

F&R OSC QUARTERLY PERFORMANCE REPORT

Finance and Resources

June 2015



| Measure | Owner & Updater | Jun 2014 Result | Trend | Mar 2015 Result | Trend | Jun 2015 Result | Sign Off | Comments | Flag |
|--|---------------------------------------|---|-------|---|-------|---|----------|--|------|
| CP01 - Percentage of commercial property occupation | Nicholas Brown Adriana Livingstone | 98.67% (594/602) Target: 95.00 | ↓ | 98.34% (592/602) Target: 95.00 | ↑ | 98.66% (589/597) Target: 95.00 | ✓ | Updater With continued effort we are effectively re-letting properties when they become void to keep occupancy levels high. Owner The portfolio is effectively fully rented | |
| CP02 - Percentage arrears on commercial property rents | Nicholas Brown Adriana Livingstone | 8.6% (342690/40002 64) Target: 9.5 | ↑ | 6.5% (309781/476268 1) Target: 9.5 | ↓ | 7.3% (309490/42442 00) Target: 9.0 | ✓ | Updater with continued focus on the commercial rents Estates and sundry debtors are successfully keeping percentage arrears within target. Owner Within target | |
| FIN01 - Percentage of creditor trade invoices paid within 30 days | Richard Baker Catherine Hamilton | 97.2% (6009/6182) Target: 95.0 | ↓ | 96.4% (3783/3926) Target: 95.0 | ↓ | 97.0% (4615/4756) Target: 96.0 | ✓ | Updater A great result for the first quarter of 2015/16. | |
| FIN02a - Time taken for debtors to pay | Richard Baker Clare Dempsey | 43.2 Days Target: 45.0 | ↑ | 40.9 Days Target: 45.0 | ↑ | 31.5 Days Target: 45.0 | ✓ | Owner A great result for the first quarter of 2015/16. | |
| FIN03 - General Fund expenditure – outturn forecast against budget | Richard Baker Caroline Souto | £20038000 Target: 20679000 | ↓ | £18935000 Target: 19470000 | ↓ | £19973000 Target: 19136000 | ✓ | Owner Details of variances against the budget are contained with the Q1 Financial Performance Report | |
| FIN04 - HRA expenditure – outturn forecast against budget | Richard Baker Caroline Souto | £59833000 Target: 60083000 | ↓ | £56738000 Target: 60083000 | ↓ | £57779000 Target: 57765000 | ✓ | Owner Details of variances against the budget are contained with the Q1 Financial Performance Report | |

Monitoring Information

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|--|----------------------------------|----------------------------------|-------|----------------------------------|-------|----------------------------------|----------|---|------|
| FIN05 - HRA income – outturn forecast against budget | Richard Baker Caroline Souto | £56132000 Target: 56131000 | ↓ | £56649000 Target: 56131000 | ↓ | £57765000 Target: 57765000 | ✓ | Owner Details of variances against the budget are contained with the Q1 Financial Performance Report | |
| FIN06 - General Fund Capital Expenditure – outturn forecast against budget | Richard Baker Caroline Souto | £16657370 Target: 17806000 | ↑ | £16350000 Target: 18087000 | ↑ | £25707547 Target: 28727188 | ✓ | Owner Details of variances against the budget are contained with the Q1 Financial Performance Report | |
| FIN07 - HRA Capital Expenditure – outturn forecast against budget | Richard Baker Caroline Souto | £31881000 Target: 36050000 | ↓ | £25971000 Target: 35050000 | ↓ | £35821609 Target: 35563608 | ✓ | Owner Details of variances against the budget are contained with the Q1 Financial Performance Report | |
| FIN08 - Investment income – outturn forecast against budget | Richard Baker Tracy Claridge | £355000 Target: 287000 | ↑ | £449650 Target: 287000 | ↓ | £426950 Target: 313000 | ✓ | Owner The higher interest projection is mainly due to higher than budgeted balances. The main factor of increased balances being the general fund PLWB loans; having borrowed £19.78M in advance of need. | |
| FIN11 - Investment Property Income ytd budget against ytd actual | Nicholas Brown Caroline Souto | £1861036 Target: 1849000 | ↓ | £4057861 Target: 3935000 | ↓ | £1857389 Target: 1971751 | ✓ | Updater Owner Currently below target | |
| FIN13 - Car Parking Income ytd budget against ytd actual | Nicholas Brown Caroline Souto | £525754 Target: 486300 | ↓ | £2171141 Target: 1945000 | ↓ | £556888 Target: 521250 | ✓ | Updater Owner Currently above target | |

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|--|------------------------------|--|-------|---|-------|--|----------|---|------|
| RBF01 - Average time taken to decide a new claim for Housing Benefit | Chris Baker Stuart Potton | 16.3 Days (10333/634) Target: 23.0 | ↓ | 24.6 Days (15323/622) Target: 23.0 | ↑ | 22.7 Days (13223/583) Target: 23.0 | ✓ | Updater A good quarter that has resulted in an under target result. Owner This is a good performance, and the first quarter since Q1 of last year where the target has been met. We are continuing to review processes in order to improve efficiency and ensure that the target is met consistently. | |
| RBF02 - Average time taken to decide a change event for Housing Benefit | Chris Baker Stuart Potton | 8.4 Days (67207/8029) Target: 13.0 | ↓ | 7.1 Days (90155/12633) Target: 13.0 | ↓ | 12.3 Days (106063/8621) Target: 13.0 | ✓ | Updater Change events for Quarter 1 have been good which has resulted in a below target outcome. Owner This is a solid performance, which should give us the platform for consistent under target performance during the whole year. | |
| RBF04 - NNDR (Business Rates) in-year collection rate | Chris Baker Stuart Potton | 28.4% Target: 24.8 | ↑ | 98.1% Target: 99.0 | ↑ | 30.2% Target: 24.8 | ✓ | Owner This is a very strong collection position for the end of quarter 1, and shows a promising start to this year's collection. | |
| RBF05 - Council Tax collection rate | Chris Baker Stuart Potton | 30.4% Target: 30.0 | ↓ | 97.7% Target: 97.5 | ↑ | 30.2% Target: 30.1 | ✓ | Owner This is a good start to the year, and means we are on track to achieve the targeted annual collection rate. | |
| RBF06 - Council Tax customer contact response (percentage of contacts responded to within 14 days) | Chris Baker Anna Elliott | No Data Target: 0 | | No Data Target: 0 | | 72% (7741/10681) Target: 70 | ✓ | Updater This is a new performance target for Revenues to monitor and gain insight to ultimately improve our service to our customer. By monitoring our customer contact documents, we are measuring our performance against the percentage of these dealt with within 14 days of | |

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| | | | | | <p>receipt. We envisage workflow should improve as we learn from the data being recorded and resources being effectively allocated.</p> <p>In the first quarter we consistently receive the highest volume of correspondence and customer contact following the issuing of the annual bills to roughly 62,000 households in the borough. During this quarter we also issue the highest volume of Recovery notices because of the first reminder, and it's also the first Liability Order Court hearing of the year. Both these bring with it an increase of customer contact in order to clarify, set up and discuss payment plans.</p> <p>These factors have been taken into account and reflected by the target figure being 70% for this quarter only.</p> <p>It is therefore really pleasing to see that we have achieved our target during this period and changes to processes have already been done.</p> <p>Owner This is a good performance against a new indicator which has been introduced in order to demonstrate our commitment to putting our customers' needs first. The target for the rest of the year is for 90% of contacts to be responded to within a fortnight.</p> |
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