

Capita Targets 2008 - 09

BVPI	07/08 Target	Proposed 08/09 Target	Comments
BVPI 9 - Council Tax collected (To be measured monthly and quarterly)	97%. (3 rd Quartile)	98% AGREED	
BVPI 10 - Non Domestic rates collected (To be measured monthly and quarterly)	98.8% 3 rd Quartile	97.5% AGREED	Due to a change in Government legislation from 1 st April 08 the amount paid on empty properties has changed. Properties that were previously exempt or only paying 50% now have to pay 100% of the bill. This change in legislation has affected many mills and historic buildings within Rossendale, making the recovery of business rates more difficult. Some of the records re empty properties in Rossendale are out of date and it is recognised that it is difficult to identify the liable party, let alone the debt. There are regular meetings of the Lancashire Revenues Forum where this was recognised and other authorities have taken a similar view and reduced targets in light of this legislation. The SAT is regularly kept updated.
79bi- Overpayments % recovered against created in period (Performance Measure 7) (To be measured monthly and quarterly)	75% 2 nd Quartile (April to Dec = 86.56%)	120%	All BVPI's need to be measured on a monthly and quarterly basis. It is the same target for each month, quarter and annual out turn. Contract states have to demonstrate continuous improvement. By actively working to reduce errors entering the system this will make this target easily achievable.

<p>79bii – Overpayments % recovered against outstanding and created in period (Performance Measure 8) (To be measured monthly and quarterly)</p>	<p>57%</p> <p>Top Quartile (April to Dec = 33.94%)</p>	<p>70%</p>	<p>All BVPI's need to be measured on a monthly and quarterly basis. The figure of 70% represents the annual out turn target, it is appreciated that this PM is hard to track as outstanding debt changes, but RBC still wish to monitor on a monthly basis. Contract states have to demonstrate continuous improvement. Again by reducing errors entering the system this will reduce outstanding debt, which we measure against, and an increase in recovery makes this target more than achievable.</p>
<p>79biii – % of write offs (Performance Measure 9)</p>	<p>Under 8%</p> <p>Bottom Quartile (April to Dec= 3.56%)</p>	<p>Under 5%</p>	<p>Agreed to withdraw this local indicator, but the SAT will continue to monitor on a monthly quarterly and annual basis.</p>

COUNCIL TAX	07/08 Target	Proposed 08/09 Target	
<p>% of council tax charge payers who pay by direct debit (To be measured quarterly and annually)</p>	73%	<p>69% AGREED</p>	<p>The major project which will improve performance against this local target was delayed last year (paperless direct debits) now proposed for 08/09. Target adjusted accordingly.</p>
<p>% of business rate payers who pay by direct debit (To be measured quarterly and annually)</p>	73%	<p>56% AGREED</p>	<p>Recent legislation changes have resulted in a significant increase in the number of chargeable hereditaments. Accordingly the % of direct debit payers has decreased.</p>
<p>% of work items which took over 10 working days to action (total items which took over 10 days from receipt to action, within period, as a % of all items received in period) (To be measured</p>	No more than 11%	<p>No more than 9% AGREED</p>	<p>Agree. After consultation it has been agreed that items of post effecting benefit BVPI's will be treated as urgent and given priority.</p>

<p>quarterly and annually)</p>			
<p>Turn around time from obtaining Magistrates Liability order on council tax to sending out notification letter (To be measured quarterly and annually)</p>	<p>1 days or less</p>	<p>1 day or less AGREED</p>	<p>The days are working days.</p>
<p>Turn around time from obtaining Magistrates Liability order on business rates to sending out notification letter (To be measured quarterly and annually)</p>	<p>1 days or less</p>	<p>1 day or less AGREED</p>	<p>The days are working days.</p>
<p>New property inspections</p>	<p>At least 3 times per financial year</p>	<p>At least 3 times per financial year AGREED</p>	

Ad Hoc inspections	Within 14 working days	Within 14 working days AGREED	
Empty property inspections	At least 3 times per financial year	At least 2 times per financial year for Council Tax and 2 times per financial year for Business Rates AGREED	This has been agreed at 2 per year in order to focus attention on tracing absconded customers and minimising write offs.
Reduction in previous years Council tax arrears excluding write offs	17%		This has been replaced by targets set in from schedule 10.
Reduction in previous years Business Rates arrears excluding write offs	17%		This has been replaced by targets set in from schedule 10.
	07/08 Target	Proposed 08/09	

CUSTOMER SERVICE		Target	
Customer Waiting times OSS (To be measured Weekly, monthly, quarterly and annually)	90% customers seen within 10 minutes of arrival at the One Stop Shop Agree	90% customers seen within 10 minutes of arrival at One Stop Shop AGREED	It has been agreed that with the introduction of CRM we will keep the target as is for this financial year.
% first point of contact resolution (To be measured weekly, monthly quarterly and annually)	85% checking to 5%	90% AGREED	This is to be measured by a quality check administered by the OSS Manager. This is to be undertaken through a review of EDMS memos created following the customer interview. The percentage of Council Tax and Benefits cases to be reviewed will be 2% It has been agreed that the SAT can request a sample check of 5% of either Revenues or Benefit enquiries at any time instead of the 2% across both services, should it so desire.
OSS SWITCHBOARD	07/08 Target	Proposed 08/09 Target	
% RBC switchboard telephone calls answered within 10 seconds (To be measured weekly monthly, quarterly and annually)	90%	90% AGREED	

<p>% of abandoned switchboard calls (To be measured monthly, quarterly and annually)</p>	<p>No more than 5%</p>	<p>No more than 3% AGREED</p>	
<p>% telephone calls answered within 20 seconds (To be measured weekly monthly, quarterly and annually)</p>	<p>90%</p>	<p>90% - AGREED</p>	
<p>% of abandoned calls (To be measured weekly monthly, quarterly and annually)</p>	<p>No more than 5%</p>	<p>No more than 5% AGREED</p>	
<p>Longest time to answer</p>	<p>No more than 3 minutes</p>	<p>No more than 3 minutes</p>	<p>After discussion it was agreed to Scrap this indicator</p>