



Q4 2018-2019 Performance report

March 2019



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All Partner Councils Combined



Business Rates Collection					
	Q1	Q2	Q3	Q4	
2018/19	£69,705,667	£138,677,128	£204,057,943	£245,375,687	●
Target	£66,831,812	£134,987,938	£199,579,617	£243,892,497	●
2017/18	£70,008,252	£138,603,091	£199,296,902	£237,584,716	●
			Year End Target	£243,892,497	●

Council Tax Collection					
	Q1	Q2	Q3	Q4	
2018/19	£119,257,339	£234,326,636	£350,054,879	£414,474,455	●
Target	£119,028,066	£233,163,816	£347,054,333	£410,581,171	●
2017/18	£111,640,728	£220,308,994	£329,299,369	£389,387,314	●
			Year End Target	£410,581,171	●

Number of Electronic Forms Received					
	Q1	Q2	Q3	Q4	
2018/19	9,079	19,042	28,424	37,899	●
2017/18	8,324	17,230	25,329	31,782	●

Fraud and Compliance	Q4	Yr Target
LCTS	£149,515	£150,000
SPD	£1,056,090	£500,000
Tenancy Fraud	£468,000	£400,000
NDR	£777,169	£125,000
Council Tax	£306,929	£125,000
Fraud Identified	£2,757,704	£1,300,000



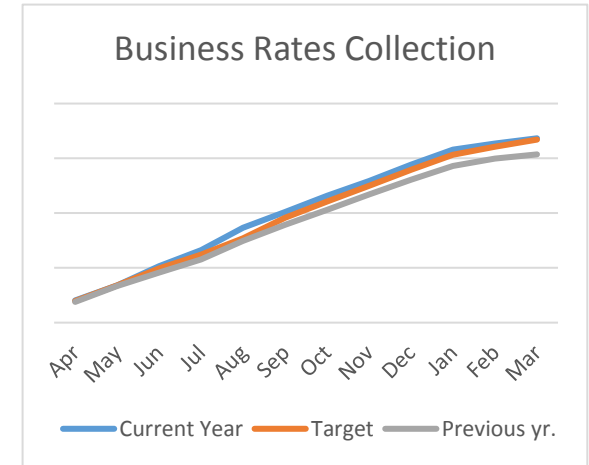
Performance Information March 2018 -19



Business Rates

Business Rates Collection					
	Q1	Q2	Q3	Q4	
2018/19	£ 10,313,258	£ 20,189,166	£ 28,860,184	£ 33,655,722	●
Target	£ 9,886,350	£ 19,116,141	£ 27,886,463	£ 33,414,639	
Refunds	£ 384,686	£ 546,511	£ 732,006	£ 1,014,424	
2017/18	£ 9,116,832	£ 17,836,817	£ 26,094,856	£ 30,716,188	●

Year End Target	£33,414,639	●
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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

Annual targets have been achieved.

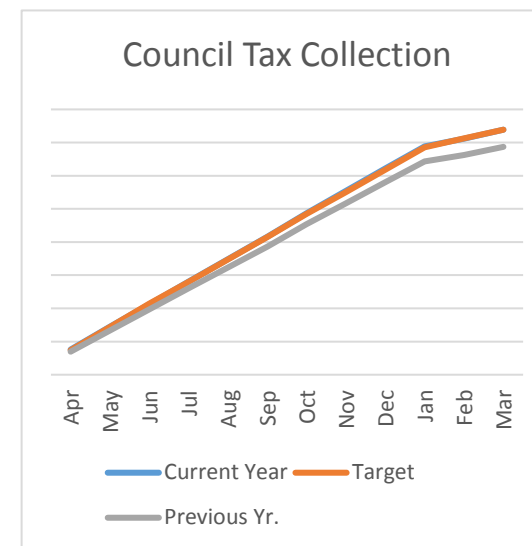


Council Tax



Council Tax Collection					
	Q1	Q2	Q3	Q4	
2018/19	£ 21,259,174	£ 41,587,632	£ 62,159,365	£ 73,886,227	●
Target	£ 21,452,923	£ 41,581,757	£ 61,806,351	£ 73,878,018	
Refunds	£ 196,236	£ 383,340	£ 629,849	£ 879,082	
2017/18	£ 19,723,696	£ 38,673,103	£ 58,013,510	£ 68,710,234	●

Year End Target	£73,878,018	●
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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

Annual targets have been achieved.

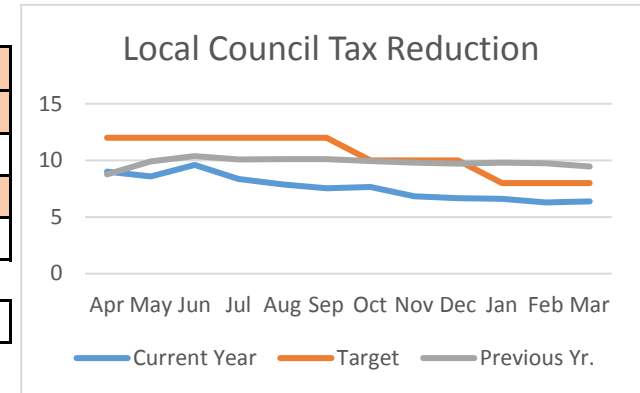


Local Council Tax Reduction



Days to process Local Council Tax Support					
	Q1	Q2	Q3	Q4	
2018/19	9.60	7.54	6.66	6.37	●
Target	12.00	12.00	10.00	8.00	
2017/18	10.38	10.10	9.72	9.45	●

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

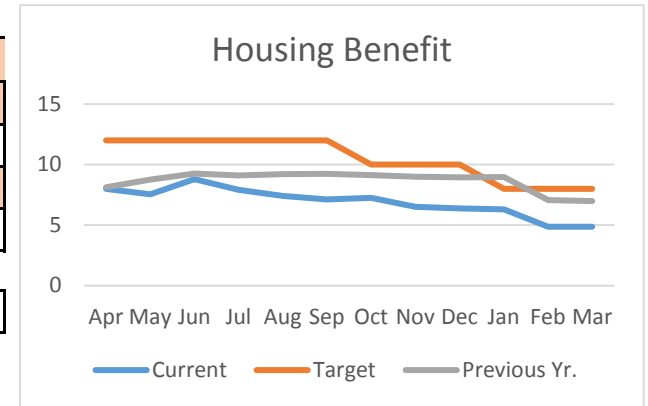
Annual targets have been achieved.

Housing Benefit



Days to process Housing Benefit					
	Q1	Q2	Q3	Q4	
2018/19	8.8	7.13	6.39	4.87	●
Target	12	12	10	8	
2017/18	9.26	9.23	8.96	6.99	●

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

Annual targets have been achieved.



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:

Single Person Discount
Local Council Tax Support
Tenancy fraud
Council Tax & Non Domestic Rates

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. During the year the team have identified several dwellings and businesses either not registered or having had an undeclared change in use that has led to increased charges - in some cases significant higher retrospective charges.

	Q4
Local Council Tax Support	£26,892
SPD	£158,327
Tenancy Fraud	£90,000
Other (Council Tax and NDR)	£83,165
Total Financial savings	£103,193
Fraud Identified	£461,577



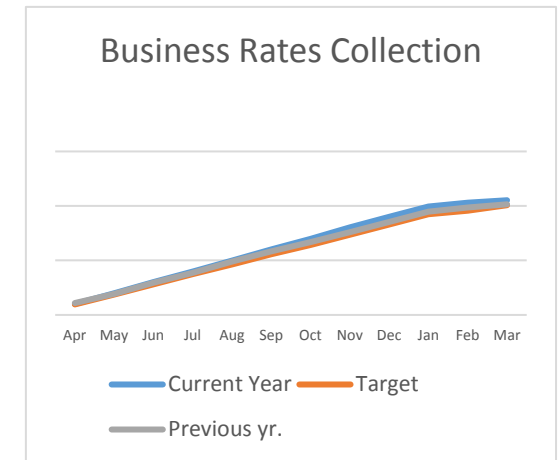
Performance Information March 2018 -19



Business Rates

Business Rates Collection					
	Q1	Q2	Q3	Q4	
2018/19	£ 6,038,653	£ 11,999,640	£ 18,023,396	£ 21,044,862	●
Target	£ 5,604,246	£ 11,115,901	£ 16,611,398	£ 20,136,921	
Refunds	£ 202,186	£ 266,204	£ 344,573	£ 484,275	
2017/18	£ 5,932,195	£ 11,688,553	£ 17,068,668	£ 20,299,860	●

Full Year Target	£20,136,921	●
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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.

Annual targets have been achieved.

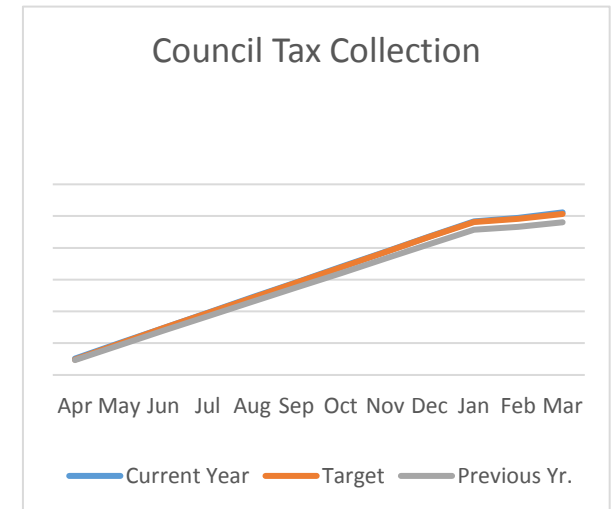


Council Tax



Council Tax Collection						
	Q1	Q2	Q3	Q4		
2018/19	£ 14,815,307	£ 29,169,414	£ 43,593,006	£ 51,168,413	●	
Target	£ 14,770,143	£ 29,097,000	£ 43,450,329	£ 50,669,823		
Refunds	£ 219,892	£ 219,892	£ 400,545	£ 708,577		
2017/18	£ 13,926,273	£ 27,595,309	£ 41,207,865	£ 48,054,762	●	

Year End Target	£50,669,823	●
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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

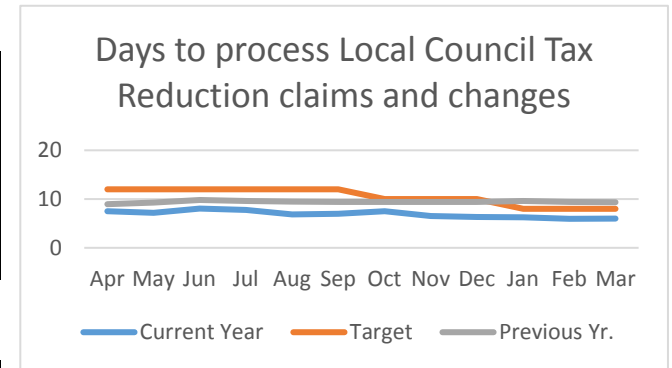
Annual targets have been achieved.



Local Council Tax Reduction



Days to process Local Council Tax Support					
	Q1	Q2	Q3	Q4	
2018/19	8.05	7	6.34	5.99	●
Target	12	12	10	8	
2017/18	9.81	9.43	9.38	9.33	●



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

Annual targets have been achieved.

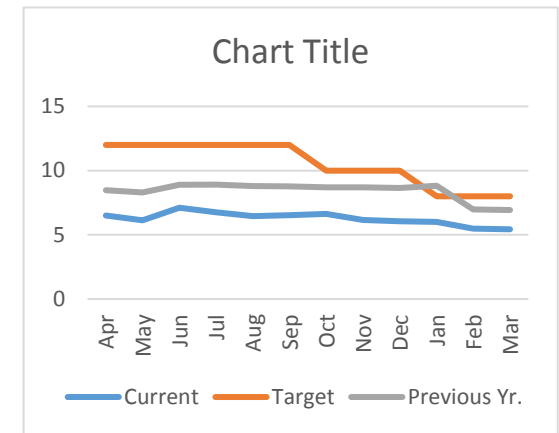


Housing Benefit



Days to process Housing Benefit					
	Q1	Q2	Q3	Q4	
2018/19	7.11	6.53	6.06	5.43	●
Target	12	12	10	8	
2017/18	8.9	8.78	8.64	6.93	●

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

Annual targets have been achieved.



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
- 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. During the year the team have identified several dwellings and businesses either not registered or having had an undeclared change in use that has led to increased charges - in some cases significant higher retrospective charges.

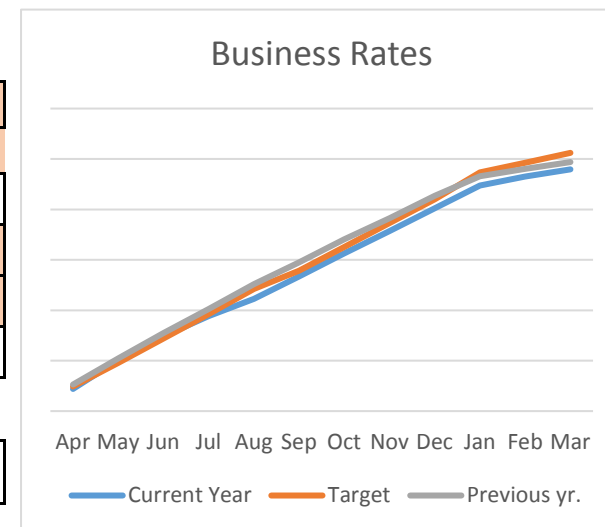
Fraud and Compliance	Q4
Local Council Tax Support	£9,271
SPD	£90,214
Tenancy Fraud	£72,000
Business Rates	£41,690
Council Tax	£81,977
Fraud Identified	£295,152

Performance Information March 2018 -19

Business Rates

Business Rates Collection					
	Q1	Q2	Q3	Q4	
2018/19	£ 7,407,980.0	£ 13,363,473.0	£ 20,109,071.0	£ 23,969,262.0	●
Target	£ 7,199,524.0	£ 13,939,690.0	£ 21,003,422.0	£ 25,604,958.0	
Refunds	£ 229,346.2	£ 1,399,134.7	£ 1,648,069.2	£ 1,780,154.1	
2017/18	£ 7,731,991.0	£ 14,748,603.0	£ 21,362,953.0	£ 24,692,443.0	●

Year End Target	£25,604,958	●
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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 for 2018/19 was under target by £1.636 Million. This can be mainly attributed to a large number of successful appeals against rateable values effective from 2010. In year we have made £1.780M of refunds. However, due to the risk that outstanding appeals has on collection, a provision is made in the accounts for the estimated refunds that may have to be made.



Council Tax



Council Tax Collection					
	Q1	Q2	Q3	Q4	
2018/19	£ 15,322,657	£ 30,338,553	£ 45,271,643	£ 53,286,256	●
Target	£ 15,419,193	£ 29,948,933	£ 44,895,662	£ 52,879,158	
Refunds	£ 185,515	£ 246,254	£ 604,584	£ 801,827	
2017/18	£ 14,313,608	£ 28,375,317	£ 42,536,696	£ 50,100,713	●

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

Annual targets have been achieved.

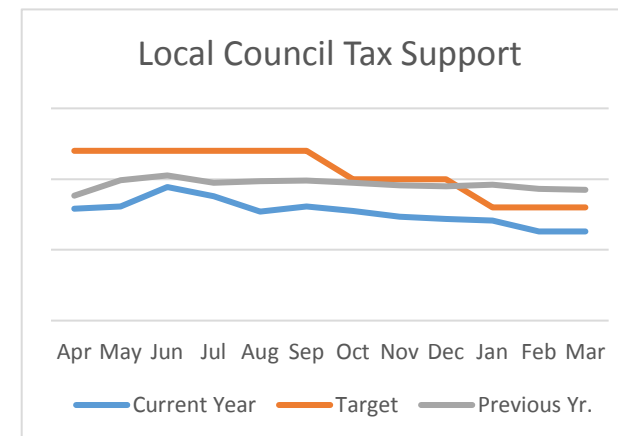


Local Council Tax Reduction



Days to process Local Council Tax Support					
	Q1	Q2	Q3	Q4	
2018/19	9.44	8.06	7.18	6.30	●
Target	12.00	12.00	10.00	8.00	
2017/18	10.26	9.89	9.49	9.24	●

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

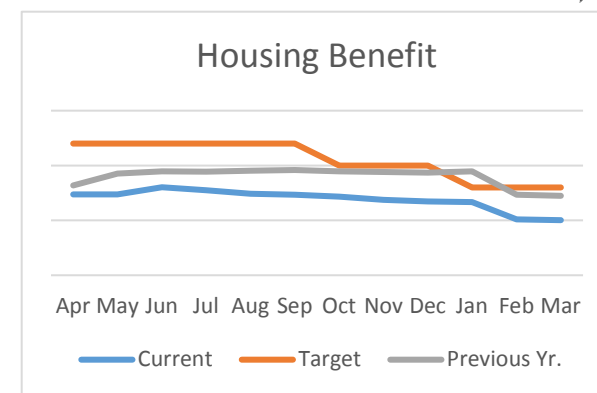
Annual targets have been achieved.



Housing Benefit



Days to process Housing Benefit					
	Q1	Q2	Oct	Q4	
2018/19	8.02	7.33	6.73	5.02	●
Target	12	12	10	8	
Previous year	9.47	9.59	9.35	7.24	●
Year End Target				8	●



Description

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

Narrative

Annual targets have been achieved.



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
- 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. During the year the team have identified several dwellings and businesses either not registered or having had an undeclared change in use that has led to increased charges - in some cases significant higher retrospective charges.

Fraud and Compliance	Q4
Local Council Tax Support	£23,410
SPD	£81,064
Tenancy Fraud	£54,000
Business Rates	£272,736
Council Tax	£23,274
Fraud Identified	£454,484



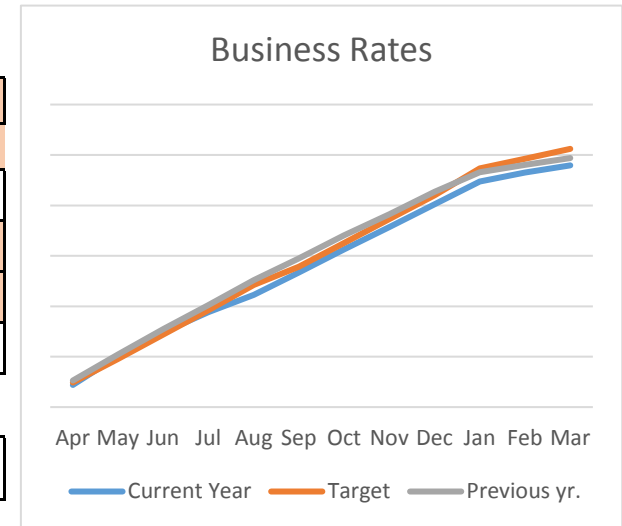
Performance Information March 2018 -19



Business Rates

Business Rates Collection					
	Q1	Q2	Q3	Q4	
2018/19	£ 6,862,608	£ 13,737,813	£ 20,322,812	£ 24,720,283	●
Target	£ 6,342,473	£ 13,088,755	£ 19,543,834	£ 23,972,646	
Refunds	£ 216,659	£ 299,563	£ 501,107	£ 570,989	
2017/18	£ 6,886,707	£ 13,524,059	£ 19,155,981	£ 23,029,748	●

Year End Target	£23,972,646	●
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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

Annual targets have been achieved.



Council Tax

Council Tax Collection					
	Q1	Q2	Q3	Q4	
2018/19	£ 8,586,604	£ 16,925,235	£ 25,362,630	£ 30,326,829	●
Target	£ 8,610,409	£ 16,802,103	£ 25,119,583	£ 29,963,269	
Refunds	£ 92,754	£ 217,627	£ 342,735	£ 483,557	
2017/18	£ 8,096,580	£ 15,910,779	£ 23,787,030	£ 28,373,767	●

Year End Target	£29,963,269	●
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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

Annual targets have been achieved.

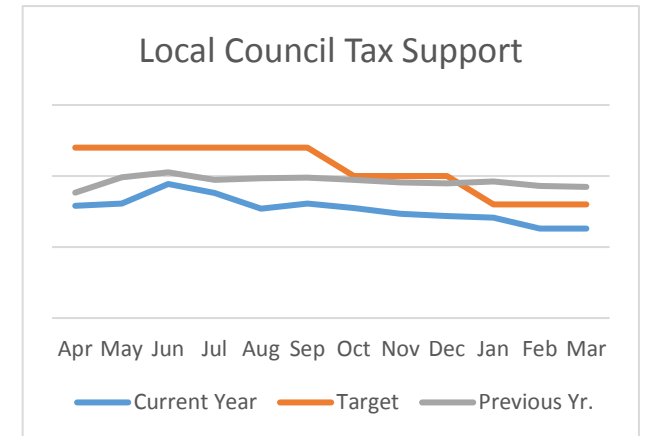


Forest Heath
District Council

Local Council Tax Reduction



Days to process Local Council Tax Support					
	Q1	Q2	Q3	Q4	
2018/19	9.21	7.42	6.93	6.54	●
Target	12.00	12.00	10.00	8.00	
2017/18	10.14	9.62	9.34	9.24	●



Year End Target	8	●
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Description

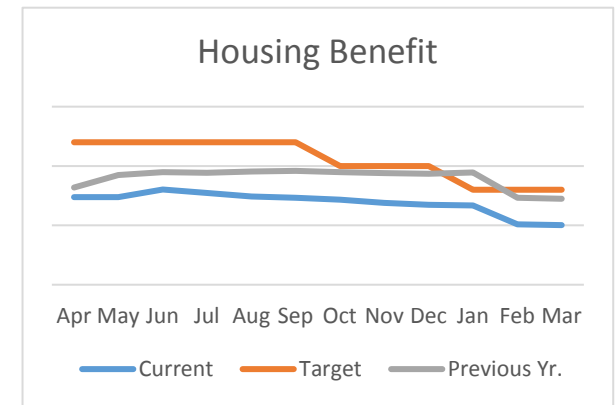
This indicator measures the average number of days to process Council Tax reduction new claims and change of circumstances.

Narrative

Annual targets have been achieved.

Housing Benefit

Days to process Housing Benefit					
	Q1	Q2	Oct	Q4	
2018/19	7.11	7.27	6.13	4.88	●
Target	12	12	10	8	
Previous year	8.38	8.5	8.27	6.75	●
Year End Target				8	●



Description

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

Narrative

Please note we are on target for the current year.

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
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. During the year the team have identified several dwellings and businesses either not registered or having had an undeclared change in use that has led to increased charges - in some cases significant higher retrospective charges.

Fraud and Compliance	Q4
Local Council Tax Support	£30,585
SPD	£207,373
Tenancy Fraud	£90,000
Business Rates	£26,759
Council Tax	£23,794
Fraud Identified	£378,511



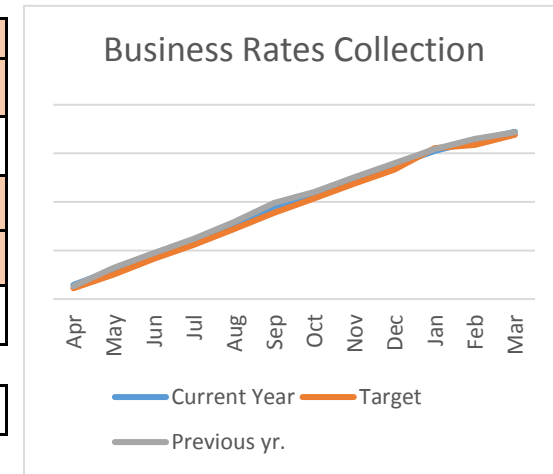
Performance Information March 2018 -19



Business Rates

Business Rates Collection					
	Q1	Q2	Q3	Q4	
2018/19	£ 18,179,139	£ 37,377,862	£ 55,249,821	£ 68,864,219	●
Target	£ 16,485,527	£ 35,584,440	£ 53,313,960	£ 67,643,776	
Refunds	£ 249,032	£ 571,149	£ 777,072	£ 1,051,604	
2017/18	£ 18,861,334	£ 39,664,102	£ 55,969,669	£ 68,680,280	●

Year End Target	67,643,776	●
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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

Annual targets have been achieved.

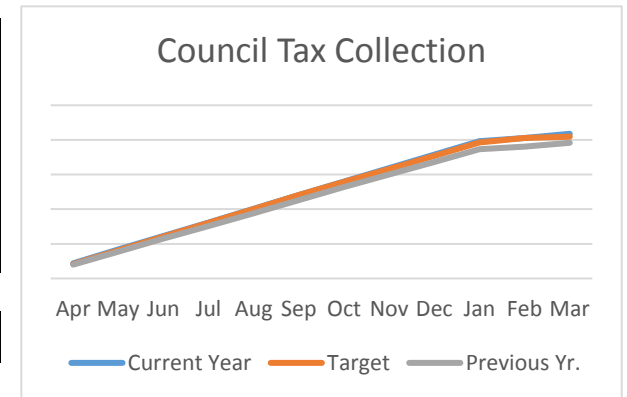


Council Tax



Council Tax Collection					
	Q1	Q2	Q3	Q4	
2018/19	£ 24,606,298	£ 48,232,267	£ 71,506,232	£ 83,524,494	●
Target	£ 24,206,014	£ 48,252,118	£ 70,769,772	£ 81,852,617	
Refunds	£ 334,367	£ 529,715	£ 826,928	£ 1,152,611	
2017/18	£ 23,002,812	£ 45,340,413	£ 67,334,140	£ 78,338,085	●

Year End Target	81,852,617	●
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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

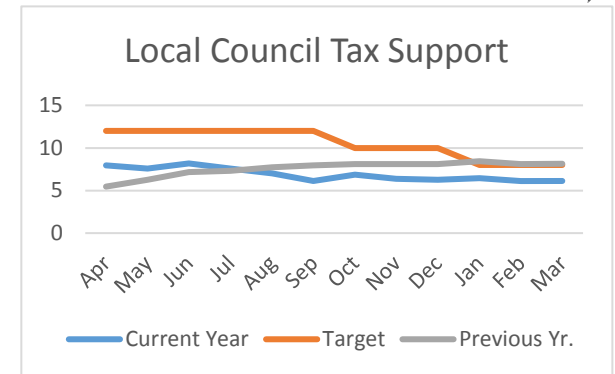
Annual targets have been achieved.



Local Council Tax Reduction



Days to process Local Council Tax Support					
	Q1	Q2	Q3	Q4	
2018/19	8.18	6.12	6.28	6.12	●
Target	12.00	12.00	10.00	8.00	
2017/18	7.17	7.95	8.11	8.14	●



Description

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

Narrative

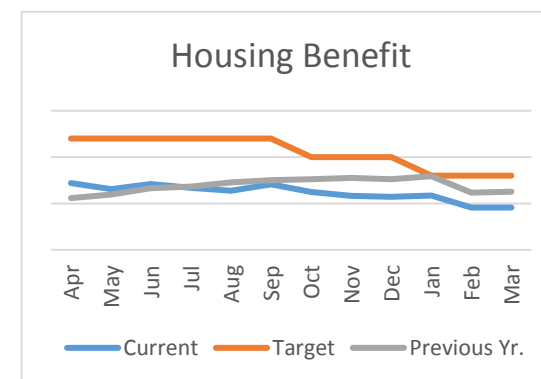
Annual targets have been achieved.



Housing Benefit



Days to process Housing Benefit					
	Q1	Q2	Q3	Q4	
2018/19	7.11	7.05	5.73	4.56	●
Target	12.00	12.00	10.00	8.00	
2017/18	6.65	7.50	7.60	6.26	●



Description

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

Narrative

Annual targets have been achieved.



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
- 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. During the year the team have identified several dwellings and businesses either not registered or having had an undeclared change in use that has led to increased charges - in some cases significant higher retrospective charges.

	Q4
Local Council Tax Support	£20,774
SPD	£211,921
Tenancy Fraud	£0
Business Rates	£142,705
Council Tax	£5,508
Fraud Identified	£380,907.46



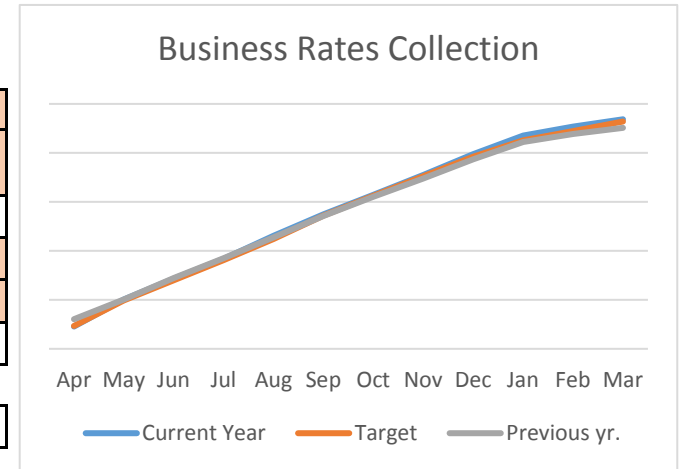
Performance Information March 2018 -19



Business Rates

Business Rates Collection						
	Q1	Q2	Q3	Q4		
2018/19	£ 14,344,109	£ 27,483,039	£ 39,721,395	£ 46,856,255		●
Target	£ 13,990,243	£ 27,168,184	£ 39,192,901	£ 46,401,382		
Refunds	£ 281,524	£ 482,708	£ 874,090	£ 1,034,749		
2017/18	£ 14,421,878	£ 27,129,323	£ 38,700,611	£ 45,108,685		●

Year End Target	46,401,382	●
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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

Annual targets have been achieved.

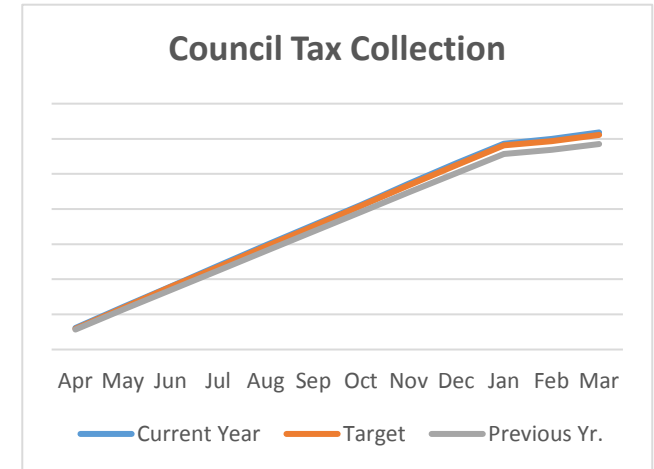


Council Tax



Council Tax Collection						
	Q1	Q2	Q3	Q4		
2018/19	£ 17,954,986	£ 35,465,301	£ 53,006,731	£ 61,803,319		●
Target	£ 17,855,867	£ 35,088,793	£ 52,472,774	£ 61,098,618		
Refunds	£ 151,289	£ 315,011	£ 536,053	£ 763,588		
2017/18	£ 16,892,888	£ 33,597,536	£ 50,242,707	£ 58,501,957		●

Year End Target	61,098,618	●
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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

Annual targets have been achieved.

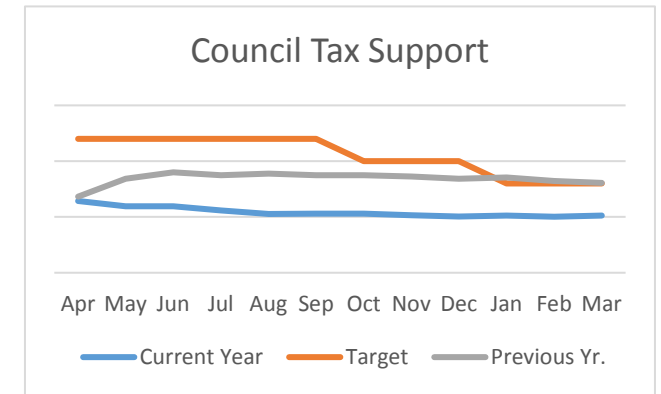


Local Council Tax Reduction



Days to process Local Council Tax Support					
	Q1	Q2	Q3	Q4	
2018/19	5.97	5.29	5.05	5.11	●
Target	12.00	12.00	10.00	8.00	
2017/18	9.00	8.73	8.43	8.04	●

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

Annual targets have been achieved.

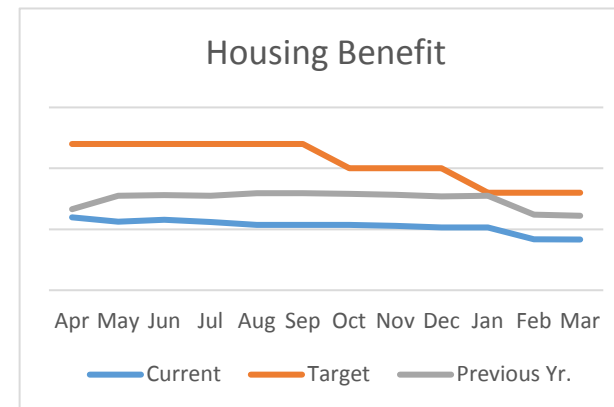


Housing Benefit



Days to process Housing Benefit					
	Q1	Q2	Q3	Q4	
2018/19	5.79	5.36	5.14	4.16	●
Target	12.00	12.00	10.00	8.00	
2017/18	7.81	7.95	7.71	6.11	●

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

Annual targets have been achieved.



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
- Tenancy fraud

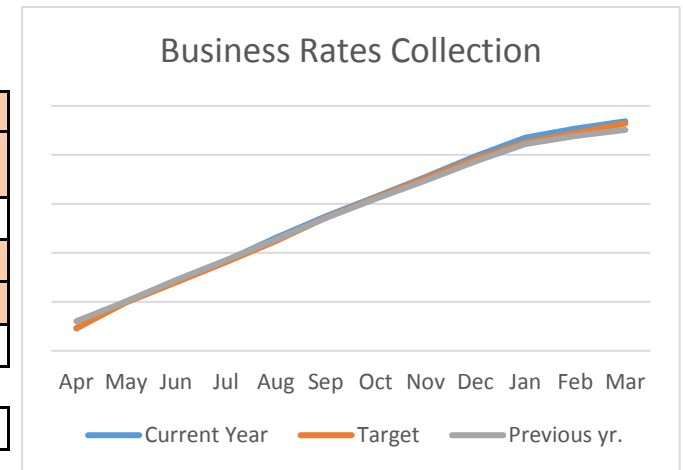
Furthermore, the team are working with Housing Teams and Housing Associations to tackle Right to buy and subletting abuse and are having success in this area. During the year the team have identified several dwellings and businesses either not registered or having had an undeclared change in use that has led to increased charges - in some cases significant higher retrospective charges.

	Q4
Local Council Tax Support	£21,419
SPD	£147,082
Tenancy Fraud	£162,000
Business Rates	£191,402
Council Tax	£43,316
Fraud Identified	£565,218

Business Rates

Business Rates Collection					
	Q1	Q2	Q3	Q4	
2018/19	£ 6,559,920	£ 14,526,135	£ 21,771,264	£ 26,265,084	●
Target	£ 7,323,449	£ 14,974,827	£ 22,027,639	£ 26,718,175	
Refunds	£ 891,243	£ 1,170,098	£ 1,619,722	£ 2,042,799	
2017/18	£ 7,057,315	£ 14,011,634	£ 20,944,164	£ 25,057,512	●

Year End Target	26,718,175	●
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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.

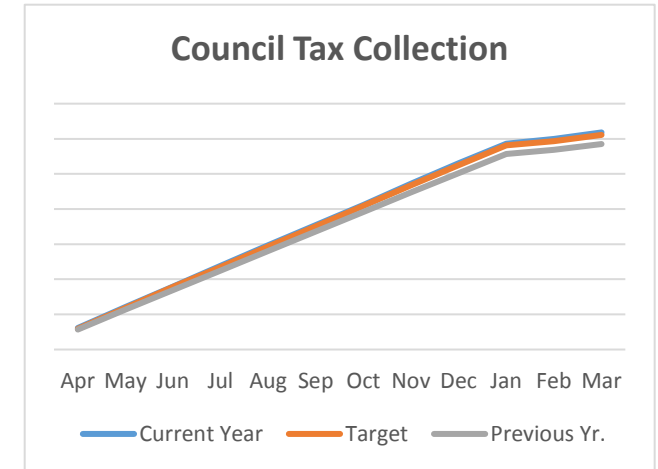
Narrative

Collection for 2018/19 was under target by £453K. Earlier in the year we had to award backdated mandatory charity relief to an organization amounting to £600K which is one of the reasons for the shortfall, however there have also been other backdated refunds of £1M due to successful appeals. Due to the risk that outstanding appeals has on collection, a provision is made in the accounts for the estimated refunds that may have to be made.

Council Tax

Council Tax Collection						
	Q1	Q2	Q3	Q4		
2018/19	£ 16,712,313	£ 32,608,234	£ 49,155,272	£ 60,478,917		●
Target	£ 16,713,517	£ 32,393,113	£ 48,539,862	£ 60,239,668		
Refunds	£ 181,583	£ 397,271	£ 601,757	£ 809,152		
2017/18	£ 15,684,871	£ 30,816,536	£ 46,177,421	£ 57,307,796		●

Year End Target	60,239,668	●
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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.

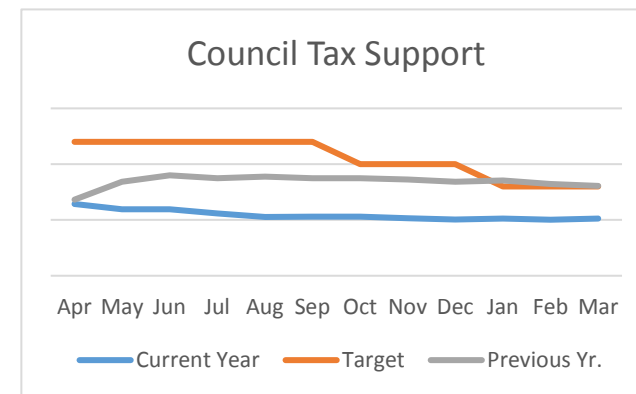
Narrative

Annual targets have been achieved.

Local Council Tax Reduction

Days to process Local Council Tax Support					
	Q1	Q2	Q3	Q4	
2018/19	6.79	6.12	5.65	5.41	●
Target	12.00	12.00	10.00	8.00	
2017/18	7.39	7.78	7.82	7.59	●

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.

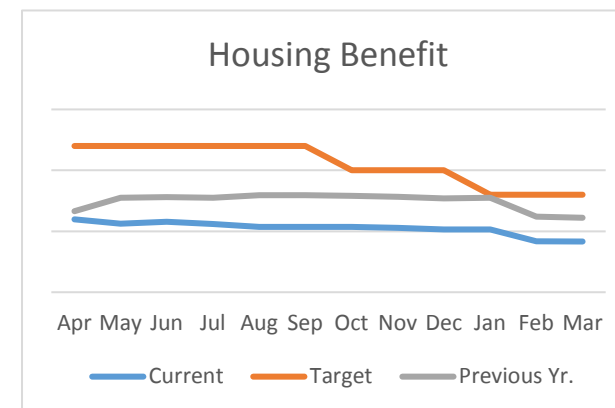
Narrative

Annual targets have been achieved.

Housing Benefit

Days to process Housing Benefit					
	Q1	Q2	Q3	Q4	
2018/19	7.90	7.05	6.51	4.80	●
Target	12.00	12.00	10.00	8.00	
2017/18	8.44	8.99	8.88	6.73	●

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

Annual targets have been achieved.

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
 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. During the year the team have identified several dwellings and businesses either not registered or having had an undeclared change in use that has led to increased charges - in some cases significant higher retrospective charges.

	Q4
Local Council Tax Support	£17,165
SPD	£160,109
Tenancy Fraud	£0
Business Rates	£18,713
Council Tax	£25,868
Fraud Identified	£221,854