




Annex A - Performance - July 2024

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Key

Status Indicator	Status Description
	
	
	
?!	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	31/07/2024
OCC01 - Put action to address the climate emergency at the heart of our work	▲

Measure	Director	Portfolio Holder	Comment	Improvement Plan	Timeframe	Finance Impact	Risk Impact	Period Actual	Period Target	Status	YTD Actual	YTD Target	YTD
OCC01.02 Total No. of streetlights fitted with LED Lanterns	Paul Fermer	Clr A Gant	This period actual is slightly under this month's target due to contractor sickness. It has been confirmed they plan to over achieve next month to bring back on target and make up the short fall of this month					98	119	●	537	344	★

Measure	Director	Portfolio Holder	Comment	Improvement Plan	Timeframe	Finance Impact	Risk Impact	Period Actual	Period Target	Status	YTD Actual	YTD Target	YTD
OCC01.07 Total % of household waste which is reused, recycled or composted	Paul Fermer	Cllr A Gant	<p>Waste performance is reported a month in arrears and the figure reported is the forecast end of year performance for 2024/25. The forecasts are variable and show minor fluctuations through the year as seasonal factors are taken into account. Most local authorities including Oxfordshire have seen recycling rates decrease from 2021/22, and Oxfordshire's forecast recycling rate for 2024/25 is below target. In May 2024 Defra announced the timescales for implementation of Simpler Recycling reforms for businesses, hospitals and schools by 31 March 2025 and households by 31 March 2026. However, progress of the regulations through Parliament were placed on hold due to the calling of the General election. Oxfordshire County Council are awaiting further information from DEFRA in due course.</p>					56.96%	61.50%		57.14%	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	31/07/2024
OCC02 - Tackle inequalities in Oxfordshire	★

Measure	Director	Portfolio Holder	Comment	Improvement Plan	Timeframe	Finance Impact	Risk Impact	Period Actual	Period Target	Status	YTD Actual	YTD Target	YTD
OCC02.01 Digital Inclusion through libraries (number of hours of use of library public computers)	Ansaf Azhar	Cllr N Fawcett	Use of public computers remains well above target and provides evidence of the on-going demand for this important part of our service offer. We are currently piloting a replacement system for public computer provision in 3 libraries, and if successful will seek to roll this out to all 44 branches.					7,029	6,000	★	30,028	22,500	★

Measure	Director	Portfolio Holder	Comment	Improvement Plan	Timeframe	Finance Impact	Risk Impact	Period Actual	Period Target	Status	YTD Actual	YTD Target	YTD
OCC02.03 Number of physical visits to Libraries	Ansaf Azhar	Cllr N Fawcett	Physical Visits to Libraries in July and August are traditionally the highest of the year - this is largely due to the success of the Summer Reading Challenge, which is a national initiative encouraging children to keep reading over the summer holiday to maintain reading progress and avoid seeing a dip in standards after the 6 week summer holiday.					185,682	130,000	★	685,420	500,000	★

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	31/07/2024
OCC03 - Prioritise the health and wellbeing of residents	★

Measure	Director	Portfolio Holder	Comment	Improvement Plan	Timeframe	Finance Impact	Risk Impact	Period Actual	Period Target	Status	YTD Actual	YTD Target	YTD
OCC03.09 No of people contacted via Making Every Conversation Count	Ansaf Azhar	Cllr N Fawcett	MECC conversations in July remain well above target, but have dropped slightly from June. This is due to focus shifting to the Summer Reading Challenge, which is a national initiative running from early July to mid-September.					706	450	★	3,254	1,800	★

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	31/07/2024
OCC04 - Support carers and the social care system	●

Measure	Director	Portfolio Holder	Comment	Improvement Plan	Timeframe	Risk Impact	Finance Impact	Period Actual	Period Target	Status	YTD Actual	YTD Target	YTD
OCC04.01 % of people who received short-term services during 24/25 with no further support request	Karen Fuller	Cllr T Bearder	Performance is showing improvement from previous years - improving from 57% in 2020/21; 65% in 21/22; 70% in 22/23 and 76% in 23/24. We are expanding the number of people who receive this service, particularly from hospital as part of our discharge to assess model. This means that people with higher level needs are admitted to the service. Many of these people will have their care needs reduced but may not become fully independent, which is the national measure. So far this year 83% of people who have used this service have seen a decrease in their care needs.	The measure is reported across the health and social care system locally each month and is monitored alongside other measures to ensure the best pathway is offered to all people.	Performance improvement is reported nationally at the end of the year and will be viewed against a set of measures around flow of patients through the hospital and care system	This measure looks at how many people become fully independent with no need for on-going care. A lower figure means that more people in Oxfordshire become dependent on care services rather than living fully independent lives.	There is a risk that fewer people reabled means more people need on-going care and hence create a financial pressure. Please note though that this measure is of people fully reabled (national measure) - as we increase access then performance on the measure may drop, but financial savings are made as people with higher care packages become more able and need less on-going care	76.00	77.50	●	76.00	77.50	●

Measure	Director	Portfolio Holder	Comment	Improvement Plan	Timeframe	Risk Impact	Finance Impact	Period Actual	Period Target	Status	YTD Actual	YTD Target	YTD
OCC04.02 % of residents 18-64 with Learning Disability support who live on their own or with family	Karen Fuller	Cllr T Bearder						89.48%		n/a	89.48%		n/a
OCC04.03 % Section 42 safeguarding enquiries where identified risk was reduced or removed	Karen Fuller	Cllr T Bearder						93.83	93.00	★	93.83	93.00	★
OCC04.04 Adults aged 65+ (per100,000) whose support needs met by residential and nursing care homes	Karen Fuller	Cllr T Bearder						320.65		n/a	320.65		n/a

Measure	Director	Portfolio Holder	Comment	Improvement Plan	Timeframe	Risk Impact	Finance Impact	Period Actual	Period Target	Status	YTD Actual	YTD Target	YTD
OCC04.05 Percentage of people transferring from homecare to care homes	Karen Fuller	Cllr T Bearder	We want to support people who need care and support in their own homes for as long as possible. We have supported this by increasing the amount of home care we commission. In the last 12 months the amount of home care we have purchased has increased by 8%; and in the last 5 years by 63%. Fewer older people are permanently admitted to residential care - only 15 authorities (out of 151) made fewer permanent care home admissions in 22/23 (last comparative data) and figures for permanent admissions fell by 3% in the last 12 months and 24% in the last 5 years	We continue to develop services that allow people to live as long as possible in their own homes - such as the increase in home care	We continue to focus on supporting people wherever possible at home. The care for any individual person will depend on their particular needs, but across the year these variations should be minimised	People want to stay in their own homes for as long as possible. Failure to provide sufficient and appropriate services to support people at home means people may unnecessarily be placed in care homes.	Care homes placements may cost more than supporting people at home	25.73	20.00		25.73	20.00	

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	31/07/2024
OCC05 - Invest in an inclusive, integrated and sustainable transport network	★

Measure	Director	Portfolio Holder	Comment	Improvement Plan	Timeframe	Risk Impact	Finance Impact	Period Actual	Period Target	Status	YTD Actual	YTD Target	YTD
OCC05.03 204.6 KM (4.4%) of the road network to be treated	Paul Fermer	Clr A Gant	<p>The annual target for the 2024/25 total surfacing program has been set at 4.4% of the network (excluding patching).</p> <ul style="list-style-type: none"> 3.97 km were treated during July (0.09 % of the network). This surpasses July target as includes a couple recycling schemes that were not included when this targets were initially outlined. As at 31st of July, 188.4 km (4.08% of the network) has been treated. This means we are on track against the final target. 					3.97	1.40	★	188.37	187.90	★

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	31/07/2024
OCC06 - Preserve and improve access to nature and green spaces	?!

Measure	Director	Portfolio Holder	Comment	Improvement Plan	Timeframe	Risk Impact	Finance Impact	Period Actual	Period Target	Status	YTD Actual	YTD Target	YTD
OCC06.02 Percentage of newly planted trees still alive on land OCC own & manage	Paul Fermer	Cllr P Sudbury	Our base level of tolerance for tree survival is >90% across a cumulative three year period. At the moment, we are well above the prescribed tolerance at 95.2%. Some trees are noticeably struggling more than others due to heat and drought stress. 812 trees are alive and >90% are being watered every two weeks by our Tree Aftercare & Planting Service (TAPS). ~80 trees are being watered by our Tree Guardians and Community Tree Groups, >9%.			If hot weather continues, watering frequency may need to be increased. Plans have been made to enable increase in watering frequencies, if necessary.	No financial impact, providing watering frequency is at a minimum maintained.	95.20%		n/a	95.20%		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	31/07/2024
OCC07 - Create opportunities for children and young people to reach their full potential	★

Measure	Director	Portfolio Holder	Comment	Improvement Plan	Timeframe	Risk Impact	Finance Impact	Period Actual	Period Target	Status	YTD Actual	YTD Target	YTD
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						95		n/a	383		n/a
OCC07.03 % of children we care for placed out of county and more than 20 miles away from home	<ul style="list-style-type: none"> ■ Lisa Lyons ■ Stephen Chandler 	Cllr J Howson						34.00		!	34.00		!
OCC07.04 Number of Children and Young People accessing the Music Service	<ul style="list-style-type: none"> ■ Kate Reynolds ■ Lisa Lyons 	Cllr N Fawcett						8,093.00	8,100.00	★	8,093.00	8,100.00	★
OCC07.05 The number of children subject of a child protection plan	<ul style="list-style-type: none"> ■ Lisa Lyons ■ Stephen Chandler 	Cllr J Howson						515.00	618.00	★	516.75	618.00	★
OCC07.06 Number of Oxfordshire children we care for	<ul style="list-style-type: none"> ■ Lisa Lyons ■ Stephen Chandler 	Cllr J Howson						674		n/a	674		n/a
OCC07.07 % of Education Health & Care Plans completed within 20 weeks	<ul style="list-style-type: none"> ■ Lisa Lyons ■ Stephen Chandler 	Cllr J Howson						34.8%		n/a	46.2%		n/a

Measure	Director	Portfolio Holder	Comment	Improvement Plan	Timeframe	Risk Impact	Finance Impact	Period Actual	Period Target	Status	YTD Actual	YTD Target	YTD
OCC07.08 The number of Education Health Care Plans maintained by the local authority	<ul style="list-style-type: none"> ■ Lisa Lyons ■ Stephen Chandler 	Cllr J Howson						6,852.00		n/a	6,726.75		n/a

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	31/07/2024
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	31/07/2024
OCC09 - Work with local businesses and partners for environmental, economic and social benefit	★

Measure	Director	Portfolio Holder	Comment	Improvement Plan	Timeframe	Risk Impact	Finance Impact	Period Actual	Period Target	Status	YTD Actual	YTD Target	YTD
OCC09.02 Participation in innovation funding bids or new projects in support of Living Oxfordshire	Lorna Baxter	Cllr N Fawcett						4.00	1.00	★	11.00	4.00	★

Running the Business - Customer Experience

Status of Indicators	31/07/2024
OCC10 - Customer Service	★

Measure	Director	Portfolio Holder	Comment	Improvement Plan	Timeframe	Risk Impact	Finance Impact	Period Actual	Period Target	Status	YTD Actual	YTD Target	YTD
OCC10.01 % of Adult Social Care complaints (Stage 1) responded to within statutory timescales	Louise Tustian	Cllr N Fawcett	2 Adult Social Care statutory stage 1 complaints have been received in July 2024. 1 case is closed within timescale and 1 is still open within timescale.					100.00	80.00	★	300.00	320.00	▲
OCC10.02 % of Adult Social Care complaints (Stage 2) responded to within statutory timescales	Louise Tustian	Cllr N Fawcett	No Adult Social Care statutory stage 2 complaints were received in July 2024.						80.00	?		320.00	?
OCC10.03 Overall customer satisfaction rate for the Customer Service Centre – telephony	Louise Tustian	Cllr N Fawcett	Latest satisfaction survey: In July 2024, 30% of calls answered were surveyed which is an increase of 12% compared to the previous month. 100% of customers surveyed were satisfied or very satisfied					100%	80%	★	100%	80%	★

Measure	Director	Portfolio Holder	Comment	Improvement Plan	Timeframe	Risk Impact	Finance Impact	Period Actual	Period Target	Status	YTD Actual	YTD Target	YTD
OCC10.04 Customer enquiries resolved via telephony contact channel at first contact	Louise Tustian	CLlr N Fawcett	In July, 8975 calls were answered at the first point of contact (74% of the total calls). Compared to June this was 7866 (72%).	Calls resolved at first point of contact will always vary dependant on the nature of calls coming through and the communication with the service areas. We continue to work with service areas to ensure any known issues are briefed out to the CSC staff to avoid having to pass through to the back office. We also are continually reviewing our processes and training to ensure that we can answer a greater percentage at the first point of contact.	This figure will always vary as is dependent on the nature of the calls that are presented to the CSC. Improved proactive communication to the CSC and externally and training from service areas will help to maintain and improve the amount that the CSC can answer without having to refer the call to a back office specialist.	Risk elements are generally reputational as the customer will not be able to get the answer they want in a timely manner.	A lower percentage of calls answered at the first point of contact, means that an increasing number are being handled by back-office specialists. Generally, these resources are higher graded and answering basic queries is a waste of time and resource as the process is not commensurate to the grade.	74.00	75.00		293.00	300.00	

Measure	Director	Portfolio Holder	Comment	Improvement Plan	Timeframe	Risk Impact	Finance Impact	Period Actual	Period Target	Status	YTD Actual	YTD Target	YTD
OCC10.05 Percentage of FOIs responded to within timescales	Louise Tustian	Cllr N Fawcett	The Council received 150 information requests received during July, with an additional 15 request that were redirected to the local district councils of Oxfordshire, as the County Council does not hold the information requested. Compared to June (111), this is an increase of 35%. The number of requests has returned to normal levels following General Election in early July. A total of 75 requests were responded to on-time and 74 requests remain open and on-time. Our collaboration with colleagues is ongoing to ensure that requests are fulfilled within the statutory 20 working days, which has a beneficial effect on our response rating.	We remain committed to assisting our colleagues in crafting their replies, ensuring that each response undergoes a thorough quality review before being sent to the requestor.	We remain dedicated to upholding strong performance all year and are committed to delivering top-quality service.			100.00	90.00	★	400.00	360.00	★
OCC10.06 Overall customer satisfaction rates for standard Registration Service	Anita Bradley	Cllr N Fawcett	Satisfaction scores from customers were impacted by appointment availability, which is not as high as we would like due to resource pressures. However, overall	We are in the process of on-boarding and training new staff, which will improve appointment availability.	We expect to see an improvement in appointment availability from October onwards.	Low risk. Although waiting times for appointments are longer than normal, registrations are still being completed.	Low financial impact. Although the wait for an appointment is longer, registrations are still taking place.	93%	95%	●	95%	95%	●

			<p>satisfaction is good and the service received lovely comments and thanks. A snapshot of customer comments is below:</p> <ul style="list-style-type: none">• The registrar in particular was extremely kind and patient and very good at her job.• Staff were very kind and understanding when my father's bus did not arrive and he was very late. The only reason I have put somewhat disagree is because this was the earliest time available to register my mothers death.• The staff were friendly, helpful, professional and sympathetic.• The registrar was really lovely.• Smooth and joyful ceremony. We appreciated the personal touches the staff introduced.• Excellent service. Ceremony was											

			<p>beautiful and just what we wanted, thank you.</p> <ul style="list-style-type: none"> The services prior to the wedding itself (legalities, etc) were all handled and managed very professionally and were clearly laid out, etc. The pre-ceremony Teams call with the registrar was extremely useful to prepare us for the wedding and we felt fully supported. The ceremony itself was fantastic. The registrar and her colleague were professional throughout, were completely punctual and the registrar injected a lovely amount of emotion and joy into the service itself. We could not have hoped, or asked, for more ! 										
OCC10.07 Overall customer satisfaction rate for Coroners Inquest Service	Anita Bradley	Cllr N Fawcett						100%	99%	★	100%	99%	★

Measure	Director	Portfolio Holder	Comment	Improvement Plan	Timeframe	Risk Impact	Finance Impact	Period Actual	Period Target	Status	YTD Actual	YTD Target	YTD
OCC10.08 % of Children Social Care complaints (Stage 1) responded to within statutory timescales	Louise Tustian	Cllr N Fawcett	11 Children Social Care statutory stage 1 complaints were received in July 2024. All the cases are still open within timescale.						80.00	?		320.00	?
OCC10.09 % of Children Social Care complaints (Stage 2) responded to within statutory timescales	Louise Tustian	Cllr N Fawcett	No Children's Social Care statutory stage 2 complaints were received in July 2024.						80.00	?		320.00	?
OCC10.10 % of Children Social Care complaints (Stage 3) responded to within statutory timescales	Louise Tustian	Cllr N Fawcett	No Children's Social Care statutory stage 3 complaints were received in July 2024.						80.00	?		320.00	?
OCC10.11 % of Corporate Complaints (Stage 1) responded to within timescales	Louise Tustian	Cllr N Fawcett	34 Corporate stage 1 complaints have been received in July 2024. 13 were closed within timescale, 6 closed outside of time scale, 7 are still open within timescale and 8 are overdue. Of these, 4 fall into the Environment and Place directorate, 3 into the Children's corporate directorate and 1 into Adult Services directorate	We continue to escalate and chase that become overdue and work with the services to ensure we are providing timely responses	ongoing			68.00	80.00	▲	68.00	80.00	▲

Measure	Director	Portfolio Holder	Comment	Improvement Plan	Timeframe	Risk Impact	Finance Impact	Period Actual	Period Target	Status	YTD Actual	YTD Target	YTD
OCC10.12 % of Corporate Complaints (Stage 2) responded to within timescales	Louise Tustian	CIlr N Fawcett	4 Corporate statutory stage 2 complaints were received in July 2024. All the cases are still open, 2 within timescale and 2 overdue(Children's and E&P directorates)						80.00	?		80.00	?
OCC10.13 The percentage of customer telephone calls abandoned at the Customer Service Centre	Louise Tustian	CIlr N Fawcett	In July 2024, the Customer Service Centre was offered 13,217 calls across all services. Of these, 969 were abandoned equating to 7.3% of calls. Compared to the previous month, there was an increase of 1.492 calls offered. Compared to July 2023, there is a 1.8% decrease in the abandonment call rate despite 1,125 more calls presented					7.00%	10.00%	★	5.67%	10.00%	★

Running the business - Finance

Status of Indicators	31/07/2024
OCC11 - Finance	▲

Measure	Director	Portfolio Holder	Comment	Improvement Plan	Timeframe	Risk Impact	Finance Impact	Period Actual	Period Target	Status	YTD Actual	YTD Target	YTD
OCC11.01 Overall forecast revenue variance across the Council	Lorna Baxter	Cllr D Levy						-0.50	0.00	★	-0.25	0.00	★
OCC11.02 Achievement of planned savings	Lorna Baxter	Cllr D Levy						70.00	90.00	▲	70.50	90.00	▲
OCC11.03 General balances are forecast to remain at or above the risk assessed level	Lorna Baxter	Cllr D Levy						117.00	85.00	★	112.50	85.00	★
OCC11.04 Directorates deliver services and achieve planned performance within agreed budget	Lorna Baxter	Cllr D Levy						0.40	1.00	★	0.45	1.00	★
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						£21,262,0	£21,300,0	★	£21,262,0	£21,300,0	★
OCC11.07 Use of non-DSG revenue grant funding	Lorna Baxter	Cllr D Levy						95.00	95.00	★	95.00	95.00	★

Measure	Director	Portfolio Holder	Comment	Improvement Plan	Timeframe	Risk Impact	Finance Impact	Period Actual	Period Target	Status	YTD Actual	YTD Target	YTD
OCC11.08 % of agreed invoices paid within 30 days	Lorna Baxter	Cllr D Levy	For July performance is above target at 95.81% a slight increase from 95.64% in June 2024. Breaking down the figures Children Social Care invoices are slightly below the 95% target 94.2%; both purchase orders and Adult Social Care are above target.					95.81	95.00	★	96.18	95.00	★
OCC11.09 Invoice collection rate - Corporate Debtors	Lorna Baxter	Cllr D Levy	This measure identifies the percentage of invoices issued that have been paid within 120 days. In this period, we measured invoices issued in April 2024. The collection rate was 97.31%, above the target of 95%.					97.31	95.00	★	97.50	95.00	★

Measure	Director	Portfolio Holder	Comment	Improvement Plan	Timeframe	Risk Impact	Finance Impact	Period Actual	Period Target	Status	YTD Actual	YTD Target	YTD
OCC11.10 Debt requiring impairment - Corporate Debtors	Lorna Baxter	Cllr D Levy	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 £0.547m. The top five cases account for 42% of the total bad debt and is being actively worked on by Legal Services and Debt Recovery Officers.					495,192	300,000	★	502,096	300,000	●

Measure	Director	Portfolio Holder	Comment	Improvement Plan	Timeframe	Risk Impact	Finance Impact	Period Actual	Period Target	Status	YTD Actual	YTD Target	YTD
OCC11.11 Debt requiring impairment - Adult Social Care contribution debtors	Lorna Baxter	Clr D Levy	The 2023-24 year-end adults care contribution impairment for bad debt was £4.52m. At 31 July 2024 it is £4.79m, an increase of £0.27m. 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, operational since July 2022, has been closed and a revised debt reduction plan for this year is being worked on.					4,790,270	3,500,000	▲	4,798,183	3,500,000	▲
OCC11.15 Invoice Collection Rate - Adult Social Care contribution debtors	Lorna Baxter	Clr D Levy	In this period, we measured invoices issued in April 2024. The 120-day invoice collection rate was 92.17% for this period, above the 92% target.					92.17	92.00	★	91.80	92.00	★