

PASC BALANCED SCORECARD

December 2019

Commentary

Q3 was the quarter that the Council moved into the new Operating Hub and also had to administer a general election at short notice. Despite these challenges and calls on council resources a balanced financial position is still expected for the year and services were delivered with a minimum of

Financial Performance - The forecast revenue position across West Suffolk is expected to be in line with the budget by the year end.

The overall performance is impacted by a number of operational factors including increased Trade Waste, Grounds Maintenance and Apex income alongside their associated costs, below budget Planning Application income (which may be a timing issue connected to when planning applications come forward) and higher cash balances driving higher interest receivable.

The capital spend outturn shows the impact of timing changes in the Leisure Capital Investment Fund, Mildenhall Hub and 19/20 Cornhill schedules.

The Earmarked Reserve balance at the year end is currently forecasted to be just under £5m higher than budgeted, mainly as a result of the timing profile of major capital projects such as the Leisure Capital Investment Fund

Debt over 90 days - This position is increasing with £76k Property-related and £106k Trade Waste which the council is actively pursuing. There is also £66k due from NHS partners from relating to capital project delivery. Debt collection is a focus of management given this increase.

Customer Satisfaction - The focus this quarter has been to capture information via an online survey as opposed to a telephone survey or face to face. This reflects the fact that it was a very busy period including a general election and significant changes to bin collection service. Our priority was for customer service assistants to respond to queries as opposed to extending the length of phone calls with a survey which meant we retained a high call answer rate. Online surveys tend to result in less positive results than telephone or face to face. This is reflected in the figure reported for this quarter.

Of the response we received, the highest number relate to changes in the bin collection rounds. However, for perspective changes were made to 80,000 households and only 72 less than satisfactory responses to this customer satisfaction survey were received

Car Parking - Car parking income receipts show a small decline as usage figures have dropped across our car parks between October and December.

Usage and income has fluctuated across the year, and we are forecasting to meet our budget income target.