

F&R OSC QUARTERLY PERFORMANCE REPORT

Finance and Resources

March 2015



Measure	Owner & Updater	Mar 2014 Result	Trend	Dec 2014 Result	Trend	Mar 2015 Result	Sign Off	Comments	Flag
CP01 - Percentage of commercial property occupation	Nicholas Brown Adriana Livingstone	98.84% (595/602) Target: 95.00	↓	98.67% (594/602) Target: 95.00	↓	98.34% (592/602) Target: 95.00	✓	Updater With continued hard work by the Estates team we are keeping the void levels low. Owner Occupancy is effectively full	
CP02 - Percentage arrears on commercial property rents	Nicholas Brown Adriana Livingstone	No Data No Target		7.5% (344836/461732 6) Target: 9.5	↑	6.5% (309781/47626 81) Target: 9.5	✓	Updater Estates and Sundry debtors continue to put a lot of effort into active debt recovery and have achieved some very strong results which are reflected in the year end figures.	
FIN01 - Percentage of creditor trade invoices paid within 30 days	Richard Baker Catherine Hamilton	96.1% (6006/6251) Target: 95.0	↑	96.3% (3964/4117) Target: 95.0	↑	96.4% (3783/3926) Target: 95.0	✓	Updater A great result for the last quarter and a slight improvement on last years score for the same time period.	
FIN02a - Time taken for debtors to pay	Richard Baker Clare Dempsey	38.4 Days Target: 45.0	↓	46.5 Days Target: 45.0	↑	40.9 Days Target: 45.0	✓	Owner A fantastic result. The team have continued to show their dedication and experience in collection.	
FIN03 - General Fund expenditure – outturn forecast against budget	Richard Baker Caroline Souto	£18041000 Target: 17800000	↑	£19028000 Target: 19375000	↑	£18935000 Target: 19470000	✓	Owner The provisional outturn gives an underspend on service expenditure of £535k. The detailed variances are set out in the supporting Financial Report.	

Monitoring Information

Measure	Owner & Updater	Mar 2014 Result	Trend	Dec 2014 Result	Trend	Mar 2015 Result	Sign Off	Comments	Flag
FIN04 - HRA expenditure – outturn forecast against budget	Richard Baker Caroline Souto	£60356000 Target: 59121000	↗	£59879000 Target: 60083000	↗	£56738000 Target: 60083000	✓	Owner The provisional outturn gives an underspend on service expenditure of £3.345m. The detailed variances are set out in the supporting Financial Report.	
FIN05 - HRA income – outturn forecast against budget	Richard Baker Caroline Souto	£53846000 Target: 54106000	↗	£56556000 Target: 56131000	↗	£56649000 Target: 56131000	✓	Owner The provisional outturn gives an overachievement on income of £518k. The detailed variances are set out in the supporting Financial Report.	
FIN06 - General Fund Capital Expenditure – outturn forecast against budget	Richard Baker Caroline Souto	£12935279 Target: 13940788	↗	£16411000 Target: 17220000	↗	£16350000 Target: 18087000	✓	Owner The provisional outturn gives an underspend on General Fund capital expenditure of £1.737m. The detailed variances are set out in the supporting Financial Report.	
FIN07 - HRA Capital Expenditure – outturn forecast against budget	Richard Baker Caroline Souto	£26782394 Target: 29038374	↗	£24720800 Target: 35050000	↘	£25971000 Target: 35050000	✓	Owner The provisional outturn gives an underspend on Housing Revenue Account capital expenditure of £9.079m. The detailed variances are set out in the supporting Financial Report.	
FIN08 - Investment income – outturn forecast against budget	Richard Baker Tracy Claridge	£542990 Target: 514000	↗	£434650 Target: 287000	↗	£449650 Target: 287000	✓	Owner The higher interest received is mainly due to higher than budgeted balances. The key reason for increased balances is an increase in Right to Buy receipts; £4.75m was budgeted for 2014/15, against actual receipts of £11.85m.	
FIN11 - Investment Property Income ytd budget against ytd actual	Nicholas Brown Caroline Souto	£3815530 Target: 3693177	↘	£3773000 Target: 3818000	↗	£4057861 Target: 3935000	✓	Owner Above target	

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FIN13 - Car Parking Income ytd budget against ytd actual	Nicholas Brown Caroline Souto	£2062362 Target: 1946910	↗	£1653350 Target: 1458800	↘	£2171141 Target: 1945000	✓	Owner Currently above target	
RBF01 - Average time taken to decide a new claim for Housing Benefit	Chris Baker Stuart Potton	20.2 Days (16214/803) Target: 23.0	↘	26.6 Days (16339/615) Target: 23.0	↗	24.6 Days (15323/622) Target: 23.0	✓	Updater Each month within the quarter has been slightly over target. In March we suffered a database issue with the software used to assess new claims, no new claims could be assessed for two and a half days. This increased the time taken to assess claims in March and also meant we fell behind with the new claims received during this downtime. Owner Despite these issues, we have improved performance from last quarter, although the rate of improvement is less than we had planned and hoped for. Discussions about the cause of the system loss have taken place with IT and our database support provider. It does not appear that it could have been prevented, nor that it is particularly likely to reoccur, but steps have been taken so that any reoccurrence should be identified more quickly, and also that recovery will take less time.	

Measure	Owner & Updater	Mar 2014 Result	Trend	Dec 2014 Result	Trend	Mar 2015 Result	Sign Off	Comments	Flag
RBF02 - Average time taken to decide a change event for Housing Benefit	Chris Baker Stuart Potton	6.4 Days (78311/12164) Target: 13.0	↓	16.4 Days (89262/5429) Target: 13.0	↑	7.1 Days (90155/12633) Target: 13.0	✓	<p>Updater The final quarter of the year contains extra change events due to the end of the financial year and the number of changes in people's financial circumstances. A majority of this work can be done automatically which is why this quarter shows such a great improvement from Q3.</p> <p>Owner The service is still working through to recover from the work that built up over the summer period. The underlying direction is of improvement during the quarter, as the recovery process continues.</p>	
RBF04 - NNDR (Business Rates) in-year collection rate	Chris Baker Jake Seabourne	98.1% Target: 99.0	→	79.1% Target: 74.3	↓	98.1% Target: 99.0	✓	<p>Owner The level of collection is consistent with last year, which is pleasing, taking into account the long-term sickness absence of a key member of a small team over the last few months of the year.</p>	
RBF05 - Council Tax collection rate	Chris Baker Jake Seabourne	97.7% Target: 97.5	→	86.1% Target: 85.9	↓	97.7% Target: 97.5	✓	<p>Owner It is pleasing that the annual target has been slightly exceeded, and collection is consistent with last year.</p>	