

Potential Investment in ICT to improve efficiency in Revenue and Benefits

Revenue and Benefits: Scope and Scale of Service

1. Council Tax

The table below illustrates the scope and scale of the council tax service

No of Households (1 April 2009)	57498
No of changes to liability in year (2008/09)	28000 (38.5k items of post)
No of reminder letters per year (2008/09)	26000
No of summonses per year (2008/09)	5300
Liability Orders (2008/09)	3000
No of cases referred to baliff (2008/09)	1900
Total Billed (Net debit 2008/09)	£81.9 million
Recovery rates in year 2008/09	98.6%
Estimated – Phone calls received by Revenues Service - Number of visits to Revs & Bens Customer Support Team (For both types of enquiries)	38000 p.a. 6800 p.a.
Payment Methods	%
Direct Debit	80%
Cheque by post	6%
Post office payments	2%
Switch	5%
Bank	5%
Other (visa, cash, DWP, bailiff, etc)	2%

1.2 The staffing structure is

	WTE
Head of Revenues and Benefits	1
Principal officers (Revs, Bens & Tech)	3
Fraud Team	4
Customer support officers	5
Visiting officers – Benefits	2
Rating Inspectors	2
Technical officers	0.54
Benefit assessment officers (inc 1 team leader)	8.96
Revenue Officers (including 2 team leaders)	11.32
Appeals Officer	0.2
Sundry debtor officer	0.59
Benefit overpayment officer	0.54

1.3 The impact of the recession on service performance has been minimal to date although there is increasing anecdotal evidence that collection from both individuals and businesses will be more challenging.

Benefits

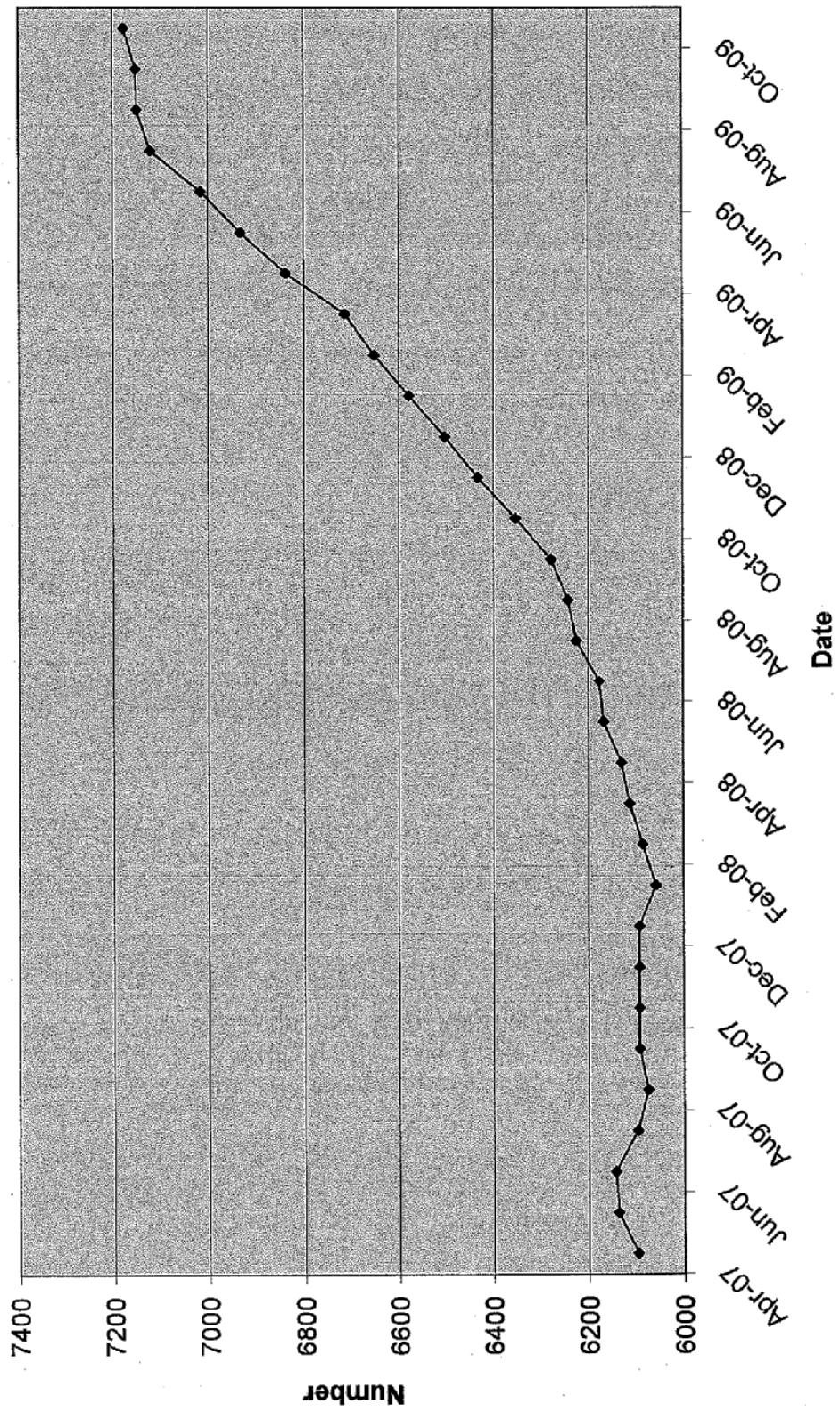
1.4 The table below illustrates the scope and scale of the benefits service at April 2009

New claims received (2008/09)	3752
Claims in payment (average 2008/09)	6372
Changes in circumstances received (2008/09)	14500
Annual benefit paid out 2008/09	£27.9 million

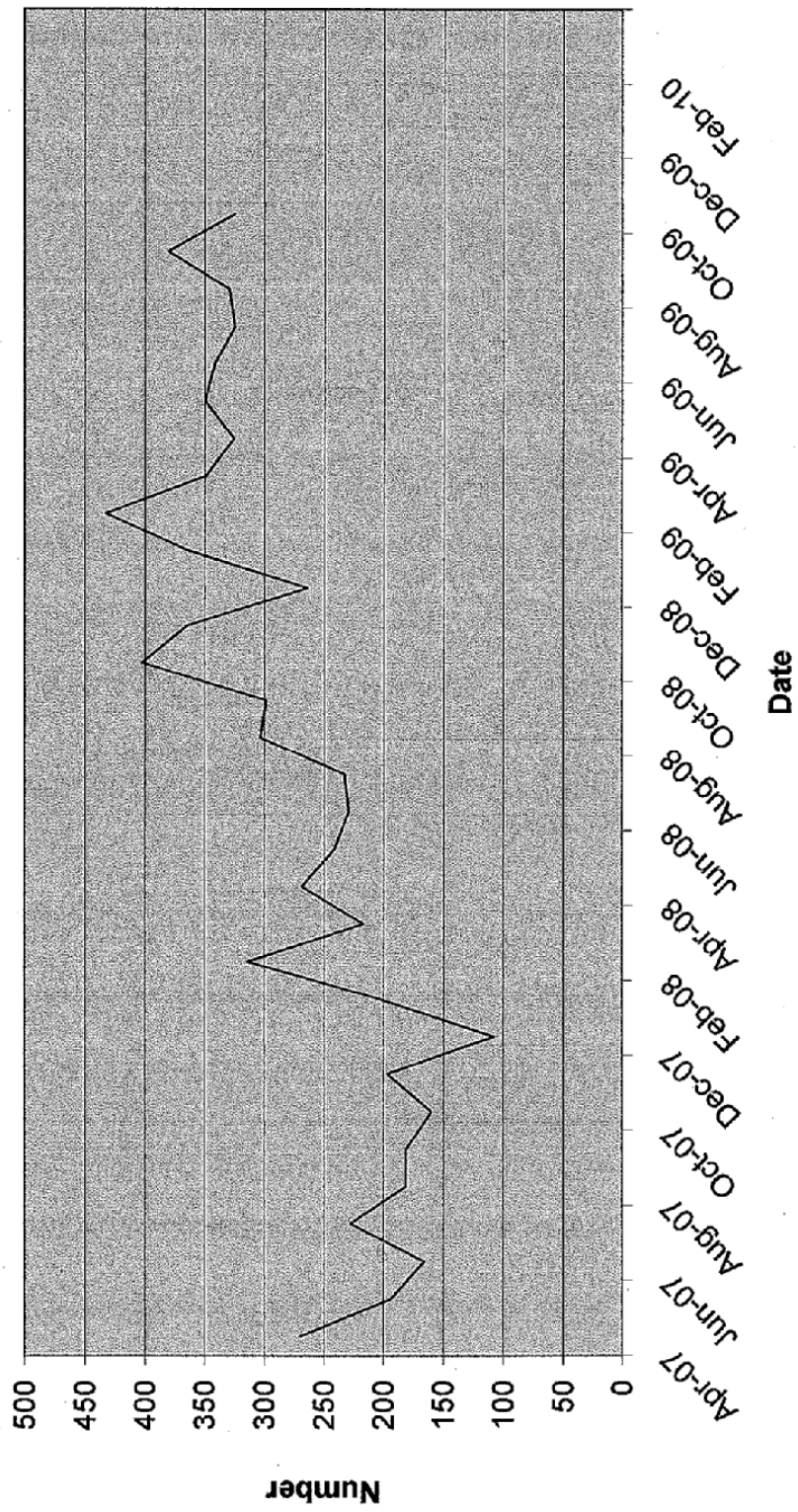
1.6 Costs of Revenues & Benefits service include

	£ 2008 / 09 Actual
Staffing costs	1.29m
Postages	65,500
Printing and stationery	33,000
Cost of collection allowance	-203,600
Benefits admin subsidy grant	-724,000

CASELOAD.



New claims received



New claims received

