

## Finance Portfolio Performance - Appendix 6

Quarterly report for 2015-2016  
No headings  
For Finance - Cllr Peter Hare-Scott Portfolio  
For MDDC - Services

**Key to Performance Status:**

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
-------------------------	---------	-------------------	--------------	-----------	--------------	-------------------

### Finance Portfolio Performance - Appendix 6

Performance Indicators								
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
Below target	<u>% total Council tax collected - monthly</u>	97.80%	98.5%	98.5%	29.4%	56.7%	83.4%	98.1%
<p><b>Management Notes:</b> (March)</p> <p>Prior to this year the monthly targets were always achieved until the last month which in my opinion made them pointless. In order to make them more meaningful I asked Audit to change the Targets to reflect the best monthly figures we have achieved in the past. Therefore the figures give the Office something to aim for each month instead of waiting till the end of the year.</p> <p>(JC)</p>								
Above target	<u>% total NNDR collected - monthly</u>	99.00%	98.00%	98.00%	31.10%	55.80%	80.59%	99.10%
<p><b>Management Notes:</b> (March)</p> <p>Both Ctax and NNDR monthly collection rates have changed in their make up because we have now added 12 monthly instalments. The effect of this is that the April - January monthly instalment figures are slightly down on previous years where as the February and March instalments bring the collection back up.</p> <p>(JC)</p>								
Above target	<u>Percentage of Invoices Paid on Time</u>	99.26%	97.50%	97.50%	n/a	99.57%	n/a	99.73%
<p><b>Management Notes:</b> (October - March)</p> <p>The Creditors team continue to perform very well, continually looking to improve processes; including being very proactive in encouraging departments to GRN invoices promptly on receipt of goods.</p> <p>(RF)</p>								
Well above target	<u>Time taken to process Housing Benefit/Council Tax Benefit new claims and change events</u>	8days	14days	14days	14days	13days	12days	10days
<p><b>Management Notes:</b></p>								