



Joint Committee Performance report

April 2019



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All Partner Councils Combined



Business Rates Collection					
	Apr-19	Q2	Q3	Q4	
2019/20	£ 24,524,892				●
Target	£ 22,181,781				●
2018/19	£ 23,442,013				●
Year End Target				£241,368,703	●

Council Tax Collection					
	Apr-19				
2019/20	£44,573,084				●
Target	£43,748,823				●
2018/19	£38,375,886				●
Year End Target				£432,596,541	●

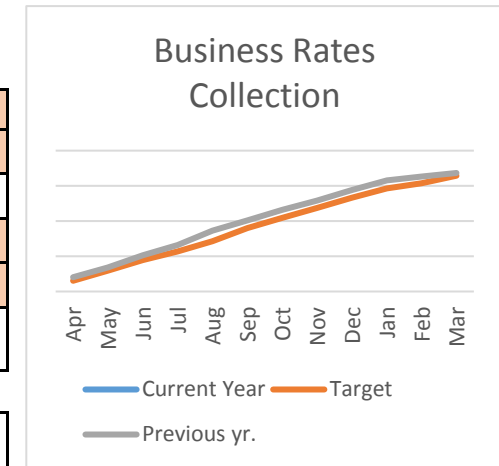
Number of Electronic Forms Received					
	Apr-19				
2019/20	2,796				●
2018/19	2,864				●
Year End Target				37899	●

Fraud and Compliance	Apr-19	Q2	Q3	Q4	Yr Target
Single Person Discount Fraud	£353,120.50				£500,000
Local Council Tax Support	£14,225.99				£150,000
Tenancy Fraud	£36,000				£400,000
Other (Council Tax and NDR)	£21,630				£250,000
Fraud Identified	£424,976.43				£1,300,000

Performance Information April 2019

Business Rates

Business Rates Collection					
	Apr-19	Q2	Q3	Q4	
2019/20	£ 4,163,275.00	£ -	£ -	£ -	●
Target	£ 3,046,254.00	£ 17,972,818.00	£ 26,602,327.00	£ 32,877,803.00	
Refunds	£ 38,547.87	£ -	£ -	£ -	
2018/19	£ 4,052,482.00	£ 20,189,166.00	£ 28,860,184.00	£ 33,655,722.00	●
Year End Target		£ 32,877,803.00			●



Description

This shows the amount of money required to be collected within the financial year, payable to the NNDR Collection Fund against the actual collection.

Narrative

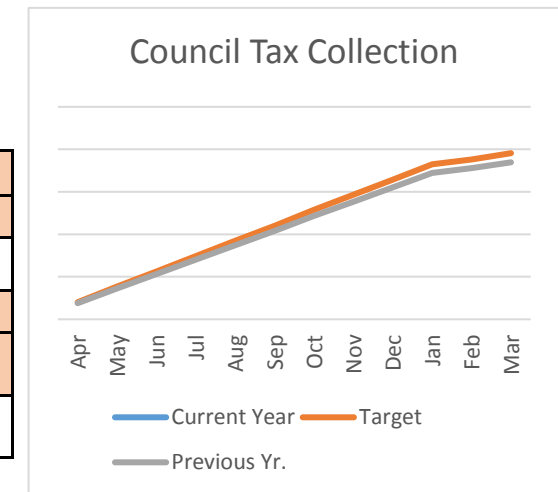
Collection is on target for the current financial year.

Further recovery action in 2018/19 resulted in collection of £22,939. However, in April 2019 no further monies have been received. Enforcement action in 2018/19 resulted in collection of £85,775.33. In April 2019 Enforcement action has recovered £1,777.26

Council Tax

Council Tax Collection					
	Apr-19	Q2	Q3	Q4	
2019/20	£ 7,927,609	£ -	£ -	£ -	●
Target	£ 8,028,826	£ 44,006,474	£ 65,774,711	£ 78,183,637	
Refunds	£ 98,328	£ -	£ -	£ -	
2018/19	£ 7,587,517	£ 41,587,632	£ 62,159,365	£ 73,886,227	●

Year End Target	£78,183,637	●
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Description

This shows the amount of money required to be collected within the financial year, payable to the NDR Collection Fund against the actual collection.

Narrative

Collection is behind target by £101,217. We have had an increase in the amount of pre-payments for the current financial year which will have had an effect. We are closely monitoring the situation and optimistic that the end of May will show an improved position.

Further recovery action in 2018/19 resulted in collection of £116,024. In April 2019 £28,947 was collected. Enforcement action in 2018/19 resulted in collection of £583,621. In April 2019 Enforcement action has recovered £41,248.

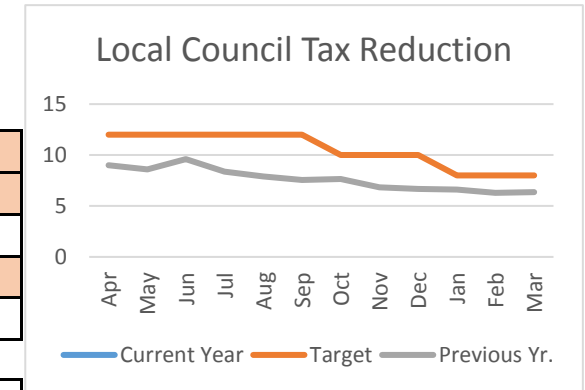
Charging Orders have been obtained to secure £325,562 debt.

Local Council Tax Reduction

Days to process Local Council Tax Support

	Apr-19	Q2	Q3	Q4	
2019/20	5.22	0.00	0.00	0.00	●
Target	12.00	12.00	10.00	8.00	
2018/19	9.00	7.54	6.66	6.37	●

Year End Target	8	●
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Description

This indicator measures the average year to date number of days to process Council Tax reduction new claims and change of circumstances.

Narrative

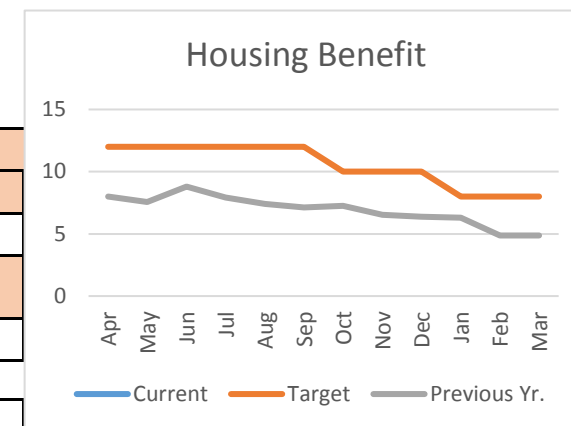
Whilst this indicator has been met for April, it should be noted we have overachieved this indicator due to the downtime associated with the merger of East Suffolk and West Suffolk systems.

During the first three weeks of April all processing staff throughout the partnership were working on Breckland, East Cambridgeshire and Fenland cases, thereby resulting in exceptional outcomes.

Looking ahead, we expect performance will slightly edge upwards, but within target, as we aim to harmonise performance for all Councils by bringing performance back on track for East & West Suffolk.

Housing Benefit

Days to process Housing Benefit					
	Apr-19	Q2	Q3	Q4	
2019/20	4.37	0	0	0	●
Target	12	12	10	8	
2018/19	8	8.8	6.39	4.87	●
Year End Target		8		●	



Description

This indicator measures the average number of days to process Housing Benefit new claims and change of circumstances.

Narrative

Whilst this indicator has been met for April, it should be noted we have overachieved this indicator due to the downtime associated with the merger of East Suffolk and West Suffolk systems.

During the first three weeks of April all processing staff throughout the partnership were working on Breckland, East Cambridgeshire and Fenland cases, thereby resulting in exceptional outcomes.

Looking ahead, we expect performance will slightly edge upwards, but within target, as we aim to harmonise performance for all Councils by bringing performance back on track for East & West Suffolk.



Fraud and Compliance



Fraud and Compliance

Following the transfer of Housing Benefit fraud to the DWP on the 1 September 2015, the team have been tasked, in accordance with the Business Case approved by Joint Committee, to identify and prevent fraud leading to an increase in Council Tax income in the following areas:

Local Council Tax Support, Single Person Discount, Council Tax, Non Domestic Rates and Tenancy fraud.

Furthermore, the team are working with Housing Teams and Housing Associations to tackle Right to buy and subletting abuse and are having success in this area. The team will continue to seek opportunities to identify dwellings and businesses not registered or having had an undeclared change in use, leading to increased charges – including possible retrospective charges.

	Apr-19	Q2	Q3	Q4
Single Person Discount Fraud	£ 106,642.45	£ -	£ -	£ -
Local Council Tax Support	£ 3,296.96	£ -	£ -	£ -
Tenancy Fraud	£ -	£ -	£ -	£ -
Other (Council Tax and NDR)	£ 4,103.13	£ -	£ -	£ -
Fraud Identified	£ 114,042.54	£ -	£ -	£ -



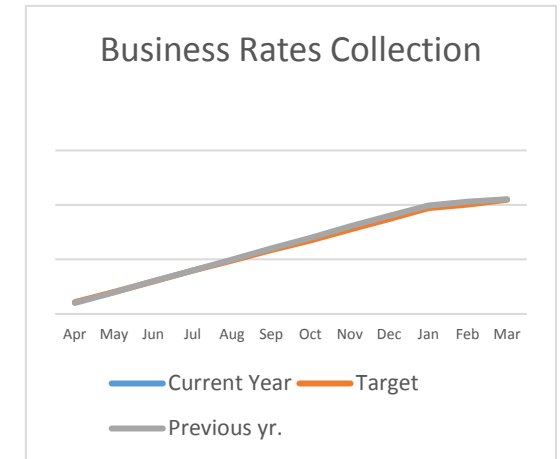
Performance Information April 2019



Business Rates

Business Rates Collection					
	Apr-19	Q2	Q3	Q4	
2019/20	£ 2,459,009	£ -	£ -	£ -	●
Target	£ 2,160,144	£ 11,722,726	£ 17,441,307	£ 20,954,355	
Refunds	£ 11,288	£ -	£ -	£ -	
2018/19	£ 2,004,484	£ 11,999,640	£ 18,023,396	£ 21,044,862	●

Full Year Target	£20,954,355	●
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Description

This shows the amount of money required to be collected within the financial year, payable to the NNDR Collection Fund against the actual collection.

Narrative

Collection is on target for the current financial year.

Further recovery action in 2018/19 resulted in collection of £16,463. However, in April 2019 no further monies have been received. Enforcement action in 2018/19 resulted in collection of £51,088. In April 2019 Enforcement action has recovered £2,406

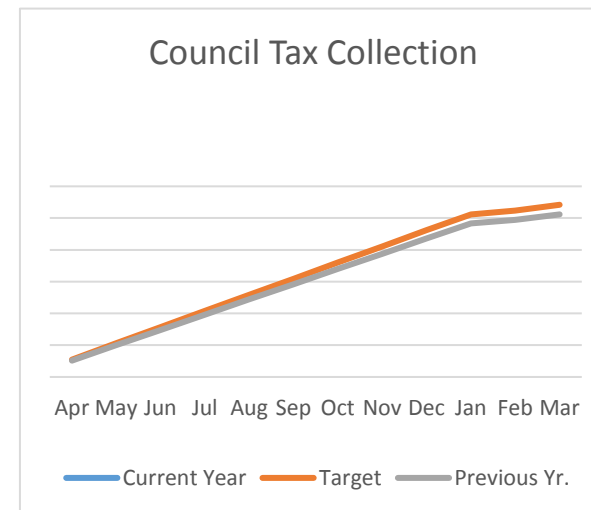


Council Tax



Council Tax Collection					
	Apr-19	Q2	Q3	Q4	
2019/20	£ 5,483,117	£ -	£ -	£ -	●
Target	£ 5,452,186	£ 30,894,391	£ 46,170,944	£ 54,194,333	
Refunds	£ 59,994	£ -	£ -	£ -	
2018/19	£ 5,147,766	£ 29,169,414	£ 43,593,006	£ 51,168,413	●

Year End Target	£ 54,194,333	●
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Description

This shows the amount of money required to be collected within the financial year, payable to the NNDR Collection Fund against the actual collection.

Narrative

Collection is on target for the current financial year

Further recovery action in 2018/19 resulted in collection of £59,705. In April 2019 3,621 was collected. Enforcement action in 2018/19 resulted in collection of £356,865. In April 2019 Enforcement action has recovered £24,789

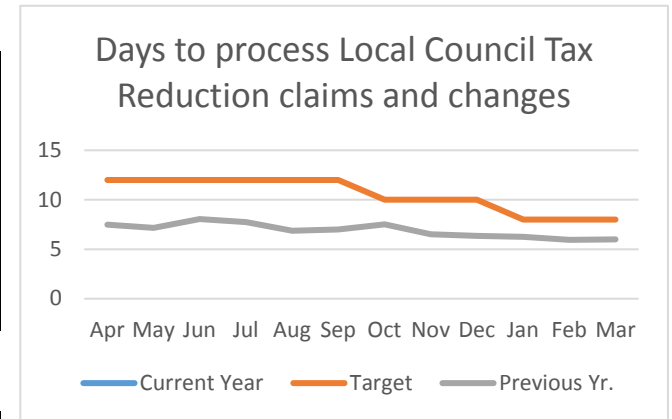
Charging Orders have been obtained to secure £267,527 debt.



Local Council Tax Reduction



Days to process Local Council Tax Support					
	Apr-19	Q2	Q3	Q4	
2019/20	5.11	0.00	0.00	0.00	●
Target	12.00	12.00	10.00	8.00	
2018/19	7.50	7.00	6.34	5.99	●



Year End Target	8	●
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Description

This indicator measures the average number of days to process Council Tax reduction new claims and change of circumstances.

Narrative

Whilst this indicator has been met for April, it should be noted we have overachieved this indicator due to the downtime associated with the merger of East Suffolk and West Suffolk systems.

During the first three weeks of April all processing staff throughout the partnership were working on Breckland, East Cambridgeshire and Fenland cases, thereby resulting in exceptional outcomes.

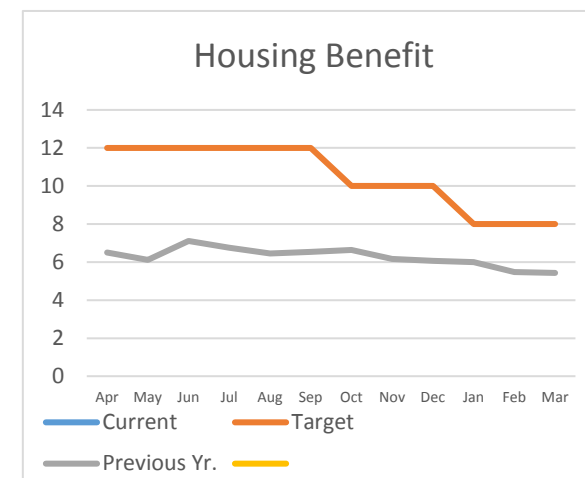
Looking ahead, we expect performance will slightly edge upwards, but within target, as we aim to harmonise performance for all Councils by bringing performance back on track for East & West Suffolk.



Housing Benefit



Days to process Housing Benefit					
	Apr-19	Q2	Q3	Q4	
2019/20	4.19	0	0	0	●
Target	12	12	10	8	
2018/19	6.5	6.53	6.06	5.43	●
Year End Target		8		●	



Description

This indicator measures the average number of days to process Housing Benefit new claims and change of circumstances.

Narrative

Whilst this indicator has been met for April, it should be noted we have overachieved this indicator due to the downtime associated with the merger of East Suffolk and West Suffolk systems.

During the first three weeks of April all processing staff throughout the partnership were working on Breckland, East Cambridgeshire and Fenland cases, thereby resulting in exceptional outcomes.

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Fraud and Compliance



Fraud and Compliance

Following the transfer of Housing Benefit fraud to the DWP on the 1 September 2015, the team have been tasked, in accordance with the Business Case approved by Joint Committee, to identify and prevent fraud leading to an increase in Council Tax income in the following areas:

Local Council Tax Support, Single Person Discount, Council Tax, Non Domestic Rates and Tenancy fraud.

Furthermore, the team are working with Housing Teams and Housing Associations to tackle Right to buy and subletting abuse and are having success in this area. The team will continue to seek opportunities to identify dwellings and businesses not registered or having had an undeclared change in use, leading to increased charges – including possible retrospective charges.

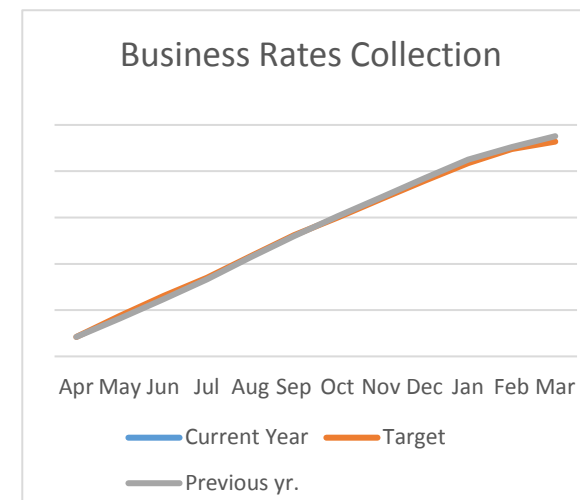
	Apr-19	Q2	Q3	Q4
Single Person Discount Fraud	£ 14,566.50	£ -	£ -	£ -
Local Council Tax Support	£ 1,751.14	£ -	£ -	£ -
Tenancy Fraud	£ -	£ -	£ -	£ -
Other (Council Tax and NDR)	£ -	£ -	£ -	£ -
Fraud Identified	£ 16,317.64	£ -	£ -	£ -

Performance Information April 2019

Business Rates

Business Rates Collection					
	Apr-19	Q2	Q3	Q4	
2019/20	£ 8,922,787	£ -	£ -	£ -	●
Target	£ 8,407,464	£ 52,449,001	£ 75,940,098	£ 92,792,211	
Refunds	£ -	£ -	£ -	£ -	
2018/19	£ 8,408,770	£ 51,903,997	£ 77,021,085	£ 95,129,303	●

Year End Target	92,792,211	●
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Description

This shows the amount of money required to be collected within the financial year, payable to the NNDR Collection Fund against the actual collection.

Narrative

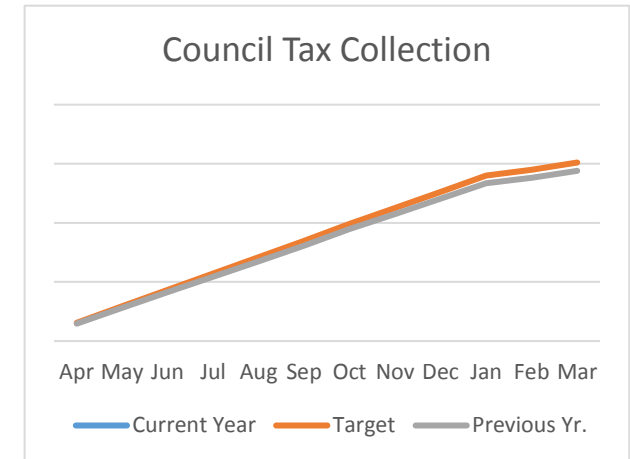
Collection is on target for the current financial year.

Further recovery action in 2018/19 resulted in collection of £50,376. However, in April 2019 no further monies have been received. Enforcement action in 2018/19 resulted in collection of £81,067. In April 2019 Enforcement action has recovered £9,020

Council Tax

Council Tax Collection						
	Apr-19	Q2	Q3	Q4		
2019/20	£ 15,663,308	£ -	£ -	£ -		●
Target	£ 15,444,563	£ 84,797,657	£ 126,320,824	£ 151,052,402		
Refunds	£ -	£ -	£ -	£ -		
2018/19	£ 14,723,830	£ 80,840,501	£ 120,661,504	£ 144,003,411		●

Year End Target	151,052,402	●
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Description

This shows the amount of money required to be collected within the financial year, payable to the NNDR Collection Fund against the actual collection.

Narrative

Collection is on target for the current financial year

Further recovery action in 2018/19 resulted in collection of £207,044. In April 2019 £7,529 was collected. Enforcement action in 2018/19 resulted in collection of £990,032. In April 2019 Enforcement action has recovered £79,666.

Charging Orders have been obtained to secure £481,874 debt.

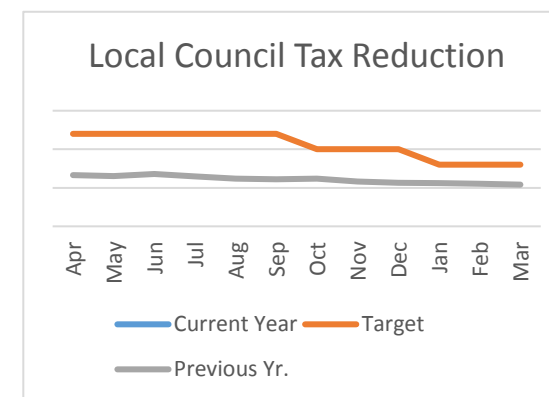


Local Council Tax Reduction



Days to process Local Council Tax Support					
	Apr-19	Q2	Q3	Q4	
2019/20	0.00	0.00	0.00	0.00	●
Target	12.00	12.00	10.00	8.00	
2018/19	6.63	6.12	5.65	5.41	●

Year End Target	8	●
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Description

This indicator measures the average number of days to process Council Tax reduction new claims and change of circumstances.

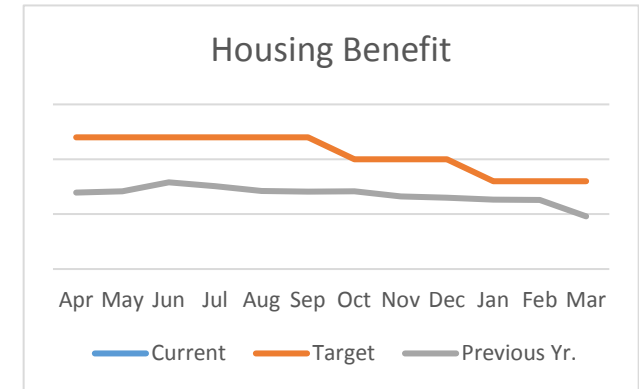
Narrative

Whilst this indicator has not been met for April, it should be noted we do not expect to achieve the target for quarter 1 due to the downtime associated with the merger of East Suffolk and West Suffolk systems. During the first three weeks of April we were not able to process East Suffolk cases, and although we are working to recover the position following the merged systems, inevitably this may cause delays. We are targeting cases to minimise customer impact and are expecting we will achieve the annual target at the end of the year.

Housing Benefit

Days to process Housing Benefit					
	Apr-19	Q2	Q3	Q4	
2019/20	0.00	0.00	0.00	0.00	●
Target	12.00	12.00	12.00	8.00	
2018/19	6.96	7.90	7.05	4.80	●

Year End Target	8	●
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Description

This indicator measures the average number of days to process Housing Benefit new claims and change of circumstances.

Narrative

Whilst this indicator has just been exceeded for April, it should be noted we do not expect to achieve the target for quarter 1 due to the downtime associated with the merger of East Suffolk and West Suffolk systems.

During the first three weeks of April we were not able to process East Suffolk cases, and although we are working to recover the position following the merged systems, inevitably this may cause delays. We are targeting cases to minimise customer impact and are expecting we will achieve the annual target at the end of the year.

Fraud and Compliance

Following the transfer of Housing Benefit fraud to the DWP on the 1 September 2015, the team have been tasked, in accordance with the Business Case approved by Joint Committee, to identify and prevent fraud leading to an increase in Council Tax income in the following areas:

Local Council Tax Support, Single Person Discount, Council Tax, Non Domestic Rates and Tenancy fraud.

Furthermore, the team are working with Housing Teams and Housing Associations to tackle Right to buy and subletting abuse and are having success in this area. The team will continue to seek opportunities to identify dwellings and businesses not registered or having had an undeclared change in use, leading to increased charges – including possible retrospective charges.

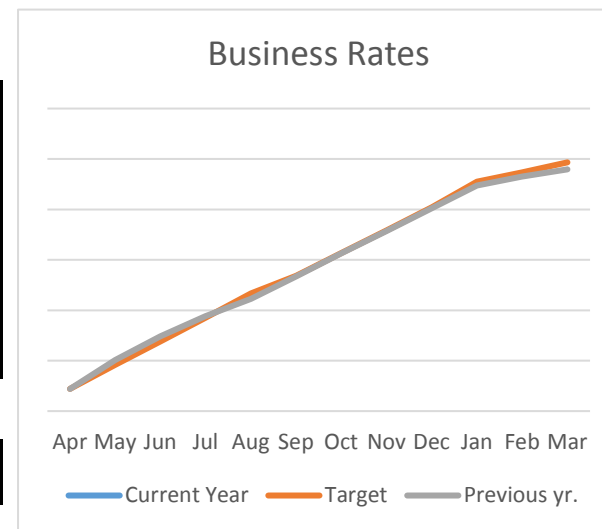
	Apr-19	Q2	Q3	Q4
Single Person Discount Fraud	£ 37,616.72	£ -	£ -	£ -
Local Council Tax Support	£ 5,277.22	£ -	£ -	£ -
Tenancy Fraud	£ 18,000.00	£ -	£ -	£ -
Other (Council Tax and NDR)	£ -	£ -	£ -	£ -
Fraud Identified	£ 60,893.94	£ -	£ -	£ -

Performance Information April 2019

Business Rates

Business Rates Collection					
	Apr-19	Q2	Q3	Q4	
2019/20	£ 2,241,822	£ -	£ -	£ -	●
Target	£ 2,205,365	£ 13,405,561	£ 20,209,506	£ 24,663,273	
Refunds	£ 130,234	£ -	£ -	£ -	
2018/19	£ 2,197,133	£ 13,363,473	£ 20,109,071	£ 23,969,262	●

Year End Target	£24,663,273	●
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Description

This shows the amount of money required to be collected within the financial year, payable to the NNDR Collection Fund against the actual collection.

Narrative

Collection is on target for the current financial year.

Further recovery action in 2018/19 resulted in collection of £49,633. In April 2019 £22,099 was collected. Enforcement action in 2018/19 resulted in collection of £44,028. In April 2019 Enforcement action has recovered £26,048

Council Tax

Council Tax Collection					
	Apr-19	Q2	Q3	Q4	
2019/20	£ 5,692,768	£ -	£ -	£ -	●
Target	£ 5,278,248	£ 30,106,771	£ 44,925,775	£ 52,879,158	
Refunds	£ 70,511	£ -	£ -	£ -	
2018/19	£ 5,318,884	£ 30,338,553	£ 45,271,643	£ 53,286,256	●

Year End Target	£52,879,158	●
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Description

This shows the amount of money required to be collected within the financial year, payable to the NNDR Collection Fund against the actual collection.

Narrative

Collection is on target for the current financial year

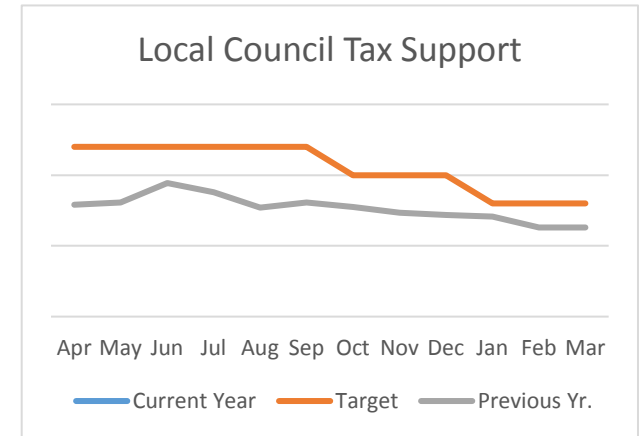
Further recovery action in 2018/19 resulted in collection of £54,539. In April 2019 £6,048 was collected. Enforcement action in 2018/19 resulted in collection of £437,202. In April 2019 Enforcement action has recovered £47,020.

Charging Orders have been obtained to secure £214,503 debt.

Local Council Tax Reduction

Days to process Local Council Tax Support					
	Apr-19	Q2	Q3	Q4	
2019/20	5.49	0.00	0.00	0.00	●
Target	12.00	12.00	10.00	8.00	
2018/19	7.90	8.06	7.18	6.30	●

Year End Target	8	●
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Description

This indicator measures the average number of days to process Council Tax reduction new claims and change of circumstances.

Narrative

Whilst this indicator has been met for April, it should be noted we have overachieved this indicator due to the downtime associated with the merger of East Suffolk and West Suffolk systems.

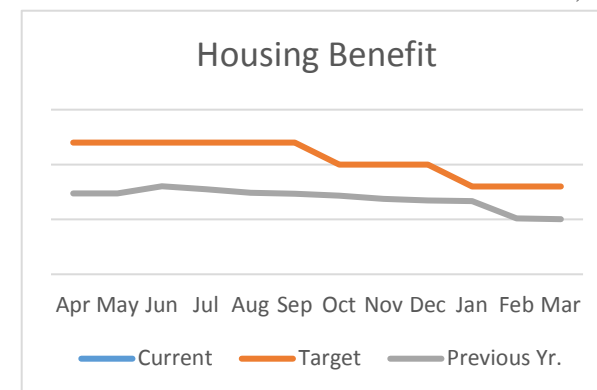
During the first three weeks of April all processing staff throughout the partnership were working on Breckland, East Cambridgeshire and Fenland cases, thereby resulting in exceptional outcomes.

Looking ahead, we expect performance will slightly edge upwards, but within target, as we aim to harmonise performance for all Councils by bringing performance back on track for East & West Suffolk.

Housing Benefit

Days to process Housing Benefit					
	Apr-19	Q2	Q3	Q4	
2019/20	5.26	0	0	0	●
Target	12	12	10	8	
2018/19	7.37	7.33	6.73	5.02	●

Year End Target	8	●
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Description

This indicator measures the average number of days to process Housing Benefit new claims and change of circumstances.

Narrative

Whilst this indicator has been met for April, it should be noted we have overachieved this indicator due to the downtime associated with the merger of East Suffolk and West Suffolk systems.

During the first three weeks of April all processing staff throughout the partnership were working on Breckland, East Cambridgeshire and Fenland cases, thereby resulting in exceptional outcomes.

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Fraud and Compliance

Following the transfer of Housing Benefit fraud to the DWP on the 1 September 2015, the team have been tasked, in accordance with the Business Case approved by Joint Committee, to identify and prevent fraud leading to an increase in Council Tax income in the following areas:

Local Council Tax Support, Single Person Discount, Council Tax, Non Domestic Rates and Tenancy fraud.

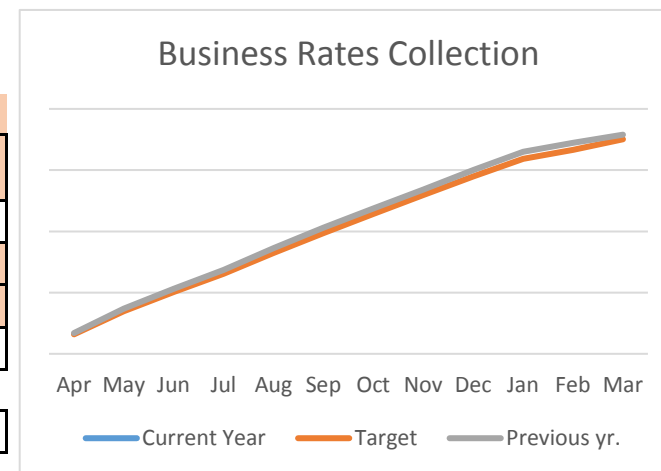
Furthermore, the team are working with Housing Teams and Housing Associations to tackle Right to buy and subletting abuse and are having success in this area. The team will continue to seek opportunities to identify dwellings and businesses not registered or having had an undeclared change in use, leading to increased charges – including possible retrospective charges.

	Apr-19	Q2	Q3	Q4
Single Person Discount Fraud	£ 64,212.10	£ -	£ -	£ -
Local Council Tax Support	£ 2,302.72	£ -	£ -	£ -
Tenancy Fraud	£ -	£ -	£ -	£ -
Other (Council Tax and NDR)	£ 9,528.23	£ -	£ -	£ -
Fraud Identified	£ 76,043.05	£ -	£ -	£ -

Business Rates

Business Rates Collection					
	Apr-19	Q2	Q3	Q4	
2019/20	£ 6,737,999	£ -	£ -	£ -	●
Target	£ 6,362,554	£ 39,480,145	£ 57,900,415	£ 70,081,061	
Refunds	£ 43,962	£ -	£ -	£ -	
2018/19	£ 6,779,144	£ 41,220,852	£ 60,044,207	£ 71,576,538	●

Year End Target	70,081,061	●
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Description

This shows the amount of money required to be collected within the financial year, payable to the NNDR Collection Fund against the actual collection.

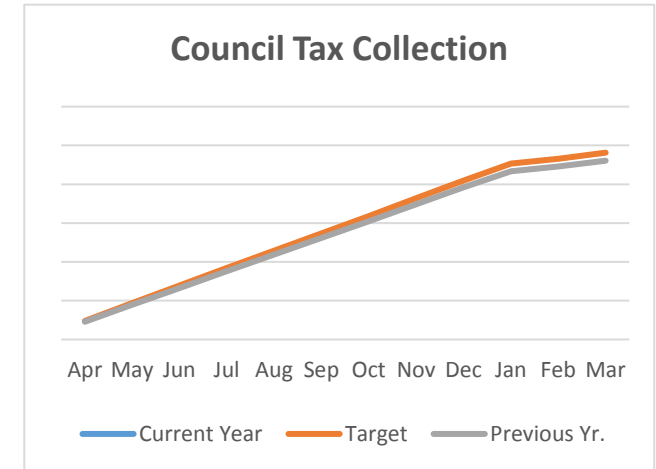
Narrative

Collection is on target for the current financial year.

Further recovery action in 2018/19 resulted in collection of £369,757. In April 2019 £2,551 was collected. Enforcement action in 2018/19 resulted in collection of £164,592. In April 2019 Enforcement action has recovered £30,916

Council Tax Collection					
	Apr-19	Q2	Q3	Q4	
2019/20	£ 9,806,282	£ -	£ -	£ -	●
Target	£ 9,544,998	£ 54,754,369	£ 81,863,213	£ 96,287,011	
Refunds	£ 2,659	£ -	£ -	£ -	
2018/19	£ 9,132,925	£ 52,390,536	£ 78,369,361	£ 92,130,148	●

Year End Target	96,287,011	●
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Description

This shows the amount of money required to be collected within the financial year, payable to the NDR Collection Fund against the actual collection.

Narrative

Collection is on target for the current financial year

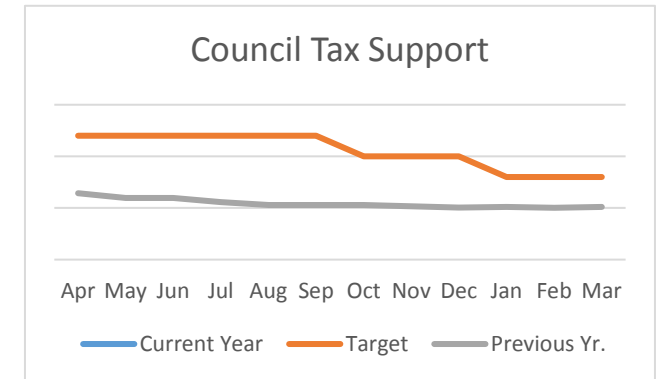
Further recovery action in 2018/19 resulted in collection of £133,530. In April 2019 £11,213 was collected. Enforcement action in 2018/19 resulted in collection of £775,072. In April 2019 Enforcement action has recovered £69,805.

Charging Orders have been obtained to secure £486,904 debt.

Days to process Local Council Tax Support

	Apr-19	Q2	Q3	Q4	
2019/20	0.00	0.00	0.00	0.00	●
Target	12.00	12.00	10.00	8.00	
2018/19	6.43	5.29	5.05	5.11	●

Year End Target	8	●
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Description

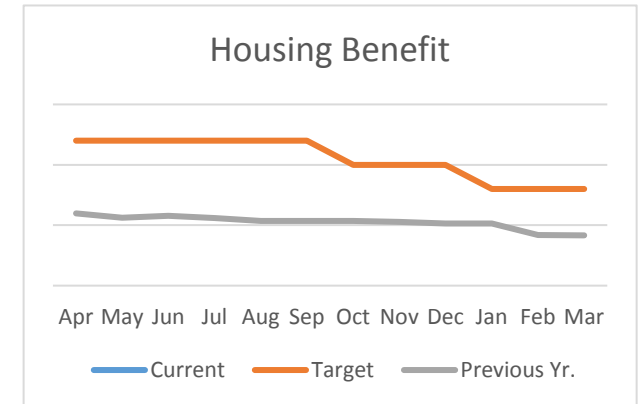
This indicator measures the average number of days to process Council Tax reduction new claims and change of circumstances.

Narrative

Whilst this indicator has been met for April, it should be noted, due to the three week downtime in April associated with the merging of systems, the target may not be met for the first quarter of the year. We are working to recover the position following the merged systems, inevitably, this may cause delays, although we are targeting cases to minimise customer impact. We expect the annual target to be met at the end of the year.

Days to process Housing Benefit					
	Apr-19	Q2	Q3	Q4	
2019/20	0.00	0.00	0.00	0.00	●
Target	12.00	12.00	10.00	8.00	
2018/19	5.98	5.36	5.14	5.14	●

Year End Target	8	●
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Description

This indicator measures the average number of days to process Housing Benefit new claims and change of circumstances.

Narrative

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Fraud and Compliance

Following the transfer of Housing Benefit fraud to the DWP on the 1 September 2015, the team have been tasked, in accordance with the Business Case approved by Joint Committee, to identify and prevent fraud leading to an increase in Council Tax income in the following areas:

Local Council Tax Support, Single Person Discount, Council Tax, Non Domestic Rates and Tenancy fraud.

Furthermore, the team are working with Housing Teams and Housing Associations to tackle Right to buy and subletting abuse and are having success in this area. The team will continue to seek opportunities to identify dwellings and businesses not registered or having had an undeclared change in use, leading to increased charges – including possible retrospective charges.

	Apr-19	Q2	Q3	Q4
Single Person Discount Fraud	£ 130,082.73	£ -	£ -	£ -
Local Council Tax Support	£ 1,597.95	£ -	£ -	£ -
Tenancy Fraud	£ 18,000.00	£ -	£ -	£ -
Other (Council Tax and NDR)	£ 7,998.58	£ -	£ -	£ -
Fraud Identified	£ 157,679.26	£ -	£ -	£ -

Service Updates as at April 2019 -20



Enforcement

The Enforcement Team continue to perform well, having collected £16.157 Million since the team started of which £5.669 Million has been in the last financial year. The team have collected £527K in April 2019. It is worth noting that in 2018/19 the team collected £599K more in respect of Council Tax & NNDR than external enforcement agents did in the year before our in-house team was created. With effect from July we will be taking on the work of Norwich City Council and we are currently working with their teams to set up all the necessary processes.

Further Recovery

The Further Recovery team had their best year for collection in 2018/19 collecting £1,111,595 exceeding the amount collected last year by £203K. In addition to the monies collected by the further recovery team we also have a further £1.776 Million in secured debt by way of Charging Orders on property owned by the debtor. A good start has been made to the new financial year with £83K collected in April.

The Further Recovery team is partly funded by Norfolk & Suffolk County Council, however Cambridgeshire County Council has ceased further funding from April 2018. Following a request at Joint Committee June 2018 we have provided a briefing note to East Cambridge and Fenland for discussions with Cambridgeshire County Council. Whilst monies continue to be paid in respect of the cases previously instigated within Cambridgeshire this will gradually decline if this work is not funded. As previously advised Norfolk County Council have committed to continue providing funding until March 2021 and Suffolk County Council until March 2020, at which point a further review will take place.

Benefits

Benefits performance has not met profiled targets for the first month of the year for all Councils, as detailed in each Council's narrative.

Following the merger work for East Suffolk and West Suffolk and loss of systems for three weeks, we are working hard to recover the work position. Inevitably, this will have an impact on performance for quarter 1 and the year to date figure as the year unfolds, although we aim to achieve the end of year target. We continue to prioritise work allocation to ensure benefit is awarded to minimise customer impact.

The Strategic Manager (Benefits) continues to attend national DWP/LA Welfare Steering Groups. These meetings enable input into shaping and influencing current and proposed operational and Government grant funding matters, Universal Credit plans, tackling fraud and error and data share.

Fraud and Compliance

Whilst Suffolk and Norfolk County Councils continue to support the review of Single Person Discounts, Cambridgeshire has ceased further funding from April 2018. Following a request at Joint Committee June 2018, we have provided a briefing note to East Cambridge and Fenland for discussions with Cambridgeshire County Council. As previously advised, Norfolk County Council have committed to continue providing funding until March 2021 and Suffolk County Council until March 2020, at which point a further review will take place. Whilst work on Cambridgeshire cases continues, without County funding the level of fraud identified will decline if this work is not funded.

Through the ARP Management arrangement with Norwich City Council, we have employed an additional resource from the 1st April 2018, fully funded by Norwich City Council and Norfolk County Council, to undertake similar work for Norwich City Council.

Annual Billing

The Annual Billing 2019/20 project was completed as planned, with all bills and notifications sent out on time. For the 2019/20 billing, an excess of 18,000 bills and notifications were sent out to those customers who opted for online self-service accounts for Council Tax and Housing Benefit across the ARP and this number is continuing to rise each month. With increasing numbers of residents opting to receive their bills and notifications electronically rather than by traditional letter, this will reduce the postal costs to the partnership. The move away from the traditional method of receiving a Council Tax Bill, Business Rates Bill and Benefits notifications by paper reduces the number of letters sent out not only at Annual Billing but also for the daily output from the ARP during the year.

The bulk E-mail advising all customers with online accounts their 2019/20 bill is ready to view online identifies incorrect or obsolete email addresses in order to either assist with the reset of the account or as a last resort send a paper bill to ensure all bills are delivered.

ARP Website

The Anglia Revenues website design has now been enhanced for Housing Benefit for online use to be as straight forward as possible for the customer. This approach has been used for Council Tax, Business Rates and now Housing Benefit.

Analysis is demonstrating the effectiveness of the transactional design of the ARP website, with seven of the most visited pages requiring action by the customer, for example paying council tax or informing of a change, carried out online.

Customer Services Survey

Following consultation with the Customer Services of teams of the ARP, a new shared ARP satisfaction survey has been trialled with encouraging initial results.

From the first 841 surveys received so far:

*92% rated 4 or 5 stars for satisfaction

*58% said service was good/nothing to improve

*7% suggested letters could be improved

*8% to improve call waiting times

*5% experienced online issues

*The survey will continue to run enabling identification of areas for improvement.