

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.	14.64		12.82		9.28			<p>30 Sep 2022</p> <p>The summer period has always been a challenge for the Service. However, the double bank holiday in June put work in a position that has been difficult to recover from. Normally, much of this recovery would happen during September, however the Service has been impacted by some long-term sickness that has reduced capacity.</p> <p> The use of hotels for temporary accommodation has led to additional, more complex work. Often, a customer only stays a few nights at a hotel before they are moved to a different one, resulting in the Service having to process a new claim and multiple changes for a customer at the same time.</p> <p>Full case reviews continue to be resource intensive as they are identifying large numbers of historical un-notified changes. Not only is it time consuming getting the information from residents, it is also complex to re-calculate entitlement.</p>
RBF01 (N)	Total days taken to decide new benefit-related contact in period	35,659		22,974		29,153		n/a	
RBF04	NNDR (Business Rates) in-year collection rate	51.2%	46.7%	26.7%	27.8%	46.7%	47.3%		<p>30 Sep 2022</p> <p>The collection level is currently at its strongest position since the pandemic, although still slightly lower than at the end of September 2019. However, we are yet to see the impact of energy price increases on businesses, and so we remain uncertain about how this may affect the collection level across the rest of the year.</p>

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RBF05	Council Tax collection rate	56.5%	56.1%	30.0%	29.0%	56.1%	57.0%		30 Sep 2022 The collection level is showing continued improvement towards pre-pandemic levels, although it has not yet returned to them. The uncertainty over the cost of living and increases in energy bills means that we are unclear as to whether this trend will continue during the remainder of the year.
RBF06	Average time taken to respond to a council tax related contact from a resident	20.24		12.24					30 Sep 2022 The work needed to process the Energy Bills Rebate has been carried out by officers in the council tax team, and so this has led to a build up of 'normal' work. The increased average time this quarter is a reflection of this reduced capacity, but we anticipate that performance should start to recover during quarter 3 following the ending of the Energy Bills Rebate scheme. However, this is also depends on the impact of the wider economy, and the possibility of increased contacts from residents with concerns about paying their bills over the next few months.