

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

Highlights

Accounts Receivable – All **1,272** invoices for the month of December were created within 5 days.

Benefits – YTD accuracy for both Authorities continues to be in excess of 91% and shows the significant improvements made in this area since March 2010.

Benefits – Due to a change in use of resources all New Claims received into the document imaging system are being reviewed within 24 hours and appropriate customer contact made.

General Comments

Benefits - The backlog of benefit appeals work has now been cleared and is being maintained up to date.

Council Tax – The Santander issue, experienced last month, has been resolved and there was no repeat problem with the 1 December 2010 Direct Debits for either VWHDC or SODC.

Council Tax – 2011/2012 annual billing preparation/testing is under way, in accordance with the Annual Billing project plans.

Council Tax

Percentage of council tax collected – In-year collection to date is **86.93%** for VWHDC and **87.15%** for SODC, against a year to date target of **87.30%**. This target is based upon the end of year collection rate target of **98.60%** for both councils.

The in-year collection for VWHDC is **0.55%** down on last year (**87.48%**), whereas SODC is **level (87.15%)**. Whilst this is a continued drop for VWHDC, it was anticipated, as the collectable debit has again risen sharply during December for VWHDC, along with the number of new dwellings being introduced into the Valuation List. By way of comparison, VWHDC's collectable debit has increased by **£355,000** during the last two months, with **118** new entries, compared to SODC increase of **£208,000**, with **34** new entries. These factors, coupled with the reprofiled November Direct Debit instalment makes the expected VWHDC February cash-flow figure significantly greater than last year and means it is not a like for like comparison.

There is nothing to suggest that either VWHDC or SODC will fail to achieve (or exceed) the collection target of 98.60%. In summary, there is simply more instalments due in the closing quarter when compared to last year; the majority of which is set to be collected via Direct Debit and therefore should help provide reassurance that it will be received on time.

For example, for VWHDC **£852,473.69** is already set to be taken by Direct Debit during February 2011, compared to **£585,963.59** taken in February 2010.

The collection rates for 2008/2009 and 2009/2010 currently stand at **99.43%** and **99.27%** respectively for VWHDC and **99.25%** and **99.04%** respectively for SODC.

Direct debit take-up for December 2010 is **78.13%** compared to **78.50%** last month for VWHDC

and **75.12%** compared to **75.36%** last month for SODC. There are now **3,011** taxpayers taking advantage of the second additional date. Yearly Direct Debit take-up comparison table is below:

Direct Debit take-up December	VWHDC	SODC
2009/10 financial year	74.82%	73.62%
2010/11 financial year	78.13%	75.12%
% +/- on last year	3.31%	1.50%

There were no issues with the 1 December 2010 Santander Direct Debits.

VWHDC outstanding correspondence currently stands at **200** items (equates to approximately **3** days worth of incoming post) compared to **267** last month. SODC outstanding correspondence figure currently stands at **159** (which equates to approximately **2** days worth of incoming post) compared to **143** last month.

All refund requests for both authorities are within target.

There were no issues to report following the December 2010/11 recovery run for either council. However, due to the adverse weather conditions experienced during the month Didcot Court had to adjourn the scheduled **298** Liability Order cases (155 VWHDC and 143 SODC) until January 2011. Letters were issued to all taxpayers concerned.

Equita (bailiffs) collected **£38444.51** and **£47,497.24** during December for VWHDC and SODC respectively. Their year-to-date collection figure is **£280,130.46** and **£411,316.66**.

Chandlers (bailiffs) collected **£3,229.97** and **£9,621.74** during December for VWHDC and SODC respectively. Their year-to-date collection figure is **£36,351.63** and **£73,437.77**.

VWHDC Boundary change work continues.

2011/2012 annual billing testing has commenced, in accordance with the project plans.

Business Rates

Percentage of business rates collected – In-year collection is **90.25%** for VWHDC and **88.74%** for SODC, against year to date targets of **89.20%** for both authorities. These targets are based upon the end of year collection rate target of **99.40%** for both councils.

Currently VWHDC is **level** with this time last year (**90.25%**), whereas SODC collection is **0.36%** down. The majority of the large late/non payers are at post summons stage and will continue to be actively pursued – see attached NNDR top 20 debtor list.

There were no issues to report following the December 2010/11 recovery run for either council, however, like Council Tax, the NNDR Liability Order cases that were scheduled to be heard had to be adjourned due to the adverse weather conditions.

Benefits

New claims processing – Monthly performance is **19.62** days for VWHDC and **23.00** days for SODC against an LPT of 19 days. Year to date performance is **20.60** days for VWHDC and **20.26** days for SODC

Changes of circumstances processing - Monthly performance is **16.13** days for VWHDC and

15.96 days for SODC, against an LPT of 9.5 days. Year to date performance is **17.73** days for VWHDC and **15.78** days for SODC

Right Time Indicator (NI 181) - Monthly performance is **17.43** days for VWHDC and **17.25** days for SODC against an LPT of 13 days. Year to date performance is **18.17** days for VWHDC and **16.50** days for SODC

Outstanding Work Profile

VWHDC outstanding workload currently stands at **607** items (equates to approximately **6** days worth of incoming post) compared to **711** last month. The oldest unactioned New Claim was received on 14 December 2010 and the oldest unactioned change in circumstance was received on 04 December 2010. SODC outstanding workload currently stands at **539** (which equates to approximately **5** days worth of incoming post) compared to **447** last month. The oldest unactioned New Claim was received on 14 December 2010 and the oldest unactioned change in circumstance was received on 05 December 2010.

Appeals

At **VWHDC** there are currently **0** appeals to be reviewed by Capita, **2** cases awaiting dates from the Appeals Tribunal and **6** cases awaiting review by the Client Team. At **SODC** are currently **0** appeals to be reviewed by Capita, **6** cases awaiting dates from the Appeals Tribunal and **8** cases awaiting review by the Client Team.

Overpayments

SODC

Year	Outstanding	No Cust	On Arrangement	No Cust	Legal	No Cust	W/Off	No Cust	In Process	No Cust
1997	£102.60	1	£102.60	1	£0.00	0	£0.00	0	£0.00	0
1998	£3,693.07	2	£3,183.07	1	£0.00	0	£510.00	1	£0.00	0
1999	£2,702.50	2	£2,250.00	1	£0.00	0	£452.50	1	£0.00	0
2000	£5,685.60	3	£286.40	1	£0.00	0	£5,399.20	2	£0.00	0
2001	£22,874.29	22	£12,423.46	10	£1,598.03	1	£6,996.34	10	£1,856.46	1
2002	£19,918.70	22	£10,670.12	4	£0.00	0	£0.00	0	£9,248.58	18
2003	£27,917.69	33	£12,179.14	9	£0.00	0	£0.00	0	£15,738.55	24
2004	£81,335.88	57	£38,967.29	26	£18,450.29	9	£366.00	1	£23,552.30	21
2005	£100,229.95	83	£59,554.90	34	£17,276.22	17	£0.00	0	£23,398.83	32
2006	£179,718.98	208	£73,099.00	41	£11,084.98	6	£4,769.76	3	£90,765.24	158
2007	£186,534.06	234	£71,585.28	62	£6,793.77	14	£82.39	2	£108,072.62	156
2008	£215,457.07	271	£81,008.62	93	£24,805.71	21	£313.59	2	£109,329.15	155
2009	£386,100.47	433	£186,046.49	189	£30,875.31	17	£2,450.54	2	£166,728.13	225
2010	£436,896.57	564	£219,214.47	305	£13,479.18	5	£951.80	4	£203,251.12	250
	£1,669,167.43	1,935	£770,570.84	777	£124,363.49	90	£22,292.12	28	£751,940.98	1,040
			46.16%	40.16%	7.45%	4.65%	1.34%	1.45%	45.05%	53.75%

As at 31 December 2010 the debt from years prior to 2010 has reduced by **£371,725**. Whilst in 2010 we have recovered **66.4%** of all debts raised during the year amounting to **£683,032**.

VOWH

Year	Outstanding	No Cust	On Arrangement	No Cust	Legal	No Cust	W/Off	No Cust	In Process	No Cust
1996	£20,520.00	1	£20,520.00	1	£0.00	0	£0.00	0	£0.00	0
1999	£3,130.61	1	£3,130.61	1	£0.00	0	£0.00	0	£0.00	0
2001	£12,914.00	5	£13,297.83	3	£776.20	1	-£1,160.03	1	£0.00	0
2002	£8,688.66	5	£1,069.31	2	£7,619.35	3	£0.00	0	£0.00	0
2003	£17,150.53	11	£5,940.97	5	£3,257.48	4	£0.00	0	£7,952.08	2
2004	£29,954.73	34	£16,852.76	11	£9,226.03	17	£1,496.15	3	£2,379.79	3
2005	£83,252.92	48	£40,713.97	17	£17,446.61	19	£13.82	1	£25,078.52	11
2006	£142,042.35	139	£62,921.05	42	£10,288.90	18	£26,617.84	2	£42,214.56	77
2007	£144,526.52	204	£51,055.21	71	£23,077.91	14	£374.24	3	£70,019.16	116
2008	£221,734.70	259	£90,586.29	110	£16,021.18	11	£0.00	0	£115,127.23	138
2009	£312,397.66	413	£144,791.44	170	£12,319.95	3	£4,111.70	5	£151,174.57	235
2010	£316,319.91	507	£171,429.50	282	£6,059.67	2	£5,489.50	7	£133,341.24	216
	£1,312,632.59	1627	£622,308.94	715	£106,093.28	92	£36,943.22	22	£547,287.15	798
			47.41%	43.95%	8.08%	5.65%	2.81%	1.35%	41.96%	49.05%

As at 31 December 2010 the debt from years prior to 2010 has reduced by **£265,992**. Whilst in 2010 we have recovered **66.2%** of all debts raised during the year amounting to **£618,693**.

Surgeries

	SOHA 9.30-12.30	Faringdon Corn Exchange 9.30-12.00	Thame Town Council 9.30-12.30	Didcot Citizens Advice Bureau 13.00-16.00	Wantage Civic Hall 9.00-12.00	Berinsfield Community Business centre 9.30-12.00	Berinsfield Information Centre 9.00-12.00
January	Snow	0	Snow	Snow		New	
February	1	7	2	0		2	
March	2	1	2	0		n/a	
April	5	0	2	0		0	
May	6	3	5	0	New	n/a	
June	3	3	2	0	0	0	
July	2	4	4	0	4	n/a	
August	12	n/a	12	0	1	7	New
September	0	0	3	3	0	n/a	3
October	0	n/a	4	1	n/a	2	3
November	2	n/a	1	0	n/a	n/a	2
December	7	n/a	Snow	n/a	n/a	5	0
Total	40	18	37	4	5	16	8

Accuracy

December in-month financial accuracy based on council statutory checks is **89.06%** for VWHDC and **94.34%** for SODC. Year to date performance is provisionally **92.01%** for VWHDC and **93.85%** for SODC.

Exchequer Services

Payment of invoices within 30 days – Provisional monthly performance for VWHDC is **97.40%** and **96.54%** for SODC. The provisional year-to-date figures (Inc disputed items to be identified by the service teams) are **96.78%** for VWHDC and **97.78%** for SODC.

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

Accounts Receivable

Invoices created within 5 working days - Monthly performance was **100.00%** for VWHDC and **99.88%** for SODC, with Capita creating **470** and **802** invoices respectively during December within the 5 working day target, with the majority relating to the Garden waste service.

Financial Management System (FMS):

99% system availability during supported hours – System availability was at **100.00%** during December for both SODC and VWHDC.

Payroll was processed on time for both councils.

Purchase Order Usage:

December usage for VWHDC was **47.40%** and **66.80%** for SODC

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

Cash Office (SODC only)

Working well with no issues to report during December 2010.

Contact Centre

Revenues and Benefits calls - the Coventry contact centre took **2,597** and **3,202** calls for VWHDC and SODC respectively. SLA (% of calls answered within 20 seconds) was **85.0%** and **85.1%**. The average wait times were **18** and **18** seconds and abandoned calls numbered **55** and **26** respectively. Payments totalling **£43,648.99** were collected from SODC council taxpayers and **£29,887.61** from VOWH taxpayers.

SODC switchboard – **3,250** calls were answered with a further **120** abandoned. **86.50%** of calls were answered within 20 seconds. The longest wait time was **376** seconds.

Assisted Travel – **118** and **134** calls were answered for VWHDC and SODC respectively with **3** and **0** calls being abandoned for either council. **96%** of calls were answered within 20 seconds for VWHDC and **98%** for SODC. A total of **63** and **61** new applications were received for the scheme with a further **3** and **5** pending further information.

Complaints Tally

2009

Department	SODC Closed			Vale Closed		
	Received	Justified	Compensation	Received	Justified	Compensation
Benefits	32	13	£375.00	24	7	£85.00
Call Centre	3	0	£0.00	6	2	£0.00
CTAX	46	16	£30.00	27	5	£0.00
Fraud				1	0	£0.00
NNDR	2	0	£0.00	3	0	£0.00
Reception						
Bailiffs	6	0	£0.00	2	1	£0.00
Exchequer	2	2	£0.00			
Totals	91	31	£405.00	63	15	£85.00

Total 154
Justified 46

2010 to date

Department	SODC Closed			Vale Closed		
	Received	Justified	Compensation	Received	Justified	Compensation
Benefits	21	8	£450.00	33	19	£157.81
Call Centre				3	1	£0.00
CTAX	25	7	£175.00	25	3	£0.00
Fraud	1	0	£0.00			
NNDR	1	1	£0.00			
Reception						
Bailiffs	3	2	£0.00			
Assisted Travel	0	0	£0.00	1	1	£0.00
Exchequer	1	1	£0.00	2	1	£0.00
Totals	52	19	£625.00	64	25	£157.81

Total 116
Justified 44