

Yearly Performance Report  
Finance and Resources OSC - James Deane  
2013

Ref	Indicator	Q4 Result	Qtrly Trend	2013 Target	2013 Result	Yrly 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	98.32% (587/597)	↑	95.00%	98.32% (587/597)	↑	The Estates team continue to put a concerted effort into keeping occupancy rates high across the portfolio.	✓	Approved. Good performance by Estates team.
CP02	Percentage arrears on commercial property rents	8.17% (363713/4453099)	↓	9.50%	8.17% (587/597)	↓	Estates and Finance have worked closely to bring this down in difficult economic circumstances whilst maintaining a high percentage of occupancy level in the commercial estates.	✓	Approved. Good effort by the commercial Estates team to manage debts.
PS01	Total car parking income received	£2,211,676	↑	£2,130,340	£2,211,676	↑		✓	Approved. Parking team and managed the Vinci contractor well and delivered a consistent level of income throughout the year.
PS02	Percentage of Penalty Charge Notices issued that have gone to formal appeal to the independent tribunal	0.22% (7/3210)	↑	5.00%	0.13% (18/14387)	↓		✓	Approved. PArking team and Vinci have provided a good service to the Council, which is reflected in the very low level of PCNs going to independent tribunal
<b>Finance &amp; Governance &gt;&gt; Finance &amp; Resources &gt;&gt; Financial Services - Calvin Fisher</b>									
ACC01	Percentage of creditor trade invoices paid within 30 days	94.8% (6033/6361)	↓	95.0%	95.7% (21545/22515)	↑	This is a great achievement for 2012/13. Not only have we reached and exceeded the annual target, it is a 12.3% improvement on last years performance.	✓	Approved. A huge improvement has been made between years, and the target for 2012/13 has been exceeded. An excellent result.
ACC02	Average days taken to recover debts due to the Council	31.07 day(s)	↓	45.00 day(s)	35.24 day(s)	↓		✓	Approved. The team continued to work hard collecting debts payable to the Council, and reduced the number of days taken to collect debts in comparison to 2011/12
FIN01	Investment income (HRA) outturn forecast against budget	£161,860.00	↓	£175,000.00	£161,860.00	↓		✓	Approved. Investment income raised is in line with the revised budget approved in February 2013. Variances between the Genral Fund and HRA shares of the investment income arise from changes in the cash flows of the two funds.
FIN02	Investment income (General Fund) outturn forecast against budget	£674,600.00	↓	£550,000.00	£674,600.00	↑		✓	Approved. Investment income raised is in line with the revised budget approved in February 2013. Variances between the Genral Fund and HRA shares of the investment income arise from changes in the cash flows of the two funds.
FIN03	General Fund expenditure outturn forecast against budget	£15,087,000.00	↑	£15,087,000.00	£15,087,000.00			✓	Approved. Work to close the accounts for 2012/13 remains in progress.  A provisional outturn will be reported to Cabinet and the Overview and Scrutiny committees.

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<b>FIN04</b>	Key income streams ytd budget against ytd actual	£3,986,428.00	↑	£3,913,797.00	£3,986,428.00	↑		✓	<p>Approved. The actual income received for 12/13 from core income streams was £3.986m. This is a surplus of £0.072m (1.84%).</p> <p>Income received from Car Parking, Development Control and Recycling was broadly on budget.</p> <p>Income from Building Control and Land Charges was above budget. The surplus of Building Control income -£44k (10.98 %), is due to the delayed impact of a 50% increase in fees in July 2012. The surplus of Land Charges income - £36k (15.65%), is due to higher than expected volumes of applications towards the end of the year.</p>
<b>FIN05</b>	Recycling Income YTD budget against YTD actual	£874,906.00	↑	£872,587.00	£874,906.00	↓		✓	<p>Approved. The 12/13 Original Budget for recycling income was revised downwards at the beginning of 2013 on the basis of deteriorations to both price and volume. The actual income received for the year was broadly in line with the revised target with a minor surplus (£2k 0.2%).</p>
<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	32.9 day(s) (50851/1547)	↑	23.0 day(s)	32.8 day(s) (199610/6081)	↑	Figures for quarter 4 match the overall 2013 result. Projects are in place to improve performance in the coming year.	✓	<p>Approved. This has been a challenging year for benefits with much preparatory work needed before the welfare reforms. Alongside this, work has been done in partnership with Liberata which should lead to improved performance during 2013/14.</p>
<b>RBF02</b>	Average time taken to decide a change event for Housing Benefit or Council Tax Benefit	7.0 day(s) (139292/19771)	↓	13.0 day(s)	9.9 day(s) (574882/57892)	↓	Each month in quarter 4 has been within target. The yearly result shows the target has been achieved despite a continuing high volume of work.	✓	<p>Approved. Although there were difficulties at the beginning of the year due to the ATLAS transactions sent from DWP, much of this work has been automated during the later part of the year, which has enabled the overall performance to be under target.</p>
<b>RBF03</b>	Percentage of fraud investigations with a positive outcome	35% (12/34)	↓	55%	57% (55/96)	↓	A very pleasing end of year result with the team exceeding the target despite staffing issues.	✓	<p>Approved. The team has worked effectively throughout the year, enabling the target to be reached.</p>
<b>RBF04</b>	NNDR (Business Rates) collection rate	98.5%	↑	99.0%	98.5%	↓	Collection on NNDR was decent in the last month going from 1.2% down on target to finishing 0.5% down. Even though this wasn't enough to be as good as last year, it was better than the previous 3 financial years. So given the current economical climate this is respectable. Next years target figures will have to be re-evaluated given this and the changes in retention of NNDR.	✓	<p>Approved. Approved. This is a reasonable performance in challenging times.</p>

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<b>RBF05</b>	Council Tax collection rate	97.8%	↑	98.5%	97.8%	↓	Down .7% but only 0.2% on last year. Will look to change targets for 13-14. Especially given the implementation of the CTS, which will increase liability over the borough. Colection suffered in March due to focus changing towards gearing up for CTS. In this period staff were taken away from workload to create a task force which was succesful in dealing with queries surrunding these new changes.	✔	Approved. To help ensure a smooth transition to the local council tax support scheme, resources were focussed more towards registration than recovery action. However action will still be taken to recover the outstanding amounts from 2012/13 during the coming year.