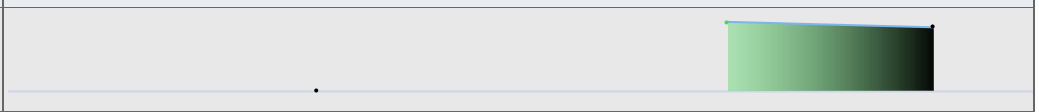
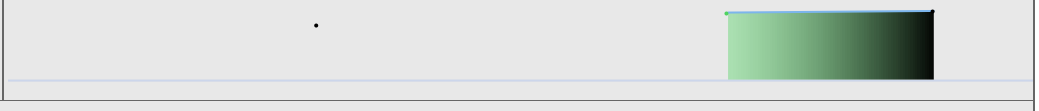
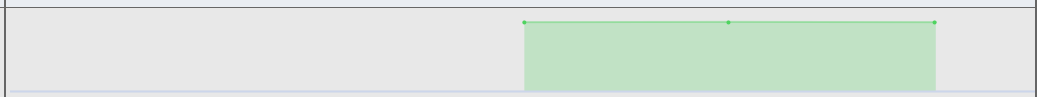
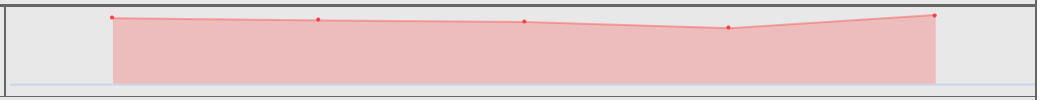
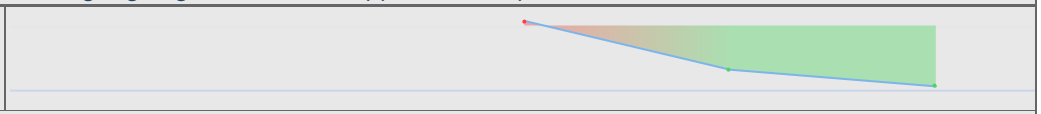
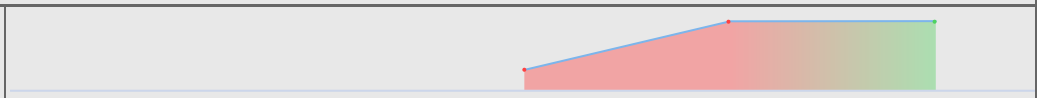
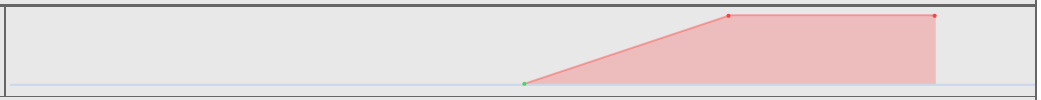
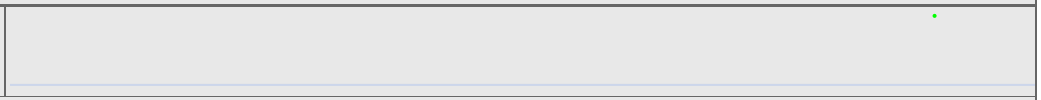
Finance & Resources OSC

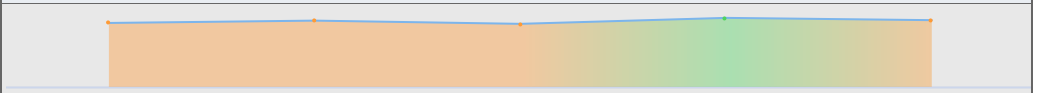
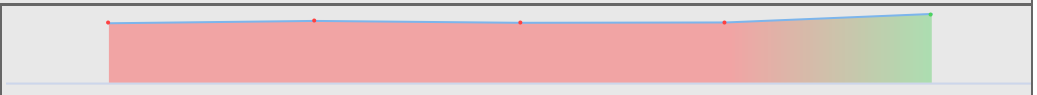
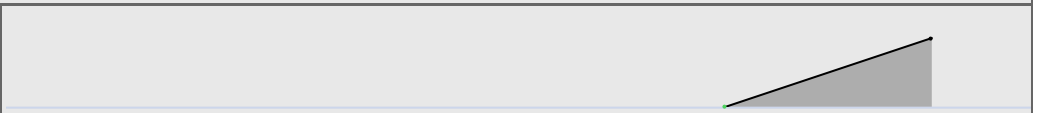
Corporate & Commercial Services Report

Commercial Development - Performance Scorecard

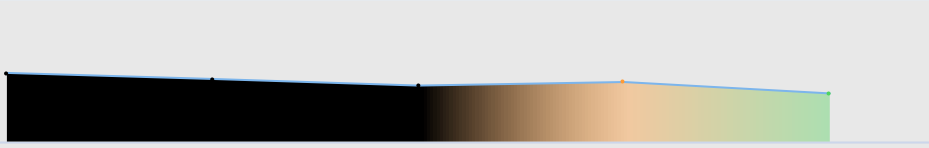
Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
FIN12a (Q)	Percentage of Garages income received against forecast (Q)	Sep 2023	97.50%			
FIN13a (Q)	Percentage of parking income received against forecast (Q)	Sep 2023	103.30%			

Financial Services - Performance Scorecard

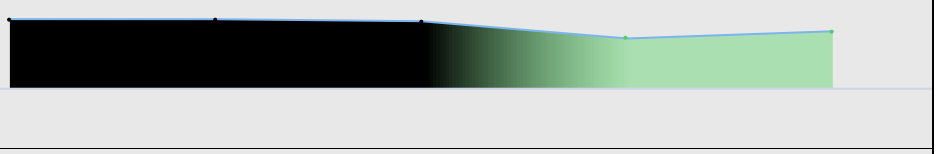
Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
FIN01 (Q)	Percentage of creditor trade invoices paid within 30 days (Q)	Sep 2023	98.90%	96.00%		
Performance against this indicator continues to be strong.						
FIN02a (Q)	Time taken for debtors to pay (Q)	Sep 2023	55.29	40.00		
Targets for this indicator have been held at pre-pandemic and current cost of living crisis conditions. This has been a deliberate strategy based on the strong performance of the service against these target prior to the economic conditions of recent years and an aspiration to achieve this target going forward. This approach is kept under review.						
FIN03 (Q)	General Fund Budget Variance against forecast (Q)	Sep 2023	-1,055,000.00	0.00		
The position reported is the forecast as at the end of August 2023,the latest approved forecast. Forecast income from investments is significantly in excess of target due to the extent of recent interest rate increases and is supporting the General Fund position.						
FIN04 (Q)	Housing Revenue Account Budget Variance against forecast (Q)	Sep 2023	391,000.00	391,000.00		
The position reported is that as at the end of August- the latest approved position. The HRA is reporting a pressure of £391k at month 5 (August 2023). This relates to staffing and repairs and maintenance forecast costs, partly offset by increased investment income arising from high interest rates.						
FIN06 (Q)	Capital variance against forecast (Q)	Sep 2023	70,000.00	0.00		
There is relatively small variance to the General Fund capital programme relating to expenditure on residential waste bins.						
FIN08 (Q)	Investment income: outturn forecast against budget Q	Sep 2023	4,747,000.00	965,000.00		
The position reported is the forecast as at the end of August 2023,the latest approved forecast. Forecast income from investments is significantly in excess of target due to the extent of recent interest rate increases.						

Legal & Democratic Services - Performance Scorecard						
Measure Code ↑	**Measure**	**Date**	**Actual**	**Target**	**DoT**	**Performance Trend**
DPA01	Percentage of Data Protection Act requests met in 31 days	Sep 2023	96.67%	100.00%		
FOI01	Percentage of FOI requests satisfied in 20 days	Sep 2023	94.86%	90.00%		
LG03	Number of audit recommendations completed within agreed timescales	Sep 2023	1.00			
There is only one audit recommendation outstanding for the service which relates to the the Information Management Team. A revised date has been set for completion of 31st December.						

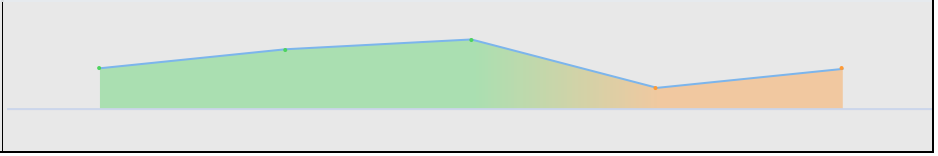
Revenues and Benefits - Performance Scorecard

Measure Code	Measure	Date	Actual	Target	DoT	Performance Trend ↓
RBF06 (Q)	Average days taken to respond to a council tax related contact from a resident (Q)	Sep 2023	14.19	17.00		

Performance has improved during the quarter, as the volume of outstanding work has been reduced following the seasonal peak caused by the annual billing process. This has been achieved by making use of additional resourcing from the resilience contract, which will be reduced over the coming months.
The service is working with the transformation team to introduce more automation over the next few months, which should reduce the amount of data re-entry and enable officer time to be spent on more useful tasks. This should also enable the service to provide a good service with less need for resilience support in the future.

RBF01 (Q)	Average days taken to respond to a benefit-related contact from a resident. (Q)	Sep 2023	12.06	14.00		

The reduction in performance from the previous quarter is due to significant resources being put into the clearance of outstanding work. Long-term sickness had impacted the service's ability meet the demands of work being generated earlier in the year. This was combined with delays to awarding a new resilience contract, leaving the service in a position where it could not secure any additional resource until August.

Measure Code	Measure	Date	Actual	Target	Last Year's Actual	Performance Trend ↓
RBF05 (Q)	Council Tax collection rate (Q)	Sep 2023	55.60	56.10	56.50	

Measure Code	Measure	Date	Actual	Target	Last Year's Actual	Performance Trend ↓
The collection level at this time last year was slightly inflated due to the Energy Bills Rebate, if that is factored out then the position now is broadly similar, and we expect that the year-end outturn will also be about the same as last year.						
RBF04 (Q)	NNDR (Business Rates) in-year collection rate (Q)	Sep 2023	50.60	51.20	51.20	
Current collection remains lower than we would have expected before the pandemic, which is likely a symptom of the current economic climate. At present we expect an outturn similar to last year.						