



Performance Report

As at 31st October 2010

CONTENTS

| | |
|---|----------|
| 1. FOREWORD | 3 |
| 2. KEY ACHIEVEMENTS | 4 |
| 3. PROJECTS | 5 |
| 4. STAFFING CHANGES | 5 |
| 5. COMPLAINTS | 5 |
| 6. PERFORMANCE MEASUREMENT | 5 |

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>

Questions relating to this document should be directed to:

Rod Urquhart
Operations Manager
Anglia Revenues Partnership
Tel 01842 756437
rod.urquhart@angliarevenues.gov.uk

or

Sharon Jones
Strategic Partnership Manager
Anglia Revenues Partnership
Tel 01842 756463
sharon.jones@angliarevenues.gov.uk

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.

-

Help for Businesses

- Representatives from the Partnership will be present at the Breckland Business Ratepayers Consultation in early November.

Help for Customers

October has been a busy month.

Use of the electronic claim form is increasing and between April and October over 500 claims had been taken using the e-claim form. Most assisted by benefit officers over the phone. There has been a prize draw for anyone using this method of contacting ARP during October and results will be announced in November.

We also now have a member of staff accessible and visible to the public within the Thetford Customer Service Centre who can process claims and advise customers on the spot. Within two days of this being available Age Concern have let us know that they are delighted with this improved service.

ARP again has been very proactive with our customers as follows by attending and contributing to

- Cambridge benefits forum
- Dereham Jobfair with Jobcentreplus
- Practitioners meeting with benefit staff from Bury St Edmunds BDC
- Parish Counsellor event in Ecotech Swaffham

In addition ARP joined forces with the Pension Service at the Breckland Golden Age Event in East Harling. We were able to help several people resulting in visits to be made to customers home to invite claims to pension credit and Housing benefit. Where possible, we work together with the pension service to make sure we make it as easy as possible to claim all benefits possible.

ARP also attended and contributed to an Affordable warmth event in Beck Row which was designed to reach families to help them access all services available to them locally.

We also held our regular quarterly meeting with major Housing Associations across the ARP area. They remain very satisfied with the service we provide and particularly the availability of accessing our system via the website

Revenue Collection

A number of key initiatives have been undertaken to maximise the levels of Council Tax collection across all partner authorities such as;

- Selecting cases for forced sale Charging Orders.
- Selecting cases for Bankruptcy action

3. Projects

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

- ARP Expansion – **Go Live 1st April 2011**
- End of Year – **Go Live April 2011**
- Discount Reviews – **Target date for completion 31st Dec 2010**

4. Staffing Changes

There were a number of leavers in Oct. These posts are being filled on either a secondment or agency basis.

5. Complaints

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

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.

October 2010 Targets & Statistics

| Breckland Council | | | | | | | |
|-------------------|--|------------------|---------|------------------|-------------|------------|--------|
| NI | Description | 2008/09 | 2009/10 | Annual | Profile YTD | Actual YTD | Status |
| 181 | Days taken to process Housing / Council Tax Benefit new claims & change events | 7.41 | 6.42 | 5.0 | 5.0 | 5.51 Days | Amber |
| LPI | Description | 2008/09 | 2009/10 | Annual | Profile YTD | Actual YTD | Status |
| BEN1 | Benefit Take up | 10,456 | 11,335 | 11,608 | 11,194 | 11,414 | Green |
| BEN2 | Accuracy of processing | 100.0% | 99.67% | 99.40% | 99.00% | 100% | Green |
| CTAX1 | Collection of Council Tax | 98.30% | 98.34% | 98.60% | 65.80% | 66.45% | Green |
| CTAX2 | % of Payers paying by Direct Debit | 73.71% | 75.40% | 75.00% | 71.00% | 76.80% | Green |
| NDR1 | Collection of Business Rates | 99.00% | 99.03% | 98.90% | 69.00% | 71.76% | Green |
| NDR2 | % of Eligible Businesses claiming Small Business Rate Relief | 95.30% | 99.21% | 95.00% | 90.00% | 98.28% | Green |
| OPAY1 | Total Recovered Overpayments as a % of Overpayments identified during the year | 73.76% | 72.62% | 67.00% | 62.00% | 61.48% | Green |
| OPAY2 | LA Error Overpayments as a % of Overpayments raised | New | 0.35% | 0.48% | 0.48% | 0.18% | Green |
| KI | Key Indicator Description | Arrears @ 31 Mar | | Current Position | Reduction | % | |
| CTK1 | % reduction in Previous Year's Council Tax Arrears | 1,241,322 | | 732,832 | 508,490 | 40.96% | |
| CTK2 | % reduction in all Years Council Tax Arrears | 3,563,410 | | 2,808,204 | 755,206 | 21.19% | |
| NDK1 | % reduction in Previous Year's Business Rates Arrears | 321,547 | | 178,472 | 143,075 | 44.50% | |
| NDK2 | % reduction in all Years Business Rates Arrears | 491,230 | | 360,922 | 130,308 | 26.53% | |

Key Notes

1. The Benefit caseload has increased by 79 claims since April 2010.

| East Cambs District Council | | | | | | | |
|-----------------------------|--|------------------|------------------|-----------|-------------|------------|--------|
| NI | Description | 2008/09 | 2009/10 | Annual | Profile YTD | Actual YTD | Status |
| 181 | Days taken to process Housing / Council Tax Benefit new claims & change events | New | 5.99 | 5.0 | 5.0 | 5.38 Days | Amber |
| LPI | Description | 2008/09 | 2009/10 | Annual | Profile YTD | Actual YTD | Status |
| BEN1 | Benefit Take up | 4,957 | 5,294 | 5,488 | 5,228 | 5,333 | Green |
| BEN2 | Accuracy of processing | 100.0% | 100% | 99.40% | 99.00% | 100% | Green |
| CTAX1 | Collection of Council Tax | 99.00% | 98.79% | 98.80% | 69.90% | 68.93% | Amber |
| CTAX2 | % of Payers paying by Direct Debit | 70.15% | 71.06% | 75.00% | 71.00% | 72.31% | Green |
| NDR1 | Collection of Business Rates | 99.00% | 99.07% | 98.90% | 67.90% | 70.05% | Green |
| NDR2 | % of Eligible Businesses claiming Small Business Rate Relief | 89.00% | 99.29% | 95.00% | 85.00% | 90.60% | Green |
| OPAY1 | Total Recovered Overpayments as a % of Overpayments identified during the year | 70.77% | 99.12% | 67.00% | 62.00% | 69.35% | Green |
| OPAY2 | LA Error Overpayments as a % of Overpayments raised | New | 0.28% | 0.48% | 0.48% | 0.18% | Green |
| KI | Key Indicator Description | Arrears @ 31 Mar | Current Position | Reduction | % Reduction | | |
| CTK1 | % reduction in Previous Year's Council Tax Arrears | 675,156 | 416,229 | 258,927 | 38.35% | | |
| CTK2 | % reduction in all Years Council Tax Arrears | 1,980,815 | 1,621,534 | 359,281 | 18.14% | | |
| NDK1 | % reduction in Previous Year's Business Rates Arrears | 191,324 | 105,663 | 85,661 | 44.77% | | |
| NDK2 | % reduction in all Years Business Rates Arrears | 265,263 | 157,955 | 107,308 | 40.45% | | |

Key Notes

1. Due to an increase in the property base of 142 Properties since April 2010 more payments are now due in Feb / Mar 2011, which has amended the debt / collection profile.
2. The Benefit caseload has increased by 39 claims since April 2010.

| Forest Heath District Council | | | | | | | |
|-------------------------------|--|------------------|------------------|-----------|-------------|------------|--------|
| NI | Description | 2008/09 | 2009/10 | Annual | Profile YTD | Actual YTD | Status |
| 181 | Days taken to process Housing / Council Tax Benefit new claims & change events | New | 5.4 | 5.0 | 5.0 | 5.81 Days | Amber |
| LPI | Description | 2008/09 | 2009/10 | Annual | Profile YTD | Actual YTD | Status |
| BEN1 | Benefit Take up | 3,953 | 4,519 | 4,193 | 4,153 | 4,599 | Green |
| BEN2 | Accuracy of processing | 100.0% | 100% | 99.40% | 99.00% | 100% | Green |
| CTAX1 | Collection of Council Tax | 98.00% | 97.51% | 98.40% | 66.75% | 65.60% | Amber |
| CTAX2 | % of Payers paying by Direct Debit | 68.82% | 69.62% | 75.00% | 71.00% | 70.62% | Amber |
| NDR1 | Collection of Business Rates | 99.00% | 98.69% | 98.90% | 67.90% | 69.98% | Green |
| NDR2 | % of Eligible Businesses claiming Small Business Rate Relief | 94.80% | 98.61% | 95.00% | 90.00% | 98.73% | Green |
| OPAY1 | Total Recovered Overpayments as a % of Overpayments identified during the year | 70.71% | 76.13% | 67.00% | 62.00% | 58.79% | Amber |
| OPAY2 | LA Error Overpayments as a % of Overpayments raised | New | 0.28% | 0.48% | 0.48% | 0.26% | Green |
| KI | Key Indicator Description | Arrears @ 31 Mar | Current Position | Reduction | % | | |
| CTK1 | % reduction in Previous Year's Council Tax Arrears | 739,925 | 472,995 | 266,930 | 36.08% | | |
| CTK2 | % reduction in all Years Council Tax Arrears | 1,817,792 | 1,456,662 | 361,130 | 19.87% | | |
| NDK1 | % reduction in Previous Year's Business Rates Arrears | 239,683 | 164,718 | 74,965 | 31.28% | | |
| NDK2 | % reduction in all Years Business Rates Arrears | 370,764 | 284,929 | 85,835 | 23.15% | | |

Key Notes

1. There has been an increase of 345 new properties since April 2010
2. Whilst the number of Direct Debit Payers has risen from 14,089 in Apr 2010 to 14,322 at the end of Oct 2010 the number of new properties is exceeding this increase, consequently the % rate of DD payers is decreasing.
3. £24k of Fraud Overpayments have been raised since April 2010, which we are collecting on weekly deductions. However it will take years to collect this debt.
4. The Benefit caseload has increased by 80 claims since April 2010.