

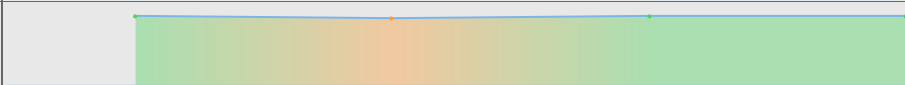
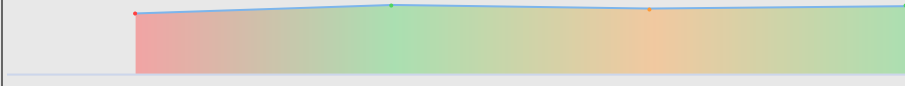

Finance & Resources OSC  
Corporate & Commercial Services Report

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)	Mar 2024	98.60%	96.00%	✘	
FIN02a (Q)	Time taken for debtors to pay (Q)	Mar 2024	64.00	40.00	?	
<p>The time taken for all debtors to pay continues to be challenging in particular for areas such as commercial rent and leaseholders. With a high number of both businesses and residents requesting re-payment plans which has the effect of increasing debtor days. Increasing debtor days means that Council debtors are taking longer to pay. Housing leaseholder related debt is the single biggest contributing factor to the performance of this indicator with leaseholders taking 257 debtors days with 65% of the total debt on re-payment plans. This is a direct reflection of the cost of living crisis. Commercial rent debtors are taking 58 days, with 50% of total debt on re-payment plans. Excluding commercial rent and leaseholder debt from the indicator gives a performance of 37 days. Performance against target has improved from the previous month. Performance remains below target. Where a debtor is finding it difficult to pay, the service works with them to get payment plan in place, to maximise income collected by the Council. These payment plans often mean that amounts due are collected after originally due. Payments plans being put in place currently are often longer in duration than those implemented in prior years. This adversely impacts debtor days but over time can help ensure that as much as possible of that debt is collected. Performance against this debtor days indicator can be considered alongside a further indicator of the level of debt collected as a percentage of amounts invoiced in year. This latter indicator performs consistently well against a target of 90%, showing that although debtors are taking longer to pay, they are paying. The target of 40 days for the debtor days indicator has been held at pre-cost of living crisis conditions. This was 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. We have reviewed these targets to more realistic levels, to be implemented in performance reporting year 2024/25.</p>						
FIN03 (Q)	General Fund Budget Variance against forecast (Q)	Mar 2024	-235,000.00	0.00	✘	
<p>The position reported is that as at the end of February 2024 the latest approved position. The GF is reporting a surplus as at period 11 (February 2024) driven by increased investment income arising from high interest rates.</p>						
FIN04 (Q)	Housing Revenue Account Budget Variance against forecast (Q)	Mar 2024	620,000.00	0.00	✘	
<p>The position reported is that as at the end of February , the latest approved position. The HRA is reporting a pressure of £620k at month 11 (February 2024). This relates to staffing and repairs and maintenance forecast costs, partly offset by increased investment income arising from high interest rates.</p>						
FIN06 (Q)	Capital variance against forecast (Q)	Mar 2024	-46,308.00	0.00	✔	

Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
FIN08 (Q)	Investment income: outturn forecast against budget Q	Mar 2024	5,604,000.00	965,000.00	?	


## 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	Mar 2024	100.00%	100.00%	→	
FOI01	Percentage of FOI requests satisfied in 20 days	Mar 2024	93.18%	90.00%	✓	
LG03	Percentage of audit recommendations completed within agreed timescales	Mar 2024				

## 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)	Mar 2024	18.49	17.00	✘	

The revenues service has been working with the transformation team to introduce automated processes in order to improve performance in this area. The initial phase went live in the middle of March, and so we anticipate that improvements will show in next quarter's indicator.

RBF01 (Q)	Average days taken to respond to a benefit-related contact from a resident. (Q)	Mar 2024	5.13	14.00	✘	
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Performance has been excellent throughout the quarter. The annual peak in work has been dealt with effectively and levels of work outstanding have been kept to a minimum.

Measure Code	Measure	Date	Actual	Target	Last Year's Actual	Performance Trend ↓
RBF04 (Q)	NNDR (Business Rates) in-year collection rate (Q)	Mar 2024	97.60	96.00	96.00	

This is a good collection level, with the highest proportion of in-year collection since the pandemic. Although there are clearly still economic pressures on some businesses, the general reduction in retail rateable values as part of the 2023 Revaluation, combined with 75% rate relief for retail, hospitality and leisure businesses has certainly helped keep most payments affordable.

However, for those businesses where the 2023 Revaluation gave a large increase in rateable value, the phased transitional relief scheme means that there will be some large bill increases for 2024/25, which may lead to future collection challenges. The total amount of rates to be collected across the borough in 2024/25 is about £80 million, an increase of around £20 million (30%) from 2023/24.

Measure Code	Measure	Date	Actual	Target	Last Year's Actual	Performance Trend ↓
RBF05 (Q)	Council Tax collection rate (Q)	Mar 2024	97.10	97.20	97.40	<p>The chart displays a downward trend in the Council Tax collection rate. The y-axis represents the collection rate percentage, and the x-axis represents time. The data points are: Last Year's Actual (97.40), Target (97.20), and Actual (97.10). The trend line shows a decrease from 97.40 to 97.10, with a target of 97.20. The area under the trend line is shaded in light orange.</p>

Council tax collection remains challenging in the post-pandemic period, as many residents are impacted by ongoing inflationary pressures. Early indications from neighbouring authorities are that they have also seen a small decrease in the collection level from 2023/24. These pressures are expected to continue into 2024/25.