

REVENUES SERVICES ANNUAL REPORT 2010/11

SERVICE IMPROVEMENT

- Reduction of 3,691 reminder notices sent out (23%)
- Reduced postal cheque payments by 19.4%
- Completed the National Fraud Initiative
- Earned national Customer Service Excellence award

YOUR VIEWS

are important to us. If you have any comments, suggestions or new ideas to help us to improve our service, please let us know.

MAIN ACHIEVEMENTS DURING THE YEAR

- We implemented the Governments revised Small Business Relief Scheme.
- We were awarded the Customer Service Excellence award at the first attempt.
- We increased our Council Tax and Business Rates in year collection rates.
- We worked with the National Fraud Initiative to check entitlement to single person discount. 166 claims were cancelled, which equated to an extra £85,000 of revenue.

We monitor our progress during the year for our main services, below is a summary of our performance during 2010/11.

Council Tax and Business Rates

Collection Rates

Collection targets of 99.1% for Council Tax and 98.6% for Business Rates were set for 2010/11. Collection remains in the top 25% of the Country for Council Tax (99.06%) and Business Rates (99.25%).

Housing Benefit Overpayments

Our collection target was £172,700. The actual collection rate was £157,154.

Correspondence

The customer correspondence target was 99% of all post, receives a full answer within seven working days. Letters received in 2010/11: 22,695. Answered within 7 working days 99.80%.

Direct Debits

We have had an increase in the number of Council Tax bills being paid by Direct Debit (which now stands at over 33,964 payers).

Investigations

Sanctions – administered for Benefit Fraud

| | |
|--------------------------------|----|
| Administrative Penalties | 7 |
| Formal Cautions | 29 |
| Prosecutions | 5 |

New Cases

| | |
|--------------------------|-----|
| Cases Investigated | 141 |
|--------------------------|-----|

LOOKING AHEAD TO 2011/12

- Following on from the Customer Service Excellence award, the Revenues Team will be looking at new ways to capture 'customer insight'. Customer insight is important to tailor the service to the customers needs.
- As the National Fraud Initiative was so successful, the Revenues Team has joined a Hampshire wide partnership to check our customer's entitlement for single person discount against a national credit agencies records. Where discrepancies are identified, enquiries will be made and where appropriate the discount will be removed.

CONTACT US

East Hampshire District Council
Penns Place
Petersfield
Hants
GU31 4EX

Opening Hours:

Mon - Fri 9.00 am to 5.00 pm

Contact Details:

Revenue Enquiries
01730 234400

Dial and Pay
01730 234413

Internet Pay
www.easthants.gov.uk/pay

Fraud Hotline
01730 234182

Website
www.easthants.gov.uk

e-mail
revenues@easthants.gov.uk

COMMENTS

Your comments give us the opportunity to improve our service. If you have any comments we invite you to contact the manager responsible.

Billing

Daniel Lucking
01730 234143

Recovery

Louise Bicknell
01730 234146

Investigations

Sue Hall 01730 234172

Any complaints received are always investigated thoroughly, and can help improve our systems and procedures