

### Performance Indicator 'At Risk' Proforma - 12 month rolling average

<b>Year</b>	2015/16
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<b>Quarter</b>	Quarter 3
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<b>Director</b>	Director of Business Support
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<b>Service</b>	Corporate Finance
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Indicator Num	Title	Carried forward from previous quarter?
HB1	To reduce the level of outstanding sundry debt to the amount outstanding at the end of the previous financial year less 5%	Yes

#### Data

##### Current Years Data

Indicator	Description	Target 2015/16	2015/16 Dec	2014/15 Dec	Direction of Travel			Meeting Target			Chart															
HB1	To reduce the level of outstanding sundry debt to the amount outstanding at the end of the previous financial year less 5%	5.0%	11.6%	1.1%	Outside Tolerance	▼	Worse	Outside Tolerance	×	No	<table border="1"> <caption>Chart Data: Performance Comparison</caption> <thead> <tr> <th>Month</th> <th>2014/15 (%)</th> <th>2015/16 (%)</th> </tr> </thead> <tbody> <tr> <td>Jun</td> <td>6.0</td> <td>3.5</td> </tr> <tr> <td>Sep</td> <td>7.0</td> <td>10.5</td> </tr> <tr> <td>Dec</td> <td>1.0</td> <td>11.5</td> </tr> <tr> <td>Mar</td> <td>2.0</td> <td>0.0</td> </tr> </tbody> </table>	Month	2014/15 (%)	2015/16 (%)	Jun	6.0	3.5	Sep	7.0	10.5	Dec	1.0	11.5	Mar	2.0	0.0
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Sep	7.0	10.5																								
Dec	1.0	11.5																								
Mar	2.0	0.0																								

##### Previous Years:

	PI Figure 14/15	PI Figure 13/14	PI Figure 12/13
HB1	2.3%	New PI	New PI

**Quarterly comparison figures:**

		Q1 - (Apr - Jun)	Q2 - (Apr - Sep)	Q3 - (Apr - Dec)	Q4 - (Apr - Mar)
HB1	2015/16	3.2%	10.5%	11.6%	
	2014/15	6.4%	6.9%	1.1%	2.3%

**Officer comments:**

Due to changes in benefit processing (RTI) there have been considerable increases in overpayments created which has affected performance against this indicator. The increases in overpayments are anticipated to start to reduce so a clearer picture will be available either by Q3 or Q4. The target will be reviewed at the year end to ensure that it remains achievable.

During 2014/15 Benefits created overpayments of approximately 118k per month. So far during 2015/16 the average has been 147k per month. This is because of the tax office giving us real time updates of changes in income of claimants and that the Benefits Section is reviewing claims more frequently so picking up unreported changes of circumstances.

The total outstanding has increased from the start of the year to now by £146k which is pretty good under the circumstances.

We are receiving payments against invoices of on average £44k per month compared to 2014/15 when it was £33k per month.

**Action Plan**

*NB: where the PI has been reported as being 'At Risk' previously, the action plan should show progress against actions listed in previous quarter's plan, together with any new actions being taken to improve performance.*

Issue	Action to be Taken	Deadline	Progress/Completed

## Performance Indicator 'At Risk' Proforma - 12 month rolling average

<b>Year</b>	2015/16
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<b>Quarter</b>	Quarter 3
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<b>Service</b>	Director of Service Delivery
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<b>Department</b>	Housing Services
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Indicator Number	Title	Carried forward from previous quarter?
C4E1	Number of residents using Choices4Energy	Yes

### Data

#### Current Years Data - 12 month rolling average data

			Target 2015/16	2015/16 Dec	2015/16 Dec	Direction of Travel			Meeting Target																																																					
C4E1	△	Number of residents using Choices4Energy	1,300	953	1,266	Outside Tolerance	▼	Worse	Outside Tolerance	×	No	<table border="1" style="display: none;"> <caption>Monthly Data for Number of residents using Choices4Energy</caption> <thead> <tr> <th>Month</th> <th>2014/15</th> <th>2015/16</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>100</td><td>100</td></tr> <tr><td>May</td><td>250</td><td>200</td></tr> <tr><td>Jun</td><td>350</td><td>250</td></tr> <tr><td>Jul</td><td>450</td><td>300</td></tr> <tr><td>Aug</td><td>550</td><td>350</td></tr> <tr><td>Sep</td><td>650</td><td>400</td></tr> <tr><td>Oct</td><td>750</td><td>450</td></tr> <tr><td>Nov</td><td>900</td><td>500</td></tr> <tr><td>Dec</td><td>950</td><td>550</td></tr> <tr><td>Jan</td><td>1150</td><td>600</td></tr> <tr><td>Feb</td><td>1250</td><td>650</td></tr> <tr><td>Mar</td><td>1350</td><td>700</td></tr> </tbody> </table>												Month	2014/15	2015/16	Apr	100	100	May	250	200	Jun	350	250	Jul	450	300	Aug	550	350	Sep	650	400	Oct	750	450	Nov	900	500	Dec	950	550	Jan	1150	600	Feb	1250	650	Mar	1350	700
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#### Previous Year End Data:

	PI Figure 14/15	PI Figure 13/14	PI Figure 12/13
C4E1	1438	948	New PI

**Quarterly (rolling 12 month) comparison figures:**

		Q1 - (Jul - Jun)	Q2 - (Oct - Sep)	Q3 - (Jan - Dec)	Q4 - (Apr - Mar)
C4E1	2015/16	1,321	1,126	953	
	2014/15	1,185	1,285	1,266	1,438

**Officer comments:**

This service transferred into the Home Improvement Agency in November 2015 and the decline in footfall relates to the period Dec 14 to 15. It is my understanding that footfall dropped sharply in or around May 2014 following the closure of the shop on Hanover Road. It is important to note that the future direction of this service is shifting in future years to home visits and holistic assessment of the needs of the more vulnerable therefore it is anticipated that numbers may reduce further. Whilst this information shall still be recorded for management purposes it is not proposed to report footfall as a PI from April 2016.

**Action Plan**

*NB: where the PI has been reported as being 'At Risk' previously, the action plan should show progress against actions listed in previous quarter's plan, together with any new actions being taken to improve performance.*

Issue	Action to be Taken	Deadline	Progress/Completed