

Quarterly Performance Report
Finance and Resources OSC - Shane Flynn/Cllr Nicholas Tiley - Finance & Resources
Qtr 3, 2011

Ref	Indicator	Target	Qtr 3 Result	Qtr 2 Result	Trend	Updater Comments	Sign Off	Approval Comments
Finance & Governance >> Finance & Resources >> Commercial Assets & Property Development - Mike Evans								
CP01	Percentage of commercial property occupation	95.00%	97.49% (582/597)	No data		15 voids, 8 of which are under offer.		Approved. Mixture of four commercial industrial units (two under offer), three shops units (three under offer) one office and seven maisonettes (six under offer).
CP02	Percentage arrears on commercial property rents	9.50%	14.05% (403820/2875088)	No data				Approved. Slight increase on previous figures, linked to state of economy. DBC staff in communication with all debtors. January debt figures are usually higher than normal due to billing in late Decemeber and general late payments.
PS01	Total car parking income received	£1,562,888	£1,594,705	£1,032,987				Approved.
PS02	Percentage of Penalty Charge Notices issued that have gone to formal appeal to the independent tribunal	5.00%	0.13% (6/4586)	0.25% (10/4038)				Approved.
Finance & Governance >> Finance & Resources >> Financial Services - James Deane								
ACC01	Percentage of creditor trade invoices paid within 30 days	95.0%	79.3% (4487/5656)	80.7% (3771/4674)				Approved. Q3 performance remains consistent with Q2. This demonstrates some systemic improvement given that performance has not dipped despite clearing the backlog of aged invoices which impacted the December performance so dramatically. Work remains on track to deliver a sustainable achievement of target by April 2012.
ACC02	Average days taken to recover debts due to the Council	60.00 day(s)	47.68 day(s)	42.13 day(s)				Approved.
FIN01	Investment income (HRA) outturn forecast against budget	£140,000.00	£170,254.00	£154,849.00				Approved. Forecast outturn remains broadly the same as in November. The primary reason for this overachievement is the higher than anticipated balances available for investment resulting from slippage to the capital programme.
FIN02	Investment income (General Fund) outturn forecast against budget	£434,270.00	£528,116.00	£480,331.00				Approved. Forecast outturn remains broadly the same as in November. The primary reason for this overachievement is the higher than anticipated balances available for investment resulting from slippage to the capital programme.
FIN03	General Fund expenditure outturn forecast against budget	£16,817,000.00	£16,152,000.00	£16,352,000.00				Approved. Work is still currently underway on the Period 9 budget monitoring report which will form the

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								<p>basis of the revised budget. Early indications are that the forecast underspend may increase before year end.</p> <p>Until this work is finalised the forecast outturn remains as it was in November i.e. £650k underspend.</p> <p>The key contributors to this underspend are staff savings arising from the phase 2 restructure (c£250k), overachievement of the investment income budget (£130k) and an underspend arising from a revised methodology on insurance provisions (£200k).</p>
FIN04	Key income streams ytd budget against ytd actual	£2,262,240.00	£2,234,748.00	£1,480,668.00	↑		✔	<p>Approved. Forecast remains broadly on budget at the high level.</p> <p>Within the high-level figure, shortfalls on car parking (£100k) and land charges (£75k) are partially offset by an overrecovery of £150k on Search income.</p>
Finance & Governance >> Finance & Resources >> Revenues, Benefits & Fraud - Nicola Ellis								
RBF01	Average time taken to decide a new claim for Housing Benefit or Council Tax Benefit	20.5 day(s)	25.6 day(s) (36223/1416)	25.3 day(s) (38612/1529)	↑	Volume of incoming work remains high, and due to Christmas, number of processing days in month is reduced. Also, external network connection problems have reduced the amount of work which was able to be processed by RBSolutions. One vacancy has been filled, with a new officer starting in January, but another officer has just left.	✔	<p>Approved. Throughout the last quarter we have experienced a backlog of work. A backlog clearance plan was implemented in Nov 11 and this was successful in making inroads into the backlog in the early weeks. Because of the backlog clearance old work was being dealt with and so the average processing time remained above target. Unfortunately over Christmas we have experienced the difficulties with IT which have impacted on the backlog clearance. We are exploring ways of clearing the backlog in the next quarter and also looking at overall process improvements to reduce the time taken to process.</p>
RBF02	Average time taken to decide a change event for Housing Benefit or Council Tax Benefit	14.0 day(s)	19.8 day(s) (168707/8542)	13.0 day(s) (122600/9419)	↑	Volume of incoming work remains high, and due to Christmas, number of processing days in month is reduced.	✔	<p>Approved. Throughout the last quarter we have experienced a backlog of work. A backlog clearance plan was</p>

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RBF03	Percentage of fraud investigations with a positive outcome	50%	52% (16/31)	61% (22/36)	↓	The quarterly results are above target.	✔	Approved. Results are above target but are down on last quarter. This is due to one month being below target due to clearance of some lower risk work. We have ongoing investigations and cases awaiting prosecution which indicate performance will be sustained in the next quarter.
RBF04	NNDR (Business Rates) collection rate	90.0%	87.7%	59.4%	↑	Down on target by 2.3%, but only down on last year by .2%. This at first sight seems bad but as per monthly trends the NNDR teams PI has been up on last year for both Oct and Nov, it was only an extremely poor December that has lead to this fall. What with the Economical climate and poor trend of sales for Business over the festive period a drop was too be expected. Will monitor increase over coming month. Plus recover actions which are due to take place in Jan and Feb will bring the collection back to where it is expected to be.	✔	Approved. A drop was expected in December due to business closures etc. However this was larger than at the same time last year. In addition to action above we are using additional resources to work on Bus rates recovery by deploying Council Tax recovery resources.
RBF05	Council Tax collection rate	86.6%	86.7%	58.3%	↑	Up .1% on target but up .3% on last year at Q3. collection rate is better than maybe expected, great position for the year.	✔	Approved. Ahead of target and ahead of last year. No reason to expect that this cannot be sustained.