

**The Highland Council**  
**Finance, Housing and Resources Committee**  
**- 27 November 2013**

Agenda Item	<b>10</b>
Report No	<b>FHR/ 154/13</b>

**Finance Service - Quarterly Performance Report**

**Report by Director of Finance**

**Summary**

This report provides a summary of key and statutory performance indicators for the Finance Service as at 30<sup>th</sup> September 2013.

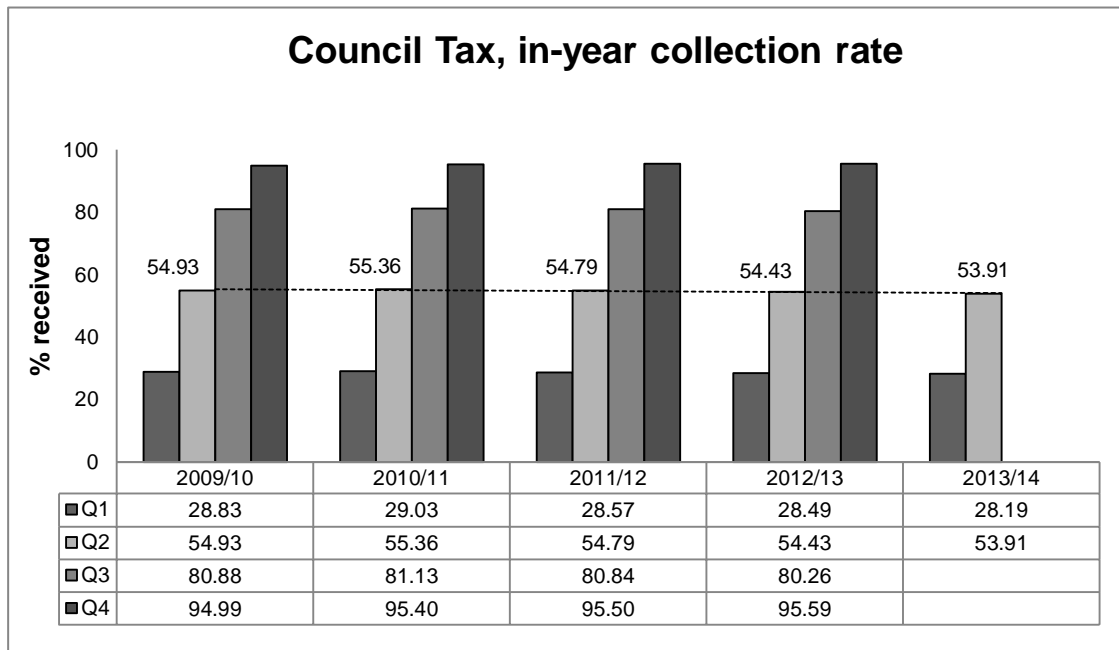
**1. Background**

- 1.1 This report includes performance against the Accounts Commission's Statutory Performance Indicators (SPIs) together with key performance measures for the Finance Service.
- 1.2 Current year figures are compared with those from the corresponding period in the previous financial year where these are available. In addition, figures from previous years are included where appropriate so that trends may be identified.
- 1.3 Where definitions have changed, direct comparisons can only be made within the time period to which that definition has applied.
- 1.4 Reports will continue to be brought to Committee on these performance indicators on a quarterly basis so that trends can be monitored.
- 1.5 A list of the current SPIs for the Finance Service is attached as **Appendix 1**.
- 1.6 Detailed information on SPI07, payment of invoices for all Services within the Council is provided in **Appendix 2**.

## 2. Finance Service, Quarterly performance reporting

### 2.1. Council Tax In-Year Collection Rate

#### 2.1.1.

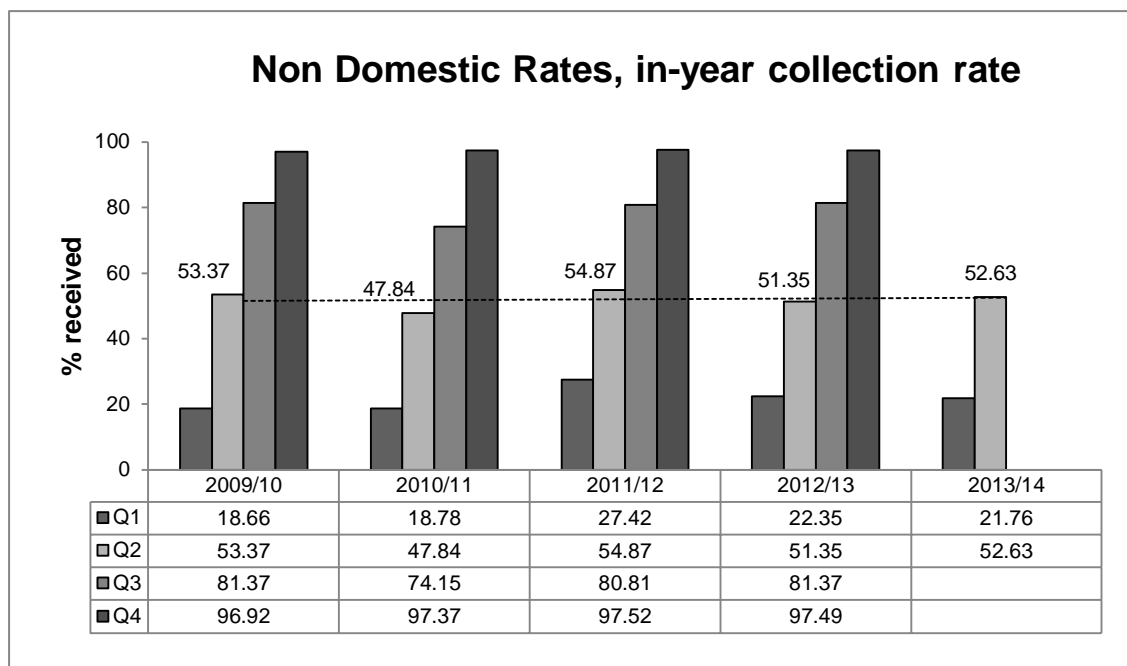


2.1.2. At the end of quarter two, the Council Tax in-year collection rate has reduced slightly to 53.91% however there has been an increase in the number of Council Tax payers choosing the facility to pay by 12 monthly instalments.

2.1.3. Since April 2013, the percentage of Direct Debit payers has increased from 64.7% to 67.1%.

### 2.2. Non Domestic Rates in-Year Collection Rate

#### 2.2.1.



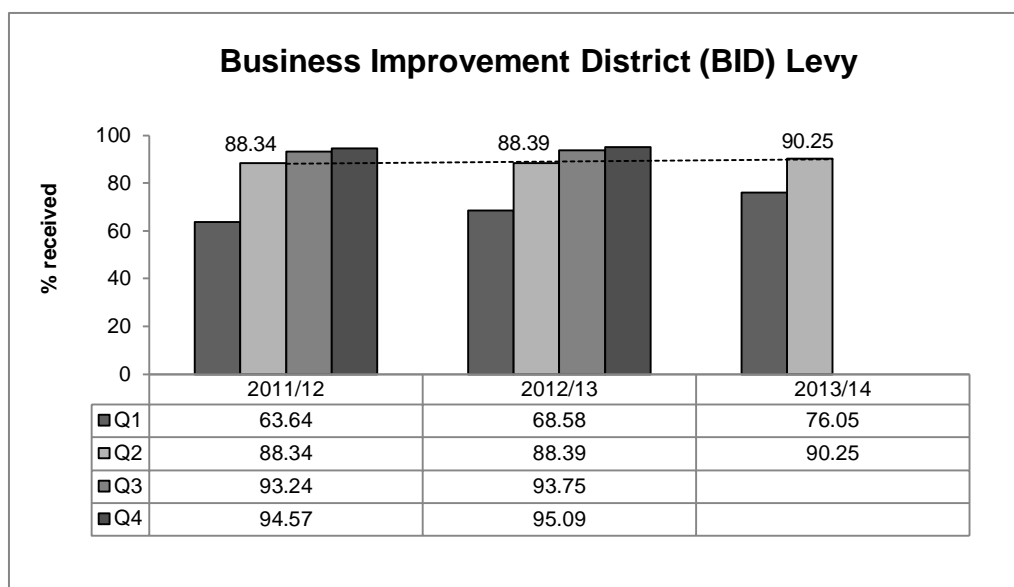
2.2.2. At the end of quarter two, the Non Domestic Rates in-year collection rate shows an increase from the previous year to 52.63%.

2.2.3. The Council continues to use all relevant measures available under the Rating regime to assist local businesses in difficult times; measures include encouraging payment by monthly instalments and directing businesses to available rate relief schemes.

2.2.4. For the sixth year running, The Highland Council has the highest up take of the Small Business Bonus Relief in Scotland, with 8,715 local businesses benefitting from a reduction of between 25% and 100% in their rates during 2013/14.

### 2.3. Business Improvement District (BID) Levy

2.3.1.

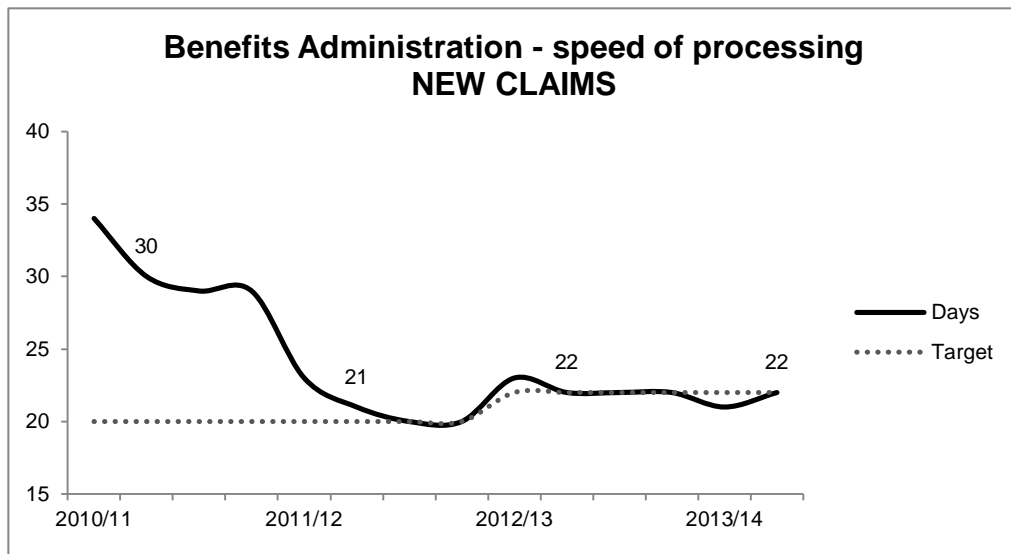


2.3.2. This indicator is a measure of how relevant businesses in Inverness are paying the Business Improvement District levy.

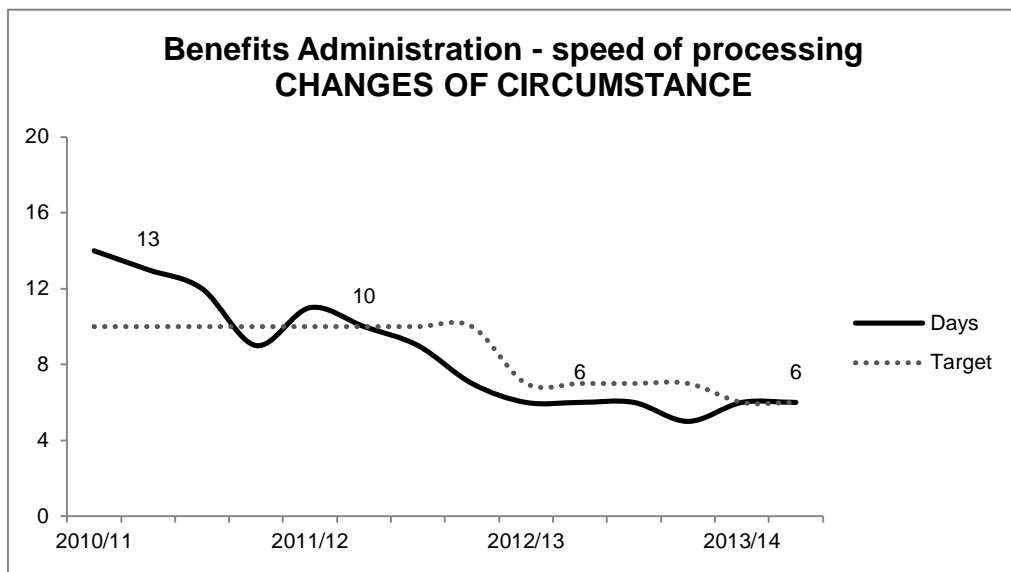
2.3.3. The collection rate continues to improve reflecting the pro-active approach to collection by the Council and the BID Company.

## 2.4. Benefits Administration - Speed of processing (days)

### 2.4.1.i.



### 2.4.1.ii.



2.4.2. New claims and changes of circumstance processing is the same as the previous year and both continue to achieve targets. Performance has been maintained despite the involvement of staff in Welfare Reform related matters including Scottish Welfare Fund and high volumes of Discretionary Housing Payment processing.

## 2.5. Customer Income Maximisation and Money Advice

2.5.1.

<b>Financial benefit to the customer from advice given (£)</b>			
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
<b>Quarter 1</b>	293,893	351,892	352,871
<b>Quarter 2</b>	572,713	659,333	217,366
<b>Quarter 3</b>	480,118	346,955	
<b>Quarter 4</b>	387,356	945,394	
<b>Year to date</b>	1,734,080	2,303,574	570,237

2.5.2. This indicator measures the total annual increased amount of benefit being awarded in Highland. Actual performance is much higher than reported due to a delay in gathering the full statistics for the last quarter. This will be updated for the next Committee report.

## 2.6 Money Advice

2.6.1.

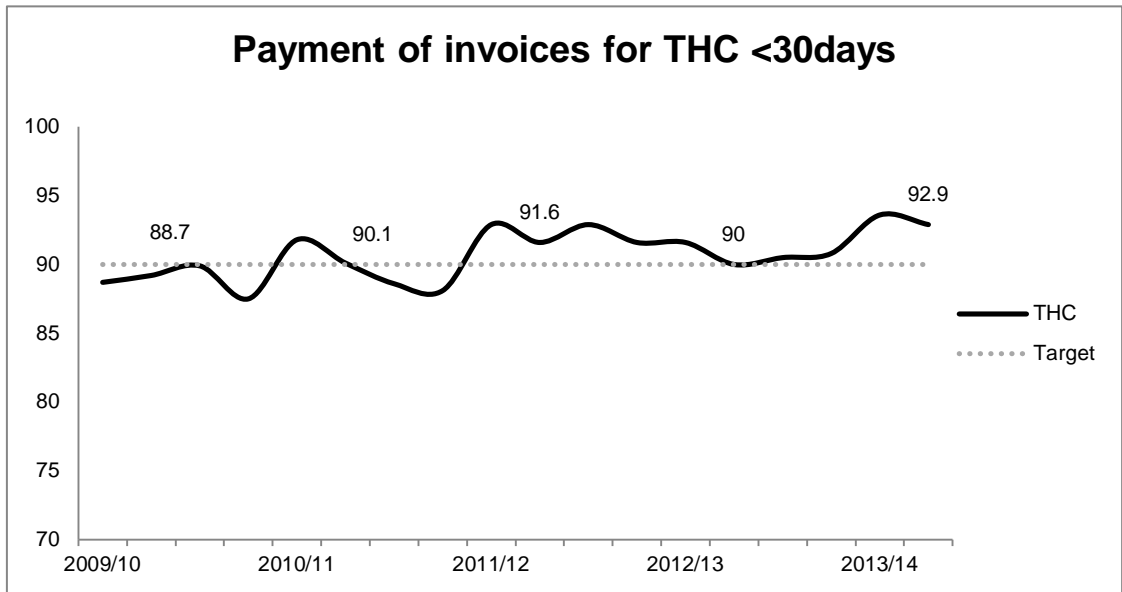
<b>Performance – quarter 2</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
Customer Contacts	168	236	278	270	275
Total debt presented by clients (£m)	1,554	2,058	1,615	1,538	1,358
% queries completed in time from first contact to initial interview of 10 days	95.5	97.6	100	97.28	98.27

2.6.2. These indicators measure the number of customer contacts and levels of debt dealt with by the Council's Money Advice Team.

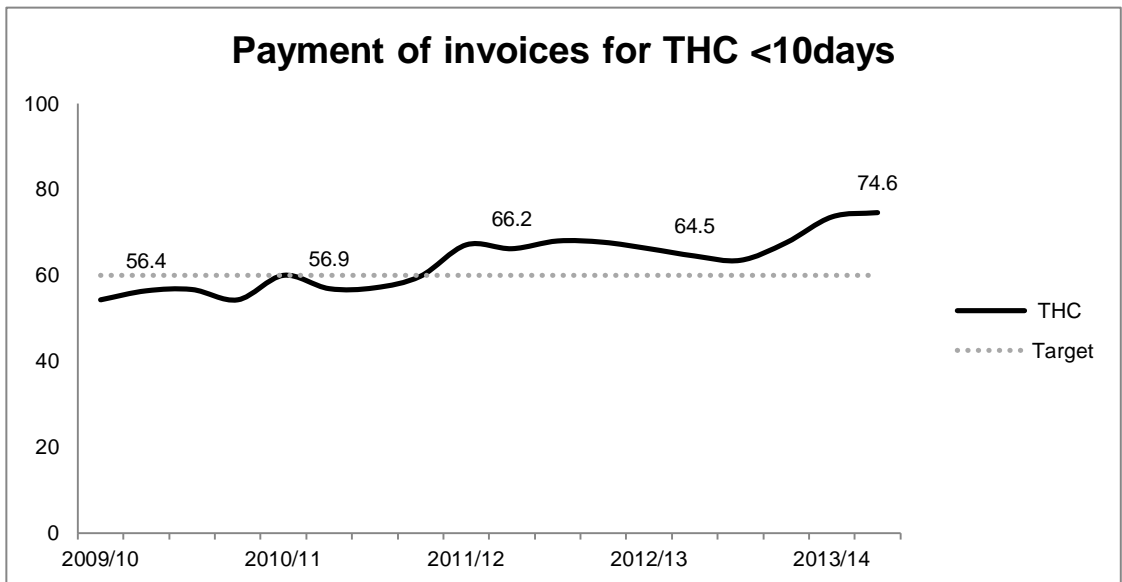
2.6.3. The Money Advice Team is finding clients are presenting with reducing levels of personal debt. However, the Team is still dealing with clients who have debt to 'payday lenders' and is currently working with the Council's Trading Standards to provide intelligence in relation to payday and doorstep lending.

## 2.7 Payment of Invoices

### 2.7.1.i.



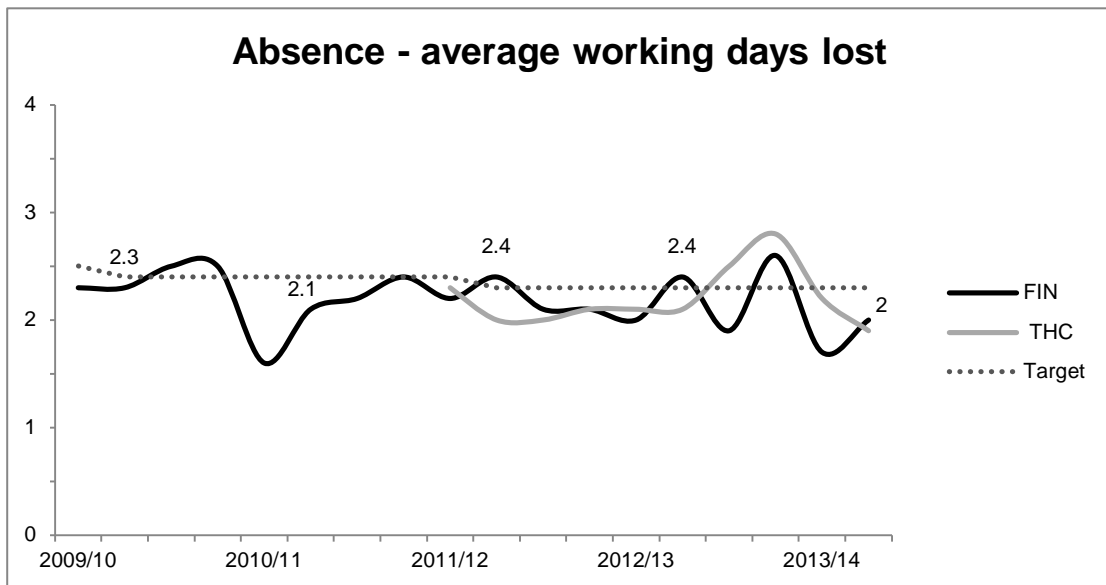
### 2.7.1.ii.



2.7.2. These indicators measure the efficiency of the Council as a whole in paying invoices. They look at the number of invoices paid within 30 calendar days and 10 days respectively of receipt, as a percentage of all invoices paid. Performance at Service level is detailed in Appendix 2.

## 2.8 Attendance Management

2.8.1.



2.8.2. This indicator shows the average number of days' sickness absence per employee for the quarter.

2.8.3. The service aims to keep staff absences as low as possible and follows the Council's personnel policies and guidance, implementing measures such as "return to work" interviews and discussions with staff.

### 3. Implications

3.1 There are no resource, legal, equality, climate change/Carbon Clever or risk implications arising from this report.

### 4. Recommendations:

The Committee is asked to consider these Statutory and Key Performance Indicators for the Finance Service in respect of Quarter 2 from 1 July to 30 September 2013.

Designation: Director of Finance

Author: Caroline Urquhart, Development Officer, Finance

Date: 18 November 2013

## APPENDIX 1

Statutory Performance Indicators	Report ref:	Frequency
The average number of working days per employee lost through sickness absence for: b) All other local government employees	2.8	Quarterly
The gross administration cost per benefits case		Annual
The cost of collecting Council Tax per dwelling		Annual
Current year income from Council Tax: a) The income due from Council Tax for the year, net of relief and rebates <b>b) The percentage of a) that was received during the year</b>	2.1	Quarterly
The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid	2.7	Quarterly
The number of invoices paid within 10 calendar days of receipt as a percentage of all invoices paid	2.7	Quarterly
Internal Audit - cost of audit/£1m net expenditure		Annual
Insurance - cost/claim processed		Annual
Creditors - unit cost/creditor invoice issued		Annual
Payroll - cost/payslip produced		Annual
Pensions - cost per member		Annual
Cost of Accounting % Net Rev Budget + HRA		Annual
Cost of completing the Annual Accounts		Annual
Cost NDR collection/chargeable property		Annual
% NDR collected by year end	2.2	Quarterly
Cost sundry debtors/debtors account issued		Annual
% income sundry debtors collected during year		Annual
Cost Corporate Finance % Net Revenue Budget		Annual
Cost Procurement section % Net Revenue Budget		Annual

Other performance measures	Report ref:	Frequency
Processing time housing benefit – new claims (average days)	2.4	Quarterly
Processing time housing benefit – change in circs (average days)	2.4	Quarterly
Number of customer contacts	2.6	Quarterly
Total debt presented by clients (£m)	2.6	Quarterly
% Money advice queries completed in time from first contact to initial interview (10days)	2.6	Quarterly
Increase in financial benefit to customers from the advice given	2.5	Quarterly
Business Improvement District (BID) Levy	2.3	Quarterly



## APPENDIX 2

<b>INVOICE PAYMENT &lt;30 DAYS</b>								
	<b>2012/13</b>				<b>2013/14</b>			
<b>Service</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>CE</b>	89.6	89.9	92.4	86.9	93.6	<b>93.2</b>		
<b>ECS</b>	92.0	86.3	90.0	88.6	94.9	<b>91.1</b>		
<b>FIN</b>	98.0	92.7	91.9	94.9	97.9	<b>96.0</b>		
<b>H&amp;P</b>	87.0	90.7	89.0	91.6	90.3	<b>95.1</b>		
<b>P&amp;D</b>	92.6	91.1	90.4	91.8	92.4	<b>94.5</b>		
<b>HSC</b>	93.7	91.9	91.1	89.1	92.4	<b>89.4</b>		
<b>TECS</b>	92.3	91.8	91.6	92.0	94.9	<b>92.7</b>		
<b>HC Total</b>	<b>91.6</b>	<b>90.0</b>	<b>90.5</b>	<b>90.8</b>	<b>93.6</b>	<b>92.9</b>		

<b>INVOICE PAYMENT &lt;10 DAYS</b>								
	<b>2012/13</b>				<b>2013/14</b>			
<b>Service</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>CE</b>	67.3	73.4	75.2	72.2	78.2	<b>80.4</b>		
<b>ECS</b>	54.7	49.0	54.3	56.6	67.5	<b>64.6</b>		
<b>FIN</b>	74.6	71.8	42.5	71.7	75.3	<b>73.1</b>		
<b>H&amp;P</b>	81.6	78.0	84.9	82.1	87.3	<b>92.0</b>		
<b>P&amp;D</b>	64.7	59.2	47.0	60.8	77.7	<b>76.1</b>		
<b>HSC</b>	74.7	67.4	67.0	65.0	73.0	<b>70.0</b>		
<b>TECS</b>	60.2	65.0	60.4	67.7	66.3	<b>66.2</b>		
<b>HC Total</b>	<b>66.2</b>	<b>64.5</b>	<b>63.5</b>	<b>67.6</b>	<b>73.6</b>	<b>74.6</b>		