

F&R OSC QUARTERLY PERFORMANCE REPORT

Finance and Resources

September 2013



Measure	Owner & Updater	Sep 2012 Result	Trend	Jun 2013 Result	Trend	Sep 2013 Result	Sign Off	Comments	Flag
ACC01 - Percentage of creditor trade invoices paid within 30 days	Paul Sutton Catherine Hamilton	96.7% (5481/5668) Target: 95.0	↗	95.6% (5666/5926) Target: 95.0	↗	96.8% (6066/6267) Target: 95.0	✓		
ACC02 - Average days taken to recover debts due to the Council	Paul Sutton Clare Dempsey	35.87 Days Target: 45.00	→	34.87 Days Target: 45.00	→	37.14 Days Target: 45.00	✓		
ACC03 - Percentage of Sundry Debtors paid	Paul Sutton Clare Dempsey	No Data No Target		81% Target: 90	↗	95% Target: 90	✓		
CP01 - Percentage of commercial property occupation	Mike Evans Adriana Livingstone	97.32% (581/597) Target: 95.00	↗	98.66% (589/597) Target: 95.00	→	98.66% (589/597) Target: 95.00	✓	Owner Above target performance. Good team effort.	
CP02 - Percentage arrears on commercial property rents	Mike Evans Adriana Livingstone	12.93% (417253/32267 40) Target: 9.50	→	17.26% (377311/218648 7) Target: 9.50	→	11.56% (376157/32535 22) Target: 9.50	✓	Owner This a good result. Figures have improved over the past twelve months, which is pleasing given the economic climate and reflects the professional work adopted by Adriana and her team. The Estates team are very active on keeping void levels low and successfully securing rental growth year on year.	
FIN01 - Investment income - outturn forecast against budget	Paul Sutton Tracy Claridge	No Data No Target		£509400 Target: 514000	↘	£502680 Target: 514000	✓		

Monitoring Information

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FIN03 - General Fund expenditure outturn forecast against budget	Paul Sutton Marie Stokes	£15403000 Target: 16274000	→	£16716000 Target: 16372000	↗	£15470000 Target: 16372000	✓	Updater An underspend of £549k is expected on Services for 13/14. This is comprised predominantly of surpluses on income as described above and translates into an expected contribution to balances of £730k at year end as opposed to the contribution from balances expected at the beginning of the year of £172k.	
FIN05 - Recycling Income YTD budget against YTD actual	Paul Sutton Marie Stokes	£451000 Target: 510900	→	£169410 Target: 191236	→	£339916 Target: 382471	✓	Updater Recycling income received up to period 6 is £339k compared to the expected level of £382k. This is an underachievement of £43k(11%). 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 in the region of £100k is expected.	
FIN09 - Planning, Development and Building Control Income - ytd budget against ytd actual	Paul Sutton Marie Stokes	No Data No Target		£379242 Target: 346788	→	£869502 Target: 693575	✓	Updater Building and development related income to the end of P6 was £869k. This is an overachievement of £176k (25%) on the expected level for this point in the year. The overachievement relates primarily to income from several large building development applications. An overachievement of £190k is expected for the year as a whole.	

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FIN10 - Car Parking Income - ytd budget against ytd actual	Paul Sutton Marie Stokes	No Data No Target		£491545 Target: 440803	→	£929396 Target: 881605	✓	Updater Car-Parking income to the end of September was £929k. This is £45k (5%)above the expected level for this point of the year – the overachievement relating primarily to Off-Street Car Parking. Analysis of income received suggests that the current trend will broadly continue throughout the year with a peak expected in Quarter 3. On this basis an overachievement of £180k is forecast for the end of the year.	
FIN11 - Investment Property Income - ytd budget against ytd actual	Paul Sutton Marie Stokes	No Data No Target		£1791397 Target: 935795	↘	£2679277 Target: 2655246	✓	Updater Broadly on target for the month (0.9% surplus). Expected to be on budget for the year.	
FIN12 - Garages Income - ytd budget against ytd actual	Paul Sutton Marie Stokes	No Data No Target		£620740 Target: 620471	↘	£1288984 Target: 1290581	✓	Updater Garage income received up to September is £1,289k. This is broadly on target for the month.	
HR03f1 - Total days lost through LONG TERM sickness absence in Finance and Resources	James Deane Anne Stunell	106.00 Days Info Only	↘	21.00 Days Info Only	↗	54.00 Days Info Only	✓	Updater Absence is higher than last quarter, only 1 employee is off at present and being supported through the sickness absence procedures	
HR03f2 - Total days lost through SHORT TERM sickness absence in Finance and Resources	James Deane Anne Stunell	42.50 Days Info Only	↘	34.58 Days Info Only	↗	37.85 Days Info Only	✓	Updater Similar to last quarter	
HR05f - Average number of days lost due to sickness absence per FTE in Finance and Resources	James Deane Anne Stunell	1.35 Days (148/110) Target: 2.00	→	0.52 Days (56/106) Target: 2.00	→	0.82 Days (92/113) Target: 2.00	✓	Updater Under target	

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RBF01a - Average time taken to decide a new claim for Housing Benefit	Chris Baker Stuart Potton	No Data No Target		31.6 Days (22988/727) Target: 23.0	→	29.5 Days (19834/672) Target: 23.0	✓	<p>Updater Actual figure has improved by 2 days when compared to previous quarter.</p> <p>52.4% of new claims were assessed in target.</p> <p>2.4% (16 claims) took 3 months or more to assess.</p> <p>Owner There is currently a lack of experienced staff available on the market, and we had an unsuccessful recruitment exercise in July/August. The service is currently looking for alternative ways to increase capacity. Among these is a project to analyse where delays are occurring within the process, in order to target improvements in the appropriate areas.</p>	

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RBF02a - Average time taken to decide a change event for Housing Benefit	Chris Baker Stuart Potton	No Data No Target		10.1 Days (61276/6065) Target: 13.0		12.4 Days (71373/5763) Target: 13.0		<p>Updater Quarterly changes remain under target but time taken has increased compared to last quarter.</p> <p>68.4% of changes were done within target.</p> <p>0.5% (27 claims) took 3 months or more.</p> <p>Owner Although performance has remained under target for the quarter as a whole, this indicator is at risk of slipping during the next quarter. Staff leaving have resulted in vacancies which are proving difficult to fill with replacements with the required experience.</p>	
RBF04 - NNDR (Business Rates) collection rate	Chris Baker Jake Seabourne	61.2% Target: 59.5		31.4% Target: 31.2		59.9% Target: 59.5		<p>Owner Collection for business rates remains good.</p>	
RBF05 - Council Tax collection rate	Chris Baker Jake Seabourne	58.3% Target: 58.3		30.3% Target: 30.0		58.1% Target: 57.7		<p>Owner A strong collection rate is being maintained - this continues to suggest that the introduction of local council tax support is not having an adverse impact on payment.</p>	