

Q1 Monitoring - Finance Performance			2022 / 2023						
Area	Indicator	Reporting Frequency	Data Owner	Data Collected By	2022-2023 Year End	Q1 Target	Q1 Performance	Q1 Target Met	Q1 Commentary
Financial Performance	Council Tax Collection	Monthly	Ian Dunn	Linda Tolley	98%	28.81%	28.30%	no	Collection is comparable to same time last year when it was 28.31%.
Financial Performance	Business Rates Collection	Monthly	Ian Dunn	Linda Tolley	98%	23.06%	32.87%	yes	Compared to 22.56%, over 10% up which has been helped by the Covid additional relief fund (CARF) payments being made to businesses
Financial Performance	Sundry Debt Collection	Monthly	Ian Dunn	Linda Tolley	98%	65.89%	41.43%	no	Some large invoices raised in schools has affected collection rate. Collection rates will improve in future months
Financial Performance	Prior year Council Tax collection	Quarterly	Ian Dunn	Linda Tolley	96%	93%	93.68%	yes	small improvement on May.
Financial Performance	Prior year Business Rates Collection	Quarterly	Ian Dunn	Linda Tolley	98%	95	96.36%	yes	Improvement on May.
Financial Performance	Prior year Sundry Debt Collection	Quarterly	Ian Dunn	Linda Tolley	97%	91%	91.91%	yes	Over 10% increase on May.
Financial Performance	Housing Benefit Overpayment	Monthly	Ian Dunn	Linda Tolley	£1.4m	412K	322K	no	The figure is lower than same point last year when it was £413k. This will vary based on overpayments being raised and payments being received
Financial Performance	Number of days taken to process Housing Benefit New Claims	Monthly	Ian Dunn	Linda Tolley	19	20	19	yes	This is the average number of days for the first quarter. The target figure is the DWP national average figure
Financial Performance	Number of days taken to process Housing Benefit Changes in Circumstances	Monthly	Ian Dunn	Linda Tolley	5	3	11	no	This is the average number of days for the first quarter. The target figure is the DWP national average figure. Performance has been affected by the impact of dealing with Household support fund over winter 21/22 and catching up with work
Financial Performance	% of invoices paid on time	Monthly	Rebecca Maher	Linda Tolley	95%	95%	77%	n/a	Work is ongoing to identify delays in the process and implement quick-wins whilst Oracle Fusion is being implemented.
Financial Performance	Variance from budget - General Fund	Monthly	Rebecca Maher	Linda Tolley	0	within 1% of budget (<£2.5m)	£2.2m overspend	Yes	Corrective action has been taken to mitigate inflationary pressures and this is a high risk area to be monitored for the rest of the year
Financial Performance	Variance from budget - Housing Revenue Account	Monthly	Rebecca Maher	Linda Tolley	0	within 1% of budget (<£2m)	£0.8m underspend	Yes	To be populated once Q1 budget monitoring report available
Financial Performance	% of spend in contract	Quarterly	Rebecca Maher	Linda Tolley					Under development
Financial Performance	% of spend spent locally	Quarterly	Fiona McLaughlin	Linda Tolley	n/a	n/a (to be determined)	44%	n/a	Under development
Financial Performance	% of ASC payments made on time in accordance with contract terms	Monthly	Kay Murphy	Linda Tolley	100%	100%	86%	No	Performance dipped due to SBS payment issues in May
Financial Performance	% of NRC Financial Assessments / re - assessments within 3 weeks (21 days) of CPLI approval	Monthly	Kay Murphy	Linda Tolley	100%	100%	75%	No	New measure - June figure provided
Financial Performance	% of Residential Financial Assessments within 8 weeks (56 days) of CPLI approval	Monthly	Kay Murphy	Linda Tolley	100%	100%	88%	No	New measure - June figure provided
Financial Performance	% of DP's with Financial review within the first 6 months	Monthly	Kay Murphy	Linda Tolley	100%	100%	n/a	n/a	n/a - Working on data collectioin methodology
Financial Performance	% of DP's with annual Financial review	Monthly	Kay Murphy	Linda Tolley	100%	100%	n/a	n/a	n/a - Working on data collectioin methodology
Financial Performance	SI66a - Rent collected as a % of rent due	Monthly	Manjit Rai	Karen New	95.93%	95.30%.	95.21%	no	Customers continue to be under financial pressures due to the increasing costs of living and this will only increase during the financial year. The recent service review will enhance service delivery and allow officers to support our most vulnerable tenants.