

WAVERLEY BOROUGH COUNCIL

EXECUTIVE – 29 JUNE 2010

COMMENTS FROM THE CORPORATE OVERVIEW AND SCRUTINY
COMMITTEE - 21 JUNE 2010

13. POST-IMPLEMENTATION REVIEW OF THE PAYMENT RECEIPTING SERVICE (Appendix H)

The Committee gave consideration to the report on the findings of a post-implementation review of the replacement of the Council's cash counters with a payment collection service provided by the Post Office and Pay Point retail outlets. It agreed to pass the following observations to the Executive:-

1. that officers be requested to consider the less positive comments received from customers relating to Pay Points not taking cheques or cards, queuing issues at Post Offices and disabled access and identify ways of addressing the issues where possible; and
2. officers be congratulated on the successful implementation of the service which was providing customers with a choice of many more payment outlets and an increased footfall in local retail outlets, together with a considerable saving for the Council in excess of that anticipated.

21. ANNUAL PERFORMANCE MANAGEMENT REPORT 2009/10 (Appendix P)

The Committee agreed to pass the following observations to the Executive:-

- i. LI 13a - Take up of benefits in target groups - number of pensioners receiving Housing or Council Tax Benefit

The Corporate Plan target of a 2% increase each year for the next two years seemed ambitious and a more realistic target would be 1 - 1.5%.

- ii. NI 181 - Time taken to process Housing/Council Tax Benefit new claims and change events

Although overall the average number of days to process these claims was 11 against a target of 14, this included two bulk upratings during the year (when all claims had to be reviewed). Without these, the average was 17 (3 days off target), reflecting a significant increase in the section's workload, resulting from a 22% increase in workload during 2009/10, and the introduction of the 5 day pledge to fast track claims. The Committee welcomed the peer review being undertaken as part of the Foresight Programme, which was looking for efficiencies to improve performance.

iii. LI 5b - Percentage of invoices from small and/or local businesses paid within 10 days

This had increased consistently each quarter over the year. However, a target of 100% seemed unachievable and it was recommended that it would be more realistic to reduce this target, and the target for LI5, to 99%.

In summary, to include with the recommendations made by the other two O and S Committees as set out at paragraph 5 of the report at Appendix P, the two recommendations made by the Corporate O and S Committee below:-

Ref	Description	O&S Committee Recommendation
<i>Corporate O and S Committee - 21 June 2010</i>		
LI 13a	Take up of benefits in target groups - number of pensioners receiving Housing or Council Tax Benefit	Recommend that the target should be reduced to 1 - 1.5%.
LI 5b (and LI 5)	Percentage of invoices from small and/or local businesses paid within 10 days	Recommend that the target be reduced to 99%.