



Joint Committee Performance Report

Month 6 September 2022



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Anglia
Revenues Partnership

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All Partner Councils Combined



Business Rates Collection					
	Q1	Q2	Q3	Q4	
2022/23	£ 59,956,790	£ 126,388,945	£ -	£ -	●
Target	£ 61,017,227	£ 125,365,411	£ 185,169,053	£ 230,705,106	●
2021/22	£ 51,853,578	£ 112,789,537	£ 173,398,222	£ 211,763,576	●
			Year End Target	£230,705,106	●

Council Tax Collection					
	Q1	Q2	Q3	Q4	
2022/23	£149,681,569	£287,091,491	£0	£ -	●
Target	£146,538,087	£288,604,156	£431,028,451	£ 503,394,099	●
2021/22	£93,140,084	£272,346,866	£406,747,413	£485,207,215	●
			Year End Target	£503,394,099	●

Number of Electronic Forms Received					
	Q1	Q2	Q3	Q4	
2022/23	56,688	77,347	0	0	●
2021/22	9,121	32,059	52,995	76,378	●
			Year End Target	76378	●

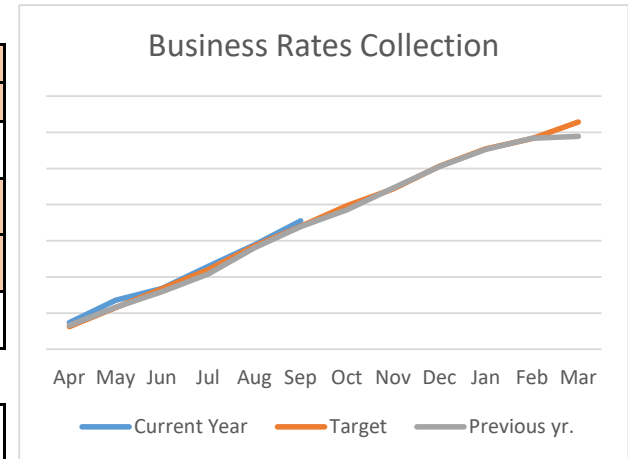
Fraud and Compliance	Q1	Q2	Q3	Q4	Yr Target
Single Person Discount Fraud	£512,630	£880,583	£0	£ -	£500,000
Local Council Tax Support	£66,134	£122,134	£0	£ -	£150,000
Tenancy Fraud	£3,240	£189,240	£0	£ -	£400,000
Other (Council Tax and NDR)	£110,418	£650,391	£0	£ -	£250,000
Fraud Identified	£692,422	£1,842,349	£0	£ -	£1,300,000

Performance Information September 2022

Business Rates

Business Rates Collection							
	Q1		Q2		Q3	Q4	
2022/23	£	8,392,011	£	17,755,633	£ -	£ -	●
Target	£	8,366,400	£	17,009,665	£ 25,289,519	£ 31,425,071	
Refunds	£	1,263,666	£	1,571,225	£ -	£ -	
2021/22	£	7,948,881	£	16,972,674	£ 25,281,050	£ 29,440,830	●

Year End Target	£	31,425,071	●
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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.

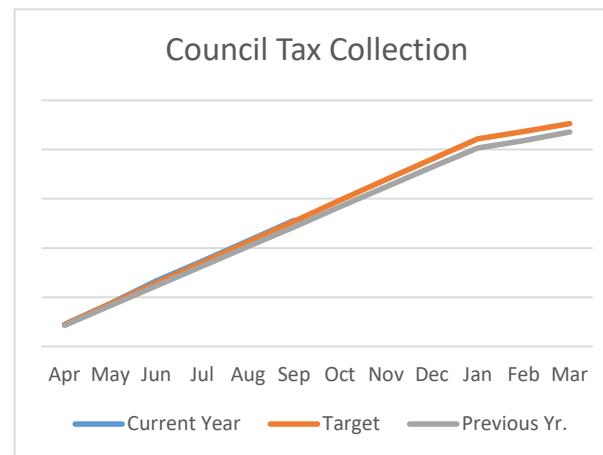
Narrative

Collection is above target. The CARF relief scheme has been successfully administered with over just over £2 million awarded.

Council Tax

Council Tax Collection					
	Q1	Q2	Q3	Q4	
2022/23	£ 26,680,055	£ 51,256,995	£ -	£ -	●
Target	£ 25,792,865	£ 50,822,745	£ 76,116,487	£ 90,541,484	
Refunds	£ 275,093	£ 698,649	£ -	£ -	
2021/22	£ 24,672,337	£ 48,614,835	£ 72,809,733	£ 87,143,136	●

Year End Target	£90,541,484	●
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Description

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

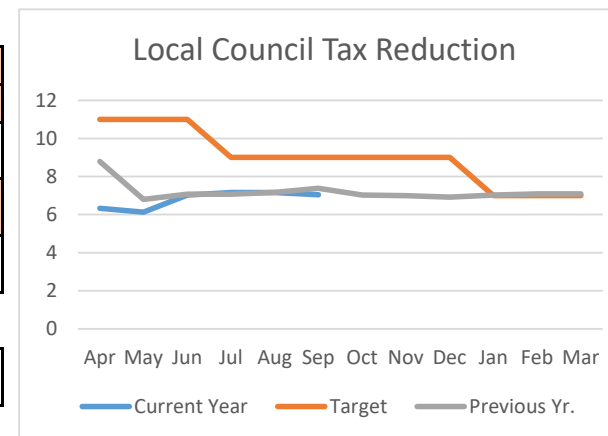
Narrative

Collection remains above target. Energy Rebates for the main scheme were fully awarded by the end of September. Further Recovery has collected in £51,115 to date in 2022/23.

Local Council Tax Reduction

Days to process Local Council Tax Support					
	Q1	Q2	Q3	Q4	
2022/23	7.03	7.05	-	-	●
Target	11	9	9	7	
2021/22	7.08	7.38	6.92	7.09	●

Year End Target	7	●
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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.

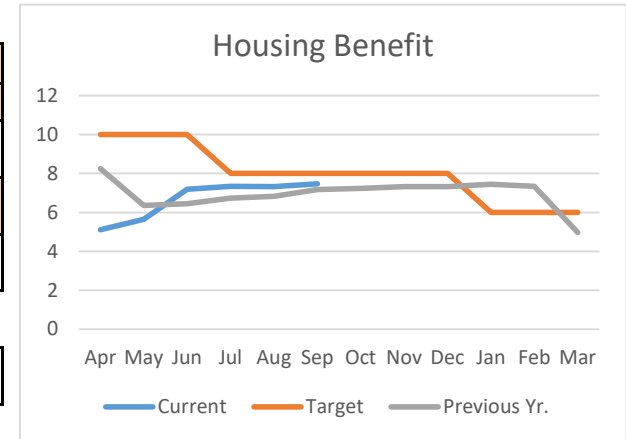
Narrative

This indicator has been met for this period.

Housing Benefit

Days to process Housing Benefit					
	Q1	Q2	Q3	Q4	
2022/23	7.19	7.47	-	-	●
Target	10	8	9	6	
2021/22	6.45	7.18	6.92	4.97	●

Year End Target	6	●
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Description

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

Narrative

This indicator has been met for this period.

Fraud and Compliance

Following the transfer of Housing Benefit fraud to the DWP on the 1 September 2015, the team continue to be 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 and Non Domestic Rates.

The team continue to proactively 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.

The team are also forging closer working relationships with a number of service areas in an attempt prevent and detect fraud and error.

A close working relationship with both Planning Enforcement has resulted in a number of positive outcomes.

More recent discussions with the extended Housing Team has resulted in positive moves and greater planned collaboration

The team continue to work closely with County in the management of the Fraud Hub in Norfolk. This is an attempt to match data sets across County to increase Council Tax and Business Rate income. Funding from Norfolk county continues to support Single Person Discount Reviews. This includes further funding for the roll out of the NFI Premium data matching service in 2023/2024. The team continue to work with both the Covid Grants Team and NNDR in post assurance business rates grants and further investigation and enquiries where required.

Strong performance continues in the identification of Fraud as shown below.

	Q1	Q2	Q3	Q4
Single Person Discount Fraud	£110,292	£183,574	£0	£0
Local Council Tax Support	£8,019	£27,692	£0	£0
Tenancy Fraud	£0	£93,000	£0	£0
Other (Council Tax and NDR)	£49,676	£122,536	£0	£0
Fraud Identified	£167,987	£426,801	£0	£0



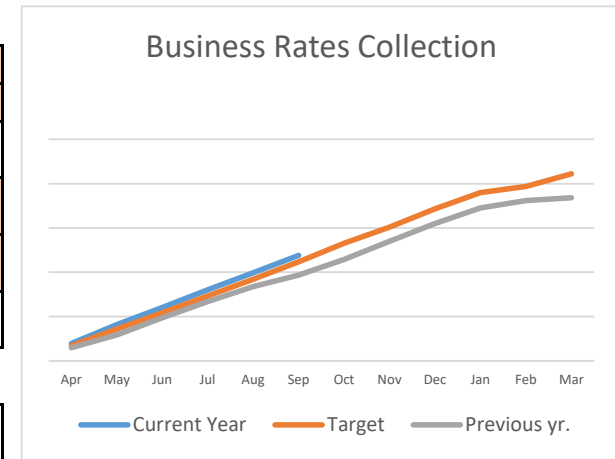
Performance Information September 2022



Business Rates

Business Rates Collection					
	Q1	Q2	Q3	Q4	
2022/23	£ 6,032,224	£ 11,905,740	£ -	£ -	●
Target	£ 5,442,041	£ 11,182,310	£ 17,175,037	£ 21,106,088	
Refunds	£ 155,238	£ 233,226	£ -	£ -	
2021/22	£ 4,854,955	£ 9,670,643	£ 15,508,986	£ 18,410,306	●

Full Year Target	£21,106,088	●
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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

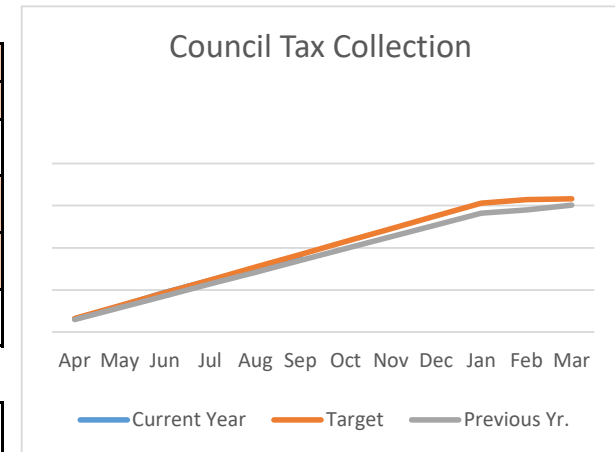
Collection above target to date. CARF awards have been completed at the of September with £1.95 million awarded.



Council Tax

Council Tax Collection						
	Q1	Q2	Q3	Q4		
2022/23	£ 18,778,113	£ 36,286,983	£ -	£ -	●	
Target	£ 18,654,999	£ 36,898,955	£ 55,218,796	£ 63,237,284		
Refunds	£ 207,917	£ 534,043	£ -	£ -		
2021/22	£ 17,191,094	£ 34,009,954	£ 50,890,485	£ 60,238,404	●	

Year End Target	£ 63,237,284	●
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Description

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

Narrative

Collection is slightly behind target at the end of Quater 2 and is being monitored. The main scheme for Energy Rebates was completed by the end of September.

Further Recovery has collected £19,317 to date in 2022/23.

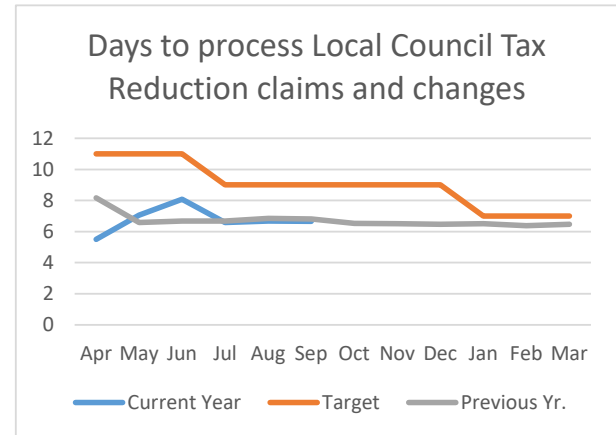


Local Council Tax Reduction



Days to process Local Council Tax Support					
	Q1	Q2	Q3	Q4	
2022/23	8.08	6.66	-	-	●
Target	11	9	8	7	
2021/22	6.68	6.82	8.00	6.47	●

Year End Target	7	●
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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

This indicator has been met for this period.

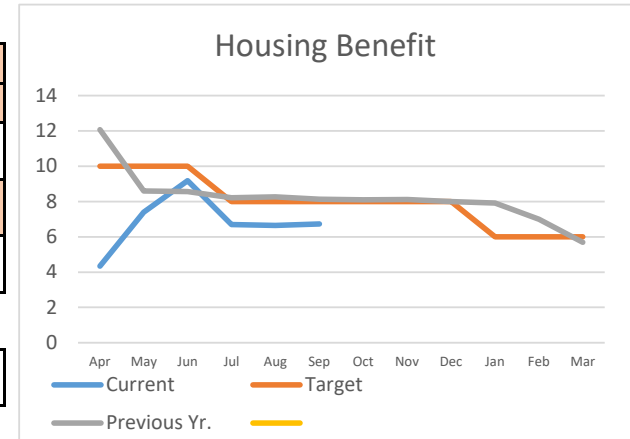


Housing Benefit



Days to process Housing Benefit					
	Q1	Q2	Q3	Q4	
2022/23	9.18	6.73	-	-	●
Target	10	8	8	6	
2021/22	8.57	8.13	8.00	5.69	●

Year End Target	6	●
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Description
 This indicator measures the average number of days to process Housing Benefit new claims and change of circumstances.

Narrative
 This indicator has been met for this period.



Fraud and Compliance



Fraud and Compliance

Following the transfer of Housing Benefit fraud to the DWP on the 1 September 2015, the team continue to be 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 and Non Domestic Rates.

The review of newly awarded Single Person Discounts continues to provide positive outcomes.

The team are working with the largest Social Housing provider in the authority to tackle Right to Buy and subletting abuse.

The team 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.

There has been some recent progression with the Cambridgeshire Fraud Hub and East Camb's DC and Fenland DC approving the business case to extend the Fraud and Compliance work for the two partners. This would align the Fraud and Compliance work currently being carried out for other partners of the Anglia Revenues Partnership as indicated in the fraud savings on the quarterly performance report. This work has again consistently seen savings outweighing the costs of the work in the areas of Local Council Tax Reduction and Single Person Discounts particularly, over several years. County would fund 2 posts for 3 years when agreement finalised. Discussions continue with the County Council to progress this initiative.

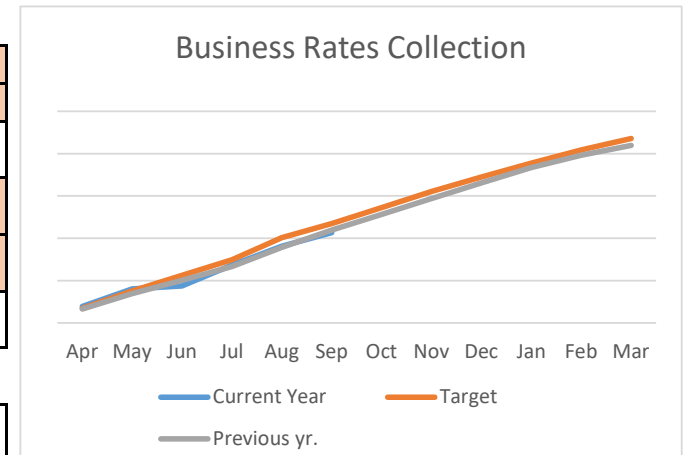
Strong performance continues in the identification of Fraud as shown below.

	Q1	Q2	Q3	Q4
Single Person Discount Fraud	£10,662	£37,769	£0	£0
Local Council Tax Support	£4,787	£18,448	£0	£0
Tenancy Fraud	£0	£0	£0	£0
Other (Council Tax and NDR)	£21,568	£324,698	£0	£0
Fraud Identified	£37,016	£380,914	£0	£0

Business Rates

Business Rates Collection						
	Q1	Q2	Q3	Q4		
2022/23	£ 17,431,378	£ 42,658,428	£ -	£ -		●
Target	£ 22,476,089	£ 46,942,143	£ 68,913,905	£ 87,137,390		
Refunds	£ 6,764,556	£ 8,281,071	£ -	£ -		
2021/22	£ 20,107,177	£ 43,843,831	£ 66,117,817	£ 83,886,513		●

Year End Target	87,137,390	●
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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.

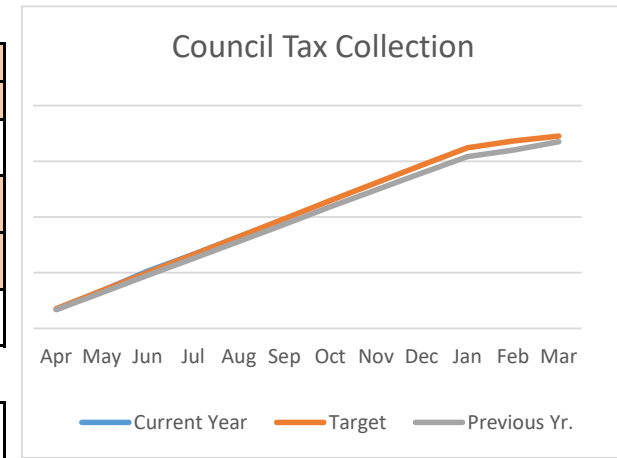
Narrative

Collection is below the target but is affected by a large refund. CARF awards completed at the end of September with £7.9 million awarded.

Council Tax

Council Tax Collection					
	Q1	Q2	Q3	Q4	
2022/23	£ 51,262,165	£ 97,920,907	£ -	£ -	●
Target	£ 50,118,148	£ 98,303,365	£ 146,609,390	£ 172,583,155	
Refunds	£ 509,229	£ 1,449,780	£ -	£ -	
2021/22	£ 47,659,907	£ 93,493,803	£ 139,441,540	£ 167,532,185	●

Year End Target	172,583,155	●
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Description

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

Narrative

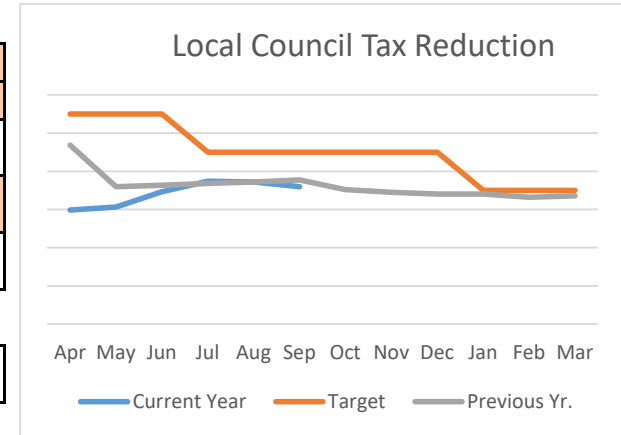
Collection is slightly behind target at the end of Quater 2 and is being monitored. The main scheme for Energy Rebates has been administered by the end of September.

Further Recovery has collected £100,485 to date for 2022/23.

Local Council Tax Reduction

Days to process Local Council Tax Support					
	Q1	Q2	Q3	Q4	
2022/23	6.93	7.19	-	-	●
Target	11	9	9	7	
2021/22	7.27	7.55	6.81	6.72	●

Year End Target	7	●
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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

This indicator has been met for this period.

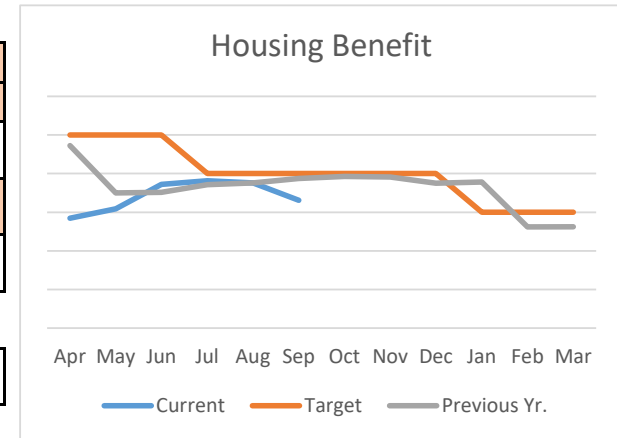


Housing Benefit



Days to process Housing Benefit					
	Q1	Q2	Q3	Q4	
2022/23	7.44	6.62	-	-	●
Target	10	8	8	6	
2021/22	7.03	7.75	7.51	5.25	●

Year End Target	6	●
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Description

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

Narrative

This indicator has been met for this period.

Fraud and Compliance

Following the transfer of Housing Benefit fraud to the DWP on the 1 September 2015, the team continue to be 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 and Non Domestic Rates.

The reviews of NFI SPD matches and newly awarded Single Person Discounts continue to provide very positive outcomes.

The team work closely with the East Suffolk Corporate Fraud Team and ensure the transfer of fraud referrals across the teams.

The team 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.

Work within the NFI SPD review process continues to provide a number of positive outcomes. Suffolk County have agreed to fund a further post in order that the NFI Premium matching service can be utilised. The Fraud Manager is closely involved in the energy rebate scheme and is in the process of creating a Fraud Risk Assessment.

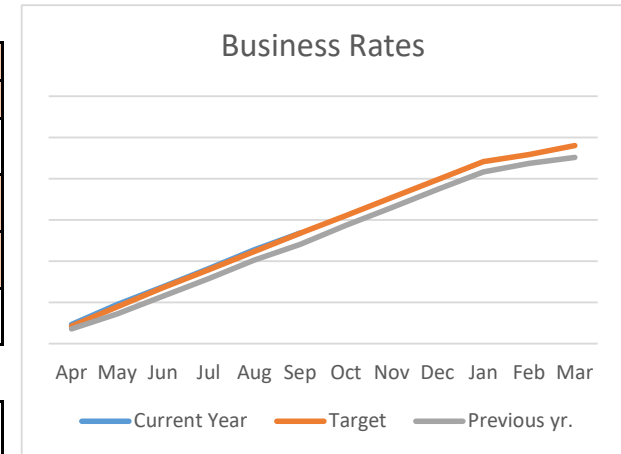
	Q1	Q2	Q3	Q4
Single Person Discount Fraud	£184,887	£326,038	£0	£0
Local Council Tax Support	£34,479	£39,380	£0	£0
Tenancy Fraud	£0	£0	£0	£0
Other (Council Tax and NDR)	£3,077	£19,724	£0	£0
Fraud Identified	£222,443	£385,142	£0	£0

Performance Information September 2022

Business Rates

Business Rates Collection					
	Q1	Q2	Q3	Q4	
2022/23	£ 6,886,502	£ 13,413,855	£ -	£ -	●
Target	£ 6,800,574	£ 13,377,011	£ 19,884,273	£ 24,017,406	
Refunds	£ 473,771	£ 810,074	£ -	£ -	
2021/22	£ 5,750,467	£ 12,027,514	£ 18,696,649	£ 22,579,308	●

Year End Target	£24,017,406	●
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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.

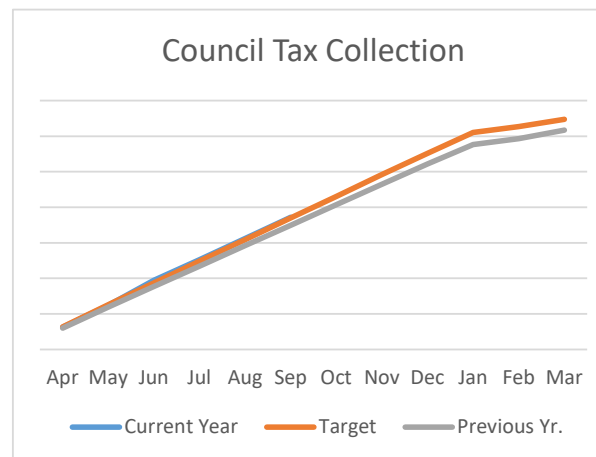
Narrative

Collection is above target.
CARF has been fully administered by the end of September with £1.7 million awarded.

Council Tax

Council Tax Collection					
	Q1	Q2	Q3	Q4	
2022/23	£ 19,437,583	£ 37,186,868	£ -	£ -	●
Target	£ 18,732,751	£ 36,999,469	£ 55,170,838	£ 64,734,624	
Refunds	£ 169,052	£ 500,416	£ -	£ -	
2021/22	£ 17,701,900	£ 34,963,410	£ 52,134,820	£ 61,692,720	●

Year End Target	£64,734,624	●
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Description

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

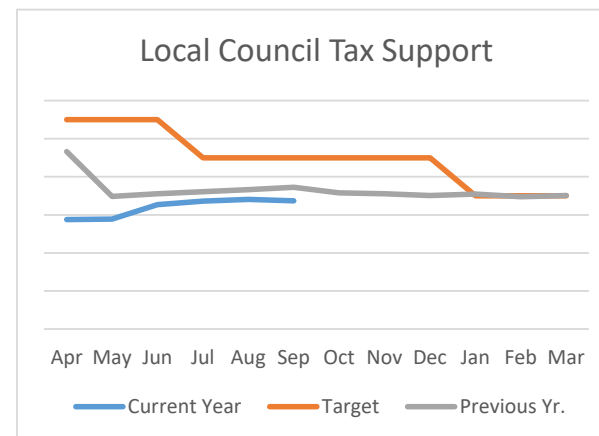
Narrative

Collection is above target. The main scheme for Energy Rebates was administered by the end of September. Further Recovery has collected £108,478 to date in 2022/23.

Local Council Tax Reduction

Days to process Local Council Tax Support					
	Q1	Q2	Q3	Q4	
2022/23	6.54	6.73	-	-	●
Target	11	9	9	7	
2021/22	7.11	7.44	7.02	7.02	●

Year End Target	7	●
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Description

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

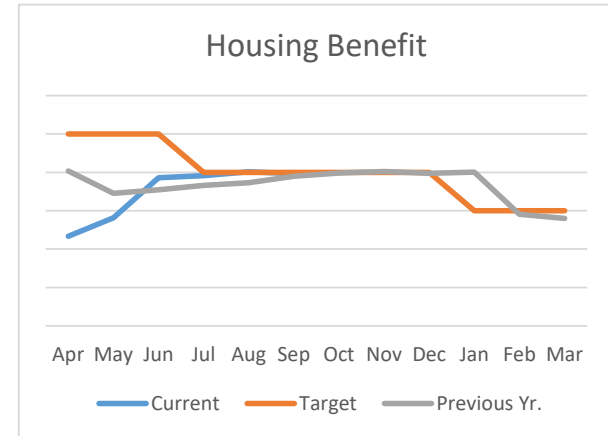
Narrative

This indicator has been met for this period.

Housing Benefit

Days to process Housing Benefit					
	Q1	Q2	Q3	Q4	
2022/23	7.72	7.93	-	-	●
Target	10	8	8	6	
2021/22	7.09	7.79	7.95	5.60	●

Year End Target	6	●
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Description

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

Narrative

This indicator has been met for this period.

Fraud and Compliance

Fraud and Compliance

Following the transfer of Housing Benefit fraud to the DWP on the 1 September 2015, the team continue to be 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 and Non Domestic Rates.

The review of newly awarded Single Person Discounts continues to provide positive outcomes.

The team 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.

There has been some recent progression with the Cambridgeshire Fraud Hub and East Camb's DC and Fenland DC approving the business case to extend the Fraud and Compliance work for the two partners. This would align the Fraud and Compliance work currently being carried out for other partners of the Anglia Revenues Partnership as indicated in the fraud savings on the quarterly performance report. This work has again consistently seen savings outweighing the costs of the work in the areas of Local Council Tax Reduction and Single Person Discounts particularly, over several years. County would fund 2 posts for 3 years when agreement finalised. Discussions continue with the County Council to progress this initiative.

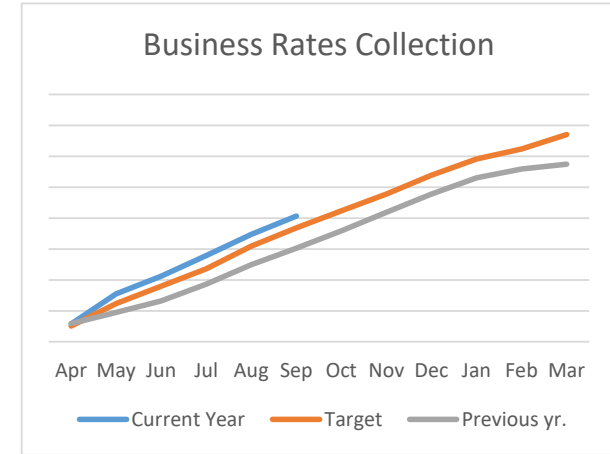
Strong performance continues in the identification of Fraud as shown below.

	Q1	Q2	Q3	Q4
Single Person Discount Fraud	£30,687	£85,969	£0	£0
Local Council Tax Support	£6,033	£16,931	£0	£0
Tenancy Fraud	£0	£0	£0	£0
Other (Council Tax and NDR)	£15,644	£41,369	£0	£0
Fraud Identified	£52,364	£144,269	£0	£0

Business Rates

Business Rates Collection						
	Q1	Q2	Q3	Q4		
2022/23	£ 21,214,675	£ 40,655,289	£ -	£ -		●
Target	£ 17,932,123	£ 36,854,282	£ 53,906,319	£ 67,019,151		
Refunds	£ 403,115	£ 1,125,476	£ -	£ -		
2021/22	£ 13,192,098	£ 30,274,875	£ 47,793,720	£ 57,446,619		●

Year End Target	67,019,151	●
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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

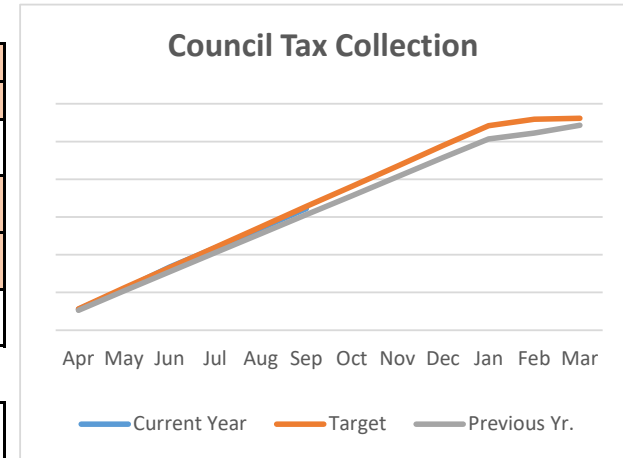
Collection is exceeding target.

CARF has been completed with virtually full allocation paid out by the end September with £4 million awarded.

Council Tax

Council Tax Collection					
	Q1	Q2	Q3	Q4	
2022/23	£ 33,523,653	£ 64,439,738	£ -	£ -	●
Target	£ 33,239,324	£ 65,579,622	£ 97,912,940	£ 112,297,552	
Refunds	£ 366,606	£ 914,117	£ -	£ -	
2021/22	£ 31,052,369	£ 61,264,863	£ 91,470,836	£ 108,600,770	●

Year End Target	112,297,552	●
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Description

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

Narrative

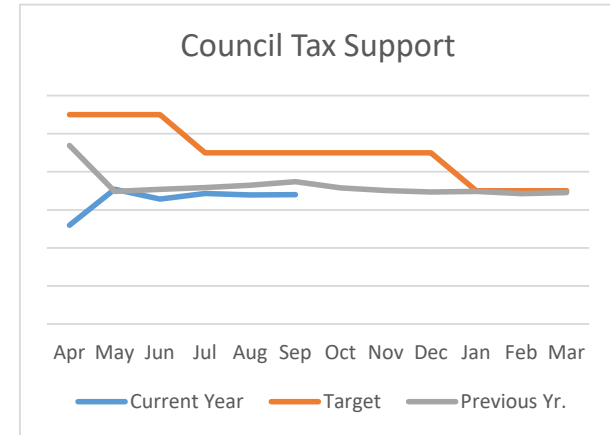
Collection is slightly behind target at the end of Quarter 2 and is being closely monitored. The main scheme for Energy Rebates was completed by the end of September.

Further Recovery has collected £72,733 to date for 2022/23.

Local Council Tax Reduction

Days to process Local Council Tax Support					
	Q1	Q2	Q3	Q4	
2022/23	6.56	6.79	-	-	●
Target	11	9	9	7	
2021/22	7.07	7.47	6.94	6.91	●

Year End Target	7	●
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Description

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

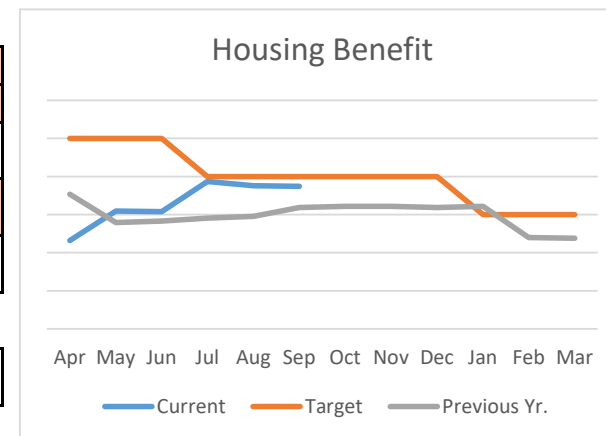
Narrative

This indicator has been met for this period.

Housing Benefit

Days to process Housing Benefit					
	Q1	Q2	Q3	Q4	
2022/23	6.15	7.49	-	-	●
Target	10	8	8	6	
2021/22	5.66	6.37	6.38	4.76	●

Year End Target	6	●
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Description

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

Narrative

This indicator has been met for this period.

Fraud and Compliance

Following the transfer of Housing Benefit fraud to the DWP on the 1 September 2015, the team continue to be 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 and Non Domestic Rates.

The team work closely with the Housing Option Team and also with Housing Associations to tackle Right to Buy and subletting abuse. The team 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. The team are also forging closer working relationships with a number of service areas in an attempt prevent and detect fraud and error. A closer working relationship with Planning Enforcement, Public Health and Housing and Economic Development has had a positive effect. The team continue to assist in post assurance of businesses entitled to the NNDR government business rates grant scheme.

The team continue to work closely with the Internal Audit team to carry out the assurance work.

The NFI SPD review process and SPD New awards continue to provide positive outcomes. Suffolk County have agreed to fund a further post in order that the NFI Premium matching service can be utilised.

Strong performance continues in the identification of Fraud as shown below.

	Q1	Q2	Q3	Q4
Single Person Discount Fraud	£176,103	£247,234	£0	£0
Local Council Tax Support	£12,816	£19,684	£0	£0
Tenancy Fraud	£3,240	£96,240	£0	£0
Other (Council Tax and NDR)	£20,452	£142,065	£0	£0
Fraud Identified	£212,612	£505,223	£0	£0

Service Updates as at September 2022



Enforcement

The team is now fully staffed with Enforcement Agents with a new starter in the Compliance element of the team starting in early October. A new Council has come onboard and a new operating system for the team has been implemented, however we continue to work with the supplier to address some issues.

At the end of September we are forecasting there will be a shortfall against budgeted income for enforcement. Due to the Energy Rebate awards and the cost of living impact, significantly less cases have gone through the recovery process for enforcement action so far this year, whilst the additional partners have sent though less cases than they forecast. Whilst we anticipate this will increase later in the year, we continue to monitor the position.

To the end of September Enforcement has collected debt of £2,131,999 and fees of £524,649.

Further Recovery

Further Recovery has continued strongly with the following values recovered to the end of September.

CTAX	NDR	HBOP	TOTAL
£362,730.08	£133,166.22	£1,594.06	£497,490.36

Council Tax

Collection is slightly behind target at the end of Quarter 2. There is a risk that the collection target will not be met due to the cost of living pressures - this will be closely monitored.

Demand for council tax billing continues at very high levels, in particular the high number of people moving continues to be higher than last year overall. However, outstanding work is higher than hoped for at this time of year, due to an increase in incoming work items and the number of vacancies within the billing team. Moves continue to be processed within a month on average. This is testament to our project to introduce the generic Council Tax Billing Officer role, which provides a resilient team who have been able to switch between billing and benefits to help cope with ever changing workloads and priorities during the past few years, providing increased flexibility to the use of our resources, along with maximising automation functionality. Work has continued on the change of address automation project despite the focus on Energy Rebate administration and we continue to work closely with Capita to further develop the functionality and expand its use.

The additional Energy Rebates paid has had a beneficial effect on collection, however we will continue to monitor the position closely each month in light of the wider economic position.

The Cabinet Office pilot has continued to struggle with incomplete data being returned. Further, we received disappointing news that HMRC will not release all of their data on the cases unless a Date of Birth or National Insurance Number is known. This means that there are a substantial number of cases to progress.

We met the government guidance to pay the Council Tax energy rebate to all direct debit customers by the end of April for all partners and by the end of June we had paid 100% of main scheme payments. The main scheme ended on 30th September. The Discretionary scheme runs until the end of November and we are exploring options to ensure the full allocation is spent for all Partners.

Benefits

Both Council Tax Support and Benefits performance has achieved targets, despite increased demand. We continue to see increases in demand from the continuing high levels of changes of addresses and continue to utilise generically trained staff to focus resource where it is most needed. We have also beta tested and implemented Capita's fraud prevention automation functionality for one LA and are now going live with the remaining four.

The Council Tax Support scheme changes for 2022/23 are now live and have proved a success. The increase in the tolerance rule means that we are now re-assessing claims for less than 10% of reported Universal Credit changes, providing a streamlined scheme with less requirement for evidence and long term steady awards which allow our customers to manage budgets easier. We are now automating 97% of changes in UC.

Non-Domestic Rates

Overall collection exceeds target except East Suffolk due to a large refund.

Work continues with the review of SBRR claims.

All NDR lists are in balance.

Covid Additional Relief Fund (CARF) scheme closed at the end of September with over £17.6 million being being allocated to local businesses throughout the partnership.

There were continued software issues with the final award of Transitional Relief, however these have been resolved and will posted in October.

Work continues with various BIDs in Suffolk.

The Valuation Office Agency are conducting a rating revaluation exercise for businesses for for the 2023/24 rating list. We expect to receive a notification in December.

ARP Systems and Digital

Work is progressing with Capita to review their Digital product working with other LA's to provide feedback from a wider group of Capita users.

We are working with a large Unitary Council where we are sharing our knowledge and experiences, this will be beneficial for ARP in the future.

Work volumes with both System admin and EDMS have been quite high, but through working with the Programme Manager we are making a strong plan of priorities so we can ensure that resources can meet expectations and demands. All ongoing projects have been scored in line with strategic priorities and regular project updates are provided for each team.

The Systems team have focussed heavily on the implementation of the Council Tax rebates, paying £22.2m to direct debit payers by the end of April and 100% of the main scheme by the end of June, placing us in the top 4% of Councils Nationally. The main scheme ended on 30th September and the Discretionary scheme runs until the end of November. We are also starting work with Capita on several new automation projects. Work is planned on amending the system start date, starting with one partner.

Fraud and Compliance

There has been some recent progression with the Cambridgeshire Fraud Hub and East Camb's DC and Fenland DC approving the business case to extend the Fraud and Compliance work for the two partners and negotiations are ongoing. This would align the Fraud and Compliance work currently being carried out for other partners of the Anglia Revenues Partnership as indicated in the fraud savings in the performance report. This work has again consistently seen savings outweighing the costs of the work in the areas of Local Council Tax Reduction and Single Person Discounts particularly, over several years. Once confirmed, recruitment will begin for two further posts within the team. Norfolk County Council had additionally funded one Council Tax compliance Officer for 2021/2022 to continue Single Person Discount reviews for Norwich City Council and any additional work identified through the Norfolk Fraud Hub. Funding from Norfolk County Council has now been secured for two years from April 2022 including funding of the additional post and use of the premium matching service for Breckland and Norwich. Suffolk County Council have also approved an increase in funding from April 2022 for a period of two years. This funding includes the premium matching service and funding for an additional post within the team.

The Fraud Manager and Assistant Fraud Manager have undertaken a review of the Fraud Service at Broadland and South Norfolk Council's. This is on a consultancy basis and a report has been produced detailing findings and recommendations. It is anticipated this will allow opportunities to extend the ARP Fraud offer, subject to a business case. The Fraud Manager is closely involved in the energy rebate scheme, creating a Fraud Risk Assessment.

Better Customer Experience Programme

Our Council Tax change of address portal service continues to be a success, with around 45% of address changes being submitted via this service, with data automation underway.

Further projects on the automation of online direct debit submissions and refund request have been outlined and will complement the change of address service already on offer.

The project team continues to invest resources to implement automation, working closely with Capita to ensure it fulfils its potential. In many instances, ARP acts as a pilot for upgrades and new developments within Capita which ensures a positive working relationship. With the Energy Rebate work coming to an end there will be time to take stock of all existing projects with the Customer Strategy Group and implement an updated priority list.

To increase debtor engagement, Tel solutions was rolled out with a light touch approach in September, with early indications showing an increase in payments following triple touch text, email and voice messages.

A review of ARP website content is planned with the input of the Customer Strategy group. Main areas of review include the job vacancies page, the