



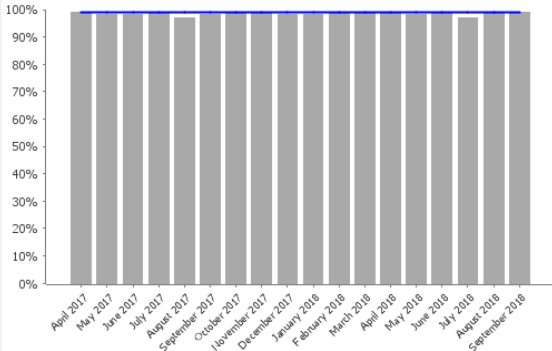

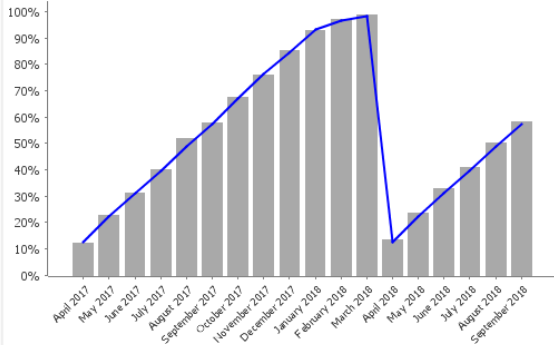
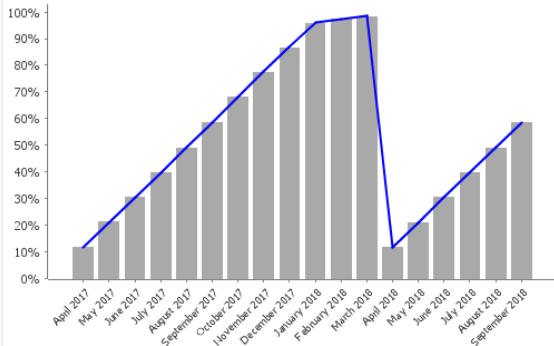



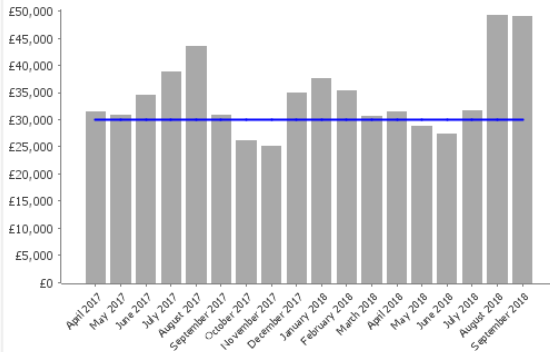


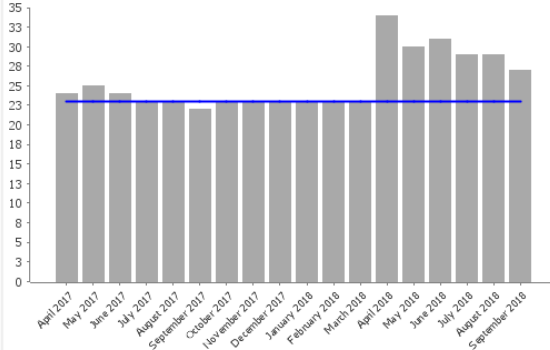

Scrutiny Committee – Finance Portfolio performance report


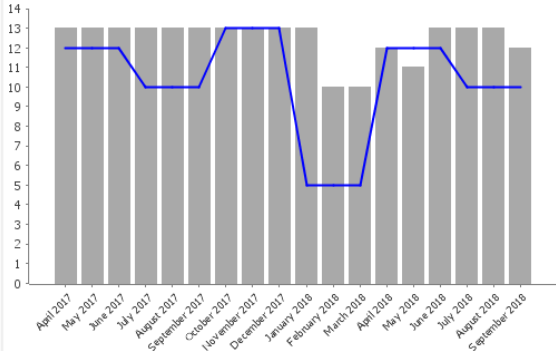

Key:

Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target

						Cumulative (Year to Date) Performance			
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	2018/19			Latest Note
						Value	Target	Status	
LPI_F S 001	The percentage of undisputed invoices paid within 30 days or agreed terms	99%	99%			98.5%	99%		Commentary is only provided for 'red' indicators.

						Cumulative (Year to Date) Performance				
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	2018/19			Latest Note	
						Value	Target	Status		
LPI_B R 04	The percentage of business rates collected in-year (Cumulative)	58%	57.4%	🟢		58%	57.4%	🟢	Commentary is only provided for 'red' indicators	
LPI_C T 04	The percentage of council tax collected in-year (cumulative)	58.3%	58.6%	🟡		58.3%	58.6%	🟡	Commentary is only provided for 'red' indicators	

						Cumulative (Year to Date) Performance			
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	2018/19			Latest Note
						Value	Target	Status	
LPI_F S 003	Debts outstanding more than 61 days	£48,918	£30,000			£48,918	£30,000		<p>The total amount of debts raised in the past 12 months was £3.298m. Debts still unpaid after 61 days represents 1.49% of the debts raised in the past 12 months (i.e. 98.51% collected).</p> <p>Within this group are £6,000 of debts relating to the provision of private sewerage arrangements. Finance, legal and property are working towards a resolution. Also within this group are £20,000 of debts relating to building control customers. Finance and Building Control staff are actively chasing these debts; £8,000 of which has since been paid.</p>
LPI_H B 02	Average time taken to process a new claim for Housing Benefit (cumulative)	22	23			27	23		<p>Performance is currently improving with 22 calendar days being achieved in September, which is below target.</p> <p>Performance was below target as officers continued to be faced with a significant caseload, approaching 5,000 housing benefit customers and 5,500 customers receiving council tax support.</p>

						Cumulative (Year to Date) Performance			
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	2018/19			Latest Note
						Value	Target	Status	
LPI_H B 04	Average (cumulative) number of days to process a change in circumstances for Housing Benefit	12	10			12	10		<p>As part of the 2018/19 budget process, Members approved a £50,000 saving in Revenues & Benefits and a staff consultation took place before a new structure was agreed to deliver the required savings. This caused a disruption to the service. The new structure commenced on 1 November and it has been agreed that four vacant Benefit Officers posts can be filled which should improve performance further.</p> <p>Performance for this PI has also started to improve.</p>