

## **Revenues Service Quarterly Performance Report - Quarter 3 2006/07**

Detailed performance information for each Best Value Performance Indicator is given on subsequent pages.

Areas of concern are highlighted in red and areas of good performance are highlighted in green

Council Tax and Business Rate collection performance is strong at the end of Quarter 3, showing significant improvements on performance at the same time last year.

Rent collection performance is reported for information and is also to be reported to the Housing Portfolio Holder.

Rent collection has improved over the last quarter, and whilst still likely to be below target, the shortfall is now projected to be relatively low in the region of 0.5%.

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## Housing and Council Tax Benefit - Assessment of Performance Against DWP Standard

### CPA score matrix

		Performance Measures			
		1	2	3	4
Enablers	1	1	1	2	2
	2	1	2	3	3
	3	1	2	3	4
	4	1	2	3	4

Due to the complexity of analysing the Performance Standard data this information will be reported for the quarter prior to the most recent quarter.

Q1 & Q2 SCDC Score

### Performance Measures

Performance is measured against an expected national standard.

Module	Measure	Description	Weighting	Quarter 1		Quarter 2	
				Result	Grade	Result	Grade
Claims Administration	PM1	Time to process new claims	15%	29.97 days	4	28.54 days	4
	PM2	New claims still outstanding after 50 days	7%	0.00%	4	0.00%	4
	PM3	% New claims assessed within 14 days	5%	83.66%	3	92.46%	4
	PM4	% New private sector claims paid on time	5%	96.00%	4	98.00%	4
	PM5	Average time to process changes of circumstances	12%	12.45 days	3	10.65 days	3
	PM6	% claims calculated correctly	6%	96.00%	2	97.60%	3
	PM7	% Current year HB overpayments recovered	n/a	130.00%	n/a	91.89%	n/a
	PM8	Total % of HB overpayments recovered	n/a	24.00%	n/a	26.23%	n/a
	PM9	% of HB overpayments written off	n/a	0.23%	n/a	0.31%	n/a
<b>Overall assessment for claims administration</b>					<b>3</b>		<b>4</b>
Security	PM10	% cases reviewed by intervention (e.g. visits)	14%	19.89%	4	39.57%	4
	PM11	% potential frauds from HBMS resolved in 2 months	14%	100%	4	100.00%	4
	PM12	% of visits carried out against target	7%	19.89%	4	98.92%	4
	PM13	Number of fraud referrals received	n/a	83	n/a	87	n/a
	PM14	Number FTE fraud investigators employed	n/a	1	n/a	1	n/a
	PM15	Number of fraud investigations completed	n/a	58	n/a	26	n/a
	PM16	Number of successful sanctions	n/a	18	n/a	9	n/a
<b>Overall assessment for security</b>					<b>4</b>		<b>4</b>
User Focus	PM17	% of initial appeals considered in 4 weeks	4%	100.00%	4	55.00%	2
	PM18	% of appeals submitted to appeals service within 4 weeks	7%	100.00%	4	50.00%	2*
	PM19	% of appeals submitted to appeals service within 3 months	4%	100.00%	4	100.00%	4
<b>Overall assessment for user focus</b>					<b>4</b>		<b>3</b>

\* Only 4 appeals were received during quarter 3, but unfortunately 2 were not considered and submitted with four weeks due to staff absences.

<b>Current overall performance score</b>			<b>4</b>		<b>4</b>
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**Housing and Council Tax Benefit - Assessment of Performance Against DWP Standard**

**Enablers**

Enablers are simply measured as being in place or not in place.

Module	Number of Enablers	Quarter 1				Quarter 2			
		Number Achieved	% Achieved	Module score	Weighted %	Number Achieved	% Achieved	Module score	Weighted %
Claims Administration	16	9	56.25%	3		9	56.25%	3	
Security	21	19	90.47%	4		19	90.47%	4	
User Focus	12	5	41.66%	2		5	41.66%	2	
Resource Management	16	9	56.25%	3		13	81.25%	4	
<b>Overall Percentage</b>					<b>66.03%</b>				<b>69.78%</b>

Conversion of % to score is as follows:  
 0% to 25% = 1  
 26% to 50% = 2  
 51% to 75% = 3,  
 76% to 100% = 4

<b>Current enabler score</b>		<b>3</b>		<b>3</b>
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## Council Tax Collection

### Current Year Collection Analysis - £ 000s

### BVPI 9

	Year Start	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target	Last Year
Gross Charge	75,293	75,382	75,451	75,681	75,792	75,883	75,999	76,122	76,280	76,284					
Reductions	-7,430	-7,423	-7,426	-7,524	-7,542	-7,490	-7,537	-7,537	-7,607	-7,569					
Net Charge	67,864	67,959	68,025	68,157	68,250	68,393	68,462	68,585	68,673	68,715					
Council Tax Benefit	-4,349	-4,258	-4,268	-4,292	-4,302	-4,309	-4,321	-4,323	-4,332	-4,340					
Net Amount Collectable	63,515	63,702	63,757	63,865	63,949	64,083	64,140	64,261	64,342	64,376					
Gross Payments	-263	-6,694	-13,082	-19,354	-25,637	-31,919	-38,247	-44,599	-50,851	-57,012					
Refunds	18	30	53	97	138	195	242	316	377	444					
Credits on accounts	0	98	98	67	77	82	99	162	143	153					
Net Payments	-245	-6,566	-12,930	-19,190	-25,421	-31,641	-37,906	-44,121	-50,331	-56,415					
Net payments in month	-245	-6,321	-6,364	-6,260	-6,231	-6,220	-6,265	-6,214	-6,210	-6,084					
Write offs	0	0	0	0	0	0	0	0	0	0					
Outstanding balance	63,270	57,136	50,827	44,676	38,528	32,442	26,234	20,141	14,011	7,961					
<b>Collection Rate (BVPI9)</b>	<b>0.4%</b>	<b>10.3%</b>	<b>20.3%</b>	<b>30.0%</b>	<b>39.8%</b>	<b>49.4%</b>	<b>59.1%</b>	<b>68.7%</b>	<b>78.2%</b>	<b>87.63%</b>				<b>98.8%</b>	<b>98.2%</b>
% Collected in month	0.4%	9.9%	10.0%	9.8%	9.7%	9.6%	9.7%	9.6%	9.6%	9.4%					
Collection Rate Last Year	0.9%	10.4%	20.2%	29.6%	39.4%	48.6%	59.9%	69.5%	78.3%	87.1%	95.5%	97.0%	98.2%		
Difference	-0.6%	-0.1%	0.1%	0.5%	0.4%	0.8%	-0.8%	-0.8%	-0.1%	0.6%					

### Previous Years' Arrears Collection Analysis £ 000's

Arrears b/f at 1/4/06	1,652	1,652	1,652	1,652	1,652	1,652	1,652	1,652	1,652	1,652	1,652	1,652	1,652		
Net Payments Received	0	-194	-346	-410	-500	-562	-621	-666	-699	-720	0	0	0		
Write offs	0	0	0	0	0	0	0	0	-25	-25	0	0	0		
Other adjustments	0	2	-8	50	13	35	56	16	-11	-3	0	0	0		
Balance outstanding	1,652	1,461	1,298	1,292	1,166	1,125	1,086	1,002	917	905	0	0	0		
Percentage of arrears paid	0.0%	11.7%	21.0%	24.8%	30.2%	34.0%	37.6%	40.3%	42.3%	43.6%	0.0%	0.0%	0.0%		

## Non-Domestic Rates Collection

Current Year Collection Analysis - £ 000s

BVPI 10

	Year Start	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
Gross Charge	57,057	57,211	57,180	57,950	57,400	57,512	57,518	57,308	57,438	57,465				
Mandatory Relief	-3,297	-3,299	-4,535	-5,187	-5,192	-5,090	-5,097	-5,134	-5,227	-5,197				
Discretionary Relief	-305	-304	-256	-257	-256	-244	-239	-240	-239	-238				
Small Business Relief	-379	-392	-411	-428	-434	-441	-446	-452	-460	-461				
Net Amount Collectable	53,076	53,215	51,977	52,078	51,517	51,737	51,737	51,482	51,512	51,569				
Gross Payments	-369	-6,354	-12,670	-18,221	-23,719	-28,789	-33,866	-38,687	-43,269	-47,629				
Refunds	0	6	26	273	356	483	555	744	1,053	1,247				
Credits on accounts	0	36	89	37	172	131	184	87	784	238				
Net Payments	-369	-6,312	-12,555	-17,911	-23,191	-28,175	-33,128	-37,856	-41,432	-46,144				
Net Payments in Month	-369	-5,943	-6,243	-5,356	-5,280	-4,984	-4,953	-4,728	-3,576	-4,713				
Write offs	0	0	0	0	0	0	4	0	0	0				
Interest paid	0	0	0	0	0	0	0	0	0	0				
Outstanding balance	52,706	46,903	39,422	34,167	28,326	23,562	18,613	13,626	10,081	5,424				
<b>Collection Rate (BVPI10)</b>	<b>0.7%</b>	<b>11.9%</b>	<b>24.2%</b>	<b>34.4%</b>	<b>45.0%</b>	<b>54.5%</b>	<b>64.0%</b>	<b>73.5%</b>	<b>80.4%</b>	<b>89.5%</b>				<b>99.0%</b>
Collection Rate Last Year	0.2%	9.4%	20.8%	31.7%	42.3%	51.5%	61.4%	69.4%	79.0%	86.2%	96.5%	98.3%	98.6%	
Difference	0.5%	2.5%	3.4%	2.7%	2.7%	2.9%	2.6%	4.1%	1.4%	3.3%				

## Rent Collection

### Current Tenants Collection Analysis - £ 000s

#### BVPI 66a

	Week 4	Week 8	Week 13	Week 17	Week 22	Week 26	Week 30	Week 35	Week 40	Week 44	Week 48	Week 52	Target	Last Year
Rent charged to date	1,498	2,992	4,859	6,352	8,217	9,710	11,202	13,061	14,920					
Estimated annual rent	19,470	19,450	19,438	19,430	19,423	19,421	19,416	19,405	19,396					
Arrears brought forward	514	514	514	514	514	514	514	514	514					
Rent Collectable	19,984	19,964	19,952	19,944	19,937	19,935	19,930	19,919	19,910					
Current tenant arrears	549	580	557	546	503	554	530	486	500					
<b>Actual Collection Rate (BVPI66a)</b>	72.72%	83.45%	89.64%	92.05%	94.24%	94.58%	95.48%	96.42%	96.76%					
<b>Projected Collection Rate (BVPI66a)</b>	97.25%	97.09%	97.21%	97.26%	97.48%	97.22%	97.34%	97.56%	97.49%				98.00%	97.30%
05/06 Actual Collection Rate (BVPI66a)	74.97%	86.49%	89.84%	92.36%	93.32%	93.38%	94.69%	95.51%	95.44%	96.39%	96.96%	97.31%		
05/06 Projected Collection Rate (BVPI66a)	97.56%	97.41%	97.29%	97.24%	97.09%	96.62%	96.89%	96.94%	96.56%	96.94%	97.19%	97.31%		

Project collection rate is based on the current arrears compared against the projected full year debit

### Former Tenant Arrears Collection Analysis - £ 000s

FTA's at 1/4/05	127	127	127	127	127	127	127	127	127
Written off	-	-	-	-	-	-	-	20	20
Current FTA's	132	131	133	133	136	138	140	119	125

### Tenants Owing More Than Seven Weeks Rent

#### BVPI 66b

Total Number of Tenancies (*)	5,593	5,590	5,575	5,583	5,584	5,580	5,561	5,547	5,541		
Total Number > 7 Weeks Arrears (*)	318	395	330	318	316	342	314	294	301		
<b>% &gt; 7 Weeks in Arrears</b>	5.7%	7.1%	5.9%	5.7%	5.7%	6.1%	5.6%	5.3%	5.4%	5.5%	6.0%

### Tenants Receiving a Notice Seeking Possession

#### BVPI 66c\*

Total Number of Tenancies in Arrears (*)	1,489	1,535	1,727	1,592	1,369	1,740	1,567	1,373	1,405		
NOSPs Issued in Month	9	8	37	27	6	4	8	29	19		
Total Number of NOSP Served (**)	9	17	54	81	87	91	99	128	147		
<b>% of Tenants Receiving NOSP</b>	0.60%	1.11%	3.13%	5.09%	6.36%	5.23%	6.32%	9.32%	10.46%	30.0%	20.2%

\* Note: This is an approximate estimate since the number of tenants who have been at arrears at any point in the year cannot be accurately identified at the present time. Instead the number of tenants in arrears at the end of the period has been used. The correct figure will be higher, meaning that the actual % will be slightly lower.

### Tenants Evicted

#### BVPI 66d

Total Number of Tenancies (*)	5,593	5,590	5,575	5,583	5,584	5,580	5,561	5,547	5,541		
Evictions in Month	1	0	1	0	1	0	0	0	0		
Total Number of Evictions (**)	1	1	2	2	3	3	3	3	3		
<b>% of Tenants Evicted</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	0%

\* Figures are as at reported date

\*\* Figures are year to date cumulatives

## Sundry Debt Collection

### Sundry Debt Collection (Cumulative Figures)

	Year Start	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	2005/06
Balance brought forward	318,475	318,475	318,475	318,475	318,475	318,475	318,475	318,475	318,475	318,475				495,360
Invoices raised		347,079	636,278	820,702	1,113,243	1,362,949	1,644,252	2,047,294	2,236,586	2,469,329				3,561,122
<b>Total Invoiced</b>	<b>318,475</b>	<b>665,555</b>	<b>954,753</b>	<b>1,139,177</b>	<b>1,431,719</b>	<b>1,681,424</b>	<b>1,962,727</b>	<b>2,365,769</b>	<b>2,555,062</b>	<b>2,787,805</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4,056,481</b>
Balance outstanding	318,475	513,571	602,092	516,753	579,947	350,775	432,599	600,694	495,128	371,685				318,475
Arrears outstanding	222,427	297,313	355,150	418,537	332,908	207,442	247,609	357,419	347,953	235,572				222,427
<b>Percentage paid</b>	<b>0.0%</b>	<b>22.8%</b>	<b>36.9%</b>	<b>54.6%</b>	<b>59.5%</b>	<b>79.1%</b>	<b>78.0%</b>	<b>74.6%</b>	<b>80.6%</b>	<b>86.7%</b>				<b>92.1%</b>
<b>Percentage outstanding</b>	<b>100.0%</b>	<b>77.2%</b>	<b>63.1%</b>	<b>45.4%</b>	<b>40.5%</b>	<b>20.9%</b>	<b>22.0%</b>	<b>25.4%</b>	<b>19.4%</b>	<b>13.3%</b>				<b>7.9%</b>
<b>Percentage in arrears</b>	<b>69.8%</b>	<b>44.7%</b>	<b>37.2%</b>	<b>36.7%</b>	<b>23.3%</b>	<b>12.3%</b>	<b>12.6%</b>	<b>15.1%</b>	<b>13.6%</b>	<b>8.5%</b>				<b>5.5%</b>

### Aged Debt Analysis

Current month	96,048	216,258	246,941	98,216	165,165	121,023	184,989	243274.25	147,175	136,114				96,048
> 1 month overdue	15,687	89,099	117,428	125,823	81873.33	22,310	39,110	159017.66	121,703	31,883				15,687
> 2 months overdue	6,857	5,656	35,099	69,963	56,216	5,780	7,151	6324.42	42,387	16,191				6,857
> 3 months overdue	199,883	202,558	202,624	222,751	276,692	201,662	201,349	192077.23	183,863	187,498				199,883
<b>Total Arrears</b>	<b>222,427</b>	<b>297,313</b>	<b>355,150</b>	<b>418,537</b>	<b>332,908</b>	<b>207,442</b>	<b>247,609</b>	<b>357,419</b>	<b>347,953</b>	<b>235,572</b>	-	-	-	<b>222,427</b>
Total Outstanding	318,475	513,571	602,092	516,753	579,947	350,775	432,599	600,694	495,128	371,685	-	-	-	318,475

### Aged Debt Analysis as % of Total Charge

Current month	30%	32%	26%	8.6%	11.5%	7.2%	9.4%	10.3%	5.8%	4.9%				2.4%
> 1 month overdue	5%	13%	12%	11.0%	5.7%	1.3%	2.0%	6.7%	4.8%	1.1%				0.4%
> 2 months overdue	2%	1%	4%	6.1%	3.9%	0.3%	0.4%	0.3%	1.7%	0.6%				0.2%
> 3 months overdue	63%	30%	21%	19.6%	19.3%	12.0%	10.3%	8.1%	7.2%	6.7%				4.9%
<b>Total Arrears</b>	<b>70%</b>	<b>45%</b>	<b>37%</b>	<b>36.7%</b>	<b>23.3%</b>	<b>12.3%</b>	<b>12.6%</b>	<b>15.1%</b>	<b>13.6%</b>	<b>8.5%</b>				<b>5.5%</b>
Total	100%	77%	63%	45.4%	40.5%	20.9%	22.0%	25.4%	19.4%	13.3%				7.9%

There is one high value invoice (£10,000+) that is currently unpaid

Development Securities                      £81,006                      3 months + overdue