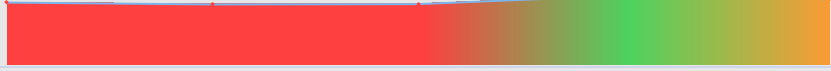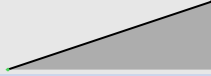# Finance & Resources OSC

Corporate & Commercial Services Report

Financial Services - Performance Scorecard

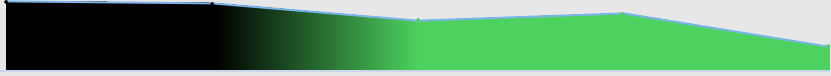| Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
FIN01 (Q)	Percentage of creditor trade invoices paid within 30 days (Q)	Dec 2023	99.30%	96.00%	✔	
FIN02a (Q)	Time taken for debtors to pay (Q)	Dec 2023	67.04	40.00	✖	
FIN03 (Q)	General Fund Budget Variance against forecast (Q)	Dec 2023	-518,000.00	0.00	✖	
The position reported is that as at the end of November the latest approved position. The GF is reporting a surplus as at period 8 (November 2023) driven by increased investment income arising from high interest rates.						
FIN04 (Q)	Housing Revenue Account Budget Variance against forecast (Q)	Dec 2023	370,000.00	0.00	✔	
The position reported is that as at the end of November the latest approved position. The HRA is reporting a pressure of £370k at month 8 (November 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)	Dec 2023	8,436.00	0.00	✔	
FIN08 (Q)	Investment income: outturn forecast against budget Q	Dec 2023	5,611,000.00	965,000.00	✔	
The position reported is the forecast as at the end of November 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

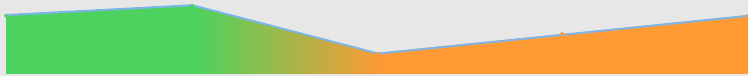| Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
DPA01	Percentage of Data Protection Act requests met in 31 days	Dec 2023	100.00%	100.00%	✔	
FOI01	Percentage of FOI requests satisfied in 20 days	Dec 2023	89.89%	90.00%	✗	
LG03	Number of audit recommendations completed within agreed timescales	Dec 2023				

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)	Dec 2023	18.49	17.00	✗	

Performance has slowed during the quarter - conversations with residents who are having difficulty in paying remain longer and more complex than previously.
The service is continuing to work with the transformation team to introduce more automation, which should reduce the amount of data re-entry and enable officer time to be spent on more useful tasks. We currently expect that this will start to provide some benefit during the next quarter.

Measure Code	Measure	Date	Actual	Target	DoT	Performance Trend ↓
RBF01 (Q)	Average days taken to respond to a benefit-related contact from a resident. (Q)	Dec 2023	4.94	14.00	✔	

Performance has been exceptionally good during this quarter, and a backlog of work has been eliminated. During quarter 4 we expect that performance levels will head back towards the target level

Measure Code	Measure	Date	Actual	Target	Last Year's Actual	Performance Trend ↓
RBF05 (Q)	Council Tax collection rate (Q)	Dec 2023	82.60	83.20	83.50	

As more residents choose to pay over 12 rather than 10 instalments, we expect that there will be a lower collection level than last year. However, even having modelled for that, it appears that collection is perhaps 0.1%/0.2% lower than previously. We expect that this is due to the pressures on household budgets more generally.

Measure Code	Measure	Date	Actual	Target	Last Year's Actual	Performance Trend ↓
RBF04 (Q)	NNDR (Business Rates) in-year collection rate (Q)	Dec 2023	74.80	75.10	75.10	

The collection level is currently broadly similar to the same point last year, and we expect that this will continue for the remainder of the year.