

Finance Performance Monitoring			2022 / 2023		Quarter 1					Quarter 2				Quarter 3				
Area	Indicator	Reporting Frequency	Data Owner	Data Collected By	2022-2023 Year End	Q1 Target	Q1 Performance	Q1 Target Met	Q1 Commentary	Q2 Target	Q2 Performance	Q2 Target Met	Q2 Commentary	Q3 Performance	Direction of travel from previous quarter Up arrow = improvement Down arrow = reduced performance	Q3 Target	Q3 Target Met	Q3 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%.	55.24%	56.16%	Yes	Collection is up on this time last year when it was 54.74%. However by awarding over £4m energy rebate payments onto CTAX A/C's in September (4% approx) this has contributed to increased collection. Some of these payments will be refunded	78.62%	↑	80.57%	No	100 payments for 28.12.22 and cash payments from 23.12.22 did not go onto CTAX A/C's until January which affected collection rate
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	51.81%	60.06%	yes	Finished paying out CARF (see Q3 note) which totalled £7.4m onto BR accounts which has	81.67%	↑	82.50%	No	Collection is up on this time last year when it was 77.29% but down on our Q3 target
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	74.03%	76.40%	Yes	Collection up on last year	79.87%	↑	80%	No	Target just missed as invoices are raised throughout the year which affects collection rate
Financial Performance	Prior year Council Tax collection	Quarterly	Ian Dunn	Linda Tolley	96%	93%	93.68%	yes	small improvement on May.	94%	94.06%	Yes	Collection increased	95%	↑	95%	Yes	Target met
Financial Performance	Prior year Business Rates Collection	Quarterly	Ian Dunn	Linda Tolley	98%	95	96.36%	yes	improvement on May.	96%	96.86%	Yes	Collection increased	98%	↑	97%	Yes	Target met
Financial Performance	Prior year Sundry Debt Collection	Quarterly	Ian Dunn	Linda Tolley	97%	91%	91.91%	yes	Over 10% increase on May.	93%	95.54%	Yes	Collection increased	96%	↑	94%	Yes	Target met
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	£777K	£679K	No	The figure is lower than same point last year when it was £777k. This will vary based on overpayments being raised and payments being	£1.010m	↑	£1.1m	No	No cash payments added from 23.12.22 to 31.12.22. These will be included in January's payments
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	20	19	Yes	Performance affected as clearing the backlog of outstanding changes in circumstances which has affected performance figure	19	↔	19 days	Yes	On target
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 22/23 and catching up with	3	12	No	Performance affected as clearing the backlog of outstanding changes in circumstances which has affected performance figure	6	↑	3	no	The number of days to process reported changes in circumstances has reduced from 12 days at Q2 to 6 days at Q3. As the backlog of work has been cleared this has helped to reduce the number of days it takes to deal with the changes
Financial Performance	% of invoices paid on time	Monthly	Rebecca Maher	Linda Tolley	95%	95%	77%	n/a	WMA is engaging to remedy any issues in the process and implement quick wins whilst Oracle Fusion is	95%	78%			86%	↑	95%	No	
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	within 1% of budget (<£2.5m)	£1.9m overspend	Yes		£1.8m underspend		within 1% of budget (<£2.5m)	Yes	
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 Q3 budget monitoring report available	within 1% of budget (<£2m)	£1.1m underspend	Yes		£1m underspend		within 1% of budget (<£2m)	Yes	
Financial Performance	% of spend in contract	Quarterly	Rebecca Maher	Linda Tolley					Under development				Under Development	n/a		n/a	n/a	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		20%		We are reviewing the approach for capture of local spend and this will include looking at ways for the oracle system to capture suppliers with local bases rather than simply HQ offices i.e. local spend, local workforce and also widening the offer WMCA (west midlands combined authority) spend as many handwell residents could be employed in the local regions and therefore demonstrates our social value impacts. In addition we are reviewing the way we capture raw data across the various systems including Contract/Adult social care i.e. domiciliary for inclusion in these figures	35%	↑	n/a	n/a	We are reviewing the approach for capture of local spend and this will include looking at ways for the oracle system to capture suppliers with local bases rather than simply HQ offices i.e. local spend, local workforce and also widening the offer WMCA (west midlands combined authority) spend as many handwell residents could be employed in the local regions and therefore demonstrates our social value impacts. In addition we are reviewing the way we capture raw data across the various systems including Contract/Adult social care i.e. domiciliary for inclusion in these figures
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 S85 payment issues in May	100%	92%	No		95%	↑	100%	No	Propose target revision to 95%
Financial Performance	% of NRC Financial Assessments / re - assessments within 3 weeks (21 days) of CPU approval	Monthly	Kay Murphy	Linda Tolley	100%	100%	75%	No	New measure - June figure provided	100%	57%	No		34%	↓	100%	No	Performance adversely affected in November a all staff focused on implementation of revised NRC policy
Financial Performance	% of Residential Financial Assessments within 8 weeks (56 days) of CPU approval	Monthly	Kay Murphy	Linda Tolley	100%	100%	88%	No	New measure - June figure provided	100%	86%	No		33%	↓	100%	No	Performance adversely affected in November a all staff focused on implementation of revised NRC policy
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 collection methodology	100%	60%	No	New target - additional temporary resource appointed trained, improved results expected in Q3	100%	↑	100%	Yes	2 Temporary audit officers appointed (May and Jun) 34/34 completed in 6 months
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 collection methodology	100%	93%	No	New target - additional temporary resource appointed trained, improved results expected in Q3	99%	↑	100%	No	3 Temporary audit officers appointed (May and Jun) 158/160 completed. Target missed by 1% (2 cases)
Financial Performance	866a - Rent collected as a % of rent due	Monthly	Manjiti 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.	95.50%	95.36%	No	The quarter 2 output at 95.16% is below the profile target of 95.50%. The rising cost of living, continues to place customers under unprecedented economic pressure. To mitigate the impact the service is working closely with internal and external partners to provide information and advice to support those most in need.	94.51%	↓	95.55%	No	The output for Quarter 3 2022/23 at 94.51% is below the profile target of 95.55%. The unprecedented economic crisis continues to put household budgets under pressure due to the increasing costs of living. To mitigate the impact the service is working closely with internal and external partners to provide information and advice to support those most in need. Work is currently taking place to identify working households on low incomes who do not qualify for benefits support such as Housing Benefit, Universal Credit (Housing Element), Discretionary Housing Payment etc. financial support will be provided to those tenants who meet the set criteria for the Household Support Fund.