

F&R OSC QUARTERLY PERFORMANCE REPORT

Finance and Resources

September 2015



Measure	Owner & Updater	Sep 2014 Result	Trend	Jun 2015 Result	Trend	Sep 2015 Result	Sign Off	Comments	Flag
CP01 - Percentage of commercial property occupation	Nicholas Brown Adriana Livingstone	98.67% (594/602) Target: 95.00	↓	98.66% (589/597) Target: 95.00	↓	98.49% (589/598) Target: 95.00	✓	Updater The team continue to focus on keeping occupancy levels high. Whilst we have re-let properties we have had other properties become void, but through the continued hard work of the team we are keeping the void level as low as possible.	
CP02 - Percentage arrears on commercial property rents	Nicholas Brown Adriana Livingstone	8.5% (339451/40002 64) Target: 9.5	↓	7.3% (309490/424420 0) Target: 9.0	↓	8.1% (343362/4244200) Target: 9.0	✓	Updater The Estates and Sundry debtors teams have successfully secured payment of a high debt from a long standing problem tenant who held multiple properties and is now no longer a Council tenant.	
FIN01 - Percentage of creditor trade invoices paid within 30 days	Richard Baker Catherine Hamilton	96.4% (5679/5894) Target: 95.0	↑	97.0% (4615/4756) Target: 96.0	↑	97.4% (3945/4050) Target: 96.0	✓	Updater A great result for the second quarter.	
FIN02a - Time taken for debtors to pay	Richard Baker Clare Dempsey	38.1 Days Target: 45.0	↓	31.5 Days Target: 45.0	↓	38.7 Days Target: 45.0	✓	Owner The team have continued to collect income due to the Council in a timely manner, and have delivered an excellent result for quarter two	
FIN03 - General Fund expenditure – outturn forecast against budget	Richard Baker Caroline Souto	£19261000 Target: 19285000	↓	£19973000 Target: 19136000	↑	£19325000 Target: 19199000	✓	Owner The details of variances are set out in the supporting budget performance report	
FIN04 - HRA expenditure – outturn forecast against budget	Richard Baker Caroline Souto	£59759000 Target: 60083000	↓	£57779000 Target: 57765000	↓	£57788000 Target: 57765000	✓	Owner The details of variances are set out in the supporting budget performance report	

Monitoring Information

Measure	Owner & Updater	Sep 2014 Result	Trend	Jun 2015 Result	Trend	Sep 2015 Result	Sign Off	Comments	Flag
FIN05 - HRA income – outturn forecast against budget	Richard Baker Caroline Souto	£56523000 Target: 56131000	↓	£57765000 Target: 57765000	↑	£58049000 Target: 57765000	✓	Owner The details of variances are set out in the supporting budget performance report	
FIN06 - General Fund Capital Expenditure – outturn forecast against budget	Richard Baker Caroline Souto	£16243000 Target: 17806000	↑	£25707547 Target: 28727188	↑	£23826137 Target: 29052188	✓	Owner The details of variances are set out in the supporting budget performance report	
FIN07 - HRA Capital Expenditure – outturn forecast against budget	Richard Baker Caroline Souto	£31112800 Target: 36050000	↓	£35821609 Target: 35563608	↓	£36191609 Target: 35563608	✓	Owner The details of variances are set out in the supporting budget performance report	
FIN08 - Investment income – outturn forecast against budget	Richard Baker Tracy Claridge	£413300 Target: 287000	↑	£426950 Target: 313000	↑	£509260 Target: 313000	✓	Owner The higher interest projection is mainly due to higher than budgeted balances. One factor of increased balances is general fund borrowing; we have borrowed £19.78M in advance of need. Right to buy balances are also higher than budgeted for with 5.8M received to date.	
FIN11 - Investment Property Income ytd budget against ytd actual	Nicholas Brown Caroline Souto	£2792737 Target: 2829000	↓	£1857389 Target: 1971751	↓	£2817961 Target: 3034511	✓	Owner We are looking to improve the position by introducing additional revenue from the Snow Centre and Mark Road.	
FIN13 - Car Parking Income ytd budget against ytd actual	Nicholas Brown Caroline Souto	£1042931 Target: 972500	↓	£556888 Target: 521250	↓	£1096208 Target: 1042500	✓	Owner we are currently above budget and revenues remain strong.	

Measure	Owner & Updater	Sep 2014 Result	Trend	Jun 2015 Result	Trend	Sep 2015 Result	Sign Off	Comments	Flag
RBF01 - Average time taken to decide a new claim for Housing Benefit	Chris Baker Stuart Potton	24.3 Days (12824/527) Target: 23.0	↗	22.7 Days (13223/583) Target: 23.0	↗	19.6 Days (13479/687) Target: 23.0	✓	Updater A good quarter that has resulted in an under target result. Owner The quarterly performance reflects the success of the process review work carried out by the team, in order to improve the efficiency and productivity of processing.	
RBF02 - Average time taken to decide a change event for Housing Benefit	Chris Baker Stuart Potton	15.5 Days (93375/6026) Target: 13.0	↗	12.3 Days (106063/8621) Target: 13.0	↘	12.3 Days (84818/6891) Target: 13.0	✓	Updater Change events for Quarter 1 have been good which has resulted in a below target outcome. Owner This continues the under target performance from the previous quarter, and puts the service in a strong position to continue making improvements.	
RBF04 - NNDR (Business Rates) in-year collection rate	Chris Baker Stuart Potton	53.0% Target: 49.5	↘	30.2% Target: 24.8	↘	52.6% Target: 51.5	✓	Updater The second quarter is still showing a strong collection rate which is 1% over target. This is a positive position to be in at this point in the year. Owner Business rates collection continues to be slightly above the profiled target. The team are continuing to keep a close eye on the larger payers to ensure that any potential payment problems are identified early, and this will help maintain collection through the rest of the year.	

Measure	Owner & Updater	Sep 2014 Result	Trend	Jun 2015 Result	Trend	Sep 2015 Result	Sign Off	Comments	Flag
RBF05 - Council Tax collection rate	Chris Baker Stuart Potton	58.1% Target: 57.7	↓	30.2% Target: 30.1	↓	58.0% Target: 58.0	✓	<p>Updater Council Tax collection rate remains on target. With the introduction of an extra reminder run being introduced from October this will help keep the collection rate on target for the second half of the year.</p> <p>Owner It is good that the collection rate is currently on target.</p>	
RBF06 - Council Tax customer contact response (percentage of contacts responded to within 14 days)	Chris Baker Anna Elliott	No Data Target: 0		72% (7741/10681) Target: 70	↑	98% (9916/10074) Target: 90	✓	<p>Updater This is the second quarter of our new performance target in Revenues to ensure we provide our customer with excellent service. We monitor our customer focused documents to measure how many of these are dealt with within 14 days.</p> <p>During this quarter whilst dealing with these documents, we have also targeted enforcement of outstanding arrears, which brings with it an increase in customer contact that can be complex and time consuming.</p> <p>It is therefore really pleasing to see we have achieved a target of 98%</p> <p>Owner This is a good result which reflects well on the customer focus of the council tax team.</p>	