

# F&R OSC QUARTERLY PERFORMANCE REPORT

Finance and Resources

March 2017



Measure	Owner & Updater	Mar 2017 Result	Dec 2016 Result	Mar 2016 Result	Sign Off	Comments
CP01 - Percentage of commercial property occupation	Nicholas Brown Adriana Livingstone	97.16% (581/598) Target: 95	97.16% (581/598) Target: 95	98.49% (589/598) Target: 95	✓	<b>Updater</b> The level of occupancy is consistently high with continued focus and effort by the team.
CP02 - Percentage arrears on commercial property rents	Nicholas Brown Adriana Livingstone	7.3% ( 433400/59547 89) Target: 8.8	5.3% ( 316518/60189 91) Target: 8.8	5% ( 279955/559177 7) Target: 9	✓	<b>Updater</b> With continued effort from Estates and Sundry debtors the figures remain on target.
CSU02 - Percentage of enquiries that are resolved at first point of contact within the Customer Service Centre	Mark Housden Tracy Lancashire	99.09% (13779/13905) Target: 90	99.01% (12378/12502) Target: 90	99.42% (11946/12016) Target: 90	✓	<b>Owner</b> Performance continues to be maintained. The reduction in the number of face to face customers has now reversed, possibly due to the operation moving to the Forum. The number of visitors has increased by 11% when compared with the previous quarter.
CSU03 - Percentage of customers satisfied with service received from the Customer Service Centre	Mark Housden Tracy Lancashire	100% (1423/1423) Target: 80	99.94% (1635/1636) Target: 80	99.62% (3110/3122) Target: 80	✓	<b>Owner</b> Satisfaction levels continue to be maintained

 Monitoring  Information

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CSU05 - Percentage of enquiries that are resolved at first point of contact within the Contact Centre	Mark Housden Tracy Lancashire	96.27% (30087/31252) Target: 90	96.43% (27704/28729) Target: 90	96.8% (31290/32326) Target: 90	✓	<b>Owner</b> Performance continues to be maintained
CSU06 - Percentage of customers satisfied with service received from the Contact Centre	Mark Housden Tracy Lancashire	99.26% (1206/1215) Target: 80	99.07% (1278/1290) Target: 80	98.39% (2636/2679) Target: 80	✓	<b>Owner</b> Satisfaction levels continue to be maintained
CSU09 - Head of Service Satisfaction Survey Score	Mark Housden Tracy Lancashire	100% Target: 45	100% Target: 45	100% Target: 45	✓	<b>Owner</b> Group Managers continue to show that they are satisfied with the service the CSU provides
CSU10 - Call Handling: Average wait time	Mark Housden Tracy Lancashire	198 Second(s) Target: 210	167 Second(s) Target: 210	171.67 Second (s) Target: 210	✓	<b>Owner</b> Performance during the last quarter was above target with calls being answered in an average of 3 minutes18 seconds.


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CSU11 - Call Handling: Abandoned Call Rate	Mark Housden Tracy Lancashire	21.49% (8556/39808) Target: 20	19.81% (7171/36200) Target: 20	18.66% (7417/39743) Target: 20	✓	<b>Owner</b> Service levels slipped to below target this quarter. This target has proven consistently hard to meet and was set as part of the KPI review 18months ago. The January move to the Forum had a big impact on service levels as staff were involved in packing whilst continuing service delivery. Staff had to attend the Forum prior to go live to ensure they were all set up, able to log and familiar with the layout prior to Go live also impacted on cover. During the quarter we also had a number of problems with the telephony systems not being available and this also had a negative impact on performance. There were several periods where calls were dropped from the system . A right to Remedy has been issued.
CSU12 - Face to Face; Average Wait Time	Mark Housden Tracy Lancashire	245.67S Second(s) Target: 450	233S Second (s) Target: 450	377S Second(s) Target: 450	✓	<b>Owner</b> Average time to see customers during the last quarter was 4 minutes 6 seconds which is above target.

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CSU13 - Face to Face: Waiting time more than 20 minutes	Mark Housden Tracy Lancashire	5.09% (708/13905) Target: 5	4.25% (531/12502) Target: 5	3.15% (379/12016) Target: 5	✓	<b>Owner</b> Service levels dropped below target this quarter. The January move to the Forum had a big impact on service levels as staff were involved in packing whilst continuing service delivery. Staff had to attend the Forum prior to go live to ensure they were all set up, able to log and familiar with the layout prior to the move impacted on cover. During the move systems were not available and staff were manually issuing tickets and escorting visitors and this impacted on service delivery. This was coupled with a 15% increase in visitors coming to the Forum when compared with the same period during 2016. A right to remedy has been issued.
FIN01 - Percentage of creditor trade invoices paid within 30 days	Richard Baker Sally Nunn	97.6% (2961/3035) Target: 96.5	97.7% (3075/3147) Target: 96	96.1% (3718/3868) Target: 96	✓	<b>Owner</b> An excellent result for the quarter.
FIN03 - General Fund expenditure – outturn forecast against budget	Richard Baker Caroline Souto	£16804000 Target: 18566000	£17602000 Target: 18566000	£18894000 Target: 19248000	✓	<b>Owner</b> The key variances are detailed within the supporting financial performance report

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FIN04 - HRA expenditure – outturn forecast against budget	Richard Baker Caroline Souto	£43901000 Target: 44101000	£44196000 Target: 44101000	£58322000 Target: 57765000	✓	<b>Owner</b> The key variances are detailed within the supporting financial performance report
FIN05 - HRA income – outturn forecast against budget	Richard Baker Caroline Souto	£57102000 Target: 57654000	£57404000 Target: 57654000	£58025000 Target: 57765000	✓	<b>Owner</b> The key variances are detailed within the supporting financial performance report
FIN06 - General Fund Capital Expenditure – outturn forecast against budget	Richard Baker Caroline Souto	£19534827 Target: 21378491	£20505683 Target: 21378491	£19004000 Target: 29218188	✓	<b>Owner</b> The key variances are detailed within the supporting financial performance report
FIN07 - HRA Capital Expenditure – outturn forecast against budget	Richard Baker Caroline Souto	£19508610 Target: 27389688	£23044005 Target: 27389688	£30530000 Target: 32062071	✓	<b>Owner</b> The key variances are detailed within the supporting financial performance report
FIN08 - Investment income – outturn forecast against budget	Richard Baker Tracy Claridge	£471160 Target: 448000	£469910 Target: 448000	£533580 Target: 313000	✓	<b>Owner</b> The interest forecast shows a slight increase compared to Q3. This is mainly due to higher than budgeted balances due to right to buy receipts and the remainder of the PWLB loans that were taken in advance of need.

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FIN11 - Investment Property Income ytd budget against ytd actual	Nicholas Brown Caroline Souto	£5048850 Target: 4574200	£4325510 Target: 4283703	£4666933 Target: 4218000	✓	<b>Owner</b> Comments There has been an additional £200k of income from General Fund properties being used by the HRA to house tenants. There is also an increase in service charges recovered and income from ground rent on turnover-based sites
FIN13 - Car Parking Income ytd budget against ytd actual	Nicholas Brown Caroline Souto	£2180855 Target: 2085140	£1614033 Target: 1563855	£2096178 Target: 2085000	✓	<b>Owner</b> Income is over target for the quarter.
RBF01 - Average time taken to decide a new claim for Housing Benefit	Chris Baker Matthew Kelly	22.6 Days (11706/518) Target: 20	15.3 Days (8152/533) Target: 20	18.4 Days (10311/559) Target: 23	✓	<b>Updater</b> Resourcing shortages reached a tipping point during the quarter, especially during March. Performance started to recover by the end of the quarter. <b>Owner</b> Overall performance for the quarter has been good, although as noted the resource gap due to vacant posts means it was not as good as the previous quarter. Recruitment is ongoing, and we expect performance to stabilise during the first quarter of next year.
RBF02 - Average time taken to decide a change event for Housing Benefit	Chris Baker Matthew Kelly	3.2 Days (51938/16357) Target: 11.5	9.3 Days (47250/5092) Target: 11.5	4.9 Days (70705/14510) Target: 13	✓	<b>Updater</b> Performance in this area remains consistently good.

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RBF04 - NNDR (Business Rates) in-year collection rate	Chris Baker Jake Seabourne	97.9% Target: 98.4	77.5% Target: 76.2	98.3% Target: 99	✓	<b>Owner</b> Although we did not reach the target for collection by 31 March, performance has nevertheless been strong in this area. There are two properties which have had a major impact on the in-year collection. The first of these is a large office building - the new owners are making frequent short lets to another company, who are making payments, but not as promptly as the previous occupier used to. The second is a large addition to the Rating List which was only notified to us in mid-March. This means that the ratepayer did not have time to pay the due amount during 2016/17, but we do expect to receive full payment in time. Had both of these accounts been paid, the outturn would have been 98.3%, the same as last year.
RBF05 - Council Tax collection rate	Chris Baker Jake Seabourne	98.4% Target: 98.1	86.2% Target: 86	98% Target: 98	✓	<b>Owner</b> This is a great improvement in performance and is testament to the work done by the team to improve processes and customer service. Correspondence has been reviewed to help ensure that we can talk to people as soon as possible if they are struggling to pay, so we can reach suitable arrangements with them.

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RBF06 - Council Tax customer contact response (percentage of contacts responded to within 14 days)	Chris Baker Anna Elliott	99% (9152/9276) Target: 98	99% (9744/9884) Target: 98	No Data Target: 90	 <b>Owner</b>	Excellent performance in this area has been maintained - among other things this means that the information we used to send out the annual council tax bills was as up to date as possible.