
















Ribble Valley Borough Council
Year-end monitoring report for 2023/24
(1 April 2023 to 31 March 2024)
Monitoring Report to Policy and Finance Committee








PI Status		Long Term Trends	
	Alert		Improving
	Warning		No Change
	OK		Getting Worse
	Unknown		
	Data Only		

Policy & Finance Committee (Financial Services 4 KPIs)











PI Code	Short Name	2021/22		2022/23		2023/24		2023/24 Current Performance	Long Term Trend year on year	Comments	Objective
		Value	Target	Value	Target	Value	Target				
PI FS6	Accrued investment interest earned	£19,945	£50,000	£587,119	£50,000	£1,368,100	£450,000			Target based on budget and MTFS	To maintain critical financial management and controls, and ensure the authority provides council tax payers with value for money within the





PI Code	Short Name	2021/22		2022/23		2023/24		2023/24 Current Performance	Long Term Trend year on year	Comments	Objective
		Value	Target	Value	Target	Value	Target				
											current financial restraints
PI FS7 (BV8)	% of invoices paid on time	99.18%	99.00%	99.10%	99.00%	Data presently unavailable	99.00%				To maintain critical financial management and controls, and ensure the authority provides council tax payers with value for money within the current financial restraints
PI IT1	Number of unique website visitors (excluding authorities' own staff)	358,736	Data only	312,931	Data only	324,488	Data only		N/A		To treat everyone equally and ensure that access to services is available to all, including our most vulnerable citizens
PI PS2	Council provides value for money (VFM)	N/A	N/A	40% New question	Target not set	N/A	Target not set			2023 People's Survey New question – Agree that RVBC provides VFM	To maintain critical financial management and controls, and ensure the authority provides council tax payers with value for money within the current financial restraints




Policy & Finance Committee (Legal Services 4 KPIs)

PI Code	Short Name	2021/22		2022/23		2023/24		2023/24 Current Performance	Long Term Trend year on year	Comments	Objective
		Value	Target	Value	Target	Value	Target				
PI LD1 (BV179)	Standard searches carried out in 10 working days	85.47%	90.00%	94.70%	90.00%	86.31%	90.00%				To seek to continually improve, ensuring that council services are fit for purpose and customer focused
PI LD2	Turnout for local elections	No election	Target not set	34.14%	20%	N/A	N/A			Parliamentary Election 4 July 2024	To continue to be a responsive Council meeting the needs of the people who live, work and visit the borough
PI LD3	Number of corporate complaints received	74	Data only	117	Data only	52	Data only		N/A		To seek to continually improve, ensuring that council services are fit for purpose and customer focused
PI PS26	How well informed about how and where to register to vote	N/A	Target not set	N/A	Target not set	N/A	Target not set			Question not included in 2023 People's Survey – Life in Ribble Valley	To continue to be a responsive Council meeting the needs of the people who live, work and visit the borough

Policy & Finance Committee (Revenues and Benefits 10 KPIs)

PI Code	Short Name	2021/22		2022/23		2023/24		2023/24 Current Performance	Long Term Trend year on year	Comments	Objective
		Value	Target	Value	Target	Value	Target				
PI PS27	How well informed about how council tax is spent	N/A	N/A	N/A	N/A	N/A	Target not set			Question not included in 2023 People's Survey – Life in Ribble Valley	
PI RB1	CTAX direct debit take-up as a percentage of chargeable accounts	78.35%	76.8%	79.69%	78.4%	80.36%	79.7%			2023/24 data now includes e-bills which the Council started issuing in 2023/24	
PI RB3	NNDR Direct Debit take-up as a percentage of chargeable properties	46.04%	51.4%	47.07%	46%	47.59%	47.1%			2023/24 data now includes e-bills which the Council started issuing in 2023/24	
PI RB5 (BV9)	% of Council Tax collected	98.95%	98.95%	99.14%	98.95%	99.12%	99.14%				To maintain critical financial management and controls, and ensure the authority provides council taxpayers with value for money within the current financial restraints
PI RB6 (BV10)	Percentage of Non-domestic Rates Collected	99.05%	98.50%	98.52%	99.05%	98.69%	98.52%				To maintain critical financial management and controls, and ensure the authority provides

PI Code	Short Name	2021/22		2022/23		2023/24		2023/24 Current Performance	Long Term Trend year on year	Comments	Objective
		Value	Target	Value	Target	Value	Target				
											council tax payers with value for money within the current financial restraints
PI RB10 (BV79b 1)	Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period 1)	88.16%	100.00%	110.09%	100.00%	95.58%	100.00%			The 2023/24 figure is slightly lower due to DWP completing an exercise nationally where they identified people whose pension contributions were incorrect. This created an overpayment which affected the recoverable amount for this period – the overpayment has been reported to committee and approval has been given to write it off – this will be reflected in an increase in write-off in 2024/25	
PI RB11 (BV79b 2)	HB overpayments recovered as % of the total amount of HB overpayment debt outstanding	31.86%	47.00%	37.65%	47.00%	41.10%	40%			2023/24 target changed to 40% as a result of more HB claims of working age people transferring back to DWP. It is difficult to recover the same amount	

PI Code	Short Name	2021/22		2022/23		2023/24		2023/24 Current Performance	Long Term Trend year on year	Comments	Objective
		Value	Target	Value	Target	Value	Target				
										that would be collected via ongoing entitlement.	
PI RB12 (BV79b 3)	Percentage of Over Payments Written Off in period (HB)	0.27%	Data only	2.57%	Data only	0.36%	Data only		N/A		
PI RB13 (BV78a)	Speed of processing - new HB/CTB claims	20.7 Calendar days	15 Calendar days	15.073 Calendar days	15 Calendar days	25 Calendar days	15 Calendar days			The number of days has increased due to staffing issues within the section.	
PI RB14 (NI 181)	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	6.08 days	5.0 days	2.9 days	5.0 days	3.3 days	5.0 days	