

Finance and Resources 2021/22 (Director - Steve Richardson)

On target or better	
Within 10% of target	
More than 10% off target	

Reference	Performance Indicator	Measure Description	Bigger is better/ Smaller is better	Reporting Frequency	Q4 Outturn	2020/21 Target	2021/22 Annual Target	2021/22 Quarterly Target	Q1	Q2	Q3	Q4	Commentary
MKC 1404	% variance to net budget	% variance to net budget	Smaller	Financial Year	0.12%	0.5%	0.5%		0.37%	0.36%	0.19%	0.55%	The draft General Fund Outturn position for 2021/22 is £1.1m underspent. We are currently reviewing a list of budget rollover requests and will present these to CLT on the 26th May 2022 which could affect the position currently reported. The position is still also be subject to External Audit and the position may change further. The draft outturn reported has various variations against budget which will be detailed in the Outturn Cabinet report that will go to Cabinet in July.
MKC 1407	% value of planned budget reductions achieved in year.	Percentage of budgeted savings achieved in year	Bigger	Annual	84%	95%	95%		97%	92%	93%	93%	Delayed savings is mainly due to delays in the Homeless Prevention & Access saving - Reduction in number of Families and individuals in emergency accommodation by move on to Assured Shorthold Tenancy or Flexible Tenancy arrangement and reduction in rental rates and length of stay in emergency accommodation . The delay is due to the strain on the service, partly explained by delay in filling vacancies and increased demand. The service has been authorised to recruit interim resource to help with managing demand. For 21/22 emergency accommodation had an overspend of £1.1m due to increase in demand.
MKC 1377	% of undisputed commercial supplier invoices paid within payment terms.	% of undisputed commercial supplier invoices paid with payment terms.	Bigger	Quarterly	92.6%	95%	85%	85%	93.9%	87%	94%	92.9%	
MKC 1595	% of invoices registered on ERP within 5 working days of receipt	% of invoices registered on ERP within 5 working days of receipt	Bigger	Quarterly	New	New	95%	95%	99.4%	99%	99%	99%	
MKC 1430	% Opus Agency Spend to Total Pay Bill	Spend on agency staff through Opus as a % of salaries for permanent staff.	Smaller	Quarterly	6.54%	10%	10%	10%	7%	7%	7%	8%	
MKC 1434	% of IT incidents resolved within agreed SLA standard thresholds in terms of resolution times (first and second line).	% of IT incidents resolved within agreed SLA standard thresholds in terms of resolution times (first and second line).	Bigger	Quarterly	New	New	90%	90%	92%	92%	93.3%	92.0%	
MKC 1435	Service availability (Top 10 Line of Business systems)	Ensure that access is available to users throughout the normal working day (except for Planned Maintenance) for any Line of Business System.	Bigger	Quarterly	100%	99.9%	99.9%	99.9%	100%	98.3%	99.97%	100%	

MKC 1420	Completion of Audit Plan (% of audits) to draft report by 31 March	The proportion of audits planned that are completed to draft report stage by 31 March. In progress = testing of controls and review of evidence being undertaken by the auditor. Planning = discussion by the auditor with relevant head of service/manager to produce a detailed scope of work to be done.	Bigger	Annual	90%	95%	95%		90%	80%	89%	90%	Closure of the Shared Service meant resources were diverted to various consultation and handing over activities, for shared tasks being delivered by the MKC IA team which meant delays in progressing and starting various audits. The following Audits were at various stages of progress as 31 March: <ul style="list-style-type: none"> Housing Rents - In progress Treasury Management - In progress General Ledger - In progress Parking Contract - Planning Complaints Management - Planning Virtual Front Door-In progress Temporary Accommodation – Supply Acquisition Service - Planning Cybersecurity - Planning IT Financial Controls - Planning Commissioning Contracts - Planning
MKC 1539	Essential & Important Recommendations implemented by due date	Recommendations implemented by due date agreed with client 90% (Essential and Important)	Bigger	Quarterly	90%	90%	90%	90%	90%	90%	95%	90%	
MKC 1413A	Average processing time across all transactions processed in period / year to date	The length of time it takes to process all Benefit Transactions in units of days.	Smaller	Monthly	11	11	11	11	9.98	9.21	7.64	6.27	
MKC 1413B	Combined Speed of Processing (New Claims for Housing Benefit and Council Tax Support)	Combined Speed of Processing (New Claims for Housing Benefit and Council Tax Support) (Unit Days)	Smaller	Monthly	25.06	26	26	26	41.4	38.41	32.64	29.7	The service has done really well to pull this KPI back and just miss out on target for New Claims processing. Housing Benefit only new claims were processed well within target throughout the year and the end of year outturn was 19.42 days. Combining this target with Council Tax Reductions always holds a risk of being higher, as the Council Tax Reductions claims are often pended awaiting a Universal Credit decision - which can often take a minimum of 6 weeks to be received by the service.
MKC 1413C	Combined Speed of Processing (Changes in Circumstances for Housing Benefit and Council Tax Support)	Combined Speed of Processing (Changes in Circumstances for Housing Benefit and Council Tax Support)	Smaller	Monthly	5.88	8	8	8	6.6	6.63	5.6	4.63	
MKC 1416	In Year Council Tax Collection	Average In Year Collection Rate as a % of billed amount. The quarterly target is based on the payment profile of the previous collection year and will increase as the year progresses.	Bigger	Monthly	97.3%	98%	97.5%	86%	30.3%	57.68%	85.3%	97.81%	
MKC 1417	In Year Business Rates Collection	Average In Year Collection Rate as a % of billed amount. The quarterly target is based on the payment profile of the previous collection year and will increase as the year progresses.	Bigger	Monthly	95.1%	98%	98.2%	82.3%	25.6%	51.78%	80.8%	98.46%	
MKC 1379	Local Authority Error Level (Level of acceptable LA Error in the administration of Housing Benefits)	Percentage of overall expenditure classified as LA error or Administration d	Smaller	Monthly	0.19%	0.40%	0.40%	0.40%	0.19%	0.28%	0.29%	0.26%	
MKC 1405	Maintain Priority Level 1 Revenue Reserves above minimum recommended levels	Maintain Priority Level 1 Revenue Reserves above minimum recommended levels	Bigger	Annual	100%	100%	100%		100%	100%	100%	100%	

MKC 1698	Average rate achieved on investment portfolio	Average rate achieved on Investment portfolio	Bigger	Annual	0.54%	1.00%	1.00%		0.44%	0.39%	g5f555	0.42%	Market investment rates remained extremely low throughout the year. Bank of England bank rate has risen from 0.10% to 0.75% at time of writing to combat inflation. Bank rate is forecast to rise further by 0.25% incremental steps during 2022, which will have a further positive impact on market investment rates.
MKC 1408	% of Input VAT recovered in year	Timely recovery of all VAT paid on goods & services	Bigger	Annual	100%	100%	100%		100%	100%	100%	100%	