
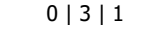




# OSC Report - Finance & Resources - Finance and Resources Sep-2020

Indicator Name	Results Sep-2020	Last Months Results Jun-20	Last Years Results Sep-19	RAG	Comments	Actions
Dacorum Delivers - Efficiencies						
RBF01 - Average time taken to decide a new claim for Housing Benefit	24.7 Days 5231 / 212 Target: 17 Days	21 Days 5365 / 256 Target: 17 Days	14.7 Days 3217 / 219 Target: 20 Days	2   0   2	<p>Updater Comments: Quarter 2 is always challenging due to the summer holiday period. Although over target, this can mostly be attributed to smaller volumes of claims and outlier cases having a greater impact on the average.</p> <p>Approver Comments: There is no one reason for the number of cases which are taking longer than usual, although several factors linked to the pandemic are feeding into this issue. These include: giving people more time to respond to enquiries before we decide that they are not entitled on the basis of incomplete information; resource has been moved away from some of the monitoring reports to other tasks, so some claims are not followed up as quickly as usual. The outliers mentioned make up about 10% of the decisions.</p>	No Info
RBF02 - Average time taken to decide a change event for Housing Benefit	7.2 Days 20896 / 2913 Target: 8 Days	6.1 Days 32080 / 5278 Target: 8 Days	5.5 Days 27288 / 4936 Target: 9 Days	0   0   4	<p>Updater Comments: Although the service has been stretched over quarter 2, performance in this area has remained at a good level.</p>	No Info
FIN03 - General Fund expenditure - outturn forecast against budget	£27004000 Target: £20398000	£27696000 Target: £20398000	£17157000 Target: £16605000	3   1   0	<p>Approver Comments: Performance against this indicator is being adversely impacted by the coronavirus pandemic. The information presented is that as at the end of August, the latest approved position available.</p>	No Info
FIN04 - HRA expenditure outturn forecast against budget	£57045000 Target: £57917000	£58344000 Target: £57917000	£55627000 Target: £55831000	0   1   3	<p>Approver Comments: The information presented is that as at the end of August, the latest approved position available.</p>	No Info
FIN05 - HRA income - outturn forecast against budget	£57427000 Target: £57917000	£57645000 Target: £57917000	£55899000 Target: £55831000	0   2   2	<p>Approver Comments: Performance against this indicator is being adversely impacted by the coronavirus pandemic. The information presented is that as at the end of August, the latest approved position available.</p>	No Info

Indicator Name	Results Sep-2020	Last Months Results Jun-20	Last Years Results Sep-19	RAG	Comments	Actions
FIN06 - General Fund Capital Expenditure - outturn forecast against budget	£12280589 Target: £11787139	£11346000 Target: £11346000	£20310301 Target: £20722687	0   1   3	Approver Comments: Performance against this indicator is being adversely impacted by the coronavirus pandemic. The information presented is that as at the end of June, the latest approved position available.	No Info
FIN07 - HRA Capital Expenditure: outturn forecast against budget	£23574042 Target: £30538369	£29698000 Target: £29698000	£43050027 Target: £43844908	0   0   4	Approver Comments: The information presented is that as at the end of June, the latest approved position available.	No Info
FIN08 - Investment income: outturn forecast against budget	£214450 Target: £492000	£219430 Target: £492000	£751590 Target: £623000	2   0   2	Approver Comments: Performance against this indicator is being adversely impacted by the coronavirus pandemic. There has been a decrease in rates of return	No Info
FIN11 - Investment Property Income ytd budget against ytd actual	£3606241 Target: £3621930	£2380343 Target: £2322026	£3438801 Info Only	0   2   2	Updater Comments: This indicator measures invoices raised. It is broadly in line with target at Q2	No Info
RBF06 - Council Tax customer contact response (percentage of contacts responded to within 14 days)	98% 7631 / 7802 Target: 98%	87% 6741 / 7736 Target: 89%	97% 9156 / 9401 Target: 89%	0   3   1	Updater Comments: The team have had a successful second quarter, and only fractionally missed the target.  This has been achieved through more resources being available due to less annual leave being taken, and reductions to other tasks usually carried out that are not measured.	No Info
Dacorum Delivers - Performance excellence						
FIN01 - Percentage of creditor trade invoices paid within 30 days	99.5% 2754 / 2768 Target: 97%	99.7% 2545 / 2552 Target: 97%	97.6% 3012 / 3087 Target: 97%	0   0   4	Approver Comments: There continues to be strong performance against this indicator.	No Info
FIN02a - Time taken for debtors to pay	62.6 Days Target: 40 Days	54.3 Days Target: 40 Days	19.9 Days Target: 40 Days	2   1   1	Approver Comments: Performance against this indicator is being adversely impacted by the coronavirus pandemic, as debtors take longer to pay. Following a moratorium, debt recovery activity has restarted from October. This is expected to improve performance against this indicator.	No Info
Dacorum Delivers - Value for money						

Indicator Name	Results Sep-2020	Last Months Results Jun-20	Last Years Results Sep-19	RAG	Comments	Actions
RBF04 - NNDR (Business Rates) in-year collection rate	46.8% Target: 51%	23.3% Target: 28.7%	51.5% Target: 51%	 1   1   2	No Comments  Approver Comments: The impact of the pandemic continues to have a profound impact on business rates collection, although this is being partly offset by the reduced amount which needs to be collected, due to the business rates holiday for most retail, hospitality, leisure and childcare businesses. We continue to work with the finance team in order to provide the best estimates possible to feed into the budget monitoring and financial forecasts.	No Info
RBF05 - Council Tax collection rate	55.2% Target: 57%	28% Target: 29.8%	57.2% Target: 57%	 0   3   1	Approver Comments: Collection continues to be impacted by issues related to the pandemic. At present, it appears that residents who deferred instalments due at the beginning of the year are making payments in line with their new schedules, but whether all payments are made will not be known until the end of March. Following the re-opening of the Courts, we have also now restarted formal recovery processes, and hope that this will lead to more engagement with residents who are not currently paying.	No Info
Regeneration - Drive value from Council owned assets						
CP01 - Percentage of commercial property occupation	95.24% 580 / 609 Target: 95%	95.73% 583 / 609 Target: 95%	96.06% 585 / 609 Target: 95%	 0   0   4	Updater Comments: There are currently 29 voids on our books. There are 7 properties (24%) under offer and in solicitors hands which we are hoping to complete shortly. There are 2 (7%) properties which are in a marketable condition. 20 void properties (69%) need refurbishment or substantial remedial works before they could be marketed. 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. One of the void properties is Dacre House which has been earmarked for DENS.	No Info

Indicator Name	Results Sep-2020	Last Months Results Jun-20	Last Years Results Sep-19	RAG 	Comments	Actions
CP02 - Percentage arrears on commercial property rents	15% 884575 / 5877130 Target: 8%	12% 683034 / 5877130 Target: 8%	7% 401638 / 5831632 Target: 8%	2   0   2	Updater Comments: The overall debt level is at 15%. Please note this includes Woodwell Caravan Park charges but it does not include the September quarter. Please note that reminders were not being issued and the majority of tenants were not being chased due to the Government moratorium preventing legal debt collection. Businesses have not yet benefited from a sustained trading period due to recent restrictions, and we are conscious that the September quarter sums have become due at the end of September and that Government grant has ended. We are assisting tenants where possible with deferred payment plans and we will recoup these sums over time. For governance, we have established a process for those seeking assistance with payments plans.	No Info