

Quarterly Performance Report  
Finance and Resources OSC - James Deane/Cllr Nicholas Tiley - Finance & Resources  
Qtr 3, 2012

Ref	Indicator	Target	Qtr 3 Result	Qtr 2 Result	Trend	Updater Comments	Sign Off	Approval Comments
<b>Finance &amp; Governance &gt;&gt; Finance &amp; Resources &gt;&gt; Commercial Assets &amp; Property Development - James Deane</b>								
CP01	Percentage of commercial property occupation	95.00%	97.65% (583/597)	97.32% (581/597)	↑	With continued hard work the commercial assets in occupation remains above target.	✓	Approved. This occupancy level reflects the significant work undertaken by our Estates Team.
CP02	Percentage arrears on commercial property rents	9.50%	9.52% (410902/4317824)	12.93% (417253/3226740)	↓	The commercial rent arrears is down on the last 2 quarters and through the continued efforts of the Estates and finance teams it is on target. The wider economic issues are still creating a challenging environment.	✓	Approved. A positive performance reflecting hard work by Estates.
PS01	Total car parking income received	£1,562,888	£1,687,471	£1,102,749	↑		✓	Approved. Income level is strong. Good performance by Parking Operations team and Vinci.
PS02	Percentage of Penalty Charge Notices issued that have gone to formal appeal to the independent tribunal	5.00%	0.14% (5/3494)	0.03% (1/3925)	↑		✓	Approved. Very strong performance on target.
<b>Finance &amp; Governance &gt;&gt; Finance &amp; Resources &gt;&gt; Financial Services - James Deane</b>								
ACC01	Percentage of creditor trade invoices paid within 30 days	95.0%	97.1% (5163/5315)	96.7% (5481/5668)	↑	Overall performance for the quarter is a huge improvement on last year and also an increase on the previous quarter for this year. A great achievement.	✓	Approved.
ACC02	Average days taken to recover debts due to the Council	45.00 day(s)	35.48 day(s)	35.87 day(s)	↓		✓	Approved.
FIN01	Investment income (HRA) outturn forecast against budget	£175,000.00	£162,950.00	£166,500.00	↓		✓	Approved.
FIN02	Investment income (General Fund) outturn forecast against budget	£550,000.00	£680,230.00	£601,530.00	↑		✓	Approved.
FIN03	General Fund expenditure outturn forecast against budget	£16,274,000.00	£14,698,000.00	£15,403,000.00	↓	The forecast outturn as at Period 9 is £14.698m. Overall, this represents a contribution to balances of £1.321m as opposed to a drawdown of £255k as included in the 2012/13 Original budget. The Finance and Resources Overview and Scrutiny report for Qtr 3 contains the detail of this position.  The position reported for Period 9 is consistent with the 2012/13 Revised budget to be reported to Overview and Scrutiny on 16 January 2013, the key exceptions being:  • accounting adjustments made to non-service expenditure	✓	Approved.

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						<p>• an increase in service income of £80k (relating primarily to investment properties) occurring since Period 8 upon which the revised budget has been based</p> <p>Again, the Finance and Resources Overview and Scrutiny report for Qtr 3 contains additional detail.</p>		
<b>FIN04</b>	Key income streams ytd budget against ytd actual	£2,932,282.00	£2,948,556.00	£1,968,573.00	↑	<p>As at period 9 there is an overachievement of earned income of £17k.</p> <p>This is comprised of surpluses of both Car Parking and Land Charges income totalling £171k (£30k and £141k respectively), partially off-set by underachievement of income on Recycling (£93k), Building Control (£46k) and Development Control (£15k).</p> <p>This position is comparable to that reported at Period 8 and is indicative of the expected year end outturn.</p> <p>Please see specific comments regarding the variation on recycling income set out below.</p>	✔	Approved.
<b>FIN05</b>	Recycling Income YTD budget against YTD actual	£766,350.00	£673,342.00	£451,000.00	↑	<p>The position this month is once again illustrative of an on-going trend expected to produce a year end deficit caused by a combination of factors: A reduction in income from the recycling of glass resulting from the fact that the council no longer sorts, reduced tonnage on paper collections and price reductions on other materials particularly plastic.</p>	✔	Approved.
<b>Finance &amp; Governance &gt;&gt; Finance &amp; Resources &gt;&gt; Revenues, Benefits &amp; Fraud - James Deane</b>								
<b>RBF01</b>	Average time taken to decide a new claim for Housing Benefit or Council Tax Benefit	23.0 day(s)	28.9 day(s) (40368/1398)	36.1 day(s) (62041/1720)	↓	<p>Performance is improving as some of the partnership work with Liberata is beginning to show results.</p>	✔	Approved. There has been improvement month on month until December which is probably attributable to sickness and

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								leave and low volumes of claims processed.
<b>RBF02</b>	Average time taken to decide a change event for Housing Benefit or Council Tax Benefit	13.0 day(s)	13.9 day(s) (143646/10315)	12.4 day(s) (146053/11807)	↑	During this quarter, efforts have been made to reduce the age and volume of outstanding work. This has led to a short-term increase in the average time, as more older work has been cleared.	✔	Approved. Clearance of some older work in relation to Fraud cases that has impacted on performance. Also realignment of priorities reducing the focus on the one day Atlas changes.
<b>RBF03</b>	Percentage of fraud investigations with a positive outcome	55%	64% (7/11)	67% (26/39)	↓	Both quarter and year to date figures are above target. This quarter has yielded an impressive fraud overpayment figure of £138,177.19	✔	Approved. Maintaining performance above the target despite ongoing resource issues. Recruitment to be completed in January.
<b>RBF04</b>	NNDR (Business Rates) collection rate	88.1%	86.2%	61.2%	↑		✔	Approved. Behind target due to the inclusion of the Amazon property with RV in excess of 3.5 million and no payment due until 1st January.
<b>RBF05</b>	Council Tax collection rate	86.8%	86.5%	58.3%	↑		✔	Approved. Slightly behind target may be due to completion of Single person discount review increasing collectable debt.