

## Finance and Corporate Services Portfolio Performance Dashboard

**Quarter 3: 1st October - 31st December 2023**

**Cllr Jeremy Heron**

### Key Performance Indicators

Annual KPIs	Unit	Freq.	2022/23	Target	2023/24	Desired DOT	Actual DOT	Status
Achieved a balanced budget with reasonable council tax increases	% or £	Annual	2.99% / £5.63 (23/24 bud.)	Greater of 2% or £5*	2.99%	-	-	
General Fund budget variations	%	Annual	-2.74%	+/- 3%	1.17%**	-	-	
HRA Fund budget variations	%	Annual	3.89%	+/- 3%	1.30%	-	-	
Value of Original Capital Programme Delivered	%	Annual	84%	80%	49%	Cumulative	Up	On track for 23/24
Increase in the value of residential investment	£m	Annual	£5.1m	£8m	£5.1m	Cumulative	Project on pause	
Increase in the value of commercial investment	£m	Annual	£29.3m	£30m	£29.3m***	Cumulative	Project on pause	
Maintain high level of council tax collected	%	Quarterly (Cumulative)	98.56%	98.5% (by Q4)	85.30%	Cumulative	Up	On track for 23/24
Maintain high level of NNDR collected	%	Quarterly (Cumulative)	98.83%	98.5% (by Q4)	84.37%	Cumulative	Up	On track for 23/24
Level of investment in the leisure centres by Freedom Leisure (cumulative)	£	Quarterly (Cumulative)	£2.408m	£3.544m	£3.700m	Cumulative	Up	
Quarterly KPIs	Unit	Freq.	Last Quarter	Target	This Quarter	Desired DOT	Actual DOT	Status
Vacancies filled first time	Please note this indicator has been moved to the Leaders PPD							
New Forest District Council building control market share	Please note this indicator has been moved to Planning and Economy PPD							
ICT incidents resolved within SLA	%	Quarterly	98.1%	95%	98.5%	Up	Up	
Benefit realisation from ICT investment	New KPI in live consideration for future dashboard reporting							
Maintain a Remote Access Solution (VPN)	%	Quarterly	N/A	99.5%	N/A****	Up	-	
Council Tax Support Fund payments made	%	Quarterly (Cumulative)	80.28%	100% (by Q4)	88.29%	Cumulative	Up	

\* 22/23 performance represents setting of 23/24 budget. Target represents setting of 23/24 budget

\*\* Net Portfolio Requirement £+243k/20.745m

\*\*\*Reported figure includes a Cost Valuation of £9.552m for Platinum Jubilee Development plus additional asset at £1.9m (Unit 800 Ampress Park)

\*\*\*\* Data is not available during the transition to Azure