

**Financial Outturn as at 31<sup>st</sup> March 2014 (Quarter 4)**

**Appendix 1:** March 2014 monitoring – General Fund Outturn

**Appendix 2:** March 2014 monitoring – Capital Programme Outturn

**Appendix 3:** March 2014 monitoring – Housing Revenue Account Outturn

**Appendix 4:** March 2014 monitoring – Carried Forward List

**Appendix 5:** Earmarked Reserves as at 31st March 2014

**EXECUTIVE SUMMARY**

1. This report sets out the Council's outturn position as at the 31st March 2014 and highlights major variances to the approved latest budget. In summary
  - As Appendix 1 demonstrates the General Fund Revenue account outturn position will have no impact on the levels of working balances. This is achieved through the proposed transfer into earmarked reserves of £5.371 million. The services element of the General Fund only showed a movement from the outturn position predicted at Q3 of £0.532million.
  - Appendix 2 details the draft capital outturn position which shows a variance against the latest budget of £1.732 million as at the end of the financial year. There have been several reductions to the capital programme during the year, notably the new competition swimming pool project.
  - Appendix 3 shows that the HRA outturn position is a surplus of £0.302 million, after making a contribution to the HRA projects reserve of £7.772 million. This has allowed the HRA working balances to increase to £4.000 million; during the year a transfer of £7.000 million was made from the HRA to the General Fund using some legislative powers that were removed during 2013/14. All HRA non-dwelling assets (including shops and garages) were transferred to the General Fund during 2013/14.
  - The collection rate for Council Tax at the end of March 2014 was 98.29%, up on March 2013's position of 97.01%.
  - Business Rate collection rate at the end of March 2014 was 97.91% compared to 97.41% for 2012/13. This is 0.5% improvement which, when taken in the context of changes around the localisation of council tax benefits, is an exceptional achievement.
  - The payment of invoices within 30 days has improved slightly at 93.26% since Q3's position of 92.24%. This compares favourably to 92.41% for 2012/13, however, this is still below the 2013/14 target of 98%. The value of the 53 late paid invoices in March was £0.393 million.
  - HRA total arrears were £1.317 million as at the end of March 2014. This represents a significant improvement on Q3 when they stood at £1.596 million, a reduction of over 17% for the quarter. HRA total arrears were £1.348 million as at the end of March 2013.
2. As part of the monitoring process Finance staff have met and had budget monitoring discussions with Cost Centre Managers and Heads of Service to verify the current budgetary position.
3. The main projected General Fund outturn variances compared to the latest budget are shown below:

4. **City Regeneration Directorate** – A favourable outturn variance of approximately £0.268 million, which was only £0.087 million different from that reported at Q3. The main reason for the variance is the additional rent generated from the Council's commercial property portfolio.
5. **Community Services Directorate** – A £0.753 million favourable variance, which was different by £0.313 million, from that reported at Q3. This has principally been caused by the additional contributions generated by Direct Services from their range of service activities during the year.
6. **Organisational Development and Corporate Services Directorate** – As at the end of March the Directorate has a £0.017million adverse variance, an improvement of £0.132million than that reported at Q3. This has been primarily been caused by additional costs of facilities management arising from the café contract, consultant fees, and Town Hall and Copier Unit income.

## GENERAL FUND OUTTURN

7. Appendix 1 provides a General Fund revenue outturn position, broken down by Service Area. Table 1 below also details the summarised GF position as at the end of March 2014 and compares the position to that reported in Quarter 3.

**Table 1 General Fund Revenue**

GF Outturn Report 2013/14	Approved Budget (per Budget book)	Latest Budget	Expenditure	Income	Actual	Outturn against Latest Budget @ 31st March, 2014	Reported Last Month (Feb14)	Mvt from Reported Last Month	Reported Last Quarter (Q3)	Mvt from Reported Last Quarter
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's
<b>Directorates</b>										
City Regeneration	(283)	(103)	12,947	(13,318)	(370)	(268)	(272)	4	(181)	(87)
Community Services	8,296	8,836	59,295	(51,212)	8,083	(753)	(908)	155	(440)	(313)
Organisational Dev & Corp Services	13,066	13,156	17,377	(4,204)	13,173	17	149	(132)	149	(132)
Directorate Total Excl SLA's & Capital Charges	21,079	21,889	89,620	(68,734)	20,886	(1,004)	(1,031)	27	(472)	(532)
SLA's & Capital Charges	(1,182)	(475)	24,045	(21,420)	2,624	3,099		3,099		3,099
Corporate Accounts	2,793	921	75,335	(78,723)	(3,387)	(4,308)	(549)	(3,759)	(549)	(3,759)
Contingencies	2,336	1,974				(1,974)		(1,974)		(1,974)
<b>Total Corporate Accounts &amp; Contingencies</b>	<b>5,130</b>	<b>2,895</b>	<b>75,335</b>	<b>(78,723)</b>	<b>(3,387)</b>	<b>(6,282)</b>	<b>(549)</b>	<b>(5,733)</b>	<b>(549)</b>	<b>(5,733)</b>
<b>Net Expenditure Budget</b>	<b>25,027</b>	<b>24,310</b>	<b>189,000</b>	<b>(168,877)</b>	<b>20,123</b>	<b>(4,187)</b>	<b>(1,580)</b>	<b>(2,607)</b>	<b>(1,021)</b>	<b>(3,166)</b>
General Transfer to / (from) Ear Marked Reserves SIF Adjustment		(551) (54)	4,820 (54)		4,820 (54)	5,371		5,371	(1,320)	6,691
<b>Net Budget Requirement</b>	<b>25,027</b>	<b>23,705</b>	<b>193,766</b>	<b>(168,877)</b>	<b>24,889</b>	<b>1,184</b>	<b>(1,580)</b>	<b>2,764</b>	<b>(2,341)</b>	<b>3,525</b>
<b>Funding</b>										
External Funding (RSG)	8,219	8,219		8,263	8,263	44		44		44
External Funding (NNDR Retention)	5,661	5,661		5,252	5,252	(409)		(409)		(409)
NNDR - Section 31 Grant				218	218	218		218		218
Council tax	11,228	11,228		11,228	11,228					
Council Tax Transition Grant				42	42	42		42		42
Less Parish Precepts	(154)	(154)	(188)		(188)	(34)		(34)		(34)
Collection Fund Surplus	73	73		74	74	1		1		1
<b>Total Funding Available</b>	<b>25,027</b>	<b>25,027</b>	<b>(188)</b>	<b>25,077</b>	<b>24,889</b>	<b>(188)</b>		<b>(138)</b>		<b>(138)</b>
<b>(Surplus) / Deficit for year</b>		<b>(1,322)</b>	<b>193,955</b>	<b>(193,955)</b>	<b>()</b>	<b>1,322</b>	<b>(1,580)</b>	<b>2,902</b>	<b>(2,341)</b>	<b>3,663</b>

8. The General Fund Revenue account outturn position will have no impact on the levels of working balances. This is achieved through the proposed transfer into earmarked reserves of £5.371 million. The services element of the General Fund only showed a movement from the outturn position predicted at Q3 of £0.532million.

9. **City Regeneration Directorate** - The directorate has an outturn position of £(0.370) million, which is £0.268 million better than the approved latest budget but only £0.087million different to that reported at Q3. City Development was £0.141 million overspent primarily as a result of a decline in Building Control Fees against budget. Regeneration and Major Projects has a favourable outturn position of £0.411 million primarily due to additional income generated from commercial properties from favourable rent reviews and new properties being brought into use.
10. **Community Services Directorate** - The directorate has an outturn position of £8.083 million, which is a favourable variance of £0.753 million against the latest budget and relates to savings / additional income associated with Direct Services. This outturn position is £0.313 million different to that projected at Q3. Policy, Culture and communication was £0.071 million overspent due primarily to additional costs of the Christmas Light Festival. Direct Services was a net £0.823 million favourable outturn largely caused by vacancies (£0.450 million saving) a surplus (£0.300 million) from off-street car parking primarily due to little resistance to increased charges, and additional contract income, all of which is partly offset by some additional costs relating to rates, the depot lease, and an internal income pressure relating to motor transport.
11. **Organisational Development and Corporate Services Directorate** - The directorate is estimated to have a projected outturn position of £13.173 million, which has an adverse outturn variance of £0.017 million compared to the latest budget. This is a £0.132 million lower than that reported in Q3. Business Imp & Tech was £0.068 million underspent as a result of lower spending on the technology side of the business. Customer Services was £0.023 million favourable variance primarily arising through staff turnover offset by some overspends. The Finance Service was £0.016 million favourable variance due to a lower than budgeted bad debt provision top-up. HR & Facilities was £0.119 million overspent largely due to the Cafe Contract, Consultant fees and the Town Hall and Copier Unit income. Law & Governance was only £0.005 million overspent.

## CORPORATE ACTIVITIES

12. With regard to SLA's/Capital Charges and Corporate Accounts it is best to view these two items together. The overspend on SLA's/Capital Charges mainly relates to capital charges where both depreciation charged for the year and deferred charges were approximately £3 million higher than budgeted, hence the adverse variance shown. These costs for the GF, in accordance with current accounting rules, are however reversed out within the Corporate Accounts section so this does not hit the bottom line and therefore is not an overall cost to the General Fund. There were favourable variances relating to interest receivable of £(0.679) million which arose largely because of a change in the interest rates charged to the HRA. There were also some corporate budgets for global budget pressures, such as inflation on utility charges, which did not have to be used; these amounted to a favourable variance of £(0.195) million.
13. With regard to Contingencies there were a number of contingency items that did not need to be used amounting to £1.974 million, with the largest being a contingency provision for general budget pressures, recessions and identified high risks. This, in conjunction with other overall favourable variances has allowed a year end transfer of £5.371 million into earmarked reserves to be proposed.
14. Overall variances which give rise to the proposed year end transfer to earmarked reserves are as follows: -

	<b>£ million</b>
Service Variances	(1.004)
Net Interest Receivable	(0.679)
Corporate Budgets (i.e. Inflation on Utilities) Not Required	(0.195)
Corporate Variances (SLAs and Capital Charges)	(0.382)
Other Corporate Variances	0.047
Corporate Contingencies	(1.974)
Budgeted Surplus	(1.322)
Funding Variance	0.138
	<u>(5.371)</u>

15. The transfers proposed to be made include £3 million for Capital Financing particularly for 2014/15 where the budgeted programme (including carry forward requests) now exceeds £59 million. This proposal together with some other areas of need are detailed below:

	£ million
Partnership payments	0.200
Flooding Provision	0.200
Capital Financing	4.320
Indirect Property Fund Reserve	0.401
Contribution towards Gladiators Purchase	0.250
	<u>5.371</u>

16. Appendix E1 incorporates the transfers and budget adjustments associated with the proposed £0.235 million of GF service carry forward requests suggested by CMT. These are as follows:

City Development	£0.100m	Consultants – Regeneration Projects
Housing	£0.007m	Leadership Programme
Leisure, Parks, & Communities	£0.050m	Older people’s priorities
Environmental Development	£0.010m	Cycle City
Customer Services	£0.049m	Customer First Project
HR and Facilities	£0.019m	Apprenticeships

## **ACHIEVEMENT OF SAVINGS AND EFFICIENCIES**

17. The Council’s budget identified £1.320million of efficiencies, £0.183 million of service reductions and £1.682million of additional fees and charges for 2013/14. As at the end of the financial year the Council achieved £3.430 million in efficiency targets, service reductions and additional fees and charges.

18. Table 2 below details the year-end outturn position relating to efficiencies, service reductions and additional fees and charges at the end of March 2014.

**Table 2 – Savings and Efficiencies as at 31st March 2014**

	Efficiencies				Service Reductions				Fees and Charges				%
	Approved Savings	Projected outturn	Variance	Savings made to date	Approved Savings	Projected outturn	Variance	Savings made to date	Approved Savings	Projected outturn	Variance	Savings made to date	
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	
Policy, Culture & Communications				(10)	(19)	(19)		(22)	(43)	(30)	13	(29)	68%
Finance	(125)	(125)		(123)	(60)	(60)		(60)					0%
Business Improvement & Technology	(51)	(51)		(27)									0%
Law & Governance	(45)	(45)		(45)					(5)	(5)		(5)	100%
Human Resources & Facilities	(98)	(98)		(94)					85	85		85	100%
Customer Services	(30)	(30)		(39)					(13)	(13)		(13)	100%
<b>Organisational Development and Corporate Services</b>	<b>(349)</b>	<b>(349)</b>	0	<b>(336)</b>	<b>(79)</b>	<b>(79)</b>	0	<b>(82)</b>	<b>24</b>	<b>37</b>	<b>13</b>	<b>38</b>	<b>158%</b>
Direct Services	(300)	(300)		(300)					(899)	(875)	24	(1,020)	114%
Leisure, Parks & Communities	(177)	(177)		(161)					(34)	(34)		(34)	100%
Environmental Development	(115)	(115)		(143)	(54)	(54)		(54)	(7)	(7)		(7)	100%
<b>Community Services</b>	<b>(592)</b>	<b>(592)</b>	0	<b>(604)</b>	<b>(54)</b>	<b>(54)</b>	0	<b>(54)</b>	<b>(940)</b>	<b>(916)</b>	<b>24</b>	<b>(1,061)</b>	<b>113%</b>
City Development	(33)	(33)		(48)	(50)	(50)		(50)	(140)	(131)	9	(131)	93%
Housing & Property	(313)	(213)	100	(197)									0%
Regeneration & Major Projects	(33)	(3)	30	(92)					(636)	(636)		(636)	100%
<b>City Regeneration</b>	<b>(379)</b>	<b>(249)</b>	<b>130</b>	<b>(337)</b>	<b>(50)</b>	<b>(50)</b>	0	<b>(50)</b>	<b>(776)</b>	<b>(767)</b>	<b>9</b>	<b>(767)</b>	<b>99%</b>
Mitigating Savings		(130)		(130)						(46)		(46)	
<b>Total</b>	<b>(1,320)</b>	<b>(1,320)</b>	<b>130</b>	<b>(1,408)</b>	<b>(183)</b>	<b>(183)</b>	0	<b>(186)</b>	<b>(1,692)</b>	<b>(1,692)</b>	<b>46</b>	<b>(1,836)</b>	<b>109%</b>

## HRA OUTTURN

19. The summarised HRA position as at 31st March 2014 is set out in Table 3 and detailed on the attached Appendix 3.

**Table 3 – Housing Revenue Account HRA**

<b>HRA Outturn Report 2013/14</b>	Approved Budget (per Budget book)	Latest Budget	Actual YTD	Latest Budget PO variance @ 31st March, 2014 (150514)	Outturn Variance Q3	Outturn Variance Movement from Q3 to Q4
	£000's	£000's	£000's	£000's	£000's	£000's
Dwelling Rent	(38,824)	(39,635)	(39,773)	(138)	(200)	62
Service Charges	(1,040)	(1,050)	(1,181)	(131)	3	(134)
Furniture/Other Rent	(2,333)	(930)	(1,055)	(125)	(33)	(92)
Major Project Team Fees	(621)	(321)	(252)	69	0	69
<b>Net Income</b>	<b>(42,818)</b>	<b>(41,936)</b>	<b>(42,261)</b>	<b>(325)</b>	<b>(230)</b>	<b>(95)</b>
General Management	4,218	4,476	4,189	(287)	(100)	(187)
Special Management	2,515	2,373	2,294	(79)	(17)	(62)
Other Management	2,584	2,712	2,159	(552)	121	(673)
Bad Debt Provision	500	430	247	(183)	0	(183)
Responsive & Cyclical Repairs	9,991	9,853	9,545	(308)	(122)	(186)
Interest Paid	7,060	7,792	7,797	5	0	5
Depreciation	8,267	5,459	6,308	850	(167)	1,017
Impairment	0	0	1,410	1,410	0	1,410
<b>Total Expenditure</b>	<b>35,135</b>	<b>33,095</b>	<b>33,950</b>	<b>855</b>	<b>(285)</b>	<b>1,140</b>
<b>Net Operating Expenditure/(Income)</b>	<b>(7,683)</b>	<b>(8,841)</b>	<b>(8,311)</b>	<b>530</b>	<b>(515)</b>	<b>1,045</b>
Interest Received	(56)	(68)	(44)	24	(36)	60
Other HRA Reserve Adjustments	37	(376)	(368)	8	(409)	417
Revenue Contribution to Capital (MRR)	10,830	8,983	8,422	(561)	(4,747)	4,186
<b>Total Appropriations</b>	<b>10,812</b>	<b>8,539</b>	<b>8,009</b>	<b>(530)</b>	<b>(5,192)</b>	<b>4,662</b>
<b>Total HRA (Surplus)/Deficit</b>	<b>3,129</b>	<b>(302)</b>	<b>(302)</b>	<b>0</b>	<b>(5,707)</b>	<b>5,707</b>

## Income

20. Actual void loss was 0.6% compared to a target of 0.84%, thus additional income was received in the year compared to budget for both dwelling rents and service charges. Dwelling rent income was also higher than budgeted due to a lower impact of Right To Buy disposals than estimated. The HRA budgets take a prudent approach to Right To Buy disposals in response to the Government's paper Re-Invigorating Right To Buy in which increased discounts up to a maximum of £0.075million became available for eligible tenants within Oxford. Lower rechargeable fees to capital were incurred due to vacancies within the team and a drop in capital programme delivery.

## Expenditure

21. General Management shows a favourable variance of £0.287 million primarily due to public utility spend being lower than budgeted and savings associated with rent collection charges.
22. Special Management costs similarly show a net favourable variance of £0.079 million, again mainly due to reductions in public utility costs against budget offset by increased furnished tenancy costs.
23. The Other Management section includes the Major Projects Team and shows a favourable variance of £0.552 million, which is primarily a revenue underspend associated with direct services overhead recharges.
24. Although arrears have gone up, there is a reduced need for new provisions for bad and doubtful debts compared to the budget, despite the impact of Direct Payments and the

Government's welfare reform changes, resulting in a favourable variance of £0.183 million.

25. Responsive and Cyclical Repairs costs were underspent by £0.308 million primarily due to savings associated with service contract payments.
26. There are increased depreciation charges due to higher property valuations of HRA dwelling assets. This has been credited to the major repairs reserve in accordance with current accounting requirements and has then been used to finance capital expenditure.
27. The impairment charges of £1.410 million again relate to revaluations and these are mainly reversed out for dwellings in accordance with proper accounting practices.

### **Appropriations**

28. Interest received is lower than budgeted by £0.024 million due to the average rate of return achieved in the year being below the budgeted figure.
29. Within the year there was a one-off £7million cash transfer from the HRA to the General Fund (equivalent to the balance brought forward on the Major Repairs Reserve into 2013/14).
30. Also within the appropriations section is a transfer of £7.772 million to a new HRA projects reserve that will be used primarily to fund future HRA capital spend. Also £0.272 million of HRA budget carry forwards have been requested.

## **CAPITAL PROGRAMME**

### **General Fund and HRA Capital Programme**

31. A capital budget position, approved for the General Fund and HRA Capital Programme for 2013/14 is shown in summary at Table 4 below. Appendix 2 attached shows the Capital Programme on a scheme by scheme basis.
32. As at the end of March the Capital Programme shows a favourable variance of £1.732million.

### **Table 4 – Capital Programme as at 31st March 2013**

Capital Scheme	Latest Budget 2013/14	Spend to 31st March 2014	% Spend Against Latest Budget	Outturn Variance to Latest Budget	Outturn Variance due to Slippage	Outturn variance due to Over/ Under spend
	£	£		£	£	£
Policy Culture & Communications	320,000	78,326	9%	(241,674)	(241,674)	0
City Development	111,354	43,979	39%	(67,376)	(67,319)	(57)
Environmental Development (Including Community Safety)	863,610	862,753	100%	(857)	(857)	0
Corporate Assets (Now Housing & Property)	3,454,018	2,585,848	75%	(868,170)	(910,233)	42,064
Customer Services	126,958	131,137	103%	4,179	0	4,179
Leisure, Parks & Communities	3,887,398	3,922,319	101%	34,921	34,921	(1)
Direct Services	3,166,379	3,002,656	90%	(163,723)	(163,723)	0
Business Improvement & Technology	591,575	494,273	84%	(97,301)	(97,301)	0
GF Total	12,521,292	11,121,292	89%	(1,400,000)	(1,446,185)	46,185
Housing Revenue Account	11,214,308	10,881,820	97%	(332,488)	(544,698)	212,209
Grand Total	23,735,600	22,003,111	93%	(1,732,489)	(1,990,883)	258,394
Total General Fund Financing	12,621,292	11,121,292				
Total HRA Financing	11,214,308	10,881,820				
Total Financing	23,835,600	22,003,111				

33. Overall the Council achieved a 93% spend against the latest budget for the year. Taking each service area in turn the comments are as follows:

34. Policy Culture and Communications £0.242 million favourable variance largely caused by slippage of the superconnected cities project into 2014/15.

35. City Development £0.067 million favourable variance largely caused the Cycle Oxford project slipping into 2014/15.

36. Corporate Assets £0.868 million favourable variance caused by slippages relating to capital projects including Leisure Centre substantive repairs, Covered Market Improvements, Westgate Temporary Car Park, and the R & D Feasibility Fund.

37. Leisure Parks and Communities £0.035 million adverse variance resulting from negative slippage on capital projects including New Build Completion Pool offset by a number of favourable slippage variances.

38. Direct Services £0.163 million favourable variance resulting primarily from slippages on the Vehicles and Plant Replacement Programme and the MOT Service Bay Extension.

39. Business Improvement and Technology £0.097 million favourable variance resulting from the net impact of slippage of a number of schemes including mobile working.

40. HRA £0.322 million favourable variance being the net underspends in the year primarily associated with tower blocks and new build..

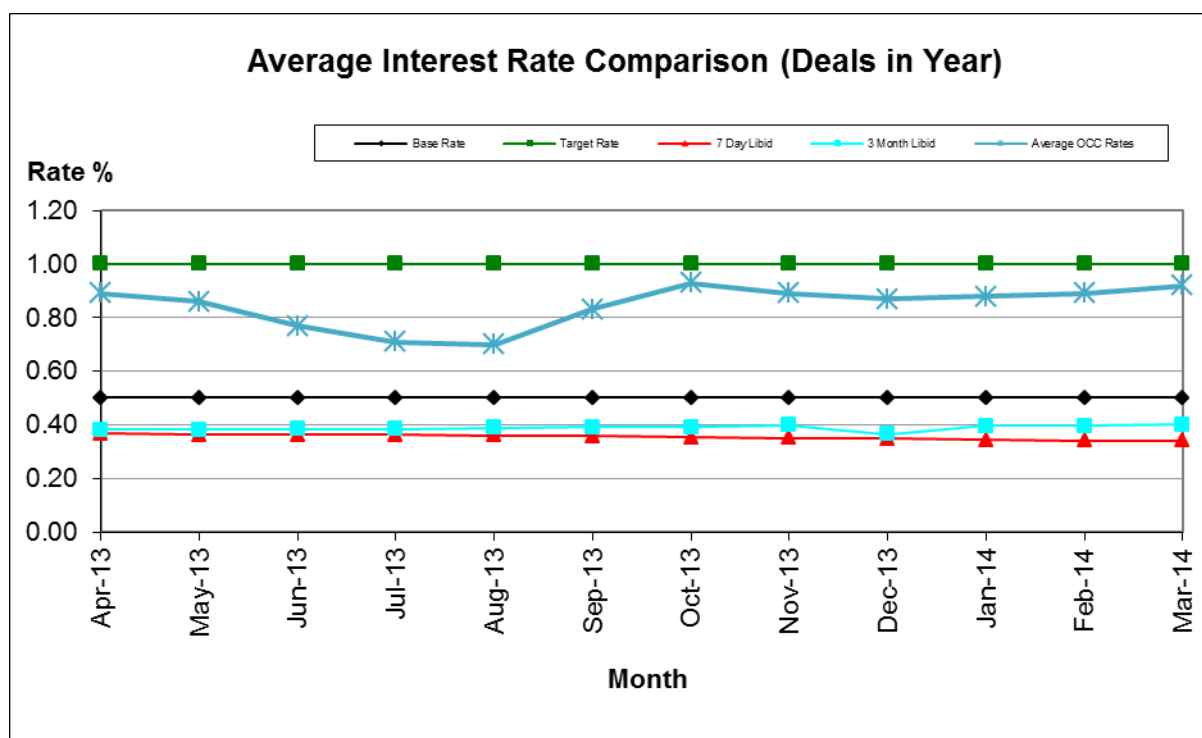
## PERFORMANCE INFORMATION



41. There are a number of additional key performance indicators that need to be assessed along with the financial performance information to provide an overall financial health check position for the authority as at the end of March 2014. These additional indicators are detailed as follows:

### Treasury Performance

42. There has been a small change since February (our rate of return only increased by 0.03%). We had a £2 million increase in Money Market Funds (MMFs) at the end of March than we did at the end of February. As we get closer to year-end, our investment portfolio value is likely to get smaller due to reduced amounts of collectable income in March, which may have some impact on our rate of return as MMF yields are partially determined by the value of investments the fund receives on a daily basis. The overall average increase in the OCC return is due to the continued growth of the property funds. The MMF fund continues to have minor fluctuation through the month but rally to a position close to the opening rates. Ignis (one of our MMFs) continues to offer the highest rates of the four funds.



### Payment of Invoices

43. The cumulative percentage of invoices paid within 30 days has improved slightly at an overall 93.26% since Q3's position of 92.24%. This compares favourably to 92.41% for 2012/13, however, this is still below the 2013/14 target of 98%. Service area performance on this is shown below starting with the best performing and moving to the worst performing further down the list:

Service Area	YTD Total Invoices	YTD Undisputed	YTD Over 30 Days	YTD % Over	YTD % Intime
S32 Finance	426	411	11	2.68%	97.32%
S23 Direct Services	7,657	7,216	251	3.48%	96.52%
S02 Transformation	77	68	3	4.41%	95.59%
S31 ICT	20	17	1	5.88%	94.12%
S34 Law & Governance	379	369	23	6.23%	93.77%
S14 Corporate Property	1,469	1,335	84	6.29%	93.71%
S13 Housing	1,337	1,318	104	7.89%	92.11%
S22 Leisure & Parks	2,197	2,113	177	8.38%	91.62%
S33 Human Resources & Facilities	744	716	70	9.78%	90.22%
S11 City Development	337	323	35	10.84%	89.16%
S01 Policy, Culture & Communications	556	534	59	11.05%	88.95%
S21 Customer Services	287	274	31	11.31%	88.69%
S24 Housing Revenue Account	1,358	1,313	151	11.50%	88.50%
S12 Environmental Development	782	750	108	14.40%	85.60%
S03 Business Improvement	262	227	37	16.30%	83.70%
	<b>17,888</b>	<b>16,984</b>	<b>1,145</b>	<b>6.74%</b>	<b>93.26%</b>

44. As can be seen from this chart, none of the service areas achieved the payment of invoices target of 98% over the whole year. However, as can be seen from the chart below, performance in March was better than the year overall, continuing the improved results in the latter part of the financial year:

Service Area	Total Invoices	Undisputed	Over 30 Days	% Over	% Intime
S01 Policy, Culture & Communications	49	49	0	0.00%	100.00%
S32 Finance	34	33	0	0.00%	100.00%
S34 Law & Governance	33	32	0	0.00%	100.00%
S03 Business Improvement	30	22	0	0.00%	100.00%
S21 Customer Services	18	18	0	0.00%	100.00%
S02 Transformation	15	10	0	0.00%	100.00%
S31 ICT	5	5	0	0.00%	100.00%
S22 Leisure & Parks	280	267	2	0.75%	99.25%
S23 Direct Services	1,952	1,604	17	1.06%	98.94%
S13 Housing	98	98	2	2.04%	97.96%
S33 Human Resources & Facilities	46	46	1	2.17%	97.83%
S14 Corporate Property	107	99	3	3.03%	96.97%
S11 City Development	31	30	2	6.67%	93.33%
S12 Environmental Development	97	94	9	9.57%	90.43%
S24 Housing Revenue Account	141	136	17	12.50%	87.50%
	<b>2,936</b>	<b>2,543</b>	<b>53</b>	<b>2.08%</b>	<b>97.92%</b>

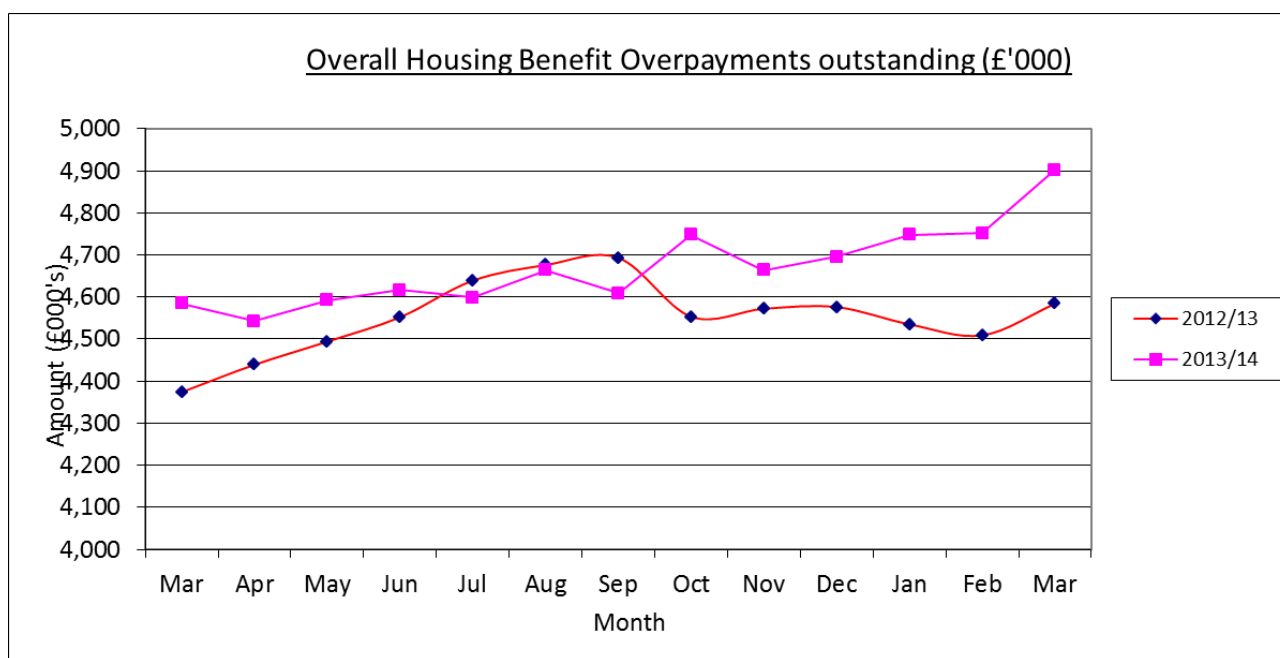
45. Whereas this shows a better performance than the year overall the Council-wide performance still does not achieve the full 98% target. The performance therefore

needs to be improved and then sustained throughout 2014/15 if the annual target for the year is to be achieved. To put it into context, the value of the 53 late paid invoices from March was £0.393 million demonstrating that the amount of impact late payment of invoices can have is not insignificant.

### **Housing Benefit Overpayments**

46. During 2013/14 new overpayments totalling £3.223 million were identified whilst a total of £2.537 million was recovered - either by offsets/deductions of Housing Payment or by actual payments received. The monthly collection rate for March was 58.8% making the cumulative year to date result 74.06% (internal target 82%) which is down on the 2012/13 rate of 84.15%.

47. Total overpayments arrears outstanding at the end of March 2014 amount to £4.902 million, 6.9% up on the equivalent figure of 12 months ago. A considerable proportion of this debt has been pursued as far as it can be and these sums will likely be written off in due course.



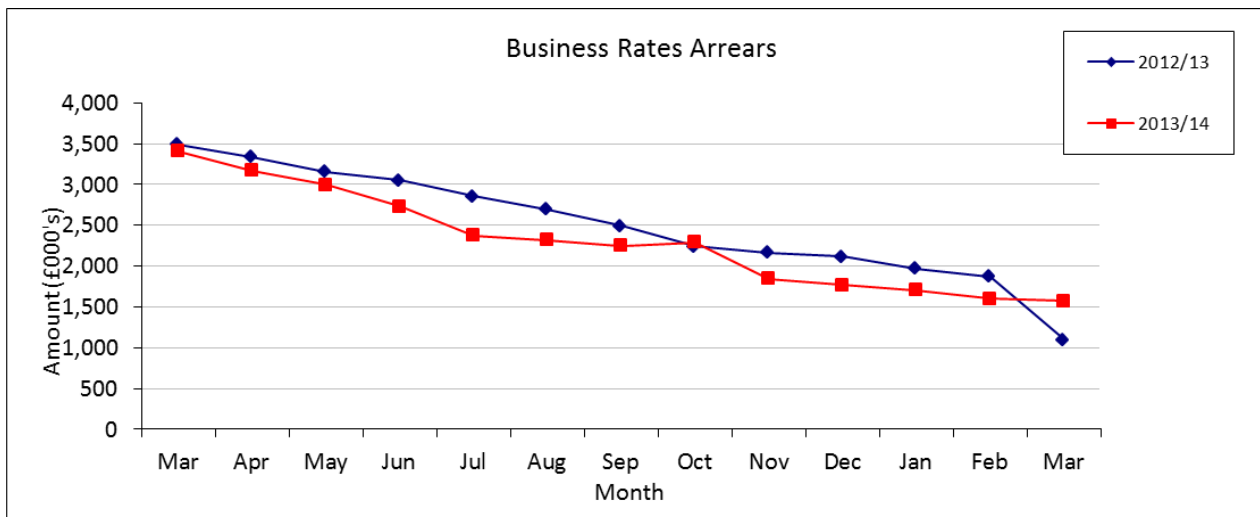
### **Business Rates**

48. Arrears of non domestic rates carried forward on April 1st 2013 were £3.409 million - a figure that was some £0.081 million (2.3%) down on the corresponding figure 12 months earlier.

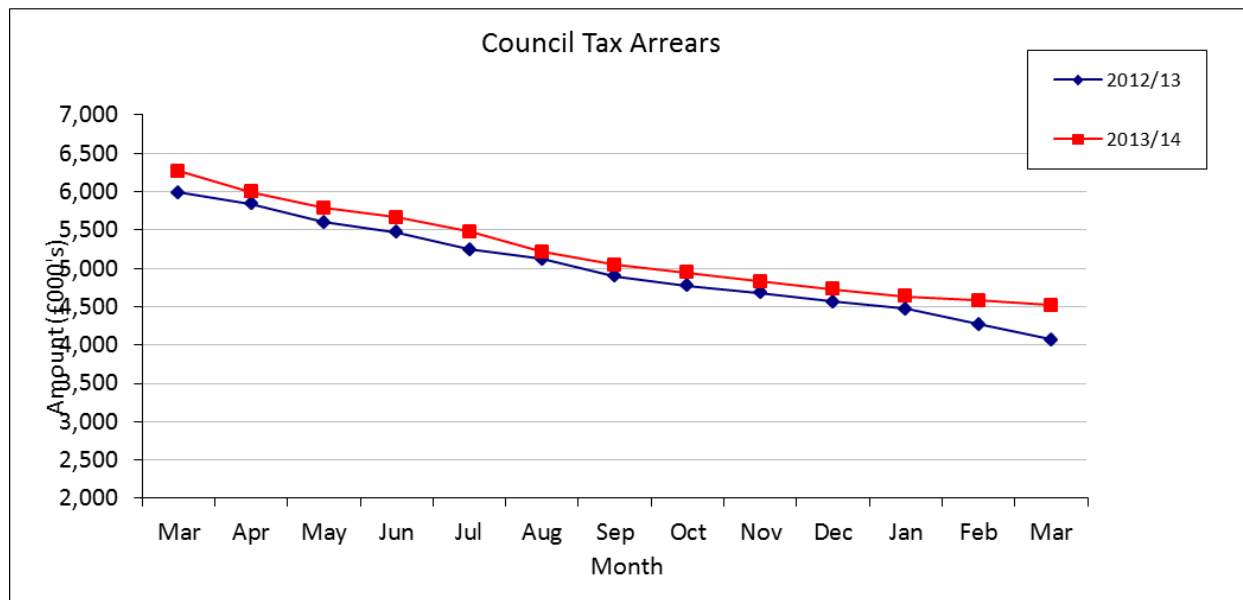
49. During March 2014 the arrears decreased by £0.028 million making the total outstanding on 31/03/14 £1.569 million. This figure was 42.6% up on the equivalent 12 months ago. The reason for the increase was that in March 2013 write-offs totalling £0.697 million were processed but in March 2014 only a minimal sum (£380) was processed.

50. The collection rate for 2012/13 had moved on from 97.41% at 31/03/13 to 98.61% twelve months later. The 2013/14 collection rate was 97.91% at 31/03. This was 0.5%

up on last year's equivalent of 97.41%. In monetary terms at Mar 31st we were £0.935 million down on our profiled 31/03 collection target of 99%.



### Council Tax Arrears Collection



51. Arrears of Council Tax (i.e. payments due for years 1993-94 up to 2012/13) carried forward on 01/04/13 were £6.269 million, a 4.7% increase on the corresponding figure 12 months earlier. That total included outstanding Court Costs of £0.574 million.

52. Over March the arrears fell by £0.065 million making overall figure outstanding on 31/03/14 £4.516 million. This figure is 11% higher than the equivalent 12 months ago. In addition there was £2.348 million outstanding in respect of 2013/14, so total arrears carried forward into 2014/15 will be £6.864 million

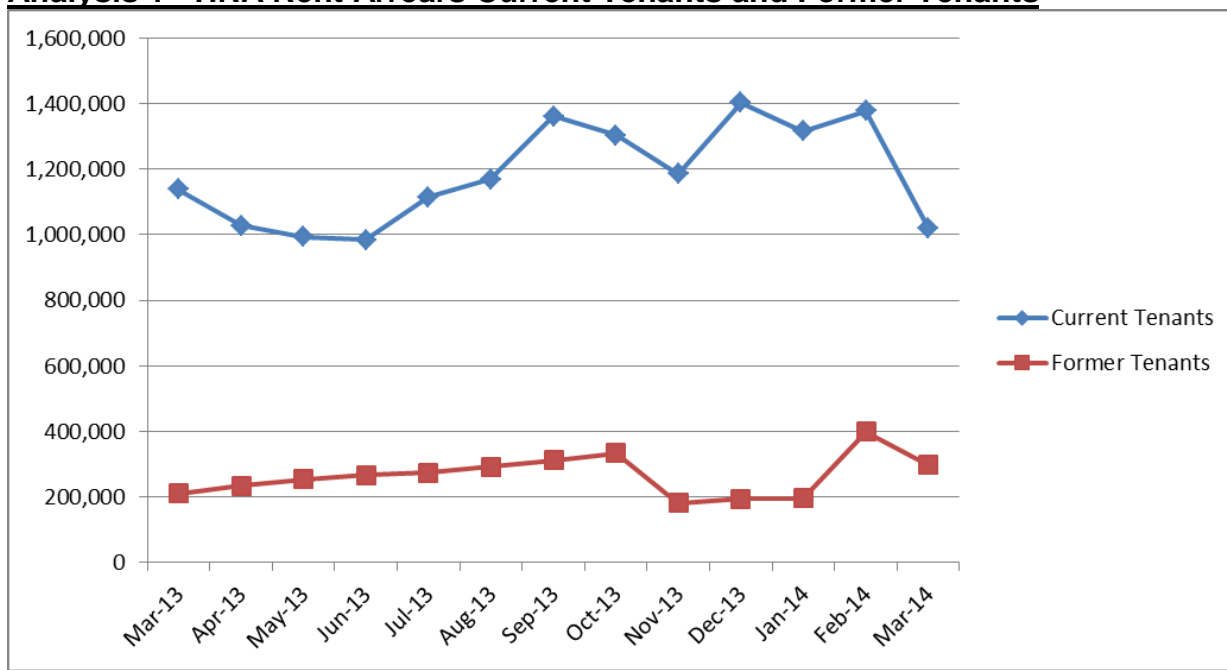
53. Total "Arrears" cash received during 2013/14 was £1.529 million. Write offs processed worked out at £0.189 million. During 2012/13 write offs totalled £0.402 million so the reduction in write-offs is a reason for the overall increase in arrears.

54. The collection rate for 2012/13 had moved on from 97.01% (at 31/03/13) to 98.29% twelve months later for 2013/14.

**Housing Rent Arrears**

55. Analysis of current and former tenant rent arrears is shown below for the 13 month period ending 31st March 2014.

**Analysis 1 - HRA Rent Arrears Current Tenants and Former Tenants**



56. HRA arrears (excluding rechargeable repairs) totalled £1.317 million at the end of the financial year, a reduction of £0.694 million on last month's position of £1.776 million. The overall total is £0.031 million less than that reported 12 months ago.

57. Former tenant arrears stood at £0.299 million as at the end of March 2014, which is £0.088 million higher than that reported for a year ago..

58. The Council provided a budget for an increase to the bad debt provision of £0.430 million in 2013/14 and only £0.247 million was needed despite the increased arrears position.

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