

Finance Performance Indicators (Exceptions)

March, 2010/11

Green = Target met
Amber = within tolerance
Red = outside tolerance

Trend is compared with previous financial year
unless PI accumulates (marked *)
then trend is with same period last year

PI Code	Description	Actual 09/10	Jan 11	Feb 11	Mar 11	YTD Actual	Unit	Target	Target Met?	Trend	Comments
Finance											
Business Support											
FCS010	FCS010 - Weighted Average Cost Of Short Term Borrowing Below The Average 7 Day LIBOR Rate (%)	New PI					%	-0.05			No borrowing undertaken in 2010-11.
FSB											
Corporate											
FIN063	FIN063 - Number of payments by BACS as a proportion of the total (%)	60.9	63.24	60.55	58.65	62.02	%	63	N	Improving	March: 3,752 BACS payments (£88.89m), 2,645 cheque payments (£7.04m).
H&F Direct											
Benefits (CTax, Housing & Education)											
BV079bi	BV079bi % recoverable HB overpayments recovered: current year	66.3	26.36	29.59	32.89	44.42	%	75	N	Not Improving	The HB debts increase from £1.3m in Q3 to £2.2m in Q4. This lowered performance (%), although the amount of money recovered increased.
BV079bii	BV079bii % recoverable HB overpayments recovered: all years	22.78	2.03	2.13	2.46	18.13	%	25	N	Not Improving*	The recession continues to make recovery difficult. The increase in the value of overpayment debt will continue to impact on this.

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H&F Direct											
NI181	NI181 Time taken to process housing benefit and Council Tax benefit new claims and change events (days)	15				32.7	days	14	N	Not Improving	This is an estimated return (DWP figs n/a). The recession has led to a large increase in workloads, while the service has reduced headcount & operating costs. Projects to improve performance are being implemented but results are not expected before Q1.
Revenues											
BV009	BV009 - Council Tax Received In The Year (%)	95.62	88.44	93.79	93.79	95.46	%	95.6	N	Not Improving*	This represents good performance, given the difficult financial situation facing some residents.
BV010	BV010 - Business Rates Received In The Year (%)	94.34	90.53	92.52	94.28	94.28	%	97.8	N	Not Improving*	The recession continues to impact on local businesses. Also as previously reported the opening of Westfield significantly increased the level of debt.