Epping Forest District Council

Key Performance Indicator Improvement Plan 2016/17

RES04 **What percentage of the district's annual business rates was collected?**

Outturn			Target
2013/14	**2014/15**	**2015/16**	**2016/17**
98.09%	**97.86%**	**97.84%**	**97.80%**

Responsible Officer

Bob Palmer
Director of Resources

Improvement Action	Target Dates	Key Measures / Milestones
Migration of FAQ calls for Business Rates into the Customer Service Team to allow specialist staff in the back-office to concentrate on complex accounts	30/06/16	Reduction in calls taken by back-office
Re-tender of Enforcement Agents contract	01/09/16	Appointment of supplier(s)
Implementation of on-line authentication for businesses to view their accounts and check balances and to have the provision for e-billing	Annual Billing 2017	Go-live

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

All costs contained with existing contract terms

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

Much of the work is based around IT solutions and will depend on agreed resources being in place with suppliers, both internally and externally

RES05 On average, how many days did it take us to process new benefit claims?

Outturn			Target
2013/14	**2014/15**	**2015/16**	**2016/17**
23.00 days	**21.74 days**	**21.76 days**	**22.00 days**

Responsible Officer

Bob Palmer

Director of Resources

Improvement Action	Target Dates	Key Measures / Milestones
Regular review of procedures to reduce delays and unnecessary requests for information.	July and October 2016 and January 2017	Weekly monitoring and KPI performance reported on a quarterly basis
Review documentation to encourage claimants to provide documentation with their applications and reduce the need to write to request the information that has not been provided.	October 2016	Weekly monitoring and KPI performance reported on a quarterly basis
Regular review of training requirements	July and October 2016 and January 2017	Weekly monitoring and KPI performance reported on a quarterly basis
Recruitment of experienced staff to vacant posts.	June/July 2016 and as vacancies arise	Weekly monitoring and KPI performance reported on a quarterly basis

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If experienced staff cannot be recruited, the vacant posts will impact on performance.

RES06 On average, how many days did it take us to process notices of a change in a benefit claimant's circumstances?

Outturn			Target
2013/14	2014/15	2015/16	2016/17
4.58 days	4.74 days	4.47 days	6.00 days

Responsible Officer

Bob Palmer

Director of Resources

Improvement Action	Target Dates	Key Measures / Milestones
Regular review of procedures to reduce delays and unnecessary requests for information.	July and October 2016 and January 2017	Weekly monitoring and KPI performance reported on a quarterly basis

Regular review of training requirements	July and October 2016 and January 2017	Weekly monitoring and KPI performance reported on a quarterly basis
Recruitment of experienced staff to vacant posts.	June/July 2016 and as vacancies arise	Weekly monitoring and KPI performance reported on a quarterly basis

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