

FINANCE DIGEST

Revenue Financial Monitoring at

Period 10

(January 2013)

Prepared By : Finance Shared Services

Date : 28th February 2013

Foreword

The monthly Finance Digest is a key tool for raising awareness of financial issues throughout the Council at both member and officer level.

If you have any comments or queries on its contents and presentation, or a suggestion for an item to be included, please contact Nigel Pollard (Finance Manager) on ext 7198 or Gilbert Mills (Senior Accountant) on ext 7437.

The Finance Digest brings together the key indicators that describe Watford's financial health. It provides a regular update on the progress of spend against Council budgets including performance within a number of discrete areas. Variances to budgets are reported and shown in the forecast outturn for 2012/13. These variances are loaded on to the Council's financial management system.

Part 1 - Budget Monitoring

The digest reflects the Council's latest forecast of its financial position for the year, assessing expected spend against the agreed budget and split into service area. It also includes information on key risks and volatile budgets (I.E. income streams subject to economic conditions) including any action taken to mitigate their impact. Revenue spend is forecast monthly whereas capital updates are provided on a quarterly basis.

Part 2 - Performance Indicators

This section provides up to date performance data regarding various service areas of the Council including both front line services and support services.

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Part 1 - Budget Monitoring

1 - General Fund Revenue

1.1 This report provides an update, in summary form, of the latest position as at 31st January 2013 (period 10) on the Council's budget for the current financial year.

1.2 The 2012/13 original net general fund budget requirement was £14,897k.

The 2012/13 forecast outturn for net expenditure at the end of period 10 is predicted to be £14,964k. The net increase of (£67k) is funded via reserves as follows :-

- (i) Use of Invest To Save Reserve (Yr 2 funding for the post of 'Resilience Officer')
- (ii) Use of Invest To Save Reserve (consultancy costs for possible outsourcing)
- (iii) Use of LABGI Reserve (funding contribution towards 'Imagine Watford')
- (iv) Use of Housing & Planning Delivery Grant Reserve (funding USEA affiliation)
- (v) Use of Budget Carry Forward Reserve via allocation to revenue budgets
- Sub total
- (vi) Anticipated movement on Economic Impact Reserve (see table on page 4)

Total sum of in year reserve movements up to period 10

Note () illustrate a decrease in reserve balances

Table of Reserve Movements		
@ Period 9 £k	This Month £k	Total £k
(38)	0	(38)
(94)	0	(94)
(20)	0	(20)
(35)	0	(35)
(301)	0	(301)
(488)	0	(488)
271	150	421
(217)	150	(67)

(i)+(ii) Invest to Save Reserve (£132k)

The Mayor approved the funding of a two year appointment for a Resilience Officer post (circa £38k per annum), employed by the CVS, who will have responsibility for supporting voluntary sector organisations to become sustainable in the future and less reliant on the council as a source of funding. 2012/13 is the second year of this appointment.

The Council is using V4 Services Ltd to assist with the exercise of market testing for frontline services connected with Waste, Street Cleansing and Parks & Open Spaces. Earmarked funding from the 'Invest to Save' reserve in 2012/13 has totalled (£94k).

(iii) Local Authority Business Growth Incentive (LABGI) Reserve (£20k)

This reserve was utilised to develop opportunities and promote Watford by working with partners including the private sector and Watford Palace Theatre on the 'Imagine Watford' festival that took place in June 2012.

(iv) Housing & Planning Delivery Grant Reserve (£35k)

This reserve has been used to fund Watford's shareholder investment in the USEA 'green deal' approved by Cabinet on 17th September 2012.

(v) Budget Carried Forward Reserve (£301k)

This reserve was established to carry over unused revenue budget from 2011/12 for works and projects that were to be carried out within 2012/13.

(vi) Anticipated Net Movement on Economic Impact Reserve £421k

This balance of £421k is the current unplanned forecast underspend for 2012/13 and includes January 2013's forecast outturn data as reported by services :-

Forecast variations affecting Economic Impact Reserve	Overspend / Underspend	Page Nos	@ Period 9 £k	This Month £k	Total £k
As outlined in Period 9 Finance Digest	Underspend		271	0	271
Forecast outturn data received from Community Services	Underspend	6 & 7	0	35	35
Forecast outturn data received from Environmental Services	Underspend	8	0	31	31
Forecast outturn data received from Planning	Overspend	9	0	(19)	(19)
Forecast outturn data received from Corporate Management	Underspend	10	0	139	139
Forecast outturn data received from Legal & Property Services	Underspend	11	0	164	164
Forecast outturn data received from Strategic Finance	Overspend	14	0	(200)	(200)
Total			271	150	421

Note () illustrates a decrease in the Economic Impact reserve balance

1.3 Reserve activity in 2012/13 has been illustrated graphically to reflect the audited year end carried forward balance on these reserves as at 31st March 2012 including the table of reserve movements as shown on page 3.

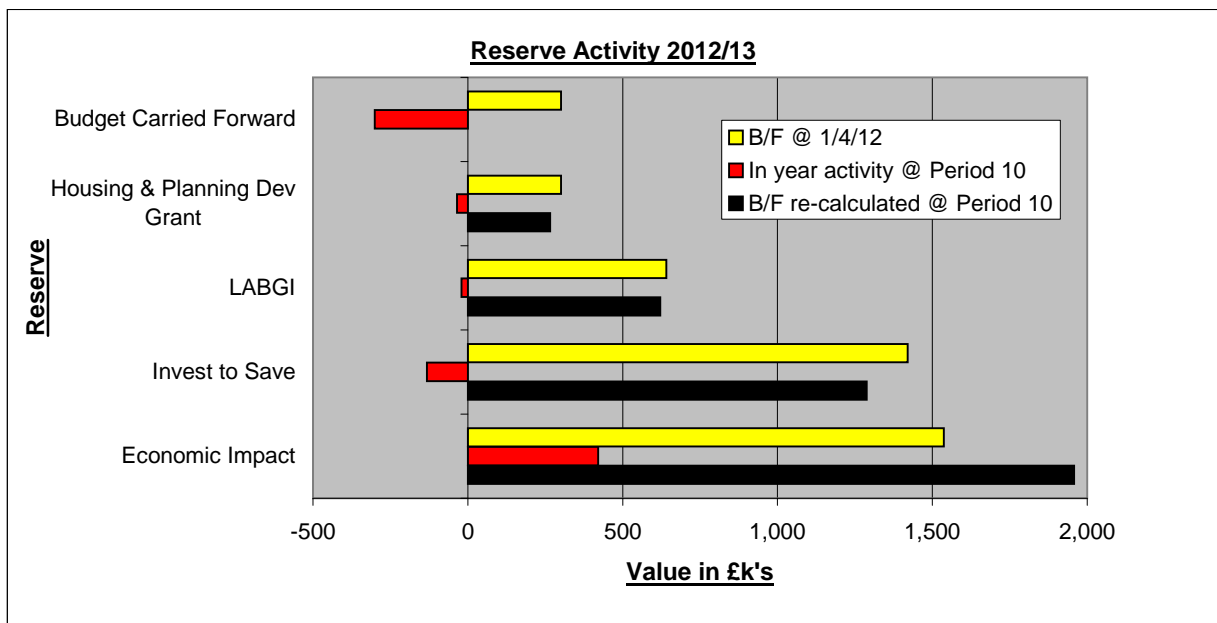


Table 1 - General Fund summary

General Fund Variance Summary for 2012/13 @ Period 10 (January 2013)

Service Area	Original Budget	Current Budget	Forecast Variance @ Period 9	Forecast Variances This Month	Total Forecast Variance	Forecast Outturn	Variance	
	£000's	£000's	£000's	£000's	£000's	£000's	%	☺
Community Services	8,200	8,310	(395)	(35)	(430)	7,880	(5.2)	☺
Environmental Services	6,346	6,433	(127)	(31)	(158)	6,275	(2.5)	☺
Planning	2,162	2,181	20	19	39	2,220	1.8	⊗
Corporate Management	1,492	1,492	0	(139)	(139)	1,353	(9.3)	☺
Legal and Property Services	(2,721)	(2,429)	101	(164)	(63)	(2,492)	(2.6)	☺
Shared Services Implementation	30	30	0	0	0	30	0.0	☺
Shared Services	3,815	3,815	228	0	228	4,043	6.0	⊗
Strategic Finance	(4,427)	(4,447)	(98)	200	102	(4,345)	2.3	⊗
NET GENERAL FUND	14,897	15,385	(271)	(150)	(421)	14,964	(2.7)	☺
Budgeted Transfer To/(From) Reserves	503	503	0	0	0	503		
In Year Transfer To/(From) Reserves		(488)	272	149	421	(67)		
<i>Rounding Adjustment</i>			(1)	1				
NET BUDGET REQUIREMENT	15,400	15,400	0	0	0	15,400		
General Fund Working Balance								
Opening Balance	1,350	1,350	0	0	0	1,350		
CLOSING WORKING BALANCE	1,350	1,350	0	0	0	1,350		

Icons

Icons have been used to indicate the severity of the variation against budget.

The key is as follows:

☺ Forecast net expenditure is within budget

☹ Forecast net expenditure is as per budget

⊗ Forecast net expenditure is over budget but there is no cause for concern at this stage.

🚨 Forecast net expenditure is more than 10% and £50k over budget which is a cause for concern.

Table 2 - Variance Analysis by Service and Cost Centre

Service Area	Original Budget	Agreed Budget Change	Current Budget	Forecast Variance @ Period 9	Forecast Variances This Month	Total Forecast Variance	Forecast Outturn	Comments regarding This Month's Forecast Variances
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	
Community Services :-								
Parks and Open Spaces	2,186	45	2,231	(28)	1	(27)	2,204	Variations due to the following :- a) Periodic review of Cemeteries income streams resulting in a favourable (£1k) variance. b) Additional £5k spend incurred on plants & materials within all Parks areas including Cheslyn Gardens. c) Favourable (£8k) review of Allotments income due to higher occupancy levels as well as lower maintenance costs. d) Lower administrative costs within the service resulting in a favourable (£4k) variance e) Increased salary costs of £9k relating to Parks Rangers and staff working in the North area.
Sports and Arts	3,775	65	3,840	(203)	(30)	(233)	3,607	Variations due to the following :- a) Occupation by 'Signpost' at St Mary's Churchyard resulting in a lower anticipated rental charge of (£10k). b) Additional staffing benefits crystallising from the Play restructure realising a further (£10k) saving. c) Museum salary savings of (£9k) achieved in part due to restructuring as well as (£2k) of savings regarding premises costs. d) Expenditure associated with Town Centre events including artists fees £3k higher than expected post December review. e) Other net variations totalling (£2k).

Table 2 - Variance Analysis by Service and Cost Centre

Service Area	Original Budget	Agreed Budget Change	Current Budget	Forecast Variance @ Period 9	Forecast Variances This Month	Total Forecast Variance	Forecast Outturn	Comments regarding This Month's Forecast Variances
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	
Community Services (continued) :-								
Housing	2,239	0	2,239	(165)	(6)	(171)	2,068	Variations due to the following :- a) Minor £2k increase expected in salary costs driven by accumulated leave due to a member of staff returning after maternity absence. b) Further <u>net</u> recoverable B&B income of (£24k) expected by year end. c) Quarter 3 data recently received from WCHT resulting in a net £12k adverse variance on managed properties. Utility expenditure has also been reviewed upwards by £6k. d) Other net variations saving (£2k) notably due to the continued migration to online services.
<i>Rounding Adjustment</i>				1		1	1	
Total for Community Services	8,200	110	8,310	(395)	(35)	(430)	7,880	

Notes to Agreed Budget Changes

Agreed Budget Changes reported in Finance Digest Period 9

Reason for Agreed Budget Change

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Table 2 - Variance Analysis by Service and Cost Centre (continued)

Service Area	Original Budget	Agreed Budget Change	Current Budget	Forecast Variance @ Period 9	Forecast Variances This Month	Total Forecast Variance	Forecast Outturn	Comments regarding This Month's Forecast Variances
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	
Environmental Services :-								
Customer Services	0	5	5	(58)	0	(58)	(53)	No monthly forecast variances reported.
Environmental Health & Licensing	1,781	(12)	1,769	47	(31)	16	1,785	Variations due to the following :- a) Review of licensing income (notably Hackney Carriage & Private Hire) resulting in an increase of (£30k). b) Other net salary variations totalling (£1k).
Street Cleansing	2,017	34	2,051	(67)	0	(67)	1,984	No monthly forecast variances reported.
Waste & Recycling	2,548	60	2,608	(49)	0	(49)	2,559	No monthly forecast variances reported.
Total for Environmental Services	6,346	87	6,433	(127)	(31)	(158)	6,275	

Notes to Agreed Budget Changes

**Agreed Budget Changes reported
in Finance Digest Period 9**

Reason for Agreed Budget Change

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Table 2 - Variance Analysis by Service and Cost Centre (continued)

Service Area	Original Budget	Agreed Budget Change	Current Budget	Forecast Variance @ Period 9	Forecast Variances This Month	Total Forecast Variance	Forecast Outturn	Comments regarding This Month's Forecast Variances
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	
Planning :-								
Development Section	985	0	985	10	23	33	1,018	Variations due to the following :- a) Review of service revenue resulting in :- i) Reduction in Development Control income of £40k due to lack of planning applications. ii) Increase in Building Control income of (£3k) due to income generation on zero based budget. iii) Increase in Land Searches income of (£15k) due to higher activity levels. b) Other net variations totalling £1k.
Transport and Infrastructure	585	19	604	10	(11)	(1)	603	Variations due to the following :- a) Review of service revenue resulting in :- i) Favourable increase to Longspring Car Park income of (£5k). ii) Decrease to Avenue Car Park income of £20k. iii) Increase to Town Hall Car Park income of (£5k). b) Unused supplies & services budgets saving (£5k). c) Lower spend of (£15k) with transport partners & providers. d) Other net variations totalling (£1k).
Policy Team	580	0	580	0	7	7	587	Variations due to the following :- a) £7k increase in costs connected with printing & stationery.
Economic Development	12	0	12	0	0	0	12	No monthly forecast variances reported.
Total for Planning	2,162	19	2,181	20	19	39	2,220	

Notes to Agreed Budget Changes

Reason for Agreed Budget Change

**Agreed Budget Changes reported
in Finance Digest Period 9**

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Table 2 - Variance Analysis by Service and Cost Centre (continued)

Service Area	Original Budget	Agreed Budget Change	Current Budget	Forecast Variance @ Period 9	Forecast Variances This Month	Total Forecast Variance	Forecast Outturn	Comments regarding This Month's Forecast Variances
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	
Corporate Management :-								
Corporate Management	1,492	0	1,492	0	(139)	(139)	1,353	Variations due to the following :- a) Vacant posts unfilled during part of the financial year saving (£104k). b) Agency fee budget unused saving (£35k).
Total for Corporate Management	1,492	0	1,492	0	(139)	(139)	1,353	

Notes to Agreed Budget Changes

Agreed Budget Changes reported in Finance Digest Period 9

Reason for Agreed Budget Change

0

Table 2 - Variance Analysis by Service and Cost Centre (continued)

Service Area	Original Budget	Agreed Budget Change	Current Budget	Forecast Variance @ Period 9	Forecast Variances This Month	Total Forecast Variance	Forecast Outturn	Comments regarding This Month's Forecast Variances
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	
Legal and Property Services :-								
Partnerships and Performance	272	86	358	0	0	0	358	No monthly forecast variances reported.
Legal and Democratic	1,591	25	1,616	2	0	2	1,618	No monthly forecast variances reported.
Property	(5,154)	33	(5,121)	199	(6)	193	(4,928)	Variations due to the following :- a) Net NNDR savings of (£6k) relating to various locations within the council's property portfolio.
Buildings and Projects	570	148	718	(100)	(158)	(258)	460	Variations due to the following :- a) Further savings of (£150k) achieved via in year capital works and improvements in contract negotiations with suppliers. b) NNDR savings of (£30k) realised at the Town Hall complex. c) Overspend of £22k incurred on CCTV activities largely driven by BT Redcare costs.
Total for Legal and Property Services	(2,721)	292	(2,429)	101	(164)	(63)	(2,492)	

Notes to Agreed Budget Changes

**Agreed Budget Changes reported
in Finance Digest Period 9**

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Reason for Agreed Budget Change

Table 2 - Variance Analysis by Service and Cost Centre (continued)

Service Area	Original Budget	Agreed Budget Change	Current Budget	Forecast Variance @ Period 9	Forecast Variances This Month	Total Forecast Variance	Forecast Outturn	Comments regarding This Month's Forecast Variances
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	
Shared Services Implementation :-								
Shared Services Implementation	30	0	30	0	0	0	30	No monthly forecast variances reported.
Total for Shared Services Implementation	30	0	30	0	0	0	30	

Notes to Agreed Budget Changes

Agreed Budget Changes reported in Finance Digest Period 9

Reason for Agreed Budget Change

0

Table 2 - Variance Analysis by Service and Cost Centre (continued)

Service Area	Original Budget	Agreed Budget Change	Current Budget	Forecast Variance @ Period 9	Forecast Variances This Month	Total Forecast Variance	Forecast Outturn	Comments regarding This Month's Forecast Variances
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	
Shared Services :- Revenues and Benefits	1,559	0	1,559	178	0	178	1,737	No monthly forecast variances reported.
ICT	835	0	835	79	0	79	914	No monthly forecast variances reported.
Human Resources	471	0	471	24	0	24	495	No monthly forecast variances reported.
Finance	950	0	950	(52)	0	(52)	898	No monthly forecast variances reported.
<i>Rounding Adjustment</i>				(1)		(1)	(1)	
Total for Shared Services	3,815	0	3,815	228	0	228	4,043	

Notes to Agreed Budget Changes

**Agreed Budget Changes reported
in Finance Digest Period 9**

0

Reason for Agreed Budget Change

Table 2 - Variance Analysis by Service and Cost Centre (continued)

Service Area	Original Budget	Agreed Budget Change	Current Budget	Forecast Variance @ Period 9	Forecast Variances This Month	Total Forecast Variance	Forecast Outturn	Comments regarding This Month's Forecast Variances
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	
Strategic Finance :-								
Finance and Resources	221	10	231	0	0	0	231	No monthly forecast variances reported.
Finance Services Client	(823)	0	(823)	0	0	0	(823)	No monthly forecast variances reported.
Revenues and Benefits Client	(165)	0	(165)	(43)	0	(43)	(208)	No monthly forecast variances reported.
ICT Services Client	(835)	0	(835)	0	0	0	(835)	No monthly forecast variances reported.
Human Resources Client	(471)	8	(463)	0	0	0	(463)	No monthly forecast variances reported.
Procurement	0	0	0	0	0	0	0	No monthly forecast variances reported.
Corporate Costs	1,610	(38)	1,572	(135)	200	65	1,637	Additional provision of £200k set aside for bad debts connected to commercial rents most notably in the retail portfolio.
Capital & FRS17 Adjustments	(3,964)	0	(3,964)	80	0	80	(3,884)	No monthly forecast variances reported.
Total for Strategic Finance	(4,427)	(20)	(4,447)	(98)	200	102	(4,345)	

Notes to Agreed Budget Changes

Agreed Budget Changes reported in Finance Digest Period 9

Reason for Agreed Budget Change

(20)

Table 3 - Salaries Analysis

Salaries Variance Analysis (Excl. IAS19)

Service Area	Previous Year Final Restated	Original Budget	Agreed Budget Change	Current Budget	Forecast Variance @ Period 9	Forecast Variances This Month	Total Forecast Variance	Forecast Outturn	Variance		Comments regarding This Month's Forecast Variances
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	%	☺	
Community Services	3,065	2,840	39	2,879	(6)	(8)	(14)	2,865	(0.5)	☺	See Table 2 - Variance Analysis by Service and Cost Centre (pages 6 & 7).
Environmental Services	5,648	5,876	4	5,880	(82)	(1)	(83)	5,797	(1.4)	☺	See Table 2 - Variance Analysis by Service and Cost Centre (page 8).
Planning	1,887	1,983	0	1,983	(16)	0	(16)	1,967	(0.8)	☺	No monthly forecast variances reported.
Corporate Management	537	618	0	618	0	(139)	(139)	479	(22.5)	☺	See Table 2 - Variance Analysis by Service and Cost Centre (page 10).
Legal and Property Services	3,110	2,843	82	2,925	0	0	0	2,925	0.0	☺	No monthly forecast variances reported.
Shared Services Implementation	33	0	0	0	0	0	0	0	0.0	☺	No monthly forecast variances reported.
Strategic Finance	194	232	0	232	0	0	0	232	0.0	☺	No monthly forecast variances reported.
Consultancy	231	130	108	238	(2)	(1)	(3)	235	(1.3)	☺	Underspend of (£1k) due to no further spend anticipated within Building Control.
<i>Rounding Adjustment</i>			1	1	(1)		(1)				
Total	14,705	14,522	234	14,756	(107)	(149)	(256)	14,500	(1.7)	☺	

Notes to Agreed Budget Changes

Reason for Agreed Budget Change

Agreed Budget Changes reported in Finance Digest Period 9

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Table 4 - Key Financial Risk Areas (as at end of January 2013)

Service Area	Original Budget	Current Budget	Forecast Variance @ Period 9	Forecast Variances This Month	Total Forecast Variance	Forecast Outturn	Variance		Current Assessment of Outturn Position	Mitigating Action Taken
	£000's	£000's	£000's	£000's	£000's	£000's	%	☺		
Investment Interest	(325)	(325)	0	0	0	(325)	0.0	☺	Forecast higher cash balances available for investment and volatility in financial markets resulting in a 'flight to safety' with the maturity profile being shorter.	Dependent upon Eurozone countries resolving the issues around sovereign debt.
Commercial Property Income	(6,205)	(6,205)	342	0	342	(5,863)	5.5	☹	Detailed review of the Council's commercial property portfolio carried out by the Property Section Head.	Ongoing review due to the affect on the Council's revenue budget.
Charter Place Market	(288)	(288)	0	0	0	(288)	0.0	☺	Service reviewed by the Property Section Head.	Part of the proposals in progress with Capital Shopping Centres.
Homelessness Spend (gross)	151	151	(47)	3	(44)	107	(29.1)	☺	B&B costs regularly reviewed by the Housing Section Head and reported through the Head of Community Services. Expenditure of £3k this month more than offset by recoverable income of (£27k).	Options for commissioning additional temporary accommodation and more effective demand management routinely considered.
Development and Building Control Income	(536)	(536)	27	37	64	(472)	11.9	🔔	Service correlated to current economic conditions. Development Control income notably adversely affected based on the current month's service review (see Page 9).	Fee generation reviewed regularly by the Head of Planning & Development.

Table 4 - Key Financial Risk Areas (as at end of January 2013) (continued)

Service Area	Original Budget	Current Budget	Forecast Variance @ Period 9	Forecast Variances This Month	Total Forecast Variance	Forecast Outturn	Variance		Current Assessment of Outturn Position	Mitigating Action Taken
	£000's	£000's	£000's	£000's	£000's	£000's	%	☺		
Land Charges Income	(40)	(40)	(30)	(15)	(45)	(85)	(112.5)	☺	The forecast has been increased three times this financial year and has substantially outperformed the original estimate.	Fee generation reviewed regularly by the Head of Planning & Development.
Trade Refuse Income	(686)	(686)	25	0	25	(661)	3.6	☹	Bi-annual billing (April & October). Service reviewed by the Head of Environmental Services via the Section Head of Waste & Recycling.	This service forms part of the outsourcing proposal currently being explored.
Kerbside Recycling Income	(566)	(566)	(62)	0	(62)	(628)	(11.0)	☺	Service reviewed by the Head of Environmental Services via the Section Head of Waste & Recycling.	This service forms part of the outsourcing proposal currently being explored.
Revenues & Benefits Client <i>(Client cost excluding Revs & Bens shared service operating costs stated below to avoid duplication in variance reporting)</i>	(165)	(165)	(43)	0	(43)	(208)	(26.1)	☺	A high risk area due to increased demand and potential risks of overpayment which can affect the budget.	The need to maintain very rigorous quality controls to ensure all benefit claims are properly processed and validated.
Shared Service Operating Costs :-										
Finance	950	950	(52)	0	(52)	898	(5.5)	☺	Reviewed and monitored by the appropriate Head of Service and approved by the Shared Services Joint Committee. These variances were updated based on their meeting held in November 2012.	It is anticipated that the continuing harmonisation of processes should result in future efficiencies at some point. In terms of ICT, the decision to outsource the service was made in January 2013.
Human Resources	471	471	24	0	24	495	5.1	☹		
ICT	835	835	79	0	79	914	9.5	☹		
Revenues & Benefits	1,559	1,559	178	0	178	1,737	11.4	☹		

Part 2 - Performance Indicators

2 - Performance Indicators

The following analysis identifies performance on the Councils key 'financial health' and key business indicators.

2.1 Treasury Management Performance

The performance of the council's treasury management strategy for the period ending 31st January 2013 shows an average annualised return on investments of 1.15% which is in line with estimate. Budgeted interest receivable for the year therefore remains unchanged at £325k.

The current estimate of interest returns for 2012/13 is:

	<u>2012/13</u>
Best case	1.20 %
Central case	1.15 %
Worst case	1.10 %

Interest base rates (0.5%) are not now expected to rise until December 2014.

2.2

Council Tax and NNDR

The Council Tax and NNDR collection rates @ period 10 are as follows :-

Council Tax Collection rates	2010/11 %	2011/12 %	2012/13 %	Target %
April	10.8	10.7	11.1	10.8
May	17.8	19.7	19.6	19.8
June	27.2	28.5	28.1	28.6
July	35.8	37.6	36.8	37.7
August	45.0	46.5	46.0	46.6
September	54.1	55.0	54.7	55.1
October	62.8	64.0	64.0	64.1
November	71.9	73.2	72.8	73.3
December	80.4	82.1	81.7	82.2
January	88.9	90.3	90.0	90.4
February	92.8	93.6		93.7
March	95.3	95.5		96.0

NNDR Collection rates	2010/11 %	2011/12 %	2012/13 %	Target %
April	9.6	13.7	13.5	13.8
May	17.2	23.5	23.0	23.6
June	27.2	33.4	32.6	33.5
July	37.2	41.6	41.8	41.8
August	51.7	50.5	50.3	50.7
September	57.9	60.2	56.6	60.4
October	68.9	68.9	69.6	69.1
November	80.2	77.8	79.0	78.0
December	87.2	88.6	86.7	88.8
January	93.5	92.8	93.9	93.1
February	95.7	95.0		95.3
March	96.3	96.7		97.0

67% of council tax is paid by direct debit which is the cheapest and most reliable form of collection.

2.3 Creditor Payment Monitoring @ Period 10 (January 2013)

The Council paid 93.87% of undisputed invoices within 30 days (against an Audit Commission target of 100%).

The number of payments made by BACS for the month was 89.88% (cumulative figure is 87.08%) against a target of 90%.

Creditor Payment Monitoring Statistics By Service Area

	Total Undisputed Invoices	Late Payments	Payments On Time	% Payments On Time (This Month)	% Payments On Time (Yr to date)
Community Services	140	16	124	88.57	93.15
Environmental Services	305	7	298	97.70	98.10
Planning	45	0	45	100.00	92.11
Managing Director	8	0	8	100.00	91.03
Legal and Property	241	20	221	91.70	85.56
Shared Services	93	8	85	91.40	85.59
Total	832	51	781	93.87	92.26

Cumulative Percentages of Payments Made On Time

	2010/11	2011/12	2012/13
April	N/A	98.45	94.67
May	63.77	95.11	92.09
June	69.79	93.27	91.69
July	71.77	93.23	90.91
August	74.62	92.63	90.78
September	81.59	92.49	90.32
October	84.61	92.65	90.32
November	86.45	93.22	91.18
December	87.59	93.37	92.07
January	87.91	93.04	92.26
February	87.94	93.29	
March	89.16	93.51	

The April figure was not reported separately in 2010/11 so a historic comparison for this month is not possible.

2.4 Debtors Monitoring @ Period 10 (January 2013)

A summary of debtors raised / paid is shown in the table below.

General Debtor Invoices Raised to the end of January 2013

Invoices Raised from 1st April 2012 to 31st January 2013					
Service Area	No. Invoices	Total Raised £	Collected £	Outstanding	
				£	%
Community Services	1,454	1,666,663	1,514,638	152,026	9.12
Environmental Services	3,242	1,668,297	1,566,566	101,730	6.10
Planning	267	1,133,904	943,737	190,167	16.77
Corporate Management	9	103,722	103,722	0	0.00
Legal and Property	5,582	10,342,950	9,540,783	802,167	7.76
Human Resources	11	23,236	21,374	1,863	8.02
Housing	4	903	649	254	28.13
Finance	138	828,632	816,536	12,096	1.46
ICT	0	0	0	0	N/A
Revenues & Benefits	601	25,161	13,252	11,910	47.33
Total	11,308	15,793,468	14,521,255	1,272,212	8.06

Of the outstanding debt of £1,272,212, the amount between 0 to 3 months old is £575,421 (45.23%).

2.5 Key Business Indicators

Monthly indicators at the end of January 2013 (Period 10) are :-

Performance Indicator	Target for Year	Actual
Occupancy rates - Market	70%	59%
Occupancy rates - Commercial Property	99%	98%
Repair & Maintenance Programme (incl Yr 5 capitalised budget)	£952k	£476k
Capital Programme General	£4,870k	£4,510k
Capital Programme Section 106	£2,169k	£1,260k
Average time to process housing benefits claims (from date of claim)	25 days	28.52 days
Average time to process change of circumstances	15 days	29.29 days
Sickness absence (working days lost per employee)	5.42 days (profile target @ period 10)	7.15 days (as @ end of period 10)
Staff Appraisals completed on time	100%	98.76%
CSC service levels - 95% all calls answered	95%	98%
Complaints resolved at Stage 1	90%	63%
% of valid bins missed	<0.05%	0.044%
ICT service availability to users regarding major business systems during core working hours	99.50%	100.00% (period 10 only)