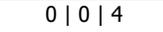


OSC Report - Finance & Resources - Finance and Resources Jun-2020

Indicator Name	Results Jun-2020	Last Months Results Mar-20	Last Years Results Jun-19	RAG	Comments	Actions
Dacorum Delivers - Efficiencies						
RBF01 - Average time taken to decide a new claim for Housing Benefit	21 Days 5365 / 256 Target: 17 Days	17.6 Days 3484 / 198 Target: 20 Days	15.6 Days 3643 / 233 Target: 20 Days	1 0 3	<p>Updater Comments: The increased workload caused by COVID-19 meant that all processing became slower. High volumes of new applications continued throughout the quarter, only reducing back to pre-COVID levels in the last few weeks.</p> <p>Approver Comments: Although most residents needing help with housing costs have to make claims for Universal Credit, HB is still claimed by those placed in temporary accommodation, which is part of the reason for the current increased demand.</p>	No Info
RBF02 - Average time taken to decide a change event for Housing Benefit	6.1 Days 32080 / 5278 Target: 8 Days	2.8 Days 34506 / 12285 Target: 6 Days	5.7 Days 40374 / 7032 Target: 9 Days	0 0 4	<p>Updater Comments: Overall, performance has remained very good. This was mostly due to the extra resources used to handle the increased volumes of work.</p> <p>Approver Comments: Many changes in resident's lives and finances linked to the pandemic have led to an increase in the benefits service workload.</p>	No Info
FIN03 - General Fund expenditure - outturn forecast against budget	£27696000 Target: £20398000	£22167000 Target: £21069000	£17058000 Target: £16605000	2 2 0	<p>Approver Comments: The position reported is that at the end of May, the most current agreed position available. Performance against this indicator is being adversely affected by the coronavirus pandemic. This is due to a forecast reduction in income, plus pressure on expenditure budgets. Note, the position excludes £1.6m of coronavirus support funding issued by the Government.</p>	No Info
FIN04 - HRA expenditure outturn forecast against budget	£58344000 Target: £57917000	£55643000 Target: £55831000	£55559000 Target: £55831000	0 1 3	<p>Approver Comments: The position reported is that at the end of May, the most current agreed position available. Performance against this indicator is being adversely impacted by the coronavirus pandemic.</p>	No Info
FIN05 - HRA income - outturn forecast against budget	£57645000 Target: £57917000	£55889000 Target: £55831000	£55898000 Target: £55831000	0 1 3	<p>Approver Comments: The position reported is that at the end of May, the most current agreed position available. Performance against this indicator is being adversely impacted by the coronavirus pandemic.</p>	No Info

Indicator Name	Results Jun-2020	Last Months Results Mar-20	Last Years Results Jun-19	RAG	Comments	Actions
FIN06 - General Fund Capital Expenditure - outturn forecast against budget	£11346000 Target: £11346000	£19072172 Target: £19908351	£20310301 Target: £20722687	0 0 4	Approver Comments: The position reported is that at the end of May, the most current agreed position available.	No Info
FIN07 - HRA Capital Expenditure: outturn forecast against budget	£29698000 Target: £29698000	£37987225 Target: £40903325	£43050027 Target: £43844908	0 0 4	Approver Comments: The position reported is that at the end of May, the most current agreed position available.	No Info
FIN08 - Investment income: outturn forecast against budget	£219430 Target: £492000	£833142 Target: £623000	£743030 Target: £442000	1 0 3	Updater Comments: Performance against this indicator is being adversely impacted by the coronavirus pandemic. This is due to a forecast drop in cash balances available for investment and a forecast reduction in rates of investment return.	No Info
FIN11 - Investment Property Income ytd budget against ytd actual	£2380343 Target: £2322026	£5251270 Target: £5266270	£2233855 Target: £2185152	0 1 2	No Comments	No Info
RBF06 - Council Tax customer contact response (percentage of contacts responded to within 14 days)	87% 6741 / 7736 Target: 89%	99% 9640 / 9783 Target: 94%	84% 8295 / 9826 Target: 89%	0 2 2	Updater Comments: Unfortunately our quarterly target has been severely impacted by COVID-19. The situation we found ourselves in, in April, resulted in not achieving the quarter target. But, due to the circumstances this was still a very good result.	No Info
Dacorum Delivers - Performance excellence						
FIN01 - Percentage of creditor trade invoices paid within 30 days	99.7% 2545 / 2552 Target: 97%	98.9% 3606 / 3646 Target: 97%	98.2% 2968 / 3022 Target: 97%	0 0 4	No Comments	No Info
FIN02a - Time taken for debtors to pay	54.3 Days Target: 40 Days	42.2 Days Target: 40 Days	18.8 Days Target: 40 Days	1 1 2	Approver Comments: Performance against this indicator is being adversely affected by the coronavirus pandemic. Debtors are taking longer to pay. In line with corporate policy, recovery activity on outstanding debt is currently on hold.	No Info
Dacorum Delivers - Value for money						
RBF04 - NNDR (Business Rates) in-year collection rate	23.3% Target: 28.7%	98.6% Target: 98.4%	28.7% Target: 28.7%	1 0 3	Approver Comments: The pandemic has had a huge impact on business cashflow, which is reflected in these figures. We are continuing to work with businesses to try to provide them with appropriate support and enable payment later in the year.	No Info

Indicator Name	Results Jun-2020	Last Months Results Mar-20	Last Years Results Jun-19	RAG	Comments	Actions
RBF05 - Council Tax collection rate	28% Target: 29.8%	98% Target: 98%	29.8% Target: 29.8%	 0 2 2	No Comments	No Info
Regeneration - Drive value from Council owned assets						
CP01 - Percentage of commercial property occupation	95.73% 583 / 609 Target: 95%	95.73% 583 / 609 Target: 95%	96.22% 586 / 609 Target: 95%	 0 0 4	Updater Comments: There are currently 26 voids. 5 properties (19%) under offer and in solicitors hands which we are hoping to complete shortly. 18 void properties (69%) need refurbishment or substantial remedial works before they could be marketed. There are 3 (12%) properties which are in a marketable condition. TA are looking at a number of maisonettes which if taken would reduce voids significantly. It is anticipated that the current Covid-19 pandemic will have a detrimental impact on lettings in the short to medium term as businesses face unprecedented challenges. It is not yet known whether the 5 lettings in solicitors hand will progress to completion.	No Info
CP02 - Percentage arrears on commercial property rents	12% 683034 / 5877130 Target: 8%	7% 388161 / 5831632 Target: 8%	7% 415889 / 5831632 Target: 8%	 1 0 3	Updater Comments: The overall debt level at 11.62% is a month on month decrease from end of May 2020 of £110k. Please note this includes Service Charge Reconciliation sums (£80k) for YE Mar 20 which were billed in May and the June quarter sums which became due 24th June 2020. We anticipate collections to improve a little as businesses start to reopen and discretionary grant relief payment are received although a number will be on deferred payment plans and we will recoup these sums over time. The results of our recent survey to tenants show that in summary 94% of the businesses that responded to the survey consider their business significantly or very significantly impacted by COVID-19, with 75% projecting a loss of income of greater than 5	No Info