

Revenues Service Quarterly Performance Report - Quarter 4 2007/08

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

1. Council Tax Collection

At 99.1% collection has improved by 0.3% on last year and is an excellent level of performance.

2. Non-Domestic Rates

Collection performance for 2007/08 has proved to be exceptional at 99.8%.

3. Rent Collection

There has been a marked improvement in rent collection levels which at 98.4% are the highest achieved since at least 2000/01.

The % of tenants more than 7 weeks in arrears has also improved reducing from 4.9% to 3.5%.

The improvement in collection and reduction in arrears has been achieved partly through increased debt recovery activity such as the issue of Notices of Seeking Possession (314 issued in 2007/08 compared to 237 in 2006/07). This increase, combined with the lower number of tenancies in arrears has resulted in a deterioration in the BVPI measuring % tenants in arrears receiving a NOSP from 13.6% to 26.6%.

The % of tenants evicted remains at a very pleasing level of 0% (just seven tenants were evicted in 2007/08)

4. Benefits Performance

4.1 Benefits Processing

New claims processing showed a marked improvement at 20.05 days with claims assessed on average 9 days faster than in 2006/07, and is the highest level of performance since at least 2000/01.

Processing of changes in circumstances at 8.5 days also showed an improvement on last year of almost 2 days.

Accuracy of processing claims improved by 0.8% to 98.4%.

4.2 Benefit Overpayment Recovery

This category of performance is particularly volatile and it is difficult to predict the level of overpayments what will be raised. There was a deterioration in all three indicators compared to 2006/07, however, performance continues to be relatively strong and collection is expected to be in the 2nd quartile.

4.3 Counter Fraud Activity

A reduced target was provided by the DWP for performance measure 10 (reductions in benefit entitlement) following the suspension of the Housing Benefit Matching Service in the wake of the loss of Child Benefit data. The revised target was comfortably superseded

No action is proposed to address BVPI 76b (number of investigations) since this input measure can only be improved by employing additional staff.

Although fewer potential fraud cases were investigated than in the previous year, 51 sanctions were imposed which is an increase of 3. When viewed in conjunction with the low level of investigative resources this indicates an exceptionally high level of performance and suggests that cases for investigation are being selected effectively.

4.3 Performance Standards

Overall performance as measured by the DWP Performance Standard was maintained at the highest level of 4, and improvements were made in a number of performance and enabler categories.

5. Sundry Debt Collection

At 6.3% the arrears of sundry debts were higher than in 2006/07 (4.1%), however, this was primarily due to 5 large invoices in excess of £10K which have subsequently been paid.

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