

arp | the **anglia** revenues **partnership**

Performance Report

January 2010

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1. Foreword

Breckland Council, East Cambridgeshire District Council & Forest Heath 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.

Because of this history 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.

ARP has provided both significant improvements in service delivery & annual financial savings in excess of £1,000,000 per annum.

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 it's website can be accessed by the following URL link. <http://www.arptrading.co.uk>

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2. Key Achievements

This month's key achievements include.

Cost Reduction

- Ongoing savings are being generated by providing services to St Edmundsbury Borough Council; this is bringing additional revenue to the Partnership.
- We have changed our Water Machines provider and are in the process of changing our confidential waste supplier; both actions will bring further procurement savings to the Partnership.

Help for Businesses

- The Partnership was part of a very successful Business Ratepayers consultation at Ely. This event was very well attended and the feedback was very positive.

Help for Customers

The following events not only help our customers but also add to our evidence for the presentation of KLOEs

The start of the new decade started very busily.

We met with support agencies including CAB, Jobcentreplus and Pension Service who reported they are very happy with the service the ARP provide.

Also there was a meeting with the Housing departments across the three authorities where we agreed to work closely together and sharing good practises across the three authorities. We are in the initial stages of planning joint road shows in market towns across the ARP area, the first one due to take place in Newmarket in the spring.

Our regular quarterly meeting took place with ARP and major RSL's in the area. Details of the year end arrangements were discussed and also training events to aid tenants to claim benefits.

Working processes were examined to speed up the time claims were taken to process. This was successful with targeted work reducing the average number of days to process both new claims and change of circumstances alike.

The creditors system was introduced successfully into East Cambs which will now mean that customers and landlords will be able to receive their payments directly into their bank accounts rather than be sent by cheque. This will mean that customers will receive their benefit quicker and is cheaper to administrate.

As can be seen from the performance statistics the number of successful Benefit claimants has increased significantly for each partner due to our subsequent take up campaign

3. Projects

The Partnership is currently working on a number of key projects such as

- ARP Website Redesign – Go Live date January 2010 - **Final Testing**
- East Cambs Self Service - Go Live date January 2010 – **Final Testing**
- East Cambs Payments Conversion - Go Live date January 2010 – **Now Live**
- Business Rates Revaluation - Go Live date April 2010
- End of Year Preparation - Go Live date March 2010

4. Staffing Changes

There were no staffing changes in January.

5. Complaints

There were no complaints in respect of Breckland Council & Forest Heath District Council in January. East Cambs had 5 complaints during January (Three for Council Tax, 1 for Business Rates & 1 in respect of 0845 telephone numbers).

6. 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.

Jan 2010 Targets & Statistics

Breckland Council							
NI	Description	2007/08	2008/09	Annual	Profile YTD	Actual YTD	Status
181	Time taken to process Housing / Council Tax Benefit new claims & change events	New	7.41	9.5	9.5	8.45	Green
LPI	Description	2007/08	2008/09	Annual	Profile YTD	Actual YTD	Status
BEN1	Cost of Service per Benefit Claimant	New	£8.83	£9.27	£9.27	£9.27	Green
BEN2	Benefit Take up	New	10456	11056	10956	11327	Green
BEN3	Accuracy of processing	99.00%	100.0%	99.30%	99.30%	100.0%	Green
CTAX1	Collection of Council Tax	98.50%	98.30%	98.50%	93.92%	93.46%	Amber
CTAX2	% of Payers paying by Direct Debit	66.20%	73.71%	75.00%	74.00%	74.27%	Green
CTAX3	Cost of Service per Council Tax dwelling	New	£4.93	£5.18	£5.18	£5.18	Green
NDR1	Collection of Business Rates	99.50%	99.00%	98.00%	95.00%	97.23%	Green
NDR2	% of Eligible Businesses claiming Small Business Rate Relief	68.00%	95.30%	90.00%	90.00%	99.58%	Green
NDR3	Cost of Service per Business Rate hereditament	New	-£13.91	-£13.21	-£13.21	-£13.21	Green
OPAY1	Total Recovered Overpayments as a % of Overpayments identified during the year	71.00%	73.76%	65.00%	65.00%	69.46%	Green
OPAY2	LA Error Overpayments as a % of Overpayments raised	New	New	0.54%	0.54%	0.37%	Green

Arrears Monitoring - % Reduction of last year's Arrears

Area	Amount of Arrears @ 31 st Mar	Amount of Arrears @ today's date	% Reduction
Council Tax	£1,356,282	£735,369	45.78%
Bus Rates	£188,368	£85,158	54.80%

Arrears Monitoring - % Reduction of all Arrears

Area	Amount of Arrears @ 31 st Mar	Amount of Arrears @ today's date	% Reduction
Council Tax	£3,543,056	£2,490,857	29.70%
Bus Rates	£318,443	£176,290	44.64%

East Cambs District Council							
NI	Description	2007/08	2008/09	Annual	Profile YTD	Actual YTD	Status
181	Time taken to process Housing / Council Tax Benefit new claims & change events	New	New	9.5	9.5	7.35	Green
LPI	Description	2007/08	2008/09	Annual	Profile YTD	Actual YTD	Status
BEN1	Cost of Service per Benefit Claimant	New	£8.83	£9.27	£9.27	£9.27	Green
BEN2	Benefit Take up	New	4957	5227	5208	5342	Green
BEN3	Accuracy of processing	99.00%	100.0%	99.30%	99.30%	100.0%	Green
CTAX1	Collection of Council Tax	98.50%	99.00%	97.23%	97.23%	97.16%	Green
CTAX2	% of Payers paying by Direct Debit	66.20%	70.15%	75.00%	74.00%	70.14%	Amber
CTAX3	Cost of Service per Council Tax dwelling	New	£4.93	£5.18	£5.18	£5.18	Green
NDR1	Collection of Business Rates	99.50%	99.00%	98.00%	95.00%	96.88%	Green
NDR2	% of Eligible Businesses claiming Small Business Rate Relief	68.00%	89.00%	90.00%	90.00%	99.72%	Green
NDR3	Cost of Service per Business Rate hereditament	New	-£13.91	-£13.21	-£13.21	-£13.21	Green
OPAY1	Total Recovered Overpayments as a % of Overpayments identified during the year	71.00%	70.77%	65.00%	65.00%	98.95%	Green
OPAY2	LA Error Overpayments as a % of Overpayments raised	New	New	0.54%	0.54%	0.40%	Green

Arrears Monitoring - % Reduction of last year's Arrears

Area	Amount of Arrears @ 31 st Mar	Amount of Arrears @ today's date	% Reduction
Council Tax	£664,218	£391,521	41.05%
Bus Rates	£127,206	£55,442	56.42%

Arrears Monitoring - % Reduction of all Arrears

Area	Amount of Arrears @ 31 st Mar	Amount of Arrears @ today's date	% Reduction
Council Tax	£1,898,603	£1,441,166	24.09%
Bus Rates	£180,272	£92,411	48.74%

Forest Heath District Council							
NI	Description	2007/08	2008/09	Annual	Profile YTD	Actual YTD	Status
181	Time taken to process Housing / Council Tax Benefit new claims & change events	New	New	9.5	9.5	8.08	Green
LPI	Description	2007/08	2008/09	Annual	Profile YTD	Actual YTD	Status
BEN1	Cost of Service per Benefit Claimant	New	£8.83	£9.27	£9.27	£9.27	Green
BEN2	Benefit Take up	New	3953	4193	4153	4500	Green
BEN3	Accuracy of processing	99.0%	100.0%	99.30%	99.30%	100.0%	Green
CTAX1	Collection of Council Tax	98.20%	98.00%	98.30%	94.81%	92.84%	Red
CTAX2	% of Payers paying by Direct Debit	66.90%	68.82%	75.00%	74.00%	68.51%	Amber
CTAX3	Cost of Service per Council Tax dwelling	New	£4.93	£5.18	£5.18	£5.18	Green
NDR1	Collection of Business Rates	99.30%	99.00%	98.00%	95.00%	96.82%	Green
NDR2	% of Eligible Businesses claiming Small Business Rate Relief	67.80%	94.80%	90.00%	90.00%	99.00%	Green
NDR3	Cost of Service per Business Rate hereditament	New	-£13.91	-£13.21	-£13.21	-£13.21	Green
OPAY1	Total Recovered Overpayments as a % of Overpayments identified during the year	64.60%	70.71%	65.00%	65.00%	78.68%	Green
OPAY2	LA Error Overpayments as a % of Overpayments raised	New	New	0.54%	0.54%	0.28%	Green

Arrears Monitoring - % Reduction of last year's Arrears

Area	Amount of Arrears @ 31 st Mar	Amount of Arrears @ today's date	% Reduction
Council Tax	£675,145	£399,788	40.78%
Bus Rates	£170,879	£50,427	70.48%

Arrears Monitoring - % Reduction of all Arrears

Area	Amount of Arrears @ 31 st Mar	Amount of Arrears @ today's date	% Reduction
Council Tax	£1,727,164	£1,196,895	30.70%
Bus Rates	£287,738	£94,511	67.15%

Key Notes

1. There was a timing difference for payments received of £40k due to the Christmas closedown. This equates to 0.2% of the debit
2. Since April the Net collectable debit has increased by £205k, this equates to 0.95% of the original collectable debit of £21,471,892
3. A further shift of debt into Feb 2010 of £53k occurred in December, this is due to new properties being created & re-profiling payments.