

F&R OSC QUARTERLY PERFORMANCE REPORT

Finance and Resources

June 2013



Measure	Owner & Updater	Jun 2012 Result	Trend	Mar 2013 Result	Trend	Jun 2013 Result	Sign Off	Comments	Flag
ACC01 - Percentage of creditor trade invoices paid within 30 days	James Deane Catherine Hamilton	94.1% (4868/5171) Target: 95.0	↗	94.8% (6033/6361) Target: 95.0	↗	95.6% (5666/5926) Target: 95.0	✓	(Updater) Excellent quarterly result.	
ACC02 - Average days taken to recover debts due to the Council	James Deane Clare Dempsey	38.53 Days Target: 45.00	↗	31.07 Days Target: 45.00	↘	34.87 Days Target: 45.00	✓	(Owner) Excellent quarterly result.	
ACC03 - Percentage of Sundry Debtors paid	James Deane Clare Dempsey	No Data No Target		No Data No Target		81% Target: 90	✓	(Owner) Performance has improved over the 1st Quarter as recovery action has taken effect. It is expected that this will continue through the year.	
CP01 - Percentage of commercial property occupation	Mike Evans Adriana Livingstone	97.99% (585/597) Target: 95.00	↗	98.32% (587/597) Target: 95.00	↗	98.66% (589/597) Target: 95.00	✓	(Updater) With continued work the void levels remain low (Owner) Void level are actively managed. No trend being seen showing an increase.	
CP02 - Percentage arrears on commercial property rents	Mike Evans Adriana Livingstone	14.80% (463507/31317 31) Target: 9.50	↘	8.17% (363713/445309 9) Target: 9.50	↘	17.26% (377311/21864 87) Target: 9.50	✓	(Owner) Debt level is high. Estates team are working to reduce the level to the target.	

Monitoring Information

Measure	Owner & Updater	Jun 2012 Result	Trend	Mar 2013 Result	Trend	Jun 2013 Result	Sign Off	Comments	Flag
FIN01 - Investment income - outturn forecast against budget	James Deane Tracy Claridge	No Data No Target		No Data No Target		£509400 Target: 514000	✓	(Owner) Currently tracking close to target, however interest rates have reduced significantly recently and this has started to put this budget under pressure. The team are looking at ways of improving returns within the treasury management strategy.	
FIN03 - General Fund expenditure outturn forecast against budget	James Deane Marie Stokes	£16286000 Target: 16274000	↓	No Data No Target		£16716000 Target: 16372000	✓	(Updater) At this stage of the year an overspend of £344k is projected. This is comprised of: <ul style="list-style-type: none"> •Pressure of £598k relating to the outsourcing of CSU (to be funded from reserves) •Pressure relating to earned recycling income £101k •Over achievement in Car Park income £220k •Overachievement in Development Control income £140k •Over achievement of income from Homelessness Services £171k. 	

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FIN05 - Recycling Income YTD budget against YTD actual	James Deane Marie Stokes	£146000 Target: 255450	↗	£874906 Target: 872587	↘	£169410 Target: 191236	✓	(Updater) Recycling income received up to period 3 is £169,410, compared to the expected level of £191,236. This is an underachievement of £21,826 (11.4%). The main reason for this is a reduction in the amount of paper tonnage being collected and a reduction in the price per tonne for Plastics. At this stage of the year an underachievement of £101k is projected for 13/14.	
FIN09 - Planning, Development and Building Control Income - ytd budget against ytd actual	James Deane Marie Stokes	No Data No Target		No Data No Target		£379242 Target: 346788	✓	(Updater) Building and development related income to the end of June was £379k. This is an overachievement of £32k (9.2%) on the expected level for this point in the year. The overachievement relates primarily to income from Land Charges. The overall trend of increasing income is expected to continue throughout the year to produce an overachievement of £140k at the end of 2013/14, the key factor being several large applications for Development Control.	

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FIN10 - Car Parking Income - ytd budget against ytd actual	James Deane Marie Stokes	No Data No Target		No Data No Target		£491545 Target: 440803	✓	(Updater) Car-Parking income to the end of June was £491k. This is £51k (11.3 %) above the expected level for this point of the year – the overachievement relating primarily to Off-Street Car Parking. Trend analysis suggests that income received is relatively evenly profiled throughout the year. On this basis, and in line with actual income received for the last financial year it is expected that this trend will broadly continue and an overachievement of £220k is forecasted for the end of 2013/14.	
FIN12 - Garages Income - ytd budget against ytd actual	James Deane Marie Stokes	No Data No Target		No Data No Target		£620740 Target: 620471	✓	(Updater) On budget.	
HR03f1 - Total days lost through LONG TERM sickness absence in Finance and Resources	James Deane Anne Stunell	0.00 Days Info Only	↗	58.50 Days Info Only	↘	21.00 Days Info Only	✓	(Updater) Absence is nearly a third of what it was last quarter	
HR03f2 - Total days lost through SHORT TERM sickness absence in Finance and Resources	James Deane Anne Stunell	104.19 Days Info Only	↘	54.85 Days Info Only	↘	34.58 Days Info Only	✓	(Updater) Absence is substantially less than last quarter	
HR05f - Average number of days lost due to sickness absence per FTE in Finance and Resources	James Deane Anne Stunell	0.95 Days (104/110) Target: 2.00	↗	1.03 Days (113/110) Target: 2.00	↗	0.52 Days (56/106) Target: 2.00	✓	(Updater) Absence is less than the target	

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RBF01a - Average time taken to decide a new claim for Housing Benefit	Chris Baker Stuart Potton	No Data (0/0) No Target		No Data (0/0) No Target		31.6 Days (22988/727) Target: 23.0	✓	(Updater) Actual figure has improved by 1.2 days when compared to previous quarter despite problems with the Anite upgrade in June. 47.9% of new claims were assessed in target. 3.3% (24 claims) took 3 months or more to assess.	
RBF02a - Average time taken to decide a change event for Housing Benefit	Chris Baker Stuart Potton	No Data (0/0) No Target		No Data (0/0) No Target		10.1 Days (61276/6065) Target: 13.0	✓	(Updater) Quarterly figures have remained under target despite problems with the Anite install in June slightly adding to overall time taken. 77.6% of changes were done within target. 0.2% (15 claims) took 3 months or more.	
RBF04 - NNDR (Business Rates) collection rate	Chris Baker Jake Seabourne	34.2% Target: 31.2	↓	98.5% Target: 99.0	↑	31.4% Target: 31.2	✓	(Updater) Really solid collection given the year, resources and economy. (Owner) Slightly lower than at the same point last year - but that was due to full payment by some large payers. These payments are being made on monthly instalments this year.	
RBF05 - Council Tax collection rate	Chris Baker Jake Seabourne	30.2% Target: 30.3	↑	97.8% Target: 98.5	↑	30.3% Target: 30.0	✓	(Updater) Excellent CT collection for Q1. Still early in the year though. (Owner) Good performance which suggests that local CTS is not having a significant impact on collection.	