

**BRECKLAND COUNCIL**  
**FOREST HEATH DISTRICT COUNCIL**  
**EAST CAMBRIDGESHIRE DISTRICT COUNCIL**  
**ST EDMUNDSBURY BOROUGH COUNCIL**

**At a Meeting of the**

**ANGLIA REVENUES AND BENEFITS PARTNERSHIP JOINT COMMITTEE**

**Held on Thursday, 14 March 2013 at 2.00 pm in the**  
**Level 5 Meeting Room, Breckland House, St Nicholas Street, Thetford IP24**  
**1BT**

**PRESENT**

Mr P.D. Claussen	Mr W.H.C. Smith
Mr R. Everitt (Chairman)	Mr N Roman (Substitute Member)
Mr P Moakes	Mr J Waters (Substitute Member)
Mr D A Ray	

**In Attendance**

Lucy Burt	- Fraud & Visits Team Manager (ARP)
Mark Finch	- Assistant Director of Finance (BDC)
John Hill	- Chief Executive (E CDC)
Sharon Jones	- Head of Shared Service (ARP)
Rod Urquhart	- Operations Manager (ARP)
Robert Walker	- Assistant Director of Commissioning (BDC)
Liz Watts	- Director (SEBC&FHDC)
Helen McAleer	- Senior Committee Officer (BDC)

**6/13 MINUTES (AGENDA ITEM 1)**

It was noted that TUPE should be in capital letters with only one 'e' in the penultimate paragraph of page four.

Subject to that amendment the Minutes of the meeting held on 30 January 2013 were confirmed as a correct record and signed by the Chairman.

**7/13 APOLOGIES (AGENDA ITEM 2)**

Apologies for absence were received from Mr Ambrose-Smith, Mr Edwards and Mr Millar.

Mr Roman and Mr Waters were present as Substitute Members.

**8/13 FRAUD (STANDING ITEM) (AGENDA ITEM 5)**

The Fraud & Visits Team Manager was present for this item and presented the report which updated Members on recent work for each authority and compared the sanctions during the past quarter to the same quarter the previous year.

**Action By**

**Action By**

There were no significant changes. The slight reduction for East Cambs District Council had been caused by some on-going, labour intensive cases.

Mr Smith asked what the acronym HUMINT stood for and was advised that it was human intelligence (feedback from an informant).

The Chairman thanked the officer for a good report. The item was noted.

**9/13 PERFORMANCE REPORT (STANDING ITEM) (AGENDA ITEM 6)**

(a) Operational Performance

The February performance report was tabled by the Operations Manager.

Members' attention was drawn to the Welfare Reform information events noted under key achievements. There had also been training sessions and letters had been sent to all affected people warning them about the changes. It had been a busy month.

The Chairman asked whether people seemed to be aware of the forthcoming changes and was advised that it varied. A lot of work had been done with the Housing Associations to reach their tenants. Benefit letters would be sent out in the next week and the number of phone calls received following that would be an indication of how well people understood the changes. There had already been a lot of queries from letting agents regarding the technical changes. The effect on customers would only be fully understood once the changes had been implemented.

The Head of Shared Service noted that they had contacted people by letter warning them of the changes, but that they were not able to advise them what their new benefits would be. Letters regarding the changes to Housing Benefits had not been sent yet in an attempt to spread the load.

The Operations Manager went on to advise Members that training sessions had been held for staff for Business Rates Retention, on negotiation techniques, etc, to try to ensure maximum yield.

He then moved on to the performance spreadsheets which had been set out in a new style. The red indicator for Breckland was attributed to issues with the ICT infrastructure and the fact that three members of staff had moved on.

The Forest Heath amber for Benefits was due to the same reasons. The Council Tax amber was due to the debt shift caused by people moving into properties at the start of the year and having to pay three months worth of Council Tax on the new

**Action By**

property, having often already paid for the full year on their previous property.

The East Cambs red for National Non-Domestic Rates collection was also caused by a debt shift and every effort was being made to hit the end of year target.

Some Members queried the format and struggled to understand how the targets for each quarter, divided by four, did not equate to the target for the year. The Operations Manager explained that the target differed throughout the year due to changes in workload and the way in which some items of work (such as the year end mass upload) were dealt with. It was confirmed that the figures were moving in the right direction.

The Chief Executive (ECDC) noted that one of the recommendations in the Strategic Review was to improve the presentation of information.

The Chairman asked whether it would be worth the Committee receiving comparative information on the number of complaints each authority received.

The Director (SEBC & FHDC) suggested that the Operational Improvement Board should look into that.

Mr Claussen asked what impact had been noticed now that Benefits were paid directly to claimants and the Head of Shared Service said it had had a significant effect on Social Landlords with collection rates reduced to about 92% from 99%. She suspected that Council Tax collection would be affected too. Another issue was the change to Benefits regarding the number of bedrooms in a property. A meeting had been held with Social Landlords and the smaller ones were really concerned that they might have to make difficult decisions in future about who they could house.

The Head of Shared Service had brought those concerns to the attention of the DWP during a visit they had made to the ARP the previous week.

The report was noted.

(b) **Financial Performance**

The Assistant Director of Finance (BDC) noted that they were still forecasting an underspend although that would be partly off-set by reduced income and postage budget increases. Both of those areas had been reflected in the next year's budget.

The report was noted.

**Action By**

**10/13 BUDGET DETAILS (AGENDA ITEM 7)**

The Chairman had requested this item on the agenda as there were some items which required clarification.

The subscriptions for BDC were £12,000 but for FHDC only £70 he asked why there was such a big difference and the Assistant Director of Finance (BDC) explained that each Partner Authority formulated their budget based on the number of staff they were employing. All direct costs formed part of the ARP core budget through Breckland Council's books. That also explained the difference in HR costs.

The amount for stationery seemed very large considering that it did not include postage costs. The Operations Manager explained that they were legally required to send out lots of letters, including reminders, final notices and summonses. The volumes were in excess of one million pages annually, including explanatory leaflets that had to be sent with letters.

E-Billing was used but the take-up levels were not good. They were currently in touch with a software supplier to improve that service, which would also have a knock on effect of reducing the number of queries coming through other channels.

He went on to explain the breakdown of the subscriptions paid which were in three key areas: National Anti-Fraud Network, which saved money by giving access to information; the Institute of Rating & Valuation, a professional body; and CIPFA – the rates for which had been driven down by the power of having six authorities.

The Director (SEBC & FHDC) noted that as part of the Operational Board's performance management they would have benchmarking data on admin costs at other authorities which would be really useful in determining whether the Partnership was getting value for money.

The item was noted.

**11/13 ADDITIONAL GOVERNMENT FUNDING 2013/14 (AGENDA ITEM 8)**

The Operations Manager presented the report which advised Members of the amount of additional funding received through various funding streams from the DWP and the CLG to implement changes to the benefits regime. The report detailed where the funding was to be spent.

The funding would cover the cost for software upgrades, changes to the website and leaflets and additional staffing to deal with the increasing caseload. The details were set out at Appendix A to the report.

**Action By**

It was also proposed in the report that power be delegated to the S151 Officers and the Operational Improvement Board to deal with future spending of additional funding to streamline the process. Details would be reported to the Joint Committee quarterly.

In response to a question Mr Moakes was advised that over 90% of claims were dealt with over the phone.

Mr Smith pointed out some discrepancies in the figures in the current report and that at Agenda Item 9. It was explained that the reports had been written at different times and the more up to date figures were in the telephony report.

Mr Smith also asked whether the new staff would be experienced or would require training and was advised that it was the intention to move experienced staff from within the organisation and back-fill their posts and train internally.

Finally Mr Smith said it was to the credit of the finance department that they drew attention to the risk of the Partnership becoming dependent on the additional funding. The Chairman agreed and wondered what the liabilities would be if the funding ran out.

The Operations Manager advised that the new posts would all be fixed term contracts with no liabilities.

Mr Ray noted a change in the terminology from Local Council Tax Support Scheme to Localised Council Tax Reduction Scheme and asked which was correct.

The Head of Shared Service explained that although the DWP had originally called it the Local Council Tax Support Scheme Central Government had changed it to the Localised Council Tax Reduction Scheme.

**RESOLVED** that:

- (1) the report was noted;
- (2) the payments necessary from the Partner Authorities to Breckland Council be approved;
- (3) the appointment of the fully funded temporary staff by Breckland Council be approved;
- (4) the delegation to the Partner S151 officers and the Operational Improvement Board to consider and agree any future spending in respect of additional funding be approved;
- (5) the additional funding be reported within the quarterly financial performance report in future; and
- (6) any surplus of funding be retained by the Partner Authorities in the agreed gain / cost share ration.

**12/13 TELEPHONE RECORDING POLICY (AGENDA ITEM 9)**

The Operations Manager presented the report which sought approval for further integration of the Benefit Claim automation process.

To provide a complete service it was necessary to have the telephony to record a claimant's declaration. That recording would be admissible in a court of law. Members were asked to approve the Policy and delegate authority to the Operational Improvement Board to bring in any necessary amendments and changes when the best software option had been chosen.

Mr Ray pointed out some typographical/grammatical errors which would be corrected.

Subject to those amendments it was **RESOLVED** that:

- (1) the report was noted;
- (2) the Telephone claims recording policy be approved; and
- (3) the delegation to the Operational Improvement Board for any subsequent changes, in line with other ARP Policies be approved.

**13/13 WELFARE REFORM (STANDING ITEM)(AGENDA ITEM 10)**

The Head of Shared Service provided a verbal update. She had attended several meetings with the DWP about the framework for partnership working with Local Authorities. More information would be available in October. They would be looking at Local Authorities and Partners working with vulnerable people; those who did not have English as a first language; those with literacy problems; those with drug/alcohol problems, etc. Such people would not be sent electronic notifications.

The Universal Credit pilot did not take account of the Local Council Tax Support scheme and the Head of Shared Service had heard some rumours about bringing it into Universal Credit. There was also talk of removing Local Council Tax Support in two to three years.

There were still lots of details to resolve.

**14/13 ANY OTHER BUSINESS (AGENDA ITEM 12)**

It was suggested that the pre-meetings for Members only should be reduced to 30 minutes and that the meetings could then commence at 1.30pm.

**RESOLVED** that future meetings would commence at 1.30pm following a 30 minute pre-meeting for Members only

(at which a light lunch would be available).

**15/13 NEXT MEETING (AGENDA ITEM 13)**

The arrangements for the Annual Meeting to be held on 13 June 2013 (commencing at 1.30pm) in the Level 5 Meeting Room, Breckland House, Thetford, were noted.

**16/13 EXCLUSION OF PRESS AND PUBLIC (AGENDA ITEM 14)**

**RESOLVED** that under Section 100(A) of the Local Government Act 1972 the press and public be excluded from the meeting for the following items of business on the grounds that they involve the disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A to the Act.

**17/13 STRATEGIC REVIEW (AGENDA ITEM 15)**

The Operations Manager and Head of Shared Service left the room whilst this item was discussed.

The Chief Executive presented the report which was a joint effort of the Operational Improvement Board (OIB). The appendices to the report would be updated at each meeting. The recommendations identified where decisions were needed.

The Director (SEBC & FHDC) drew attention to the timetable on the final page.

Final outline business cases would be presented to the September meeting with options.

Mr Ray thanked the OIB for making a good start on implementing the recommendations and setting a good timescale.

Details of the proposals were discussed.

**RESOLVED** that:

- (1) the draft Implementation Plan at Appendix 1 of the report be agreed and the progress outlined at Appendix 2 be noted;
- (2) the draft Job Profile and Person Specification for the new post of Head of Service, together with a draft management structure and outline recruitment and selection timetable (Appendix 3) be endorsed;
- (3) officers be authorised to finalise the new management structure for consultation and recruit as appropriate; and
- (4) officers be instructed, in accordance with the Implementation Plan, to bring forward proposals to the

June meeting, specifically:

- i. update on the outline business case for the two preferred governance models;
- ii. update on management restructuring following consultation;
- iii. scope of works for shared support services; and
- iv. improvements to ARP's Performance Management Framework including the introduction of a balanced scorecard.

**Action By**

The meeting closed at 3.55 pm

CHAIRMAN





## **Performance Report**

**As at 28 February 2013**

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## 1. Foreword

Breckland Council, East Cambridgeshire District Council, Forest Heath District Council & St Edmundsbury District Council work together to provide their Revenues and Benefits services through the Anglia Revenues Partnership (ARP). This partnership was the first of its kind, being in operation since 2003.

We have an agreement in principle with Waveney and Suffolk Coastal councils to join the partnership in April 2012.

Because of this history the Partnership is both nationally & internationally renowned & has won many accolades such as Beacon Status, Local Government efficiency & innovation awards. We have also hosted a number of successful open days where other organisations can come & see the ARP experience.

Through the partnership the authorities provide consistently high performance with high customer focus for those who use our service and for every current and future partner with whom we work. Rigorous processes produce the highest standards of performance and regular monitoring of results ensures that continuous improvements are achieved.

ARP's primary focus is service delivery within the Revenues & Benefits arena but because of the partnership's unique position it is also in demand for consultancy, training & resilience services to other Local Authorities, private companies & external agencies.

The Partnership seeks to grow by providing high standards of service across a broader partnership base, whilst improving the income of the Partnership and thus reducing the overall cost of service provision to the Partner Authorities.

In 2006 a trading arm was created to enable a full range of services offered as part of a procurement process and as a result of the high demand for our services. This company ARPT Ltd offers a range of services to Local Government and its website can be accessed by the following URL link. <http://www.arptrading.co.uk>

Questions relating to this document should be directed to:

Rod Urquhart		Sharon Jones
Operations Manager		Head of Shared Services
Anglia Revenues Partnership		Anglia Revenues Partnership
Tel 01842 756437		Tel 01842 756463
<a href="mailto:rod.urquhart@angliarevenues.gov.uk">rod.urquhart@angliarevenues.gov.uk</a>	or	<a href="mailto:sharon.jones@angliarevenues.gov.uk">sharon.jones@angliarevenues.gov.uk</a>

## 2. Key Achievements

This month's key achievements include.

### Benefit news

- Training Officers have ensured that Customer Service teams in all host authorities and all ARP staff are well equipped to give clear information to customers about the April changes for Welfare Reforms, Local Council Tax Scheme and Council Tax Reduction Scheme.
- Welfare Reform information events were held in each of the ARP areas (Dereham, Ely, West Suffolk House, Mildenhall and Thetford) because the changes in benefits were so wide-ranging this year. Over 150 staff from host authorities and other agencies, who have the same customers but perform differing functions, attended to discuss ways of jointly working and helping customers as much as possible. Discussion included:
  - Social Fund changes
  - Room restrictions
  - Local Council Tax Reduction
  - Future changes to Disability Living Allowance (DWP) to Personal Independence Payments (PIP) (delivered by DWP)
- Council tax changes were also covered in the Welfare Reform meetings and this was the main reason for having meetings in all the host authority areas to cover the varying Council Tax schemes. Feedback on the all the meetings was extremely positive and ideas expressed at the meetings was used to enhance the letters.
- Over 400 stakeholders and customer service staff attended Welfare Reform and Council Tax Reduction in. DWP did presentations Welfare Rights at Thetford Been well received.
- Letters have been sent to all customers (known at the time to be affected by the changes), informing them of how their Housing benefit will be affected by the changes and Council Tax customers who will then have 8.5% of their liability to pay.
- Automatic transfer of new e-claims into the Academy system is now up and running. For the time being this will apply to self service (check boxed) forms only but will be rolled out to telephone claims in due course.
- Reasons for not so good performance – ICT or on the other sheet?

### Revenue Collection

- Letters have been sent to customers who may be affected by the discount and exemption changes.
- The training officers have ensured that ARP staff and Customer Service teams are well equipped to give clear information to customers about the changes to discounts and exemptions.
- Revenues staff from ARP, including Waveney and Suffolk Coastal, have had refresher training on Completion notices to ensure income is maximised.
- Annual billing is complete for EC, that being the first council to set it's tax base.
- Relevant staff have been trained on Business rate retention.

### Projects

- The Printing & Mailing Tenders are being checked for compliance.

- Business rate bills are now to be produced through Proprint which will make future amendments easier and cheaper.

### **3. Complaints**

Complaints are recorded separately by each partner authority as part of their complaints & compliments policy's.

### **4. Performance Measurement**

The primary monthly measures of performance shown in this report are the National & Local Performance Indicators. An annual target is set within the Partnership's annual Service Plan 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  
If performance is slightly below target it is highlighted in Amber  
Performance significantly underachieving is highlighted in Red.

Breckland Council		Actual	Actual	Target							
NI	Description	2010/11	2011/12	Annual 2012-13	YTD	Qtr1	Qtr2	Qtr3	Qtr4	February 11/12	Status
181	Days taken to process Housing Benefit / Council Tax Benefit new claims & changes	5.50	7.16	7	10.39	12	10	9	7	7.05	L
LPI	Description	2010/11	2011/12	Annual 2012-13	Actual Feb 13	Qtr1	Qtr2	Qtr3	Qtr4	February 11/12	
BEN1	Benefit Take up (The current Benefit Caseload)	11189	11595	11900	12050	11825	11850	11875	11900	11797	J
BEN2	Accuracy in Processing	100.00%	100.00%	99.70%	Not complete	99.70%	99.70%	99.70%	99.70%	100.00%	J
CTAX1	Collection of Council Tax	98.14%	98.21%	98.40%	96.38%	29.75%	56.75%	84.50%	98.40%	96.28%	J
CTAX2	% of Payers paying by Electronic Methods	N/a	89.86%	85.00%	97.87%	80.00%	82.50%	85.00%	85.00%	88.25%	J
CTAX3	% Collected of Original Council Tax debt	N/a	N/a	N/a	97.27%	29.75%	56.75%	84.50%	98.40%	97.04%	J
NDR1	Collection of Business Rates	99.24%	98.45%	99.20%	97.86%	28.60%	61.50%	88.00%	99.20%	97.85%	J
NDR2	% of Eligible Businesses claiming Small Business Rate Relief	99.13%	98.23%	99.00%	98.41%	90.00%	93.00%	96.00%	99.00%	98.62%	J
OPAY1	Collection of Overpayments (Excluding Fraud)	63.80%	71.82%	67.00%	84.46%	55.00%	60.00%	65.00%	67.00%	69.56%	J
OPAY2	LA Error and admin delay Overpayments raised in the period as a % of total correct benefits paid	0.21%	0.23%	0.45%	0.21%	0.45%	0.45%	0.45%	0.45%	0.23%	J
OPAY3	In Year Value of Fraud Overpayments raised	N/a	N/a	N/A	£259,385	N/a	N/a	N/a	N/a	£132,535	J
KI	Key Indicator Description	%	%	Arrears @ 31 Mar	Current Position	Reduction			February 11/12		
CTK1	% reduction in Previous Year's Council Tax Arrears	N/a	N/a	1,072,209	462,444	56.87%			45.89%	J	
CTK2	% reduction in all Years Council Tax Arrears	N/a	N/a	3,707,827	2,758,253	25.61%			21.94%	J	
NDK1	% reduction in Previous Year's Business Rates Arrears	N/a	N/a	453,848	104,748	76.92%			13.68%	J	
NDK2	% reduction in all Years Business Rates Arrears	N/a	N/a	744,722	255,663	65.67%			28.33%	J	
KI	Changes to the collection fund	Properties @ 31 Mar		Current Position	Band D @ 31 Mar	Current Position			February 11/12		
CTK4	Changes in Council Tax Properties / Band D Taxbase equivalents	57,602		57,865	43,538	44,126			43571	J	

**KPI Key notes**

NI181 There have been performance issues due to the change over in ICT Infrastructure, which have had an adverse effect on our Business Processes, this combined with an increase in the number of changes received from claimants has contributed to the over target year to date figure. During Feb 3 Benefits Officers left the partnership and recruitment to these posts has commenced. Despite these issues The monthly performance figure for Feb 13 is 7.78 days

OPAY1 By minimising the levels of Local Authority Benefit Overpayments the Local Authority will get an additional amount of subsidy income, as a reward for accuracy in processing changes.

Forest Heath		Actual	Actual	Target							
NI	Description	2010/11	2011/12	Annual 2012-13	YTD	Qtr1	Qtr2	Qtr3	Qtr4	February 11/12	Status
181	Days taken to process Housing Benefit / Council Tax Benefit new claims & changes	5.67	7.95	7	9.69	12	10	9	7	9.77	K
LPI	Description	2010/11	2011/12	Annual 2012-13	Actual Feb 13	Qtr1	Qtr2	Qtr3	Qtr4	February 11/12	
BEN1	Benefit Take up (The current Benefit Caseload)	4540	4810	5000	5136	4925	4950	4975	5000	4933	J
BEN2	Accuracy in Processing	100.00%	100.00%	99.70%	Not complete	99.70%	99.70%	99.70%	99.70%	100.00%	J
CTAX1	Collection of Council Tax	96.94%	97.05%	98.00%	95.28%	29.75%	56.75%	84.00%	98.00%	95.37%	K
CTAX2	% of Payers paying by Electronic Methods	N/a	87.33%	85.00%	97.81%	80.00%	82.50%	85.00%	85.00%	86.19%	J
CTAX3	% Collected of Original Council Tax debt	N/a	N/a	98.00%	94.72%	29.75%	56.75%	84.00%	98.00%	94.81%	J
NDR1	Collection of Business Rates	98.29%	97.49%	98.40%	98.24%	28.60%	58.50%	86.70%	98.40%	96.97%	J
NDR2	% of Eligible Businesses claiming Small Business Rate Relief	99.18%	96.96%	99.00%	98.71%	90.00%	93.00%	96.00%	99.00%	96.99%	J
OPAY1	Collection of Overpayments (Excluding Fraud)	63.80%	60.24%	67.00%	78.65%	55.00%	60.00%	65.00%	67.00%	59.35%	J
OPAY2	LA Error and admin delay Overpayments raised in the period as a % of total correct benefits paid	0.21%	0.23%	0.45%	0.25%	0.45%	0.45%	0.45%	0.45%	0.23%	J
OPAY3	In Year Value of Fraud Overpayments raised	N/a	N/a	N/A	£150,385	N/a	N/a	N/a	N/a	£15,906.13	J
KI	Key Indicator Description	%	%	Arrears @ 31 Mar	Current Position	Reduction			February 11/12		
CTK1	% reduction in Previous Year's Council Tax Arrears	N/a	N/a	736,831	301,953	59.02%			45.86%	J	
CTK2	% reduction in all Years Council Tax Arrears	N/a	N/a	2,236,798	1,531,312	31.54%			24.57%	J	
NDK1	% reduction in Previous Year's Business Rates Arrears	N/a	N/a	342,617	76,335	77.72%			67.07%	J	
NDK2	% reduction in all Years Business Rates Arrears	N/a	N/a	496,886	196,518	60.45%			56.87%	J	
KI	Changes to the collection fund	Properties @ 31 Mar		Current Position	Band D @ 31 Mar	Current Position			February 11/12		
CTK4	Changes in Council Tax Properties / Band D Taxbase equivalents	28,419		28764	18,190	18375			18028	J	

**KPI Key notes**

- NI181 There have been performance issues due to the change over in ICT Infrastructure, which have had an adverse effect on our Business Processes, this combined with an increase in the number of changes received from claimants has contributed to the over target year to date figure. During Feb 3 Benefits Officers left the partnership and recruitment to these posts has commenced. Despite these issues The monthly performance figure for Feb 13 is 7.74 days
- CTAX1 There has been a shift of circa 1.8% of the net collectable debit from Apr - Jan which is now due in Feb / Mar. However all efforts are being made to pursue all outstanding debts.
- OPAY1 By minimising the levels of Local Authority Benefit Overpayments the Local Authority will get an additional amount of subsidy income, as a reward for accuracy in processing changes.
- NDR2 There has been a steady increase in the numbers of Businesses not claiming this relief. The team is undertaking an uptake drive to ensure the end of year target is met.

East Cambs		Actual	Actual	Target							
NI	Description	2010/11	2011/12	Annual 2012-13	YTD	Qtr1	Qtr2	Qtr3	Qtr4	February 11/12	Status
181	Days taken to process Housing Benefit / Council Tax Benefit new claims & changes	5.25	7.61	7	8.51	12	10	9	7	7.59	K
LPI	Description	2010/11	2011/12	Annual 2012-13	Actual Feb 13	Qtr1	Qtr2	Qtr3	Qtr4	February 11/12	
BEN1	Benefit Take up (The current Benefit Caseload)	5378	5636	5700	5751	5625	5650	5675	5700	5638	J
BEN2	Accuracy in Processing	100.00%	100.00%	99.70%	Not complete	99.70%	99.70%	99.70%	99.70%	100.00%	J
CTAX1	Collection of Council Tax	98.80%	98.68%	98.80%	98.01%	31.00%	59.40%	87.75%	98.80%	98.03%	J
CTAX2	% of Payers paying by Electronic Methods	N/a	86.15%	85.00%	86.25%	80.00%	82.50%	85.00%	85.00%	79.42%	J
CTAX3	% Collected of Original Council Tax debt	N/a	N/a	98.80%	98.50%	31.00%	59.40%	87.75%	98.80%	98.47%	J
NDR1	Collection of Business Rates	99.47%	98.06%	99.00%	97.47%	30.60%	59.30%	87.40%	99.00%	98.31%	L
NDR2	% of Eligible Businesses claiming Small Business Rate Relief	99.18%	96.98%	99.00%	98.82%	90.00%	93.00%	95.00%	99.00%	96.77%	J
OPAY1	Collection of Overpayments (Excluding Fraud)	73.24%	71.93%	67.00%	73.55%	55.00%	60.00%	65.00%	67.00%	73.06%	J
OPAY2	LA Error and admin delay Overpayments raised in the period as a % of total correct benefits paid	0.21%	0.17%	0.45%	0.33%	0.45%	0.45%	0.45%	0.45%	0.16%	J
OPAY3	In Year Value of Fraud Overpayments raised	N/a	N/a	N/A	£96,590	N/a	N/a	N/a	N/a	£105,971	J
KI	Key Indicator Description	%	%	Arrears @ 31 Mar	Current Position	Reduction	Reduction	Reduction	Reduction	February 11/12	
CTK1	% reduction in Previous Year's Council Tax Arrears	N/a	N/a	476,060	215,179	54.80%	54.80%	54.80%	54.80%	48.00%	J
CTK2	% reduction in all Years Council Tax Arrears	N/a	N/a	1,972,442	1,475,978	25.17%	25.17%	25.17%	25.17%	21.80%	J
<del>NDR1</del>	% reduction in Previous Year's Business Rates Arrears	N/a	N/a	335,800	51,948	84.53%	84.53%	84.53%	84.53%	55.40%	J
NDK2	% reduction in all Years Business Rates Arrears	N/a	N/a	459,343	126,916	72.37%	72.37%	72.37%	72.37%	50.45%	J
KI	Changes to the collection fund	Properties @ 31 Mar		Current Position	Band D @ 31 Mar	Current Position	Current Position	Current Position	Current Position	February 11/12	
CTK4	Changes in Council Tax Properties / Band D Taxbase equivalents	35,923		36200	30,001	30615	30615	30615	30615	30082	J

**KPI Key notes**

NI181 There have been performance issues due to the change over in ICT Infrastructure, which have had an adverse effect on our Business Processes, this combined with an increase in the number of changes received from claimants has contributed to the over target year to date figure. During Feb 3 Benefits Officers left the partnership and recruitment to these posts has commenced. Despite these issues The monthly performance figure for Feb 13 is 3.03 days

NDR1 There has been a shift of circa 1.5% of the net collectable debit from Apr - Jan which is now due in Feb / Mar. However all efforts are being made to pursue all outstanding debts.

OPAY1 By minimising the levels of Local Authority Benefit Overpayments the Local Authority will get an additional amount of subsidy income, as a reward for accuracy in processing changes.



St Edmundsbury		Actual	Actual	Target							
NI	Description	2010/11	2011/12	Annual 2012-13	YTD	Qtr1	Qtr2	Qtr3	Qtr4	February 11/12	Status
181	Days taken to process Housing Benefit / Council Tax Benefit new claims & changes (inc Bulk Uploads)	12.69	12.74	9	9.54	12	10	9	9	9.51	K
LPI	Description	2010/11	2011/12	Annual 2012-13	Actual Feb 13	Qtr1	Qtr2	Qtr3	Qtr4	February 11/12	
BEN1	Benefit Take up (The current Benefit Caseload)	N/a	8196	8300	8424	8225	8250	8275	8300	8213	J
BEN2	Accuracy in Processing	N/A	100.00%	99.70%	Not Complete	99.70%	99.70%	99.70%	99.70%	100.00%	J
CTAX1	Collection of Council Tax	98.53%	98.40%	98.50%	97.87%	30.40%	58.70%	87.30%	98.50%	97.70%	J
CTAX2	% of Payers paying by Electronic Methods	N/a	86.15%	85.00%	86.25%	80.00%	82.50%	85.00%	85.00%	84.59%	J
CTAX3	% Collected of Original Council Tax debt	N/a	N/a	N/a	98.83%	30.40%	58.70%	87.30%	98.50%	99.14%	K
NDR1	Collection of Business Rates	98.14%	97.88%	98.50%	97.65%	29.40%	59.50%	87.20%	98.50%	97.52%	J
NDR2	% of Eligible Businesses claiming Small Business Rate Relief	N/a	94.58%	99.00%	99.32%	90.00%	93.00%	95.00%	99.00%	89.60%	J
OPAY1	Collection of Overpayments (Excluding Fraud)	63.80%	73.25%	65.00%	95.55%	55.00%	60.00%	65.00%	65.00%	72.79%	J
OPAY2	LA Error and admin delay Overpayments raised in the period as a % of total correct benefits paid	N/a	N/a	0.45%	0.27%	0.45%	0.45%	0.45%	0.45%	1.59%	J
OPAY3	In Year Value of Fraud Overpayments raised	N/a	£120,442.00	N/A	£163,594	N/a	N/a	N/a	N/a	£58,318.70	J
KI	Key Indicator Description	%	%	Arrears @ 31 Mar	Current Position	Reduction				February 11/12	
CTK1	% reduction in Previous Year's Council Tax Arrears	N/a	N/a	886,687	371,344	58.12%				25.14%	J
CTK2	% reduction in all Years Council Tax Arrears	N/a	N/a	2,851,790	2,015,074	29.34%				25.79%	J
NDK1	% reduction in Previous Year's Business Rates Arrears	N/a	N/a	892,352	194,354	78.22%				55.16%	J
NDK2	% reduction in all Years Business Rates Arrears	N/a	N/a	1,705,643	491,907	71.16%				49.38%	J
KI	Changes to the collection fund	Properties @ 31 Mar		Current Position	Band D @ 31 Mar	Current Position				February 11/12	
CTK4	Changes in Council Tax Properties / Band D Taxbase equivalents	46,952		47053	38033	38567				38114	J

**KPI Key notes**

NI181 There have been performance issues due to the change over in ICT Infrastructure, which have had an adverse effect on our Business Processes, this combined with an increase in the number of changes received from claimants has contributed to the over target year to date figure. During Feb 3 Benefits Officers left the partnership and recruitment to these posts has commenced. Despite these issues The monthly performance figure for Feb 13 is 7.09 days

OPAY1 By minimising the levels of Local Authority Benefit Overpayments the Local Authority will get an additional amount of subsidy income, as a reward for accuracy in processing changes.