





Annex A - Performance - January 2024

Contents

Priority	Page
Priority 1	2
Priority 2	4
Priority 3	5
Priority 4	6
Priority 5	8
Priority 6	9
Priority 7	10
Priority 8	13
Priority 9	14
Priority 10	16
Priority 11	20

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	31/01/2024
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	129	125	★	We have hit our target for the month. Overall programme still on track for year end target due to overachieves in targets in previous months.			2,866	3,950	▲
OCC01.05 Progress of application for Local Electric Vehicle infrastructure funding	Tim Spiers	Cllr L Leffman	Delivering to plan	Delivering to plan	★	We are awaiting comments from OZEV regarding the LEVI application submitted on 30/11/23. We have been informed that we should receive these by the middle of February.			Delivering to plan	Delivering to plan	★
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	57.34%	61.50%	●	<p>Waste performance is reported a month in arrears and the figure reported is the forecast end of year performance for 2023/24. The forecasts are variable and may go up or down.</p> <p>On 31 January 2024 Defra published statistics for Waste Disposal Authorities for 2022/23, confirming Oxfordshire remains first for the overall percentage of waste reused, recycled or composted for the tenth year in a row with a recycling rate of 57.2%. This compares to Devon and Surrey in joint second place at 54%, and West Sussex at 53.7%. This is a great achievement and testament to the great partnership working between Oxfordshire County Council and the City and District Councils through the Oxfordshire Resources and Waste Partnership, and of course our residents. However, most local authorities including Oxfordshire saw recycling rates decrease from 2021/22, and Oxfordshire's forecast recycling rate for 2023/24 remains below target. This is because for some time recycling rates have plateaued despite continued behavioural change campaigns</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. Payments to local authorities for	Target of recycling and composting at least 65% of household waste by 2025 in the Oxfordshire Joint Municipal Waste Management Strategy is unlikely to be achieved. The continued lack of clarity in some areas from Government about some elements of Simpler Recycling, the Government's response to the consultation on consistent collections published in	57.18%	61.50%	●

						<p>and encouraging residents to use the exiting recycling collections better. The trend this year reflects increased residual waste and reduced recycling being collected at kerbside from residents and through the HWRCs. It is difficult to establish the reasons for this as it could be due to a number of factors in combination, for example lighter weight packaging materials, new housing growth, and changing behaviours due to the current economic conditions.</p> <p>To meet Oxfordshire Joint Municipal Waste Management Strategy targets a step change is needed which can only be made by the district councils and OCC acting together, but local authorities nationally have been unable to commit investment in significant changes in waste services because anticipated Government waste policy changes have been repeatedly delayed by Defra.</p> <p>In January 2023 Defra published its consultation response on introducing a Deposit Return Scheme (DRS) for drinks containers from October 2025. In July Defra then announced the delay of Extended Producer Responsibility (EPR) for packaging until October 2025 to avoid the risk of causing inflationary pressures.</p> <p>Defra also confirmed the deferral of implementation of consistent collections changes until after the introduction of EPR, and published its consultation response on this, now named Simpler Recycling, in October 2023. While the response provides clarity in some areas, others are open to further consultation.</p> <p>Locally, campaign work to inform residents and encourage behaviour change is continuing. For example, an Oxfordshire Reuses event is to be held in Oxford in March promoting reuse, composting, and recycling.</p>	<p>managing packaging waste under the EPR scheme will now not be received until after October 2025.</p>	<p>October 2023, continues to make investment decisions by local authorities in significant service changes very difficult. This is a national issue.</p>			
--	--	--	--	--	--	---	---	---	--	--	--

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	31/01/2024
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 N Fawcett	7,845	5,500	★	This figure continues to remain above target and demonstrates a clear ongoing demand for access to free public computers and internet.			71,990	58,000	★
OCC02.03 Number of physical visits to Libraries	Mark Haynes	Cllr N Fawcett	164,013	90,000	★	The number of physical visits to libraries remains well above target, and bounced back after the traditional dip in December. This continuing success is a result of the high number of activities (including school visits) that library staff have organised. This may also be a reflection of the growing demand on library services as the cost 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).			1,575,242	1,150,000	★

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	31/01/2024
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 Count	Mark Haynes	Cllr N Fawcett	798	400	★	This figure remains significantly above target, and recovered to normal levels after December, which is traditionally the quietest month in terms of library business. 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.			7,261	4,350	★

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	31/01/2024
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	6,571		n/a				6,571		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	88.29%	86.00%	★				88.29%	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	18.03%	15.50%	★				18.03%	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	37.85%	38.40%	●	<p>Performance remains in line with the national position. 12 people would need to transfer to a 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.	Increasing use of direct payments is seen as improving performance by the Care Quality Commission. Falling numbers could reflect a reputational risk	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	57.97%	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 2% points below the 60% target but this is not a significant concern as some fluctuation is expected. The number of older people supported to live at home is 3.9% more than 12 months ago, compared to a 1.1% increase in people in care homes. We are currently supporting 3653 older people with long term support of whom 2118 are supported at home.	The financial risk associated with this would be placing people in more expensive care home placements. There is no evidence of this, but current levels of activity across the service are creating financial pressures.	This increase in the number of people supported at home is monitored closely in conjunction with the number of people entering care and contributes to our overall management of the risk related to demand.	57.97%	60.00%	
OCC04.06 No of residents who have received a formal assessment of their role as a Carer	Karen Fuller	Cllr T Bearder	592	197					6,039	1,970	
OCC04.07 No of Carers who have received a direct payment	Karen Fuller	Cllr T Bearder	1,504		n/a				1,504		n/a
OCC04.08 No of visits to Live Well Oxfordshire	Karen Fuller	Cllr T Bearder	14,083	6,000					127,038	60,000	

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	31/01/2024
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	0.00	0.00	★	The annual target for 2023/24 total surfacing programme has been firmed up as 2% of the network (excluding patching). As at 31st January, 86.7km has been treated as programmed. This is on track against the target of 2%. No surfacing works were programmed in January.			86.75	88.30	★
OCC05.05 Number of cycling trips	<ul style="list-style-type: none"> ■ Bill Cotton ■ Owen Jenkins 	Cllr A Gant	534,729.0	532,957.00	★	We have exceeded our target for November 2021 to November 2022 and are on track to meet our cycle trip target of 1 million per week by 2030. This is being achieved by a number of cycling initiatives.			534,729.00	532,957.00	★

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	31/01/2024
OCC06 - Preserve and improve access to nature and green spaces	

Measure	Director	Portfolio Holder	Period Actual	Period Target	Statu	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	93.60%		n/a	No change. This figure will not shift before April 2024 as the trees will not be surveyed due to winter dormancy.	No change	No change	93.60%		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	31/01/2024
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"> ■ Lisa Lyons ■ Stephen Chandler 	Cllr J Howson		890	?					5,464	?
OCC07.01 Total number of children with an Education, Health and Care Plan	<ul style="list-style-type: none"> ■ Lisa Lyons ■ Stephen Chandler 	Cllr K Gregory	6,418		n/a				6,418		n/a
OCC07.02 No of children we care for who are Unaccompanied Asylum Seeking Children	<ul style="list-style-type: none"> ■ Lisa Lyons ■ Stephen Chandler 	Cllr J Howson	89		n/a				990		n/a

Measure	Director	Portfolio Holder	Period Actual	Period Target	Status	Comment	Finance Impact	Risk Impact	YTD Actual	YTD Target	YTD
OCC07.04 Increase the % of children in Foster Care	<ul style="list-style-type: none"> ■ Lisa Lyons ■ Stephen Chandler 	Cllr J Howson	62.38%	66.00%	●	486 children are currently supported in foster care out of a total of 795 cared for children (including unaccompanied asylum seeking children) – 62.4%. This has improved for the second successive month. The vast majority of occasions where we seek a foster care placement result in the child being placed in foster care. A targeted campaign is in place to increase internal foster care looking at specific locality areas where we need to recruit foster carers. You will see adverts for foster carers on the sides of buses. The new South Central Independent Fostering Agency Framework is now in place to provide additional external foster placements. 62.4% of Oxfordshire children are looked after in foster placements whereas nationally the figure is 68%. When a child needs a placement we will always look where possible that we prioritise family based care over alternatives and within this are looking at how we support our foster families to care for more complex children and young people		The average cost of an external residential placement is around £6196 a week; the average cost of external foster care is around £1027 per week. If people are placed in residential care because of a lack of foster care (as opposed to it being the placement that is in the best interests of the child/young person) then there is a pressure on the budget.	62.38%	66.00%	●

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"> ■ Lisa Lyons ■ Stephen Chandler 	Cllr J Howson	16.9%		n/a	<p>The total number of cared for children has reduced from 881 (including unaccompanied children and young people) at the start of the year to 779 at the end of January a reduction of 12%. The number of children supported in residential care has reduced from 143 at the start of the year to 132 at the end of January, a fall of 8%. The reduction in the overall numbers of cared for children masks the improvement in terms of reducing the number of children in residential care.</p> <p>We are increasing the number of in-house children's homes from 4 homes to 9 by March 2025 with the support of the DFE capital grant and council capital resource. In addition, we currently have a block contract arrangement for 16 residential beds in Oxfordshire or within 10 miles of the border. We also have access to up to 15 beds as part of the Cross Regional Contract which offers a therapeutic model of care for children with more complex needs and includes education provision at an inclusive price. We are continually improving communications with block contract providers to ensure that we maximise the potential use of placements for Oxfordshire children. Currently around 70% of the residential placements we use are spot purchased which suggests that current frameworks and block contracts are not able to provide the number of placements required. The South Central residential framework is due to be recommissioned by October 2024 and the issues identified with the current framework such as the uplift controls will be addressed which should increase the number of providers who join which would further reduce the level of spot purchasing.</p> <p>Part of our financial plan is to ensure that we maximise the use of internal and block contract beds - by managing and reducing vacancies in Oxfordshire homes for Oxfordshire children.</p>		The average cost of an external residential placement is around £6196 a week; the average cost of external foster care is around £1027 per week. If people are placed in residential care because of a lack of foster care (as opposed to it being the placement that is in the best interests of the child/young person) then there is a pressure on the budget. We would always avoid considering residential for any child that should or could be cared for in family based care.	15.7%		n/a
OCC07.06 Number of Oxfordshire children we care for	<ul style="list-style-type: none"> ■ Lisa Lyons ■ Stephen Chandler 	Cllr J Howson	690	770	★				690	770	★
OCC07.07 % of Education Health & Care Plans completed within 20 weeks	<ul style="list-style-type: none"> ■ Lisa Lyons ■ Stephen Chandler 	Cllr J Howson	48.2%	50.7%	●				61.4%	50.7%	★

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	31/01/2024
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	31/01/2024
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	CIlr N Fawcett	5.00	2.50	★	<p>Successful bids in January 2024</p> <p>Net Zero Mobility</p> <p>What: Looking at using existing data to detect and alert disruption to low-carbon transport modes (e.g. buses).</p> <p>Why: Accelerating Transport decarbonization, Unlocking value from existing data and feeding into the objectives of PAZCO.</p> <p>Funding: £59,880 for OCC</p> <p>Submitted bids in Jan 2024</p> <p>Innovate UK - GapFinder for Livable Places</p> <p>What: The project focuses on building a new capability, an innovative self-service spatial decision support system, GapFinder Calibrator, to allow Local Authorities to develop and monitor plans for transport decarbonisation, exchange knowledge and calibrations, collaborate and allow replication of policies and best practices UK-wide.</p> <p>Why: To accelerate transport decarbonisation with intuitive geospatial solutions that can reduce up to 80% of the time spent by specialists on data analysis and modeling and reduce the £49.9 billion costs that the current transport system is placing on society (according to the Department of Transport). Reducing time spent of transport consultants.</p> <p>Funding: £125k for OCC</p> <p>Smart Grants</p>			32.00	25.00	★

Measure											
						<p>What: Innovate UK funding to use UTMC/AI use to help define strategies to better manage the transport network.</p> <p>Why: Improve efficiency of the UTMC, but helping automate some decision-making and reducing spend on incident management. Enable efficiencies in UTMC using new innovation and technologies.</p> <p>Funding: £104K for OCC</p> <p>Narrow Street</p> <p>What: Innovate UK funding to demonstrate the use of flywheel energy storage for EV charging</p> <p>Why: Provides a possible solution to constrained electricity supplies - so aiding faster roll out of EV chargers in challenging locations.</p> <p>Funding: £37,800</p> <p>PINS - Private Infrastructure Network Solution</p> <p>What: Innovate UK to enable the sharing of charging in private fleet depots to form a shared private charging network.</p> <p>Why: Support for fleet operators enabling them to move to EVs – supporting the PAZCO ad OCC fleet requirements.</p> <p>Funding: £22,200</p>					

Running the Business - Customer Experience

Status of Indicators	31/01/2024
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 N Fawcett	99%	80%	★	Latest satisfaction survey – In January 2024 22% of calls answered were surveyed (2,680 calls surveyed, which is 2,090 more than December 2023). 99.6% customers surveyed were satisfied or very satisfied, whilst 0.4% were unsatisfied. We continue to interrogate the data to understand the dissatisfied comments so that we can feed this back into the continuous improvement cycle.			99%	80%	★
OCC10.04 First contact resolution for customer enquiries received by the Customer Service Centre	Mark Haynes	Cllr N Fawcett	77%	75%	★	9,277 inbound phone contacts were resolved at first point of contact, with 3.4% of inbound phone contacts deemed avoidable.			77%	75%	★

Measure	Director	Portfolio Holder	Period Actual	Period Target	Status	Comment	Finance Impact	Risk Impact	YTD Actual	YTD Target	YTD
OCC10.05 The percentage of customer telephone calls abandoned at the Customer Service Centre	Mark Haynes	Cllr N Fawcett	11%	10%		<p>In January 2024, the Customer Service Centre was offered 13,530 calls across all services. During the previous month, we were offered 9,018 calls which is an increase of 4,512 calls due mainly to the increased post-Christmas demand and poor weather. Compared to January 2023 there was an increase of 374 calls which is in line with our forecasts.</p> <p>The number of abandoned calls increased in January by 753 calls (from 647 calls in Dec to 1,400 in January).</p> <p>A total of 33,520 contacts were received during December, which is an increase of 36.0% compared to December (24,721). This consisted of 5,546 outbound calls, 8 webchats, 10 social media enquiries, and 15,876 emails. The latter is an increase of 34% from December 2023.</p> <p>Within the teams, the abandonment rate for Blue Badge has increased from 5% in December to 8% in January (464 more calls presented).</p> <p>Contacts for Concessionary Fares have increased by 67% compared to the previous month with an abandonment rate increase of 0.8% compared to December.</p> <p>Contacts for Children's Social Care has increased in January by 29% due to returning back after the Christmas break. The abandonment rate of 4.2% was slightly higher than December (3.1%).</p> <p>Contacts for School admissions increased by 656 compared to December, this is mainly due to the primary application process for September 2024 intake.</p> <p>Abandonment rate for Adult Social Care has increased in January (28.6%) compared to December (20%).</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. We have worked to have a greater focus on call handling, by removing the administration to a different team which has seen a positive reduction in abandoned calls. This is however due to a reduced number of offered calls and contacts over the summer period but this is in line with our staffing levels.	12%	10%	
OCC10.06 Overall customer satisfaction rates for standard Registration Service	Mark Haynes	Cllr N Fawcett	100%	95%	★	<p>The service was delighted to have achieved 100% customer satisfaction in January. Below are a selection of comments received:</p> <ul style="list-style-type: none"> We wanted a small fuss-free ceremony with our witnesses, and the ceremony at Oxford was just right for us. The 			100%	95%	★

Features											
						<p>registrar was very lovely and made it a pleasure!</p> <ul style="list-style-type: none"> • Everything was well organised and we enjoyed our experience. • Incredibly kind and supportive when we had to move our ceremony date due to the passing of a very close family member. Such a lovely team of people from start to finish. • The staff were extremely friendly and very accommodating of our small child who was unsettled during our pre-wedding discussion. The registrar delivered a moving ceremony, commented on by several guests - she went far above and beyond the bare minimum of what is required, and they really enjoyed this (in contrast to others they had attended). Thank you! • This is my second child registration. I've had no issues with this service. It is quick, easy, and convenient. I am grateful for the service that I received. • We had the deputy registrar who was outstanding. Professional and thorough but also kind and compassionate which is exactly what was needed being a new parent out with my new baby. Thank you. • The process was very easy from start to finish, making things much easier to deal with given the very recent death of my mother. The facilities were good and the registrar and lady that greeted us were warm, friendly and understanding. It was also easy to park; given that I had travelled about an hour and a half, this was very helpful. • Every stage in the process was without fuss and it was easy to accomplish what we needed to do. • The Registrar who dealt with the registration of my mother's death was most professional, approachable and dealt with the matter in a friendly manner and made me feel at ease. 					

Measure	Director	Portfolio Holder	Period Actual	Period Target	Status	Comment	Finance Impact	Risk Impact	YTD Actual	YTD Target	YTD
OCC10.07 Overall customer satisfaction rate for Coroners Inquest Service	Mark Haynes	Cllr N Fawcett	100%	99%	★	<p>We continue to receive overwhelmingly positive feedback, as below: Thank you very much to Stuart and Stephanie. You have made this journey so easy for me as you have looked after everything for me. Thank you to all involved. The whole experience was completed with empathy for the family. The Coroner's Office staff replied promptly to my queries and were courteous and sensitive. I would like to thank them for their support. No improvements. The level of service you provide is very good.</p>			100%	99%	★

Running the business - Finance

Status of Indicators	31/01/2024
OCC11 - Finance	▲

Measure	Director	Portfolio Holder	Period Actual	Period Target	Statu	Comment	Finance Impact	Risk Impact	YTD Actual	YTD Target	YTD
OCC11.01 Overall forecast revenue variance across the Council	Lorna Baxter	Cllr D Levy	0.00%	0.00%	★				0.67%	0.00%	★
OCC11.02 Achievement of planned savings	Lorna Baxter	Cllr D Levy	81.00%	95.00%	▲				65.89%	95.00%	▲
OCC11.03 General balances are forecast to remain at or above the risk assessed level	Lorna Baxter	Cllr D Levy	£29,661,0	£30,200,00	●				£29,661,00	£30,200,00	●
OCC11.04 Directorates deliver services and achieve planned performance within agreed budget	Lorna Baxter	Cllr D Levy	2.1%	0.0%	▲				2.2%	0.0%	▲
OCC11.05 Total Outturn variation for DSG funded services (schools/early years)	Lorna Baxter	Cllr D Levy	0.00%	0.00%	★				0.00%	0.00%	★
OCC11.06 Total Outturn variation for DSG funded services (high needs)	Lorna Baxter	Cllr D Levy	5.50%	0.00%	▲				1.23%	0.00%	●
OCC11.07 Use of non-DSG revenue grant funding	Lorna Baxter	Cllr D Levy	95.00%	95.00%	★				95.00%	95.00%	★
OCC11.08 % of agreed invoices paid within 30 days	Lorna Baxter	Cllr D Levy	97.69%	95.00%	★				95.73%	95.00%	★
OCC11.09 Invoice collection rate - Corporate Debtors	Lorna Baxter	Cllr D Levy	97.43%	95.00%	★	This measure identifies the percentage of invoices issued that have been paid within 120 days. In this period, we measured invoices issued in October 2023. The collection rate was 97.43%, above the target of 95%.			97.12%	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 D Levy	£566,882	£300,000		<p>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.</p> <p>● Consequently, this figure is tracked through the year.</p> <p>Debt requiring impairment this month is £0.567m. The top five cases account for 50% of the total bad debt and is being actively worked on. The top debtor is £0.158m and has gone into liquidation. A claim has been placed with the liquidators.</p>			£566,882	£300,000	●
OCC11.11 Debt requiring impairment - ASC contribution debtors	Lorna Baxter	Cllr D Levy	£4,894,000	£3,500,000		<p>▲ The 2022-23 year-end adults care contribution impairment for bad debt was £4.60m, bad debt at the end of December is £4.9m, £0.3m higher. However, although higher than last year's closing balances this is a £0.17m decrease since last month. As reported previously wider economic factors have had a significant effect on means tested social care contribution debt levels, as have delays with the court of protection and related activity, this tracks with other local authorities' experience. A bad debt task team has been operational since July 2022 with the objective to resolve £3.7m of historic debt. The service continues to track team performance closely in the lead up to the financial year end with a focus on resolving cases that contribute to bad debt. Additionally, a review of historic cases is underway to better inform the final year-end impairment risk assessment.</p> <p>In relation to the debt focus work the Adults' plan was to fund temporary income collection staff via a reduction in the bad debt impairment, to achieve this the ASC bad debt level needs to finish the year below the 2022-23 year end position. If the impairment is not reduced by year end there will be additional staffing pressures as well as a cost to top up the impairment, the return on investment will not be realised.</p>			£4,894,000	£3,500,000	▲

Measure	Director	Portfolio Holder	Period Actual	Period Target	Status	Comment	Finance Impact	Risk Impact	YTD Actual	YTD Target	YTD
OCC11.12 Average cash balance compared to forecast average cash balance	Lorna Baxter	Cllr D Levy	£489,826,	£480,000,0	★				£475,598,7	£480,000,0	★
OCC11.13 Average interest rate achieved on in-house investment portfolio	Lorna Baxter	Cllr D Levy	3.96%	3.00%	★				3.44%	3.00%	★
OCC11.14 Average annualised return achieved for externally managed funds	Lorna Baxter	Cllr D Levy	3.75%	3.75%	★				3.75%	3.75%	★
OCC11.15 Invoice Collection Rate - ASC contribution debtors	Lorna Baxter	Cllr D Levy	90.98%	92.00%	★	The 120-day invoice collection rate remains at 90.98% this period, below the 92% target but above the average for 22/23, which was 89%. A development to redesign reminder letters went live in October 2023 and is expected to drive an improvement in collection rates by the end of the year. The target is to reach 92% by the end of the financial year 23/24.			90.57%	92.00%	★