





OSC Report - Finance & Resources - Finance and Resources Sep-2019

Indicator Name	Results Sep-2019	Last Quarters Results Jun-19	Last Years Results Sep-18	RAG 	Comments	Actions
Dacorum Delivers - Efficiencies						
RBF01 - Average time taken to decide a new claim for Housing Benefit	14.7 Days 3217 / 219 Target: 20	15.6 Days 3643 / 233 Target: 20	19.6 Days 11559 / 589 Target: 20	0 0 4	Updater Comments: Q2 has seen exceptional performance on new claim processing. This is a result of consistent resourcing and stable volumes of claims being received.	No Info
RBF02 - Average time taken to decide a change event for Housing Benefit	5.5 Days 27288 / 4936 Target: 6	5.7 Days 40374 / 7032 Target: 6	9.8 Days 54348 / 5574 Target: 10	0 1 3	Updater Comments: Consistency from the first quarter has continued into the second quarter. This is a much improved position on last year and demonstrates how well resources have been managed over the summer period compared to historical performance.	No Info
RBF06 - Council Tax customer contact response (percentage of contacts responded to within 14 days)	97% 9156 / 9401 Target: 89	84% 8295 / 9826 Target: 89	92% 8456 / 9143 Target: 98	0 2 2	Approver Comments: Although the team has not quite achieved its target, this is a good performance across the summer months. Due to holidays, the team resource is at its lowest level, and it was unfortunately further depleted due to unexpected sickness absence. In these circumstances, getting so near to the target is a good achievement, and it is also good to see an improvement compared to the same period last year.	No Info
FIN03 - General Fund expenditure - outturn forecast against budget	£17157000 Target: 16605000	£17058000 Target: 16605000	£17868000 Target: 17335000	0 4 0	Approver Comments: The position reported is the approved forecast outturn position as at August 2019. The approved forecast outturn position for September 2019 will be updated on the performance management system once available.	No Info

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FIN04 - HRA expenditure outturn forecast against budget	£55627000 Target: 55831000	£55559000 Target: 55831000	£56151000 Target: 56070000	0 0 4	Approver Comments: The position reported is the approved forecast outturn position as at August 2019. The approved forecast outturn position for September 2019 will be updated on the performance management system once available.	No Info
FIN05 - HRA income - outturn forecast against budget	£55899000 Target: 55831000	£55898000 Target: 55831000	£56032000 Target: 56070000	0 0 4	Approver Comments: The position reported is the approved forecast outturn position as at August 2019. The approved forecast outturn position for September 2019 will be updated on the performance management system once available.	No Info
FIN06 - General Fund Capital Expenditure - outturn forecast against budget	£20310301 Target: 20722687	£20310301 Target: 20722687	£18870154 Target: 24515814	0 0 4	Approver Comments: The position reported is the approved forecast outturn position as at August 2019. The approved forecast outturn position for September 2019 will be updated on the performance management system once available.	No Info
FIN07 - HRA Capital Expenditure: outturn forecast against budget	£43050027 Target: 43844908	£43050027 Target: 43844908	£35248557 Target: 39023557	0 0 4	Approver Comments: The position reported is the approved forecast outturn position as at August 2019. The approved forecast outturn position for September 2019 will be updated on the performance management system once available.	No Info
FIN08 - Investment income: outturn forecast against budget	£751590 Target: 623000	£743030 Target: 442000	£641350 Target: 442000	0 0 4	No Comments	No Info
FIN11 - Investment Property Income ytd budget against ytd actual	£3438801 Info Only	£2233855 Target: 2185152	£3216867 Info Only	0 0 1	No Comments	No Info

Dacorum Delivers - Performance excellence

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FIN01 - Percentage of creditor trade invoices paid within 30 days	97.6% 3012 / 3087 Target: 97	98.2% 2968 / 3022 Target: 97	98.5% 2847 / 2889 Target: 97	0 0 4	No Comments	No Info
FIN02a - Time taken for debtors to pay	19.9 Days Target: 40	18.8 Days Target: 40	22.5 Days Target: 40	0 0 4	Approver Comments: Outstanding CIL debt, most of which is on longer- term repayment plans, has been removed from the calculation of performance against this indicator as at September 2019. An additional indicator for CIL is being created.	No Info
Dacorum Delivers - Value for money						
RBF05 - Council Tax collection rate	57.2% Target: 57	29.8% Target: 29.8	57.6% Info Only	0 0 2	Approver Comments: Collection remains in line with the expected profile.	No Info
RBF04 - NNDR (Business Rates) in-year collection rate	51.5% Target: 51	28.7% Target: 28.7	51.6% Target: 51.6	0 1 3	Approver Comments: Collection remains broadly in line with the expected profile.	No Info
Regeneration - Drive value from Council owned assets						
CP01 - Percentage of commercial property occupation	96.06% 585 / 609 Target: 95	96.22% 586 / 609 Target: 95	95.73% 583 / 609 Target: 95	0 0 4	Updater Comments: There are 24 Void properties in total. 6 properties (25%) are under offer and in solicitors hands which we are hoping to complete shortly. There was 1 completion in September. 14 (58%) of the void properties need refurbishment or substantial remedial works before they can be marketed. There are 4 (17%) properties which are in a marketable condition.	No Info

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CP02 - Percentage arrears on commercial property rents	7% 401638 / 5831632 Target: 8	7% 415889 / 5831632 Target: 8.75	7% 363803 / 5006201 Target: 8.75	0 0 4	Updater Comments: The overall debt level at circa 6.89% has remained broadly consistent over the last 12 months. This is in line with the difficult trading environment for small business. A large number of the debtors are on payment plans which assists in managing the arrears whilst keeping the properties occupied in difficult trading times and has helped tenants stay in business.	No Info