

Finance & Resources OSC
Corporate & Commercial Services Report

Commercial Development - Quarterly Performance Scorecard

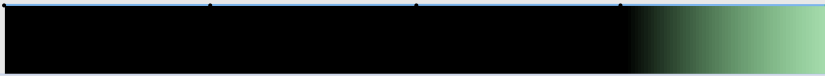
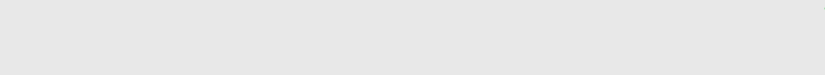
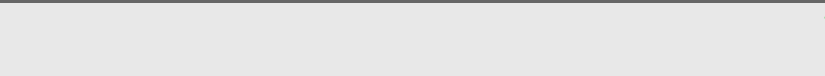
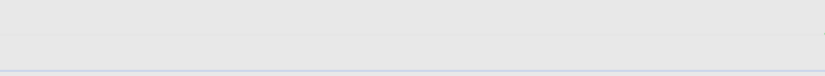
Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
FIN12	Garages Income ytd budget against ytd actual	Dec 2022	£2,440,551	£2,450,400	✔	
FIN13	Car Parking Income ytd budget against ytd actual	Dec 2022	£1,652,536	£2,034,960	✔	

Income from parking is approx. £430k down on budget by period 10 (Jan 23).


This equates to 19%

Parking habits since the pandemic have not returned to pre-covid levels which indicate a change in parking behaviour.

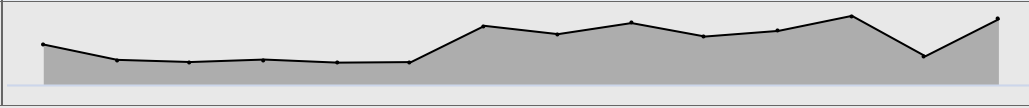
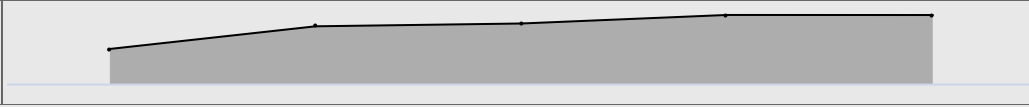
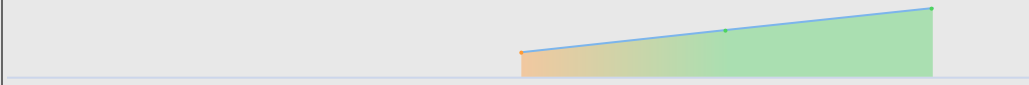
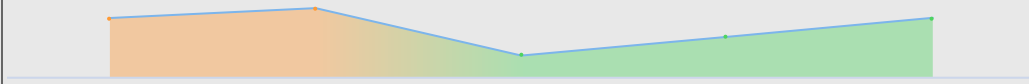
Financial Services - Quarterly Performance Scorecard

Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
FIN01 (Q)	Percentage of creditor trade invoices paid within 30 days (Q)	Dec 2022	99.38%	96.00%	✘	
FIN03 (Q)	General Fund Budget Variance against forecast (Q)	Dec 2022	266,000.00	0.00	?	
<p>This KPI reports the total forecast variance to budget for the Council's General Fund services, across income and expenditure. The position shown is that forecast at the end of November 2022, the latest approved position. A pressure of £266k is forecast against General Fund as at the end of November 2022. There are pressures against waste services and car parking income.</p>						
FIN04 (Q)	Housing Revenue Account Budget Variance against forecast (Q)	Dec 2022	3,782,000.00	0.00	?	
<p>This KPI reports the total forecast variance to budget for the Council's HRA services, across income and expenditure. The position shown is that forecast at the end of November 2022, the latest approved position. A pressure of £3.782m is forecast against HRA as at the end of November 2022. This is driven by expected repairs and maintenance expenditure. There are also pressures against utilities costs and additional costs from General Fund relating to resources supporting the HRA.</p>						
FIN06 (Q)	Capital variance against forecast (Q)	Dec 2022	0.00	0.00	?	
<p>This KPI shows the slippage against the Council's HRA and General Fund capital programme. The position shown is that forecast as at 30 September 2022, the latest approved position. There is slippage against the capital programme of £20.7m, largely due to delays in starting housing development projects. This delay has been caused by planning approval restrictions in place prior to the implementation of the mitigation strategy relating to Chiltern Beechwoods Special Area of Conservation. Further information can be found in the Q2 Financial Performance report to November Cabinet.</p>						

Legal & Democratic Services - Quarterly Performance Scorecard

Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
DPA01	Percentage of Data Protection Act requests met in 31 days	Dec 2022	96.00%	100.00%	✓	

Revenues and Benefits - Quarterly Performance Scorecard

Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
RBF01 (N)	Total days taken to decide new benefit-related contact in period	Dec 2022	6,301		n/a	
RBF01 (Q)	Average days taken to respond to a benefit-related contact from a resident. (Q)	Dec 2022	14.63		✓	
<p>The Benefits team has been impacted by a resource shortage caused by a number of staff on long-term sickness and the death of one team member. The Service has been able to secure some extra temporary resources, but linked to national pressures, this was not available until January. As such, we expect to see improvement in this measure during the final quarter of the year.</p>						
RBF04 (Q)	NNDR (Business Rates) in-year collection rate (Q)	Dec 2022	75.10	73.10	✓	
RBF05 (Q)	Council Tax collection rate (Q)	Dec 2022	83.50	83.20	✓	
<p>Although collection levels at the start of the year were showing improvement close to pre-pandemic levels, this has reduced over the last few months. Current indications are that we will end this year with a similar percentage collection level to last year (although this does still mean that the cash collected is about 5% more).</p>						
RBF06 (Q)	Average days taken to respond to a council tax related contact from a resident (Q)	Dec 2022	18.46		✓	