

Revenues & Benefits Q4 21/22

Indicator	Comment	Frequency	Result	Target	Status	Short Trend	Long Trend
Council Tax - arrears retrieved (£m)	This is a cumulative indicator measuring payments made against council tax arrears brought forward at the start of the financial year. As a result, the direction of travel will always appear red until Q4. The arrears have reduced by £5.086m in total since 1.4.21. Overall arrears are £1.089m more than at the same point in time last year but a further year's council tax has accrued and the Coronavirus pandemic has affected collection and enforcement since March 2020 although during 2021/22 recovery action has restarted which has been reflected in the in-year increase in the amount of Council Tax collected...	Quarterly	5	5	●		↗
% of Council Tax collected	This is a cumulative indicator when payments are due monthly by either 10 or 12 instalments during the financial year. As a result, the direction of travel will always appear red until Q4. By way of comparison performance at the end of Q4 is 0.4% greater than performance in 2020/21. The PI is monitored monthly. The target remained the same as in 2020/21 (96.6%) due to the impact and ongoing uncertainty of the Coronavirus pandemic on collection and enforcement.	Quarterly	97	96.6	●		↗
% National Non-Domestic Rates collected	This is a cumulative indicator when payments are due monthly by either 10 or 12 instalments during the financial year. As a result, the direction of travel will always appear red until Q4. By way of comparison performance at the end of Q4 is 2.4% higher than in 2020/21 due to recovery action restarting in 2021/22 following a suspension of recovery action in 2020/21. The PI is monitored monthly.	Quarterly	96	98.3	●		↗
Time to process housing benefit change of circumstance (days)	Performance is better than target due to the continued workload monitoring and prioritisation that enables changes in circumstance to be processed as soon as possible. This ensures that changes in circumstance are accurate and up to date.	Monthly	4	5	●	↗	↘
Time to process Housing Benefit new claims /changes (days)	Performance is better than target due to the workload monitoring and prioritisation that enables new claims and changes in circumstance to be processed as soon as possible which ensures that new claims and change in circumstance are accurate and up to date. Maintain current level of performance by maintaining prioritisation of work.	Monthly	4	7	●	↗	↘
Time to process new housing benefit claims (days)	Performance is better than target due to the workload monitoring and prioritisation that enables new claims to be processed as soon as possible which ensures that new claims are accurate and up to date. Maintain current level of performance	Monthly	17	20	●		
Cashable savings achieved by Fraud Team (£)	Performance remains above target due to continued focus on casheable savings work. Performance later in the Q3 and Q4 was enhanced by the restarting of the single person discount as expected. Maintain current level of performance	Quarterly	147,894	100,000	●	↗	↘
Non-cashable savings achieved by Fraud Team (£)	Performance is above target. The savings identified have predominantly concentrated on vetting of applications to the Right to Buy scheme which has not seen an impact due to COVID. Maintain current level of performance	Quarterly	3,024,771	2,500,000	●	↗	↗