

Performance Report

As At 31st October 2011

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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.

ARP has provided both significant improvements in service delivery & annual financial savings in excess of £1,250,000 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 its 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

The Partnership has now expanded to include St Edmundsbury Council, and this is anticipated to bring substantial additional savings to all the Partner Authorities. As a result of this we have a new ICT provision, through CHIP PCs, and a new telephone system that allows monitoring of all calls received by ARP. All staff have settled in well and embraced the changes.

Help for Customers

October has been a busy month when members of the ARP staff have been invited and attended many events to try to reach more vulnerable residents

October 5th

- Housing Event at the Apex Bury St Edmunds (SEBC)
- Older peoples forum at Dereham (Breckland)

October 20th

- Parish Councillors event Dereham (Breckland)

October 21st

- Consultation group Dereham (Breckland)

October 26th

- Older peoples event at organised by Coffee Caravan Brandon (Forest Heath)

October 28th

- Fuel poverty event at Beck Row (Forest Heath)

We continue to keep in touch with partner organisations such as CAB's and Housing Associations with a view to making sure our customers receive a consistent service and we welcome invitations to attend their meetings which give opportunities to discuss a wide range of matters. Organisation's feedback from these meeting indicates that they are very happy with the service we provide.

Revenue Collection

- Visiting officers procedures are being looked at with a view to increased efficiency.

3. Projects

We have had a successful migration to the Ingres 9.2 operations system and are well under way on other key projects:

- Automation of bailiff files and tracing agents.
- Printing processes

4. Staff News

Lynn Simpson (Breckland House benefits) left for maternity leave and has since had baby Daniel and James Newport's wife has given birth to Joshua – congratulations to the respective Mum's and Dad's. Gemma Lodge (Haverhill benefits) is now on maternity leave.

Lucy Talbot has moved from the Revenues team to QA & Projects team.

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 2011 Targets & Statistics

Breckland Council								
KPI	Description	2009/10	2010/11	Annual	Profile YTD	Actual YTD	Status	
NI181	Days taken to process new Benefit claims & changes	6.42	5.58	5.00 Days	9.00 Days	7.72 Days	Green	
BEN1	Benefit Take up	11,335	11,189	11,525	11,525	11,763	Green	
BEN2	Accuracy of processing	99.67%	100%	99.60%	99.60%	N/A	Green	
CTAX2	% of Payers paying by Electronic Methods	New	New	80.00%	75.00%	86.37%	Green	
NDR2	% of Eligible Businesses claiming Small Business Rate Relief	99.21%	99.13%	99.00%	93.00%	96.18%	Green	
OPAY2	LA Error Overpayments as a % of Overpayments raised	0.35%	0.21%	0.45%	0.45%	0.19%	Green	
OPAY3	In year Value of Fraud Overpayments raised	New	New	N/A	N/A	£116,731		
Coll	Collection Rates	Net Receipts	Net Liability	2010/11	Annual	Profile YTD	Actual YTD	Status
CTAX1	Collection of Council Tax	36,280,255	54,425,472	98.14%	98.60%	67.72%	66.66%	Amber
CTAX3	Collection of original Council Tax debt	36,280,255	54,024,065	New	98.60%	67.72%	67.16%	Amber
NDR1	Collection of Business Rates	19,003,181	26,974,903	99.24%	99.20%	69.42%	70.45%	Green
OPAY1	Collection of Overpayments (Excl Fraud)	359,346	556,765	63.80%	67.00%	65.00%	64.54%	Amber
KI	Key Indicator Description	Arrears @ 31 Mar	Current Position	Reduction	%			
CTK1	% reduction in Previous Year's Council Tax Arrears	1,108,423	680,603	427,820	38.60%			
CTK2	% reduction in all Years Council Tax Arrears	3,518,603	2,906,273	612,330	17.40%			
NDK1	% reduction in Previous Year's Business Rates Arrears	203,764	199,887	3,877	1.90%			
NDK2	% reduction in all Years Business Rates Arrears	435,690	363,656	72,034	16.53%			
	Changes in Collection Fund	Properties @ 31 Mar	Current Position	Band D @ 31 Mar	Current Position			
CTK3	Changes in Council Tax Properties	57,230	57,400	43,150	43,314			

Notes

1. Additional reminders were sent in October to maximise Council Tax collection
2. Further take up campaigns are to be undertaken to increase the % of Small Businesses claiming relief, this will also increase the collection rates. This is planned for Week commencing 14th November 2011.

East Cambs District Council								
KPI	Description	2009/10	2010/11	Annual	Profile YTD	Actual YTD	Status	
NI181	Days taken to process new Benefit claims & changes	5.99	5.25	5.00 Days	9.00 Days	8.92 Days	Green	
BEN1	Benefit Take up	5,294	5,378	5,538	5,538	5,604	Green	
BEN2	Accuracy of processing	99.67%	100%	99.60%	99.60%	N/A	Green	
CTAX2	% of Payers paying by Electronic Methods	New	New	80.00%	75.00%	78.58%	Green	
NDR2	% of Eligible Businesses claiming Small Business Rate Relief	99.21%	99.13%	99.00%	93.00%	93.41%	Green	
OPAY2	LA Error Overpayments as a % of Overpayments raised	0.35%	0.21%	0.45%	0.45%	0.11%	Green	
OPAY3	In year Value of Fraud Overpayments raised	New	New	N/A	N/A	£71,534		
Coll	Collection Rates	Net Receipts	Net Liability	2010/11	Annual	Profile YTD	Actual YTD	Status
CTAX1	Collection of Council Tax	26,918,832	39,036,704	98.80%	98.60%	69.45%	68.96%	Amber
CTAX3	Collection of original Council Tax debt	26,918,832	38,914,618	New	98.60%	69.45%	69.17%	Amber
NDR1	Collection of Business Rates	11,248,175	16,290,777	99.47%	99.20%	69.48%	69.05%	Amber
OPAY1	Collection of Overpayments (Excl Fraud)	184,632	297,003	73.24%	67.00%	65.00%	62.17%	Red
KI	Key Indicator Description	Arrears @ 31 Mar	Current Position	Reduction	%			
CTK1	% reduction in Previous Year's Council Tax Arrears	583,621	350,566	233,055	39.93%			
CTK2	% reduction in all Years Council Tax Arrears	1,971,279	1,637,644	333,635	16.92%			
NDK1	% reduction in Previous Year's Business Rates Arrears	148,561	81,455	67,106	45.17%			
NDK2	% reduction in all Years Business Rates Arrears	260,042	155,213	104,829	40.31%			
	Changes in Collection Fund	Properties @ 31 Mar	Current Position	Band D @ 31 Mar	Current Position			
CTK3	Changes in Council Tax Properties	35,608	35,809	29,613	29,789			

Notes

1. Additional reminders were sent out in October to maximise Council Tax collection
2. Further take up campaigns are to be undertaken to increase the % of Small Businesses claiming relief, this will also increase the collection rates. This is planned for Week commencing 14th November 2011.

Forest Heath District Council								
KPI	Description	2009/10	2010/11	Annual	Profile YTD	Actual YTD	Status	
NI181	Days taken to process new Benefit claims & changes	5.40	5.91	5.00 Days	9.00 Days	8.80 Days	Green	
BEN1	Benefit Take up	4,519	4,450	4,584	4,584	4,879	Green	
BEN2	Accuracy of processing	100%	100%	99.60%	99.60%	N/A	Green	
CTAX2	% of Payers paying by Electronic Methods	New	New	80.00%	75.00%	QTRLY	Green	
NDR2	% of Eligible Businesses claiming Small Business Rate Relief	98.61%	99.18%	99.00%	96.00%	94.10%	Amber	
OPAY2	LA Error Overpayments as a % of Overpayments raised	0.28%	0.25%	0.45%	0.45%	0.19%	Green	
OPAY3	In year Value of Fraud Overpayments raised	New	New	N/A	N/A	£70,840	Green	
Coll	Collection Rates	Net Receipts	Net Liability	2010/11	Annual	Profile YTD	Actual YTD	Status
CTAX1	Collection of Council Tax	15,296,894	23,184,070	96.94%	98.40%	67.87%	65.98%	Red
CTAX3	Collection of original Council Tax debt	15,296,894	23,233,556	New	98.40%	67.87%	65.84%	Amber
NDR1	Collection of Business Rates	14,292,092	20,969,389	98.29%	98.50%	69.90%	68.16%	Red
OPAY1	Collection of Overpayments (Excl Fraud)	172,147	278,307	60.24%	67.00%	65.00%	61.86%	Amber
KI	Key Indicator Description	Arrears @ 31 Mar	Current Position	Reduction	%			
CTK1	% reduction in Previous Year's Council Tax Arrears	758,958	478,262	280,696	36.98%			
CTK2	% reduction in all Years Council Tax Arrears	2,008,717	1,629,196	379,521	18.89%			
NDK1	% reduction in Previous Year's Business Rates Arrears	194,860	102,292	92,568	47.50%			
NDK2	% reduction in all Years Business Rates Arrears	366,332	222,166	144,166	39.35%			
	Changes in Collection Fund	Properties @ 31 Mar	Current Position	Band D @ 31 Mar	Current Position			
CTK3	Changes in Council Tax Properties	27,865	28,440	17,899	17,991			

Notes

1. A review has undertaken as to the underlying reasons for the falling collection rates & options for recovery are being investigated.
2. Additional reminders were sent in October to maximise Council Tax collection

3. Further take up campaigns are to be undertaken to increase the % of Small Businesses claiming relief, this will also increase the collection rates. This is planned for Week commencing 14th November 2011.
4. There is one large employer who has not paid their business rates and this has also affected the collection rate

St Edmundsbury District Council								
KPI	Description	2009/10	2010/11	Annual	Profile YTD	Actual YTD	Status	
NI181	Days taken to process new Benefit claims & changes	12.04	12.53	5.00 Days		14.75 Days		
BEN1	Benefit Take up	New	New	8,000	8,000	8,130	Green	
BEN2	Accuracy of processing	New	New	99.60%	99.60%	N/A	Green	
CTAX2	% of Payers paying by Electronic Methods	New	New	80.00%	75.00%	82.00%	Green	
NDR2	% of Eligible Businesses claiming Small Business Rate Relief	New	New	99.00%	93.00%	72.37%	Red	
OPAY2	LA Error Overpayments as a % of Overpayments raised	New	New	0.45%	0.45%	N/A	TBC	
OPAY3	In year Value of Fraud Overpayments raised	New	New	N/A	N/A	£40,293		
Coll	Collection Rates	Net Receipts	Net Liability	2010/11	Annual	Profile YTD	Actual YTD	Status
CTAX1	Collection of Council Tax	35,037,257	51,353,415	98.53	98.50%	68.50%	68.20%	Amber
CTAX3	Collection of original Council Tax debt	35,037,257	51,025,713	New	98.50%	68.50%	68.67%	Green
NDR1	Collection of Business Rates	30,000,550	43,587,494	98.14	98.40%	69.98%	68.83%	Red
OPAY1	Collection of Overpayments (Excl Fraud)	172,147	278,307	TBC	65.00%	60.00%	59.12%	Amber
KI	Key Indicator Description	Arrears @ 31 Mar	Current Position	Reduction	%			
CTK1	% reduction in Previous Year's Council Tax Arrears	810,186	697,148	113,038	13.95%			
CTK2	% reduction in all Years Council Tax Arrears	2,710,136	2,243,097	467,039	17.23%			
NDK1	% reduction in Previous Year's Business Rates Arrears	790,014	485,920	304,094	38.49%			
NDK2	% reduction in all Years Business Rates Arrears	1,647,416	1,094,893	552,523	33.53%			
	Changes in Collection Fund	Properties @ 31 Mar	Current Position	Band D @ 31 Mar	Current Position			
CTK3	Changes in Council Tax Properties	46,685	46,888	38,090	38,010			

Notes

1. The number of days to process has been affected by both an increase in the daily workloads (increase in claims & changes received) & work outstanding from the planned system downtime whilst the conversion was undertaken. (2791 amendments & new claims). It is anticipated this will improve significantly during the

next quarter as the new team members have learnt the new ICT systems. (As at 10th October there were 1550 outstanding and 2000 ETDs were received and completed.). For the month of October the number of days to process was 8.28 Days

2. Additional reminders were sent to maximise Council Tax collection
3. A further uptake drive on Small Business Rate relief is due to commence, which will also impact positively on the collection rates for business rates. This is planned for Week commencing 14th November 2011.