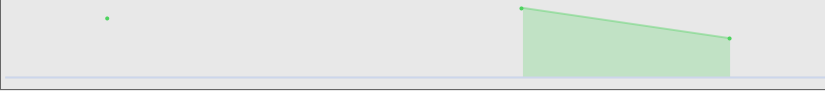
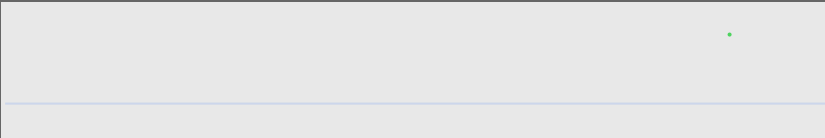


Finance & Resources OSC  
Corporate & Commercial Services Report

Financial Services Performance Summary

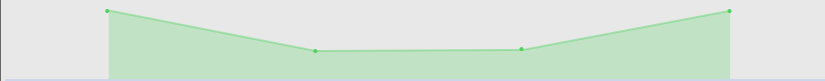
Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
FIN01 (Q)	Percentage of creditor trade invoices paid within 30 days (Q)	Jun 2024	98.80%	96.00%	99.30%	✓	
FIN02a (Q)	Time taken for debtors to pay (Q)	Jun 2024	53.90	55.00		✓	
<p>The target for debtor days have been reviewed and reset to more appropriate levels as part of the recent corporate review of performance indicators. This is to reflect the very real impact of recent economic conditions on Council debtors and they ability to pay. Q1 2024/25 is the first reporting period against this updated target. The previous target was 40 days. The time taken for all debtors to pay continues to be challenging, in particular for areas such are 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 216 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 57 days, with 44% of total debt on re-payment plans. Excluding commercial rent and leaseholder debt from the indicator gives a performance of 23 days. Performance against target has declined 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.</p>							
FIN03 (Q)	General Fund Budget Variance against forecast (Q)	Jun 2024	-402,000.00	0.00	-766,000.00	✓	
<p>The position reported is that as at period 3 (30 June 2024), the latest approved position. The Q1 position will be reported to members via the quarterly financial monitoring report. At this early stage in the financial year, pressures are being reported against car parking income, staffing and other costs within Environmental Services, and temporary accommodation costs. These are being offset by additional expected income generated from investment of the Council's cash balances.</p>							
FIN04 (Q)	Housing Revenue Account Budget Variance against forecast (Q)	Jun 2024	159,000.00	0.00	390,000.00	✓	
<p>The position reported is that as at period 3 (30 June 2024), the latest approved position. The Q1 position will be reported to members via the quarterly financial monitoring report. Pressures within the HRA relate to the repair and maintenance of the Council's housing stock including works relating to damp and mould. This is being partially offset by additional income arising from a reduction in void rates and income from supported housing charges exceeding budget expectations.</p>							
FIN06 (Q)	Capital variance against forecast (Q)	Jun 2024	399,000.00	0.00	70,000.00	✗	

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
The position reported is that as at period 3 (30 June 2024), the latest approved position. The Q1 position will be reported to members via the quarterly financial monitoring report.							
Pressures within the HRA relate to the repair and maintenance of the Council's housing stock including works relating to damp and mould. This is being partially offset by additional income arising from a reduction in void rates and income from supported housing charges exceeding budget expectations.							
FIN08 (Q)	Investment income: outturn forecast against budget Q	Jun 2024	3,125,000.00	1,217,000.00		✘	
Investment income is forecast surplus to target due to slippage on the capital programme resulting in larger than expected cash balances available for investment.							
IR01 (Q)	Percentage of internal audit recommendations implemented in line with the due date	Jun 2024	100.00%	100.00%		?	
This indicator measures the percentage of internal audit recommendations issued as part of the planned 2024/25 internal audit programme that are implemented in line with the original due date agreed by the responsible officer. As at Q1 no recommendations have yet been formally issued and presented to Audit Committee as part of the 2024/25 internal audit programme. Internal audit reviews have progressed in Q1 and associated recommendations will be presented to Audit Committee during 2024/25. Audit Committee formally review progress against the internal audit plan for the year at each of their meetings, including a review of internal audit recommendations not yet implemented.							

### Legal and Democratic Services Performance Summary

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
DPA01 (Q)	Percentage of Data Protection Act requests met in 31 days	Jun 2024	95.45%	100.00%	100.00%	✘	
FOI01 (Q)	Percentage of FOI requests satisfied in 20 days	Jun 2024	92.54%	90.00%	83.10%	✘	

### Revenues and Benefits Performance Summary

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
RBF01 (Q)	Average days taken to resolve to a benefit-related contact from a resident. (Q)	Jun 2024	12.00	14.00	10.51	✘	

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
<p>The service has received a significant increase in workload compared to the same period last year. The increase was not anticipated and we have not found any specific reasons behind the spike - it may just be due to cost of living pressures.</p> <p>Overtime has been offered to staff to help reduce the work outstanding, however the volume of work outstanding is expected to continue into the next quarter.</p> <p>We are currently working with the transformation team to review benefits processes, and within the next few months we hope to have automated more of these, which will help to reduce the time taken.</p>							
RBF06 (Q)	Average days taken to resolve to a council tax related contact from a resident (Q)	Jun 2024	18.42	16.00	17.55	✓	
<p>We have ended this month having cleared the various items of correspondence which came following the issue of the annual bills. To achieve this we have used resilience resources, but will now be reducing the amount of capacity we take from them as the work is more up to date.</p> <p>There was a reduced amount of transactions made through Citizen Access this month, down to about 900 from 1k. This is to be expected, as the number includes new direct debit setups, which peak during March, April, May each year. Without CA, performance this month would have been 21 days.</p>							