

Revenue, Benefits & Fraud

Measure Code	Measure Name	This Quarter Actual	This Quarter Target	Last Quarter Actual	Last Quarter Target	-4 Quarters Actual	-4 Quarters Target	DoT	Comments
RBF01	Average time taken to decide a new claim for Housing Benefit	22.5	17.0	18.5	17.0	17.8	17.0		<p>31 Mar 2022</p> <p>This was a poor quarter due to unprecedented demands on resources from Test and Trace and the impact of Info@Work Enterprise being implemented in January. Enterprise will continue to impact performance as processes take longer to complete and some parts of the system do not function as they should resulting in longer work-arounds.</p> <p>It remains unclear at this point if productivity will increase again to pre-system change levels despite users becoming more familiar with the system.</p>
RBF01 (D)	Number of new Housing Benefit claims in period	178		148		225		n/a	
RBF01 (N)	Total days taken to decide new Housing Benefit claims in period	4,584		2,624		4,115		n/a	
RBF02	Average time taken to decide a change event for Housing Benefit	4.4	10.0	5.9	10.0	3.7	5.0		<p>31 Mar 2022</p> <p>Performance has remained strong over the quarter.</p>
RBF02 (D)	Number of change event Housing Benefit claims in period	9,779		2,446		11,380		n/a	
RBF02 (N)	Total days taken to decide change event Housing Benefit claims in period	27,375		16,609		27,838		n/a	

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RBF04	NNDR (Business Rates) in-year collection rate	95.1%	98.4%	73.1%	74.4%	93.5%	98.4%	✓	31 Mar 2022 The economic impact of the pandemic has continued to have an impact on local businesses, despite the continuation of Government funded rate relief schemes. However, although collection rates have not yet returned to pre-pandemic levels, it is good to see that there is an improvement from last year.
RBF05	Council Tax collection rate	97.2%	98.4%	83.2%	84.9%	96.8%	98.4%	✓	31 Mar 2022 The economic impact of the pandemic has continued to have an impact on local residents, affecting the ability of some to make their council tax payments. Although collection rates have not yet returned to pre-pandemic levels, it is good to see that there is an improvement from last year, and also improved collection of arrears from previous years.
RBF06	Council Tax customer contact response (percentage of contacts responded to within 14 days)		98%	77%	98%	82%	95%	?	31 Mar 2022 Data for this measure is not currently available. It is calculated using information recorded in the document management system (Information @ Work). During January this software was moved from an older to a newer version (Enterprise). The report function linked to Enterprise is not yet fully operational, and so we are having to wait for this to be fixed before we can report on this measure
RBF06 (D)	Number of council tax customers contacting DBC in period			8,968		9,972		?	

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RBF06 (N)	Number of council tax customers contacting DBC responded to within 14 days			6,914		8,142		?	