

ARP Annual Targets & Indicators by Authority 2010/11

Breckland Council								
NI	Description	Annual	Qtr1	Qtr2	Qtr3	Qtr4	2011/12	2012/13
181	Time taken to process Housing Benefit / Council Tax Benefit new claims & changes	9	13	11.5	10.5	9	9	9
LPI	Description	Annual	Qtr1	Qtr2	Qtr3	Qtr4	2011/12	2012/13
BEN1	Benefit Take up (The current Benefit Caseload)	11608	11194	11332	11470	11608	12188	12797
BEN2	Accuracy in Processing	99.40%	99.40%	99.40%	99.40%	99.40%	99.50%	99.50%
CTAX1	Collection of Council Tax	98.60%	29.35%	56.60%	84.90%	98.60%	98.70%	98.80%
CTAX2	% of Payers paying by Direct Debit	75.00%	71.00%	72.50%	74.00%	75.00%	75.00%	75.00%
NDR1	Collection of Business Rates	98.90%	30.30%	60.50%	87.30%	98.90%	99.00%	99.10%
NDR2	% of Eligible Businesses claiming Small Business Rate Relief	95.00%	88.00%	92.00%	94.00%	95.00%	95.00%	95.00%
OPAY1	Total Recovered HB Overpayments as a % of Overpayments identified during the year	67.00%	67.00%	67.00%	67.00%	67.00%	67.00%	67.00%
OPAY2	LA Error Overpayments as a % of Overpayments Raised	0.48%	0.48%	0.48%	0.48%	0.48%	0.48%	0.48%
KI	Key Indicator Description	Arrears @ 31 Mar		Current Position		Reduction		%
CTK1	% reduction in Previous Year's Council Tax Arrears							
CTK2	% reduction in all Years Council Tax Arrears							
NDK1	% reduction in Previous Year's Business Rates Arrears							
NDK2	% reduction in all Years Business Rates Arrears							
KI	Changes to the collection fund	Properties @ 31 Mar		Current Position		Band D @ 31 Mar		Current
CTK4	Changes in Council Tax Properties / Band D Taxbase equivalents							

Forest Heath								
BVPI	Description	Annual	Qtr1	Qtr2	Qtr3	Qtr4	2011/12	2012/13
181	Time taken to process Housing Benefit / Council Tax Benefit new claims & changes	9	13	11.5	10.5	9	9	9
LPI	Description	Annual	Qtr1	Qtr2	Qtr3	Qtr4	2011/12	2012/13
BEN1	Benefit Take up (The current Benefit Caseload)	4193	4246	4298	4350	4403	4623	4854
BEN2	Accuracy in Processing	99.40%	99.40%	99.40%	99.40%	99.40%	99.50%	99.50%
CTAX1	Collection of Council Tax	98.40%	30.00%	48.20%	85.00%	98.40%	98.50%	98.60%
CTAX2	% of Payers paying by Direct Debit	75.00%	71.00%	72.50%	74.00%	75.00%	75.00%	75.00%
NDR1	Collection of Business Rates	98.90%	30.30%	60.50%	87.30%	98.90%	99.00%	99.10%
NDR2	% of Eligible Businesses claiming Small Business Rate Relief	95.00%	88.00%	92.00%	94.00%	95.00%	95.00%	95.00%
OPAY1	Total Recovered HB Overpayments as a % of Overpayments identified during the year	67.00%	67.00%	67.00%	67.00%	67.00%	67.00%	67.00%
OPAY2	LA Error Overpayments as a % of Overpayments Raised	0.48%	0.48%	0.48%	0.48%	0.48%	0.48%	0.48%
KI	Key Indicator Description	Arrears @ 31 Mar		Current Position		Reduction		%
CTK1	% reduction in Previous Year's Council Tax Arrears							
CTK2	% reduction in all Years Council Tax Arrears							
NDK1	% reduction in Previous Year's Business Rates Arrears							
NDK2	% reduction in all Years Business Rates Arrears							
KI	Changes to the collection fund	Properties @ 31 Mar		Current Position		Band D @ 31 Mar		Current
CTK4	Changes in Council Tax Properties / Band D Taxbase equivalents							

East Cambs								
BVPI	Description	Annual	Qtr1	Qtr2	Qtr3	Qtr4	2011/12	2012/13
181	Time taken to process Housing Benefit / Council Tax Benefit new claims & changes	9	13	11.5	10.5	9	9	9
LPI	Description	Annual	Qtr1	Qtr2	Qtr3	Qtr4	2011/12	2012/13
BEN1	Benefit Take up (The current Benefit Caseload)	5488	5228	5308	5398	5488	5762	6050

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BEN2	Accuracy in Processing	99.40%	99.40%	99.40%	99.40%	99.40%	99.50%	99.50%
CTAX1	Collection of Council Tax	98.80%	31.00%	59.30%	87.70%	98.80%	98.90%	99.00%
CTAX2	% of Payers paying by Direct Debit	75.00%	71.00%	72.50%	74.00%	75.00%	75.00%	75.00%
NDR1	Collection of Business Rates	98.90%	30.30%	60.50%	87.30%	98.90%	99.00%	99.10%
NDR2	% of Eligible Businesses claiming Small Business Rate Relief	95.00%	88.00%	92.00%	95.00%	95.00%	95.00%	95.00%
OPAY1	Total Recovered HB Overpayments as a % of Overpayments identified during the year	65.00%	67.00%	67.00%	67.00%	67.00%	67.00%	67.00%
OPAY2	LA Error Overpayments as a % of Overpayments Raised	0.48%	0.48%	0.48%	0.48%	0.48%	0.48%	0.48%

ARP Annual Projects 2009/10

Projects					
No	Description	Qtr1	Qtr2	Qtr3	Qtr4
PROJ1	Direct Debit Marketing Campaign	Initial Marketing implemented	Customer uptake increasing	2nd Campaign Planned	2nd Campaign implemented
PROJ2	Small Business Rate Relief Campaign	Initial Marketing implemented	Customer uptake increasing	2nd Campaign Planned	2nd Campaign implemented
PROJ3	To deliver Benefit / Discount advice sessions for customers	1st sessions completed	2nd & 3rd sessions completed	4th session completed	5th & 6th sessions completed
PROJ4	Benefit take up campaigns	1st campaign completed	2nd campaign completed	3rd campaign completed	4th campaign completed
PROJ5	Sheltered accomodation visits to assist the elderly with Benefits	1st visit completed	2nd visit completed	3rd visit completed	4th visit completed