



OSC Report - Finance & Resources Department - Finance and Resources

Mar-2019

Indicator Name	Results Mar-2019	Last Quarters Results Dec-18	Last Years Results Mar-18	RAG 	Comments	Actions
Dacorum Delivers - Efficiencies						
RBF01 - Average time taken to decide a new claim for Housing Benefit	18.6 Days 5116 / 275 Target: 20	16.8 Days 8303 / 495 Target: 20	19.4 Days 11007 / 566 Target: 20	0 1 3	Updater Comments: The volumes of new claims received stabilised as the quarter went on following the introduction of Universal Credit in December. This has been reflected in more consistent performance as the quarter progressed.	No Info
RBF02 - Average time taken to decide a change event for Housing Benefit	3 Days 55072 / 18225 Target: 6	7.8 Days 38322 / 4932 Target: 6	4 Days 66880 / 16547 Target: 5	0 2 2	Updater Comments: Performance for the quarter is as expected due to the high volume of annual uprating changes that are processed. It is however, the best quarterly performance we have on record.	No Info
FIN03 - General Fund expenditure - outturn forecast against budget	£17970000 Target: 17335000	£17773000 Target: 17335000	£17423000 Target: 17745000	0 4 0	Approver Comments: The financial outturn position for 2018/19 will be reported in May 2019.	No Info
FIN04 - HRA expenditure outturn forecast against budget	£55509000 Target: 56070000	£56024000 Target: 56070000	£55860000 Target: 56357000	0 2 2	Approver Comments: The financial outturn position for 2018/19 will be reported in May 2019.	No Info
FIN05 - HRA income - outturn forecast against budget	£56175000 Target: 56070000	£56175000 Target: 56070000	£57092000 Target: 56357000	0 1 3	Approver Comments: The financial outturn position for 2018/19 will be reported in May 2019.	No Info
FIN06 - General Fund Capital Expenditure - outturn forecast against budget	£13347547 Target: 17353067	£17005866 Target: 19200477	£9834865 Info Only	0 0 3	Approver Comments: The financial outturn position for 2018/19 will be reported in May 2019.	No Info
FIN07 - HRA Capital Expenditure: outturn forecast against budget	£24725160 Target: 26287037	£26287037 Target: 36028557	£24468275 Info Only	0 0 3	Approver Comments: The financial outturn position for 2018/19 will be reported in May 2019.	No Info

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FIN08 - Investment income: outturn forecast against budget	£769721 Target: 548000	£706620 Target: 548000	£375920 Target: 442000	0 0 4	No Comments	No Info
FIN11 - Investment Property Income ytd budget against ytd actual	£5163863 Info Only	£4632716 Info Only	£4717942 Info Only		No Comments	No Info
RBF06 - Council Tax customer contact response (percentage of contacts responded to within 14 days)	97% 9301 / 9598 Target: 94	96% 9177 / 9565 Target: 98	97% 8632 / 8942 Info Only	1 2 1	Approver Comments: This is an excellent end to the year.	No Info
Dacorum Delivers - Performance excellence						
FIN01 - Percentage of creditor trade invoices paid within 30 days	98.4% 3102 / 3151 Target: 97	98.5% 2797 / 2841 Target: 97	96.3% 3561 / 3699 Target: 97	0 0 4	No Comments	No Info
FIN02a - Time taken for debtors to pay	38.8 Days Target: 40	30 Days Target: 40	37.2 Days Target: 40	0 0 4	No Comments	No Info
Dacorum Delivers - Value for money						
RBF04 - NNDR (Business Rates) in-year collection rate	98.1% Target: 98.4	76.6% Target: 76.5	98.3% Target: 98.4	0 2 2	Approver Comments: Collection this year has been impacted by a number of retailers (including a few in larger properties) which have entered administration. Given these challenges, the team have continued to work hard to collect as much of the money due as possible.	No Info

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RBF05 - Council Tax collection rate	98.3% Info Only	85.4% Info Only	98.5% Info Only		Updater Comments: Having spent this quarter analysing payment trends, taking action to recover the monies outstanding and looking at ways to ensure we would achieve our out turn target, and we did achieve 98.3% collected.	No Info
Regeneration - Drive value from Council owned assets						
CP01 - Percentage of commercial property occupation	96.22% 586 / 609 Target: 95	96.06% 585 / 609 Target: 95	95.4% 581 / 609 Target: 95	0 0 4	Updater Comments: As per last month the level of voids reflects our proactive debt recovery action. A number of properties (30%) are under offer to be re-let and are in legal hands. 61% of the voids needs refurbishment before they could be marketed.	No Info
CP02 - Percentage arrears on commercial property rents	5% 231033 / 5006201 Target: 8	6% 284313 / 5006201 Target: 8.75	7% 364866 / 5085000 Target: 6.5	0 0 4	Updater Comments: Through liaison with customer accounts we continue to chase any overdue sums. The Estates team has also managed to exceed the projected rental target which has been challenging given the current market. We continue to progress legal action against certain debtors through the Court system which is having a positive impact on figures. A large number of the tenants are on payment plans which assists in managing the arrears whilst keeping the properties occupied in difficult trading times and has helped to reduce the arrears.	No Info