

## Appendix A - Revenues & Benefits Performance

### Council Tax

<b>Council Tax Collection</b> <i>(higher performance is better)</i>		
<b>YTD</b> <b>(% at 31/3/2013)</b>	<b>YTD</b> <b>(% at 31/3/2012)</b>	<b>Difference</b>
97.5%	97.7%	0.2% lower

<b>Council Tax Collection – Recovery Procedures</b>		
<b>Documents Issued</b>	<b>At 31/3/2013</b>	<b>At 31/3/2012</b>
<b>Reminders</b>	37,515	41,538
<b>Summonses</b>	12,210	12,141
<b>Liability Orders</b>	8,845	8,963

<b>Average no. of days taken to action a council change of address</b> <i>(lower performance is better)</i>		
<b>YTD</b> <b>(% March 13)</b>	<b>YTD</b> <b>(% March 12)</b>	<b>Difference</b>
7.49 days	3.84 days	5.34 days higher

<b>No. of Council Tax Liability Orders referred to the bailiff YTD</b>	4,532
<b>Council Tax Direct Debit Payers</b> <b>(% as at 1/4/2013)</b>	62.06%

### NNDR

<b>NNDR Collection</b> <i>(higher performance is better)</i>		
<b>YTD</b> <b>(% at 31/3/13)</b>	<b>YTD</b> <b>(% at 31/3/12)</b>	<b>Difference</b>
98.1%	98.1%	No change

<b>NNDR Collection – Recovery Procedures</b>		
<b>Documents Issued</b>	<b>At 31/3/13</b>	<b>At 31/3/12</b>
<b>Reminders</b>	3,219	3,906
<b>Summonses</b>	1,260	1,172
<b>Liability Orders</b>	622	622

<b>No. of Business Rates Liability Orders referred to the bailiff YTD</b>	308
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## Revenues & Payments

<b>Residential visits offered in 7 calendar days</b> <i>(higher performance is better)</i>		
<b>YTD</b> <b>(% at 31/3/2013)</b>	<b>YTD</b> <b>(% at 31/3/2012)</b>	<b>Difference</b>
98%	88%	10% higher

<b>Non Residential visits offered in 7 calendar days</b> <i>(higher performance is better)</i>		
<b>YTD</b> <b>(% at 31/3/13)</b>	<b>YTD</b> <b>(% at 31/3/13)</b>	<b>Difference</b>
93%	92%	1% higher

<b>Non Residential service user informed of charge at time of visit</b> <i>(high performance is better)</i>		
<b>YTD</b> <b>(% at 31/3/13)</b>	<b>YTD</b> <b>(% at 31/3/12)</b>	<b>Difference</b>
90%	90%	No change

## Benefits Assessment

<b>Time taken to process New HB/CTB claims</b> <i>(lower performance is better)</i>		
<b>YTD</b> <b>(days at 31/3/13)</b>	<b>YTD</b> <b>(days at 31/3/12)</b>	<b>Difference</b>
23.96 days	23.87 days	0.09 days higher

<b>Time taken to process HB/CTB changes</b> <i>(lower performance is better)</i>		
<b>YTD</b> <b>(days at 31/3/2013)</b>	<b>YTD</b> <b>(days at 31/3/2012)</b>	<b>Difference</b>
9.02 days	8.96 days	0.06 days higher

<b>New benefit claims decided within 14 days of receipt of all necessary information</b> <i>(higher performance is better)</i>		
<b>YTD</b> <b>(% at 31/3/2013)</b>	<b>YTD</b> <b>(% at 31/3/2012)</b>	<b>Difference</b>
93.0%	93.74%	0.74% lower

<b>Housing Benefit Overpayment Collection</b> <i>(higher performance is better)</i>		
<b>YTD</b> <b>(% at 31/3/2013)</b>	<b>YTD</b> <b>(% at 31/3/2012)</b>	<b>Difference</b>
47.66%	50.37%	2.71% lower

## Revenues & Benefits

<b>Percentage of telephone calls abandoned</b> <i>(lower performance is better)</i>		
<b>YTD</b> <b>(% at 31/3/2013)</b>	<b>YTD</b> <b>(% at 31/3/2012)</b>	<b>Difference</b>
1.07%	1.52%	0.51% lower

<b>Percentage of telephone calls answered within 21 seconds</b> <i>(higher performance is better)</i>		
<b>YTD</b> <b>(% at 31/3/2013)</b>	<b>YTD</b> <b>(% at 31/3/2012)</b>	<b>Difference</b>
93.88%	94.22%	0.34% lower