

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

Highlights

2009/10 council tax in-year collection rate for SODC is **0.13%** ahead of last year. In contrast VWHDC is **0.07%** down; however, as reported last month a dip in collection for VWHDC was expected during January but the shortfall is expected to be collected during February and March of this financial year.

NNDR collection for VWHDC is currently **0.86%** ahead of last year.

Benefits Overpayment Collection – There has been a significant improvement in the proportion of debt at both councils where repayment arrangements have been made.

General Comments

SODC switchboard – experienced a large influx in calls during January, due to the severe weather conditions. This impacted heavily on the monthly SLA performance (detailed below under Contact Centre).

Assisted Travel – Call volume for SODC was significantly higher than VWHDC during January, due to 3,000 letters being issued for travel token renewals.

Exchequer – Capita and the Councils continue to work closely together to resolve the few remaining issues.

Council Tax

Percentage of council tax collected – In-year collection to date is **96.52%** for VWHDC and **96.22%** for SODC, against a year to date target of **96.60%**. 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 **0.07%** lower than at the same time last year (**96.59%**), whilst SODC is **0.13%** higher than at the same time last year (**96.09%**).

A noticeable increase in returned (rejected/bounced) direct debits were received during January, the majority of which have been re-profiled to be collected on 1 February 2010.

The collection rates for 2007/2008 and 2008/2009 currently stand at **99.43%** and **99.26%** respectively for VWHDC and **99.17%** and **99.05%** respectively for SODC

Direct debit take-up for December is **74.74%** compared to **74.82%** last month for VWHDC and **73.48%** compared to **73.62%** last month for SODC. This drop in Direct Debit is not unusual for January and follows the same trend/pattern as 2009. However, in comparison to last year's Direct Debit position VWHDC is **0.42%** ahead and SODC is **1.44%** ahead.

VWHDC outstanding correspondence currently stands at **215** items (equates to approximately **3** days worth of incoming post) compared to **162** last month. SODC outstanding correspondence figure currently stands at **219** (which equates to approximately **2.5** days worth of incoming post) compared to **56** last month.

All correspondence and refund requests for both authorities are within target.

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

Equita (bailiffs) collected **£31,501.41** and **£38,426.89** during January for VWHDC and SODC respectively. Their year-to-date collection figure is **£408,591.56** and **£550,096.98**.

Two 'flooded' cases in VWHDC remain, one likely to move back in shortly (March 2010).

Business Rates

Percentage of business rates collected – In-year collection, excluding debit deferred by the Government's new NNDR deferral scheme, is **98.21%** for VWHDC and **96.79%** for SODC, against a year to date target of **98.20%**. This target is based upon the end of year collection rate target of **99.40%**.

Again, excluding deferred debit, currently VWHDC is **0.86%** ahead of this time last year (**97.35%**) and SODC is **0.11%** behind (**96.90%**). However, during January the net collectable debit for SODC has risen by £170,000 (0.41%), which interestingly has been the first increase since the financial year commenced (see table below). This additional debit will be collected over the remaining two months of the financial year.

SODC

Month	2009/2010 Net Collectable Debit (excluding credits/costs)
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April	£ 42,852,442.19
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May	£ 42,826,672.04
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June	£ 42,682,267.12
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July	£ 41,998,296.18
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August	£ 41,974,984.01
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September	£ 41,636,788.81
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October	£ 41,527,303.71
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November	£ 41,151,396.13
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December	£ 40,998,327.50
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January	£ 41,165,925.53
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February	
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March	
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Collection including deferred debit would be **97.85%** for VWHDC and **96.26%** for SODC (see comparison table below).

NNDR Collection Nov 2009	In-Year collection including deferred debit	In-year collection excluding deferred debit	Difference
VWHDC	97.85%	98.21%	0.36%
SODC	96.26%	96.79%	0.53%

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

Benefits

New claims – Monthly performance is **21.22** days for VWHDC and **23.54** days for SODC.

The year-to-date performance for New Claims for VWHDC and SODC is **25.94** days and **25.90** days respectively.

Change Events - Monthly performance is **22.27** days for VWHDC and **26.46** days for SODC. This is a drop in performance from December's figures of **18.98** days for VWHDC and **21.65** days for SODC.

The year-to-date performance for Change Events for VWHDC and SODC is **19.55** days and **17.64** days respectively.

Right Benefit Indicator (NI 180) –The most recent monthly performance is still derived from the SHBE of 28 September 2009 and is **7,338** changes for VWHDC and **8,115** changes for SODC

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

Monthly performance is **24.40** days for VWHDC and **26.92** days for SODC.

The year-to-date performance for N181 for VWHDC and SODC is **21.01** days and **19.30** days, respectively. However, these year-to-date figures for New Claims and NI181 are yet to be fully accurate as the necessary data cleansing continues.

Outstanding Work Profile

VWHDC outstanding workload currently stands at **806** items (equates to approximately **8** days worth of incoming post) compared to **287** last month. SODC outstanding workload currently stands at **888** (which equates to approximately **9** days worth of incoming post) compared to **449** 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	£17,398.96	7	£0.00	0
1999	£12,785.16	6	£2,133.00	1
2000	£7,012.52	8	£254.08	1
2001	£38,753.60	28	£12,206.80	3
2002	£33,478.27	26	£13,431.43	6
2003	£33,740.86	35	£14,476.52	8
2004	£91,953.88	64	£42,765.57	26
2005	£114,875.47	105	£47,212.34	30
2006	£219,028.12	238	£78,427.41	52
2007	£221,985.79	256	£92,627.39	76
2008	£297,695.63	357	£118,420.01	156
2009	£517,654.34	642	£268,639.76	369
	£1,614,688.37	1,778	£690,594.31	728

42.8% (34.6% prev)

40.9% (33.4% prev)

As at 31 January 2010 we had recovered **£242,611.62** from years prior to 2009. Whilst in 2009 we have recovered **58.6%** of all debts raised during the year amounting to **£731,298**.

VOWH

Year	Total Outstanding	No of Individual Customers	On Arrangement	No of Individual Customers
1996	£21,070.00	1	£21,070.00	1
1997	£14.31	1	£14.31	1
1998	£17,355.00	2	£0.00	0
1999	£3,505.76	1	£3,505.76	1
2000	£8,101.12	7	£5,300.54	5
2001	£19,029.45	8	£0.00	0
2002	£9,921.96	8	£2,767.48	5
2003	£38,132.66	27	£20,244.79	9
2004	£42,693.09	64	£21,735.82	23
2005	£90,192.98	55	£50,287.25	19
2006	£156,751.62	154	£49,507.06	31
2007	£162,543.85	238	£53,202.11	89
2008	£273,455.59	327	£136,151.11	183
2009	£398,790.53	577	£230,028.37	351
	£1,241,557.92	1470	£593,814.60	718

47.8% (37.8% prev)

48.8% (40.8% prev)

As at 31 January 2010 we had recovered **£221,513.72** from years prior to 2009. Whilst in 2009 we have recovered **58.3%** of all debts raised during the year amounting to **£555,959**.

Accuracy – Rejection rates continue to be higher than desired, a meeting was held at Havant on 21 Jan 2010 and all issues previously identified were discussed.

January in-month accuracy is not yet available

Exchequer Services

Accounts Payable

Payment of invoices within 30 days – Provisional monthly performance for VWHDC is 84.46% and 88.40% for SODC. The provisional year-to-date figures (Inc disputed items to be identified by the service teams) are 88.98% for VWHDC and 89.63% for SODC.

Capita target (100% of invoices paid within 5 working days of receipt of correctly authorised payment) - Monthly performance was 100.00% for VWHDC and 100.00% for SODC.

Accounts Receivable

Invoices created within 5 working days - Monthly performance was 100.00% for VWHDC & 98.48% for SODC, with Capita creating 764 and 840 invoices respectively during January within the 5 working day target.

Financial Management System (FMS)

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

Payroll was processed on time for both councils.

Purchase Order Usage

January usage for VWHDC was 33.16%

January usage for SODC was 30.20%

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

Cash Office (South Oxfordshire only)

No issues for the month of January and the transfer to the Civica hosted system will take place next month.

Contact Centre

Revenues and Benefits calls - the Coventry contact centre took **3,563** and **5,168** calls for VWHDC and SODC respectively. SLA (% of calls answered within 20 seconds) was **91%** and

90%. The longest wait times were **417** and **464** seconds and abandoned calls numbered **211** and **45** respectively. Payments totalling **£89,125.39** were collected from SODC council taxpayers.

SODC switchboard – **8,114** calls were answered with a further **785** abandoned. **64.0%** of calls were answered within 20 seconds, whilst **76.0%** were answered within 50 seconds. The longest wait time was **556** seconds. The adverse weather conditions that were experienced during January impacted heavily on call volumes. An exceptional influx in calls relating to Environmental Services were received. The majority of these calls were enquiries and complaints about bins not being emptied. Heavy snow and SODC office closure were mitigating factors.

Assisted Travel – **188** and **314** calls were answered for VWHDC and SODC respectively with a further **2** and **4** calls abandoned. **98%** and **99%** of calls were answered within 20 seconds. A total of **126** and **148** new applications were received for the scheme with a further **7** and **11** pending further information.