

**Vale of White Horse District Council (VWHDC) &  
South Oxfordshire District Council (SODC)  
Financial Services Contract  
March 2010 Summary**

Highlights
<p><b>2009/10 council tax in-year collection rate</b> of <b>98.63%</b> for VWHDC is <b>0.19%</b> higher than last year and SODC's collection of <b>98.51%</b> is <b>0.18%</b> higher than last year. These are best recorded in-year collection rates.</p> <p><b>2009/10 NNDR in-year collection rate</b> for VWHDC is <b>0.37%</b> higher than last year and SODC is <b>0.43%</b> higher than last year.</p> <p><b>Accounts Receivable</b> – All <b>811</b> invoices were created within the 5 working day target.</p>
General Comments
<p>Council tax annual bills and Benefit end of year up-rating letters have understandably impacted on service performance for March. Correspondence received significantly increased and the Contact Centre handled approximately 20,000 Revenues and Benefit calls during March alone.</p>
Council Tax
<p><b>Percentage of council tax collected</b> – Final in-year collection is <b>98.63%</b> for VWHDC and <b>98.51%</b> for SODC, against an end of year target of <b>98.60%</b> for both councils. These are best recorded in-year collection rates.</p> <p>The in-year collection for VWHDC is <b>0.19%</b> higher than last year (<b>98.44%</b>), whilst SODC is <b>0.18%</b> higher (<b>98.33%</b>).</p> <p>The collection rates for 2007/2008 and 2008/2009 currently stand at <b>99.46%</b> and <b>99.30%</b> respectively for VWHDC and <b>99.21%</b> and <b>99.12%</b> respectively for SODC.</p> <p>Direct debit take-up for March 2010 is <b>76.56%</b> compared to <b>74.75%</b> last month for VWHDC and <b>74.03%</b> compared to <b>73.08%</b> last month for SODC.</p> <p>VWHDC outstanding correspondence currently stands at <b>305</b> items (equates to approximately <b>2</b> days worth of incoming post) compared to <b>179</b> last month. SODC outstanding correspondence figure currently stands at <b>531</b> (which equates to approximately <b>3.2</b> days worth of incoming post) compared to <b>223</b> last month. The sharp increase from that of last month is due to the impact of the 2010/11 annual bills being dispatched. All correspondence and refund requests for both authorities are within target.</p> <p>There were no issues to report following the final March 2009/10 recovery run for either council.</p> <p>Equita (bailiffs) collected <b>£49,345.38</b> and <b>£96,045.82</b> during March for VWHDC and SODC respectively. Their year-to-date collection figure is <b>£477,258.91</b> and <b>£692,294.64</b>.</p>

One 'flooded' case in VWHDC remains empty.

### Business Rates

**Percentage of business rates collected** – Final in-year collection, excluding debit deferred by the Government's new NNDR deferral scheme, is **98.94%** for VWHDC and **98.87%** for SODC, against a year end target of **98.60%**.

Again, excluding deferred debit, VWHDC is **0.37%** ahead of last year (**98.57%**) and SODC is **0.43%** ahead (**98.44%**).

Collection including deferred debit would be **98.60%** for VWHDC and **98.34%** for SODC (see comparison table below).

NNDR Collection Nov 2009	In-Year collection including deferred debit	In-year collection excluding deferred debit	Difference
VWHDC	98.60%	98.94%	0.34%
SODC	98.34%	98.87%	0.53%

There were no issues to report following the March 2009/10 recovery run for either council.

### Benefits

**New claims** – Monthly performance is **19.74** days for VWHDC and **19.91** days for SODC. Both are within the 20.5 day target.

The year-to-date performance for New Claims for VWHDC and SODC is **24.20** days and **24.75** days respectively. The SODC figure is not the final position as there is still 2 months worth of data to cleanse. The initial year end target was 20.5 days and the recovery target was 24 days.

**Change Events (changes of circumstances)** - Monthly performance is **15.03** days for VWHDC and **17.97** days for SODC.

The year-to-date performance for Change Events for VWHDC and SODC is **14.73** days and **15.20** days respectively.

The Change event data is being reviewed for the entire year as the SHBE extract has given contradictory figures for March.

**Right Benefit Indicator (NI 180)** –The latest performance data is still derived from the SHBE and shows **10,137** changes for VWHDC and **11,853** changes for SODC. This indicator has been abolished by the DWP from 1 April 2010

**Right Time Indicator (NI 181)** - This indicator is a combination of processing times for new claims and change events.

Monthly performance is **16.43** days for VWHDC and **18.62** days for SODC.

The year-to-date performance for N181 for VWHDC and SODC is **16.38** days and **17.00** days, respectively. However, SODC figures are provisional as data cleansing continues.

### Outstanding Work Profile

VWHDC outstanding workload currently stands at **909** items (equates to approximately **8** days worth of incoming post) compared to **307** last month. SODC outstanding workload currently stands at **725** (which equates to approximately **6** days worth of incoming post) compared to **411** last month.

### Overpayments

#### SODC

Year	Total Outstanding	No of Individual Customers	On Arrangement	No of Individual Customers
1995	£4,258.97	1	£0.00	0
1996	£1,335.27	1	£0.00	0
1997	£2,731.53	4	£0.00	0
1998	£17,308.96	7	£0.00	0
1999	£12,785.16	6	£2,133.00	1
2000	£6,884.27	8	£345.83	2
2001	£38,447.11	28	£10,590.77	3
2002	£32,827.22	27	£12,774.58	6
2003	£32,364.60	34	£13,652.66	7
2004	£89,617.02	63	£42,540.82	27
2005	£112,359.24	103	£42,430.31	28
2006	£214,327.99	226	£74,449.44	42
2007	£217,365.18	251	£93,854.99	76
2008	£280,427.05	329	£115,590.11	150
2009	£540,916.38	655	£296,682.75	378
	<b>£1,603,955.95</b>	<b>1,743</b>	<b>£705,045.26</b>	<b>720</b>

44.0% (41.6% prev)

41.3% (40.8% prev)

As at 31 March 2010 the debt from years prior to 2009 has reduced by **£276,607** Whilst in 2009 we have recovered **63.2%** of all debts raised during the year amounting to **£928,658**.

#### VOWH

Year	Total Outstanding	No of Individual Customers	On Arrangement	No of Individual Customers
1996	£20,970.00	1	£20,970.00	1
1998	£17,355.00	2	£0.00	0
1999	£3,437.51	1	£3,437.51	1
2000	£7,861.12	7	£3,713.00	3
2001	£18,454.45	8	£13,985.73	3
2002	£9,778.71	8	£1,879.36	4
2003	£37,588.16	27	£9,025.31	7
2004	£41,934.25	62	£16,961.08	15
2005	£89,285.13	55	£46,923.90	19
2006	£153,436.15	153	£52,691.95	37
2007	£158,209.95	230	£51,869.15	89

2008	£263,242.66	311	£127,881.97	170
2009	£440,751.64	610	£269,439.29	353
	<b>£1,262,304.73</b>	<b>1475</b>	<b>£618,778.25</b>	<b>702</b>
			<b>49.0% (47.7% prev)</b>	<b>47.6% (47.1% prev)</b>

As at 31 March 2010 the debt from years prior to 2009 has reduced by **£242,728**. Whilst in 2009 we have recovered **60.5%** of all debts raised during the year amounting to **£677,403**.

**Accuracy** – An implementation date is being awaited for the Academy Quality Module and a full time Quality Officer started on 1 April 2010.

March in-month financial accuracy based on council statutory checks was **80.65%** for VWHDC and **84.76%** for SODC.

Cumulative year end performance (based on council statutory checks) is **81.71%** for VWHDC and **81.20%** for SODC.

An overarching improvement plan has been formulated to improve accuracy and will be reviewed weekly.

### Exchequer Services

**Payment of invoices within 30 days** – Provisional monthly performance for VWHDC is **97.82%** and **97.13%** for SODC. The provisional year-to-date figures (Inc disputed items to be identified by the service teams) are **94.46%** for VWHDC and **96.02%** for SODC.

Capita target (100% of invoices paid within 5 working days of receipt of correctly authorised payment) - Monthly performance was **100%** for both councils.

### Accounts Receivable

**Invoices created within 5 working days** - Monthly performance was **100%** for VWHDC and **100%** for SODC, with Capita creating **750** and **661** invoices respectively during March within the 5 working day target.

### Financial Management System (FMS)

**99% system availability during supported hours** – System availability was at **100%** during March for SODC and **100%** for VWHDC.

Payroll was processed on time for both councils.

### Purchase Order Usage

March usage for VWHDC was **27.94%**

March usage for SODC was **34.58%**

The target for both of the above is in excess of 90%

### Cash Office (South Oxfordshire only)

Ongoing issues with the new Civica system are being addressed by the Council

### Contact Centre

**Revenues and Benefits calls** - the Coventry contact centre took **8,930** and **10,810** calls for VWHDC and SODC respectively. SLA (% of calls answered within 20 seconds) was **85%** and **85%**. The longest wait times were **948** and **714** seconds and abandoned calls numbered **65** and **59** respectively. Payments totalling **£83,891.41** were collected from SODC council taxpayers.

**SODC switchboard** – **6,461** calls were answered with a further **292** abandoned. **86.6%** of calls were answered within 20 seconds, whilst **92.6%** were answered within 50 seconds. The longest wait time was **462** seconds.

**Assisted Travel** – **253** and **324** calls were answered for VWHDC and SODC respectively with **3** and **9** calls being abandoned for either council. **94%** and **93%** of calls were answered within 20 seconds. A total of **177** and **230** new applications were received for the scheme with a further **15** and **14** pending further information.