

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template

Committee:	CORPORATE SCRUTINY
Date:	19 SEPTEMBER 2023
Subject:	SCORECARD MONITORING REPORT - QUARTER 1 (2023/24)
Purpose of Report:	TO CHALLENGE PERFORMANCE
Scrutiny Chair:	COUNCILLOR DOUGLAS FOWLIE
Portfolio Holder(s):	COUNCILLOR CARWYN E JONES
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Local Members:	n/a

1 - Recommendation/s

- 1.1** This is the first scorecard report of 2023/24. It portrays the position of the Council against its wellbeing objectives.
- 1.2** The report highlights some of the positive stories with respect to the quarter 1 performance. Some of these highlights include:
- The NERS indicators;
 - The number of empty homes brought back into use;
 - The Adult Services indicators all being above target for the quarter;
 - The homelessness indicators;
 - The disabled facilities grant installations;
 - The waste management indicators being above target; and
 - The planning indicators (34 and 36)
- 1.3** The Committee is requested to scrutinise the scorecard and note the areas of improvement together with the areas which the Leadership Team are exploring and investigating to manage and secure further improvements into the future.
- 1.4** These are recommended as follows:
- 1.4.1** Percentage of Freedom of Information (FOI) requests responded to within timescale
- 1.4.2** The average number of calendar days to let lettable units of accommodation (excluding DTLs)
- 1.4.3** Percentage of rent lost due to properties being empty
- 1.4.4** Percentage of planning appeals dismissed

1.5 The committee is asked to recommend the mitigation measure outlined above

2 – Link to Council Plan / Other Corporate Priorities

Used as part of the monitoring of the Council Plan

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

3.1 Impact the matter has on individuals and communities [**focus on customer/citizen**]

3.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [**focus on value**]

3.3 A look at any risks [**focus on risk**]

3.4 Scrutiny taking a performance monitoring or quality assurance role [**focus on performance & quality**]

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[**focus on wellbeing**]

4 - Key Scrutiny Questions

1. 89% of the Authority's performance indicators either exceed their performance target or are within a 5% tolerance of their targets which is a positive report at the end of Quarter 1. What assurance can be given that the remaining 3 indicators will improve?
2. The report discusses a forecasted overspend by year end and refers to a number of areas of concern which may not be apparent from the headline figure. What mitigation measures are in place to address these budget pressures and how will they be monitored during 2023/24?
3. The previous performance report received in June, 2023 discussed arrangements to introduce amendments to the current scorecard to ensure alignment with the Council Plan: 2023-2028. What are the next steps in fully realising this work stream and what is the timescale for implementation?

5 – Background / Context

5.1 The Isle of Anglesey County Council have arrangements in place which allow us to effectively understand local needs and priorities, and to make the best use of our resources and capacity to meet them and evaluate the impact of our actions.

5.2 Our new Council Plan for 2023-2028 identifies the local needs and wellbeing priorities and sets out our aims and objectives for the next five years.

5.3 This scorecard monitoring report is used to monitor the performance of our identified Key Performance Indicators (KPIs) in delivering the Council's day to day activities. It provides the intelligence to enable the Council to take a proactive approach to performance management and as such, the report identifies any mitigating actions agreed by the Leadership Team to drive and secure improvements into the future.

5.4 The scorecard (appendix 1) portrays the current end of Q1 position and will (together with this report) be considered further by the Corporate Scrutiny Committee and the Executive during September.

6 – Equality Impact Assessment [including impacts on the Welsh Language]

n/a

7 – Financial Implications

The end of Q1 financial position is noted in the report.

8 – Appendices:

Appendix A - Scorecard Quarter 1

9 - Background papers (please contact the author of the Report for any further information):

- 2022/23 Scorecard Monitoring Report - Quarter 4 (as presented to, and accepted by the Executive Committee in June 2023).

SCORECARD MONITORING REPORT – QUARTER 1 (2023/24)

1. INTRODUCTION

- 1.1 The Isle of Anglesey County Council have arrangements in place which allow us to effectively understand local needs and priorities, and to make the best use of our resources and capacity to meet them and evaluate the impact of our actions.
- 1.2 Our new Council Plan for 2023-2028 identifies the local needs and wellbeing priorities and sets out our aims and objectives for the next five years.
- 1.3 This scorecard monitoring report is used to monitor the performance of our identified Key Performance Indicators (KPIs) in delivering the Council's day to day activities. It provides the intelligence to enable the Council to take a proactive approach to performance management and as such, the report identifies any mitigating actions agreed by the Leadership Team to drive and secure improvements into the future.
- 1.4 The scorecard (appendix 1) portrays the current end of Q1 position and will (together with this report) be considered further by the Corporate Scrutiny Committee and the Executive during September.

2. CONTEXT

- 2.1 The performance monitoring KPIs are aligned to the Councils' current three wellbeing objectives:
 - Objective 1 - Ensure that the people of Anglesey can thrive and realise their long-term potential
 - Objective 2 - Support vulnerable adults and families to keep them safe, healthy and as independent as possible
 - Objective 3 - Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment
- 2.2 It will not be possible to publish information for all KPIs on the Scorecard on a quarterly basis due to the nature of data collection methods. When this is the case, a note will indicate how often the KPI is monitored and when the data will be available for collection, e.g. (annual) (Q4), (termly) (Q3).
- 2.3 Any targets within the report are reviewed annually and are agreed upon with each service, including differing quarterly targets where required.
- 2.4 The results within the scorecard are all cumulative and as such the trends column will inform the performance trends from quarter to quarter throughout the year. As such, the trends column is intentionally empty for Q1 and will be reported from the Q2 scorecard report.

2.5 The RAG status for each section of the scorecard, with the exception of financial management which is done from a professional opinion perspective, can be found below:

- Red - more than 10% below target and/or needing significant intervention
- Amber - between 5% & 10% below target and/or requiring some intervention
- Yellow - within 5% of target
- Green - on or above target

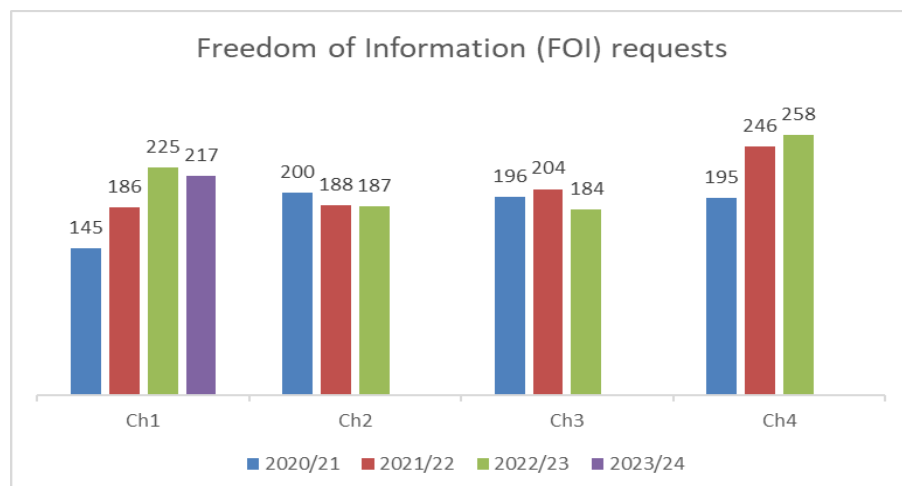
3. CORPORATE HEALTH PERFORMANCE

3.1 The majority (67%) of the indicators with targets monitored in this section are performing well against targets (Green or Yellow RAG). Some of the highlights are noted below.

3.2 At the end of Q1 the Council is GREEN against its target with 2.1 days lost to absence per FTE in the period against a target of 2.1 days lost to absence per FTE. This performance compares favourably against the same period for the last three years.

3.3 The indicators currently monitored within the Customer Service section do not highlight any major cause for concern as the indicators are performing well against targets overall. Whilst this is positive, we also acknowledge that further work is needed with regards to one indicator that is underperforming and is AMBER against target:

3.3.1 Indicator 09 – the % of FOI requests responded to within timescale – which demonstrates that 84% of the responses were within timescale against a target of 90%. This is an improvement on the performance of 67% seen at the end of Q1 2022/23. The change in target from 80% to 90% completed within timescale for this year has meant that the performance is however Amber for the quarter. This indicator underperformed throughout 2022/23 and it's positive to note that the improvements overseen by the Leadership Team appear to be having a positive impact on performance.

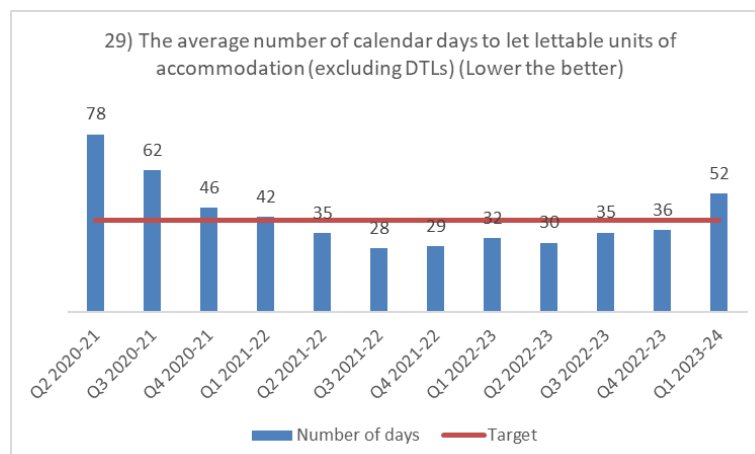


- 3.4 The financial management section currently forecasts at the end of the first quarter is that the budget will be overspent by £0.744m for the year ending 31 March 2024. However, there are a number of areas of concern which may not be apparent from this headline figure which weakens the Council's financial position going forward. The main areas of concern relate to:
- 3.4.1 The pay offer for 2023/24 has not been settled and could be significantly higher than allowed for in the budget. Whilst a contingency budget and an earmarked reserve is in place which will offset any settlement, this may not be sufficient to meet the additional cost.
 - 3.4.2 The position in respect to Social Care with a forecast overspend of £2.179m. However, the true position is masked by the fact that additional grants and reserves are being used to reduce the overspend. Without this additional funding the underlying overspend would be in the region of £3.5m.
 - 3.4.3 The cost of living crisis will ultimately result in an increase in the demand for Council services (Homelessness, Debt Advice, Mental Health Support, Children's Service) and may lead to a reduction in income in services such as leisure, culture, planning, parking fees, as people reduce their spending on non-essential items. These potential changes in demand for services may have a negative impact on the Council's financial position.
- 3.5 The financial position in 2023/24 will also influence the Council's financial strategy for 2024/25 and beyond, as it will highlight the need to realign budgets to reflect the increases in costs seen in 2023/24 and to reflect the changing demand for services. Any significant overspending will also result in an erosion of the Council's earmarked reserves and general balances, and this will reduce the ability to use reserves and balances to help to balance the revenue budget in 2024/25. Management will review the financial position closely during the remainder of the financial year and may need to implement cost saving measures in 2023/24, to maintain the current level of earmarked reserves and general balances.
- 3.6 The forecast underspend on the Capital Programme 2023/24 is £1.657m, with this being potential slippage into the 2024/25 Capital Programme. The funding for this slippage will also slip into 2024/25 and this has been factored into the Treasury Management Strategy Statement, Capital Strategy and Capital Programme for 2024/25.
- 3.7 Further information on financial management can be seen in the 'Revenue Budget Monitoring Report for Q1', the 'Capital Budget Monitoring for Q1' and the 'Housing Revenue Account Budget Monitoring for Q1' reports which will be discussed in The Executive meeting on the 26th September.
- 3.8 The indicator results for this section provides reasonable assurance that the Council is managing its people, customers and finances in a manner that is expected from a well-run Council.

4. PERFORMANCE MANAGEMENT

- 4.1 At the end of Q1 it is encouraging to note that the majority (89%) of the performance indicators are performing above target or within 5% tolerance of their targets. Three indicators have underperformed against their targets in Q1 and these are highlighted on the scorecard as being Red or Amber.
- 4.2 Performance for our wellbeing **Objective 1** where we are working to ensure that the people of Anglesey can thrive and realise their long-term potential, at the end of Q1 has been good with no indicators against this objective currently underperforming.
- 4.3 Some examples of the good performance within this objective seen during the quarter include:
- 4.3.1 The National Exercise Referral Scheme indicators (9 and 10) - where both indicators are green against targets. Indicator 10 specifically demonstrated that 92% of clients felt that their health had improved on the completion of the exercise programme.
- 4.3.2 Indicator 11 – Number of empty properties brought back into use – where 18 properties have been brought back into use against a target of 12. Once again, the use of the Council Tax Premium has proved fruitful here and it's positive that there are 18 less empty properties within our communities.
- 4.4 Two of the three underperforming indicators can be seen for wellbeing **Objective 2** where we are supporting vulnerable adults and families to keep them safe, healthy and as independent as possible.
- 4.4.1 Indicator 29 – The average number of calendar days to let lettable units of accommodation (excluding DTLs) – is red with a performance of 52 days against a target of 40 days. This is a decline on the 32 days seen for the same period in 2022/23 and the 41 days seen in 2021/22.

Performance in relation to this indicator has declined due to the high number of properties returned during the quarter that needed significant work to bring them back up to WHQS standards. Of the 45 properties which were empty for over 40 days, 30 (66%) of those were classed as 'major works'. As the number of properties that require significant work increases, the harder it is to turnaround buy-backs and newbuilds due to the lack of available workers to complete the work required. There will be improvement for this indicator once major works properties have been reduced which in turn increases capacity to complete properties.



4.4.2 Indicator 23 - Indicator 36 - Landlord Services: Percentage of rent lost due to properties being empty is red on the scorecard with 1.97% lost against a target of 1.70%

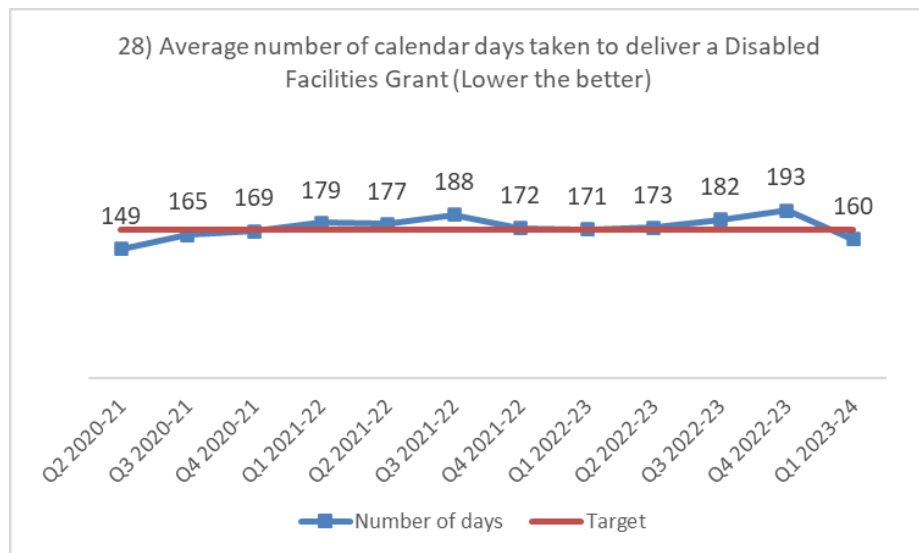
This indicator is directly linked with the indicator discussed above. As it has taken more time to let lettable units of accommodation then the rent lost is higher.

4.5 Whilst improvement under this objective are required and mitigation measures adopted, it is important to note examples of the good performance seen during the quarter include:

4.5.1 The Adult Services indicators (Indicators 16 to 19) are all Green against targets for the quarter. In a time where the Service continues to be under pressure because of an ageing population and difficulties in recruiting staff this is encouraging.

4.5.2 The Homelessness indicators (Indicators 26 + 27) for the Housing Service have also demonstrated good performance with both Green against targets for the quarter.

4.5.3 The Disabled Facilities Grant indicator (indicator 28) demonstrates a positive improvement for the first quarter of the year with a performance of 160 days on average. This compares favourably with the 193 days on average seen at the end of 2022/23 and demonstrates that the mitigating actions undertaken as a result of the poor performance during 2022/23 is beginning to have an impact.



4.6 The performance of indicators to monitor our wellbeing **Objective 3** where we work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment has also been good with 86% above target.

4.7 The indicators that have performed well in the year include:

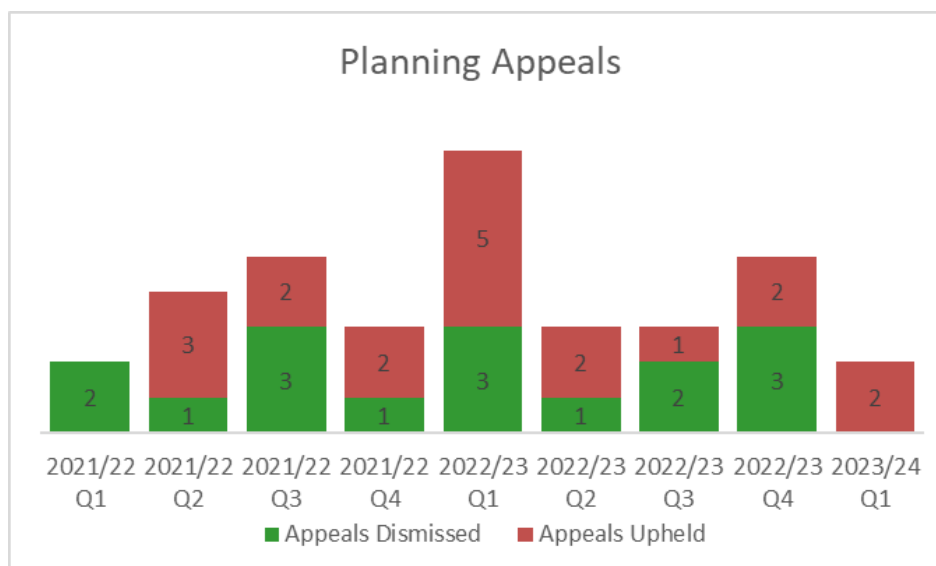
4.7.1 The waste management indicators (Indicator 31 - 34) are Green against targets for the first quarter. 95% of our streets surveyed in the quarter were clean of any waste and it's encouraging to note that fly tipping incidents continue to be cleared within a day. The percentage of waste reused, recycled or composted was high at 69.72% for the quarter and bodes well for the remainder of the year.

4.7.2 The performance of two of the three planning indicators (indicators 35 and 37) are Green against target and they are both above previous years performances. The planning applications determined within time (indicator 35) is performing particularly well with 97% of applications determined at the end of Q1. This compares to a performance of 91% at the end of 22/23 and 79% at the end of 2021/22 and 2020/21.

4.8 The only indicator underperforming during this quarter is:

4.8.1 Indicator 36 – the percentage of planning appeals dismissed – with a performance of 0% against a target of 65%. This is a decline on the same period during 2022/23 where 38% were dismissed.

This indicator deals with a very small number of cases. Of the two appeals for this quarter, none were dismissed. We will continue to monitor appeal decisions on similar applications to identify if a pattern is developing that would require a different interpretation of our policies.



5. CONCLUSION

- 5.1 It is encouraging to note that 83% of the performance indicators are performing above target or within 5% tolerance of their targets for the quarter.
- 5.2 The report highlights some of the positive stories with respect to the quarter 1 performance. Some of these highlights include:
- The NERS indicators;
 - The number of empty homes brought back into use;
 - The Adult Services indicators all being above target for the quarter;
 - The homelessness indicators;
 - The disabled facilities grant installations;
 - The waste management indicators being above target; and
 - The planning indicators (34 and 36)
- 5.3 The report also highlights certain areas that are underperforming against targets. These are highlighted in 6.1 below.

6. RECOMMENDATIONS

- 6.1 The Committee is requested to scrutinise the scorecard and note the areas of improvement together with the areas which the Leadership Team are exploring and investigating to manage and secure further improvements into the future.

These are recommended as follows:

- 6.1.1 Percentage of Freedom of Information (FOI) requests responded to within timescale
- 6.1.2 The average number of calendar days to let lettable units of accommodation (excluding DTLs)
- 6.1.3 Percentage of rent lost due to properties being empty
- 6.1.4 Percentage of planning appeals dismissed

7. GLOSSARY

- 7.1 Below is a list of acronyms used within the report and Scorecard

- 7.1.1 KPI – Key Performance Indicator
- 7.1.2 Q1 – Quarter 1
- 7.1.3 Q2 – Quarter 2
- 7.1.4 Q3 – Quarter 3
- 7.1.5 Q4 – Quarter 4
- 7.1.6 RAG Status - Red - more than 10% below target and/or needing significant intervention
Amber - between 5% & 10% below target and/or requiring some intervention
Yellow - within 5% of target
Green - on or above target

- 7.1.7 Trend - Trend arrows represent quarter on quarter performance
- 7.1.8 FTE – Full Time Equivalent
- 7.1.9 FOI – Freedom of information
- 7.1.10 HRA – Housing Revenue Account
- 7.1.11 NEET – Not in Education, Employment or Training
- 7.1.12 DTL – Difficult to Let
- 7.1.13 NERS – National Exercise Referral Scheme
- 7.1.14 CPR – Child Protection Register
- 7.1.15 IOACC – Isle of Anglesey County Council

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q1 2023/24

Rheoli Perfformiad / Performance Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed Ch / Q Target	Targed Bl / Yr Target	Canlyniad 22/23 Result	Canlyniad 21/22 Result
Objective 1 - Ensure that the people of Anglesey can thrive and realise their long-term potential							
1) Percentage of pupil attendance in primary schools (tymhorol) (Q3)						91.69%	-
2) Percentage of pupil attendance in secondary schools (termly) (Q3)						85.22%	-
3) Percentage of Year 11 leavers not in Education, Training or Employment [NEET] (annual) (Q4)						3.20%	2.60%
4) Percentage of pupils assessed in Welsh at the end of the Foundation Phase (annual) (Q3)						100%	-
5) Percentage of year 11 pupils studying Welsh [first language] (annual) (Q3)						68%	68%
6) Percentage of Quality Indicators (with targets) achieved by the library service (annual) (Q4)						-	-
7) Number of visits to leisure centres	Melyn / Yellow		114k	118k	546k	539k	388k
8) Percentage of food establishments that meet food hygiene standards	Gwyrdd / Green		98%	95%	95%	98%	98%
9) Percentage of NERS clients who completed the exercise programme	Gwyrdd / Green		53%	50%	50%	72%	47.5%
10) Percentage of NERS clients whose health had improved on completion of the exercise programme	Gwyrdd / Green		92%	80%	80%	78%	84%
11) Number of empty private properties brought back into use	Gwyrdd / Green		18	12	50	80	91
12) Number of new homes created as a result of bringing empty properties back into use			0	0	3	1	1
13) Landlord Services: Average number of days to complete repairs	Gwyrdd / Green		16	18	18	16.61	13.89
14) Percentage of tenants satisfied with reviewed repairs (annual) (Q4)							-
Objective 2 - Support vulnerable adults and families to keep them safe, healthy and as independent as possible							
15) Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+ (Q4)							-
16) The percentage of adult protection enquiries completed within statutory timescales	Gwyrdd / Green		95.83%	90%	90%	91.69%	94.78%
17) The percentage of adults who completed a period of reablement and have no package of care and support 6 months later	Gwyrdd / Green		63.64%	62%	62%	64.71%	64.85%
18) The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March [Local Indicator]	Gwyrdd / Green		18.63	19	19	16.74	14.33
19) The percentage of carers of adults who requested an assessment or review that had an assessment or review in their own right during the year	Gwyrdd / Green		95.30%	93%	93%	98.10%	96.10%
20) Percentage of child assessments completed in time	Melyn / Yellow		85.82%	90%	90%	86.75%	87.15%
21) Percentage of children in care who had to move 3 or more times	Gwyrdd / Green		1.54%	2.50%	10%	6.15%	9.79%
22) The percentage of referrals of children that are re-referrals within 12 months [Local Indicator]	Melyn / Yellow		15.15%	15%	15%	14.35%	5.74%
23) The average length of time for all children who were on the CPR during the year, and who were de-registered during the year (days)	Gwyrdd / Green		248	270	270	306	318
24) The percentage of referrals during the year on which a decision was made within 1 working day	Gwyrdd / Green		98.95%	95%	95%	98.31%	99.10%
25) The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations	Melyn / Yellow		89.15%	90%	90%	93.83%	85.99%
26) Percentage of households successfully prevented from becoming homeless	Gwyrdd / Green		88.46%	80%	80%	89.53%	80.95%
27) Percentage of households (with children) successfully prevented from becoming homeless	Gwyrdd / Green		96.60%	85%	85%	98.45%	92.00%
28) Average number of calendar days taken to deliver a Disabled Facilities Grant	Gwyrdd / Green		160	170	170	193	172.3
29) The average number of calendar days to let lettable units of accommodation (excluding DTLs)	Coch / Red		52	40	40	35.8	28.7
30) Landlord Services: Percentage of rent lost due to properties being empty	Coch / Red		1.97%	1.70%	1.70%	1.83%	1.66%
Objective 3 - Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment							
31) Percentage of streets that are clean	Gwyrdd / Green		95%	95%	95%	96%	95.50%
32) Percentage of waste reused, recycled or composted	Gwyrdd / Green		69.72%	66%	64%	63.47%	62.39%
33) Average number of working days taken to clear fly-tipping incidents	Gwyrdd / Green		0.12	1	1	1	0.25
34) Kilograms of residual waste generated per person	Gwyrdd / Green		53kg	55kg	220kg	207kg	223kg
35) Percentage of all planning applications determined in time	Gwyrdd / Green		97%	90%	90%	91%	79%
36) Percentage of planning appeals dismissed	Coch / Red		0%	65%	65%	47%	50%
37) Percentage of planning enforcement cases investigated within 84 days	Gwyrdd / Green		88%	80%	80%	87%	84%
38) Percentage of A roads in poor condition (annual)				3%	3%	2.6%	3%
39) Percentage of B roads in poor condition (annual)				4%	4%	2.6%	2.8%
40) Percentage of C roads in poor condition (annual)				9%	9%	7.6%	8.2%
41) Council fleet approx. consumption of fossil fuels (tCO2e)			120.17	127		515.07	486.85
42) The number of miles travelled by the Council fleet (miles)			433,992			1,728,920	1,524,961
43) The number of miles travelled by the Council Gray/Employee fleet (miles)						790,899	786,247
44) Net change in Greenhouse Gas Emissions (tCO2e) - Council fleet (Annual) (%)						+6%	+26%

Red - more than 10% below target and/or needing significant intervention Amber - between 5% & 10% below target and/or requiring some intervention
 Yellow - within 5% of target Green - on or above target Trend arrows represent quarter on quarter performance

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q1 2023/24

Gofal Cwsmer / Customer Service	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 22/23 Result	Canlyniad 21/22 Result	Canlyniad 20/21 Result
Siarter Gofal Cwsmer / Customer Service Charter							
01) No of Complaints received (excluding Social Services)	Gwyrdd / Green		13	13	40	55	43
02) No of Stage 2 Complaints received for Social Services			2	-	4	9	6
03) Total number of complaints upheld / partially upheld			2	-	13	20	8
04) Total % of written responses to complaints within 20 days (Corporate)	Gwyrdd / Green		83%	80%	82%	80%	88%
05) Total % of written responses to complaints within 15 days (Social Services)	Gwyrdd / Green		100%	80%	70%	66%	75%
06) Number of Stage 1 Complaints for Social Services			3	-	27	41	24
07) Number of concerns (excluding Social Services)			55	-	321	189	104
08) Number of Compliments			80	-	495	658	662
09) % of FOI requests responded to within timescale	Ambr / Amber		84%	90%	72%	79%	79.4%
Newid Cyfrwng Digidol / Digital Service Shift							
10) No of Registered Users on AppMôn / Website			7.7k	-	59.5k	51k	33.5k
11) No of reports received by AppMôn / Website			9k	-	36k	66k	58k
12) No of web payments			7k	-	26k	21k	18.5k
13) No of telephone payments			2.5k	-	9.5k	11k	7k
14) No of 'followers' of IOACC Social Media			100k	-	100k	92k	42k
15) No of visitors to the Council Website			96k	-	327k	-	-

Rheoli Pobl / People Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 22/23 Result	Canlyniad 21/22 Result	Canlyniad 20/21 Result
01) Number of staff authority wide, including teachers and school based staff (FTE)			2382	-	2288	2202	2180
02) Sickness absence - average working days/shifts lost	Gwyrdd / Green		2.1	2.1	9.15	8.73	6.68
03) Short Term sickness - average working days/shifts lost per FTE			0.8	-	4.54	3.70	1.94
04) Long Term sickness - average working days/shifts lost per FTE			1.3	-	4.61	5.03	4.74
05) Local Authority employees leaving (%) (Turnover) (Annual) (Q4)			-	-	8%	10%	6%

Rheolaeth Ariannol / Financial Management	CAG / RAG	Tuedd / Trend	Cyllideb / Budget	Canlyniad / Actual	Amrywiad / Variance (%)	Rhagolygon o'r Gwariant / Forecasted Actual	Amrywiad a Ragwelir / Forecasted Variance (%)
01) Forecasted end of year outturn (Revenue)	Ambr / Amber		£170,789,000			£171,459,000	0.39%
02) Forecasted end of year outturn (Capital)			£38,847,000			£37,290,000	-4.01%
03) Income v Targets (excluding grants)	Coch / Red		-£3,736,851	-£3,395,825	-9.13%		
04) Forecasted general balances at end of year						-£9,593,360	
05) Cost of borrowing - % of budgeted revenue expenditure	Gwyrdd / Green		2.34%			2.33%	-0.01%
06) No of Services forecast to overspend by over 5% of their budget						2	
07) % of Council Tax collected (for last 3 years)	Melyn / Yellow			97.80%			
08) % of Sundry Debtors collected (for last 3 years)	Coch / Red			90.70%			
09) % Housing Rent collected (for the last 3 years)	Melyn / Yellow			98.49%			
10) % Housing Rent collected excl benefit payments (for the last 3 years)	Melyn / Yellow			97.11%			