

**Vale of White Horse District Council (VWHDC) &  
South Oxfordshire District Council (SODC)  
Financial Services Contract  
September 2009 Summary**

**Highlights**

**2009/10 council tax in-year collection rates** for both authorities remain ahead of last year. VWHDC is **0.17%** up on last September and SODC is **0.36%** ahead.

**NNDR collection** is also significantly ahead of last year for SODC. Currently SODC is **1.17%** up on September 2008. VWHDC is currently **0.33%** down on September 2008; however, a significant drop in collection during September 2009 was expected for VWHDC (further detail contained within NNDR section below).

**Benefit's** processing of New Claims has continued to improve with in-month figures of **19.98** days for VOWH and **19.93** days for SODC.

**Account receivable invoices** for both VWHDC and SODC were all created within target, which amounted to **7,601** invoices being raised during September within 5 working days.

**General Comments**

**NNDR** software enhancements have been successfully installed, in order to accommodate the government's "deferred payment" scheme. All applications are currently being assessed and updated accordingly. Statistics will be available during October 2009.

**Exchequer move to Mendip** – there has been a number of problems associated with the move. Capita and the councils have been trying to resolve the problems.

**Council Tax**

**Percentage of council tax collected** – In-year collection to date is **59.37%** for VWHDC and **59.28%** for SODC against a year to date target of **59.40%**. This target is based upon the end of year collection rate target of **98.60%** for both councils.

The year to date collection for VWHDC is **0.17%** higher than at the same time last year (**59.20%**), whilst SODC is **0.36%** higher than at the same time last year (**58.92%**).

The collection rates for 2007/2008 and 2008/2009 currently stand at **99.37%** and **99.07%** respectively for VWHDC and **99.12%** and **98.89%** respectively for SODC

Direct debit take-up remains strong across both authorities, despite there being a slight drop in take-up for VWHDC during September. Current figures stand at **75.39%** compared to **75.43%** last month for VWHDC and **74.07%** compared to **74.03%** last month for SODC.

VWHDC outstanding correspondence currently stands at **978** items (equates to approximately **10** days worth of incoming post) compared to **888** last month. SODC outstanding correspondence figure currently stands at **1,002** (which equates to approximately **9** days worth of incoming post) compared to **950** last month.

All refund requests for both authorities remain within target.

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

Two 'flooded' cases in VWHDC remain, both likely to move back in shortly, following substantial building works being completed.

### **Business Rates**

**Percentage of business rates collected** – In-year collection is **60.92%** for VWHDC and **61.47%** for SODC, against a year to date target of **61.50%**. This target is based upon the end of year collection rate target of **99.40%**.

Currently VWHDC is **0.33%** behind this time last year (**61.25%**), however, a drop in collection during September was expected, due to a new assessment for Asda (who have not paid yet) and also a large increase in Rateable Value for another assessment (Diamond Light Source), which is now paying by direct debit but has obviously affected the collectable debit. SODC is **1.17%** ahead of this time last year (**60.30%**).

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

Take-up and statistics following the recent Deferral Scheme exercise will become available during October 2009. All system enhancements were successfully implemented.

### **Benefits**

**New claims** – Monthly performance is **19.98** days for VWHDC and **19.93** days for SODC. This now represents levels of performance which would have equated to upper quartile against the 2007/8 published figures.

The year-to-date performance for New Claims for VWHDC and SODC is **30.23** and **31.10**, respectively.

**Change Events** - Monthly performance (taken from the SHBE of 28 September 2009) is **22.82** days for VWHDC and **19.23** days for SODC. This is an improvement in performance for VWHDC from August's figure of **23.70** days and a significant improvement in performance for SODC from August's figure of **33.68** days.

The year-to-date performance, taken from the simulated SHBE of 30 September

2009, for Change Events for VWHDC and SODC is **22.57** days and **21.84** days, respectively

Change events are now up to date so the October figures should show a significant improvement.

**Right Benefit Indicator (NI 180)** –The most recent monthly performance is still derived from the SHBE of 27 July 2009 and is **6,467** changes for VWHDC and **7,210** changes for SODC.

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

Monthly performance (taken from the SHBE of 28 September 2009) is **23.34** days for VWHDC and **20.03** days for SODC. This is an improvement on August's figure of **23.50** days for VWHDC and a significant improvement on August's figure of **32.82** days for SODC.

The year-to-date performance, taken from the simulated SHBE of 30 September 2009, for N181 for VWHDC and SODC is **25.26** days and **24.95** days, respectively.

The year to date figures for New Claims and NI181 are inaccurate as the necessary data cleansing has yet to be completed. June data remains to be cleansed due to other work pressures.

### **Outstanding Work Profile**

VWHDC outstanding workload currently stands at **134** items (equates to approximately **2** days worth of incoming post) compared to **452** last month. SODC outstanding workload currently stands at **325** (which equates to approximately **3** days worth of incoming post) compared to **215** last month.

### **Overpayments –**

**The reformatted table of data for SODC will be provided once all invoice dates have been uploaded into Academy (see below)**

Current Outstanding debt on SODC is £1,490,476.76 which is an increase of £9,740.02 against last month.

As at 30 September 2009 we had recovered **£162,605** from years prior to 2009. Whilst in 2009 we have recovered **55%** of all debts raised during the year.

**The reformatted table of data for VWHDC will be provided once all invoice dates have been uploaded into Academy (see below)**

Current Outstanding debt on VOWH is £1,177,001.85 which is an increase of £23,928.46 against last month

As at 30 September 2009 we had recovered **£158,848** from years prior to 2009. Whilst in 2009 we have recovered **48.53%** of all debts raised during the year.

There are a number of debts still recorded as 'CONV' for the year of invoice. These have been appropriately identified but we are waiting for the information to be uploaded into Academy.

**Accuracy** - Financial accuracy figures are not yet available. The target is 95%.

### **Exchequer Services**

**Exchequer move to Mendip** – there has been a number of problems associated with the move. Capita and the councils have been trying to resolve the problems.

#### **Accounts Payable**

**Payment of invoices within 30 days** – Provisional monthly performance for VWHDC is **93.51%** and **94.46%** for SODC. Provisional year to date performance is **95.62%** for VWHDC and **97.45%** for SODC.

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

#### **Accounts Receivable**

**Invoices created within 5 working days** - Monthly performance was **100%** for both VWHDC and SODC, with Capita creating **4,777** and **2,824** invoices respectively during September within the 5 working day target.

#### **Financial Management System (FMS)**

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

Payroll was processed on time for both councils.

#### **Cash Office (South Oxfordshire only)**

Continues to work well. Discussions between Capita and the council relating to PCI-DSS and upgrading the Icon system are continuing, with the proposed transfer to the Civica hosted system planned for the end of October.

#### **Concessionary Fares (Assisted Travel) administration**

Continues to work well with no problems reported in September

### Contact Centre

**Revenues and Benefits calls** - the Coventry contact centre took **5,049** and **6,255** calls for VWHDC and SODC respectively. SLA (% of calls answered within 20 seconds) was **83%** and **86%**. Total call backs generated across both authorities amounted to **591**. The longest wait times were **545** and **430** seconds and abandoned calls numbered **69** and **67** respectively. Payments totalling **£74,378.02** were collected from SODC council taxpayers. Capita continues to be in dialogue with VWHDC regarding taking payments from VWHDC council taxpayers.

**SODC switchboard** – **6,759** calls were answered with a further **220** abandoned. **85.6%** of calls were answered within 20 seconds, whilst **93.2%** were answered within 50 seconds. The longest wait time was **817** seconds.

**Assisted Travel** – **142** and **134** calls were answered for VWHDC and SODC respectively with a further **1** and **3** calls abandoned. **97%** and **96%** of calls were answered within 20 seconds. A total of **137** and **156** new applications were received for the scheme with a further **11** and **14** pending further information.