

POLICY AND PERFORMANCE SCRUTINY PANEL

Wednesday, 10 July 2019

CABINET

THURSDAY, 11 JULY 2019

QUARTERLY PERFORMANCE AND FINANCIAL MONITORING REPORT Q1 2019/20

**Report of the Head of Performance and Governance, Strategic
Planning Manager and Head of Finance**

Recommendations

For Policy and Performance

It is recommended that the Policy and Performance Scrutiny Panel note the performance and financial position of the Council in Q1 and make any recommendations to Cabinet based on this data and information.

For Cabinet

It is recommended that Cabinet:

Note the performance and financial position of the Council in Q1 and consider any recommendations from Policy and Performance Scrutiny Panel.

Summary

This report presents the Council's quarterly financial and performance position for the first quarter of 2019/20 and pulls out significant and emerging financial and performance issues. Key Performance Indicators for service areas are outlined in Appendix 1 of the report.

The financial monitoring for the first quarter of 2019 is projecting favourable variances totalling £94,000 for 2019/20.

The Community Investment Programme budget for 2019/20 is £93.2m of which £3.75m had been spent as at 26 June 2019, as highlighted in appendix 3.

Statutory Powers

Local Government and Housing Act 1989, Sections 41 and 42

Local Government Act 1972, Section 151

Strategic Implications

1. This report concerns all of the Council's ten Corporate Plan objectives showing levels of progress towards achieving those objectives and highlights emerging performance and financial issues and variances.

Introduction

2. This is the first in a series of ongoing quarterly reports giving an overview of significant operational (service) performance issues across portfolios; together with any significant financial variances and emerging issues for quarter 1 (Q1) of 2019/20.
3. This more robust approach to combined financial and performance reporting follows the Council's aspirations to be more data and performance-led as part of its Future Eastleigh transformation programme and results in quarterly reporting to Policy and Performance Scrutiny Panel and Cabinet. Information has been to Management Team and relevant information sent to Portfolio Leads.
4. Appendix 1 shows the Council's Key Performance Indicators (KPIs) at operational (service) level, with data from April and May of Q1.
5. Appendix 2 is the Q1 financial monitoring summary.
6. Appendix 3 is the Q1 community Investment Programme summary.
7. Appendix 4 outlines the performance and financial monitoring risk assessment for Q1 of 2019/20.

Executive summary

8. The financial monitoring for the first quarter of 2019 is projecting favourable variances totalling £94,000 for 2019/20, as summarised in Appendix 2. The financial performance of all services has been discussed with spending officers, and significant variances, including transfers to and from reserves, are explained in the body of this report. It is worth highlighting that staffing variances are now highlighted in each service, to ensure a full picture of financial performance within the area. Historically this has been reported separately.
9. The Council continues to report a healthy financial position as at the first quarter of 2019/20. As reported in the Financial Outturn report, financial

training to Senior Managers and Service leads has been rolled out in the first quarter of 2019/20, to ensure robust monitoring of the financial position. This process has received positive feedback and the Finance team and Service leads will continue to refine/develop processes to accurately calculate forecast outturns and the future financial outlook.

10. Although it is early in the financial year, this report details financial issues that may arise and should be brought to the attention of Councillors. Looking further ahead, forecast variances for each budget book page will be considered Medium Term Financial Plan process, leading to revised budgets for 2019/20 and 2020/21.

Performance successes

11. There were a number of key performance successes in the first quarter of the year worthy of celebration; demonstrating the Council's ongoing commitment to delivering for its customers and communities.
 - **Housing programme:** The Council's housing programme was reporting a healthy position by the end of Q1. The programme currently consists of ten small-large housing sites, and to date 317 new homes have been acquired by the Council or its housing company (Aspect Building Communities). 144 of these new homes have been completed. The Council's involvement in these 10 sites will mean it has facilitated the planned delivery of approx. 2,000 new homes across a range of tenures, plus a strategic development site on land west of Horton Heath which the Council has owned since February 2018. In June 2019, six out of the ten development sites in the programme were in contract and four of these were under construction. Leah Gardens, Eastleigh is completed. All homes are being delivered by the Council, its housing company or partners and offer affordable tenure or Private Sector Rented accommodation (with tenancy terms specified by the Council and managed by a high quality Registered Provider).
 - **Arts and Culture:** A fun packed schedule of 'summer social' events started in June with the free 'Eastleigh unwrapped' festival attracting an additional 7,000 visitors to the town on June 22. There was also success for the service during the quarter with a £350,000 grant secured from the Arts Council to reinvest in the service.
 - **Architectural award:** The Council and its architects scoped the prestigious RIBA South regional architectural award during this period for its £28m Places Leisure, Eastleigh health and fitness centre.
 - **Elections:** Despite the timescales, the elections team delivered Local and European elections just three weeks apart in May. This presented a significant challenge, however the hard work of the team along with the contribution of many Council employees and other external staff made both events run smoothly.
 - **Primary Authority work:** Continued to go from strength to strength during Q1 with a member of staff elected to join the Primary Authority Commercial Practitioners' Forum and other companies requesting to become primary authority partners. The Council acts as a single point of contact for a number

of local and national companies on environmental health matters including; health and safety, food hygiene and environmental protection, assuring regulatory practices and procedures and providing essential advice and guidance.

- **Platform 4:** A new, free, business support and advisory service available to local start-ups and established companies across the borough was launched at the Eastleigh Business Conference in June. More information available at www.eastleigh.gov.uk/business/platform-4. Wessex House, the Council's business centre also launched its new website in April; aimed at attracting even more tenants to its flexible 'easy in, easy out' rentable office space in the centre of town.
- **Parksport:** The Council's full summer programme of sporting activities running throughout the summer holidays for 8-16 year-olds was given a boost in Q1 with two local sponsors secured.

Performance considerations

12. In terms of (service) performance the Council is in a period of adjustment, having undergone significant organisational redesign following its Future Eastleigh transformation programme. This journey of change and continues and in some service areas work is ongoing to redesign processes and ensure the correct level of resource and skill is in place within the Council to best meet customer need. Requirement for further process redesign work across some services, an increase in demand and difficulties in recruiting staff with specialist technical knowledge (in some areas) are issues having an impact on performance. Most notably Q1 has been a difficult period for Direct Services and Council Tax, with some performance concerns also arising in Democratic Services.
13. Lack of ability to recruit into certain specialist/technical posts continues to present a clear risk to the Council. The job market is very buoyant and job seekers have a lot of choice. The Council is continuing to look critically at key posts and ensure it remains an attractive employer. Currently the Council is using a combination of market supplements and agencies (where appropriate) to ensure hard to fill posts are filled. A report is coming to Management Team in Q2 focusing on staff turnover and recruitment opportunities and approaches.

Significant performance

14. The following significant performance information raised during Q1 of 2019/20 is outlined below. A summary of the Key Performance Indicators (KPIs) for service areas is outlined in appendix 1.
15. **Direct Services:** The service has reported a £30,000 overspend on its vehicle fleet this quarter (more information in financial variances, paragraph 28). The service has suffered some continuing issues with missed bins following a difficult end of year (2018/19) as a result of high sickness absence

levels. Numbers of uncollected bins remain above target (<300) caused in part by the service's struggles to service new homes due to increased development across the borough and difficulty in accessing some properties.

16. Route optimisation software has been procured and work is underway to remodel rounds and help meet increased demand with the aim of implementing round changes in the autumn. The service is in the process of reviewing its driver policy and will be looking at introducing mandatory assessments for drivers to ensure continuation of staff development and best practice.
17. The service were also struggling with answering complaints within service level agreement timescales (15 working days) with a total of 33 complaints received for Direct Services (the highest since October 2018) out of a total of 55 across the Council in May; these complaints relating mainly to missed bins. Direct Services are addressing this with additional training and support.
18. **Council Tax:** Positive news this quarter is that Key Performance Indicators (KPIs) in relation to % of NDR and Council tax collected show a positive position and were on target. However, from a performance perspective Q1 of 2019/20 has also been a difficult period in terms of meeting customer demand. The service has a high backlog of work (approx. 6,000 items in June) complicated by year end requirements. Response to customer enquiries has increased from a target of three working days to more than five working days. The percentage of general council tax enquiries responded to within three working days stood at 12% in May and 16% in April.
19. Additional temporary resource was put in place towards the end of the quarter in the Case Management team to alleviate the backlog, this has created a non-recurrent overspend as outlined in paragraph 46. Other permanent recruitment is also underway to replace some Case Management roles that have left the organisation which has been funded by the Change and Improvement programme. There is also a project underway investigating the feasibility of the Customer Service Centre taking on additional actions in order to increase the amount of enquiries resolved at first point of contact, improve customer service and reduce the amount of enquiries passed to the Case Management team.
20. This quarter's increase in workload followed the conclusion of a resourcing plan which ended in Q4 of 2018/19. This was aimed at tackling previous work backlogs through the use of temporary agency staff. During Q4 of 2018/19 the plan helped reduce backlogs significantly to under 1,000 items.
21. Moving forward the next quarter of 2019/20 may be impacted by the loss of the Senior Specialist in this area (although this vacancy has been recruited to and replacement is due to start in mid-August). The team are also behind on responding to Freedom of information requests.
22. **Democratic Services:** Following the loss of a longstanding member of democratic staff and Case Management resource also leaving the

organisation within Q4 of 2018/19, performance levels have been affected by lack of specialist/technical, knowledge in this area. This disruption has had some impact on meeting Key Performance Indicators and service standards. The team has been operating with one senior Democratic Services Officer, although a new member of staff recently joined the service in mid- April and is currently in training and there are plans in place to train additional case management resource in this area.

23. Corporate Complaints: In the last six months the corporate complaints process has been remodelled with complaints being managed and monitored through the Council's Salesforce system enabling improved monitoring and transparency. However, some departments are taking time to adjust and answer complaints within the designated 15 working day response time. In April, 20 level one complaints were received across the Council compared to a sharp 63% increase (55) in May. The data for the last three years has remained fairly static this quarter and shows some seasonal trends with spikes in May over the last two years.

24. Following the overhaul of the complaints process, figures are likely to fluctuate as we improve our understanding of complaints versus service requests and third party requests (complaints relating to 3rd parties, e.g Hampshire County Council). The following table gives an overview of level one complaints received over the last three years (2017-2019) for the Q1 period.

	Month/level 1 actuals	Month/level 1 actuals	Month/level 1 actuals
Year	April	May	June
2019	20	55	TBC
2018	19	Approx 60 (although data not reliable for this period due to reporting system fault)	Approx 45 (although data not reliable for this period due to reporting system fault)
2017	24	28	30

25. In April of Q1 63% of complaints were answered outside of service level agreement and 46% out of SLA in May – mainly in the Waste and Recycling area. Historically this department generates more customer complaints than any other predominantly in relation to missed bins. A new complaints report has now been created in Salesforce to collate complaints data more easily and ensure information is passed to those affected departments and the relevant Corporate Director to improve complaint resolution. An annual compliments and complaints report is produced for Policy and Performance Committee and analyses complaints information in more detail.

Additional performance issues

26. **Highways Agency Services:** As a result of a restructure in Hampshire County Council (HCC) Highways and increased costs to HCC from remaining Gen3 contractors for Minor Works Engineering Projects, there has been a reduction in work for the Engineering Team. Recent discussions with HCC are looking more favourable with local authority CIL funded projects across the County showing potential as a source of income for EBC's Transport & Engineering Team in delivering minor works. In addition, new contractors are being sought as providers in the Gen 3 framework and EBC are making a case to be included for the provision of a design and build service which will increase income. In the meantime vacancies are not being filled and agency staff used as and when there is work. First Quarter Claim to be submitted in near future.

Significant financial variances and emerging issues

27. The financial performance across all services has been discussed with spending officers. The significant variances and emerging issues are discussed in the following paragraphs 28-50, along with explanations from the responsible officers. The reasons for variances have been discussed with Management Team and shared with Portfolio Leads and actions are being taken where necessary.

	£000's
Transport Operation and Fleet para 28	(30)
Borough Council Services Highways Non Agency para 29	20
Borough council services Transport Policy para 30	33
Air Quality para 31	(20)
Renewable Energy para 32	24
Countryside Management para 33	(40)
Arts and Culture para 36	(50)
Housing & Council Tax Support para 39	(25)
Support Services para 40	88
Development Management para 41	70
Strategic Planning para 42	86
Corporation Estates para 44	252
Service Delivery Specialist para 45	86
Service Delivery Case Management para 46	(85)
Local Area Services 47	40
Eastleigh Business Centre para 48	(50)
Other	7
Non Service Related Items para 50	(312)

28. **Transport Operation and Fleet (Direct Services)** is forecasting an overspend of £30,000. This is due to the procurement of an additional smaller waste collection vehicle and retaining a vehicle due for replacement to service new housing developments. This will increase service costs as well as commitment to additional running costs. In 2018/19 there were additional costs for an ageing and larger fleet (which is expected to continue into this financial year).
29. **Borough Council Services Highways Non Agency** is reporting a £20,000 underspend. This relates to additional income for road closures. As reported in the Provisional Outturn 2018/19 report road closures is continuing to perform better than anticipated and is forecasting a favourable position.
30. **Borough Council Services Transport Policy:** Is forecasting a net underspend of £33,000. £40,000 underspend due to the withdrawal of certain bus services on the routes by the bus operators and savings made for the Borough Council as a consequence of not paying the Borough's share of the subsidy for that service. Consideration will be given to the use of the subsidy in the future and whether to tender for an alternative provider of those services. In addition to this there is a forecast reduction of direct grants to the Council, resulting in a £7,000 reduction in income. This relates to travel plan fees and monitoring where EBC are working with Southampton City Council to recruit additional staff funded by section 106 contributions. The income to date is in relation to the Bus Services Grant and Street Naming and Numbering.
31. **Air Quality:** Is forecasting an overspend of £20,000. This is due to anticipated additional costs of £14,000 on maintaining the equipment for this service. In addition to this analysis of data based on historic trends suggests that there will be a reduction in come for licenses of £6,000. A report will be brought to Cabinet in July showing the latest air quality data, and proposing a step change in the Council's response to the challenge of poor air quality; investment in new equipment to more accurately measure a wider range of pollutants and resetting the budget for the service over the medium term.
32. **Renewable Energy:** Is reporting a favourable variance of £24,000. With the installation of solar panels, the Council is continuing to achieve a net surplus through feed-in tariffs and grid sales which has created a saving of £24,000.
33. **Countryside Management:** Is reporting a net £40,000 overspend. This is due to two main reasons. Firstly, direct costs to the Itchen Valley Country Park (IVCP) café, namely food, are high. The Country Parks Visitor Services Manager has now been successful in recruiting a new Café Manager who will be able to improve the Café direct costs with a view to making the Café more profitable. There is also encouraging news that takings were up 91% in May

compared to the same period the year before. There have also been discussions initiated around the procurement of food which should generate a more tactical pricing approach, generating more profit. From a performance perspective there has been some positive news in terms of visitor numbers with Itchen Valley Country Park reporting visitor numbers up 109% compared to Q1 of 18/19.

34. In addition to this it is anticipated that there will be additional spend on making the park more attractive. IVCP income is currently forecasting at 70% of the target budget for 2019/20. However it is worth noting that there has been significant amount of growth comparing the first quarter of 2019/20 to the same period last financial year. This undercovery of income is offset by the car parking income which is proving to be lucrative area and expected to exceed income targets. There are also emerging opportunities being scoped out for income generating schemes for Lakeside which will highlighted in future reports.
35. In Q1 Lakeside Country Park has been reporting ongoing concerns about the levels of anti-social behaviour affecting the park after closing time. Issues include fire risk from disposable BBQs, fly tipping, litter, human waste and some drug litter/dealing. Further meetings will take place next quarter and options are being explored to tackle concerns. This may have a financial implication moving forward.
36. **Arts and Culture:** Is reporting a net overspend of £50,000 at the first quarter of 2019/20. A business case was submitted for the proposal of a new staffing structure which will complement the emerging business plan creating resilience and stability to the core, and casual staff, over the lifetime of the business plan. However it is to be expected that until the structure is fully embedded, existing pressures will continue.
37. Non-staffing expenditure and income are forecast to meet the budget, although due to the seasonal nature of the service it is hard to forecast any variances from budget this early in the financial year. This will be monitored closely and any variances to budget will be highlighted. In the region of £1m worth of funding applications have been submitted with over £400k already secured and decisions on the rest pending.
38. From a performance perspective ticket sales for Q1 showed positive signs with 62.48% of online sales compared to a national average of 60%. New Key Performance Indicators are currently being collated for this area and will be ready in Q2.
39. **Housing Council Tax and Support:** Is forecasting a £25,000 overspend. The variance is as a result of fluctuating Housing Benefit expenditure and the grant income received due to the continued roll out of Universal Credit. The variance of amounts to approximately 0.1% of the projected Housing Benefit service costs.

40. **Support Services:** Is forecasting an £88,000 underspend in 2019/20 predominantly due to staff vacancies.
41. **Development Management:** Is reporting a £70,000 favourable variance. Analysis of past trends suggests that there will be a high number of applications going into 2019/20 leading to a £100,000 predicted over recovery of income, although it is difficult to predict future applications. This is partly offset by £30,000 liability for high court appearance costs where QC is representing the Council. This will be transferred to reserves at the end of the financial year once the final outturn is known. The transfer to reserves is shown within “Non Service Related Items” in para 50.
42. **Strategic Planning (corporate budgets):** Is reporting a net favourable position of £86,000. Staffing within this area is reporting a £94,000 overspend due to the corporate budget for staff vacancy savings sitting in this area, the savings that offset this are reflected within the individual staffing budgets as they arise. In addition to this, the Council’s contribution to Parish Precepts has reduced in 2019/20 leading to a saving of £80,000. There is also a favourable variance of £100,000 due to the restructuring of £300m of borrowing from short term borrowing to long term. This is due to brokerage charges from the PWLB (long term) being cheaper than brokerage costs from the money markets (short term).
43. **Planning Policy:** Is forecasting on target compared to the budget set for 2019/20. The Council continues to prioritise the adoption of the Local Plan and whilst early projections suggest spend will be on target, it is difficult to predict any unforeseen spend that may occur later in the financial year. Currently the reserve stands at £397,000 and it is anticipated that this will be fully utilised in year. Any impact will be considered as part of the revised budget process.
44. **Corporation Estates:** Is forecasting £252,000 over recovery of income compared to budget. This is predominantly due to increases from various rent review negotiations. This underspend will be transferred to reserves, as shown in para 50
45. **Service Delivery – Specialist staffing:** Is currently forecasting £86,000 underspend. A review is being carried by the Service Delivery Operational Manager to identify the best use of budgets for vacant posts and funding streams to better utilise underspends and improve service delivery.
46. **Service Delivery – Case Management:** Is forecasting £85,000 overspend. This is in relation to agency spend to assist with the backlog for council tax and benefits which is likely to continue until Quarter 3. The Case Services Manager is reviewing agency staff, with a view to seeing a reduction in agency and an increase in permanent staff with the necessary skill set to support specialist services.
47. **Local Area Services** Is reporting £40,000 underspend due to Civil Enforcement Officer vacancies. A recruitment drive is underway to fill the

vacant posts by Quarter 3 of 2019/20. Dynamic use of resources has meant that this has not yet had an adverse effect on Decriminalised parking; however this is not a sustainable way of working and therefore a fully established CEO team is critical to meet our obligations in respect of the Agency Agreement.

48. **Eastleigh Business Centre (Wessex House):** Is reporting £50,000 under-recovery of income based on a forecast of current occupancy. The Business Centre Manager is reviewing lettable space in year to try and maximise income. The outcomes of the review will be reflected in the Medium Term Financial Plan.
49. **Combined Heat and Power:** Is currently forecasting to be on target as the supplier contract has been issued and maintenance of the equipment is now delivered in-house. This is anticipated to reduce costs which will offset the projected shortfall in income due to the purchasing power of Places Leisure Eastleigh. The full impact of the contract cannot be accurately assessed this early in year so will be kept under regular review.
50. **Non Service Related Items:** Non-service related items are currently projecting £312,000 adverse variance. Increase in interest payable of circa £1.093m due to the restructuring of £300m of borrowing from short term variable rate borrowing to long term fixed rate borrowing. This increased cost is due to be offset by reduced costs in future years, as short term variable rates are currently forecast to increase above the long term fixed rates achieved in April 2019. This is offset by net transfers from reserves. Transfers to reserves is forecast to be £781,000 for 2019/20 which includes the draw from reserves relating to interest payable as well as transfers to/from reserves highlighted in paragraphs 41 & 44.

Service Improvement

51. The 2018/19 Financial Outturn Report approved the allocation of £524,000 from the general fund, as well as the continued use of Capital Receipts into 2019/20 which will be used to support Service Delivery Case Management to release some staff to focus on process redesign work. This work will drive out process efficiencies to address backlogs and relieve existing pressures. The support to the Case Management Team is the biggest staff based improvement project at the current time, but there are also a number of smaller projects underway as part of the Council's approach to continuous improvement.
52. The Council's wider commitment to working in a case management led way, as agreed by the Future Eastleigh transformation programme, continues with the roll out of the Case Management IT system to Councillors and staff. A roll out to external customers will come later once the system has been fully tested internally.

Community Investment Programme

53. The Community Investment Programme (CIP) has a rolling budget of £93.2m for 2019/20. The budget has increased by £16m since originally set which is primarily due to the approval of additional spend on housing projects approved by Cabinet in March and June 2019 (£9m) and the additional allocation of Developers Contributions to fund the Sports Pitch Relocation Project as part of the Stoneham Housing Development (£5m). There have also been increases to the 2019/20 CIP budgets due to elements of slippage, whereby underspend on uncompleted schemes in 2018/19 have been rolled forward into future years budgets.
54. As at 26 June 2019 £3.75m has been spent, representing 4% of the total budget. The progress of CIP schemes are reported as part of the highlight reports completed by Project Managers monthly, and reported back to the relevant boards. As with revenue budgets, project managers are asked to identify forecast spend for the year in order that total CIP budgets can be monitored effectively and also profiled into the most appropriate financial year. This is an iterative process, with adjustments to budgets between financial years being made as and when reported to the relevant boards.

Efficiency and Improvement

55. The Budget for 2019/20 introduced a new Efficiency Strategy to address continuing financial pressures into the longer term. Although the Council finished 2018/19 with a strong financial position there will continue to be emphasis on the minimising of costs and maximising of income to enable this financially stable position to continue. The approved strategy looks at the achievement of savings rising to £1.5M by 2022/23 as tabled below:

	19/20	20/21	21/22	22/23
	£000	£000	£000	£000
Target	200	500	1,000	1,500

56. The efficiency target will be monitored closely internally and will be reported regularly to Councillors as part of the Quarterly Performance Monitoring Process. On-going efficiencies will be identified through the work of the Change and Improvement Board.

Chief Financial Officer's Statement

57. As the Council's Statutory Finance Officer, the Chief Financial Officer is required to advise the Council on all pertinent financial matters including the level of balances and, in particular, to alert Councillors to any concerns she may have regarding the financial well-being of the Council.

58. The financial monitoring process is a very important element of the Council's financial arrangement as it assesses how effective the day to day management of budgets is actually been throughout the year. Any unforeseen overspends and underspends can distort the Council's financial position and financial planning process

59. A key element of the financial process is accurate budgeting and forecasting. Historically there are underspends in revenue budgets and it is important that these are identified by service managers as soon as they are foreseen. There is continued efforts to improve identification of budget variances, and ensure these are reflected within the rolling budget. The aim is to ensure greater accountability of budget holders and therefore improved financial management. As explained in the financial summary, training and additional support is being rolled out across the Service Leads and Senior Managers to improve financial controls and to assist with more accurate forecasting.

60. The revenue monitoring report shows a forecast outturn position highlighting a small forecast favourable position £94,000 which is a net position of a number of services indicating budget variances, both positive and negative. As always pressures and savings will be considered as part of the revised budget process. Accurate forecasting and budgeting is key to financial resilience for the Council. The development of comprehensive efficiency plans across the Council will also be important during this financial year to allow continued financial stability.

61. The implementation of the Future Eastleigh programme, particularly with regard to Service Redesign, will have significant impact on the Council's budget for the future. The progress of the programme is being monitored regularly and as phases are adopted Members will be updated on the milestones reached and their financial impact.

Risk Assessment

62. The purpose of the financial monitoring process is to give Councillors the assurance that the Council's finances are performing broadly in line with the Budget. This report is integral to the risk management process in respect of the Council's finances. A full risk assessment in respect of the Council's current and future financial position is included within the Provisional Outturn, Medium Term Budget Strategy and Budget reports that are submitted to Cabinet and Council. Appendix 4 contains the current performance and financial risk assessment.

Equality and Diversity Implications

63. The Equality Act is not relevant to the decision in this report as the decision does not relate to eliminating discrimination, advancing equality of opportunity, or fostering good relations between different people. An Equality Impact Assessment has not been carried out.

Conclusion

64. The Corporate Financial Monitoring Statement, as well as providing a comprehensive snapshot of the Council's finances, provides the opportunity to advise Councillors of significant financial issues that may impact on the Council's finances. The overall revenue position at 30 June 2019 shows a forecast favourable position of £94,000.

65. The significant performance areas outlined within this report, together with the overview of service KPIs, give Councillors an opportunity to understand current performance and risks impacting the delivery of services to customers. Whilst the organisation is continuing to deliver a dynamic range of services there are some performance areas needing attention and rectification of these issues is important in ensuring the Council is continuing to meet customer need.

GAETANA WISEMAN
HEAD OF PERFORMANCE AND GOVERNANCE MANAGER

Date: 21 June 2019
Contact Officer: Gaetana Wiseman, Emma Pearce, Diccon Bright
Tel No:
e-mail: gaetana.wiseman@eastleigh.gov.uk
emma.pearce@eastleigh.gov.uk;
Diccon.bright@eastleigh.gov.uk
Appendices Attached: 4

LOCAL GOVERNMENT ACT 1972 - SECTION 100D

The following is a list of documents which disclose facts or matters on which this report or an important part of it is based and have been relied upon to a material extent in the preparation of this report. This list does not include any published works or documents which would disclose exempt or confidential information.

Background Papers: None.