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Key

Status Indicator	Status Description
	Misses target by significant margin
	Misses target by narrow margin
	Meets or exceeds target
	Data missing
n/a	Monitoring only

Put action to address the climate emergency at the heart of our work

We will lead by example, setting ambitious targets to reduce our own carbon emissions and aligning our carbon net zero commitments to the principles of the Climate and Ecology Bill. Our environmental and planning ambitions will prioritise climate action and community resilience.

Status of Indicators	31/05/2023
OCC01 - Put action to address the climate emergency at the heart of our work	▲

Measure	Director	Portfolio Holder	Period Actual	Period Target	Status	Comment	Finance Impact	Risk Impact	YTD Actual	YTD Target	YTD
OCC01.02 Total No. of streetlights fitted with LED Lanterns	<ul style="list-style-type: none"> ▪ Bill Cotton ▪ Paul Fermer 	Cllr A Gant	35	1,500	▲	<p>The LED replacement project has delivered in excess of 85% of the original works that had already been forecasted to be completed. This project was agreed to cover 22-24 with a total target of 25,150 LED replacements to be undertaken. Splitting this across the two years, in 22/23 the target was 20,950, actual LED replacement units completed were 22,390. In 23/24 the target is 4200, with actual LED replacement units completed as of 31 May 2023 totalling 1,339.</p> <p>The outstanding works has had to be rescheduled due to the availability of staff resource's, materials/equipment and noticing/booking of road space and the local electricity board for connection/service alterations etc. We have also had to factor in other major works on the public highway to minimize any disruption to residents.</p> <p>The heritage columns and lanterns are historic style cast iron and copper equipment that were installed originally when gas lamps were first introduced in Oxford and surrounding areas back in the 1850s. These are usually situated in conservation areas or historic locations across the county. These historic heritage columns and lanterns require either new LED gear or reproduction replacements of the original equipment. Testing of the cast iron columns is also essential to ensure all safety measures are complied with.</p>	<p>The initial LED replacement programme had an approved £40m budget. The 23/24 allocated budget is £12m. The sum of £12m will be spent this year on the delivery of the remaining 1400 heritage LED replacements and the delivery of the replacement street lighting columns. There is a minimal risk of this programme not being delivered to budget as two dedicated officers are working on the two separate tasks to ensure the programme is delivered on target and within the allocated budget.</p>	<p>The remaining 1400 LED heritage (see definition in general comments section) units will be delivered by the end of the 23/24 financial year as per the programme. The risk of non-delivery is 1 out of 5 (with five being the greatest) as a dedicated officer has been assigned to ensure the this task is completed on time and within budget.</p>	1,339	3,000	▲
OCC01.03 Level of engagement with Oxfordshire County Council Climate Action Oxfordshire website	Susannah Wintersgill	Cllr P Sudbury	40.00		n/a	<p>This months statistic is part of the benchmarking exercise which will conclude with June's figure. A target will then be set.</p>			90.00		n/a

Measure	Director	Portfolio Holder	Period Actual	Period Target	Status	Comment	Finance Impact	Risk Impact	YTD Actual	YTD Target	YTD
OCC01.07 Total % of household waste which is reused, recycled or composted	<ul style="list-style-type: none"> ■ Bill Cotton ■ Rachel Wileman 	Cllr P Sudbury	56.74%	61.50%	▲	<p>Target 61.50% forecast 56.74% as at 31 May 2023. Waste performance is reported a month in arrears and the figure reported is the forecast end of year performance for 2023/24. Defra's recently published (March 23) statistics for Waste Disposal Authorities for 2021/22 confirmed Oxfordshire first for the overall percentage of waste reused, recycled or composted with a recycling rate of 58.2%, compared to Devon in second place at 55.1%, and Surrey 3rd at 54.4%.</p> <p>However, the indicator is below target because recycling rates have plateaued for some time despite continued behavioural change campaigns and encouraging residents to use the exiting recycling collections better. In the meantime, campaign work to inform residents and encourage behaviour change is continuing.</p>	The financial cost of waste disposal can be reduced by increasing reuse, recycling and composting. The main way of mitigating increased costs is through encouraging behavioural change to make more effective use of kerbside and HWRC recycling facilities until a step change can be achieved through partnership working and national waste policy changes.	Target of recycling and composting at least 65% of household waste by 2025 in the Oxfordshire Joint Municipal Waste Management Strategy may not be achieved.	56.98%	61.50%	●

Tackle inequalities in Oxfordshire

We will work with our partners and local communities to address health, social and educational inequalities focusing on those in greatest need.

We will seek practical solutions for those most adversely affected by the pandemic.

We will support digital inclusion initiatives that give our residents the skills, connectivity and accessibility to our services and provide alternative options for those who cannot access our services digitally.

Status of Indicators	31/05/2023
OCC02 - Tackle inequalities in Oxfordshire	★

Measure	Director	Portfolio Holder	Period Actual	Period Target	Status	Comment	Finance Impact	Risk Impact	YTD Actual	YTD Target	YTD
OCC02.01 Digital Inclusion through libraries (number of hours of use of library public computers)	Mark Haynes	Cllr J Hannaby	6,898	5,500	★	This figure remains well above target and demonstrates a clear demand for access to free public computers and internet.			6,898	5,500	★
OCC02.03 Number of physical visits to Libraries	Mark Haynes	Cllr J Hannaby	150,159	125,000	★	The number of physical visits to Libraries in May remains well above target, and shows a small increase on April. This continuing success is a result of the high number of activities (including school visits) that library staff have organised, and may also be a reflection of the growing demand on library services as the costs of living crisis deepens and customers seek free reading materials, free computers/internet access, and warm spaces (plus the full range of other library services).	Strong visitor numbers should translate into strong income performance, and the service is looking to diversify its income generation channels, which should help manage budgetary challenges.	Great to see this sustained performance, and with the summer reading challenge coming on stream over the holidays, we are confident of maintaining visitor numbers.	297,989	245,000	★

Prioritise the health and wellbeing of residents

We will work with the health and wellbeing board and our partners to deliver and support services that make a vital contribution to our residents' physical and mental wellbeing.

We will support the wellbeing of those in our community who have been affected, physically and mentally, by the COVID-19 pandemic and will continue to support our volunteers and the voluntary sector.

Status of Indicators	31/05/2023
OCC03 - Prioritise the health and wellbeing of residents	★

Measure	Director	Portfolio Holder	Period Actual	Period Target	Status	Comment	Finance Impact	Risk Impact	YTD Actual	YTD Target	YTD
OCC03.09 No of people contacted via Making Every Conversation	Mark Haynes	Cllr J Hannaby	662	450	★	This figure remains significantly above target. This highly successful partnership with Public Health has seen training for library staff in order to facilitate informal and accessible discussions with customers about health issues, including recommendations, signposting, and referrals as part of libraries' Health and Wellbeing offer (Books on Prescription, healthy living, Reading Well for mental health etc). Anecdotally, this programme has also had an extremely high impact on a small number of individuals, with one customer reporting that he had sought a GP appointment as a direct result of his conversation with library staff, following which was diagnosed with (and successfully treated for) early stage cancer.			726	450	★

Support carers and the social care system

We will engage nationally to push for a fair deal for the funding of social care.

Locally, we will support carers, including young carers and help those who want to live independently.







We will work with communities and the voluntary sector to explore new ways to provide services and focus on preventative services, helping people to stay active and supported at all stages of their lives.

We will support intergenerational programmes to build strong and resilient communities.

We will work in collaboration across the health and social care system.

Status of Indicators	31/05/2023
OCC04 - Support carers and the social care system	★

Measure	Director	Portfolio Holder	Period Actual	Period Target	Status	Comment	Finance Impact	Risk Impact	YTD Actual	YTD Target	YTD
OCC04.01 No of people supported with on-going care	Karen Fuller	Cllr T Bearder	6,461		n/a				6,461		n/a
OCC04.02 % of residents 18-64 with Learning Disability support who live on their own or with family	Karen Fuller	Cllr T Bearder	88.30%	86.00%	★				88.40%	86.00%	★
OCC04.03 % of residents aged 65 plus receiving ASC who manage their care by using a direct payment	Karen Fuller	Cllr T Bearder	18.20%	15.50%	★				18.20%	15.50%	★
OCC04.04 % of residents aged under 65 receiving ASC who manage their care by using a direct payment	Karen Fuller	Cllr T Bearder	37.90%	38.40%	●	<p>Performance remains in line with the national position. 11 people would need to transfer to direct payments in the year to be on target. There are 3 key actions to stabilise this measure</p> <ol style="list-style-type: none"> 1. Review of individual team performance at the monthly performance board 2. The Adult Social Care forum asks if a Direct Payment has been considered for each new service recipient and we use this data to understand barriers to uptake of direct payments 3. Increased communications to teams to actively promote direct payments 	There is no financial risk associated with this measure	Direct payments are seen to offer more choice and control to service users, however in Oxfordshire this has been mitigated by the significant increase in the availability of home care, which in itself provides additional choice	37.85%	38.40%	●

Measure	Director	Portfolio Holder	Period Actual	Period Target	Status	Comment	Finance Impact	Risk Impact	YTD Actual	YTD Target	YTD
OCC04.05 % of older residents who receive long term care and are supported to live in their own home	Karen Fuller	Cllr T Bearder	59.00%	60.00%		The number of older people supported to live at home continues to increase, as does the number of hours of support provided overall. Performance is marginally below the 60% target but this is not a significant concern as some fluctuation is expected.	There is no clear financial impact as this reflects fewer people receiving a service at home, rather than increased demand on services	This measure should help us identify whether people are entering care homes earlier than necessary. Although the number of people supported in care homes is higher than elsewhere, the number of new admissions is lower. The growth in numbers of people supported is lower than population growth. Therefore, we have confidence there is no risk to delivering our overall outcome	59.00%	60.00%	
OCC04.06 No of residents who have received a formal assessment of their role as a Carer	Karen Fuller	Cllr T Bearder	619	197					1,101	394	
OCC04.07 No of Carers who have received a direct payment	Karen Fuller	Cllr T Bearder	234		n/a				310		n/a
OCC04.08 No of visits to Live Well Oxfordshire	Karen Fuller	Cllr T Bearder	11,782	6,000		The number of sessions on Live Well Oxfordshire has increased with a total of 11,782 across May. The number of page views has also increased across May with a total of 26,018.			22,480	12,000	

Invest in an inclusive, integrated and sustainable transport network

We will create a transport network that makes active travel the first choice for short journeys and invest in public transport to significantly reduce our reliance on car journeys. In areas of planned housing growth, we will prioritise active and public transport over road capacity for cars.

Status of Indicators	31/05/2023
OCC05 - Invest in an inclusive, integrated and sustainable transport network	●

Measure	Director	Portfolio Holder	Period Actual	Period Target	Status	Comment	Finance Impact	Risk Impact	YTD Actual	YTD Target	YTD
OCC05.03 91 KM (2%) of the highway to be treated	<ul style="list-style-type: none"> ▪ Bill Cotton ▪ Paul Fermer 	Cllr A Gant	46.50	48.40	★		N/A . See risk impact comment	Not applicable as works programmed on May (Surface dressing) will be carried out beginning of June. slight change of programme since targets were provided.	57.03	58.70	★

Preserve and improve access to nature and green spaces

We will work with partners to provide safe and clean green spaces across the county that support the physical and mental wellbeing of our residents.

We will take action to protect and increase biodiversity, supporting nature recovery, in both rural and urban environments.

Status of Indicators	31/05/2023
OCC06 - Preserve and improve access to nature and green spaces	

Measure	Director	Portfolio Holder	Period Actual	Period Target	Status	Comment	Finance Impact	Risk Impact	YTD Actual	YTD Target	YTD
OCC06.02 Percentage of newly planted trees still alive on land OCC own & manage	<ul style="list-style-type: none"> ▪ Bill Cotton ▪ Rachel Wileman 	Cllr P Sudbury	99.10%		n/a	Following planting, four trees have been identified as being vandalised since being planted. The trees have been snapped in half. Engagement with communities has been undertaken to highlight the vandalism and share the impacts in local newsletters asking for information. The trees will be added to a list for replacement planting to commence during planting season 23-24 (Nov23-Mar24).			99.55%		n/a

Create opportunities for children and young people to reach their full potential

We will support all our children and young people, and their families, to achieve their very best and to prepare them for their future, including safeguarding, and supporting those more vulnerable and with additional needs.

We will continue to work with partners to provide help early so children and families are less likely to be in need.

Status of Indicators	31/05/2023
OCC07 - Create opportunities for children and young people to reach their full potential	●

Measure	Director	Portfolio Holder	Period Actual	Period Target	Status	Comment	Finance Impact	Risk Impact	YTD Actual	YTD Target	YTD
OCC07.03 Number of multi-agency strength & needs assessment completed in Oxfordshire	<ul style="list-style-type: none"> ▪ Anne Coyle ▪ Stephen Chandler 	Cllr L Brighouse	367	438	●	A target of 7500 has been agreed by the children's trust for the year. Last year 3599 early help assessments were shared with the council. 7500 target will need this to double. The figures in the first 2 months of this year are 17% higher than the same two months last year. New Assistant Director post is being recruited to lead on this work with partners.	There are no direct financial impacts from not hitting this target, but there are indirect costs associated with more children being pulled into statutory services.	The main risk associated with not hitting this target are increased numbers of children being pulled unnecessarily into statutory services.	637	714	●
OCC07.01 Total number of children with an Education, Health and Care Plan	<ul style="list-style-type: none"> ▪ Anne Coyle ▪ Stephen Chandler 	Cllr L Brighouse	5,953		n/a				5,953		n/a
OCC07.02 No of children we care for who are Unaccompanied Asylum Seeking Children	<ul style="list-style-type: none"> ▪ Anne Coyle ▪ Stephen Chandler 	Cllr L Brighouse	102		n/a				205		n/a
OCC07.04 Increase the % of children in Foster Care	<ul style="list-style-type: none"> ▪ Anne Coyle ▪ Stephen Chandler 	Cllr L Brighouse	62.00%	62.00%	★				62.00%	62.00%	★

Measure	Director	Portfolio Holder	Period Actual	Period Target	Status	Comment	Finance Impact	Risk Impact	YTD Actual	YTD Target	YTD
OCC07.05 The percentage of children in residential care	<ul style="list-style-type: none"> ▪ Anne Coyle ▪ Stephen Chandler 	Cllr L Brighouse	15%	14%	●	<p>The number of children supported in residential care home placements has dropped in the month, but with the fall in total numbers there has been no change in the percentage figure. Our priorities for the year include</p> <ul style="list-style-type: none"> • Converting OCC building to provide 11 beds of supported accommodation for 16-17 UASC • Launching a 16+ supported housing framework in July 2023 • Uplift fostering fees in line with government recommendations of 12% • To increase number of in-house foster carers through targeted campaigns • Commissioning the following services for Children & Young People (CYP) with complex needs <ul style="list-style-type: none"> ◦ 4 solo beds within Oxfordshire or surrounding LA areas ◦ Setting up two solo / small homes under the DfE programme to be run by OCC ◦ Changing an existing children's home with Homes 2 Inspire to a solo / small children's home • Increasing in-house children's homes placements by 16 • Increasing the cross regional block contract by 3 beds • Commissioning new solo bed contract in Oxfordshire or surrounding LA areas 	Residential placements cost more than foster placements. Unnecessary use of placements can increase costs. A focus is also needed on ensuring the most efficient and effective use of internal placements.	There is a risk that insufficient foster care provision can mean children and young people are unnecessarily put into residential placements	15%	14%	●
OCC07.06 Number of Oxfordshire children we care for	<ul style="list-style-type: none"> ▪ Anne Coyle ▪ Stephen Chandler 	Cllr L Brighouse	755	770	★				755	770	★

Measure	Director	Portfolio Holder	Period Actual	Period Target	Status	Comment	Finance Impact	Risk Impact	YTD Actual	YTD Target	YTD
OCC07.07 % of Education Health & Care Plans completed within 20 weeks	<ul style="list-style-type: none"> ▪ Anne Coyle ▪ Stephen Chandler 	Cllr L Brighouse	52.00%	50.70%	★	<ul style="list-style-type: none"> • SEN2 Census return was published in June 2023, Oxfordshire was 4% for 2022, as reported in previous Unity reports. • This situation arose due to significant rises in demand for EHCNAs in 2021 and 2022. In early 2023 the position has improved significantly and the figures published today are therefore already somewhat out of date. As of May, 52% of assessments were being dealt with on time in month, which exceeds the current national timeliness figure of 50.7%. • This position is set to improve further as 2023 moves on. The DFE have said they are happy with progress made by Oxfordshire County Council in recent months. • For the 2023/4 budget a total of £500,000 was invested specifically to tackle waiting times for Education, Health and Care needs assessments for pupils with Special Educational Needs and Disabilities (SEND). This is already helping to build on momentum generated during 2023 so far. • The situation is monitored rigorously by senior managers on a daily basis. We are working as a team across education, health and social care to address this. Early intervention work is key as we seek to address needs earlier in addition to ensuring that assessments are carried out in a timely manner. 			53.50%	50.70%	★

Play our part in a vibrant and participatory local democracy

We are committed to taking decisions in an open and inclusive way.

We will engage and listen to Oxfordshire residents.

We will be open to scrutiny and regularly provide progress updates.

We will put the impact on the climate and future generations at the heart of decision making.

We will manage our own resources carefully.

Status of Indicators	31/05/2023
OCC08 - Play our part in a vibrant and participatory local democracy	?!

This report does not contain any data

This priority has no measures to report in this reporting period

Work with local businesses and partners for environmental, economic and social benefit

We will help Oxfordshire become a recognised centre of innovation in green and sustainable technologies.

We will use our purchasing power for environmental, social and economic benefit and ensure that our pandemic recovery planning supports sustainable job creation.

Status of Indicators	31/05/2023
OCC09 - Work with local businesses and partners for environmental, economic and social benefit	★

Measure	Director	Portfolio Holder	Period Actual	Period Target	Status	Comment	Finance Impact	Risk Impact	YTD Actual	YTD Target	YTD
OCC09.02 Participation in innovation funding bids or new projects in support of Living Oxfordshire	Tim Spiers	Cllr G Phillips	4.00	2.50	★				6.00	5.00	★

Running the Business - Customer Experience

Status of Indicators	31/05/2023
OCC10 - Customer Service	▲

Measure	Director	Portfolio Holder	Period Actual	Period Target	Status	Comment	Finance Impact	Risk Impact	YTD Actual	YTD Target	YTD
OCC10.03 Overall customer satisfaction rate for the Customer Service Centre – telephony	Mark Haynes	Cllr G Phillips	98%	80%	★	Latest satisfaction survey – May – 8% of calls answered were surveyed. 98% customers surveyed were satisfied or very satisfied, whilst 2% were unsatisfied			99%	80%	★
OCC10.04 First contact resolution for customer enquiries received by the Customer Service Centre	Mark Haynes	Cllr G Phillips	76%	75%	★	8,173 of inbound phone contacts were resolved at first point of contact. With 8% of inbound phone contacts deemed avoidable.			78%	75%	★
OCC10.05 The percentage of customer telephone calls abandoned at the Customer Service Centre	Mark Haynes	Cllr G Phillips	15%	10%	●	<p>Calls during May increased by 18% compared to April but were down 9.5% compared to May 2022. The abandonment rate increased by 2% compared to April.</p> <p>We also dealt with 5,645 outbound calls, 180 webchats and 6 social media contacts from the official OCC Twitter & Facebook pages, and 10,716 emails. We were informed by our provider that Twitter made a change to their Application Programming Interface (API) which is now preventing 8x8 to access its network, therefore we are unable to action any Twitter feed.</p> <p>A total of 26,597 contacts was received during May, which was up/down 11% compared to April (23,960). We are now entering a busy period for Residential Parking Permits between now and September with the introduction of new Controlled Parking Zones and large Controlled Parking Zones renewing. The introduction on the new zones will impact productivity with this manual process. Throughout May, we have already seen an increase of calls by 28%, which has resulted in 20% of calls being abandoned.</p> <p>Blue Badge has seen an increase of 33% in phone demand throughout May, with an abandonment rate of 25%.</p> <p>Adult Social Care has seen an increase by 22% during May, with their abandonment rate slightly reduced compared to April.</p> <p>Contacts to Children Social Care have increased by 41.5% during May. 98% of phone contacts were answered with only 2% being abandoned. Since moving this service to a different area of the Customer Service Centre results have been beneficial We have seen a decrease of 31% in contacts for Street Lighting due to the lighter nights.</p>	Increased abandoned calls leads to increased turnover, increased recruitment costs, training times etc. this puts pressure on budgets.	If a higher number of calls are abandoned whilst waiting to be answered in the CSC, this can lead to reputational damage to the organisation, decreased advisor motivation therefore leading to greater turnover of staff and then increased abandoned calls. Reviews of staffing and call arrival patterns are underway in order to adequately match volumes to staffing.	29%	20%	●

Measure	Director	Portfolio Holder	Period Actual	Period Target	Status	Comment	Finance Impact	Risk Impact	YTD Actual	YTD Target	YTD
OCC10.06 Overall customer satisfaction rates for standard Registration Service	Mark Haynes	Cllr G Phillips	100%	95%	★	<p>Feedback from customers showed overall rates of satisfaction of 100% for the Registration Service. Below are some of the comments we received:</p> <ul style="list-style-type: none"> We cannot believe that our wedding was over 6 weeks ago now!! We wanted to get in touch to say a massive thank you for conducting our wedding ceremony. We both felt unbelievably calm throughout and can't tell you how many people have complimented how unusually personal it was for a registrant lead ceremony. My Mum especially loved her little shout out! You thought of every detail, including the tissues on arrival, so we wanted to make sure we gave you a personal thanks from us too (as well as completing the survey!!). Excellent service prompt replies to queries all staff helpful and supportive We were made to feel at ease and the personal touches by the registrar were just beautiful. Staff are polite and service rendered is paramount, thnx for the good job We registered second baby with same lovely office worker ... Very good service the receptionist was very helpful and the registrar was lovely - thank you The lady who done the registration was kind and helpful. She took photos for us the mark the day to. Definitely made the appointment enjoyable and memorable The registrar was very professional but also very empathic with excellent communication skills that quickly put me at ease with the process. Thank you. Everyone I spoke to over the last few months has been very kind and helpful. The registration had to be delayed due to post mortem but it was all dealt with very efficiently. 			100%	95%	★
OCC10.07 Overall customer satisfaction rate for Coroners Inquest Service	Mark Haynes	Cllr G Phillips	100%	99%	★	<p>We have continued to receive positive feedback following inquest cases with those attending praising the support received by our Assistant Coroner's Officers and court volunteers. We have also received several feedback forms (and separate "Thank You" cards) for Coroner's Officers commenting on their unwavering help, dedication and support throughout the case duration (which was several months in some cases).</p>			100%	99%	★

Measure	Director	Portfolio Holder	Period Actual	Period Target	Status	Comment	Finance Impact	Risk Impact	YTD Actual	YTD Target	YTD
OCC10.08 Number of FOI's responded to within timescales	Mark Haynes	Cllr G Phillips	90%	85%	★	This information is for May A total of 139 FOI/EIRs were received. 83 cases were closed on time, 56 requests are still open and on-time.14 cases are overdue	Delays in responding to FOI's within the statutory time frames can lead to increased pressures on resourcing in both the Customer Feedback team and service areas due to carrying heavier caseloads and dealing with chasing / repeat demand. Delays could also lead to fines being applied by the Information Commissioners Office if a decision notice is imposed.	Not responding to FOI's within the statutory legislation can lead to reputational damage for the organisation from customers, negative press etc. Furthermore it can lead to criticism from the Information Commissioners Office. There is also a risk that not taking the learning from FOI's in a timely manner could lead to issues reoccurring, demand increasing and vulnerable customers becoming impacted.	89%	85%	★

Running the business - Finance

Status of Indicators	31/05/2023
OCC11 - Finance	●

Measure	Director	Portfolio Holder	Period Actual	Period Target	Status	Comment	Finance Impact	Risk Impact	YTD Actual	YTD Target	YTD
OCC11.01 Overall forecast revenue variance across the Council	Lorna Baxter	Cllr C Miller	0.00%	0.00%	★	After taking account of the use of contingency and funding held in the COVID reserve, as well as additional interest on balances of £0.5m, the overall position for the council is forecast to be breakeven.			0.00%	0.00%	★
OCC11.02 Achievement of planned savings	Lorna Baxter	Cllr C Miller	50.00%	95.00%	▲	At this early stage of the year around 50% of planned savings are currently delivered or forecast to be achieved in 2023/24. Action is being taken to ensure that savings are achieved by the year end.			50.00%	95.00%	▲
OCC11.03 General balances are forecast to remain at or above the risk assessed level	Lorna Baxter	Cllr C Miller	£30,200,000	£30,200,000	★	After taking account of funding held centrally and a £2.0m additional contribution from the COVID-19 reserve the forecast overall position is breakeven so balances would remain at the risk assessed level of £30.2m.			£30,200,000	£30,200,000	★
OCC11.04 Directorates deliver services and achieve planned performance within agreed budget	Lorna Baxter	Cllr C Miller	0.9%	1.0%	★	The directorate forecast is an overspend of £5.3m. This is 0.9% of the directorate budget total.			0.9%	1.0%	★
OCC11.05 Total Outturn variation for DSG funded services (schools/early years)	Lorna Baxter	Cllr C Miller	0.00%	0.00%	★	Schools and Early Years DSG are expected to be spent to budget during 2023/24.			0.00%	0.00%	★
OCC11.06 Total Outturn variation for DSG funded services (high needs)	Lorna Baxter	Cllr C Miller	0.00%	0.00%	★	Total Outturn variation for DSG funded services (High Needs) is an overspend of £18.3m which is in line with the KPI Target			0.00%	0.00%	★
OCC11.07 Use of non-DSG revenue grant funding	Lorna Baxter	Cllr C Miller	95.00%	95.00%	★	All non-DSG grants are expected to be spent during 2023/24.			95.00%	95.00%	★
OCC11.08 % of agreed invoices paid within 30 days	Lorna Baxter	Cllr C Miller	95.41%	95.00%	★				95.20%	95.00%	★
OCC11.09 Invoice collection rate - Corporate Debtors	Lorna Baxter	Cllr C Miller	98.32%	95.00%	★	This measure identifies the percentage of invoices issued that have been paid within 120 days. In this period, we are measuring invoices issued in January 2023. The collection rate was 98.32%, above the target of 95%.			97.40%	95.00%	★

Measure	Director	Portfolio Holder	Period Actual	Period Target	Status	Comment	Finance Impact	Risk Impact	YTD Actual	YTD Target	YTD
OCC11.10 Debt requiring impairment - Corporate Debtors	Lorna Baxter	Cllr C Miller	£439,343	£300,000	★	Debt requiring impairment is the value of invoices with potential to become unrecoverable, the potential loss requires recording in the accounts at year end. If at year end there is an overall increase in the value of invoices at risk, we are required to top up the impairment balance, consequently this figure is tracked through the year. Debt requiring impairment this month is £0.439m. The top case accounts for 36% of the total bad debt and is a debtor with a debt of £0.158m that has gone into liquidation and a claim has been placed with the liquidators.			£439,343	£300,000	★
OCC11.11 Debt requiring impairment - ASC contribution debtors	Lorna Baxter	Cllr C Miller	£4,685,633	£3,500,000	▲	The Adults Social Care operational finance team has developed a revised improvement plan to address delays and blocks in relation to income collection and historic debt case resolution. Part way through an 18 month plan, the debt task group is working to clear historic cases identified in 21-22, with an aim to reduce the adult contributions impairment to £3.5m by year end. This month the indicative bad debt level is £4.7m, £01m above the outturn position.			£4,685,633	£3,500,000	▲
OCC11.12 Average cash balance compared to forecast average cash balance	Lorna Baxter	Cllr C Miller	£441,293,000	£480,000,000	★				£441,293,000	£480,000,000	★
OCC11.13 Average interest rate achieved on in-house investment portfolio	Lorna Baxter	Cllr C Miller	3.00%	3.00%	★				3.00%	3.00%	★
OCC11.14 Average annualised return achieved for externally managed funds	Lorna Baxter	Cllr C Miller	3.75%	3.75%	★				3.75%	3.75%	★
OCC11.15 Invoice Collection Rate - ASC contribution debtors	Lorna Baxter	Cllr C Miller	90.51%	92.00%	★				90.06%	92.00%	★