

ARP
Performance Monthly



Aim for Excellence

Performance at 31st January 2008

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Introduction

The Anglia Revenues and Benefits Partnership (ARP) is a unique partnership between Breckland Council, Forest Heath District Council & East Cambridgeshire District Council. The partnership, formed on the 1st of August 2003, is the first to provide a shared Revenues and Benefits service to the residents of three local authorities.

The authorities have seen significant improvements in service provision since 2003 with several key areas of performance operating within the top quartile of national performance indicators. The Benefits service has been highly praised in 2004 by the Benefits Fraud Inspectorate for the quality of its assessment and strategic management processes.

We aim to provide a consistently high performance with high customer focus for every current and future partner with whom we work. Rigorous processes produce the highest standards of performance and regular monitoring of results allows adjustments to be quickly instigated to ensure continuous improvement is achieved.

The Partnership aims to grow during 2007 to provide a similar high standard of service across a broader partnership base, but also to improve the income of the partnership and thus reduce the overall cost of service provision. To achieve this, a wide range of training and consultancy opportunities will be offered to the Local Government market.

Performance Measurement

This newsletter and the statistics report are produced monthly to provide a simple communication of the performance of the partnership services. This is easily available within all partnership authorities and is circulated electronically to all staff of the ARP. It is also posted monthly to the ARP website for all customers, stakeholders and interested parties to view and comment upon.

The website can be accessed at www.angliarevenues.gov.uk and any comments can be made by e-mail to the partnership manager, Steve Knights at steve.knights@angliarevenues.gov.uk.

The primary monthly measures of performance shown in the statistics report are the national Best Value Performance Indicators. An annual target is set within the partnership annual work programme 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
Performance slightly below target is highlighted in amber and
Performance significantly underachieving is highlighted in red.

Red performance will also have an action plan attached as an appendix to this report to demonstrate how it is intended to bring performance back to a green standard.

Successes and compliments this month

During January the partnership continued work on the service plan for 2008/09. This will form the basis of our key deliverables next year. The second draft of this plan was approved by members & officers at the Joint Committee.

Complaints this month

The partnership had 1 complaint during January for Council Tax.

Project progress

Partnership growth

Talks have recommenced with North Norfolk District Council, who are interested in the partnership and what it can offer. Meetings have been held with North Norfolk to understand their needs, from which work is being had been undertaken to provide an initial options appraisal with costings. It is anticipated North Norfolk will go through these options and discuss the way forward in meetings due in March / April 2008.

Work is being undertaken on the Local Housing Allowance (LHA) project. This is a major project, which will radically affect the Housing Benefit Legislation. To date ARP team members have been on training courses and learning events to enable us to have the infrastructure in place to deliver these changes on 1st April 2008.

Staff changes and recruitment

During January a number of new Officers joined the partnership. Rick Steels has been appointed as the Local Housing Allowance (LHA) project manager, Betina Larssen has joined as a clerical assistant & two agency staff have been taken on until 1st April 2008.

Comments

If you have any comments about the performance data provided in this newsletter please contact:

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