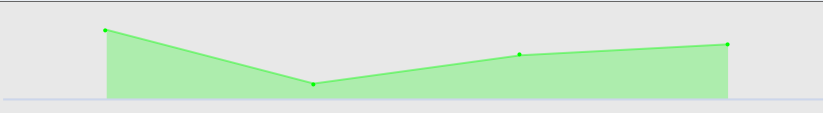



Finance & Resources OSC
Corporate & Commercial Services Report

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)	Dec 2024	98.70	96.00	99.30	✔	
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)	Dec 2024	60.60	51.70	75.00	✘	
Performance against this indicator is slightly below target at 60.6 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 232 debtors days with 76% of the total debt on re-payment plans as at December 2024. This is a direct reflection of the cost of living crisis. Commercial rent debtors are taking 40 days, with 17% of total debt on re-payment plans and 38% is not yet due for payment as at December 2024. Excluding commercial rent and leaseholder debt from the indicator gives a performance of 39 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)	Dec 2024	-1,482,000.00	0.00	-518,000.00	✔	
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. There has been no change in forecast for Month 8 a detailed analysis will be undertaken for month 9.							
FIN04 (Q)	Housing Revenue Account Budget Variance against forecast (Q)	Dec 2024	-213,000.00	0.00	370,000.00	✔	
The HRA are reporting a surplus of £0.213m at quarter 3, this is driven from income exceeding budget this is due to improved occupancy rates and reducing void periods. There is a continuing pressure on repairs and maintenance budgets driven through Damp and Mould works and other responsive repairs.							
FIN06 (Q)	Capital variance against forecast (Q)	Dec 2024	-10,000.00	0.00	8,436.00	✔	
Capital is close to budget at quarter 3. Slippage of £3.3m is reported at quarter 3 £1.85m relating to General Fund significant slippage is reported for Fleet Replacement Programme and the Verge hardening Programme. £1.4m is reported for the HRA relating mainly to the Housing Development sites.							


Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
FIN08 (Q)	Investment income: outturn forecast against budget Q	Dec 2024	4,422,000.00	1,217,000.00	5,611,000.00	✓	

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	Dec 2024	69.00%	100.00%		✗	
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there are 5 cases outstanding on the portal which require closure. 4 of these cases state they have been completed further evidence is being gathered to confirm and close the cases on the portal. If completed the performance would increase to 94% with one review still ongoing.

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	Dec 2024	100.00%	100.00%	100.00%	✓	

FOI01 (Q)	Percentage of FOI requests satisfied in 20 days	Dec 2024	88.62%	90.00%	89.89%	✗	
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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)	Dec 2024	8.16	14.00	4.94	✓	

Performance in this area remains good, although the increasing complexity and volume of work related to temporary accommodation remains of concern,

RBF06 (Q)	Average days taken to resolve to a council tax related contact from a resident (Q)	Dec 2024	7.76	16.00	18.49	✗	
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