

Finance Performance Monitoring			2022 / 2023			Quarter 1				
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	
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 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	
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	
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	
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 CPU 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 CPU 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 collection 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 collection methodology	
Financial Performance	SIG6a - 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.	

Quarter 2				Quarter 3				
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
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% appx) this has contributed to increased collection. Some of these payments will be refunded	78.62%	↑	80.57%	No	DD 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
51.81%	60.06%	yes	Finished paying out CARF (see Q1 note) which totalled £7.4m onto BR accounts	81.67%	↑	82.50%	No	Collection is up on this time last year when it was 77.29% but down on our Q3 target
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
94%	94.06%	Yes	Collection increased	95%	↑	95%	Yes	Target met
96%	96.86%	Yes	Collection increased	98%	↑	97%	Yes	Target met
93%	95.54%	Yes	Collection increased	96%	↑	94%	Yes	Target met
£777k	£679k	No	The figure is lower than same point last year when it was £777k. This will vary as more customers move onto Universal Credit, we will be left with the more complex Housing Benefit	£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
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
3	12	No		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
95%	78%			86%	↑	95%	No	
within 1% of budget (<£2.5m)	£1.9m overspend	Yes		£1.8m underspend		within 1% of budget (<£2.5m)	Yes	
within 1% of budget (<£2m)	£1.1m underspend	Yes		£1m underspend		within 1% of budget (<£2m)	Yes	
			Under Development	n/a	n/a	n/a	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 sandwell 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 Controc/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 sandwell 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 Controc/Adult social care i.e. domiciliary for inclusion in these figures
100%	92%	No		95%	↑	100%	No	Propose target revision to 95%
100%	57%	No		34%	↓	100%	No	Performance adversely affected in November a all staff focussed on implementation of revised NRC policy
100%	86%	No		33%	↓	100%	No	Performance adversely affected in November a all staff focussed on implementation of revised NRC policy
100%	60%	No	New target - additional temporary resource appointed trained, improved results expected	100%	↑	100%	Yes	2 Temporary audit officers appointed (May and Jun) 34/34 completed in 6 months
100%	93%	No	new target - additional temporary resource appointed trained, improved results expected in Q3	99%	↑	100%	No	2 Temporary audit officers appointed (May and Jun) 158/160 completed. Target missed by 1% (2 cases)
95.50%	95.16%	No	The quarter 2 outturn 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 outturn for Quarter 3 2022/23 at 94.51% is below the profile target of 95.55%. The unprecedented economic crises 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 benefit 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.

