
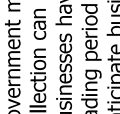


OSC Report - Finance & Resources - Finance and Resources Dec-2020

Indicator Name	Results Dec-2020	Last Months Results Sep-20	Last Years Results Dec-19	RAG	Comments	Actions
Dacorum Delivers - Efficiencies						
RBF01 - Average time taken to decide a new claim for Housing Benefit	20.4 Days 4465 / 219 Target: 17 Days	24.7 Days 5231 / 212 Target: 17 Days	12 Days 2226 / 185 Target: 20 Days	3 0 1	Updater Comments: Performance improved significantly over the quarter. Approver Comments: The changes to processes required in response to the pandemic mean that overall timescales are longer than usual.	No Info
RBF02 - Average time taken to decide a change event for Housing Benefit	5.3 Days 22633 / 4257 Target: 8 Days	7.2 Days 20896 / 2913 Target: 8 Days	7 Days 25225 / 3617 Target: 9 Days	0 0 4	Updater Comments: This was the best quarter of the year so far. Performance returned to pre-covid levels.	No Info
FIN03 - General Fund expenditure - outturn forecast against budget	£27219000 Target: £20599000	£27004000 Target: £20398000	£21705000 Target: £21069000	4 0 0	Approver Comments: The position reported is that as at the end of November, the latest approved position. Performance against this indicator is being adversely impacted by the coronavirus pandemic. The impact of the pandemic on the Council's financial position is reported on a regular basis to Cabinet.	No Info
FIN04 - HRA expenditure outturn forecast against budget	£56354000 Target: £57917000	£57045000 Target: £57917000	£55509000 Target: £55831000	0 1 3	Approver Comments: The position reported is that as at the end of November, the latest approved position.	No Info
FIN05 - HRA income - outturn forecast against budget	£57390000 Target: £57917000	£57427000 Target: £57917000	£55853000 Target: £55831000	0 3 1	Approver Comments: The position reported is that as at the end of November, the latest approved position. Further detail can be found in the financial monitoring report for this month.	No Info
FIN06 - General Fund Capital Expenditure - outturn forecast against budget	£11350510 Target: £12635139	£12280589 Target: £11787139	£20041733 Target: £20242452	0 1 3	Approver Comments: The position reported is that as at the end of September, the latest approved position.	No Info
FIN07 - HRA Capital Expenditure: outturn forecast against budget	£20624455 Target: £23275981	£23574042 Target: £30538369	£40742325 Target: £43050027	0 0 4	Approver Comments: The position reported is that as at the end of September, the latest approved position.	No Info

Indicator Name	Results Dec-2020	Last Months Results Sep-20	Last Years Results Dec-19	RAG	Comments	Actions
FIN08 - Investment income: outturn forecast against budget	£214640 Target: £492000	£214450 Target: £492000	£772640 Target: £623000	3 0 1	Approver Comments: Performance against this indicator is being adversely impacted by the coronavirus pandemic. The rate of return on investments and cash balances available for investment are both lower than that assumed when the target for this indicator was originally set.	No Info
FIN11 - Investment Property Income ytd budget against ytd actual	£4934570 Target: £4954937	£3606241 Target: £3621930	£4894200 Target: £4837273	0 3 1	Updater Comments: This indicator measures invoices raised. It is broadly in line with target at Q3.	No Info
RBF06 - Council Tax customer contact response (percentage of contacts responded to within 14 days)	89% 8336 / 9397 Target: 98%	98% 7631 / 7802 Target: 98%	97% 10105 / 10383 Target: 98%	1 2 1	Approver Comments: Issues linked to the pandemic continue to cause pressure on this indicator. Residents' issues tend to be more complex than in previous years, and so even with a similar volume of incoming correspondence, it is taking longer to complete the interaction.	No Info
Dacorum Delivers - Performance excellence						
FIN01 - Percentage of creditor trade invoices paid within 30 days	99.5% 2777 / 2792 Target: 97%	99.5% 2754 / 2768 Target: 97%	98.2% 3253 / 3311 Target: 97%	0 0 4	No Comments	No Info
FIN02a - Time taken for debtors to pay	59 Days Target: 40 Days	62.6 Days Target: 40 Days	33.8 Days Target: 40 Days	3 1 0	Approver Comments: Performance against this indicator is being adversely impacted by the coronavirus pandemic. The position includes balances relating to Q3 invoices for key income generating areas of the Council.	No Info
Dacorum Delivers - Value for money						
RBF04 - NDR (Business Rates) in-year collection rate	71.5% Target: 76.6%	46.8% Target: 51%	77.5% Target: 76.6%	1 2 1	Approver Comments: As many businesses are suffering ongoing difficulties linked to the pandemic, the collection level remains much lower than would normally be expected.	No Info
RBF05 - Council Tax collection rate	83.2% Target: 84.9%	55.2% Target: 57%	84.8% Target: 84.9%	0 3 1	Approver Comments: The current trend continues to indicate that the monthly payment level is roughly equivalent to last year. This suggests that we will make up some of the existing shortfall during February and March, the months to which many residents have deferred payment.	No Info
Regeneration - Drive value from Council owned assets						

Indicator Name	Results Dec-2020	Last Months Results Sep-20	Last Years Results Dec-19	RAG	Comments	Actions
CP01 - Percentage of commercial property occupation	95.4% 581 / 609 Target: 95%	95.24% 580 / 609 Target: 95%	95.73% 583 / 609 Target: 95%	0 0 4 	Updater Comments: As per last month there are currently 28 voids on our books. There are 2 properties (7%) under offer and in solicitors hands which should complete shortly. 25 properties (89%) need refurbishment or substantial remedial works before they could be marketed to let. There is 1 property (4%) which is in a marketable condition. TA are reviewing a number, which if taken, would reduce voids significantly. The Covid-19 pandemic is having a detrimental impact on lettings in the short to medium term as businesses face unprecedented challenges. Legal completions are taking longer as applicants are hesitant and matters are slowed further by the second lockdown.	No Info
CP02 - Percentage arrears on commercial property rents	14% 812880 / 5877130 Target: 8%	15% 884575 / 5877130 Target: 8%	8% 445359 / 5831632 Target: 8%	3 0 1 	Updater Comments: The overall debt level is 13.83% (equates to a circa £100k decrease from Nov 2020). Please note that reminders are being issued and the majority of tenants are being chased but due to the Government moratorium no formal legal debt collection can be undertaken. Businesses have not benefitted from a sustained trading period due to recent restrictions, so we anticipate businesses will suffer further. 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 payment plans. On a positive note, a proportion (c25%) of the arrears are set up on a payment plan.	No Info