

F&R OSC QUARTERLY PERFORMANCE REPORT

Finance and Resources

September 2014



Measure	Owner & Updater	Sep 2013 Result	Trend	Jun 2014 Result	Trend	Sep 2014 Result	Sign Off	Comments	Flag
CP01 - Percentage of commercial property occupation	Mike Evans Adriana Livingstone	98.66% (589/597) Target: 95.00	↗	98.67% (594/602) Target: 95.00	→	98.67% (594/602) Target: 95.00	✓	Updater With hard work from the Estates team the voids are consistently low.	
CP02 - Percentage arrears on commercial property rents	Mike Evans Adriana Livingstone	No Data No Target		8.6% (342690/400026 4) Target: 9.5	↗	8.5% (339451/400026 4) Target: 9.5	✓	Updater The Estates and Sundry debtor teams are working together to keep current rents as up to date as possible and as resources allow we are slowly resolving older debts from the portfolio	
FIN01 - Percentage of creditor trade invoices paid within 30 days	Richard Baker Catherine Hamilton	96.8% (6066/6267) Target: 95.0	↘	97.2% (6009/6182) Target: 95.0	↘	96.4% (5679/5894) Target: 95.0	✓	Updater A great achievement for Quarter two of 2014/15.	
FIN02a - Time taken to pay debtors	Richard Baker Clare Dempsey	37.1 Days Target: 45.0	↘	43.2 Days Target: 45.0	↗	38.1 Days Target: 45.0	✓	Owner A good result for Q2	
FIN03 - General Fund expenditure – outturn forecast against budget	Richard Baker Marie Stokes	£15470000 Target: 16372000	↘	£20038000 Target: 20679000	↘	£19261000 Target: 19285000	✓	Owner General Fund broadly on target. Detailed variances within the fund are reported within separate CMT, OSC and Cabinet reports	
FIN04 - HRA expenditure – outturn forecast against budget	Richard Baker Marie Stokes	£54736000 Target: 52973000	↗	£59833000 Target: 60083000	↗	£59759000 Target: 60083000	✓	Owner HRA broadly on target. Detailed variances within the fund are reported within separate CMT, OSC and Cabinet reports	

Monitoring Information

Measure	Owner & Updater	Sep 2013 Result	Trend	Jun 2014 Result	Trend	Sep 2014 Result	Sign Off	Comments	Flag
FIN05 - HRA income – outturn forecast against budget	Richard Baker Marie Stokes	£53253000 Target: 53253000	↗	£56132000 Target: 56131000	↗	£56523000 Target: 56131000	✓	Owner HRA broadly on target. Detailed variances within the fund are reported within separate CMT, OSC and Cabinet reports	
FIN06 - General Fund Capital Expenditure – outturn forecast against budget	Richard Baker Marie Stokes	£15072081 Target: 15072081	↗	£16657370 Target: 17806000	↗	£16243000 Target: 17806000	✓	Owner General Fund broadly on target. Detailed variances within the fund are reported within separate CMT, OSC and Cabinet reports	
FIN07 - HRA Capital Expenditure – outturn forecast against budget	Richard Baker Marie Stokes	£23659436 Target: 23659436	↗	£31881000 Target: 36050000	↗	£31112800 Target: 36050000	✓	Owner HRA broadly on target. Detailed variances within the fund are reported within separate CMT, OSC and Cabinet reports	
FIN08 - Investment income – outturn forecast against budget	Richard Baker Tracy Claridge	£502680 Target: 514000	↗	£355000 Target: 287000	↗	£413300 Target: 287000	✓	Owner The increase in projected interest income reflects the higher than budgeted Right to Buy income. Right to Buy receipts are £6.3M to date compared to the budgeted £4.75M for 2014/15. The higher balances also reflect the reduction in Capital expenditure expected for 2014/15.	
FIN11 - Investment Property Income ytd budget against ytd actual	Mike Evans Marie Stokes	£2679277 Target: 2655246	↘	£1861036 Target: 1849000	↘	£2792737 Target: 2829000	✗		
FIN13 - Car Parking Income ytd budget against ytd actual	Mike Evans Marie Stokes	£929396 Target: 881605	↗	£525754 Target: 486300	↘	£1042931 Target: 972500	✗		

Measure	Owner & Updater	Sep 2013 Result	Trend	Jun 2014 Result	Trend	Sep 2014 Result	Sign Off	Comments	Flag
RBF01 - Average time taken to decide a new claim for Housing Benefit	Chris Baker Stuart Potton	29.5 Days (19834/672) Target: 23.0		16.3 Days (10333/634) Target: 23.0		24.3 Days (12824/527) Target: 23.0		<p>Owner Performance for the quarter was pushed above target by an expected increase during August which is the peak leave period. An action plan has been put in place to bring this figure back under target, including the usage of temporary staff.</p> <p>In addition to the recovery plan, work is also underway to identify triggers for early intervention in the future, so that action can be taken before performance drops too much.</p>	
RBF02 - Average time taken to decide a change event for Housing Benefit	Chris Baker Stuart Potton	12.4 Days (71373/5763) Target: 13.0		8.4 Days (67207/8029) Target: 13.0		15.5 Days (93375/6026) Target: 13.0		<p>Owner Performance dropped during this quarter due to the peak leave period in August, during which less work was completed, meaning that work done during September was older. A recovery plan has been put in place, which includes using temporary staff to clear the older work, while DBC staff continue to work on that more recently received. The effect has been an increase in the quarter figures but once completed we will return to under target performance.</p> <p>In addition to the recovery plan, work is also underway to identify triggers for early intervention in the future, so that action can be taken before performance drops too much.</p>	

Measure	Owner & Updater	Sep 2013 Result	Trend	Jun 2014 Result	Trend	Sep 2014 Result	Sign Off	Comments	Flag
RBF04 - NNDR (Business Rates) in-year collection rate	Chris Baker Jake Seabourne	59.9% Target: 59.5		28.4% Target: 24.8		53.0% Target: 49.5		<p>Owner There has been a significant change to the collection profile this year, which means that comparison to the same time last year is not relevant.</p> <p>During 2013/14, almost all accounts had 10 instalments from April to January, and so the collection profile was weighted towards these months. Following a change in the regulations, and to help businesses by evening out their cashflow, accounts were automatically switched to 12 instalments for 2014/15, and so the profile of the target collection rate is lower from April to January, but with a greater level of collection expected in February and March than in previous years. The expected collection at the halfway point in the year is just under 50%, the higher collection is probably due to a number of ratepayers who have chosen to switch back to 10 instalments.</p> <p>The target collection profile will be reviewed for 2015/16 in light of the actual performance during this year.</p>	

Measure	Owner & Updater	Sep 2013 Result	Trend	Jun 2014 Result	Trend	Sep 2014 Result	Sign Off	Comments	Flag
RBF05 - Council Tax collection rate	Chris Baker Jake Seabourne	58.1% Target: 57.7	→	30.4% Target: 30.0	↓	58.1% Target: 57.7	✓	<p>Owner The collection rate is currently at the same level as at the end of Q2 last year. This indicates that the majority of tax payers are able to keep to their instalments, including those who receive Council Tax Support.</p> <p>It remains too early to draw any conclusions about the impact of the changes to recovery legislation (there were significant changes to the regulation of bailiffs from April 2014), other than to say that there has been no immediately recognisable impact.</p>	