

# OSC Report - Finance & Resources - Finance and Resources Mar-2021

Indicator Name	Results Mar-2021	Last Months Results Dec-20	Last Years Results Mar-20	RAG	Comments	Actions
Dacorum Delivers - Efficiencies						
RBF01 - Average time taken to decide a new claim for Housing Benefit	18.3 Days 4115 / 225 Target: 17 Days	20.4 Days 4465 / 219 Target: 17 Days	17.6 Days 3484 / 198 Target: 20 Days	3   1   0	Updater Comments: A very good quarter, taking the service back to pre-pandemic levels of performance.	No Info
RBF02 - Average time taken to decide a change event for Housing Benefit	2.4 Days 27838 / 11380 Target: 6 Days	5.3 Days 22633 / 4257 Target: 8 Days	2.8 Days 34506 / 12285 Target: 6 Days	0   0   4	Updater Comments: Excellent performance within target. Performance in this quarter is always difficult to predict due to annual uprating.	No Info
FIN03 - General Fund expenditure - outturn forecast against budget	£27176000 Target: £20599000	£27219000 Target: £20599000	£22167000 Target: £21069000	4   0   0	Approver Comments: The position reported is that as at the end of February, the latest approved position available. Performance against this indicator has been adversely impacted by the coronavirus pandemic. Details of this impact are included in the regular Covid-19 update reports presented to Cabinet.	No Info
FIN04 - HRA expenditure outturn forecast against budget	£54463000 Target: £57917000	£56354000 Target: £57917000	£55643000 Target: £55831000	0   1   3	Approver Comments: The position reported is that as at the end of February, the latest approved position available.	No Info
FIN05 - HRA income - outturn forecast against budget	£57402000 Target: £57917000	£57390000 Target: £57917000	£55889000 Target: £55831000	0   4   0	Approver Comments: The position reported is that as at the end of February, the latest approved position available. Performance against this indicator has been adversely impacted by the coronavirus pandemic. Details of this impact are included in the regular Covid-19 update reports presented to Cabinet.	No Info
FIN06 - General Fund Capital Expenditure - outturn forecast against budget	£11081876 Target: £11978793	£11350510 Target: £12635139	£19072172 Target: £19908351	0   1   3	No Comments	No Info
FIN07 - HRA Capital Expenditure: outturn forecast against budget	£19453427 Target: £22239882	£20624455 Target: £23275981	£37987225 Target: £40903325	0   0   4	No Comments	No Info
FIN08 - Investment income: outturn forecast against budget	£234155 Target: £492000	£214640 Target: £492000	£833142 Target: £623000	4   0   0	Approver Comments: Performance against this indicator has been adversely impacted by the coronavirus pandemic. Rates of return on investment are lower than were expected at the time targets were set.	No Info

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FIN11 - Investment Property Income ytd budget against ytd actual	£5216212 Target: £5387360	£4934570 Target: £4954937	£5251270 Target: £5266270	0   3   1	Updater Comments: Estimated year end position of £171k down on target which is 3.2%. This indicator measures invoices raised, but once an allowance for bad debt provision has been made, a variance of £900k in total is expected which is in line with expectations for total end of year performance during this unprecedented year	No Info
RBF06 - Council Tax customer contact response (percentage of contacts responded to within 14 days)	82% 8142 / 9972 Target: 97%	89% 8336 / 9397 Target: 98%	99% 9640 / 9783 Target: 94%	2   2   0	Approver Comments: A combination of pandemic-linked factors means that a large number of queries are more complex than usual and so take more time to answer.	No Info
Dacorum Delivers - Performance excellence						
FIN01 - Percentage of creditor trade invoices paid within 30 days	98% 3149 / 3213 Target: 97%	99.5% 2777 / 2792 Target: 97%	98.9% 3606 / 3646 Target: 97%	0   0   4	No Comments	No Info
FIN02a - Time taken for debtors to pay	66.2 Days Target: 40 Days	59 Days Target: 40 Days	42.2 Days Target: 40 Days	4   0   0	Approver Comments: Performance against this indicator has been adversely impacted by the coronavirus pandemic. Debtors of key income generating services within the Council are taking longer to pay.	No Info
Dacorum Delivers - Value for money						
RBF04 - NNDR (Business Rates) in-year collection rate	93.5% Target: 98.4%	71.5% Target: 76.6%	98.6% Target: 98.4%	1   3   0	Approver Comments: It is almost impossible to compare this year to any previous one - the Government's expanded retail relief reduced the collectable rates by about £26 million (roughly 35% of the usual total). Of the businesses which still had rates bills to pay, many of these have also been severely restricted in trading, and so have struggled to make payments to us. We plan to work with these businesses to agree extended repayment schedules for outstanding liabilities across the next few years.	No Info

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RBF05 - Council Tax collection rate	96.8% Target: 98.4%	83.2% Target: 84.9%	98% Target: 98%	0   4   0	No Comments  Approver Comments: As expected, the pandemic has had a severe impact on some resident's payments. Very little recovery action has taken place during the year, in order to help reduce pressure on the community, and this is reflected in this figure. It is worth noting that compared to last year, the amounts paid during February and March rose, which reflects the payments made by residents who deferred April and May instalments as the issues brought on by the pandemic first came to light.	No Info
Regeneration - Drive value from Council owned assets						
CP01 - Percentage of commercial property occupation	95.24% 580 / 609 Target: 95%	95.4% 581 / 609 Target: 95%	95.73% 583 / 609 Target: 95%	0   0   4	Updater Comments: There are currently 29 voids on our books. There are 6 properties (21%) under offer which we are hoping to complete shortly. 22 void properties (76%) need refurbishment or substantial remedial works before they could be marketed. There is 1 (3%) properties which is in a marketable condition. TA are looking at a number of maisonettes which if taken would reduce voids significantly. The current 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 lockdown.	No Info
CP02 - Percentage arrears on commercial property rents	15% 888293 / 5877130 Target: 8%	14% 812880 / 5877130 Target: 8%	7% 388161 / 5831632 Target: 8%	4   0   0	Updater Comments: The overall debt level is 15.11%. 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. Many businesses still have not benefitted from a sustained trading period due to ongoing restrictions, so we anticipate businesses will suffer further until lockdown is lifted (for shops 12th April for example). We are assisting tenants where possible with deferred payment plans and we will recoup these sums over time (approx 26% of the debt).	No Info