

ANNUAL PERFORMANCE REPORT 2012

1. INTRODUCTION

- 1.1 The report aims to provide a brief overview of the Council's performance and achievements over the last year.

2. BACKGROUND

- 2.1 Financial austerity has continued to dominate much of the Council's work over the last 12 months. The Council's approach to managing significant reductions in government funding inevitably forms a large part of this report. However, the delivery of quality services remains the overriding objective of the Council. This report sets out to provide a summary of significant achievements in the last year alongside an overview of the key levels of performance.
- 2.2 In support of this overview of performance the Council continues to closely monitor its achievement against a wide range of indicators and targets. Key Achievement Targets of the last year are attached at Appendix A and Key Performance Indicators at Appendix B.

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3. ACHIEVEMENTS

Leadership

- New approved Corporate Plan 2012 to 2015 – “Delivering for Our Communities”

Finance

- Council Tax in 2012/13 remained at £155.76 (No increase since 2010)
- A balanced General Fund Budget was set for 2012/13. This budget reflects the second year of major government funding cuts and was achieved by delivering £3.5 million of budget savings identified by Five Workstreams. These Workstreams were supported by views of employees generated through an “ideas” scheme together with reviews undertaken by elected members through “Task and Finish” groups and then implemented by Cabinet delivering the budget savings. All these actions have seen the overall employee workforce reduce from 1500 to 1300.
- Early indications are that the 2012/13 outturn will be below budget delivering further savings (approximately £500,000) supporting future year budgets.
- The Audit Commission issued an unqualified opinion on the Council's 2011/12 Financial Statements and concluded that proper arrangements

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were in place to secure Value for Money (Appendix C).

Asset Management

- The ongoing review and management of Council assets has seen investment in Appletree Court and Lymington Town Hall deliver real tangible benefits including savings of over £300,000. The joint investment in the Ringwood Gateway has created both improved facilities together with revenue and capital benefits.

Housing

- The “purchase” of the Council’s own Housing stock from the government at a cost of £143 million has enabled investment to take place in providing approximately 40 new affordable homes each year.

Health & Leisure

- The review of management of Health & Leisure Centres continues to deliver significant benefits in terms of improved levels of income and usage (1,565,000 visits to Health & Leisure Centres).
- The Dibden Golf Centre was transferred to the management of a specialist operator, Mytime Active, saving approximately £100,000 per annum.

Partnership Working

- Sharing accommodation at Lymington Town Hall with the National Park Authority has led to reduced costs for both organisations and has created opportunities for both organisations to share more services.

Community Engagement

- The Council played a significant role in the New Forest’s celebration of the London 2012 Olympic and Paralympic Games. The “Torch Relay” was welcomed by over 46,000 people as it passed through the New Forest. In total 24 local residents carried the Olympic/Paralympic torch. Additionally a further 11,000 visitors attended the Local Heroes exhibition at the Visitor Centre in Lyndhurst.

4. PORTFOLIO HOLDER COMMENTS

- 4.1 I am pleased the Council performs well in these difficult times. The streamlining of the Corporate Plan does not detract from the achievements and performance of the organisation. We had great community engagement with the Olympic celebrations and the Royal visit, with a minimum of expenditure. My thanks to all the staff who volunteered as stewards.

5. RECOMMENDATION

5.1 It is recommended that Cabinet:

- (a) Note the performance and achievements as set out within the Annual Report.
- (b) Note the comments of the District Auditor as set out in the Audit Letter 2011/12

Further Information:

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Background Papers:

None

KEY ACHIEVEMENTS

Key Target	Achieved?
1. Refresh Corporate Plan by September 2011	
Review of existing corporate plan with new administration	✓
Agree priorities and objectives	✓
Adopt new Corporate Plan	✓
Develop a delivery plan, reflecting timescales and linked to the MTFP	✓
Align performance management framework and arrangement	✓
2. Develop response & implement changes from Central Government	
Develop responses and implement implication of changes from Central Government including:	
a) Localism Bill	✓
b) Housing including new HRA financial arrangements	✓
c) Other new policies	✓
3. Develop response & implement changes from Central Government	
Achieve back office savings in line with programme (workstream 1)	✓
Achieve collaboration savings from working with other public, private or voluntary organisations in line with programme (workstream 2)	✓
Identify Employee Terms & Conditions savings in line with programme (workstream 3)	✓
Complete Service Reviews and identify savings in line with programme (Workstream 4)	✓
Achieve phase 2 of Senior Management Review savings in line with programme (workstream 5)	✓
Identify future years savings programme in line with the monitoring and development of the MTFP	✓
4. Monitoring & development of the medium term financial plan	
Monitor and develop the MTFP in line with grant reductions and financial uncertainties	✓
5. Develop response & implement changes from Central Government	
Manage office moves in line with the optimisation project to minimise service disruption and the impact on employees	✓

NEW FOREST DISTRICT COUNCIL
ORGANISATIONAL INDICATORS

	Desired DOT	UNITS	Actual 2010/11	Actual DOT	Actual 2011/12	Hit target?	Target 2011/12
Leader's Portfolio							
Cost of sickness per FTE	↓	£	817.15	↓	677.29	✓✓	850
	Performing better than the Hampshire average.						
Service Complaints justified	↓	%	20	↑	28	▲	25
Finance and Efficiency							
Council Tax collected	↑	%	98.71	↑	98.97	✓	98.9
	Cipfa rated us best in Hampshire						
Availability of NFDC website home page	↑	%	99	↓	98.1	-	-
Audit Commission – Value for Money, Annual Governance Report	-	Conclusion	Satisfied	-	Satisfied	Satisfied	Satisfied
Housing and Communities							
Percentage of council homes classed as non-decent	↓	%	4.3	↓	3.1	✓	4.3
	Full benchmarking analysis of the HRA Housing Service 2011 (provider Housemark). 54 other social landlords - Upper quartile = 0, Median = 3.1, Lower quartile = 7.6. Completion of the North Milton Estate major refurbishments forecast to fall to 1%.						
Applicants on the homeseach register that are of high priority	↓	Number	143	→	143	-	-
Number of affordable homes delivered	↑	Number	53	↑	66	▲	92
Health and Leisure							
Total visits to the health and leisure centres	↑	Number	1,408,626	↑	1,565,055	✓	1,500,000
Environment							
Percentage of household waste sent for reuse, recycling and composting	↑	%	33.04	↓	30.1	▲	35
	Our benchmarking with Hampshire shows us in the mid range.						
Total CO2 emissions created by NFDC	↓	Tonnes	8,244	↓	7,953	-	-
Planning and Transportation							
Processing of minor planning applications within 8 weeks	↑	%	66.88	↓	59.32	▲	65
Total number of additional homes (CTB1)	↑	Number	334	↑	269	✓	-



17 October 2012

Members
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Dear Member

New Forest District Council Annual Audit Letter 2011/12

I am pleased to provide my Annual Audit Letter which summarises my 2011/12 audit of New Forest District Council.

Financial statements

On 21 September 2012 I presented my Annual Governance Report (AGR) to the Audit Committee outlining the findings of my audit of the Council's 2011/12 financial statements. I will not replicate those findings in this letter.

On 26 September 2012 I:

- issued an unqualified opinion on the Council's 2011/12 financial statements;
- concluded that you have made proper arrangements to secure economy, efficiency and effectiveness in your use of resources; and
- certified completion of the audit.

Closing remarks

I have discussed and agreed this letter with the Chief Executive and Executive Director (Finance). While this has been another challenging year for the Council I wish to thank staff for the positive and constructive approach they have taken to my audit. I also wish to thank senior management and the Audit Committee for their support and co-operation during the audit.

Yours sincerely

Kevin Suter
District Auditor