

**ARP Annual Targets by Authority 2008/09**

<b>Breckland Council</b>									
<b>NI</b>	<b>Description</b>	<b>Annual</b>	<b>Qtr1</b>	<b>Qtr2</b>	<b>Qtr3</b>	<b>Qtr4</b>	<b>2009/10</b>	<b>2010/11</b>	<b>Notes</b>
180	Changes in Housing Benefit / Council Tax Benefit entitlements within the year								Target to be set by DWP
181	Time taken to process Housing Benefit / Council Tax Benefit new claims & change events	10	10	10	10	10	10	10	
<b>LPI</b>	<b>Description</b>	<b>Annual</b>	<b>Qtr1</b>	<b>Qtr2</b>	<b>Qtr3</b>	<b>Qtr4</b>	<b>2009/10</b>	<b>2010/11</b>	<b>Notes</b>
BEN1	Accuracy of processing	99.0%	99.0%	99.0%	99.0%	99.0%	UQ	UQ	
BEN2	Cost of Service per Benefit Claimant								
BEN3	Average time to respond to Benefits correspondence (General Letters) Days	10	10	10	10	10	10	10	
CTAX1	Collection of Council Tax	98.80%	30.20%	57.40%	85.40%	98.80%	98.90%	99.00%	
CTAX2	% of Payers paying by Direct Debit	70.00%	67.00%	68.00%	69.00%	70.00%	70.00%	70.00%	
CTAX3	Average time to respond to Council Tax correspondence (General Letters) Days	10	10	10	10	10	10	10	
CTAX4	Cost of Service per Council Tax Dwelling								
NDR1	Collection of Business Rates	99.30%	30.30%	61.10%	87.80%	98.30%	99.40%	99.50%	
NDR2	% of Eligible Businesses claiming Small Business Rate Relief	85%	70.00%	75.00%	80.00%	85.00%	85.00%	85.00%	
NDR3	Cost of Service per Business Rate Hereditament								
OPAY1	Total Recovered HB Overpayments as a % of Overpayments identified during the year	60%	60.0%	60.00%	60.0%	60.0%	UQ	UQ	
SSER1	% Of Goods Received Notices (GRN's) entered on Integra prior to invoice being received	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	
SSER2	% of Complaints dealt with within timescales (15 day full response)	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	
SSER3	Number of Data Quality Contraventions identified	0	0	0	0	0	0	0	

<b>Forest Heath</b>									
<b>BVPI</b>	<b>Description</b>	<b>Annual</b>	<b>Qtr1</b>	<b>Qtr2</b>	<b>Qtr3</b>	<b>Qtr4</b>	<b>2009/10</b>	<b>2010/11</b>	<b>Notes</b>
180	Changes in Housing Benefit / Council Tax Benefit entitlements within the year								Target to be set by DWP
181	Time taken to process Housing Benefit / Council Tax Benefit new claims & change events	10	10	10	10	10	10	10	
<b>LPI</b>	<b>Description</b>	<b>Annual</b>	<b>Qtr1</b>	<b>Qtr2</b>	<b>Qtr3</b>	<b>Qtr4</b>	<b>2009/10</b>	<b>2010/11</b>	<b>Notes</b>
BEN1	Accuracy of processing	99.0%	99.0%	99.0%	99.0%	99.0%	UQ	UQ	
BEN2	Cost of Service per Benefit Claimant								
BEN3	Average time to respond to Benefits correspondence (General Letters) Days	10	10	10	10	10	10	10	
CTAX1	Collection of Council Tax	98.80%	31.15%	58.45%	86.20%	98.80%	98.90%	99.00%	
CTAX2	% of Payers paying by Direct Debit	70.00%	67.00%	68.00%	69.00%	70.00%	70.00%	70.00%	
CTAX3	Average time to respond to Council Tax correspondence (General Letters) Days	10	10	10	10	10	10	10	
CTAX4	Cost of Service per Council Tax Dwelling								
NDR1	Collection of Business Rates	99.30%	30.50%	59.80%	87.20%	99.30%	99.40%	99.50%	
NDR2	% of Eligible Businesses claiming Small Business Rate Relief	85%	70.00%	75.00%	80.00%	85.00%	85.00%	85.00%	
NDR3	Cost of Service per Business Rate Hereditament								
OPAY1	Total Recovered HB Overpayments as a % of Overpayments identified during the year	60%	60.0%	60.00%	60.0%	60.0%	UQ	UQ	
SSER1	% of Complaints dealt with within timescales (15 day full response)	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	
SSER2	Number of Data Quality Contraventions identified	0	0	0	0	0	0	0	

