QUARTERLY PERFORMANCE

Finance and Resources

December 2014

High Level Only

Measure	Owner & Updater	Dec 2014 Result	Trend	Sep 2014 Result	Dec 2013 Result	Actions	Comments	Sign Off
CP01 - Percentage of commercial property occupation	Nicholas Brown Adriana Livingstone	98.67% (594/602) Target: 95.00	→	98.67% (594/602) Target: 95.00	98.34% (592/602) Target: 95.00		Owner Within target range	✔
CP02 - Percentage arrears on commercial property rents	Nicholas Brown Adriana Livingstone	7.5% (344836/4617326) Target: 9.5	↗	8.5% (339451/4000264) Target: 9.5	No Data No Target		Owner Below target range	✔
FIN01 - Percentage of creditor trade invoices paid within 30 days	Richard Baker Catherine Hamilton	96.3% (3964/4117) Target: 95.0	↘	96.4% (5679/5894) Target: 95.0	97.2% (5890/6058) Target: 95.0		Owner Another good performance for the third quarter of 2014/15.	✔
FIN02a - Time taken to pay debtors	Richard Baker Clare Dempsey	46.5 Days Target: 45.0	↘	38.1 Days Target: 45.0	37.9 Days Target: 45.0		Owner It is not uncommon for the quarterly indicator to be close to, or to exceed target. It is highly influened by the date and value of the quarterly bills produced prior to the calculation of this indicator, along with dates of direct debit runs. We continue working closely with other departments on collection of these debts, and the monthly indictor for January has reduced to 32.8 days. Of the debts that are due and issued in financial year 2014/15, 92% has been collected.	✔
FIN03 - General Fund expenditure – outturn forecast against budget	Richard Baker Caroline Souto	£19028000 Target: 19375000	↗	£19261000 Target: 19285000	£15723000 Target: 16372000		Owner Broadly on Target	✔
FIN04 - HRA expenditure – outturn forecast against budget	Richard Baker Caroline Souto	£59879000 Target: 60083000	↘	£59759000 Target: 60083000	£54888000 Target: 52973000		Owner Broadly on Target	✔
FIN05 - HRA income – outturn forecast against budget	Richard Baker Caroline Souto	£56556000 Target: 56131000	↗	£56523000 Target: 56131000	£53253000 Target: 53253000		Owner Broadly on Target	✔
FIN06 - General Fund Capital Expenditure – outturn forecast against budget	Richard Baker Caroline Souto	£16411000 Target: 17220000	↘	£16243000 Target: 17806000	£12152078 Target: 21166039		Owner Broadly on Target	✔
FIN07 - HRA Capital Expenditure – outturn forecast against budget	Richard Baker Caroline Souto	£24720800 Target: 35050000	↗	£31112800 Target: 36050000	£32180333 Target: 32180333		Owner Broadly on Target	✔

Measure	Owner & Updater	Dec 2014 Result	Trend	Sep 2014 Result	Dec 2013 Result	Actions	Comments	Sign Off
FIN08 - Investment income – outturn forecast against budget	Richard Baker Tracy Claridge	£434650 Target: 287000	↗	£413300 Target: 287000	£540840 Target: 514000		Owner The higher interest receipts are mainly due to higher than budgeted balances. One factor of increased balances is Right to Buy receipts totalling 9.9M to Dec 2014 against an original full year estimate of £4.75m. In addition, a number of high value capital schemes are being completed in the last quarter of the year, such as the Town Centre improvements	✔
FIN11 - Investment Property Income ytd budget against ytd actual	Nicholas Brown Caroline Souto	£3773000 Target: 3818000	↗	£2792737 Target: 2829000	£3745233 Target: 3762645		Owner within 1% of target and trend positive	✔
FIN13 - Car Parking Income ytd budget against ytd actual	Nicholas Brown Caroline Souto	£1653350 Target: 1458800	↗	£1042931 Target: 972500	£1482860 Target: 1322408		Owner No car park closures due to adverse weather General economic improvement Increase in Ring Go from 400 to 750 calls per week. Cashless payment proving popular.	✔
RBF01 - Average time taken to decide a new claim for Housing Benefit	Chris Baker Stuart Potton	26.6 Days (16339/615) Target: 23.0	↘	24.3 Days (12824/527) Target: 23.0	28.9 Days (21565/745) Target: 23.0	During the first two weeks of January, additional resource has been focused on new claims in order to bring them back in line with expectations. Work has also continued on analysing underlying trends, and identifying early trigger points to enable extra resource to be brought in early, so that corrective measures can be taken before too great a backlog arises.	Owner All three months of the quarter have been affected by the gradual catch up from the new claim issues in August. Performance had been improving during October and November, but sickness during December had an impact on the resourcing plan, and resulted in some slippage. As at the end of January 2015, performance had recovered to 23.9 days.	✔

Measure	Owner & Updater	Dec 2014 Result	Trend	Sep 2014 Result	Dec 2013 Result	Actions	Comments	Sign Off
RBF02 - Average time taken to decide a change event for Housing Benefit	Chris Baker Stuart Potton	16.4 Days (89262/5429) Target: 13.0	↘	15.5 Days (93375/6026) Target: 13.0	14.9 Days (74533/5012) Target: 13.0	Work has taken place to review and change processes in order to improve performance. The current position is regularly reviewed, and trigger points for early intervention have been identified.	Owner Performance in October and November was steadily improving. In December a number of changes were assessed which has affected the quarter result. A number of factors combined to affect the performance during December, including: sickness of both DBC and temporary staff; system downtime (processing lost for about half a day); and issues with the transfer of DWP data via the ATLAS system. (DWP were unable to send ATLAS data for about a week, which led to a large volume being received together when DWP resolved the issue).	✔
RBF04 - NNDR (Business Rates) in-year collection rate	Chris Baker Jake Seabourne	79.1% Target: 74.3	↘	53.0% Target: 49.5	87.3% Target: 88.1		Owner Collection rate is above target for the current year. A year on year comparison is not possible at present, due to a change in the instalment profile. Business rates instalments used to be loaded to the first ten months of the year, with instalments from April to January. From April 2014 government changed the rules to allow 12 monthly instalments, and we re-profiled accounts in line with this.	✔
RBF05 - Council Tax collection rate	Chris Baker Jake Seabourne	86.1% Target: 85.9	↘	58.1% Target: 57.7	86.4% Target: 85.9		Owner The collection level is just above target. This is a good level of performance as work which had built up over the summer was cleared during November and December.	✔