

Commercial Assets and Property Development

| Measure Code | Measure Name   | This Quarter Actual | This Quarter Target | Last Quarter Actual | Last Quarter Target | -4 Quarters Actual | -4 Quarters Target | DoT | Comments   |
|--------------|--|---------------------|---------------------|---------------------|---------------------|--------------------|--------------------|-----|--|
| CP01         | Percentage of commercial property occupation             | 95.07%              | 95.00%              | 95.07%              | 95.00%              | 95.40%             | 95.00%             |     | 31 Dec 2021<br>There are currently 30 void properties on our books. There are 9 properties (30 %) under offer. 21 void properties (70%) need refurbishment or substantial remedial works before they can be marketed. Covid - 19 pandemic is still having a detrimental impact on lettings in the short to medium term as businesses face a number of challenges. Legal completions are taking longer as applicants, while keen to bid, are hesitant to complete legal paperwork which affects our completion figures.   |
| CP01 (D)     | Number of commercial properties                          | 609                 |                     | 609                 |                     | 609                |                    | n/a |  |
| CP01 (N)     | Number of commercial properties occupied                 | 579                 |                     | 579                 |                     | 581                |                    | n/a |  |
| CP02         | Percentage arrears on commercial property rents          | 23%                 | 9%                  | 25%                 | 9%                  | 14%                | 9%                 |     | 31 Dec 2021<br>The overall debt level is 22.89%. This month's arrears percentage has risen as commercial service charge reconciliation sums fell due. 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 recent lockdown restrictions. We are assisting tenants where possible with deferred payment plans and we will recoup these sums over time (approx. 42% of the debt). |
| CP02 (D)     | Total rent for commercial properties                     | £4,939,772          |                     | £4,939,772          |                     | £5,877,130         |                    | n/a |  |
| CP02 (N)     | Total arrears on commercial properties                   | £1,130,906          |                     | £1,241,568          |                     | £812,880           |                    | n/a |  |
| FIN11        | Investment Property Income ytd budget against ytd actual | £4,950,534          | £4,086,880          | £3,612,105          | £2,983,220          | £4,934,570         | £4,954,937         |     | 31 Dec 2021<br>This target measures income invoiced and is currently 21.1% above target  |

Financial Services

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|--------------|---|---------------------|---------------------|---------------------|---------------------|--------------------|--------------------|-----|---|
| FIN01        | Percentage of creditor trade invoices paid within 30 days           | 99.8%               | 96.0%               | 99.5%               | 96.0%               | 99.4%              | 96.0%              | ↓   | 31 Dec 2021<br>Performance against this indicator continues to be strong due to the efforts of officers across the Council and the Council's payments team.   |
| FIN01 (D)    | Number of creditor trade invoices that will reach 30 days in period | 857                 |                     | 931                 |                     | 1,082              |                    | n/a |   |
| FIN01 (N)    | Number of creditor trade invoices paid within 30 days               | 855                 |                     | 926                 |                     | 1,075              |                    | n/a |   |
| FIN02a       | Time taken for debtors to pay                                       | 56.1                | 40.0                | 61.4                | 40.0                | 59.0               | 40.0               | ↓   | 31 Dec 2021<br>Performance against this indicator continues to be adversely impacted by the Coronavirus pandemic. Debtors are taking longer to pay, with a higher proportion paying via instalments. Government policy means that restrictions on debt enforcement activity are expected to continue to the end of the financial year. We continue to engage with the Council's debtors to maximise income collection as far as possible, mindful of the economic impact of the pandemic on our residents and businesses.   |
| FIN03        | General Fund expenditure - outturn forecast against budget          | £20,395,000         | £20,107,000         | £21,260,000         | £20,107,000         | £27,219,000        | £20,599,000        | ↓   | 31 Dec 2021<br>The position reported is that as at the end of November 2021, the latest approved position.<br>Performance against this indicator is below target and broadly at same level as the previously reported period.<br>Pressures within the position arising from the pandemic are fully funded from the Economic Recovery Reserve, an approach previously approved by Members. There are also pressures across General Fund services arising from 'business as usual' activities such as temporary accommodation costs. These pressures are being closely monitored, with the overall financial position of the authority formally reported to Members on a quarterly basis. |

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| FIN04        | HRA expenditure outturn forecast against budget                    | £58,629,000         | £58,513,600         | £57,955,000         | £58,513,600         | £56,354,000        | £57,917,000        | ↕   | 31 Dec 2021<br>The position reported is that as at the end of November 2021, the latest approved position. Performance against this indicator is below target. Forecast expenditure has increased from the previous reported period as vacancies are now expected to be filled. There are pressures against insurance costs and council tax costs relating to empty homes. The overall financial position of the HRA is reported to Members on a quarterly basis. |
| FIN05        | HRA income - outturn forecast against budget                       | £57,837,000         | £58,514,000         | £57,954,000         | £58,514,000         | £57,390,000        | £57,917,000        | ↕   |   |
| FIN06        | General Fund Capital Expenditure - outturn forecast against budget | £9,771,656          | £9,490,000          | £11,699,852         | £11,699,852         | £11,350,510        | £12,635,139        | ↕   | 31 Dec 2021<br>The performance reported is that as at the end of September 2021, the latest approved position.<br><br>The overspend reported relates largely to town centre access improvements. A supplementary budget, to be grant funded, has since been approved to support this spend via the quarterly financial monitoring report to committee.  |
| FIN07        | HRA Capital Expenditure: outturn forecast against budget           | £26,715,786         | £41,360,000         | £38,413,483         | £43,042,993         | £20,624,450        | £23,275,981        | ↕   | 31 Dec 2021<br>The performance reported is that as at September 2021, the latest approved position.<br><br>Forecast expenditure is broadly on budget.   |
| FIN08        | Investment income: outturn forecast against budget                 | £115,320            | £492,000            | £87,060             | £492,000            | £214,640           | £492,000           | ↕   | 31 Dec 2021<br>Performance against this indicator is below target. This is due to a reduction in interest rates which is impacting the Council's return on its investments. Performance against this indicator has improved from last month's performance.<br>Investment decisions continue to be taken carefully and in line with the Council's Treasury Management Strategy.  |

Revenue, Benefits & Fraud

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| RBF01        | Average time taken to decide a new claim for Housing Benefit             | 18.5                | 17.0                | 20.9                | 17.0                | 19.5               | 17.0               | ↓   | 31 Dec 2021<br>Resources across the service continue to be stretched by the administration of the Test and Trace Isolation Payments Scheme. As applications have risen, it has become increasingly difficult to provide the core aspects of the service.<br>In light of this, the current performance is very good.                            |
| RBF01 (D)    | Number of new Housing Benefit claims in period                           | 148                 |                     | 221                 |                     | 219                |                    | n/a |  |
| RBF01 (N)    | Total days taken to decide new Housing Benefit claims in period          | 2,624               |                     | 4,812               |                     | 4,465              |                    | n/a |  |
| RBF02        | Average time taken to decide a change event for Housing Benefit          | 5.9                 | 10.0                | 7.3                 | 10.0                | 5.7                | 8.0                | ↓   | 31 Dec 2021<br>Performance in this area continues to be very good  |
| RBF02 (D)    | Number of change event Housing Benefit claims in period                  | 2,446               |                     | 2,670               |                     | 4,257              |                    | n/a |  |
| RBF02 (N)    | Total days taken to decide change event Housing Benefit claims in period | 16,609              |                     | 21,697              |                     | 22,633             |                    | n/a |  |
| RBF04        | NNDR (Business Rates) in-year collection rate                            | 73.1%               | 74.4%               | 46.7%               | 47.3%               | 71.5%              | 76.6%              | ↑   | 31 Dec 2021<br>The unique profile of retail, hospitality, leisure relief this year means that prior year comparison remains unhelpful. Indications are that year-end collection will show some improvement from last year, but still be lower than pre-COVID expectations.   |
| RBF05        | Council Tax collection rate  | 83.2%               | 84.9%               | 56.1%               | 57.0%               | 83.2%              | 84.9%              | ↑   | 31 Dec 2021<br>The percentage collection level this year is currently in line with last year, although this does still mean that we have collected £4.9 million more than last year. We presently expect to finish the year at a level of around 97.3% - this would be higher than last year, although still lower than in pre-pandemic times. |

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| RBF06        | Council Tax customer contact response (percentage of contacts responded to within 14 days) | 77%                 | 98%                 | 73%                 | 98%                 | 89%                | 98%                | ↕   | 31 Dec 2021<br>Performance in this area has improved since the previous quarter, with some additional temporary resource supporting the team. Unfortunately a sickness absence within the team during December means that it has not improved as much as we had hoped.<br>We are continuing to work to introduce process changes which will automate some tasks and free officers to concentrate on the more complex work. |
| RBF06 (N)    | Number of council tax customers contacting DBC responded to within 14 days                 | 6,914               |                     | 6,763               |                     | 8,336              |                    | n/a |  |