



# CIVICA

transforming the way you work

**Gloucester City Council  
Revenues & Benefits  
Annual Performance Report  
2015/16**



**Gloucester  
City Council**  
*Transforming Your City*

## Executive Summary

Performance for 2015/2016 has been excellent despite the challenges the teams encountered with RTI and FERIS. All but one of the key performance indicators have been met which has been accomplished by the hard work of the team and managers.

Legislative changes continue to impact on service provision and the resource requirement, for projects initiated by the Council remains high, with participation the replacement of 3 major software systems. The on-going projects are listed on pages 13/14 of this report.

KPI No	KPI Description	Target (Full Year)	Annual perf.	Status
1	Council Tax Collection (in year)	97%	97%	▲
2	Council Tax Collection (arrears)	30.00%	32%	▲
2	Business Rates Collection (in-year)	97.60%	98%	▲
2	Business Rates Collection (arrears)	35.00%	36%	▲
3	Speed of New Claims Processing	20 days	21 days	▼
4	Speed of changes in Circumstances Processing	9 days	9 days	▲
5	Outstanding Workload (Revenues)	N/A	1758	N/A
6	Outstanding Workload (Benefits)	N/A	1879	N/A
7	Local Authority Error Overpayments	<0.48	0.39%	▲
8	Customer Complaints	N/A	53	N/A

## Performance Highlights

- ▶ The achievement of all but one KPI
- ▶ The implementation of Universal Credit for single jobseekers, in the Gloucester Job Centre and the impacts on work done by the team.
- ▶ 56,000 Council Tax bills were dispatched along with the new calculation of Housing Benefit and Council Tax Support for 2016/17 which was 12,000 notifications. This year, the Council Tax charge included an increase for services provided by the County Council's Adult Social Care team. Additionally we implemented the removal of the 100% discount for one month when a Council Tax property became empty following a Council decision

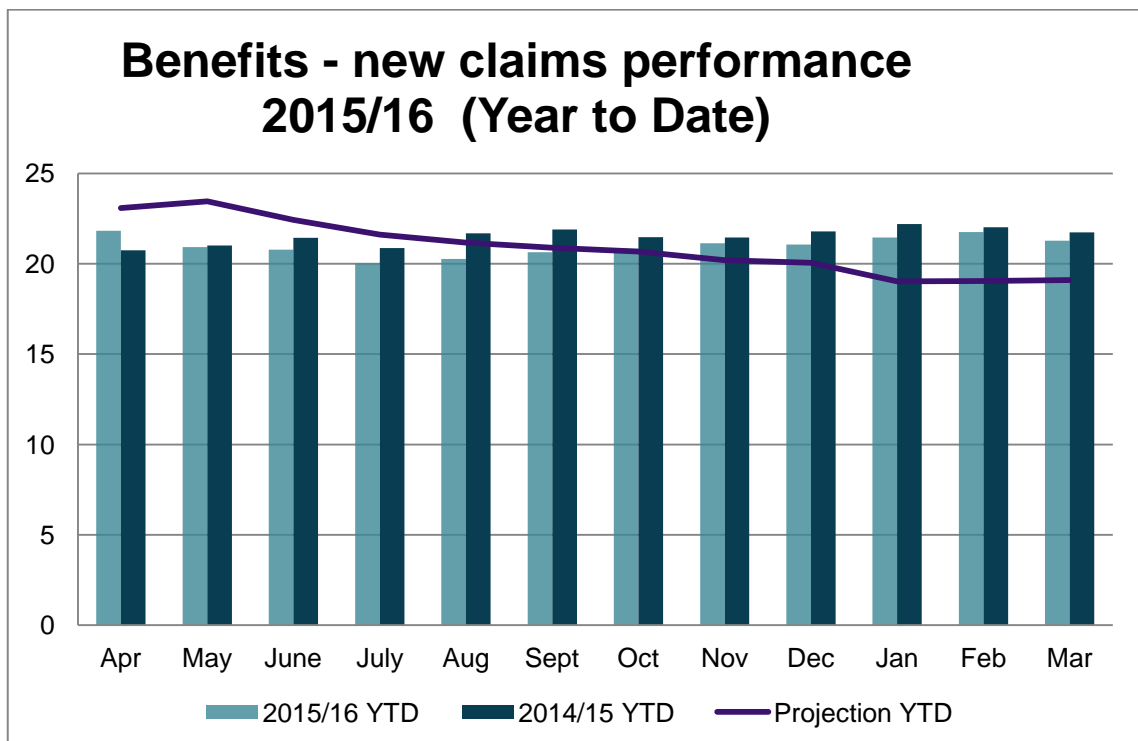
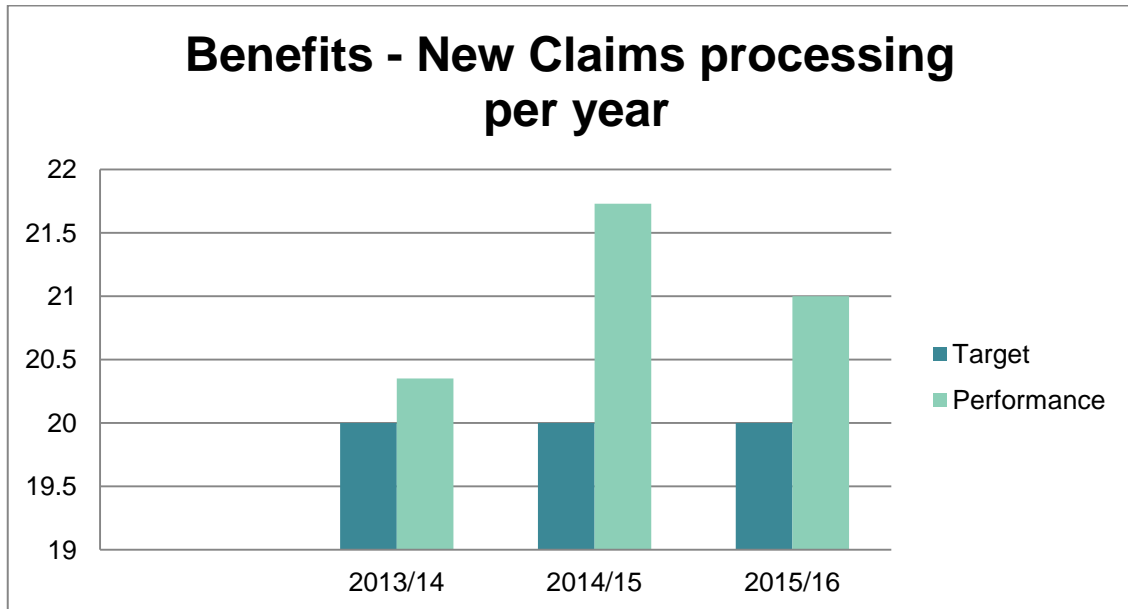
## Performance Lowlights

- ▶ The impact of FERIS (Fraud & Error Reduction Incentive Scheme) and RTI (Real Time Information) work on the Benefits workload caused backlogs in our ability to process the work time. This also impacted on the total amount of overpayments outstanding.

## Benefits Performance

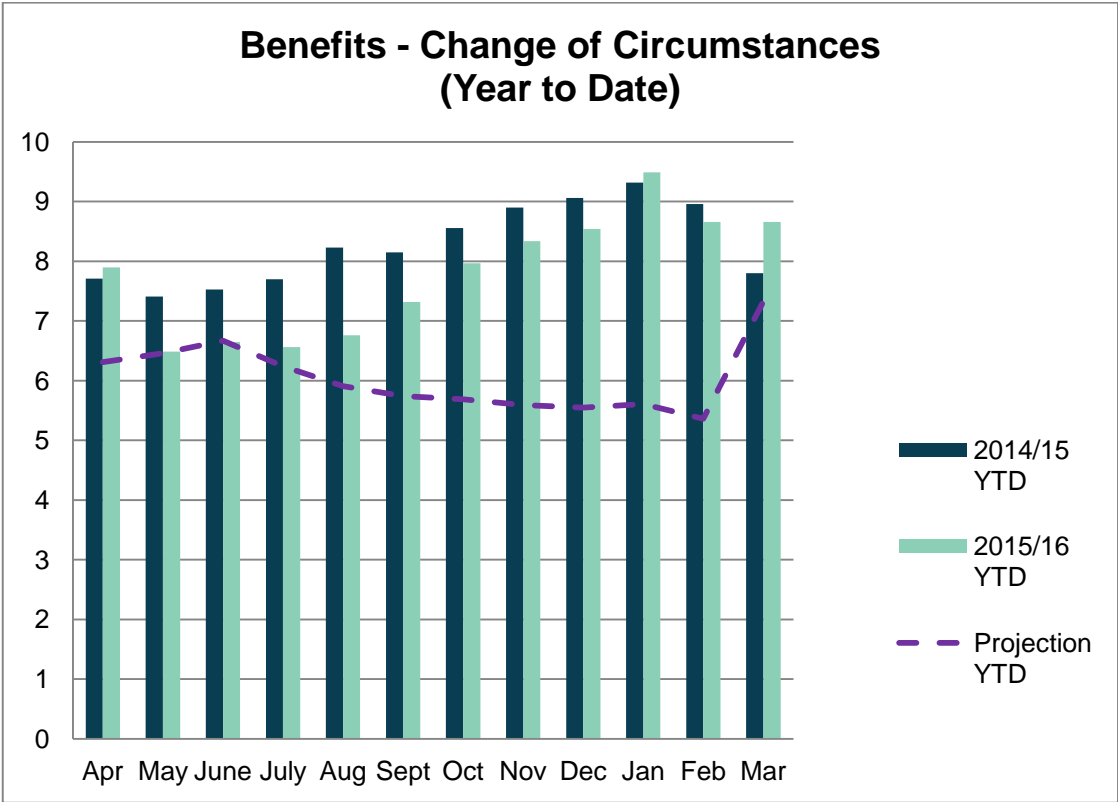
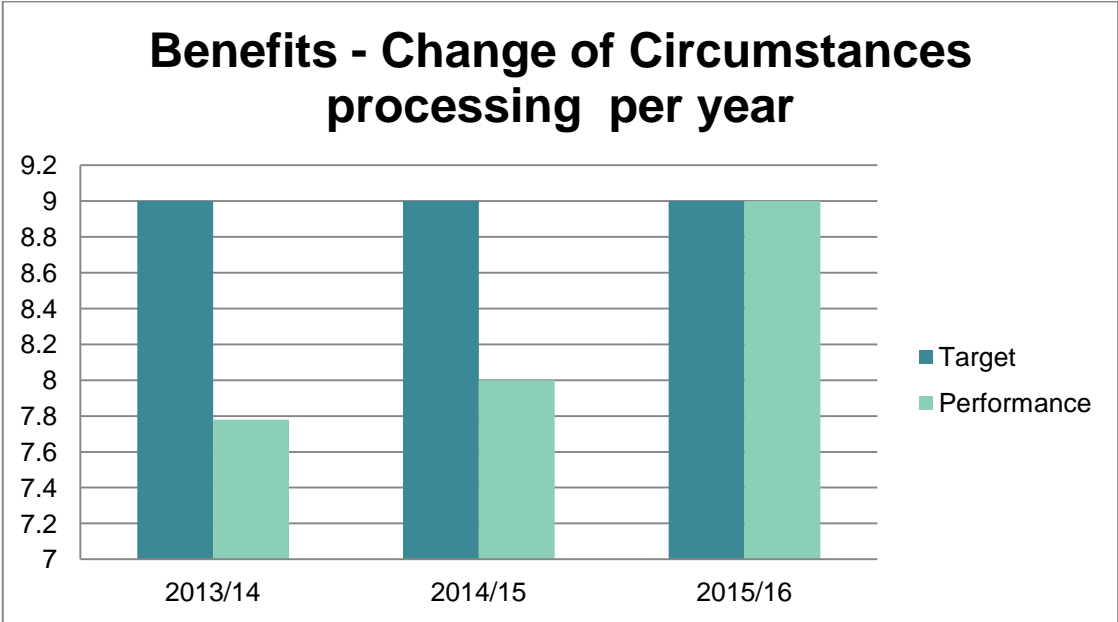
### Benefit – New Claims Processing Performance

The average time to process new claims in 2015/16 was 21.29 days, rounded to 21. This is an increase in performance over the last financial year.



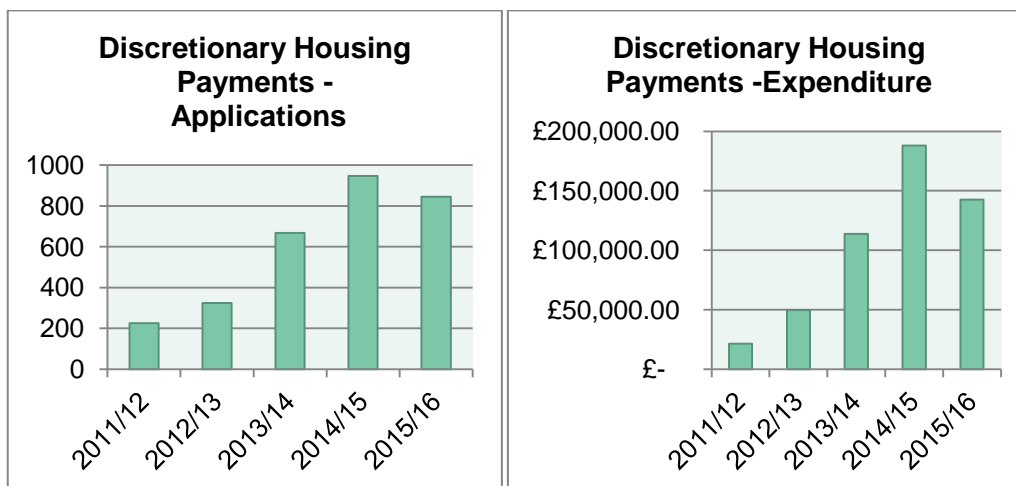
## Benefit – Change of Circumstances processing

The average time to process a change in 2015/16 was 8.7 days, rounded to 9 days, which achieves the target set.



## Discretionary Housing Payments (DHPs)

Numbers of DHP applications received in 2015/16 totaled 844. The expenditure totaled £142,572 which was 76.75% of the DWP funding.



## LA error overpayments – ‘year to date’ performance

The LA error percentage for 2015/16 amounted to 0.39% which is below the target of 0.48% at which the authority would lose subsidy.

## Real Time Information (RTI)

The DWP now report on the data-matching of salary details against the HMRC records for Benefit purposes. The table below shows the annual gross amount of overpayments as a result of this matching.

Date Received	Number	HB Overpayment (Gross)	Council Tax Support Overpayment (Gross)
2014/2015 (6 months)	549	£543,997.74	£116,474.45
2015/2016	647	£658,092.43	£138,616.45
Total	1196	£1,202,090.17	£255,090.90

## FERIS

The Fraud and Error Rate Incentive Scheme results for the last year are as follows:

Campaign 1 – No notification of change in wages since 01/04/2014

- No of reviews sent – 618
- Weekly savings of £15,938.22
- An average saving of £25.79 per claim

Campaign 2 – Childcare for children between the ages of 3-7

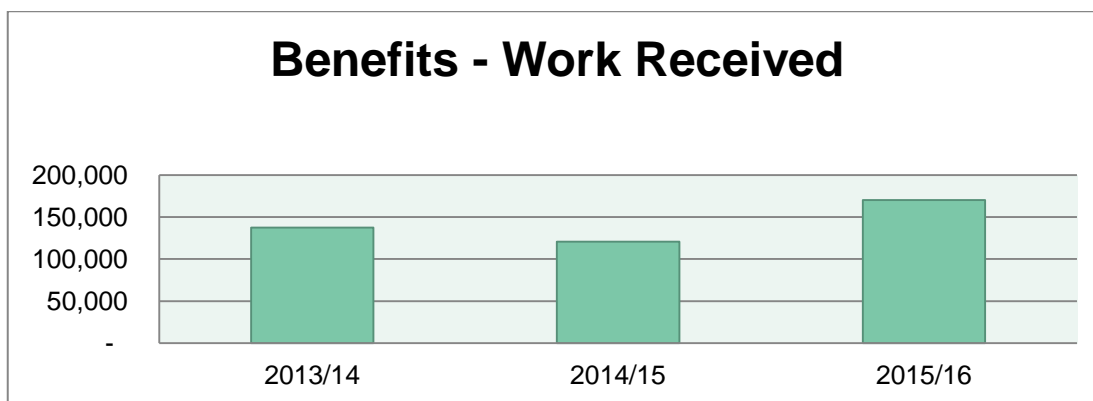
- No of reviews sent – 166
- Weekly savings of £2,243.14
- An average saving of £13.51 per claim

## Universal Credit

Universal Credit for single jobseekers went Live in Gloucester in June 2015. As a result we have received 312 communications from the DWP. There have been 7 Personal Budgeting appointments made, but unfortunately none of those claimants have attended the interview.

## Work Volumes - Benefits

The total amount of work received in 2015/16 amounts to 170,170 which is an increase of almost 50,000 on 2014/2015. The increase is mainly due to FERIS and RTI.



## Caseload

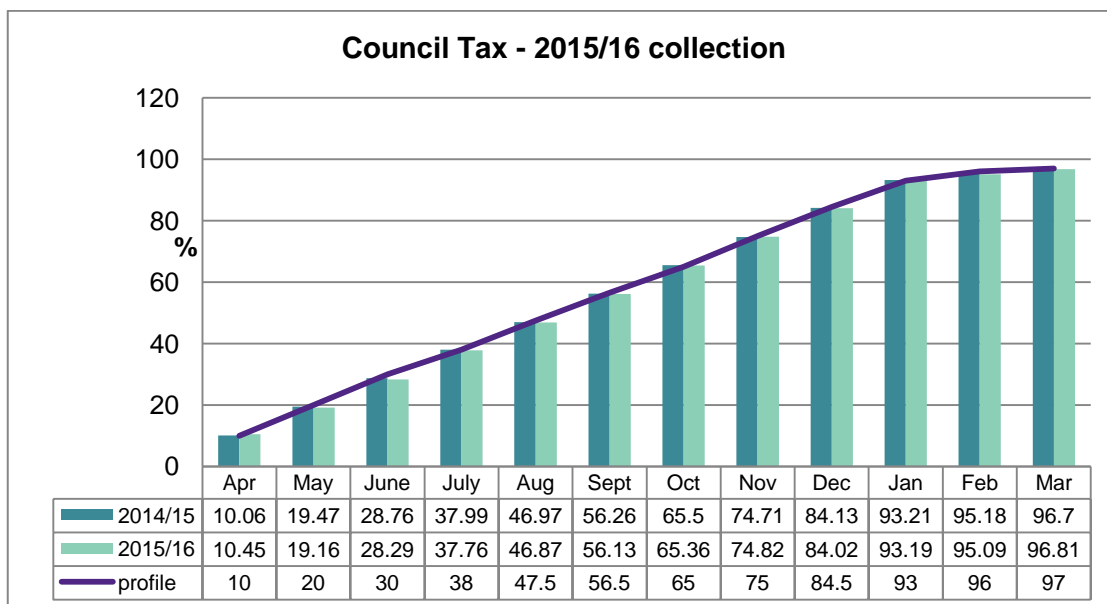
The following table gives a breakdown of the caseload and the variation since the contract started in October 2011.

Claim Type	Mar-16	Previous Year	Variation since Oct 11
No of cases	11543	12011	-7.5
HB cases	9255	9683	
CTB cases	9735	10193	
Private Tenant cases (a)	3866	4191	
Registered Provider cases (b)	5350	2403	
Private cases (a+b)	9216	6594	
Rent rebate cases	39	30	
Pension age cases	3852	4045	
Working age cases	7691	7966	
<b>No of HB/CTB claims - total</b>	<b>18990</b>	<b>19876</b>	

## Revenues Performance

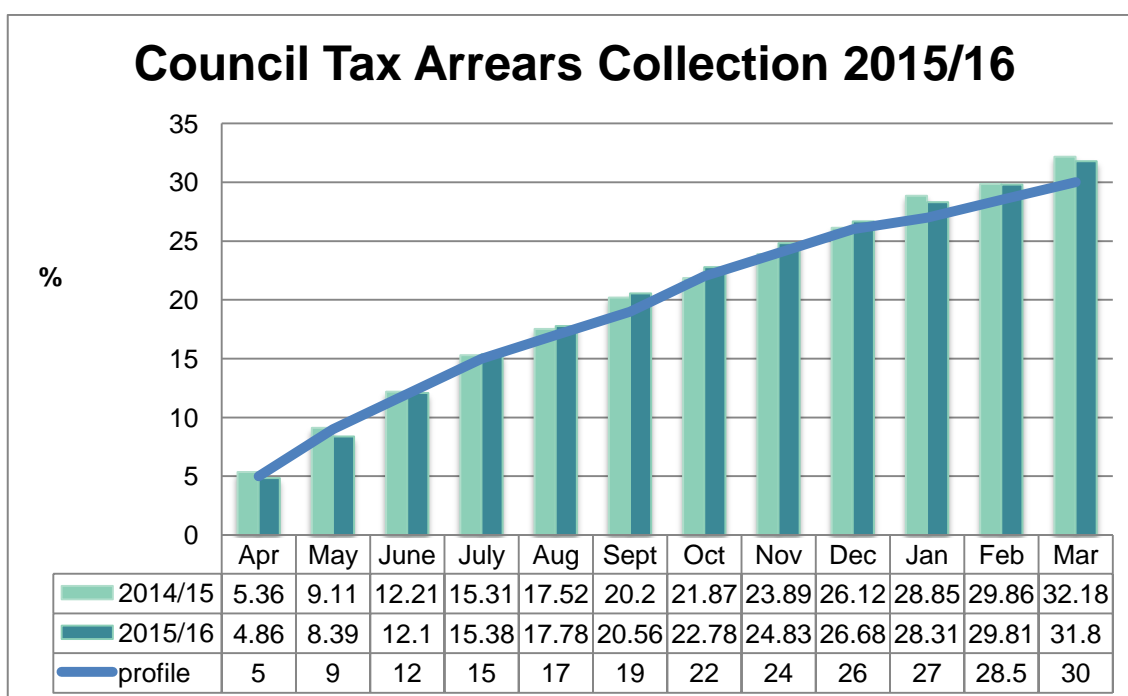
### Council Tax – collection for 2015-16

The table below shows collection of £54m for the 2015/16 year only in a cumulative format. The out-turn collection rate rounded to the nearest percent is 97%. This figure achieves the agreed target.



### Council Tax – arrears

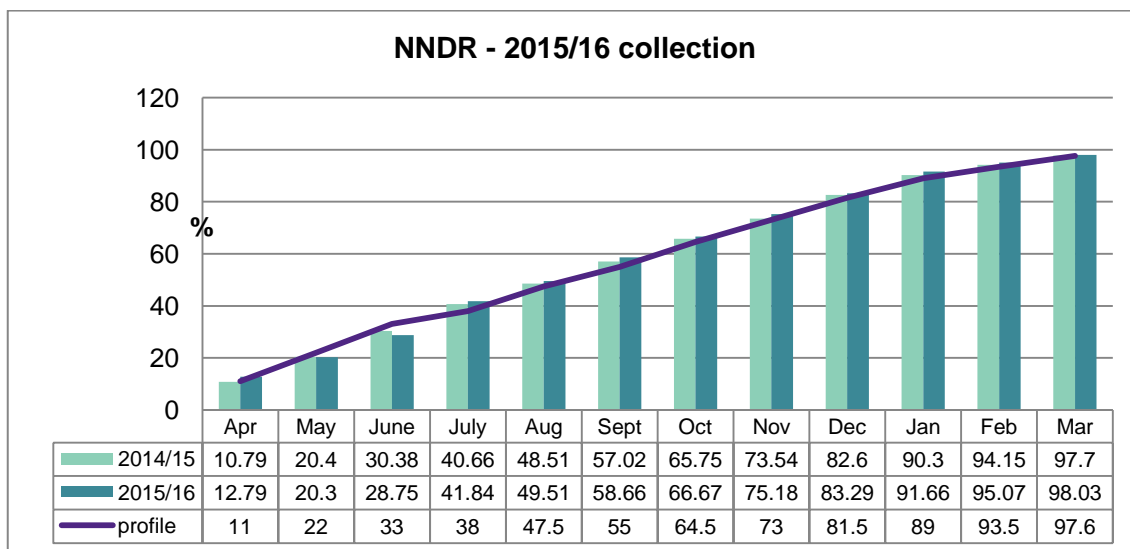
The total outstanding arrears at the start of 2015/16 were £4.85m. For the 2015/2016 financial years collection amounts to 31.8 % which is approx £1.542m.





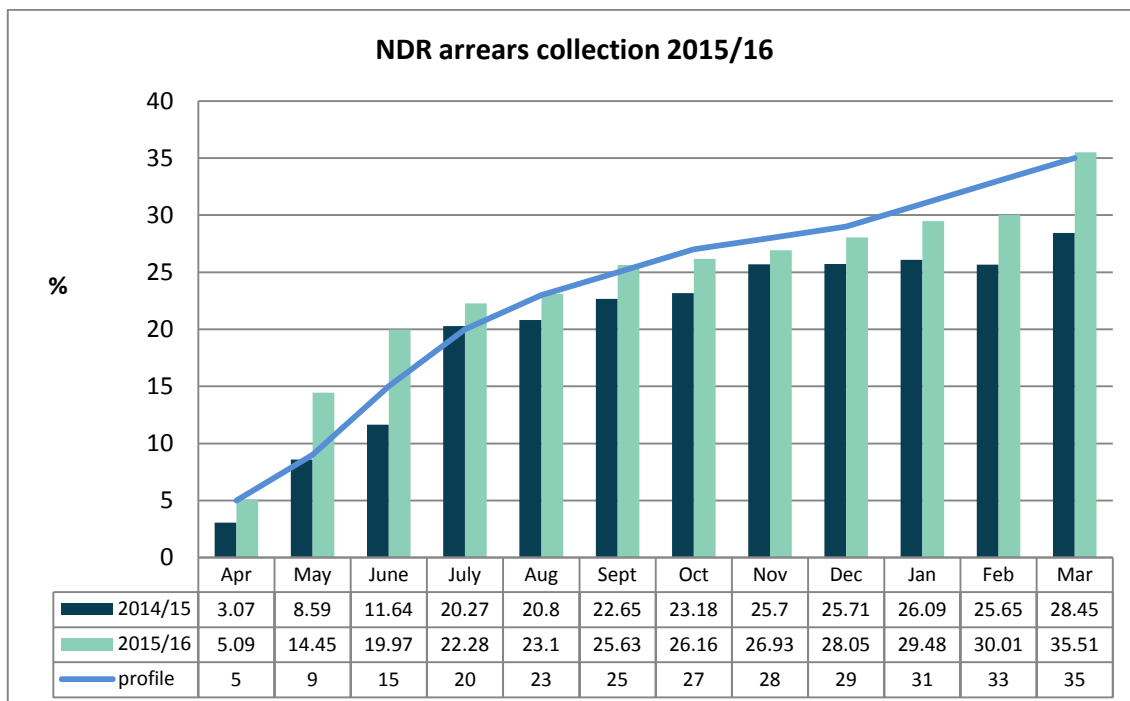
## Business Rates – collection for 2015-16

The chart below shows performance this year against 2014/15 performance. The profile shows the target for each month to achieve the annual target. Performance for the year stands at 98% rounded to the nearest percent. This is above the agreed target.



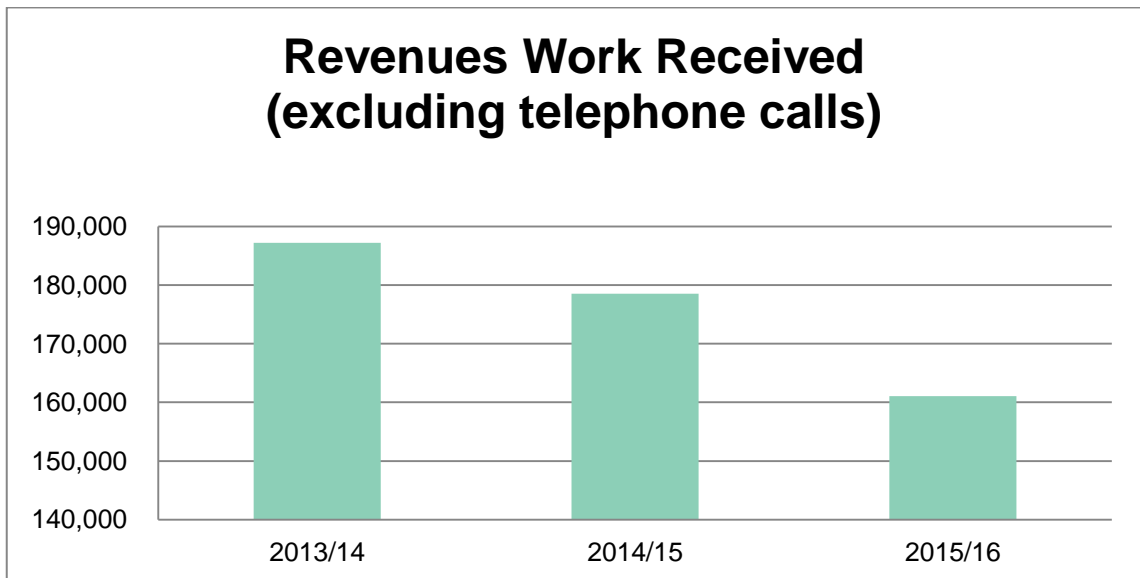
## Business Rates – arrears

The total outstanding arrears at the start of 2015/16 were £2.75m. 35.51% (rounded to 35%) was collected, which equates to £977k of those arrears.

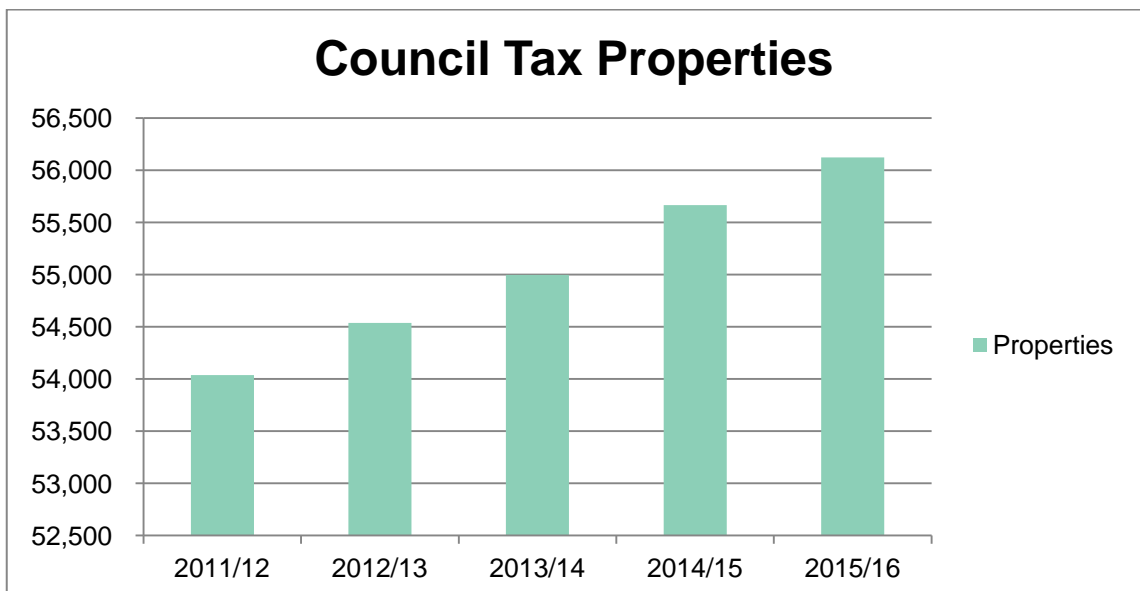


## Work Volumes – Council Tax and Business Rates

The total amount of work received in 2015/16 amounts to 161,052. The decrease over the last year is highlighting that customers have changed the manner in which they contact us, by the increase in the number of telephone calls. Unfortunately this cannot be proven as there are no telephone statistics available.



It should also be noted that the total number of properties has now risen to 56,122. This is an increase of 3.85% since the start of the Civica contract.



## Other Work Streams

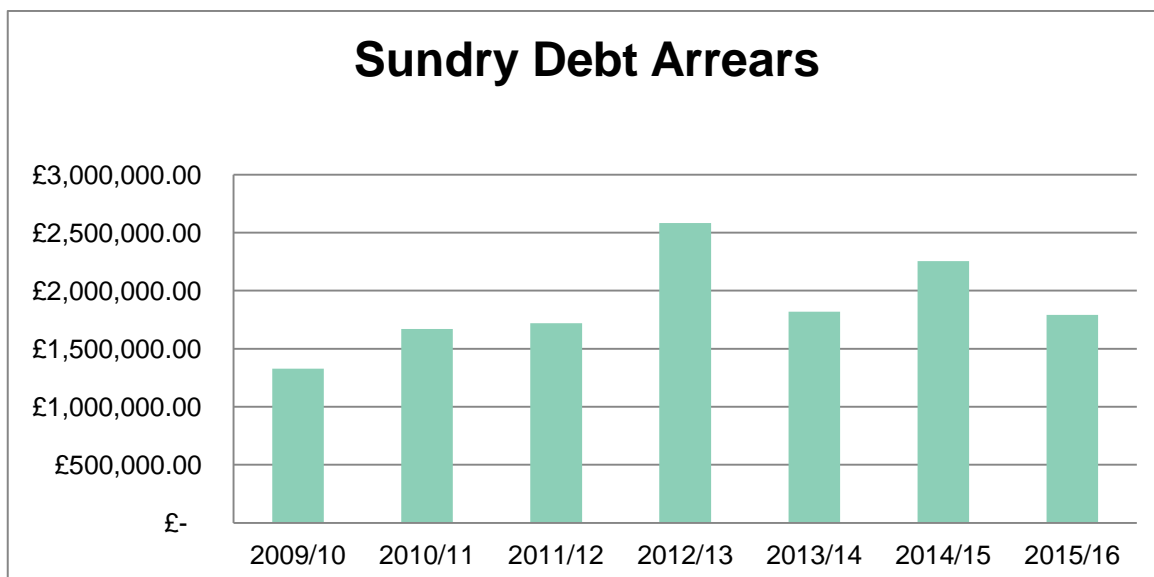
### Sundry Debts

Sundry debt includes services such as garden waste, commercial rent, allotment fees etc, which are services provided by the Council which are chargeable. The table below shows the age debt of the outstanding total number of invoices with credit and debit balances as at 31.03.2016.

Age Range	£0 - £250		£250 - £1000		£1000 - £10000		£10000 +		Total	
Up to 29 days	£20,452.97	271	£69,946.39	121	£167,862.88	67	£722,183.56	10	£980,445.80	469
30 - 59 days	-£1,417.46	55	£23,271.21	44	£45,870.44	18	£62,191.25	3	£129,915.44	120
60 - 89 days	£1,252.67	19	£21,288.02	43	£10,305.98	7	£11,120.00	1	£43,966.67	70
90 - 119 days	£595.77	59	£14,714.78	28	£11,603.18	5	£0.00	0	£26,913.73	92
120 - 365 days	£5,980.61	250	£64,224.45	141	£36,345.15	13	£38,790.78	1	£145,340.99	405
366 - 731 days	-£23,942.10	321	£79,587.22	188	£34,927.03	13	£0.00	0	£90,572.15	522
732 - 1096 days	£19,960.82	245	£71,214.41	167	£25,009.25	10	£10,956.90	1	£127,141.38	423
1097 - 1461 days	£15,821.04	241	£67,243.33	144	£20,580.36	7	£0.00	0	£103,644.73	392
1462 - 1827 days	£3,216.71	120	£35,225.96	80	£7,196.89	2	£0.00	0	£45,639.56	202
1828 +	£1,336.90	439	£26,908.99	57	£58,450.26	23	£10,645.55	1	£97,341.70	520
<b>Total</b>	<b>£43,257.93</b>	<b>2020</b>	<b>£473,624.76</b>	<b>1013</b>	<b>£418,151.42</b>	<b>165</b>	<b>£855,888.04</b>	<b>17</b>	<b>£1,790,922.15</b>	<b>3215</b>

The total number of invoices raised in the year was 32,482 with a debt totaling £9.7m.

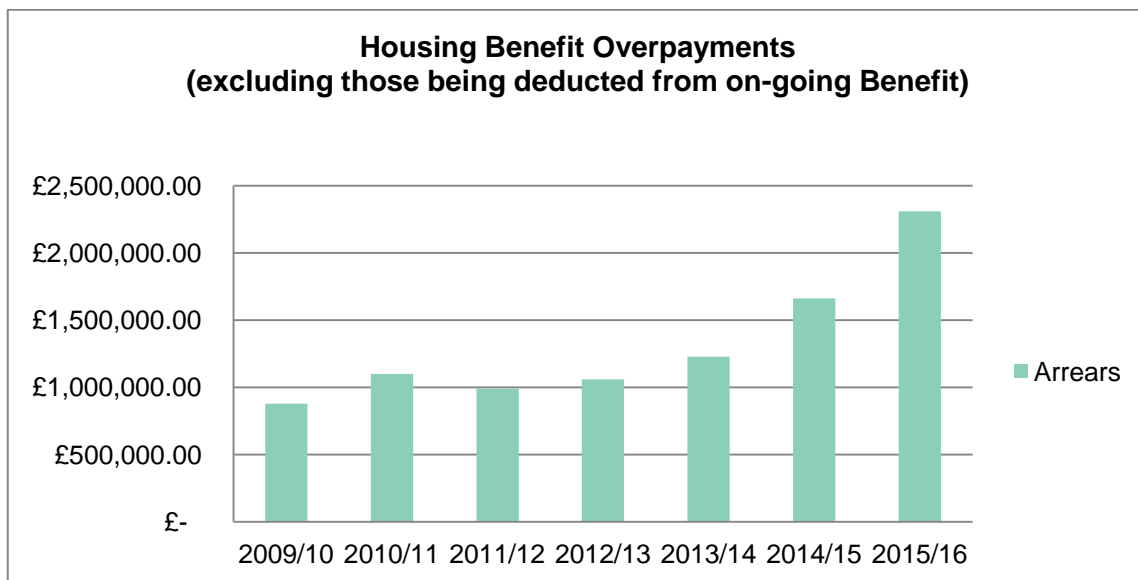
The chart below shows the level of arrears at the end of historic financial years.



## Housing Benefit Overpayments

Overpayments occur where a person receives more benefit than they are entitled to. This can be as a result of not being notified of a change in circumstance, DWP error, LA error etc.

The number of invoices outstanding at the end of March was 1,700 with a value of £2,310,331. Additionally there were 1,048 claims where money is being recovered from the claimants on-going benefit payments totalling £1,363,397.



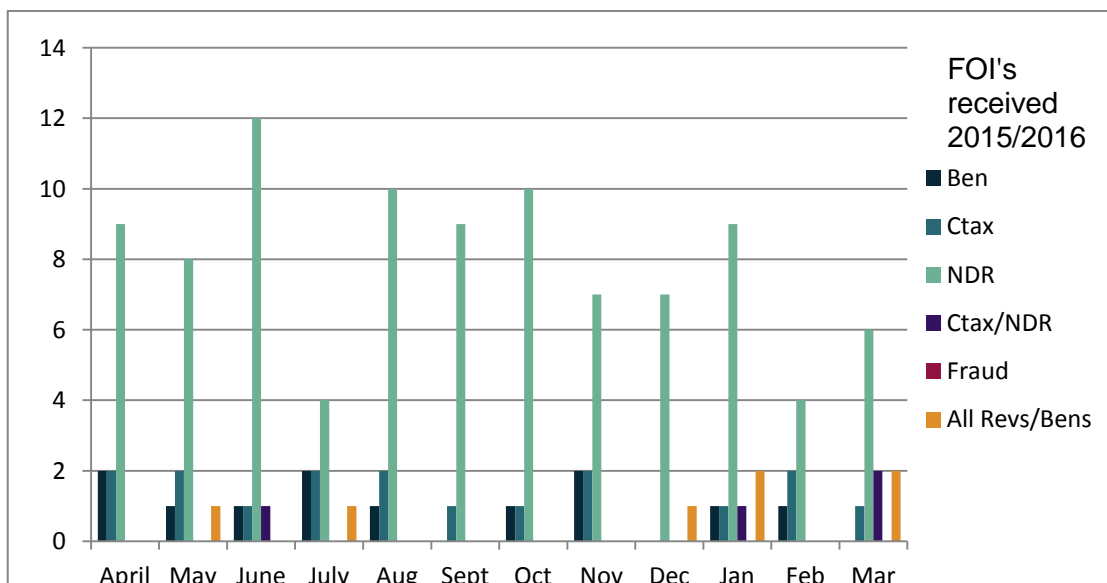
## CUSTOMER SERVICES PERFORMANCE

### Compliments, Complaints

There were a total of 53 complaints received this year and 7 compliments.

### Freedom of Information Requests (FOI's)

The service received 135 FOI requests in 2015/16, of which 70% related to Business Rates. The chart below shows the FOI requests received per month.



## SERVICE IMPROVEMENT & DEVELOPMENT

### SERVICE IMPROVEMENT PLAN

#### Projects/initiatives completed in 2015/16:

- ▶ The implementation and testing of Open Revenues release and patches totaling 33.
- ▶ The calculation and dispatch of returns to the DWP, HMRC and DCLG, including NNDR1, NNDR3, CTB, QRC1-4, Subsidy forecast, Subsidy mid-year estimate, Final Subsidy.
- ▶ The calculation of the Council Tax base, and notification to preceptors.
- ▶ Assistance with the Council's internal audit on Benefits, Council Tax, Business Rates and Sundry Debts.
- ▶ Assistance with the Council's external auditors on the Benefits subsidy claim.
- ▶ Staff training has been undertaken on Insolvency and Council Tax for Benefit staff.
- ▶ Alignment of annual subscription to the Garden Waste scheme to October and the issue of bin stickers to customers on payment.
- ▶ Annual Billing of Council Tax and Business Rates along with the calculation of Housing Benefit and Council Tax Support for 2016/17. Implemented as part of this process was the removal of Business Rates retail relief, inclusion of details concerning additional charges for Adult Social Care in Council Tax, the second year of discretionary transitional relief on Business Rates and the removal of the 100% discount of the first month of a Council Tax property becoming empty.
- ▶ The introduction of mobile payment devices for taking debit and credit card payments at events such as "The Tall Ships" and the Rugby World Cup.
- ▶ Implementing Universal Credit for single job seekers.
- ▶ The merger of DWP ETD and ATLAS files
- ▶ Introduction of Benefit claim reviews in line with the DWP initiative FERIS.
- ▶ A review of the calculation of court costs as a result of case law
- ▶ The upgrade to the corporate Income Management System
- ▶ Introduced the "Pingit" method of payment for mobile and tablet users.

#### Projects/initiatives underway:

- ▶ The implementation of the new on-line benefit claim form and connector to RBV.
- ▶ The testing of software to automate changes to council tax support which have been prompted by a change in council tax.
- ▶ Upgrade to Civica Automation Benefit Subsidy module.
- ▶ Assistance on the implementation of new software to replace Theatre Flex and Leisure Flex for Culture Services.
- ▶ Implementation of a module of Open Revenues to enable the payment of DHP's where the customer is a UC claimant.

# CIVICA

- ▶ The implementation of Civica Financials to replace the council's current Financial Management system by August 2016, including a Debtors module has commenced. This also includes a change to software used to transmit files to BACs.
- ▶ Implementation of a small pilot of cases through insolvency for Council Tax and Business Rates.
- ▶ Assisting the Council in its device refresh and work needing to be undertaken to ensure the move of data to the Cloud.
- ▶ The implementation of LADS to replace the current system of downloading files from the DWP.
- ▶ Assistance with the potential BID for the City Centre.
- ▶ Moving the Bill Payment service from Co-operative Bank to Capita.
- ▶ Processing car park transactions through the Income Management system.
- ▶ Assisting with PCI DSS compliance (Payment Card Industry, Data Security Standards).

## **Future Projects/initiatives:**

- ▶ Migration of Open Revenues servers to Windows 2012
- ▶ Upgrade to Images@Work.
- ▶ Evaluation of Civica's Open Revenues SMS texting and email.
- ▶ Business Rates revaluation 2017/18

## **Changes announced in the Chancellors Autumn and March Budget Statements still to be implemented**

- ▶ Welfare reform changes – Benefit Cap 2016
- ▶ 100% Business Rates retention
- ▶ Extension of the FERIS scheme to 2016/17
- ▶ Business Rates - Introducing a £1,500 discount for office space occupied by local newspapers for 2 years from April 2017
- ▶ Local Authorities to be able to use their local discretionary powers to support publicly owned public toilets from April 2017
- ▶ From 2020, Business Rates bills will be indexed to CPI
- ▶ Revaluations of Business Rates property to be more frequent than the current 5 years and to be at least every 3 years
- ▶ To standardise Business Rates bills and to ensure all ratepayers have the option to receive and pay bills electronically
- ▶ By 2022 to link all Business Rates systems to HMRC digital tax accounts.