

QUARTERLY PERFORMANCE

Finance and Resources

September 2016




High Level Only



Measure	Owner & Updater	Sep 2016 Result	Trend	Jun 2016 Result	Sep 2015 Result	Actions	Comments	Sign Off
CP01 - Percentage of commercial property occupation	Nicholas Brown Adriana Livingstone	97.32% (582/598) Target: 95	↓	97.99% (586/598) Target: 95	98.49% (589/598) Target: 95	The figures remain strong and the Estate is fully let.	Updater The Number of vacant properties has risen slightly as we have taken delivery of 2 new build commercial assets in Apsley.	✓
CP02 - Percentage arrears on commercial property rents	Nicholas Brown Adriana Livingstone	8.1% (343362/4244200) Target: 8.8	↓	7.3% (322627/4447200) Target: 8.8	8.1% (343362/4244200) Target: 9	We continue to focus to keep debt levels low.	Updater With continued focus on the commercial rents Estates and sundry debtors are successfully keeping percentage arrears within target.	✓
CSU02 - Percentage of enquiries that are resolved at first point of contact within the Customer Service Centre	Mark Housden Tracy Lancashire	98.37% (13183/13401) Target: 90	↓	99.46% (12234/12300) Target: 90	99.46% (15193/15275) Target: 90		Owner Performance continues to be maintained. The number of face to face customers continues to reduce. However the rate of change is decreasing.	✓
CSU03 - Percentage of customers satisfied with service received from the Customer Service Centre	Mark Housden Tracy Lancashire	99.78% (1849/1853) Target: 80	↓	99.95% (1859/1860) Target: 80	99.57% (5777/5802) Target: 80		Owner Satisfaction levels continue to be maintained	✓
CSU05 - Percentage of enquiries that are resolved at first point of contact within the Contact Centre	Mark Housden Tracy Lancashire	97.69% (33216/34001) Target: 90	↑	97.18% (30312/31191) Target: 90	98.8% (83872/84890) Target: 90		Owner Performance continues to be maintained	✓
CSU06 - Percentage of customers satisfied with service received from the Contact Centre	Mark Housden Tracy Lancashire	98.87% (1834/1855) Target: 80	↓	98.99% (2061/2082) Target: 80	98.66% (3825/3877) Target: 80		Owner Satisfaction levels continue to be maintained	✓
CSU09 - Head of Service Satisfaction Survey Score	Mark Housden Tracy Lancashire	100% Target: 45		No Data Target: 45	81% Target: 45		Owner Group Managers continue to show that they are satisfied with the service the CSU provides	✓
CSU10 - Call Handling: Average wait time	Mark Housden Tracy Lancashire	174.67 Second(s) Target: 210	↑	202 Second(s) Target: 210	102 Second(s) Target: 210		Owner Performance during the last quarter was above target with calls being answered in an average of 2 minutes 55 seconds. This is an improvement in performance from the previous quarter.	✓
CSU11 - Call Handling: Abandoned Call Rate	Mark Housden Tracy Lancashire	16.6% (6768/40769) Target: 20	↑	20.55% (8067/39257) Target: 20	11.73% (2900/24728) Target: 60		Owner Overall performance for this quarter is above target.	✓

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CSU12 - Face to Face; Average Wait Time	Mark Housden Tracy Lancashire	2715 Second(s) Target: 450		3755 Second(s) Target: 450	2575 Second(s) Target: 450		Owner Average time to see customers during the last quarter was 4 minutes 31 seconds which is above target.	
CSU13 - Face to Face: Waiting time more than 20 minutes	Mark Housden Tracy Lancashire	4.74% (635/13401) Target: 5		2.75% (338/12300) Target: 5	0.06% (6/9836) Target: 5		Owner During the quarter 635 customers experienced a wait of more than 20 minutes. This is above the agreed targets. July's performance was below target . Implementation of new equipment relating to customer queuing and staff training had an impact as did the continued vacancy for an apprentice. A right to remedy was issued and the situation has now improved	
FIN01 - Percentage of creditor trade invoices paid within 30 days	Richard Baker Sally Nunn	95.8% (3124/3261) Target: 96		96.6% (3205/3319) Target: 96	97.4% (3945/4050) Target: 96		Owner There has been a slight decrease in the number of invoices paid within the target. This is due to the introduction of the No PO no pay procedure. Although there has been a slight decrease while this beds in, it is still expected that the annual target will be met.	
FIN02a - Time taken for debtors to pay	Richard Baker Clare Dempsey	35.6 Days Target: 40		33.9 Days Target: 40	38.7 Days Target: 45		Owner A great result for the quarter	
FIN03 - General Fund expenditure – outturn forecast against budget	Richard Baker Caroline Souto	£18716000 Target: 18511000		£19077000 Target: 18438000	£19475000 Target: 19199000		Owner The key variances are detailed within the supporting financial performance report	
FIN04 - HRA expenditure – outturn forecast against budget	Richard Baker Caroline Souto	£44523000 Target: 44101000		£44353000 Target: 44101000	£57788000 Target: 57765000		Owner The key variances are detailed within the supporting financial performance report	
FIN05 - HRA income – outturn forecast against budget	Richard Baker Caroline Souto	£57386000 Target: 57654000		£57701000 Target: 57654000	£58049000 Target: 57765000		Owner The key variances are detailed within the supporting financial performance report	
FIN06 - General Fund Capital Expenditure – outturn forecast against budget	Richard Baker Caroline Souto	£21143000 Target: 21202893		£20950713 Target: 25821655	£23826137 Target: 29052188		Owner The key variances are detailed within the supporting financial performance report	

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FIN07 - HRA Capital Expenditure – outturn forecast against budget	Richard Baker Caroline Souto	£25233622 Target: 27389688	↗	£27932397 Target: 29229902	£36191609 Target: 35563608		Owner The key variances are detailed within the supporting financial performance report	✓
FIN08 - Investment income – outturn forecast against budget	Richard Baker Tracy Claridge	£437750 Target: 448000	↘	£489720 Target: 448000	£509260 Target: 313000		Owner Interest rates available continue to fall following the base rate cut, although some institutions are still offering competitive rates for 6 month funds. We have been able to take advantage of this by placing fresh deposits with them before rates drop off further.	✓
FIN11 - Investment Property Income ytd budget against ytd actual	Nicholas Brown Caroline Souto	£3142056 Target: 3091741	↘	£2116621 Target: 2036321	£2817961 Target: 3034511	we will continue to work towards a full year outturn in excess of budget.	Owner We are strongly up on figures for the same quarter in 2015 and are looking at a full year surplus.	✓
FIN13 - Car Parking Income ytd budget against ytd actual	Nicholas Brown Caroline Souto	£1084193 Target: 1042570	↗	£533576 Target: 521285	£1096208 Target: 1042500	We will continue to look to innovate and run a cost efficient service.	Owner Figures remain above expectation.	✓
RBF01 - Average time taken to decide a new claim for Housing Benefit	Chris Baker Matthew Kelly	17.4 Days (9812/564) Target: 20	↗	20.8 Days (12558/604) Target: 20	19.6 Days (13479/687) Target: 23		Updater Performance has been consistently good for new claims throughout the quarter. A small reduction in the number of applications received has helped to sustain the good performance. Owner This is a very good performance from the team, reflecting the work which has been done to improve efficiency.	✓
RBF02 - Average time taken to decide a change event for Housing Benefit	Chris Baker Matthew Kelly	9.9 Days (59880/6036) Target: 11.5	↘	8 Days (60997/7612) Target: 11.5	15.3 Days (105615/6887) Target: 13		Updater Performance has been consistently good over the quarter. Owner This shows continuing good performance from the benefits team.	✓
RBF04 - NNDR (Business Rates) in-year collection rate	Chris Baker Jake Seabourne	52.3% Target: 51.6	↗	27.7% Target: 27.7	52.6% Target: 51.5		Owner Most of our large ratepayers have instalments due on the first of the month. Timing of receipt of payments from some of these payers is varying this year between a day or so in advance, to a day or two after the due date. This is making comparison to prior years more difficult, but we are continuing to work to understand the impact we expect this will have on collection by the end of the year.	✓

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RBF05 - Council Tax collection rate	Chris Baker Jake Seabourne	58.2% Target: 58		30.4% Target: 30.2	58% Target: 58		Owner Collection continues to be slightly above the profiled target.	
RBF06 - Council Tax customer contact response (percentage of contacts responded to within 14 days)	Chris Baker Anna Elliott	95% (8756/9259) Target: 98		91% (10056/11066) Target: 75	No Data Target: 90		Updater Although we did not achieved the target this quarter, it is still pleasing to see we are achieving a high performance overall for our customers. Having identified August as being the blip in performance, this is a month where our resources are usually stretched, but overall during this busy quarter our customer have received a response from us within 14 days. I will continue to monitor our performance and challenge processes and procedures to identify any improvements to our productivity. Owner Looking at the detail of the data for this indicator, there is a period of about two weeks over the end of August and beginning of September where daily performance did not reach the 98% target. This is a consequence of a half-day of system unavailability, and then the recovery time to catch up with the work from that period. During the other 2 1/2 months of the quarter, the vast majority of customers received a prompt response.	