

# Gloucester City Revenues & Benefits Annual Performance 2016/17

## Executive Summary: Amended Figures

| 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               | 21 days            | 22 days      | ▼      |
| 4      | Speed of changes in Circumstances Processing | 9 days             | 8 days       | ▲      |
| 5      | Outstanding Workload (Revenues)              | N/A                | 1578         | N/A    |
| 6      | Outstanding Workload (Benefits)              | N/A                | 1810         | N/A    |
| 7      | Local Authority Error Overpayments           | <0.48              | 0.4%         | ▲      |
| 8      | Customer Complaints                          | N/A                | 37           | N/A    |