

APPENDIX 8

COLLECTION RATES and FINANCIAL INDICATORS

	Latest Volumes	Yearly target	2007/08 Actual	2008/09 Actual	2009/10 Actual	2010/11 Actual	2011/12 Actual	2012/13 Actual	2013/14 Actual	District Average	Target Met 13/14
Council Tax in-year Collection	£44.2m	97.40%	96.00%	96.70%	97.30%	97.80%	97.90%	97.90%	97.80%	98.10%	Yes
Council Tax Arrears Collection	£3.8m	26.70%	NR	NR	26.70%	22.70%	22.30%	23.40%	22.10%	NP	No
Business Rates Collection	£22.4m	96.10%	94.00%	94.50%	96.10%	97.40%	97.10%	98.30%	98.10%	98.10%	Yes
Recovery of Housing Benefit Overpayments	£0.5m	34.20%	30.80%	30.00%	34.20%	31.90%	31.50%	39.50%	37.50%	NP	Yes
Sundry Debtor Collection (incl. Arrears)	£4.6m	82.60%	NR	NR	82.60%	90.40%	87.20%	90.60%	78.90%	NP	No
Benefits - Speed of Processing (Average Time)											
New Claims (Calendar Days)	3,519	18 Days	27 Days	25 Days	25 Days	20 Days	16 Days	16 Days	17 Days	22 Days	Yes
Change of Circumstances (Calendar Days)	28,502	8 Days	8 Days	12 Days	12 Days	13 Days	7 Days	7 Days	14 Days	12 Days	No
Financial Efficiency											
Percentage of Invoices paid within 30-days	5,100	97.50%	94.40%	93.90%	97.00%	96.90%	97.10%	98.20%	96.40%	NP	No
Percentage of Invoices paid within 10-days	5,100	65.00%	NR	NR	NR	NR	74.40%	80.60%	69.10%	NP	Yes
Number of Payments made Electronically	36,000	90.00%	NR	NR	NR	NR	91.30%	93.70%	98.30%	NP	Yes

NOTES

NR - Not recorded

NP - Not reported

District Averages - Collection Rates are 2012/13 and Benefits Processing is up to December 2013

2010/11 - First year under the the Corporate Services Partnership