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To The Chairman and Members of the Anglia
Revenues Partnership Joint Committee

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AGENDA SUPPLEMENT

Dear Sir/Madam

ANGLIA REVENUES AND BENEFITS PARTNERSHIP - WEDNESDAY 10 SEPTEMBER 2008

I refer to the agenda for the above-mentioned meeting and enclose the following items:

Item No	Report Title	Page Nos
5.	Supplemental Performance Report as at 31 August 2008	30 - 36

Yours faithfully

Elaine Wilkes

Senior Member Services Officer

ARP
Performance Monthly



Aim for Excellence Performance at 31st July 2008

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Introduction

The Anglia Revenues and Benefits Partnership (ARP) is a unique partnership between Breckland Council, Forest Heath District Council & East Cambridgeshire District Council. The partnership, formed on the 1st of August 2003, is the first to provide a shared Revenues and Benefits service to the residents of three local authorities.

The authorities have seen significant improvements in service provision since 2003 with several key areas of performance operating within the top quartile of national performance indicators. The Benefits service has been highly praised in 2004 by the Benefits Fraud Inspectorate for the quality of its assessment and strategic management processes.

We aim to provide a consistently high performance with high customer focus for every current and future partner with whom we work. Rigorous processes produce the highest standards of performance and regular monitoring of results allows adjustments to be quickly instigated to ensure continuous improvement is achieved.

The Partnership aims to grow during 2007 to provide a similar high standard of service across a broader partnership base, but also to improve the income of the partnership and thus reduce the overall cost of service provision. To achieve this, a wide range of training and consultancy opportunities will be offered to the Local Government market.

Performance Measurement

This newsletter and the statistics report are produced monthly to provide a simple communication of the performance of the partnership services. This is easily available within all partnership authorities and is circulated electronically to all staff of the ARP. It is also posted monthly to the ARP website for all customers, stakeholders and interested parties to view and comment upon.

The website can be accessed at www.angliarevenues.gov.uk and any comments can be made by e-mail to the partnership manager, Steve Knights at steve.knights@angliarevenues.gov.uk.

The primary monthly measures of performance shown in the statistics report are the national Best Value Performance Indicators. An annual target is set within the partnership annual work programme that is to be achieved by the end of March each year. A monthly profiled target is estimated to give a meaningful monthly measure of progress towards these targets.

Colour coding – if performance is on target against the target this is highlighted in Green

Performance slightly below target is highlighted in amber and

Performance significantly underachieving is highlighted in red.

Red performance will also have an action plan attached as an appendix to this report to demonstrate how it is intended to bring performance back to a green standard.

Successes and compliments this month

During August the Partnership held a meeting with all the major Registered Social Landlords and the feedback was excellent. In addition to this an independent inspection for Kings Forest Housing Association found that the interaction & service provided by ARP was excellent.

Complaints this month

The figures for complaints are currently unavailable but will be reported in a later performance report.

Project progress

Partnership growth

The Local Housing Allowance (LHA) project went live on 1st April 2008. This is a major project, which radically affects the Housing Benefit Legislation. It should be noted this achievement was only possible due to the amount of commitment shown by the team. We are now in the consolidation phase of this project and work will still be undertaken to review the changes / impact to our customers.

Staff changes and recruitment

There were no staff changes in August 2008.

Comments

If you have any comments about the performance data provided in this newsletter please contact:

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ARP Annual Targets by Authority 2008/09 as at 31st August 2008

Breckland Council												
NI	Description	2005/06		2006/07		2007/08		Annual	Profile YTD	Actual YTD	Status	Notes
180	Changes in Housing Benefit / Council Tax Benefit entitlements within the year	New	New	New	New	New	New	10	10	8.51	Green	Target to be set by DWP
181	Time taken to process Housing / Council Tax Benefit new claims & change events	New	New	New	New	New	New	10	10	8.51	Green	Target to be set by DWP
LPI	Description	2005/06		2006/07		2007/08		Annual	Profile YTD	Actual YTD	Status	Notes
BEN1	Accuracy of processing	100.0%	99.8%	99.8%	99.0%	99.0%	99.0%	99.0%	99.00%	100.0%	Green	
CTAX1	Collection of Council Tax	98.50%	98.60%	98.60%	98.50%	98.50%	98.80%	98.80%	48.22%	47.90%	Amber	
CTAX2	% of Payers paying by Direct Debit	63.10%	63.50%	66.20%	66.20%	66.20%	70.00%	70.00%	68.40%	74.61%	Green	
NDR1	Collection of Business Rates	99.20%	99.30%	99.50%	99.50%	99.50%	99.30%	99.30%	47.50%	48.01%	Green	
NDR2	% of Eligible Businesses claiming Small Business Rate Relief	New	45.00%	68.00%	68.00%	68.00%	85.00%	85.00%	70.00%	90.00%	Green	
OPAY1	Total Recovered Overpayments as a % of Overpayments identified during the year	66.60%	74.20%	71.00%	71.00%	71.00%	60.00%	60.00%	60.00%	81.00%	Green	

Forest Heath												
NI	Description	2005/06		2006/07		2007/08		Annual	Profile YTD	Actual YTD	Status	Notes
180	Changes in Housing Benefit / Council Tax Benefit entitlements within the year	New	New	New	New	New	New	10	10	8.47	Green	Target to be set by DWP
181	Time taken to process Housing / Council Tax Benefit new claims & change events	New	New	New	New	New	New	10	10	8.47	Green	Target to be set by DWP
LPI	Description	2005/06		2006/07		2007/08		Annual	Profile YTD	Actual YTD	Status	Notes
BEN1	Accuracy of processing	100.0%	99.8%	99.8%	99.0%	99.0%	99.0%	99.0%	99.00%	100.0%	Green	
CTAX1	Collection of Council Tax	97.90%	98.30%	98.20%	98.20%	98.20%	98.80%	98.80%	49.18%	48.49%	Amber	
CTAX2	% of Payers paying by Direct Debit	60.20%	64.80%	66.90%	66.90%	66.90%	70.00%	70.00%	68.40%	68.66%	Green	
NDR1	Collection of Business Rates	99.30%	99.00%	99.30%	99.30%	99.30%	99.30%	99.30%	47.70%	49.14%	Green	
NDR2	% of Eligible Businesses claiming Small Business Rate Relief	New	45.00%	67.80%	67.80%	67.80%	85.00%	85.00%	70.00%	84.50%	Green	
OPAY1	Total Recovered Overpayments as a % of Overpayments identified during the year	68.80%	67.00%	64.60%	64.60%	64.60%	60.00%	60.00%	60.00%	74.04%	Green	

East Cambs												
NI	Description	2005/06		2006/07		2007/08		Annual	Profile YTD	Actual YTD	Status	Notes
180	Changes in Housing Benefit / Council Tax Benefit entitlements within the year	New	New	New	New	New	New	10	10	8.01	Green	Target to be set by DWP
181	Time taken to process Housing / Council Tax Benefit new claims & change events	New	New	New	New	New	New	10	10	8.01	Green	Target to be set by DWP
LPI	Description	2005/06		2006/07		2007/08		Annual	Profile YTD	Actual YTD	Status	Notes
BEN1	Accuracy of processing	98.50%	97.90%	97.90%	98.40%	98.40%	99.00%	99.00%	99.00%	100.0%	Green	
CTAX1	Collection of Council Tax	98.50%	97.90%	97.90%	98.40%	98.40%	98.50%	98.50%	49.53%	50.13%	Green	
CTAX2	% of Payers paying by Direct Debit	66.20%	66.20%	66.20%	66.20%	66.20%	70.00%	70.00%	68.40%	70.35%	Green	
NDR1	Collection of Business Rates	99.20%	99.00%	99.40%	99.40%	99.40%	99.30%	99.30%	47.70%	50.61%	Green	
NDR2	% of Eligible Businesses claiming Small Business Rate Relief	New	68.20%	68.20%	68.20%	68.20%	85.00%	85.00%	70.00%	78.90%	Green	
OPAY1	Total Recovered Overpayments as a % of Overpayments identified during the year	76.40%	68.70%	74.00%	74.00%	74.00%	60.00%	60.00%	60.00%	58.23%	Amber	£28k Fraud overpayments in Jun