

Vale of White Horse District Council - Aged Debt Analysis Report

Business Unit Summary

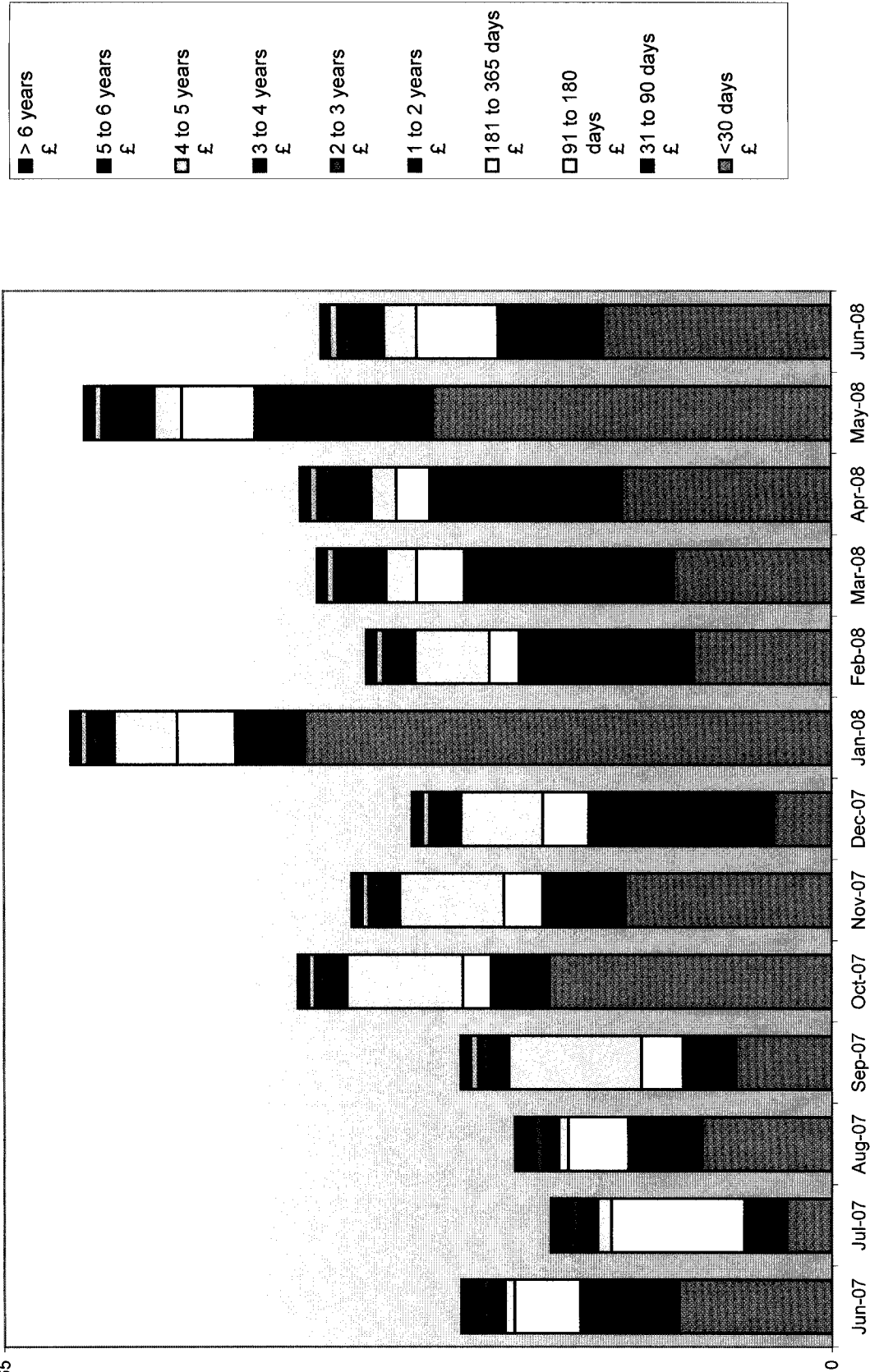
As at: 01/10/08

	Total Outstanding	<30 days	31 to 90 days	91 to 180 days	181 to 365 days	1 to 2 years	2 to 3 years	3 to 4 years	4 to 5 years	5 to 6 years	> 6 years
	£	£	£	£	£	£	£	£	£	£	£
Building Control	40,054.59	32,372.87	7,656.40	25.32	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Commercial Services	44,979.69	(72,479.91)	(6,990.88)	64,931.93	17,551.04	14,713.92	5,491.90	12,493.23	4,830.06	883.67	3,454.63
Communications	1,139.23	0.00	1,139.23	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Community Safety/CCTV	516.95	0.00	0.00	50.00	466.95	0.00	0.00	0.00	0.00	0.00	0.00
Community Strategy	9,000.00	0.00	9,000.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Contact Services	1,155.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Corporate Services - SB	1,614.44	0.00	1,614.44	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Contracts & Procurement	151,361.91	98,284.78	61,765.00	16,532.56	27,286.34	7,329.68	334.00	102.00	178.70	94.05	602.15
Elections	16,070.84	0.00	0.00	16,070.34	0.50	0.00	0.00	0.00	0.00	0.00	0.00
Environmental Health	30,035.76	2,587.23	7,095.94	(454.08)	4,261.07	12,036.61	670.99	280.00	489.73	321.27	2,747.00
Environmental Protection	40.00	0.00	0.00	0.00	40.00	0.00	0.00	0.00	0.00	0.00	0.00
Estates	64,030.13	150.01	117.00	102.00	27,025.39	31,862.80	3,013.68	50.00	373.79	186.56	1,148.90
Finance	4,974.88	0.00	0.00	0.00	6,809.13	(1,834.25)	0.00	0.00	0.00	0.00	0.00
Food/Health & Safety	20,572.87	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Housing & Community Safety	28,152.22	0.00	0.00	0.00	20.00	0.00	1,089.36	2,813.70	13,634.29	0.00	10,394.87
Human Resources	13,291.26	0.00	(83.46)	5,221.15	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Legal & Democratic Services	550.00	0.00	80.00	100.00	0.00	0.00	0.00	0.00	(570.00)	940.00	0.00
Legal Services	7,113.83	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Licensing (Environmental)	173.43	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Mobile Home Parks	188,084.86	12,324.71	175,760.15	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Organisational Change	500.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Organisational Development & Support	19,616.50	607.48	11,750.00	0.00	0.00	6,002.94	1,256.08	0.00	0.00	0.00	0.00
Parks & Open Spaces	3,630.76	0.00	1,686.13	1,944.63	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Planning & Community Strategy	12,268.99	1,541.16	77.16	1,820.67	130.00	7,235.00	840.00	625.00	0.00	0.00	0.00
Property Services	59,723.07	13,567.18	31,994.14	14,161.75	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Ridgeway Services	455,674.49	392,245.56	100.00	67,328.93	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Capita use only	(10,492.66)	0.00	0.00	(674.51)	(8,942.25)	(875.90)	0.00	0.00	0.00	0.00	0.00
<b>TOTAL</b>	<b>1,167,832.04</b>	<b>518,869.89</b>	<b>241,613.88</b>	<b>187,160.69</b>	<b>74,748.17</b>	<b>76,470.80</b>	<b>12,696.01</b>	<b>16,363.93</b>	<b>19,136.57</b>	<b>2,425.55</b>	<b>18,347.55</b>

**ADC GRAND TOTAL** 1,168,333.04 519,369.89 241,613.88 187,160.69 74,748.17 76,470.80 12,696.01 16,363.93 19,136.57 2,425.55 18,347.55

**VOWH**  
**Sundry Debtors - Aged Debt Analysis**

1892409.665



# South Oxfordshire DC - Aged Debt Analysis Report

Business Unit Summary

07-Jul-08

As at:

	Total Outstanding	<30 days	31 to 90 days	91 to 180 days	181 to 365 days	1 to 2 years	2 to 3 years	3 to 4 years	4 to 5 years	5 to 6 years	> 6 years
	£	£	£	£	£	£	£	£	£	£	£
BIS	616.28	171.26	445.02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Building Control	96,222.66	39,968.68	2,752.52	726.38	35,469.19	9,648.79	6,778.65	0.00	878.45	0.00	0.00
Corporate Management Team	898.88	0.00	0.00	898.88	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Corporate Development	31,655.07	211.78	21,443.29	10,000.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Environmental Health	280,371.05	182,802.12	57,511.19	3,378.66	23,712.43	9,630.39	655.00	2,681.26	0.00	0.00	0.00
Facilities	23,109.09	10,017.95	11,091.14	2,000.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Finance	39,762.13	(164.65)	(71.58)	39,321.40	(215.56)	175.25	617.39	0.00	0.00	0.00	99.88
Foxhall Manor Park	109,705.25	(4,649.92)	2,567.93	111,787.24	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Housing Benefits	(5,355.67)	(160.00)	(2,373.37)	(2,822.30)	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Housing	27,827.71	164.41	290.04	3,517.52	3,138.82	14,077.08	4,619.84	2,020.00	0.00	0.00	0.00
Human Resources	140,876.50	12,708.06	35,993.42	17,885.82	18,407.33	17,770.11	22,888.00	8,155.84	1,242.12	378.31	5,447.49
Information Communication Technology	275.58	0.00	0.00	0.00	0.00	275.58	0.00	0.00	0.00	0.00	0.00
Leisure & ED	306,393.73	138,792.33	(16,778.86)	(10,617.03)	40,740.30	102,668.54	21,247.42	13,321.13	3,769.97	4,603.17	8,646.76
Legal & Democratic	2,272.34	86.10	(301.67)	615.18	1,621.11	251.62	0.00	0.00	0.00	0.00	0.00
Planning & Development	554.78	0.00	908.20	(373.42)	0.00	20.00	0.00	0.00	0.00	0.00	0.00
Public Amenities	47,939.79	(269.30)	(997.06)	1,257.76	9,581.86	36,614.30	367.03	1,385.20	0.00	0.00	0.00
#N/A	231.74	0.00	0.00	146.74	85.00	0.00	0.00	0.00	0.00	0.00	0.00
Capita use only	(15,729.58)	(433.71)	(6,358.40)	223.69	(9,161.16)	0.00	0.00	0.00	0.00	0.00	0.00

1,087,627.93 379,245.11 106,121.61 177,946.52 123,379.32 191,131.66 57,173.33 27,563.43 5,890.54 4,981.48 14,194.13



# CAPITA

LOCAL GOVERNMENT SERVICES

Total Calls  
Avg CHT  
Ave Speed of Ans  
Longest Wait Time  
Tax & Bens Calls Aband  
SLA  
Complaints

7045  
135  
10  
233  
52  
86%  
0

Call Backs Generated  
Outcalls

563  
387

Calls Inbound  
Avg CHT  
Ave Speed of Ans  
Longest Wait Time  
Calls Aband  
SLA  
Complaints

4571  
136  
10  
182  
16  
87%  
0

Calls Inbound  
Avg CHT  
Ave Speed of Ans  
Longest Wait Time  
Calls Aband  
SLA  
Complaints

2087  
103  
10  
233  
36  
85%  
0

Number of Payments Taken  
Revenue Taken

434  
£91,900.33

WATER SUPPLY REPORT

Date	Current Year			Overall Total	%	Comments
	Jan	Feb	Mar			
	2008	2008	2008			
01	0	0	0	0	0%	
02	0	0	0	0	0%	
03	0	0	0	0	0%	
04	0	0	0	0	0%	
05	0	0	0	0	0%	
06	0	0	0	0	0%	
07	0	0	0	0	0%	
08	0	0	0	0	0%	
09	0	0	0	0	0%	
10	0	0	0	0	0%	
11	0	0	0	0	0%	
12	0	0	0	0	0%	
13	0	0	0	0	0%	
14	0	0	0	0	0%	
15	0	0	0	0	0%	
16	0	0	0	0	0%	
17	0	0	0	0	0%	
18	0	0	0	0	0%	
19	0	0	0	0	0%	
20	0	0	0	0	0%	
21	0	0	0	0	0%	
22	0	0	0	0	0%	
23	0	0	0	0	0%	
24	0	0	0	0	0%	
25	0	0	0	0	0%	
26	0	0	0	0	0%	
27	0	0	0	0	0%	
28	0	0	0	0	0%	
29	0	0	0	0	0%	
30	0	0	0	0	0%	
31	0	0	0	0	0%	
TOTAL	0	0	0	0	0%	

# CAPITA

LOCAL GOVERNMENT SERVICES

Total Calls  
Avg CHT  
Ave Speed of Ans  
Longest Wait Time  
Tax & Bens Calls Aband  
SLA  
Complaints

4524  
173  
14  
300  
55  
80%  
0

Call Backs Generated  
Outcalls

473  
508

Calls Inbound  
Avg CHT  
Ave Speed of Ans  
Longest Wait Time  
Calls Aband  
SLA  
Complaints

2846  
148  
16  
300  
31  
80%  
0

Calls Inbound  
Avg CHT  
Ave Speed of Ans  
Longest Wait Time  
Calls Aband  
SLA  
Complaints

1170  
213  
14  
293  
24  
82%  
0





# CAPITA

**South Oxfordshire**  
District Council

Listening Learning Leading

## June 2008

### South Oxfordshire Switchboard Calls

Total Calls Offered  
Total Call Answered  
Total Call Abandoned  
Abandonment Rate  
Calls Answered within 20 seconds SLA  
% Calls Answered within SLA  
Calls Answered within 50 seconds SLA  
% Calls Answered within SLA

Average Call Duration  
Average Time to Answer a Call  
Longest Wait Time

### Month to date report

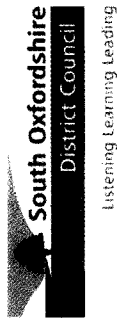
7,144  
6,842  
302  
4.2%  
5,892  
82.5%  
6,550  
91.7%

48  
13  
598

South Oxfordshire  
District Council Switchboard Calls Traffic Report

# CAPITA

## June 2008



	Switchboard Calls						Hits/Call content			
	No of Calls Offered	No Calls Ans. By Advisor	No of Calls Aband	Average Call Duration Seconds	Average Time to Answer Seconds	Longest Wait Time Seconds	Service Level within 20 seconds	Service Level within 50 Seconds	Complaints	Comments
01-Jun										
02-Jun	390	364	26	50	19	384	78	88		
03-Jun	420	399	21	47	17	254	73	87		
04-Jun	340	327	13	47	8	249	89	95		
05-Jun	313	308	5	47	7	98	93	98		
06-Jun	349	336	13	47	13	83	83	91		
07-Jun										
08-Jun										
09-Jun	429	407	22	52	18	290	74	89		
10-Jun	388	369	19	50	11	134	82	93		
11-Jun	362	348	14	46	11	211	84	95		
12-Jun	314	296	18	46	14	204	81	90		
13-Jun	256	250	6	47	12	122	83	95		
14-Jun										
15-Jun										
16-Jun	372	361	11	48	13	598	88	94		
17-Jun	356	345	11	46	14	180	82	92		
18-Jun	326	309	17	44	17	214	78	88		
19-Jun	311	294	17	54	18	412	80	88		
20-Jun	248	238	10	49	11	257	85	95		
21-Jun										
22-Jun										
23-Jun	376	368	8	43	13	259	85	92		
24-Jun	333	325	8	47	12	189	83	92		
25-Jun	312	296	16	47	13	243	84	92		
26-Jun	349	333	16	48	12	197	85	92		
27-Jun	242	226	16	53	13	218	81	89		
28-Jun										
29-Jun										
30-Jun	358	343	15	46	12	232	86	93		
<b>Total</b>	<b>7,144</b>	<b>6,842</b>	<b>302</b>	<b>48</b>	<b>13</b>	<b>598</b>	<b>82.5</b>	<b>91.7</b>	<b>0</b>	



South Oxfordshire Switchboard Statistics

Month to date report

June 2008

	<b>6,842</b>	<b>%age</b>
<b>Total Calls Handled</b>	<b>6,842</b>	<b>97%</b>
<b>Total Peg Codes Used</b>	<b>6,651</b>	<b>9%</b>
Resolved on line	613	9%
Anchor	16	0%
Asbestos	11	0%
Audit/Finance	53	1%
Benefits	175	3%
Building Control East	289	4%
Building Control West	150	2%
Business Rates	29	0%
Capita/Payment	23	0%
Conservation	79	1%
Corp Development	246	4%
Council Tax	407	6%
Council Tax Recovery	0	0%
Oxfordshire County Council	95	1%
Environmental Health Env Prot	281	4%
Environmental Health Food	16	0%
Environmental Health Licences	316	5%
Facilities	58	1%
Fraud hotline (Benefits)	16	0%
Housing	472	7%
Human Resources	107	2%
IT & Communications	208	3%
Land Charges	78	1%
Legal & Demo	286	4%
Leisure & Economic Dev	121	2%
Management Team	126	2%
Monson	136	2%
Pest Control	201	3%
Planning Admin East	268	4%
Planning Admin West	327	5%
Planning Appeals /Enforcements	104	2%
Planning East Officers (various)	51	1%
Planning West Officers (various)	54	1%
Policy	63	1%
Public Amenities	793	12%
Reception	47	1%
Highways	219	3%
Land Registry	24	0%
Forestry	93	1%
	0	0%

**Coventry Business Centre  
Assisted Travel Traffic Report**

**June 2008**

**SUMMARY**

Calls Received	Calls Handled	Ave Wait Time	Calls Aband	Average Call Length	SLA
35	35	10	0	150	94%
42	41	8	1	144	88%
25	23	4	2	126	96%
31	29	24	2	120	90%
29	27	30	2	122	83%
31	30	34	1	288	77%
12	12	19	0	211	83%
22	22	4	0	124	100%
23	23	16	0	183	87%
19	19	3	0	157	100%
20	18	21	2	153	75%
15	15	8	0	205	93%
9	15	5	0	144	100%
18	17	4	1	175	100%
10	10	3	0	121	100%
24	24	7	0	161	92%
19	18	33	1	93	84%
19	19	14	0	127	84%
19	18	9	1	126	95%
17	17	4	0	111	100%
24	24	5	0	147	96%
473	456	13	13	150	88%
208	507	39	9	878	852

Nothing processed as was auditing pending.

11 processed over the phone

## INTERNAL AUDIT SECTION – JULY 2008

### Highlights:

- The section is progressing well with the 2008/2009 joint Internal Audit Plan and all planned audit work is on track.
- Mazars (contractors) are undertaking their first planned audit for the RSSP – SOLL Leisure.
- The Audit Manager will shortly be undertaking the CIPFA Self-Assessment of the section, which will be reported to the next Audit and Corporate Governance Committees.

### Performance:

	Target 08/09	YTD 08/09	Q1 08/09	Q2 08/09
<b>Chargeable</b>	71.5%	65%	64.5%	65.5%
<b>Non-Chargeable</b>	10%	15%	14.5%	15%
<b>Lost</b>	18.5%	20%	21%	19.5%

- Performance continues to improve from 2007/2008, and the Audit Manager remains confident the targets can be achieved.

The Contact Officer for this report is Adrianna Penn, Audit Manager for South Oxfordshire District Council and Vale of White Horse District Council, telephone (SODC) 01491 823544 and (VWHDC) 01235 547615.

## ACCOUNTANCY

### **Highlights:**

- Closedown of 2007/08 – presentation of accounts to committee
- New year budgets, budget books and budget monitoring 2008/09
- Staffing

### **General Comments:**

- Both teams were able to present statements of accounts for 2007/08 to the audit and corporate governance committees at both councils on 30<sup>th</sup> June 2008. The statements of accounts, including the annual governance statement, were duly authorised at the committee meetings, and are now subject to external audit.
- At SODC preparation of the budget books for publication is drawing to a conclusion after a hiatus whilst attention was focussed on final accounts. It is hoped that they will go to print with the next two weeks.
- Budgets for 2008/09 have been loaded onto Agresso since May at VWHDC. Budget holders at Vale have access to view their budget monitoring reports and an initial high level summary report for the first quarter will be discussed at the Vale's SMT on Monday 21<sup>st</sup> July. Uploading of budgets at SODC was completed mid-July and as soon as the system reports that are required to produce the budget monitoring reports are ready, then budget monitoring for the period to the end of June will be distributed.

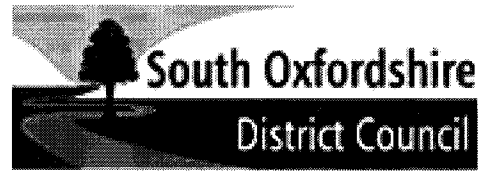
### **Performance:**

- Both teams found the closedown of the accounts immensely challenging and at both sites the statements were submitted late to committee. The amount of change that has taken place in the last 12 months, both in terms of systems, but also staffing, meant that the already onerous task of closedown was made more difficult. In addition, the new accounting requirements in respect of capital accounting, and accounting for financial instruments, added further burdens. Both teams are taking the opportunity to take stock of the closedown process, to identify lessons learned, and to hopefully make closing the accounts for 2008/09 a smoother process.
- At SODC, the problems were exacerbated by the team operating with two posts at reduced hours, as the principal technical accountant continues on a phased return to work from a lengthy period of sickness absence. With final accounts out of the way, consideration is being given to what can be done to best fill the vacant posts at SODC that will alleviate pressure on the team, within existing budgets.
- Both teams are beginning to consider the budget-setting cycle for 2009/10. It is intended to hold a joint team meeting for all of those involved in the budget setting process by the end of August, to agree a harmonised approach. This will involve giving due consideration to how to budget for the proposed joint management team.
- One team member attended a training course on maximising the opportunities for maximising income from charging, and one team member attending a training course covering the current CIPFA consultation on simplifying local government accounts in light of the forthcoming move to International Financial Reporting Standards (IFRS). The training is supplied by the Chartered Institute of Public Finance and Accountancy Financial Advisory Network for which Ridgeway pay an annual subscription.



**Vale  
of White Horse**

**Ridgeway Shared  
Service  
Partnership**



Listening Learning Leading

The contact officers for this report are Alice Brander, chief accountant for Vale of White Horse District Council, telephone 01235 520202 ext 429 and Simon Hewings, chief accountant for South Oxfordshire District Council telephone 01491 823583.



## **INVESTIGATIONS TEAM**

### **Highlights:**

- The Fraud Management System is now fully up and running and the harmonised reporting mechanisms will ensure the management of work will be simplified. The harmonising of this system means we will be able to share resources more efficiently across the two authorities (now Citrix – the operating platform has been implemented) and address performance issues where required.
- The joint team were the two top performing councils in the Benchmarking group (Oxon, Berks and Bucks) for the whole of 2007/2008. We hope to keep this as our team goal and will be ensuring every effort is made to come on top again this year.
- A successful prosecution in June resulted in the first “tagging” order for benefit fraud in Oxfordshire. This should receive good press in July.

### **General Comments:**

- At present the team is comprised of 1 part time (0.6) Senior Investigations Officer (SIO), 1.9 full-time Investigations Officers (IO), 1 full time Administration Officer and 1 part-time (0.4) Administration Officer (AO). An integrity issue arose over one investigation officer which resulted in his dismissal last February 2008. With another investigator leaving this means we are currently 2 full time investigators down. We have been attempting to recruit to one of the posts but have not been successful. We are now waiting for the post to be re-graded to a training post before we re-advertise.
- The team has been very successful during the first year of joint working. It is a well motivated and committed team even though it has been through major changes in the past 17 months. We continue to get good publicity in the local press when we are successful with prosecutions.
- The 2008 National Fraud Initiative (NFI) is now in progress and will data match payroll, benefit, creditor, licensing and pension records. This will extend to council tax and electoral register records in 2009.

### **Quality:**

- The quality of benefit assessing impacts on the quality of a fraud investigation. It is imperative that data is correct if the council's are planning to sanction benefit fraudsters. Verification requirements have to be carried out and calculations need to be correct.
- Housing Benefit Matching Service (HBMS) referrals are being received monthly and whilst some of these referrals have identified non declaration of changes in circumstances, they have also identified errors in the benefit assessment. These are passed to the benefit team leaders to reassess and to ensure that they are

corrected immediately. They are also added to the quality spreadsheet which is sent to the Benefits Manager month.

**Performance:**

	Description	Target 2008/2009 May 2008	Achieved to date – Mar 09
<b>Vale</b>		<b>33 per investigator</b>	
	Cautions	2	6
	Adpens	0	0
	prosecutions	1	1
			<b>7</b>
<b>South</b>		<b>33 per investigator</b>	
	Cautions	0	5
	Adpens	0	0
	Prosecutions	0	1
			<b>6</b>

BVPIs were abolished and replaced by National Indicators from 1 April 2008. There are no specific indicators for fraud and error so a Local Performance Target (LPT) target will be set for both Authorities at 33 sanctions per investigator. This is a very stretching target.

New Key Lines of Enquiry have been introduced which will result in greater scrutiny of the counter fraud function. Work will be undertaken to ensure that compliance is achieved.

The contact officer for this report is Paul Howden, Revenues & Benefits Client Manager for Vale of White Horse District Council and South Oxfordshire District Council, telephone (VWHDC) 01235 540385 and (SODC) 01491 823830.