

Finance Performance Monitoring		2022 / 2023				Quarter 1				Quarter 2				Quarter 3				Quarter 4		
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	Q4 Performance	Direction of travel from previous quarter Up arrow = improvement Down arrow = reduced performance
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	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	95.50%	↑
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 Q1 note) which totalled £7.4m onto BR accounts which has significantly helped collection	81.67%	↑	82.50%	No	Collection is up on this time last year when it was 77.29% but down on our Q3 target	96.14%	↑
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	84.47%	↑
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	95%	↔
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	98%	↑
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	97%	↑
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	£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 received	£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	£1.353m	↑
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	As more customers move onto Universal Credit, we will be left with the more complex Housing Benefit new claims which will take longer to process	19	↔	19 days	Yes	On target	19	↔
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	3	12	No	Performance affected as clearing the backlog of outstanding changes in circumstances which has affected performance figure	6	↑	3	Yes	Target met	8	↓
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.	95%	78%								97%	↑
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	within 1% of budget (<£2.5m)	£1.9m overspend	Yes							-£400k	↓
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	within 1% of budget (<£2m)	£1.1m underspend	Yes							-£350k	↓
Financial Performance	% of spend in contract	Quarterly	Fiona McLaughlin	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		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 vMCA (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					53%		
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	100%	92%	No		95%	↑	100%	No	Propose target revision to 95%	93%	↓
Financial Performance	% of NRC Financial Assessments / re - assessments within 3 weeks (21 days) of CPL 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 focussed on implementation of revised NRC policy	30%	↓
Financial Performance	% of Residential Financial Assessments within 8 weeks (56 days) of CPL 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 focussed on implementation of revised NRC policy	57%	↑
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	92%	↓
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	2 Temporary audit officers appointed (May and Jun) 158/160 completed	100%	↔
Financial Performance	S66a - 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.	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 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 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.		

Quarter 4			2022/2023 Outturn					
Q4 Target	Q4 Target Met	Q4 Commentary	2022/2023 Outturn	Direction of travel from 2021/2022 Outturn <i>Up arrow = improvement Down arrow = reduced performance</i>	2022/2023 Target	2022/2023 Target Met	2022/2023 Outturn Commentary	
98.00%	Yes but target is not correct	CTAX collection is slightly down on 22/23 when it was 96.44% but in monetary terms it is up £12m to £136m						
98.00%	Yes but target is not correct	NDR collection up on 22/23 which was 94.87%						
98%	No	Collection increased less than 0.5% on Feb 23. 8k more invoices this year compared to last year and some large invoices raised in March which are all due immediately as we have immediate payment terms.						
95%	Yes	Collection remained the same as Q3						
97%	Yes	Increase and target met						
94%	Yes	Increase						
£1.1m	No	Increase on previous quarter just below target						
19 days	Yes	target met						
3	No	Target not met for year, but last reported DWP national figure was 9 days which we are still below						
95%	Yes	Report updated to count time taken to pay invoices from date of receipt of invoice rather than date of invoice.						
within 1% of budget (<£2.5m)	Yes	Projected variance as at P11 monitoring						
within 1% of budget (<£2m)	Yes	Projected variance as at P11 monitoring						
		Under development						
Revised Target	95%	No						
		Delayed payments in CCBU were due to delay prior to CCBU processing, working with ASC to resolve these issues						
Revised Target	70%	No						
		Performance adversely affected in November a all staff focussed on implementation of revised NRC policy, seeking additional resource to clear backlog						
Revised Target	85%	No						
		Performance adversely affected in November a all staff focussed on implementation of revised NRC policy, seeking additional resource to clear backlog						
Revised Target	90%	Yes						
		2 Temporary audit officers appointed (May and Jun) 12/13 completed						
Revised Target	95%	Yes						
		2 Temporary audit officers appointed (May and Jun) 160/160 completed						
			95.86% (including arrears b/f)				96%	The year-end performance for cash collection with rent arrears brought forward from the previous year was 95.86% against a target of 96%. The cash collection performance excluding rent arrears brought forward from the previous year was 99.64%. Considering Sandwell is ranked as the second poorest area in the country on the new 'cost of living vulnerability index' and is listed as the eighth most deprived Borough in England, just narrowly missing the cash collection target is a good result for the service, especially as the cost of living crisis continues to impact household incomes. The service has considerably reduced the number of evictions due to rent arrears from 76 evictions during 2019/20 to 13 (82.89%) during 2022/23 which equates to an annual saving of £185,356 to the homeless general fund for temporary accommodation, demonstrating a high level of tenancy sustainment and homeless prevention.

Indicator	Quarter 4				2022/2023 Outturn				
	Q4 Performance	Direction of travel from previous quarter <i>Up arrow = improvement Down arrow = reduced performance</i>	Q4 Target	Q4 Commentary	2022/2023 Outturn	Direction of travel from 2021/2022 Outturn <i>Up arrow = improvement Down arrow = reduced performance</i>	2022/2023 Target	2022/2023 Target Met	2022/2023 Outturn Commentary
Sundry Debt Collection	84.47%	↑	98%	Collection increased less than 0.5% on Feb 23. 8k more invoices this year compared to last year and some large invoices raised in March which are all due immediately as we have immediate payment terms.					
Housing Benefit Overpayment	£1.353m	↑	£1.1m	Increase on previous quarter just below target					
Number of days taken to process Housing Benefit Changes in Circumstances	8	↓	3	Target not met for year, but last reported DWP national figure was 9 days which we are still below					
% of ASC payments made on time in accordance with contract terms	93%	↓	Revised Target 95%	Delayed payments in CCBU were due to delay prior to CCBU processing, working with ASC to resolve these issues					
% of NRC Financial Assessments / re - assessments within 3 weeks (21 days) of CPLI approval	30%	↓	Revised Target 70%	Performance adversely affected in November a all staff focussed on implementation of revised NRC policy, seeking additional resource to clear backlog					
% of Residential Financial Assessments within 8 weeks (56 days) of CPLI approval	57%	↑	Revised Target 85%	Performance adversely affected in November a all staff focussed on implementation of revised NRC policy, seeking additional resource to clear backlog					
S166a - Rent collected as a % of rent due			95.55%	The year-end performance for cash collection with rent arrears brought forward from the previous year was 95.86% against a target of 96%. The cash collection performance excluding rent arrears brought forward from the previous year was 99.64%. Considering Sandwell is ranked as the second poorest area in the country on the new 'cost of living vulnerability index' and is listed as the eighth most deprived Borough in England, just narrowly missing the cash collection target is a good result for the service, especially as the cost of living crisis continues to impact household incomes. The service has considerably reduced the number of evictions due to rent arrears from 76 evictions during 2019/20 to 13 (82.89%) during 2022/23 which equates to an annual saving of £185,356 to the homeless general fund for temporary accommodation, demonstrating a high level of tenancy sustainment and homeless prevention.					