

Finance Performance Indicators (Exceptions) September, 2011/12

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 10/11	Jul 11	Aug 11	Sep 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 2011-12.
FSB											
Corporate											
FCS063	FCS063 - Number of payments by BACS as a proportion of the total (%)	62.02	62.44	58.42	61	64.28	%	70	N	Improving	No anticipated improvement before year end when the intention is to end cheque payments.
H&F Direct											
Benefits (CTax, Housing & Education)											
BV079bi	BV079bi % recoverable HB overpayments recovered: current year	44.42	76.58	43.98	34.18	41.6	%	50	N	Not Improving	The project team has resulted in a 50% reduction of outstanding cases. However over 25% of the debt is being recovered from benefit cases but amounts are restricted, with £9 ave weekly repayments.

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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)	31			37	37	days	30	N	Not Improving	H&F's focus on 'new claims', resulted in September improving to 26.7 days. For NI 181, that also includes changes of circumstance, the estimate was 37 days & above target(30). A 'Lean' review is increasing case resolution at first contact.
Revenues											
BV010	BV010 - Business Rates Received In The Year (%)	94.28	37.28	45.35	54.28	54.28	%	55.84	N	Not Improving*	The impact of the recession continues to make collection difficult. The change in the payment method for our hospitals, will diminish but reduced the result by 0.7%. The performance has also been affected by the recent occupancy of the Ark. This increased the debt by £1.5m (-0.8 impact on target), performance otherwise would have been near target.