



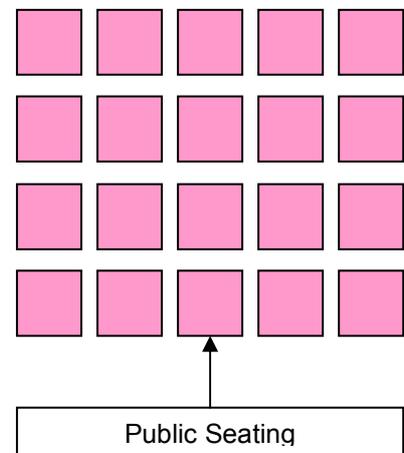
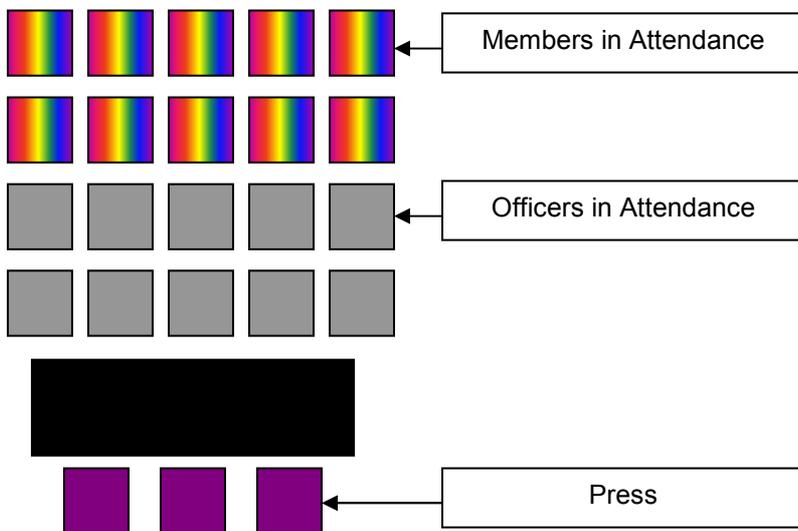
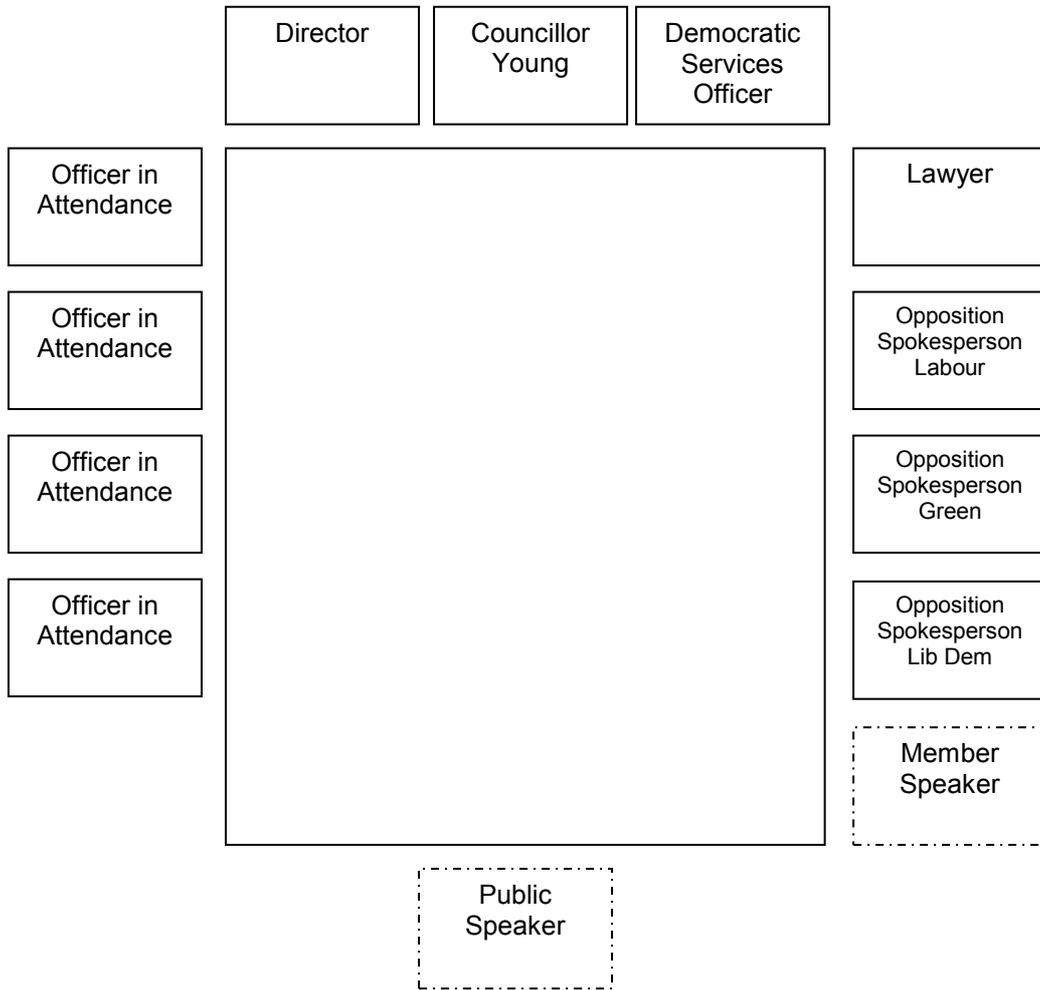
Brighton & Hove
City Council

Cabinet Member Meeting

Title:	Finance Cabinet Member Meeting
Date:	29 June 2009
Time:	4.00pm
Venue	Committee Room 1, Hove Town Hall
Members:	Councillor: Young (Cabinet Member)
Contact:	Nara Miranda Democratic Services Officer 01273 291004 (voicemail only) nara.miranda@brighton-hove.gov.uk

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Democratic Services: Meeting Layout



AGENDA

1. PROCEDURAL BUSINESS

- (a) Declarations of Interest by all Members present of any personal interests in matters on the agenda, the nature of any interest and whether the Members regard the interest as prejudicial under the terms of the Code of Conduct.
- (b) Exclusion of Press and Public - To consider whether, in view of the nature of the business to be transacted, or the nature of the proceedings, the press and public should be excluded from the meeting when any of the following items are under consideration.

NOTE: Any item appearing in Part 2 of the Agenda states in its heading either that it is confidential or the category under which the information disclosed in the report is exempt from disclosure and therefore not available to the public.

A list and description of the categories of exempt information is available for public inspection at Brighton and Hove Town Halls.

2. MINUTES OF THE PREVIOUS MEETING

1 - 4

Minutes of the Meeting held on 23 February 2009 (copy attached).

3. CABINET MEMBER'S COMMUNICATIONS

4. ITEMS RESERVED FOR DISCUSSION

- (a) Items reserved by the Cabinet Member
- (b) Items reserved by the Opposition Spokesperson
- (c) Items reserved by Members, with the agreement of the Cabinet Member.

NOTE: Petitions, Public Questions, Deputations, Letters from Councillors, Written Questions from Councillors and Notices of Motion will be reserved automatically.

5. PETITIONS

No petitions received by date of publication.

FINANCE CABINET MEMBER MEETING

6. PUBLIC QUESTIONS

(The closing date for receipt of public questions is 12 noon on 22 June 2009)

No public questions received by date of publication.

7. DEPUTATIONS

(The closing date for receipt of deputations is 12 noon on 22 June 2009)

No deputations received by date of publication.

8. LETTERS FROM COUNCILLORS

No letters have been received.

9. WRITTEN QUESTIONS FROM COUNCILLORS

No written questions have been received.

10. NOTICES OF MOTIONS

No Notices of Motion have been referred.

11. INCOME COLLECTION & RECOVERY 2008/09 - QUARTER 4

5 - 18

Report of the Director of Finance & Resources (copy attached).

Contact Officer: Nigel Manvell

Tel: 29-3104

Ward Affected: All Wards;

The City Council actively welcomes members of the public and the press to attend its meetings and holds as many of its meetings as possible in public. Provision is also made on the agendas for public questions to committees and details of how questions can be raised can be found on the website and/or on agendas for the meetings.

The closing date for receipt of public questions and deputations for the next meeting is 12 noon on the fifth working day before the meeting.

Agendas and minutes are published on the council's website www.brighton-hove.gov.uk. Agendas are available to view five working days prior to the meeting date.

Meeting papers can be provided, on request, in large print, in Braille, on audio tape or on disc, or translated into any other language as requested.

For further details and general enquiries about this meeting contact Nara Miranda, (01273 291004 (voicemail only), email nara.miranda@brighton-hove.gov.uk) or email democratic.services@brighton-hove.gov.uk

Date of Publication - Friday, 19 June 2009

BRIGHTON & HOVE CITY COUNCIL
FINANCE CABINET MEMBER MEETING
4.00pm, 23 FEBRUARY 2009
COUNCIL CHAMBER, HOVE TOWN HALL

MINUTES

Present: Councillor Young (Cabinet Member)

Also in attendance: Councillor Hamilton

Other Members present: Councillors Harmer-Strange and Kitcat

PART ONE

46. PROCEDURAL BUSINESS

46a Declarations of Interest

46.1 Councillor Harmer-Strange declared a personal, non-prejudicial interest in Item 57 in so far as he is the Chair of Governors of a SEN school.

46b Exclusion of Press and Public

46.2 In accordance with section 100A of the Local Government Act 1972 ('the Act'), the Cabinet Member for Finance considered whether the press and public should be excluded from the meeting during an item of business on the grounds that it was likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press or public were present during that item, there would be disclosure to them of confidential information (as defined in section 100A(3) of the Act) or exempt information (as defined in section 100I(1) of the Act).

46.3 **RESOLVED** – That the press and public be not excluded from the meeting.

47. MINUTES OF THE PREVIOUS MEETING

41.1 **RESOLVED** – That the minutes of the meetings held on 13 October 2008 and 6 November 2008 be approved and signed by the Cabinet Member as a correct record.

48. CABINET MEMBER'S COMMUNICATIONS

48.1 The Cabinet Member welcomed everyone to the meeting.

49. ITEMS RESERVED FOR DISCUSSION

49.1 All items were reserved by the Cabinet Member.

50. PETITIONS

50.1 There were none.

51. PUBLIC QUESTIONS

51.1 There were none.

52. DEPUTATIONS

52.1 There were none.

53. LETTERS FROM COUNCILLORS

53.1 There were none.

54. WRITTEN QUESTIONS FROM COUNCILLORS

54.1 There were none.

55. NOTICES OF MOTIONS

55.1 There were none.

56. INCOME COLLECTION & RECOVERY 2008/09 - QUARTER 3

56.1 The Cabinet Member considered a report of the Director of Finance & Resources, which gave an update on income collection and recovery performance for 2008/09 as at quarter 3 (December 2008) and highlighted continuing improvement and best practice actions (for copy see minute book).

56.2 The Cabinet Member noted that good income collection and debt recovery performance were as important to the council as managing within budget and improving value for money. Among other things, she highlighted the Direct Debit take-up, which was either holding up or improving across most income areas enabling better financial planning and cheaper collection for both debtors and the council respectively.

56.3 The Cabinet Member also recognised that these were difficult times and was pleased to see that the various collection services were doing their best to help customers, tax payers and those on benefits to manage their affairs, whether through easier payment methods, access to better money advice or providing assistance to those in hardship.

She hoped that the city could continue to balance performance against individuals' and businesses' needs over the coming months and years.

- 56.4 The Opposition Spokesperson disagreed with the indication that the Direct Debit take up had increased and noted that the information given in the report only showed a slight improvement to what it used to be previously.
- 56.5 The Opposition Spokesperson referred to the issue of Housing Rent in paragraph 6.2 of the report. He enquired whether the eviction flyers, which had been designed to be circulated in an area following eviction, would be circulated to all tenants or only to those tenants with a 'bad' record. He advised caution in dealing with this issue to avoid putting undue pressure on those people who conformed to their payments.
- 56.6 The Assistant Director, Financial Services, agreed to find out the information regarding who would receive the eviction flyers and agreed to inform Councillor Hamilton accordingly.
- 56.7 **RESOLVED** - That the contents of the report be noted.

57. IMPLEMENTATION OF PHASE I VFM (VALUE FOR MONEY) RECOMMENDATIONS

- 57.1 The Cabinet Member considered a report of the Director of Strategy & Governance, which provided an overview of the plans developed by each directorate to take forward the recommendations coming out of last year's corporate VfM programme and outlined the considerable programme of work underpinning the continued commitment to ongoing improvements in this corporate priority area (for copy see minute book).
- 57.2 The Cabinet Member indicated that regular briefings on the progress being made by services would be brought to her Cabinet Member meetings and stated that she would also have the opportunity to receive more detailed briefings as and when required.
- 57.3 The Opposition Spokesperson referred to paragraph 6.1 of the report and enquired whether there were plans to close down some specials schools under the approach to restructuring special schools budgets. He was concerned that the transfer of children to mainstream schools was not always the best response, as the experience has been that they were not usually funded adequately. He also enquired, in relation to paragraph 6.10 of the report, whether the referred review of day care also meant the closing of accommodation or day care facilities.
- 57.4 The Assistant Director, Improvement and Organisational Development, explained that she was not aware of any proposals for closing down SEN schools or day care facilities. She noted, however, that she was not the lead officer for those matters and was, therefore, unable to give further information on the questions raised. She agreed to follow up the information requested and advise the Opposition Spokesperson accordingly.
- 57.5 The Opposition Spokesperson further enquired about the rationale behind the reduction of CityClean crew members from 19 to 15, as per information reported in paragraph 6.16 of the report, and whether any of this information appeared in any of the budgets documents that had been circulated to Members.

- 57.6 The Assistant Director indicated that most of these proposals had been discussed at length previously, though some of them were initial proposals for the next 12 months. She explained that the report was intended for information and as an illustration of what is being considered at this stage, and that any plans would be taken in the necessary detailed format to the decision-making bodies they were required to go to.
- 57.7 Councillor Kicat, the Green Opposition Spokesperson, welcomed the opportunity to speak. He expressed concerns about the fact that both reports being considered at today's Cabinet Member meeting were for noting only. In view of this, he challenged the effectiveness of the Cabinet Member Meetings system and how they conformed to the council's priorities of value for money.
- 57.8 The Head of Law noted Councillor Kitcat's comments. He advised, however, that there were opportunities for Members to participate more fully in the system by presenting letters and questions to the Cabinet Member meetings. He indicated that this opportunity could perhaps be more utilised in future.
- 57.9 The Head of Law further explained that the Constitution of Brighton & Hove City Council was currently being reviewed. He explained that this review gave the opportunity to all interested to put proposals forward in order to look at ways of improving the functioning of the Cabinet Member Meetings.
- 57.10 The Head of Law also advised that the other means available to bring any concerns forward in relation to the Constitution were through the Governance meetings, Cabinet meetings or through a Group's nominated Opposition Spokesperson.
- 57.11 **RESOLVED** - That the report be noted.

The meeting concluded at 4.20pm

Signed

Chairman

Dated this

day of

2009

FINANCE CABINET MEMBER MEETING

Agenda Item 11
Brighton & Hove City Council

Subject:	Income Collection & Recovery 2008/09 – Quarter 4		
Date of Meeting:	29 June 2009		
Report of:	Director of Finance & Resources		
Contact Officer:	Name:	Nigel Manvell	Tel: 29-3104
	E-mail:	nigel.manvell@brighton-hove.gov.uk	
Key Decision:	No		
Wards Affected:	All		

FOR GENERAL RELEASE

1 SUMMARY AND POLICY CONTEXT:

- 1.1 To update the Cabinet Member for Finance on income collection and recovery performance for 2008/09 as at quarter 4 (March 2009) and highlight continuing improvement and best practice actions.

2 RECOMMENDATIONS:

- 2.1 That the Cabinet Member for Finance notes the contents of the report.

3 INCOME COLLECTION PERFORMANCE 2008/09

- 3.1 The council collects over £300 million income from various sources which is critical to its overall budget strategy. Good collection and recovery performance is therefore very important to the financial health of the council, particularly given current risks posed by economic conditions, and therefore also in safeguarding services.
- 3.2 A number of income areas have existing Best Value Performance Indicators (BVPIs), which are reported below, while other services have developed local performance indicators and targets. BVPI indicators will continue to be collected alongside any new National Indicator Set performance data.
- 3.3 Services monitor performance in many different ways but this report focuses only on key indicators and headline information. A traffic light scorecard for key performance indicators is provided at Appendix A (current year) to enable performance to be monitored-by-exception.
- 3.4 BVPI 9 Council Tax Collection

The Council Tax in-year collection rate for 2008/09 is 96.10% which means the service has achieved the target (96.10%) for the year. Given the deteriorating economic conditions, particularly in the 4th quarter, this result represents a good achievement for both the management of debt and safeguarding the council's financial position.

3.5 BVPI 10 NNDR Business Rate Collection

The final in-year collection rate was 1.67% below the target of 98.60% at 96.93%, which is not unexpected given the harsh economic climate that has affected businesses and the indications are that many other local authorities have been similarly affected. The council's recession package includes measures to assist struggling businesses and this has meant that increasing numbers of extended payment arrangements are in place which has also reduced in-year collection but will hopefully secure the longer term financial position.

3.6 BVPI 66a Housing Rent Collection and Arrears Recovery

This indicator relates to the proportion of rent collected during the year as a percentage of the total rent charged through the year. It does not take into account any cash collected to clear arrears from previous years. End of year figures show a collection rate of 98.16% against a year end target of 98.50%.

While falling slightly short of target, the result compares favourably to the collection rates of 96.44% in 2006/07 and 97.75% in 2007/08 and shows a year-on-year improvement in rent collection and arrears management. During 2008/09 current rent arrears also improved from £905,675 to £750,568; a reduction of £155,107.

Maintaining a high level of income management performance will be an even greater challenge in the changing economic climate. However, it is anticipated that planned service improvements will enable the Income Management Team to achieve continuous improvement.

3.7 BVPI 79b Housing Benefit (HB) overpayments recovery

In year collection figures for Quarter 4 remain constant at 72% of debt being collected against a target of 65%. Overall recovery of all debts, including historic arrears, have improved significantly since the last quarter and are now 36% against a target of 30%. A total of 6% of bad debt has been written off compared with the target of 10% for the year. Whilst this latter figure has not met the target, recent improvements in reporting and identifying bad debt will enable this to be achieved in 2009/10 and subsequently focus on recovering more recent debt.

3.8 Sundry Debt

Overall collection performance for sundry debt has improved further to 99% of debts now being collected within 90 days compared with 98% last quarter. Current in-year collection has improved from 93% in quarter 3 to 98% in quarter 4 (and for the year) which exceeds the target of 97.5%.

3.9 ASC Debt

Recovery of Adult Social Care debts within 90 days has substantially improved to 96% compared with 80% last quarter which was due to a number of temporary staffing shortages. In-year collection has remained high throughout the year and a collection rate of 99% has been achieved which exceeds the target of 97.5%.

3.10 Parking Debt

Penalty Charge Notice (PCN) recovery, as with last quarter, exceeded previous highest recovery rates this quarter with 70.0% of the 33,055 PCNs issued being paid. The percentage of bus lane PCNs paid is generally higher than for parking which has helped raise the overall total of PCNs paid. The parking section is also trialling the use of Automatic Number Plate Recognition vehicles to identify persistent evaders.

Recovery of Penalty Charge Notices (PCNs) has shown significant improvement throughout the year (58.7%, 63.6% and 69.2% for quarters 1, 2 & 3) and has further improved in quarter 4 to 70.0%. Overall the trend shows that more PCNs are being paid early within the discount period than at later stages when the charge is higher. The target for the year was revised to 70%, recognising the higher recovery rates for bus lane enforcement, and although the average for the year is below this at 65.4%, the improvement through the year and the last quarter's performance indicate that this target can now be reached going forward.

Note that recovery rates can be significantly affected by National Parking Adjudication Service rulings to cancel PCNs issued as well as other factors outside of the council's control such as the reliability of information from the DVLA. This explains why PCN collection rates are significantly lower than for other types of debt. This collection rate is, however, known to be comparable in performance terms with other authorities in the south.

3.11 Commercial Rents - Cluttons

Commercial rents are managed under contract by Cluttons. The contract includes performance targets for speed of collection; these are set at 85% of rents to be collected within 4 weeks, 90% within 8 weeks and 95% within 12 weeks (i.e. the overall collection rate target assumes 5% voids). In quarter 3 performance was 84.41% within 4 weeks, 92.29% within 8 weeks, and 95.76% within 12 weeks. Current performance is 80.89% within 4 weeks while 8 week and 12 week performance is not yet available for quarter 4.

The position has become more challenging due to economic conditions since quarter 2 when 4 week collection performance was at 92.47%. In addition, voids are continuing longer than anticipated because the market for empty retail properties is particularly slow at present. The longer these economic conditionals prevail the more difficult it will be to hit targets and avoid arrears growing.

4 **AGE OF DEBTS OUTSTANDING**

- 4.1 Appendix B shows the current age profile of debts outstanding, while Appendix C shows movements from the last quarter reported. As far as practicable, debts outstanding have been categorised under the same age bandings although the various systems often have different reporting structures. The underlying age profile can also be different for each type of debt. For example, Council Tax and NNDR bills are raised at the beginning of each year and the debt outstanding therefore gradually reduces with each passing month whereas Sundry Debts can be raised at any time throughout the year. In practice, the income units will therefore compare their debt profiles with the same period in the previous year as an additional check on trends.
- 4.2 The profile of debts compares reasonably well with the previous year although there are increases in the amount of debts over 1 year old on Commercial Rents and Parking. The former is due mainly to economic conditions and the increased take up by businesses of extended payment arrangements. The latter is partly due to a change in policy regarding foreign vehicles which are removed to the pound where 5 or more Penalty Charge Notices (PCNs) have been incurred, however, these PCNs are not written off as previously.
- 4.3 When looking at outstanding debt, it is important to realise that not all debts are static and work is ongoing for a high proportion of debts to ensure payments continue to be made, using all methods of recovery open to the teams.

5 DIRECT DEBIT TAKE-UP

The 2007 Audit Commission report “Improving Income Collection” focuses heavily on encouraging the take-up of regular payment methods, particularly Direct Debit, which is inexpensive and efficient to handle. Current take up of regular payments by service is shown in the table below.

Note: Figures in brackets () represent the previous quarter

Income	Direct Debit Collections:	
	As a percentage of all transactions	As a percentage of income collected
	%	%
Housing rent	23 (16)	27 (29)
HB Overpayments	49 (40)	*
Sundry Debtors (incl. Adult Social Care)	52 (51)	*
Council Tax	64 (66)	63 (66)
NNDR (Business Rates)	57 (65)	50 (50)
Cluttons (Rents)	21 (21)	*

* Indicates that systems cannot currently report management information in this format
n/a = not available at time of reporting

The all-important service is Council Tax collection (over £100 million income) where the value of payments by Direct Debit improved overall this year and has held relatively steady after an initial increase of 5% in the early part of the year.

Direct Debit for Housing Benefit overpayments continues to increase significantly since it started in December 2007 with 49% of arrangements now being paid using this method. It is also planned to apply to BACs (Banking Service) to run paperless direct debits this year to speed up the process further. An additional direct debit date is also being introduced on the 6th of each month as many people find the 1st of the month an unpopular date, as often salaries have not cleared in time to meet payments.

Regular payments (Direct Debits) obviously do not apply to PCN fines. The main payment methods for this service in 2008/09 were credit/debit cards (60.19%), cheques (28.37) and cash (11.44%).

6 IMPROVEMENT ACTIONS

6.1 Improving the performance of income collection services is a matter for each service and the relevant director, however, the council’s Corporate Debt Management Group plays an overarching role in ensuring that best practice is shared across services, that performance monitoring is standardised as far as practicable and that collection units work with each other (e.g. data sharing) to maximise overall collection and recovery. Each quarter, a brief summary of improvement actions, customer service initiatives or implementation of best practice is provided below:-

6.2 Housing Rent

- **Financial Inclusion** - financial exclusion amongst tenants affects performance so an important dimension of income management will be to focus on helping tenants to maximise their income. The service is in the process of developing a Financial Inclusion Strategy, to be applied throughout the tenancy process, which will set out

how the service intends to assist residents to access money management advice and ethical financial services to maximise their income.

- **eBenefits** - the majority of tenants (75%) now receive Housing Benefit and the Benefit Service is the largest single source of payments into rent accounts. In September 2008 eBenefits were introduced for all new tenants. The success of the pilot has led to the purchase of eBenefits Mobile technology. This system enhancement enables the service to offer eBenefits to existing tenants which is planned for launch during Summer 2009.
- **Benefit Take Up Campaign** - from October 2009 Child Benefit will be disregarded for Housing Benefit purposes and the service will be working with the Benefit Service, advice agencies, and tenant representatives to encourage families on low incomes who do not currently qualify for benefit to apply.

6.3 Council Tax and Business Rates (NNDR)

- During the period January to March, the Revenues Section conducted a campaign to increase the take-up of small business rate relief in the business community. Staff personally visited hundreds of business properties in the area and sent mailshots to every business that may qualify. The results were very successful and take-up over that period increased considerably. A total of nearly £2 million of small business rate relief has been awarded for 2008/09.
- Along with other areas, the service is also working to support the "recession relief" package announced by the council to help businesses through the economic slow-down. More leeway has been allowed around payment arrangements to help local businesses to manage their cashflows and closer links have been developed with other areas of the council involved with the business community.

6.4 Housing Benefit

- Further improvements in relation to Direct Debits are described in section 5 above.
- The service is improving working relationships with the Department of Work and Pensions (DWP) and two analysts from the DWPs Performance Development team will be visiting the service at the end of May to review practices and determine if there are any areas for improvement that can be recommended. An officer from the DWP Housing Benefit Policy team will also be visiting the service in June to discuss how DWP can help by giving the council more powers when recovering debt e.g. requiring other Local Authorities to recover debts where debtors claim Housing Benefit in their area rather than this being optional as it is now.
- The service attended the first London Overpayments Benchmarking Group in April. This forum provides an opportunity to share best practice and look at different ideas around recovery with a view to improving performance. Initial feedback from the group was positive and the group is very keen to learn more about the council's Court work.

6.5 Corporate Debtors Unit (Sundry/ASC Debt)

- The service is continuing to develop and enhance individual officer performance reports, which are resulting in the collection improvements reported above. The service is now focusing on older debts and has secured the resources of both the in-house bailiffs and lawyers to progress these cases. This is coupled with the plan to administer court proceedings in-house via the on-line HM Court Service. This should see not only a future reduction in debt outstanding but also a reduction in costs associated with collecting debt.

6.6 Parking Operations

- Parking managers from East and West Sussex are due to meet in June with Brighton & Hove to share best practice and explore possible opportunities for partnership working to reduce costs and further improve recovery.

7 **CONSULTATION**

7.1 No formal consultation has been undertaken in relation to this report.

8 **FINANCIAL & OTHER IMPLICATIONS**

Financial Implications:

8.1 Included within the body of the report.

Finance Officer consulted: Nigel Manvell

Date: 05/06/09

Legal Implications:

8.2 The council has a duty of best value and a general fiduciary duty to council tax payers to act with financial prudence. It is consistent with these duties to (a) make proper arrangements for billing and payment of income, monitoring of arrears and recovery of debts and (b) to keep the arrangements under review. All types of income to be collected by the council are subject to statutory rules and time limits for recovery. The Corporate Debt Management Group and the income collection teams must have regard to these in their collection and recovery processes.

Lawyer consulted: Oliver Dixon

Date: 05/06/09

Equalities Implications:

8.3 As reported above, financial exclusion of citizens and council tenants not only means that people are unable to maximise their income but also has an affect on their ability to pay council debts. In the current climate, the council will ensure people are directed to appropriate advice agencies and other support wherever possible.

Poor income collection performance and associated loss of revenues may reduce opportunities or access to services and employment for communities of interest. Poorly managed income collection could impact on the council's financial standing, which could affect opportunities for investment and partnership working that may be advantageous to particular areas or groups. An Equalities Impact Assessment has been undertaken on the Corporate Debt Collection & Recovery Policy.

Sustainability Implications:

8.4 There are no direct sustainability implications arising from this report. However, it is believed that the reputation of the council's financial control framework and its ability to demonstrate sound budgetary control could have an impact on the willingness of other funding partners to invest in and with the council. This could affect the level of inward investment in respect of projects that contribute towards sustainability.

Risk and Opportunity Management Implications:

- 8.5 A risk assessment is undertaken in relation to the management of individual budgets including income targets.

Crime and Disorder Implications:

- 8.6 There are no direct prevention of crime and disorder implications arising from this report, although reductions in expenditure or service levels caused by not meeting income targets may impact on these issues.

Corporate / Citywide Implications:

- 8.7 The council's financial position impacts on levels of council tax and service levels and therefore has citywide implications. Income collection is an important element of the council's finances.

9 EVALUATION OF ANY ALTERNATIVE OPTION(S)

- 9.1 The report is for noting.

10 REASONS FOR REPORT RECOMMENDATIONS

- 10.1 Collection of income and management of debts is critical to the council's finances with over £300 million income collected. These quarterly reports will ensure that the council's lead member for finance is aware of the council's current performance and arrangements for continually improving income collection and recovery.

SUPPORTING DOCUMENTATION

Appendices:

- (1) Appendix A – Debt Collection Performance 2008/09 (to follow)
- (2) Appendix B – Aged Debt Profile – Quarter 4 (to follow)
- (3) Appendix C – Aged Debt Profile (Movement from Last Quarter) (to follow)

Documents in Members' Rooms

None

Background Documents

None

Income Collection Performance 2008/09

Measure		This Quarter	Target	Outturn for Year	Distance from Target	Current Status	Movement (See Key below)
Debt	Performance Measure						
Sundry Debtors	In-Year Collection Rate	98.00%	97.50%	98.00%	-	GREEN	↑
Adult Services Debtors	In-Year Collection Rate	99.00%	97.50%	99.00%	-	GREEN	⇒
BVPI 66 - Housing Rents	In-Year Collection Rate	98.16%	98.50%	98.16%	0.34%	AMBER	↑
BVPI 79 - Housing Benefit Overpayment	In-Year Collection Rate	72.00%	65.00%	72.00%	-	GREEN	⇒
Parking - PCN's Paid	Overall Collection Rate	70.00%	70.00%	65.40%	-	RED	↑
BVPI9 - Council Tax Collection	In-Year Collection Rate	74.22%	96.10%	96.10%	-	GREEN	⇒
BVPI10 - NNDR (Business Rates) Collection	In-Year Collection Rate	96.93%	98.50%	96.93%	1.57%	RED	↑
Rent from Managed Portfolio (commercial)	Collected within 4 weeks	80.89%	85.00%	85.90%	-	GREEN	↓

13

Meets or exceeds target	GREEN	No change from last report	⇒
Less than 1% short of target	AMBER	Position has improved since last reported	↑
More than 1% below target	RED	Position has worsened since last reported	↓

Aged Debt Profile (Quarter 4)

Debt	Debt Raised In Year £'000	Debt Outstanding £'000	Aged Debt Outstanding					
			<= 30 days £'000	<=60 days £'000	<= 90 days £'000	<= 6 months £'000	<= 1 year £'000	> 1 Year £'000
Housing Rent (Former Tenant Arrears)	0	1,398	34	16	16	100	107	1,125
Housing Rent (Current Tenants)	41,324	1,444	129	94	41	147	232	801
Sundry Debtors	18,872	7,712	3,529	1,110	462	587	572	1,452
Adult Social Care	5,166	4,309	1,013	215	313	298	693	1,777
Council Tax	111,053	15,727	1,513		1,585	547	1,752	10,330
NNDR	91,720	4,915	2,780			346	263	1,526
Housing Benefit Overpayments	4,326	3,531	294	211	165	339	714	1,808
Parking Operations (PCNs)	6,661	4,163	213	189	183	555	562	2,461
Commercial Rents (Cluttons)	10,023	724	358	15	5	346		

Figures spanning more than 1 period represent data where system or contract information cannot currently provide a more detailed breakdown. For example, we are able to determine that £2.780m of NNDR debt is less than 90 days old but are currently unable to analyse this further between 60 and 30 days old.

Debt	Aged Debt Outstanding as a percentage of Debt Outstanding					
	<= 30 days %	<=60 days %	<= 90 days %	<= 6 months %	<= 1 year %	> 1 Year %
Housing Rent (Former Tenant Arrears)	2.4%	1.1%	1.1%	7.2%	7.7%	80.5%
Housing Rent (Current Tenants)	8.9%	6.5%	2.8%	10.2%	16.1%	55.5%
Sundry Debtors	45.8%	14.4%	6.0%	7.6%	7.4%	18.8%
Adult Social Care	23.5%	5.0%	7.3%	6.9%	16.1%	41.2%
Council Tax	9.6%		10.1%	3.5%	11.1%	65.7%
NNDR	56.6%			7.0%	5.4%	31.0%
Housing Benefit Overpayments	8.3%	6.0%	4.7%	9.6%	20.2%	51.2%
Parking Operations (PCNs)	5.1%	4.5%	4.4%	13.3%	13.5%	59.1%
Commercial Rents (Cluttons)	49.4%	2.1%	0.7%	47.8%		

Aged Debt Profile (Movement from last quarter)

Debt	Change in Debt Raised £'000	Change in Debt O/S £'000	Aged Debt Outstanding (Movement)					
			<= 30 days £'000	<=60 days £'000	<= 90 days £'000	<= 6 months £'000	<= 1 year £'000	> 1 Year £'000
Housing Rent (Former Tenant Arrears)	0	-90	20	-15	-9	43	-40	-89
Housing Rent (Current Tenants)	0	-55	28	21	-18	-48	25	-63
Sundry Debtors	1,291	2,590	2,072	540	-71	215	-230	64
Adult Social Care	1,783	-1,583	412	-1,619	-85	-56	-3	-232
Council Tax	-767	-24,679	-6,280		-1,558	-1,334	-15,201	-306
NNDR	0	-17,647	-2,417			-2,431	-3,161	-9,638
Housing Benefit Overpayments	-241	-179	116	-33	-70	-145	62	-109
Parking Operations (PCNs)	2,404	39	-28	-30	-64	-294	-469	924
Commercial Rents (Cluttons)	2,001	-745	-888	6	-1	138		

Debt	Aged Debt Outstanding as a percentage of Debt Outstanding (Movement)					
	<= 30 days %	<=60 days %	<= 90 days %	<= 6 months %	<= 1 year %	> 1 Year %
Housing Rent (Former Tenant Arrears)	1.5%	-0.9%	-0.5%	3.3%	-2.2%	-1.1%
Housing Rent (Current Tenants)	2.2%	1.6%	-1.1%	-2.8%	2.3%	-2.2%
Sundry Debtors	17.3%	3.3%	-4.4%	0.3%	-8.2%	-8.3%
Adult Social Care	13.3%	-26.1%	0.5%	0.9%	4.3%	7.1%
Council Tax	-9.7%		2.3%	-1.2%	-30.8%	39.4%
NNDR	33.5%		0.0%	-5.3%	-9.8%	-18.4%
Housing Benefit Overpayments	3.5%	-0.6%	-1.7%	-3.4%	2.6%	-0.5%
Parking Operations (PCNs)	-0.7%	-0.8%	-1.6%	-7.3%	-11.5%	21.8%
Commercial Rents (Cluttons)	-35.4%	1.5%	0.3%	33.6%		

