	Current budget	£	Q4 Outturn £	Variance between Q3 and Q4 £	Variance between Q4 Outturn and Budget £	Comments	Adjustments £	CIES Outturn Position £
1403	Planning Policy	251,300		336,300	331,303	(4,997)		Vacancy saving arising as a result of a vacant planning post not being filled, a member of staff leaving mid Oct 2014 and another member of staff going on maternity leave mid Nov 2014. Replacement staff started January 2015. Housing Option Team transferred to Places and review of team has led to savings in salary costs.	99,669	430,972
1405	Planning Delivery Grant	0		9,400	9,896	496	(7,104)		0	9,896
1409	Neighbourhood Plans	0	13,900	(11,000)	(11,468)	(468)	(25,368)	Forecast reduced significantly due to reduced legal cost on Uppingham Neighbourhood Plan. Council was successful in High Court challenge, although the developer has now appealed this decision. In order to mitigate future costs this surplus will be carried forward to 2015/16.	0	(11,468)
4710 55 57	Homelessness	91,700	32,700	13,500	15,244	1,744	(17,456)	Forecast reduced as the costs associated with homelessness prevention were lower than anticipated mainly as a result of all of the new affordable homes that became available to prevent homelessness in 2014/15. There was also higher income from housing benefit receipts received from those in temporary accommodation.	3,540	18,784
	Planning Policy	343,000	439,200	348,200	344,975	(3,225)	(94,225)		103,209	448,184
5846	Tourism	0	15,400	14,500	6,844	(7,656)	(8,556)		16,658	23,501
	Tourism	0	15,400	14,500	6,844	(7,656)	(8,556)		16,658	23,501
3850	Property Services	271,900	277,100	271,800	303,239	31,439	26,139	Since Q3 staff changes/vacancies resulted in expenditure for external expertise of Building Surveyor services. In addition costs of an interim head of service were not factored into the forecast at Q3.	(301,079)	2,160
1402	Building Control	(47,100)	(47,100)	(23,700)	(23,257)	443	23,843	Building Regulation Fees income adjusted based on average over 8 months, which has seen a slight reduction in income. A dispute over a contract has been settled and is payable over 3 years. The first payment is reflected in the figures.	22,200	(1,057)
3855	Central Furniture and Equipment	5,700	5,700	12,700	12,913	213	7,213		(12,913)	0
3504	Barleythorpe Campus Rechargeable Works	0	0	0	(6,218)	(6,218)	(6,218)		0	(6,218)
3501	Property Services Rechargeable Works	0	0	0	0	0	0		0	0
3500	Central Maintenance	168,800	168,800	192,000	177,755	(14,245)	8,955	The expenditure has been brought back in line with budget following forecast overspends due to emergency accommodation works and tree works in Q2.	(177,264)	491
3502	Post 16	0	0	9,000	9,005	5	9,005		0	9,005
2900	Admin Buildings	398,000	394,100	398,100	402,320	4,220	8,220		(1,864,632)	(1,462,312)
2600	Public Conveniences	19,700	19,700	20,300	19,504	(796)	(196)		(2,447)	17,057
5820	Pit Lane	(43,500)		(30,200)	(31,300)	(1,100)	7,000		3,466	(27,834)
		1	1	1			1			

Cost	Description	Approved	Current budget	Q3 Forecast	Q4 Outturn	Variance	Variance	Comments	Period 14	CIES Outturn
Centre	boschphon	budget	ourront buugot	doronadi	di outturn		between Q4	Common to		Position
Centre		buuget							Aujustinents	FUSICION
						and Q4	Outturn and			
							Budget			
		£	£	£	£	£	£		£	£
5822	No7 Church Passage	0	0	(4,600)	(2,920)	1,680	(2,920)		0	(2,920)
	Property	775,100	781,600	843,800	868,936	25,136	87,336		(2,328,885)	(1,459,949)
2100	Health & Safety	34,900	35,400	35,400	34,071	(1,329)	(1,329)		25,403	59,474
	Health & Safety	34,900	35,400	35,400	34,071	(1,329)	(1,329)		25,403	59,474
3702	Digital Rutland	0	145,100	135,800	110,048	(25,752)	(35,052)	Variance due to professional and legal fees not being incurred	279,037	389,085
								at rate expected. As project continues into 2015/16 it is		
								proposed the under spend will be carried forward to fund this		
								work.		
5810	Economic Development	99,500	100,700	96,000	97,195	1,195	(3,505)		1,103,625	1,200,820
5815	Welland Market Towns	0	0	(6,800)	0	6,800	0		0	0
5817	Oakham Enterprise Park	20,400	20,400	(15,000)	(15,842)	(842)	(36,242)	Lettable units are being brought online ahead of schedule	5,255	(10,587)
					,		,	which is resulting in levels of rental income beyond that		
								estimated in the original business plan.		
								5		
	Economic Development	119,900	266,200	210,000	191,402	(18,598)	(74,798)		1,387,917	1,579,318
TOTAL PL	ACES BUDGET	11,396,500	12,171,500	11,816,100	11,620,235	(195,865)	(551,265)		999,648	12,619,883

Cost	nd Outturn for 2014/15 Description	Approved	Current budget	Q3 Forecast	Q4 Outturn	Variance	Variance	Comments	Period 14	CIES Outturn
Centre		budget	ourrent buuget	uj i orecast	Q4 Outlum	between Q3 and Q4	between Q4 Outturn and Budget	Comments	Adjustments	Position
		£	£	£	£	£	£		£	£
3700	Chief Executive	240,000		206,200	198,385	5 (7,815)	6,985		33,6	70 232,055
3705	Business Manager	69,300		0	0	0 0	0			0 0
3708	Review of People Directorate	0	69,300	15,900	15,840) (60)	(53,460)	At Q2, it was envisaged that additional support would be required to take forward recommendations raised in the PeopleFirst review. This was not required in 2014/15. Additional support may still be required so it is requested that the budget is carried forward to 2015/16 in Invest to Save.		0 15840.2
3722	Stationery	13,500	13,500	10,000	6,781	(3,219)	(6,719)	There has been a small underspend on this budget in the past two years, so there may be scope to reduce the 2015/16 budget.	(6.78	
5845	Communication	64,900	65,600	70,200	56,626	6 (13,574)	(8,974)	The underspend is the result of less external spend required on printing, publicity and the Council newsletter.	22,30	
	Chief Executive	387,700	339,800	302,300	277,632	2 (24,668)	(62,168)		49,19	326,828
3603	Director of Resources	103,600	104,400	105,000	104,538	3 (462)	138		(104,90	4) (366)
5900	Corporate and Democratic Core	0	0	0	C) C	0	Central recharges only	670,8	670,898
3104 O	Assistant Director - Finance	82,300	83,000	84,500	84,248	3 (252)	1,248		(84,24	8) 0
3701	Welland Procurement	28,300	28,300	24,000	24,000) C	(4,300)	The overall saving in this budget is also reflected in 2015/16.	4	24,400
3714	Corporate Subscriptions	44,600	44,600	40,000	39,815	5 (185)	(4,785)	The overall saving in this budget is also reflected in 2015/16.	2:	38 40,053
3841	Monitoring Officer	1,300	1,300	1,300	790) (510)	(510)		(79	0) 0
3903	In year budget reductions Resources	0	0	0	C) C	0			0 0
	Directorate	260,100	261,600	254,800	253,390) (1,410)	(8,210)		481,59	734,985
3103	Finance	529,000	538,500	522,400	518,095	5 (4,305)	(20,405)	The Finance Team has been through some transition with the departure of key staff and interim arrangements in place with use of agency staff resulting in savings whilst permanent recruitment is undertaken.	(517,95	0) 145
3455	Pensions Costs	160,000	160,000	160,000	162,485	5 2,485			(550,60	<i>'</i>
3458	Corporate Insurance	167,400	167,400	174,900					(174,63	
3720	External Audit & Inspection	103,600		100,800						0 96,918
3721	External Levies	44,900		45,200						0 45,193
3811	Corporate Finance	10,300	10,300	10,600	(2,949)) (13,549)	(13,249)	The Council has procured external support to complete payment card industry compliance work. This work was not completed in Q4 as originally envisaged. It is requested that the under spend is carried forward as the work will be completed in Q1.	2,94	19 0
3813	Corporate Financial Expenses	48,000	48,000	60,200	75,283	3 15,083	27,283	The budget overspend results from the 5 yearly insurance revaluation (\pounds 14k) and an increase in the bad debt provision of (\pounds 22k) applied in Q4.	7:	36 76,019

-	nd Outturn for 2014/15									
Cost Centre	Description	Approved budget	Current budget	Q3 Forecast	Q4 Outturn	Variance between Q3 and Q4	Variance between Q4 Outturn and Budget	Comments	Period 14 Adjustments	CIES Outturn Position
		£	£	£	£	£	£		£	£
3730	RCC Internal Audit	80,000	80,000	102,000	93,591	(8,409)	13,591	The Head of Audit has retired and interim cover was put in place. The additional costs are shared within the Welland Partnership. The additional costs to the Council are c£14k now the 2014/15 contribution has been agreed. This is less than forecast at Q3 following reduced use of external support.	(93,591)	0
	Accountancy and Finance	1,143,200		1,176,100	1,163,254	(12,846)			(1,333,094)	(169,840)
3102	Head of IT	51,200		96,500	93,761		41,661	Cost of interim cover following departure of Head of IT.	(93,761)	0
3740	Information Technology Dept	242,900	246,600	235,800	232,575	(3,225)	(14,025)	Small underspend on overall budget. Request that under spend of £14k be carried forward to be used to offset the interim Head of IT costs in 2015/16.	(232,211)	364
3820	IT Operational Support	919,900	729,400	796,300	726,165	5 (70,135)	(3,235)	In Q4 work was undertaken to try and reduce forecast overspend by reducing non-urgent expenditure, deferring recruitment activity pending a further review and achieving better VFM on expenditure. This facilitated a reduction in the forecast overspend coupled with a re-profiling of expenditure i.e. some items which were related to 15/16 were being paid for from the 14/15 budget.	(726,165)	0
3822	Telecommunications	69,400	69,400	76,600	77,900	1,300	8,500		(77,900)	(0)
5350 X	Performance & Application Support	213,500	216,500	201,000	194,355	6,645)	(22,145)	Underspend relates to in year vacancies and a contribution from the Better Care Fund towards cost of systems work in preparation for the Care Act . Request that under spend of £22k be carried forward to be used to offset the interim Head of IT costs in 2015/16.	(194.003)	352
	Business Support	1,496,900	1,314,000	1,406,200	1,324,756	6 (81,444)	10,756		(1,324,040)	716
3710	Members Services	194,800	194,800	195,300	191,431	(3,869)	(3,369)		92,139	283,570
3715	Civic Expenses	5,900	5,900	5,900	1,944				100	2,044
3716	Reprographics & Post	144,600	,	143,900	139,845				(139,845)	0
3108	Corporate Support Services	314,400	319,900	304,700	297,648	3 (7,052)	(22,252)	The underspending reflects the savings from vacancies net of the cost of interim cover. The reduction from Q3 reflects a further vacancy and a reduction in use of interim staff.	(297,443)	205
	Corporate Support Services	659,700	665,200	649,800	630,867	(18,933)	(34,333)		(345,049)	
3450	Customer Services Team	171,400	174,200	166,900	141,879	,		Staff vacancies in year. New Team Manager commences early May.	(141,879)	0
	Customer Services Team	171,400	174,200	166,900	141,879	(25,021)	(32,321)		(141,879)	0
3040	Elections - Administration (Previously titled Elections - General)	28,200	28,200	49,000	49,319	319	21,119	The canvass required for Individual Election Registration resulted in overspends on postage and printing. The Council also made use of external election support c£10k which it was anticipating being able to reclaim but this is still pending.	20.739	70.057
3041	Elections - Local	0	0	5,200	1,789) (3,411)	1,789		20,739	70,057 1,789
3041	LICULUIIS - LUCAI	0	0	5,200	1,708	(3,411)	1,769			1,789

	nd Outturn for 2014/15									
Cost Centre	Description	Approved budget	Current budget	Q3 Forecast	Q4 Outturn	and Q4	Variance between Q4 Outturn and Budget	Comments	Period 14 Adjustments	CIES Outturn Position
		£	£	£	£	£	£		£	£
3042	Elections - European	0	0	0	28,688	28,688	28,688	At Q3 the Council assumed that additional costs associated with the European elections could be reclaimed from the Elections Support Unit. The claim is still pending and accounts have been prepared on the basis that these costs are likely to be irrecoverable.	0	28,688
3043	Elections - Parliamentary	0	0	0	350	350	350		0	350
	Elections	28,200	28,200	54,200	80,145	25,945	51,945		20,739	100,884
3105	Head of Corporate Governance	67,700	68,700	70,400	69,720	(680)	1,020		(73,145)	(3,425)
3719	Standards of Conduct	3,100	3,100	1,300	0	(1,300)	(3,100)		0	0
3106	Coroner	28,900	35,000	35,000	36,562	1,562	1,562		0	36,562
3107	Members Training	5,000	5,000	5,000	1,150	(3,850)	(3,850)		0	1,150
3840	Legal Services	287,900	277,900	359,700	362,428	2,728	84,528	Expenditure on legal costs has exceeded the budget due to increased activity, including employment cases (including one particularly high cost employment tribunal) and a judicial review (Uppingham).	(362,428)	0
4	Governance	392,600	389,700	471,400	469,860	(1,540)	80,160		(435,572)	34,287
	Human Resources	273,000	286,700	278,500	279,226		(7,474)		(279,226)	0
3718	Training, Confs & Seminars	151,700	201,800	162,000	103,825			The Budget included brought forward provision for Customer Services training. This is being deferred pending arrival of new team manager and website/channel shift project. Other training scheduled has not gone ahead because of vacancies and interim cover in place. Between Q3 and Q4 we have also accounted for a refund of £5,000 for a training package that was no longer required. The 15/16 budget includes a reduction in the training budget and it is requested that £30k of the underspend is used to fund any excess training requests.	(103,825)	0
	Human Resources	424,700		440,500			(105,449)		(383,051)	0
3713	Welland Internal Audit Consortium	0	13,800	13,300	12,407	(893)	(1,393)		2,927	
	Welland Internal Audit	0	13,800	13,300	12,407	(893)	(1,393)		2,927	15,334

Year End Outturn for 2014/15

Cost	Description		Current budget	Q3 Forecast	Q4 Outturn	Variance	Variance	Comments	Period 14	CIES Outturn
Centre		budget				between Q3	between Q4		Adjustments	Position
						and Q4	Outturn and			
							Budget			
		£	£	£	£	£	£		£	t
3000	Revenues	123,000	- 126,300	- 123,500	- 109,510	(13,990)	(16.790)	The variance relates to a reduction in hours of a team leader	~	~
		,	,	,	,	(,,	(,,	in Qtr3 and Qtr4 and a further staff vacancy in Q4. Postage		
								costs for Royal mail were also less than anticipated.		
									138,909	248,419
3001	AllPay	12,300	12,300	9,000			(4,181)		300	8,419
3002	Financial Crisis Support	23,000	33,300	16,000	17,113	1,113	(16,187)	Demand for financial support has been less than anticipated		
								and the Council has also been able to signpost claimants to		
								other external funding and support.	0	17,113
3010	Counter Fraud Section	46,100	46,100	27,800	26,624	. (1,176)	(19,476)	The variance relates to a forecasted underspend due to the		
								transfer of Housing Benefit fraud work to a national Single		
								Fraud Investigation Service within the year. This has reduced		
								the cost of the remaining counter fraud arrangements with		
						((Corby Borough Council.	10,000	36,624
3015	Benefit Processing	21,000	23,700	51,000	23,044	(27,956)	(656)	The variance relates to the receipt of a Local Council Tax		
								Support Administration subsidy grant income of (£26,932) not	05 707	00 700
3021	Housing Benefit Payments	46,300	46,300	(14,700)	(00.240)	(94.640)	(145.640)	originally anticipated. The budget is underspent as a change in accounting policy on	65,737	88,782
3021	Housing Benefit Payments	40,300	40,300	(14,700)	(99,340)	(84,640)	(145,640)	Housing Benefit overpayments which resulted in a one-off		
								windfall of c£130k. Previously, all HB overpyaments were		
								written off immediately and income treated as windfall. All HB		
								overpayments are now included as debtors and only 75%		
o	3							written off (reflecting the Council's historic recovery		
C	2							performance). The movement between Q3 and Q4 reflects		
								additional overpayments, windfall of an extra £14k subsidy		
								and updated rent allowance payments of which more can be		
								reclaimed via subsidy than originally envisaged.		
								roorannou na ouzoraj aran originarij orriougour	117,700	18,360
3250	Community Care Finance	47,400	48,200	45,800	48,659	2,859	459		37,560	86,219
3025	Discretionary Hardship Fund	100,000	100,000	26,000	24,184	(1,816)	(75,816)	Underspend based on less demand for and awards of		
								discretionary Local Council Tax Support. It is suggested that		
								the under spend is carried forward to the Welfare Reserve as		
								the budget for 15/16 has been reduced to £50k.		
									1,400	
	Revenues and Benefits	419,100		284,400					371,607	,
TOTAL	RESOURCES DIRECTORATE	5,383,600	5,263,900	5,219,900	4,895,155	(324,745)	(368,745)		(3,036,622)	1,858,533

Additional background information on cost centres

- Chief Executive 3700 This includes the pay costs for the Chief Executive and her PA, pus budgets for catering (hospitality), some printing, and grants.
- 5845 Communication This includes pay costs and the cost of publicity, including a budget for the production of the Council Newsletter.
- External Levies 3721 Most of this budget is for the levy payable to the Environment Agency for flood defence.
- 3813 Corporate Financial Expenses This comprises the budgets for bank charges and for treasury management
- RCC Internal Audit This is Rutland CC's share of the costs of the Welland Internal Audit service 3730
- Information Technology Department This is the budget for the costs relating to the staffing of the IT department 3740 3820

3716

- IT Operational Support This cost centre holds the non-pay IT costs, e.g., purchase of hardware, maintenance agreements and internet costs.
- Reprographics & Post This cost centre includes the non-pay costs of the reprographics service plus the corporate budget for postage.

Rutland County Council Capital Monitoring Outturn

	Project		Total Project	Total Project		Total Budget	2014/15	
Directorate	Number	Project Description	Budget	Expenditure	Variance	2014/15	Outturn	Comments
People	CB1005	Devolved Formula Capital	59,576	59,576	0	59,576	59,576	
People	CB1021	Youth Housing Project	160,785	134,577	26,208	160,400	134,192	Project completed under budget.
People	CB1022	Early Years Education for 2 Year Olds	32,904	32,904	0	32,904	32,904	
								This under spend has been committed but
People	CD1000	Disabled Facilities Grants	160,000	109,932	50,068	160,000	109,932	schemes could not be delivered within the year.
People	CD1010	Dementia - Manton Hall	409,000	403,358	5,642	5,642	0	
			(Underspend to be carried forward and spent in
People	CD1011	Autism Innovation	18,500	3,200	15,300	18,500	,	2015/16
Total Peoples	Approved C	apital Programme	840,765	743,547	97,218	437,022	339,804	
		Adult Social Care unallocated Capital						
People		Programme	572,508	0	572,508	0	0	
People		Schools - LA Capital Maintenance	502,032	0	502,032	0	0	
People		Schools - Targetted Capital	148,588	0	148,588	0	0	
People		Schools - Basic Needs	629,470	0	629,470	0	0	
		d Capital Programme	1,852,599	0	1,852,599	0	0	
Total Peoples			2,693,364	743,547	1,949,817	437,022	339,804	
Places	CE1005	Footways	145,000	51,608	93,392	145,000	51,608	4
Places	CE1006	Bridges	518,300	344,387	173,913	518,300	344,387	4
Places	CE1012	Public Transport Improvements	30,000	31,318	-1,318	30,000	31,318	4
Places	CE1013 CE1017	Rutland Access Group Oakham Bypass	15,000	7,942	7,058	15,000	7,942 755	4
Places			0			-		4
Places	CE1048	Public Right of Way Improvements Surface Dressing	20,000	21,450	-1,450	20,000	21,450	4
Places	CE1060		713,300	699,095	14,205	713,300	699,095	4
Diasas	CE1065	Signing to key destinations (cycling and walking)	0.500	0	0.500	0.500	0	
Places	CE1065 CE1075	Morcott SIDs (accident clusters)	9,500 57,500	0 55,108	9,500 2,392	9,500 57,500	55,108	4
Places Places	CE1075 CE1076	Preston SIDs	9,600	10,811	-1,211	9,600	10,811	4
Places	CE1076 CE1082	A6121 Essendine Village	9,000	-3	-1,211	9,600	-3	4
Places	CE1082	A6121 Ketton to Wireless Hill	170,000	202,448	-32,448	170,000	202,448	-
Places	CE1083	Ketton School Path	10,700	202,448	10,700	10,700	202,448	
Places	CE1093	Barleythorpe Car Park	28,000	37,600	-9.600	28.000	37,600	
Places	CE1094	MS - A606 Melton Boundary	200,000	188,149	11,851	200,000	188,149	
Places	CE1095	MS - A606 Barnsdale	200,000	247,494	-47,494	200,000	,	programme of works will be managed to ensure it
1 10000	021000	MS – B668 Roundabouts under A1	200,000	2.11,101		200,000	211,101	does not exceed the budget of £3,728k, any
Places	CE1096	Stretton	130.000	5,100	124,900	130,000	5,100	
Places	CE1097	MS – B668 Cottesmore to Greetham	154,300	202,187	-47,887	154,300	202,187	to projects in 2015/16
Places	CE1098	MS – High Friction Surfacing	95,000	83,516	11,484	95,000	83,516	
		MS – Street Lighting Upgrades (safety			.,	,		1
Places	CE1099	improvements)	75,000	74,926	74	75,000	74,926	
		IT – Toll Bar Speed Indicator Devices					,	1
Places	CE1100	(SID)	3,900	-1,500	5,400	3,900	-1,500	
Places	CE1101	IT – Nether Close Layby, Cottesmore	5,400	264	5,136	5,400	264	1

Rutland County Council Capital Monitoring Outturn

	Project		Total Project	Total Project		Total Budget	2014/15	
Directorate	Number	Project Description	Budget	Expenditure	Variance	2014/15	Outturn	Comments
Places	CE1102	IT – Little Casterton mini roundabout	10,700	0	10,700	10,700	0	
Places	CE1103	MS – Weather Damaged Roads	463,100	456,513	6,587	463,100	456,513	1
Places	CE1104	IT – Braunston Traffic Calming (SID)	14,500	0	14,500	14,500	0]
		IT – Uppingham Road, Oakham Speed]
Places	CE1105	Indicator Device (SID)	9,200	0	9,200	9,200	0	
		IT – Main Street, Greetham Speed						1
Places	CE1106	Indicator Device (SID)	2,700	0	2,700	2,700	0	
Places	CE1084	Travel 4 Rutland – Transport Interchange	982,000	834,315	147,685	117,000	120,802	The Travel for Rutland project utilised all LSTF
Places	CE1079	Travel 4 Rutland – Tourism Bus	835,000	798,699	36,301	0	9,857	grant received and completed all elements of th
Places	CE1081	Travel 4 Rutland – Cycling Infastructure	870,000	904,577	-34,577	520,700	450,651	project as per the plan.
Environmental	, Planning 8	Transport Capital Programme	5,777,700	5,256,759	520,941	3,728,400	3,300,478	
								Preporatory works, scheme to commence
Places	CG1004	Oakham Castle Restoration Project	2,380,600	2,380,600	0		19,536	2015/16
Places	CG1005	Library Capital Project	21,100	21,048	52	21,100	21,048	
Places	CH1000	Catmose Campus	29,821,000	30,342,439	-521,439	0	9,341	
Places	CH1019	BS4A - Cottesmore	0	1,633	-1,633	0	1,633	
								Project to be completed in 2015/16. budget to be
Places	CH1038	Digital Rutland	2,670,000	1,486,297	1,183,703	1,467,200	283,497	carried forward
								Not all projects completed budget carry forward
Places	CH10XX	Capital Allocations Project Board	921,500	800,384	121,116	521,500	400,384	required
PLaces		Pupil Place Planning	968,000	968,000	0	0	0	2015/16 project see report 81/2015
Places	CH1058	Oakham Enterprise Park	3,332,400	3,332,400	-0	739,100	818,819	Take up units has been quicker than expected.
Places	CH1060	Cottesmore CPS Phase 2	0	4,241	-4,241	0	4,241	
Places	CH1062	Catmose Offices Fire Alarm and Fire Escap	75,000	69,620	5,380	51,300	45,949	
Places	CH1063	Oakham – Welland Way Play Area	70,000	69,936	64	70,000	69,936	
								Project to be completed in 2015/16. budget to b
Places	CH1077	Active Rutland Hub	769,000	769,000	-0	769,000	521,506	carried forward
								Overspend funded from OEP as initial works for
Places	CH1080	Unit 16A – Oakham Enterprise Park	150,000	182,088	-32,088	150,000	182,088	unit included within OEP budget
Places	CB1009	The Little Build	0	2,115	-2,115	0	2,115	
		ty Capital Programme	40,210,600	39,461,800	748,800	3,789,200	2,380,092	
Total Places A	pproved Ca	pital Programme	45,988,300	44,718,559	1,269,741	7,517,600	5,680,570	
Places		Highways Capital	577,452	0	577,452		0	
		Capital Programme	577,452		577,452		0	
Total Places Ca			46,565,752	44,718,559	1,847,193	7,517,600	5,680,570	
Tatal Quelle 1 D			40.050.440	45 400 405	0 707 000	7 054 000	0.000.075	
Total Capital P	rogramme		49,259,116	45,462,107	3,797,009	7,954,622	6,020,375	

Agenda Item 9

REPORT NO: 131/2015

RESOURCES SCRUTINY PANEL

16 July 2015

INTERIM COMPLIMENTS, COMMENTS AND COMPLAINTS REPORT 2014/2015

Report of the Director for Resources

Strategic Aim: All						
Exempt Information	ו	No				
Cabinet Member(s) Responsible:)	Councillor King, Portfolio Holder for Places (Environment and Transport) and Resources				
Contact Diane Baker Officer(s): Governance		, Head of Corporate	Tel: 01572 720941 dbaker@rutland.gov.uk			
	Debbie Mog Resources	g, Director for	Tel: 01572 758358 dmogg@rutland.gov.uk			

DECISION RECOMMENDATIONS

That the Resources Scrutiny Panel:

1. Notes the information contained within this interim Compliments, Comments and Complaints report and provides feedback regarding the format of the full report, particularly the statistical data, which will be presented to the next Resources Scrutiny Panel.

1. PURPOSE OF THE REPORT

- 1.1. On 7th October 2014 Cabinet approved the Council's new Compliments, Comments and Complaints Policy. Resources Scrutiny Panel played an active role in the development of the Policy and comments made by the Panel were incorporated in the final Policy document.
- 1.2. This interim report provides an overview of the numbers of Compliments, Comments and Complaints received by the Council since 1st January 2015, which is the date the new Policy was implemented, and 31st March, which is the end of the financial year.
- 1.3. A full report will be presented to the next Resources Scrutiny Panel and will include a presentation on what the Council has done in response to feedback received from our customers.

2. BACKGROUND

- 2.1. Following a comprehensive review of the Council's approach to handling complaints and other contacts, a more streamlined approach was developed in order to address some of the failures of the existing system.
- 2.2. All officers are required to send details of Compliments, Comments and Complaints through to the Governance Team, where details are recorded and then referred on to the most appropriate department.
- 2.3. Although the recording of statistics has been in place since the implementation of the policy, this is the first time a report will be presented to Members. Officers are keen to involve the Panel in discussions on the format of the full report to ensure information presented is relevant and informative. Compilation of this report has highlighted to Officers that some changes in the way information is recorded will enable better reporting of outcomes and trends.
- 2.4. Members are also invited to comment on future performance indicators, that is what should be recorded in order to measure performance in this area and most importantly, assess the service improvements introduced as a result of feedback received from customers.

3. COMPLIMENTS

3.1. A compliment can be defined as customer feedback, which tells the Council that it has provided a service well, or how helpful a member of staff has been.

Directorate	Service Area	No. of Compliments	
Places (E,P&T)	Environmental Services	4	
	Housing	2	
	Highways	3	
	Development Control	1	
	Parking	1	
Places (D&E)	Culture and Leisure	3	
Resources	Finance	1	
	Revenues and Benefits	1	
	Governance	1	
People	Occupational Therapy	3	
	Reach Team	1	
	Special Educational Needs	2	

3.2. During 1st January to 31st March 2015 the Council registered 23 compliments from customers:

4. COMMENTS

- 4.1. A comment can be defined as an idea, suggestion or opinion on how the Council could improve its services. Many customers want to make comments that they wish to be taken into account but that are not complaints.
- 4.2. During 1st January to 31st March 2015 the Council registered 2 comments from service users:

Directorate	Service Area	No. of Comments
Places (D&E)	Culture & Leisure	1
Resources	Customer Service	1
People		0

5. COMPLAINTS

- 5.1 A complaint can be defined as dissatisfaction with any service provided by the Council.
- 5.2 During 1st January to 31st March 2015 the Council registered 66 complaints from service users:

Directorate	Service Area	No. of Complaints
Places (E,P&T)	Transport	2
	School Transport	1
	Highways	9
	Development Control	1
	Environmental Services	12
	Parking	3
	Burials	1
	Property maintenance	1
Places (D&E)	Digital Rutland	1
Resources	Revenues and Benefits	13
	Finance	4
	Customer Services	2
	Councillor Contact	1
People	Families Support Social Care	12
	Delivery, Aging Well and Vulnerable Adults	3

6. CONSULTATION

6.1 There is no requirement to consult on this subject; the report focusses on internal arrangements to manage customer contact in respect of compliments, comments and complaints.

7. ALTERNATIVE OPTIONS

7.1 The alternative option is to fail to follow a procedure for managing compliments, comments and complaints. This approach would contradict the Government's transparency agenda and would not allow the Council the opportunity to monitor service delivery and subsequent improvements.

8. FINANCIAL IMPLICATIONS

- 8.1 There are no direct financial implications arising from this report, but clearly there is a cost associated with managing this process. Dealing with complaints effectively at an early stage prevents them from escalating thereby reducing the overall time spent on handling them.
- 8.2 There is a risk that failure to properly manage the process could result in a complaint being upheld by the LGO and this may result in the award of financial compensation. There is no tariff of financial compensation awards; each case is assessed on its individual circumstances on the basis of quantifiable loss.

9. LEGAL AND GOVERNANCE CONSIDERATIONS

9.1 The Council has an ongoing obligation to manage and act upon customer feedback. The LGO considers a complaints system to be an integral part of a Council's service provision and believes the authority should take responsibility for putting things right.

10. EQUALITY IMPACT ASSESSMENT

10.1 An Equality Impact Assessment (EqIA) has not been completed as the report concerns internal administrative processes.

11. COMMUNITY SAFETY IMPLICATIONS

11.1 None.

12. HEALTH AND WELLBEING IMPLICATIONS

12.1 Good governance arrangements promote the general wellbeing of the local community.

13. CONCLUSION AND SUMMARY OF REASONS FOR THE RECOMMENDATIONS

13.1 As this process has only been in operation for a few months input is sought from Members regarding how the information can be presented in the full Report, which will be presented to the next meeting of the Resources Scrutiny Panel.

14. BACKGROUND PAPERS

- 14.1 None
- 15. APPENDICES
- 15.1 None

A Large Print or Braille Version of this Report is available upon request – Contact 01572 722577.

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