

Stats as at 31st January 2008

Breckland Council

BVPI	Description	2004/05	2005/06	2006/07	Annual	Profile (YTD)	Actual (YTD)	Status	Notes
9	Collection of Council Tax	98.10%	98.50%	98.60%	98.70%	94.50%	94.16%	Green	
10	Collection of Business Rates	98.83%	99.20%	99.28%	99.30%	96.00%	97.00%	Green	
76a	Number of visits (per 1000 caseload)	131.73	170.54	155.36	BVPI being replaced				
76b	Number of fraud investigators employed (per 1000 caseload)	0.24	0.20	0.20	0.19	0.19	0.19	Green	
76c	Number of fraud investigations (per 1000 caseload)	15.46	21.75	19.64	39	29.25	22.77	Red	Report being prepared
76d	Number of prosecutions and sanctions (per 1000 caseload)	4.01	6.30	4.46	4.25	3.19	4.66	Green	
78a	Average time for processing new claims (days)	25	14	13	15	15	15	Green	Achieved 14 days in Jan
78b	Average time for processing change of circumstances (days)	11	6	5	6	6	4	Green	Achieved 4 days in Jan
79a	Accuracy of processing	97.4%	100.00%	99.80%	99.00%	99.0%	100.0%	Green	
79b(i)	Total Recovered HB Overpayments as a % of Overpayments identified during the year	Amnd05/06	66.60%	74.17%	45.00%	33.75%	67.50%	Green	
79b(ii)	Total Recovered HB Overpayments as a % of HB Overpayments debt	New 05/06	45.00%	43.56%	40.00%	30.00%	34.96%	Green	
79b(iii)	Total HB Overpayment debt written off as a % of HB Overpayments debt	New 05/06	5.10%	5.34%	12.00%	9.00%	3.10%	Green	
80	User satisfaction survey	Surveyed every 3 years			88.00%	n/a			

Stats as at 31st January 2008

Forest Heath District Council

BVPI	Description	2004/05	2005/06	2006/07	Annual	Profile (YTD)	Actual (YTD)	Status	Notes
9	Collection of Council Tax	97.50%	97.90%	98.30%	98.70%	95.30%	94.72%	Amber	
10	Collection of Business Rates	98.70%	99.30%	99.00%	99.30%	96.00%	97.34%	Green	
76a	Number of visits (per 1000 caseload)	207.41	241.58	174.71	BVPI being replaced				
76b	Number of fraud investigators employed (per 1000 caseload)	0.32	0.30	0.25	0.25	0.25	0.28	Green	
76c	Number of fraud investigations (per 1000 caseload)	37.37	33.56	20.06	39	29.25	35.69	Green	
76d	Number of prosecutions and sanctions (per 1000 caseload)	6.02	6.46	5.81	4.25	3.19	5.3	Green	
78a	Average time for processing new claims (days)	29	15	13	15	15	15	Green	Achieved 14 days in Jan
78b	Average time for processing change of circumstances (days)	12	6	5	6	6	4	Green	Achieved 4 days in Jan
79a	Accuracy of processing	97.4%	100.00%	99.80%	99.00%	99.00%	100.0%	Green	
79b(i)	Total Recovered HB Overpayments as a % of Overpayments identified during the year	Amnd05/06	68.80%	67.02%	45.00%	33.75%	64.59%	Green	
79b(ii)	Total Recovered HB Overpayments as a % of HB Overpayments debt	New 05/06	41.40%	40.79%	40.00%	30.00%	32.00%	Green	
79b(iii)	Total HB Overpayment debt written off as a % of HB Overpayments debt	New 05/06	10.90%	8.17%	12.00%	9.00%	6.37%	Green	
80	User satisfaction survey	Surveyed every 3 years			88.00%	n/a			

Stats as at 31st January 2008

East Cambs District Council

BVPI	Description	2004/05	2005/06	2006/07	Annual	Profile (YTD)	Actual (YTD)	Status	Notes
9	Collection of Council Tax	98.31%	98.53%	97.90%	98.70%	96.30%	96.34%	Green	
10	Collection of Business Rates	99.04%	99.19%	99.00%	99.30%	96.00%	98.01%	Green	
76a	Number of visits (per 1000 caseload)	?	?	?	BVPI being replaced				
76b	Number of fraud investigators employed (per 1000 caseload)	?	?	?	0.22	0.22	0.22	Green	
76c	Number of fraud investigations (per 1000 caseload)	?	?	?	39	29.25	18.35	Red	Report being prepared
76d	Number of prosecutions and sanctions (per 1000 caseload)	?	?	?	4.25	3.19	2.86	Amber	
78a	Average time for processing new claims (days)	28	29	31	30	30	20	Green	Achieved 12 days in Jan
78b	Average time for processing change of circumstances (days)	9	8	9	6	6	4	Green	Achieved 4 days in Jan
79a	Accuracy of processing	99.80%	100.00%	99.80%	98.50%	98.5%	100.0%	Green	
79b(i)	Total Recovered HB Overpayments as a % of Overpayments identified during the year	?	76.44%	68.71%	59.00%	39.33%	80.17%	Green	
79b(ii)	Total Recovered HB Overpayments as a % of HB Overpayments debt	?	34.46%	28.10%	30.00%	20.00%	35.84%	Green	
79b(iii)	Total HB Overpayment debt written off as a % of HB Overpayments debt	?	2.25%	3.51%	12.00%	8.00%	1.50%	Green	
80	User satisfaction survey	Surveyed every 3 years			88.00%	n/a			