

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 respond to a benefit-related contact from a resident.	12.82		12.22		14.46			<p>30 Jun 2022</p> <p>Following the end of the Self-isolation Support payment scheme, the benefits service has been able to concentrate resources back into the core functions of administering council tax support and housing benefit claims.</p> <p>✗ There remain challenges with the different way that the document management system operates now, which has added extra steps to many processes. The team are continuing to work on these and review processes to see if there are more efficient methods of working.</p>
RBF01 (D)	Number of new benefit-related contact from a resident in period	1,792		1,316		2,799		n/a	
RBF01 (N)	Total days taken to decide new benefit-related contact in period	22,974		16,083		40,471		✗	
RBF04	NNDR (Business Rates) in-year collection rate	26.7%	27.8%	95.1%	98.4%	27.8%	28.7%	✗	<p>30 Jun 2022</p> <p>Due to the large variations in business rate reliefs provided during the pandemic, it is difficult to identify a suitable comparator year to measure performance against. Early indications this year are that there are more businesses struggling to pay than before the pandemic, but that the position may be better than during 2020/21</p>

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RBF05	Council Tax collection rate	30.0%	29.0%	97.2%	98.4%	29.0%	29.8%		<p>30 Jun 2022</p> <p>The processing of Energy Rebate Payments (EBR) to residents means that this indicator is not a real measure of council tax payments made by residents at present. The process we have to follow means that we have paid about £1.3 million of EBR into council tax accounts, and a large proportion of this will subsequently be refunded to residents.</p> <p>Overall this means that the actual collection rate at the moment could be anywhere within the range of 29.0% to 30.0%. We expect that the impact of EBR processing will have disentangled from the council tax collection rate by the end of quarter 2, leaving us more able to understand the actual situation.</p>
RBF06	Average time taken to respond to a council tax related contact from a resident	12.24							<p>30 Jun 2022</p> <p>The major focus of the team during this quarter has been work which links to the Energy Bills Rebate (EBR). This does mean that other items of council tax related correspondence are not being looked at so quickly, and so performance on this measure is likely to drop over the next couple of months as the EBR work finishes and the team catch up with the outstanding other work.</p>
RBF06 (D)	Number of council tax customers responded to in period	10,314							
RBF06 (N)	Total number of days taken to respond to council tax customers in period	126,276							