

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)	Sep 2024	98.60	96.00	98.90	✘	
Performance against this indicator continues to be strong due to robust payment processes embedded within the Council.							
FIN02a (Q)	Time taken for debtors to pay (Q)	Sep 2024	52.20	51.70	59.20	✔	
Performance against this indicator is slightly below target at 52.2 days . The time taken for all debtors to pay continues to be challenging, in particular in the areas of commercial rent and housing leaseholders. There are 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 194 debtors days with 44% of the total debt on re-payment plans as at September 2024. This is a direct reflection of the cost of living crisis. Commercial rent debtors are taking 63 days, with 24% of total debt on re-payment plans as at September 2024.Excluding commercial rent and leaseholder debt from the indicator gives a performance of 21 days. 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.							
FIN03 (Q)	General Fund Budget Variance against forecast (Q)	Sep 2024	-745,000.00	0.00	-1,055,000.00	✔	
The surplus is driven by a strong return on the investment of the Council's cash balances. There are pressures against General Fund budgets in against staff costs within Waste service, parking following delays to the implementation of changes to parking tariffs and temporary accommodation. Further information can be found in the quarterly financial performance report , also on the agenda for November OSC.							
FIN04 (Q)	Housing Revenue Account Budget Variance against forecast (Q)	Sep 2024	0.00	0.00	391,000.00	✔	
The HRA is forecasting a balanced position. Demand for repairs and maintenance of the Council's housing stock remains high and is being closely monitored. Further information can be found in the quarterly financial performance report , also on the agenda for November OSC.							
FIN06 (Q)	Capital variance against forecast (Q)	Sep 2024	244,000.00	0.00	70,000.00	✔	
There is an expected overspend against the Council's new build housing schemes due to rising costs. Further information can be found in the quarterly financial performance report , also on the agenda for November OSC.							

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
FIN08 (Q)	Investment income: outturn forecast against budget Q	Sep 2024	3,529,000.00	1,217,000.00	4,747,000.00	✔	

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	Sep 2024	100.00%	100.00%		➡	
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This indicator measures the percentage off current financial year internal audit recommendations implemented by the due date. No internal audit recommendations issued from 24/25 service reviews have yet reached their due date for implementation as at 30 September 2024.

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	Sep 2024	85.00%	100.00%	96.67%	✘	

FOI01 (Q)	Percentage of FOI requests satisfied in 20 days	Sep 2024	91.01%	90.00%	94.86%	✘	
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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)	Sep 2024	9.21	14.00	12.06	✔	

Performance remains inside target despite significant challenges from unpredictable work streams.

Pressures are expected to continue until at least the end of the year.

The service continues to work with colleagues in transformation in order to further improve processes.

RBF06 (Q)	Average days taken to resolve to a council tax related contact from a resident (Q)	Sep 2024	6.63	16.00	14.19	✔	
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Performance in this quarter has been very good, supported by resource from our external resilience provider. We are in the process of reducing this at present, and so expect to see the average response time rise by a few days over the next quarter.

