

F&R OSC QUARTERLY PERFORMANCE REPORT

Finance and Resources

December 2015





Measure	Owner & Updater	Dec 2014 Result	Trend	Sep 2015 Result	Trend	Dec 2015 Result	Sign Off	Comments	Flag
CP01 - Percentage of commercial property occupation	Nicholas Brown Adriana Livingstone	98.67% (594/602) Target: 95.00	↓	98.49% (589/598) Target: 95.00	↓	97.99% (586/598) Target: 95.00	✓	Updater With continued effort we continue to keep the occupancy levels high.	
CP02 - Percentage arrears on commercial property rents	Nicholas Brown Adriana Livingstone	7.5% (344836/46173 26) Target: 9.5	↑	8.1% (343362/424420 0) Target: 9.0	↑	6.4% (332223/51813 93) Target: 9.0	✓	Updater The rent arrears have decreased to £322,222.91 which is lower than previous quarters figures.	
FIN01 - Percentage of creditor trade invoices paid within 30 days	Richard Baker Clare Dempsey	96.3% (3964/4117) Target: 95.0	↓	97.4% (3945/4050) Target: 96.0	↓	97.0% (3678/3790) Target: 96.0	✓	Owner An excellent result for the quarter	
FIN02a - Time taken for debtors to pay	Richard Baker Clare Dempsey	46.5 Days Target: 45.0	↑	38.7 Days Target: 45.0	↑	33.6 Days Target: 45.0	✓	Owner An excellent result for the quarter	
FIN03 - General Fund expenditure – outturn forecast against budget	Richard Baker Caroline Souto	£19028000 Target: 19375000	↓	£19475000 Target: 19199000	↑	£19531000 Target: 19306000	✓	Owner The key variances are detailed within the supporting financial performance report.	
FIN04 - HRA expenditure – outturn forecast against budget	Richard Baker Caroline Souto	£59879000 Target: 60083000	↓	£57788000 Target: 57765000	↓	£57971000 Target: 57765000	✓	Owner The key variances are detailed within the supporting financial performance report.	
FIN05 - HRA income – outturn forecast against budget	Richard Baker Caroline Souto	£56556000 Target: 56131000	↓	£58049000 Target: 57765000	↓	£58021000 Target: 57765000	✓	Owner The key variances are detailed within the supporting financial performance report.	

Monitoring Information

Measure	Owner & Updater	Dec 2014 Result	Trend	Sep 2015 Result	Trend	Dec 2015 Result	Sign Off	Comments	Flag
FIN06 - General Fund Capital Expenditure – outturn forecast against budget	Richard Baker Caroline Souto	£16411000 Target: 17220000	↗	£23826137 Target: 29052188	↗	£21651199 Target: 29052000	✓	Owner The key variances are detailed within the supporting financial performance report.	
FIN07 - HRA Capital Expenditure – outturn forecast against budget	Richard Baker Caroline Souto	£24720800 Target: 35050000	↘	£36191609 Target: 35563608	↗	£32062071 Target: 32062071	✓	Owner The key variances are detailed within the supporting financial performance report.	
FIN08 - Investment income – outturn forecast against budget	Richard Baker Tracy Claridge	£434650 Target: 287000	↗	£509260 Target: 313000	↗	£517940 Target: 313000	✓	Owner The key variances are detailed within the supporting financial performance report.	
FIN11 - Investment Property Income ytd budget against ytd actual	Nicholas Brown Caroline Souto	£3773000 Target: 3818000	↘	£2817961 Target: 3034511	↗	£3968591 Target: 4101921	✓	Owner £100k of the deficit is from one shopping centre where the income is ground rent based on turnover, and large incentive payments have been made to new tenants. Currently showing a positive trend	
FIN13 - Car Parking Income ytd budget against ytd actual	Nicholas Brown Caroline Souto	£1653350 Target: 1458800	↘	£1096208 Target: 1042500	↘	£1610545 Target: 1563750	✓	Owner we are currently above target for this measure.	

Measure	Owner & Updater	Dec 2014 Result	Trend	Sep 2015 Result	Trend	Dec 2015 Result	Sign Off	Comments	Flag
RBF01 - Average time taken to decide a new claim for Housing Benefit	Chris Baker Stuart Potton	26.6 Days (16339/615) Target: 23.0	↗	19.6 Days (13479/687) Target: 23.0	↗	17.4 Days (9930/570) Target: 23.0	✓	<p>Updater The average time taken to assess new claims in the third quarter has been good with October's performance of 15 days being particularly excellent.</p> <p>Owner This is a good result, which shows that the process improvements put into place are bedding in. Both this and the change of circs target have been met, and all of this has been done while also reducing the service cost, by lowering the amount of agency and offsite processing resources used. This has been supported by the introduction of a new process for verifying the evidence needed for us to calculate a claim.</p>	
RBF02 - Average time taken to decide a change event for Housing Benefit	Chris Baker Stuart Potton	16.4 Days (89262/5429) Target: 13.0	↗	12.3 Days (84818/6891) Target: 13.0	↗	10.8 Days (53878/5002) Target: 13.0	✓	<p>Updater The average time it has taken during the quarter to decide a change of circumstances on a Housing benefit claim has taken 10.8 days which is an excellent result.</p> <p>Owner This is a good result, which shows that the process improvements put into place are bedding in. Both this and the new claims target have been met, and all of this has been done while also reducing the service cost, by lowering the amount of agency and offsite processing resources used. This has been supported by the introduction of a new process for verifying the evidence needed for us to calculate a change.</p>	

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RBF04 - NNDR (Business Rates) in-year collection rate	Chris Baker Jake Seabourne	79.1% Target: 74.3	↓	52.6% Target: 51.5	↓	77.2% Target: 76.7	✓	<p>Owner The collection rate for business rates is slightly above our target for the end of quarter 3.</p> <p>Our increased understanding of the detail of the payments we have received has enabled us to make an adjustment to remove pending refunds from the cash collected, and therefore make this a more accurate indicator in respect of the final outturn position. This change is the reason for the lower rate than at this time last year. The net amount collected is at a good level, and the team believe we are on course to improve on last year's performance.</p>	
RBF05 - Council Tax collection rate	Chris Baker Jake Seabourne	86.1% Target: 85.9	↓	58.0% Target: 58.0	↓	86.2% Target: 86.4	✓	<p>Updater Although the collection rate is currently 0.2% down on target, it is 0.1% higher than at the same point last year. We also expect the year-end outturn to be higher than last year.</p> <p>Owner The improvement from last year is a good result, which gives the team the opportunity to continue the improvement over the final quarter of the year as we push to also meet this year's increased target.</p>	

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RBF06 - Council Tax customer contact response (percentage of contacts responded to within 14 days)	Chris Baker Stuart Potton	No Data Target: 0		98% (10764/10933) Target: 90		98% (10021/10183) Target: 90		<p>Updater This is the third quarter of our new performance target in Revenues to ensure we provide our customer with excellent service. We monitor our customer focused documents to measure how many of these are dealt with within 14 days.</p> <p>It is really pleasing to see we have maintained the level of last quarter of 98% of customer documents dealt with within 14 days.</p> <p>Owner This is another good performance, which demonstrates the commitment to good customer service within the team.</p>	