



OSC Report - Finance & Resources Department - Finance and Resources

Mar-2018

Indicator Name	Results Mar-2018	Last Quarters Results Dec-17	Last Years Results Mar-17	RAG 	Comments	Actions
Dacorum Delivers - Efficiencies						
RBF01 - Average time taken to decide a new claim for Housing Benefit	19.4 Days 11007 / 566 Target: 20	23.4 Days 13297 / 569 Target: 20	22.6 Days 11706 / 518 Target: 20	2   0   2	<p>Updater Comments: Performance has stabilised during the quarter following extra resources being brought in. Volumes of applications continue to increase as a result of UC Live Service ceasing to accept new claims (up 9.5% on Q4 last year).</p> <p>Approver Comments: The performance for this quarter demonstrates the good performance of the team, and reflects that the resource during this quarter was at the correct level. We are continuing to review resourcing in order to continue this level of performance while remaining within budget.</p>	No Info
RBF02 - Average time taken to decide a change event for Housing Benefit	4 Days 66880 / 16547 Target: 5	13.5 Days 65246 / 4849 Target: 11.5	3.2 Days 51938 / 16357 Target: 11.5	0   2   2	<p>Approver Comments: Performance in Q4 is always better than the other three quarters due to the processing of rent and other year end changes. Excluding these factors, the underlying performance has also returned to within target.</p>	No Info
FIN03 - General Fund expenditure - outturn forecast against budget	£17423000 Target: 17745000	£17572000 Target: 17745000	£16804000 Target: 17666000	0   0   4	<p>Updater Comments: The key variances are detailed in the supporting financial report.</p>	No Info
FIN04 - HRA expenditure outturn forecast against budget	£55860000 Target: 56357000	£56665000 Target: 56607000	£43901000 Target: 44101000	0   1   3	<p>Updater Comments: The key variances are detailed in the supporting financial report.</p>	No Info

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FIN05 - HRA income - outturn forecast against budget	£57092000 Target: 56357000	£56843000 Target: 56607000	£57102000 Target: 57654000	0   1   3	Updater Comments: The key variances are detailed in the supporting financial report.	No Info
FIN06 - General Fund Capital Expenditure - outturn forecast against budget	£9834865 Target: 15204951	£8741863 Target: 11829951	£19534827 Target: 21892491	1   0   3	Updater Comments: The key variances are detailed in the supporting financial report.	No Info
FIN07 - HRA Capital Expenditure: outturn forecast against budget	£24468275 Target: 34028053	£26313948 Target: 34028053	£19508610 Target: 27389688	0   0   4	Updater Comments: The key variances are detailed in the supporting financial report.	No Info
FIN08 - Investment income: outturn forecast against budget	£375920 Target: 442000	£370390 Target: 442000	£471160 Target: 448000	4   0   0	Approver Comments: Investment returns are expected to be under budget, however the forecast has risen slightly due to the higher than expected balances arising from the forecast slippage of Capital expenditure. BOE Base rate rose in November to 0.50%. Markets are pricing this in to deposit rates and this has been reflected in returns for the later part of the year.	No Info
FIN11 - Investment Property Income ytd budget against ytd actual	£4717942 Info Only	£4368305 Info Only	£5048850 Target: 4447200	0   0   2	No Comments	No Info
FIN13 - Car Parking Income ytd budget against ytd actual	£2276406 Target: 2110140	£1739433 Target: 1582605	£2180855 Target: 2085140	0   0   4	No Comments	No Info

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RBF06 - Council Tax customer contact response (percentage of contacts responded to within 14 days)	97% 8632 / 8942 Info Only	94% 9021 / 9559 Info Only	99% 9152 / 9276 Target: 98	1   1   0	Approver Comments: Performance dipped slightly below target for the quarter due to issues during March. There was a higher than anticipated level of sickness absence, and we have also noted that more residents are contacting us by email following receipt of their annual bill, so we have received these sooner than in previous years.	No Info
Dacorum Delivers - Performance excellence						
FIN01 - Percentage of creditor trade invoices paid within 30 days	96.3% 3561 / 3699 Target: 97	97.8% 2613 / 2671 Target: 97	97.6% 2961 / 3035 Target: 96.5	0   2   2	No Comments	No Info
FIN02a - Time taken for debtors to pay	37.2 Days Target: 40	35.9 Days Target: 40	40.4 Days Target: 40	2   0   2	No Comments	No Info
Dacorum Delivers - Value for money						
RBF04 - NNDR (Business Rates) in-year collection rate	98.3% Target: 98.4	76.7% Target: 75.3	97.9% Target: 98.4	0   2   2	Approver Comments: The end result is very near to target - had just £50,000 more been paid to us in year then it would have been reached. The collection rate continues to be heavily influenced by changes to just a few large properties in Maylands, for example the ongoing absence of a new main tenant in the former Dixons HQ, and the collapse of the distribution company Palmer & Harvey.	No Info
RBF05 - Council Tax collection rate	98.5% Info Only	85.9% Info Only	98.4% Target: 98.1	0   2   0	Approver Comments: We are very pleased to have slightly exceeded the target (by less than £1,500 out of a collectible amount of £90 million).	No Info

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Regeneration - Drive value from Council owned assets						
CP01 - Percentage of commercial property occupation	95.4% 581 / 609 Target: 95	96.72% 589 / 609 Target: 95	97.16% 581 / 598 Target: 95	0   0   4	Updater Comments: Due to proactive debt recovery action and other tenant breaches we have repossessed (6) properties which has impacted the voids.	To re-let voids at earliest opportunity.
CP02 - Percentage arrears on commercial property rents	7% 364866 / 5085000 Target: 6	8% 406633 / 5085000 Target: 7.5	7% 433400 / 5954789 Target: 8.75	0   4   0	Updater Comments: With continued effort between Estates and Customer Accounts the figures for the year end have improved significantly from last month and we have taken repossession action for a number of properties (6)	To continue close liaison between Estates and Customer Accounts.