

Corporate Balanced Scorecard - Dashboard  
As at end March 2016

Customer	Financial
Customer Satisfaction Channel Shift	Collection Budget Management
Internal Process	Learning and Growth
Collection Fraud	Performance Management

Customer	Financial
Customer Satisfaction Channel Shift	Collection Budget Management
Internal Process	Learning and Growth
Collection Fraud	Performance Management

Customer	Financial
Customer Satisfaction Channel Shift	Collection Budget Management
Internal Process	Learning and Growth
Collection Fraud	Performance Management

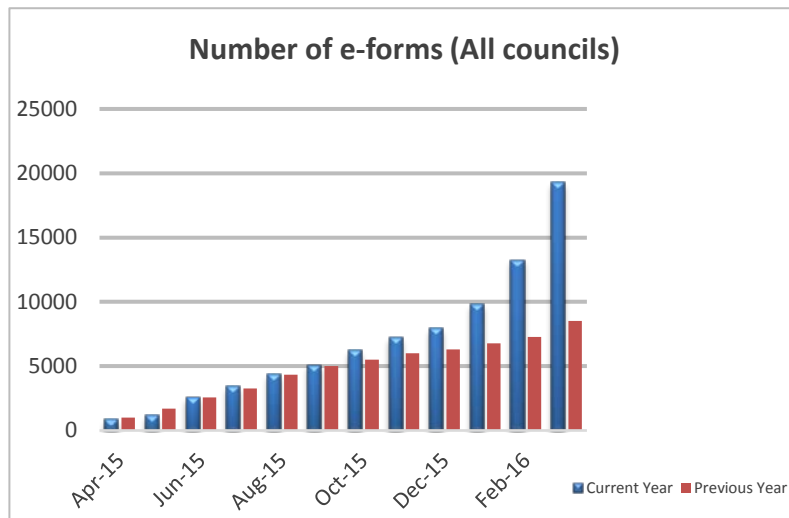
Customer	Financial
Customer Satisfaction Channel Shift	Collection Budget Management
Internal Process	Learning and Growth
Collection Fraud	Performance Management

Customer	Financial
Customer Satisfaction Channel Shift	Collection Budget Management
Internal Process	Learning and Growth
Collection Fraud	Performance Management

Customer	Financial
Customer Satisfaction Channel Shift	Collection Budget Management
Internal Process	Learning and Growth
Collection	Performance Management

Customer	Financial
Customer Satisfaction Channel Shift	Collection Budget Management
Internal Process	Learning and Growth
Collection	Performance Management

## Customer Dimension Channel Shift



This shows the number of E-Forms (Victoria Forms) received by ARP for both Benefits and Council Tax. Although this area has not previously been targeted, our aim is to continuously increase this form of communication by making the process user friendly and achieve an upward trend.

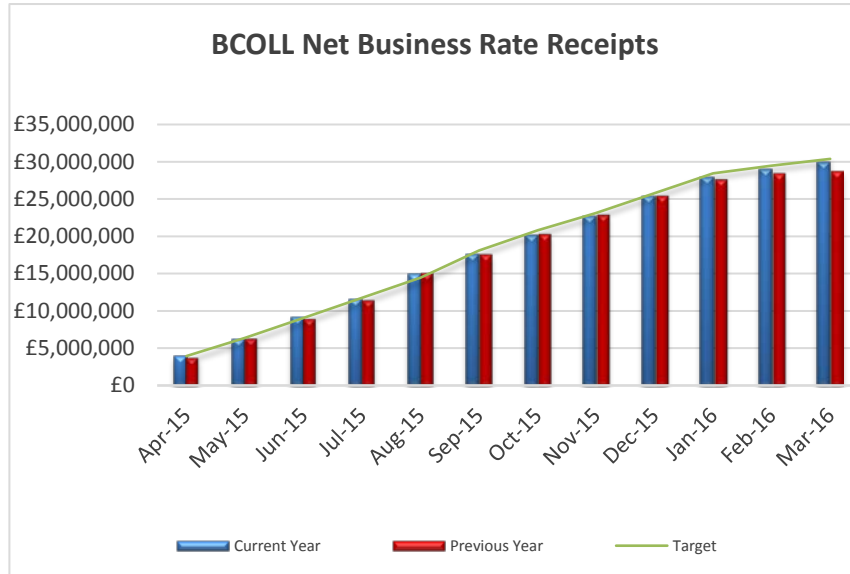
## Summary Breckland Scorecard as at end March 2016



			2015-16			2014-15	
Heading			Example Indicator	This month	Last month	YTD	Final
Financial	Collection	Collection amounts					
	Budget Management	Expenditure					
Customer	Customer Satisfaction	Survey results					
	Channel Shift	Number of e-citizens / e-claims / e-forms					
	Days to process	New claims					
		Changes					
Internal Processes	Collection	Collection amounts					
	Fraud	% Successful investigations					
Learning and Growth	Performance Management	One to Ones completed within timeframe					
		%Appraisals completed within timeframe					

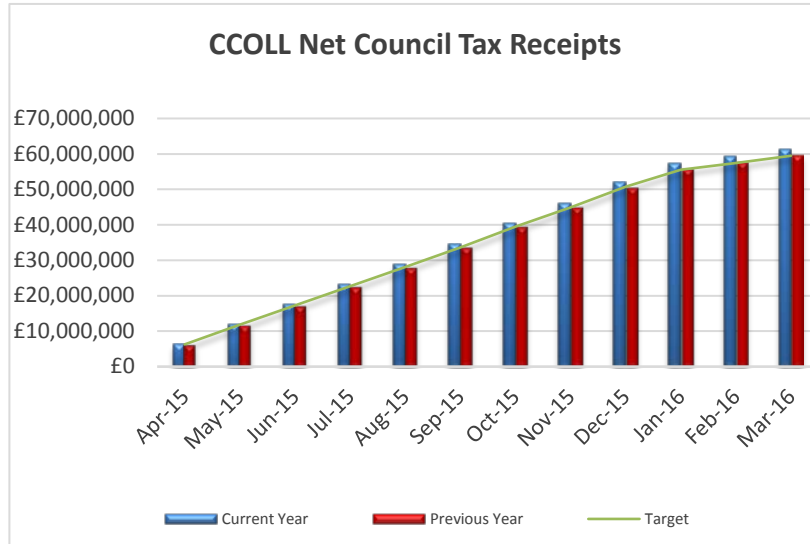


## Breckland Finance Dimension Collection Amounts



This shows the amount of money required to be collected within the financial year, payable to the NNDR Collection Fund against the actual collection.

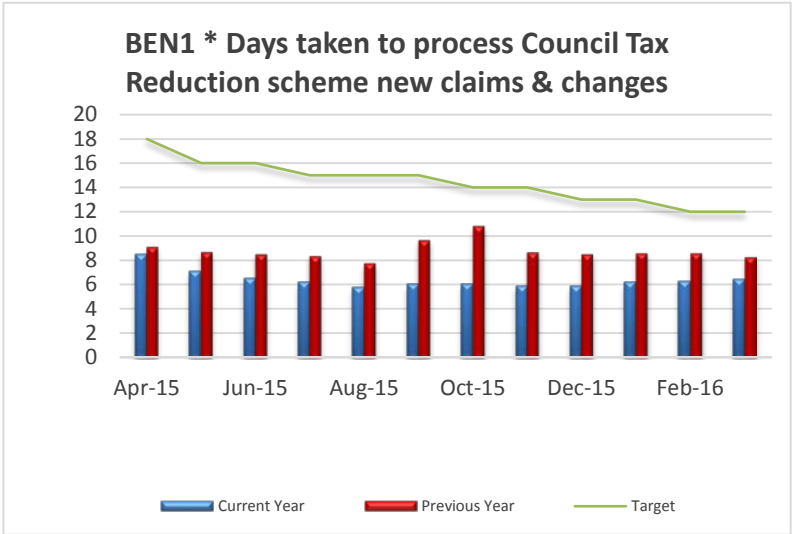
Collection is slightly below target due to two unusually large refunds (due to successful appeals).



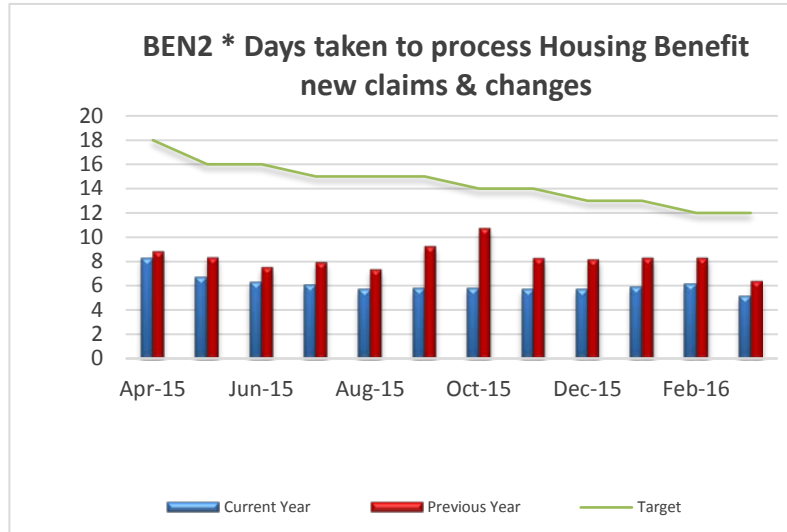
This shows the amount of Council Tax required to be collected within the financial year against actual collection.



### Breckland Customer Dimension Benefits- Average Days to Process



This shows the average number of days taken to assess all Council Tax Reduction scheme claims and changes against agreed targets. ARP strives to improve customer service by reducing the number of days taken. Please note that we have achieved target for the current year 2015-16.



This shows the average number of days taken to assess all Housing Benefit claims and changes against agreed targets. ARP strives to improve customer service by reducing the number of days taken. Please note that we have achieved target for the current year 2015-16.

## Summary East Cambs Scorecard as at end March 2016

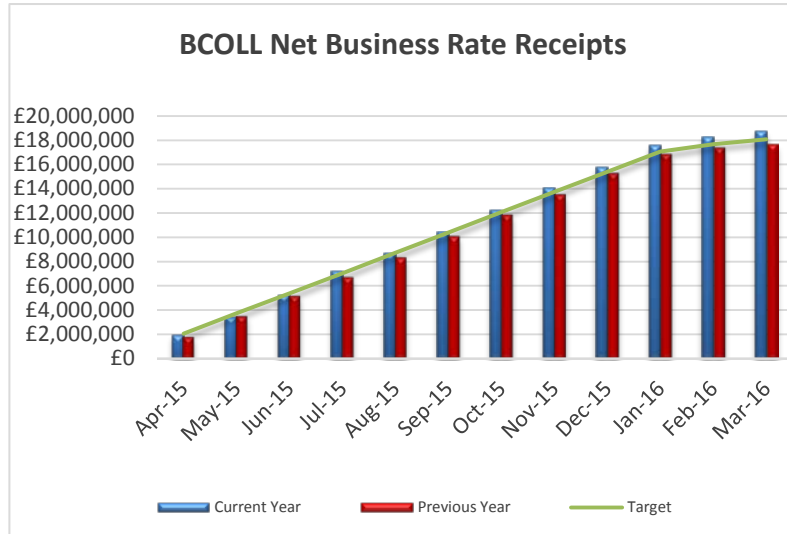


		2015-16			2014-15		
		Heading	Example Indicator	This month	Last month	YTD	Final
Financial	Collection	Collection amounts					
	Budget Management	Expenditure					
Customer	Customer Satisfaction	Survey results					
	Channel Shift	Number of e-citizens / e-claims / e-forms					
	Days to process	New claims					
		Changes					
Internal Process	Collection	Collection amounts					
	Fraud	% Successful investigations					
Learning and Growth	Performance Management	One to Ones completed within timeframe					
		%Appraisals completed within timeframe					

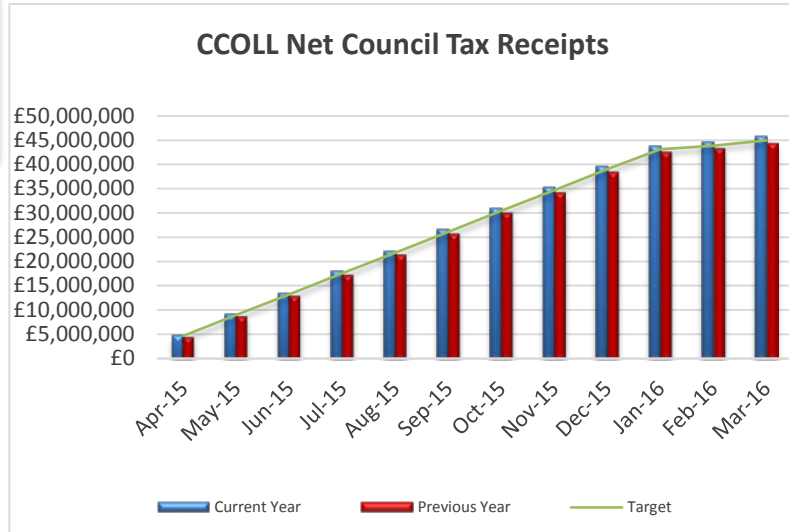




## ECDC Finance Dimension Collection Amounts



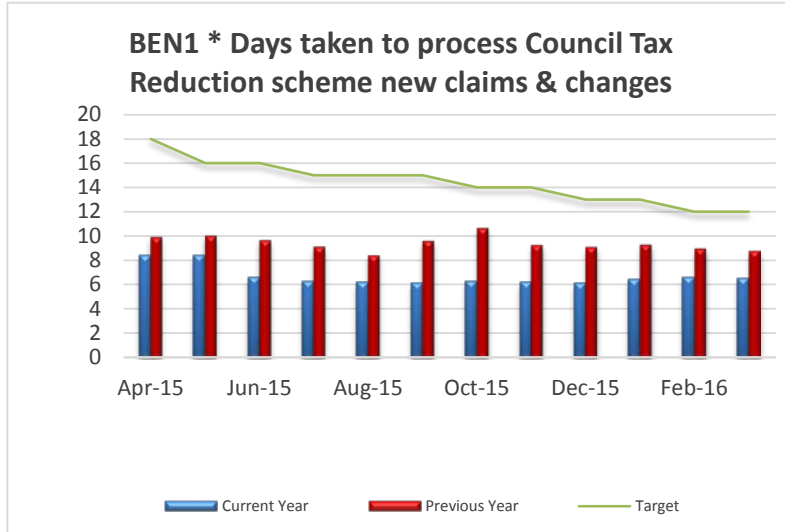
This shows the amount of money required to be collected within the financial year, payable to the NNDR Collection Fund against the actual collection.



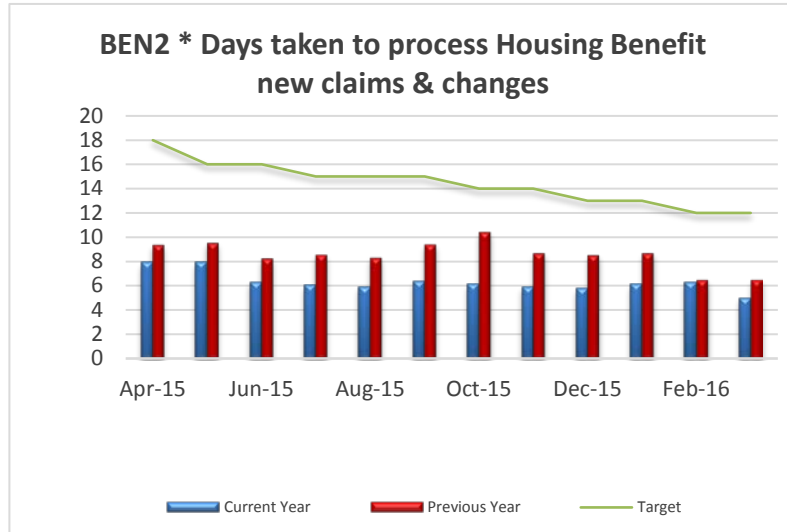
This shows the amount of Council Tax required to be collected within the financial year against actual collection.



## ECDC Customer Dimension Benefits- Average Days to process



This shows the average number of days taken to assess all Council Tax Reduction scheme claims and changes against agreed targets. ARP strives to improve customer service by reducing the number of days taken. Please note that we have achieved target for the current year 2015-16.



This shows the average number of days taken to assess all Housing Benefit claims and changes against agreed targets. ARP strives to improve customer service by reducing the number of days taken. Please note that we have achieved target for the current year 2015-16.

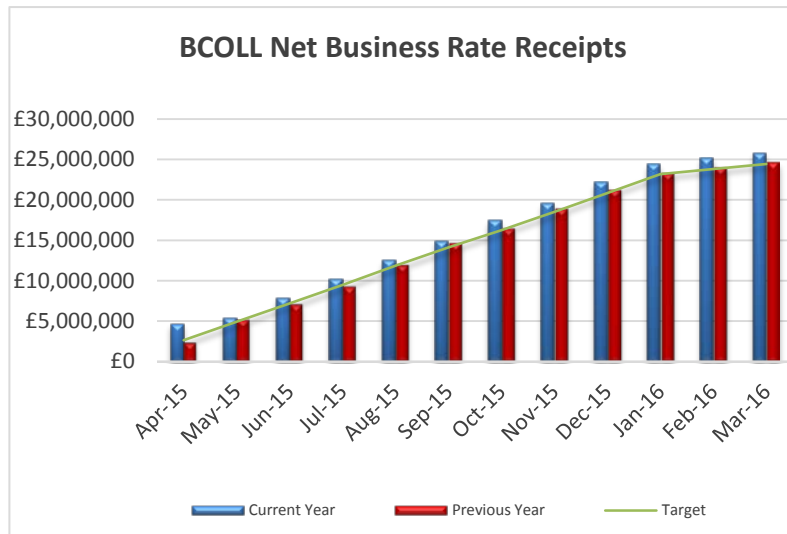
## Summary Fenland Scorecard as at end March 2016



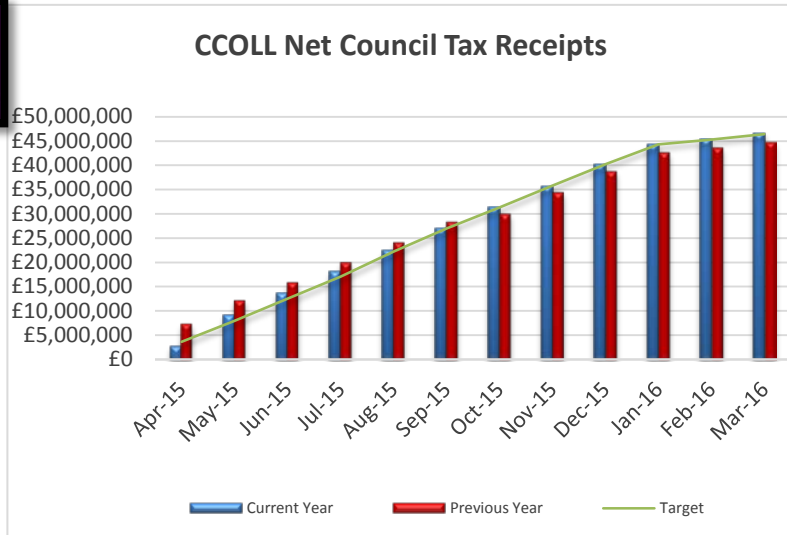
			2015-16			2014-15
Heading		Example Indicator	This month	Last month	YTD	Final
Financial	Collection	Collection amounts				
	Budget Management	Expenditure				
Customer	Customer Satisfaction	Survey results				
	Channel Shift	Number of e-citizens / e-claims / e-forms				
	Days to process	New claims				
		Changes				
Internal Process	Collection	Collection amounts				
	Fraud	% Successful investigations				
Learning and Growth	Performance Management	One to Ones completed within timeframe				
		%Appraisals completed within timeframe				



## Fenland Finance Dimension Collection Amounts

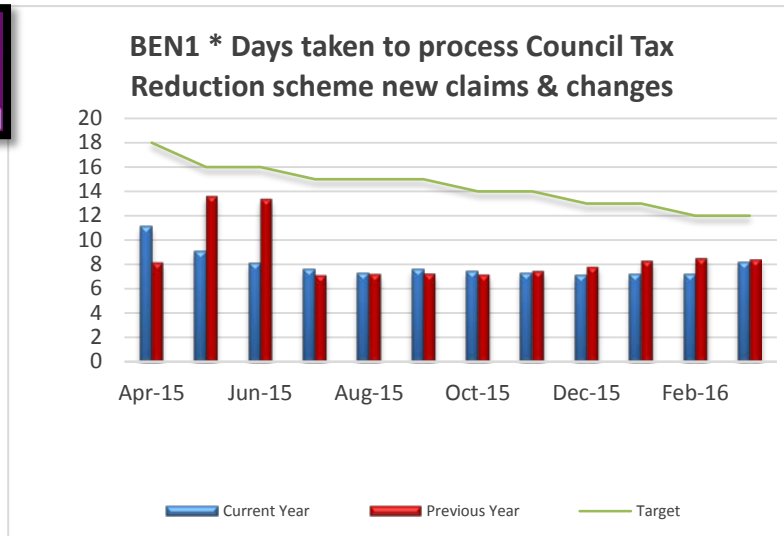


This shows the amount of money required to be collected within the financial year, payable to the NNDR Collection Fund against the actual collection.



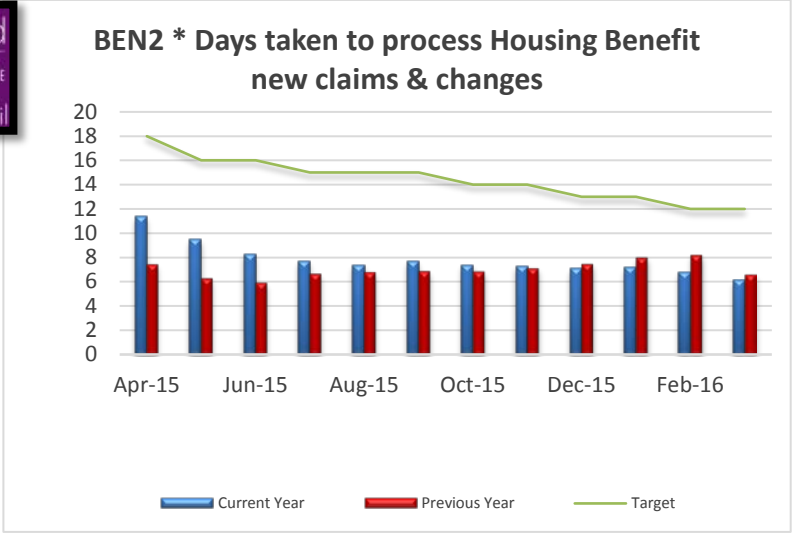
This shows the amount of Council Tax required to be collected within the financial year against actual collection.  
We are on target for the current year. Previous years receipts included direct debit payments for the 1st of the month.

## Fenland Customer Dimension Benefits- Average Days to process



This shows the average number of days taken to assess all Council Tax Reduction scheme claims and changes against agreed targets. ARP strives to improve customer service by reducing the number of days taken. Please note that we have achieved target for the current year 2015-16.





This shows the average number of days taken to assess all Housing Benefit claims and changes against agreed targets. ARP strives to improve customer service by reducing the number of days taken. Please note that we have achieved target for the current year 2015-16.

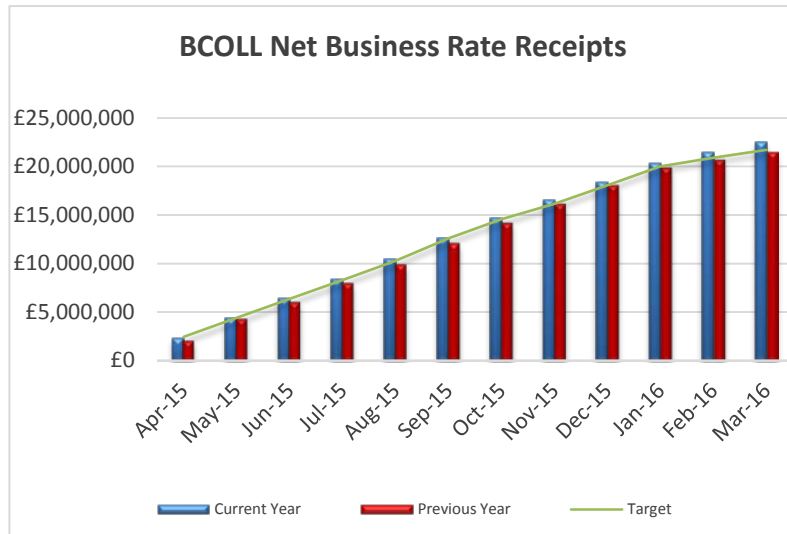
## Summary Forest Heath Scorecard as at end March 2016



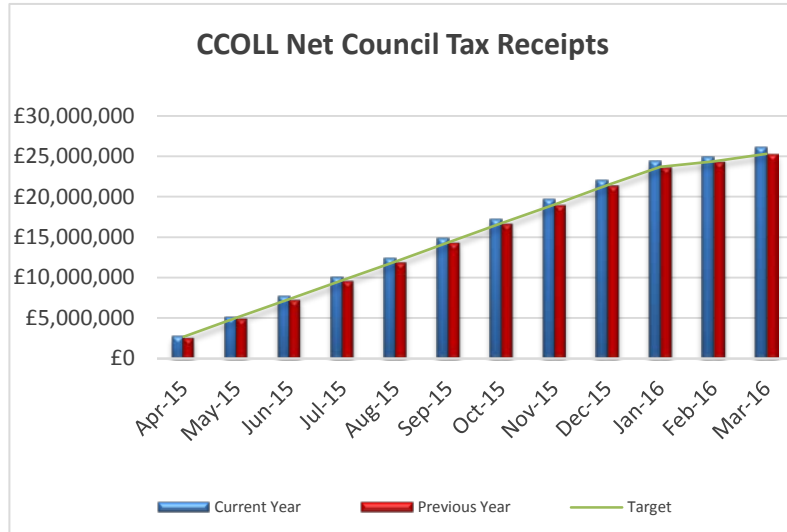
			2015-16			2014-15	
		Heading	Example Indicator	This month	Last month	YTD	Final
<b>Financial</b>	Collection	Collection amounts					
	Budget Management	Expenditure					
<b>Customer</b>	Customer Satisfaction	Survey results					
	Channel Shift	Number of e-citizens / e-claims / e-forms					
	Days to process	New claims					
		Changes					
<b>Internal Process</b>	Collection	Collection amounts					
	Fraud	% Successful investigations					
<b>Learning and Growth</b>	Performance Management	One to Ones completed within timeframe					
		%Appraisals completed within timeframe					



## Forest Heath Finance Dimension Collection Amounts



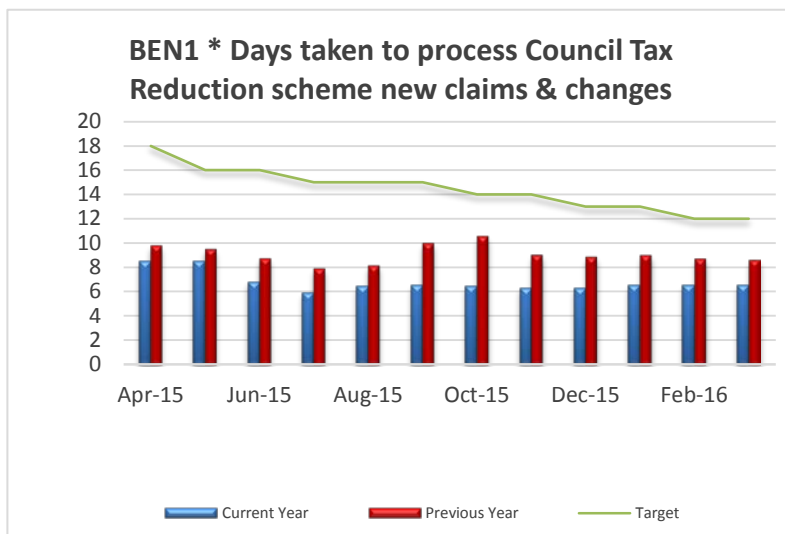
This shows the amount of money required to be collected within the financial year, payable to the NNDR Collection Fund against the actual collection.



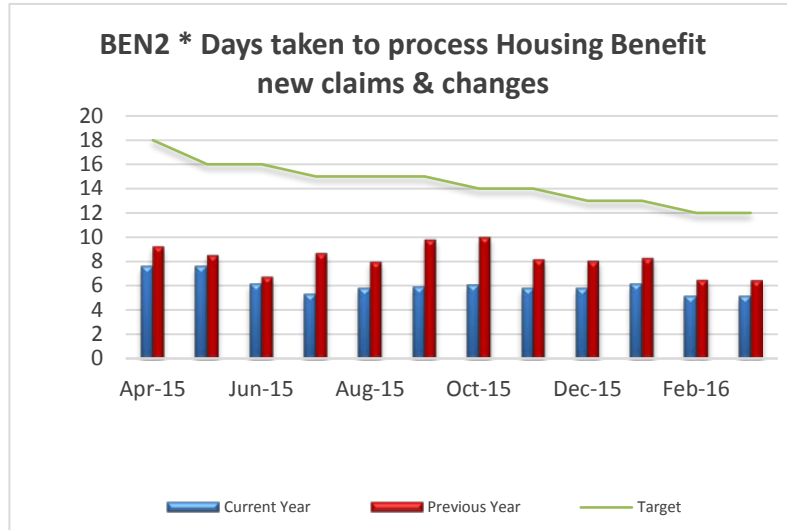
This shows the amount of Council Tax required to be collected within the financial year against actual collection.



## Forest Heath Customer Dimension Benefits- Average Days to process



This shows the average number of days taken to assess all Council Tax Reduction scheme claims and changes against agreed targets. ARP strives to improve customer service by reducing the number of days taken. Please note that we have achieved target for the current year 2015-16.



This shows the average number of days taken to assess all Housing Benefit claims and changes against agreed targets. ARP strives to improve customer service by reducing the number of days taken. Please note that we have achieved target for the current year 2015-16.

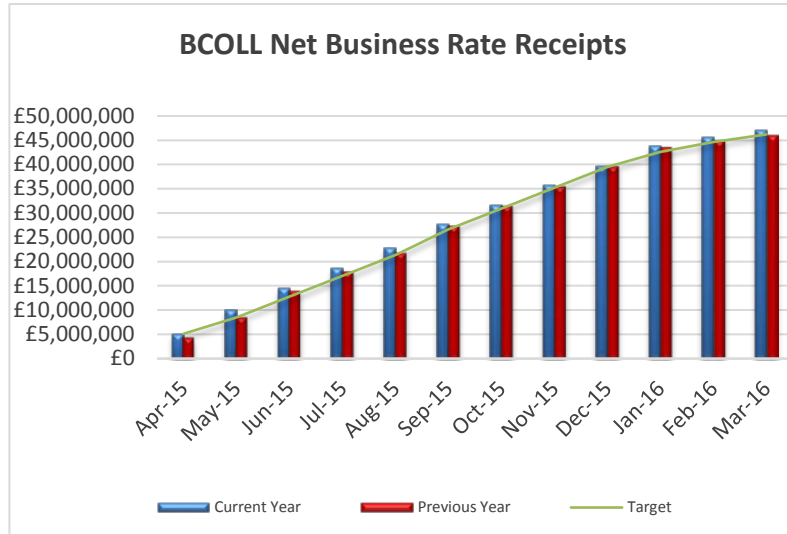
## Summary St. Edmundsbury Scorecard as at end March 2016



			2015-16			2014-15
Heading		Example Indicator	This month	Last month	YTD	Final
Financial	Collection	Collection amounts				
	Budget Management	Expenditure				
Customer	Customer Satisfaction	Survey results				
	Channel Shift	Number of e-citizens / e-claims / e-forms				
	Days to process	New claims				
		Changes				
Internal Process	Collection	Collection amounts				
	Fraud	% Successful investigations				
Learning and Growth	Performance Management	One to Ones completed within timeframe				
		%Appraisals completed within timeframe				

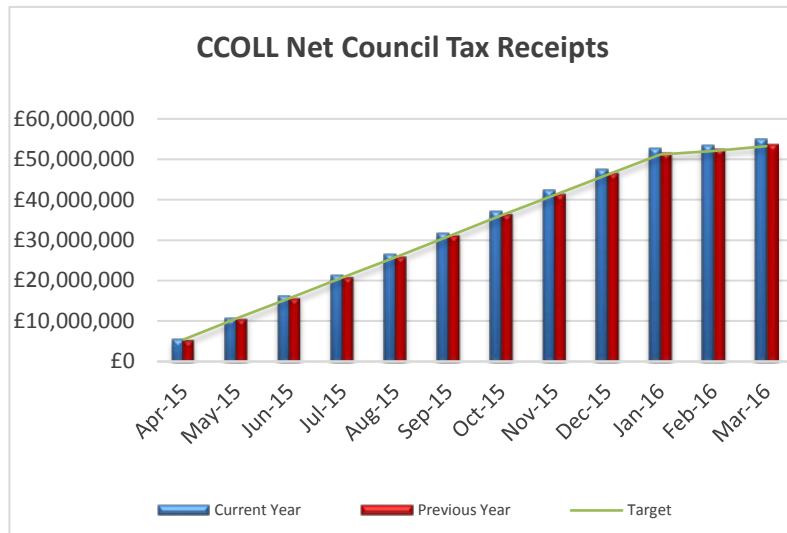


## St Edmundsbury Finance Dimension Collection Amounts



This shows the amount of money required to be collected within the financial year, payable to the NNDR Collection Fund against the actual collection.

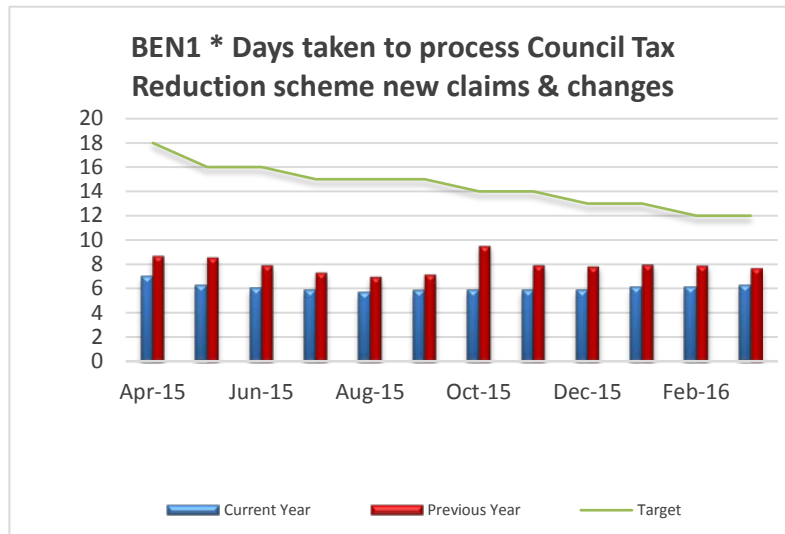




This shows the amount of Council Tax required to be collected within the financial year against actual collection.

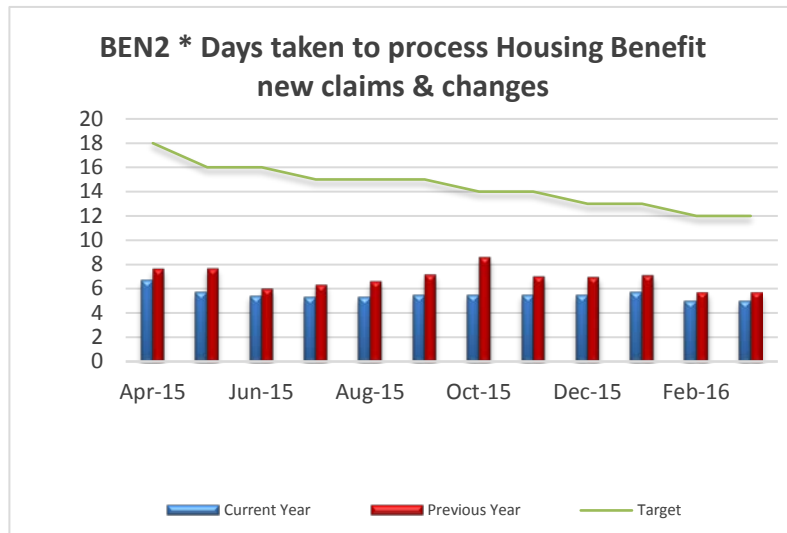


## St Edmundsbury Customer Dimension Benefits- Average Days to process



This shows the average number of days taken to assess all Council Tax Reduction scheme claims and changes against agreed targets. ARP strives to improve customer service by reducing the number of days taken.

Please note that we have achieved target for the current year 2015-16.



This shows the average number of days taken to assess all Housing Benefit claims and changes against agreed targets. ARP strives to improve customer service by reducing the number of days taken. Please note that we have achieved target for the current year 2015-16.

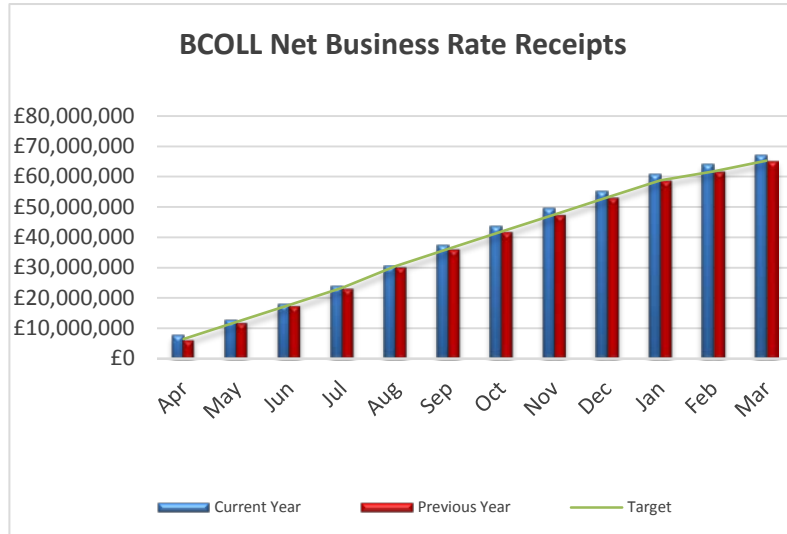
## Summary Suffolk Coastal Scorecard as at end March 2016



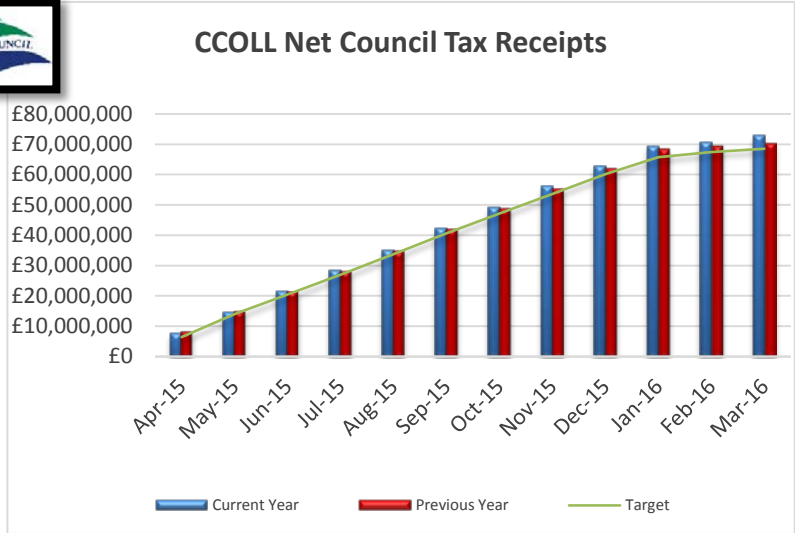
		2015-16			2014-15		
		Heading	Example Indicator	This month	Last month	YTD	Final
Financial	Collection	Collection amounts					
	Budget Management	Expenditure					
Customer	Customer Satisfaction	Survey results					
	Channel Shift	Number of e-citizens / e-claims / e-forms					
	Days to process	New claims					
Changes							
Internal Process	Collection	Collection amounts					
Learning and Growth	Performance Management	One to Ones completed within timeframe					
		%Appraisals completed within timeframe					



## Suffolk Coastal Finance Dimension Collection Amounts



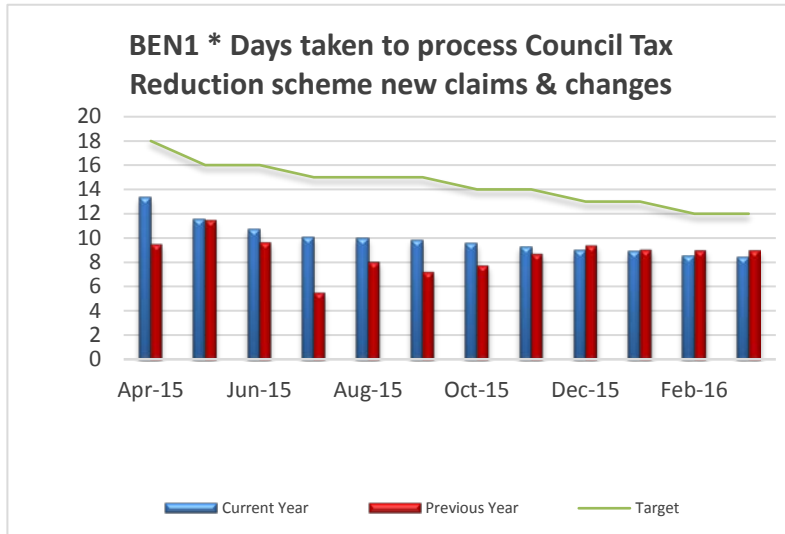
This shows the amount of money required to be collected within the financial year, payable to the NNDR Collection Fund against the actual collection.



This shows the amount of Council Tax required to be collected within the financial year against actual collection.



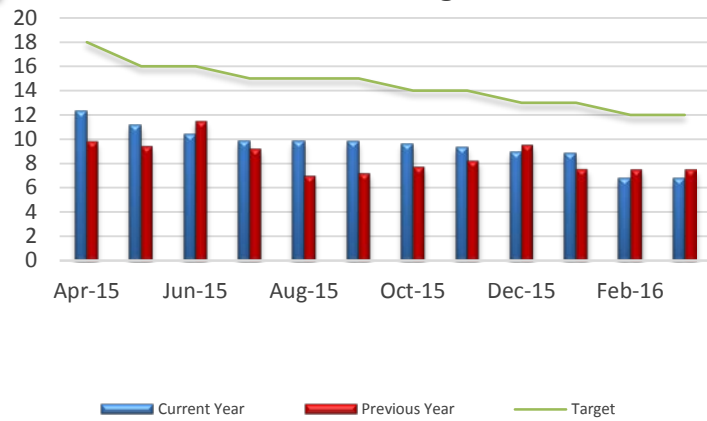
## Suffolk Coastal Customer Dimension Benefits- Average Days to Process



This shows the average number of days taken to assess all Council Tax Reduction scheme claims and changes against agreed targets. ARP strives to improve customer service by reducing the number of days taken. Please note that we have achieved target for the current year 2015-16.



### BEN2 \* Days taken to process Housing Benefit new claims & changes



This shows the average number of days taken to assess all Housing Benefit claims and changes against agreed targets. ARP strives to improve customer service by reducing the number of days taken. Please note that we have achieved target for the current year 2015-16.

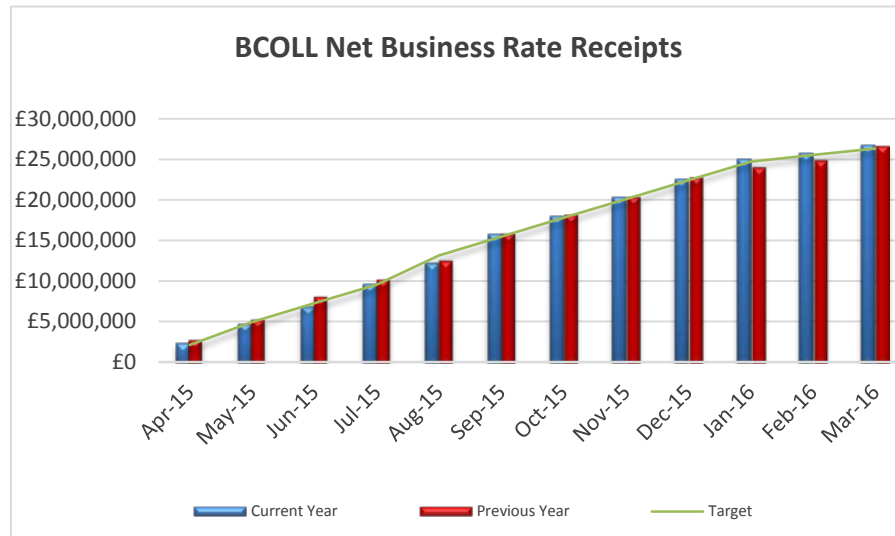


## Summary Waveney Scorecard as at end March 2016



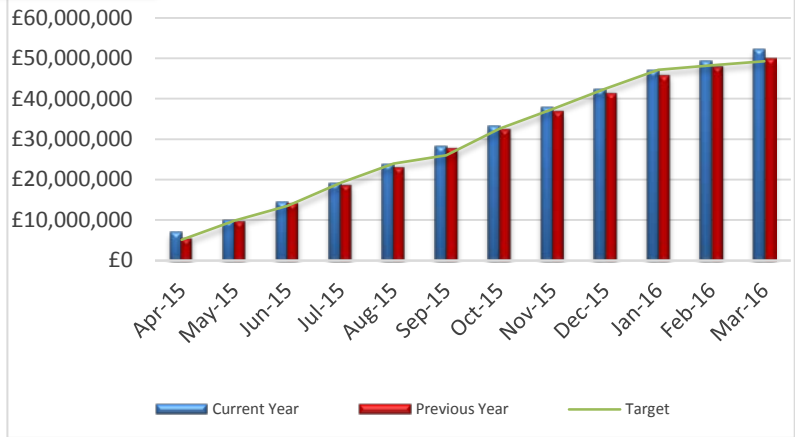
			2015-16			2014-15
Heading		Example Indicator	This month	Last month	YTD	Final
Financial	Collection	Collection amounts				
	Budget Management	Expenditure				
Customer	Customer Satisfaction	Survey results				
	Channel Shift	Number of e-citizens / e-claims / e-forms				
	Days to process	New claims				
		Changes				
Internal Process	Collection	Collection amounts				
Learning and Growth	Performance Management	One to Ones completed within timeframe				
		%Appraisals completed within timeframe				

## Waveney Finance Dimension Collection Amounts



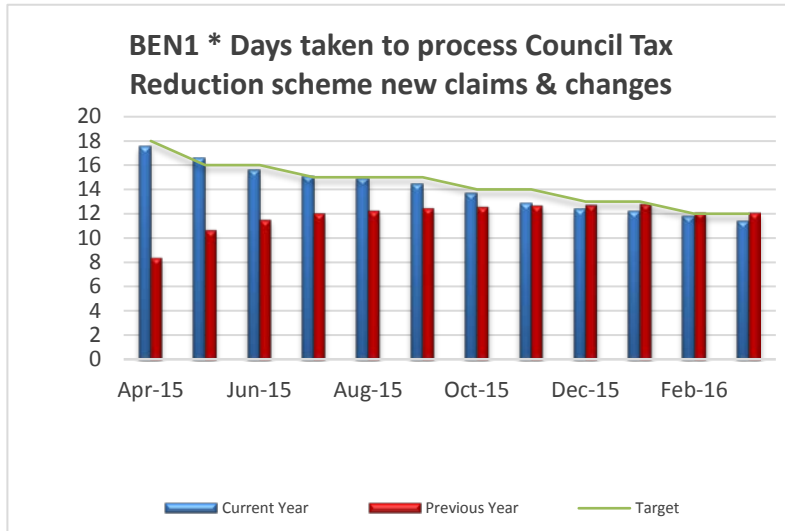
This shows the amount of money required to be collected within the financial year, payable to the NNDR Collection Fund against the actual collection.

### CCOLL Net Council Tax Receipts



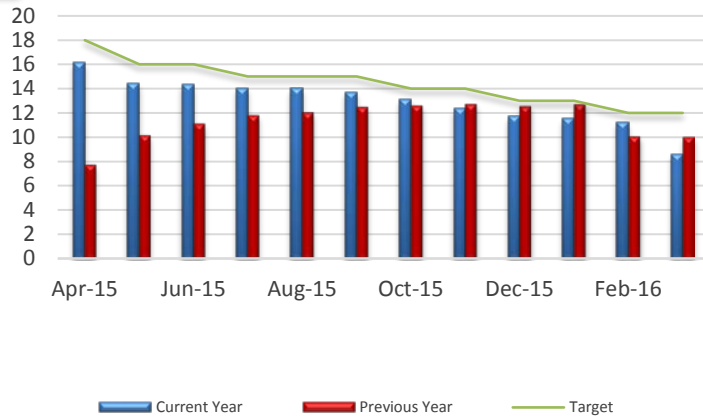
This shows the amount of Council Tax required to be collected within the financial year against actual collection.

## Waveney Customer Dimension Benefits- Average Days to Process



This shows the average number of days taken to assess all Council Tax Reduction scheme claims and changes against agreed targets. ARP strives to improve customer service by reducing the number of days taken. Please note that we have achieved target for the current year 2015-16.

**BEN2 \* Days taken to process Housing Benefit new claims & changes**



This shows the average number of days taken to assess all Housing Benefit claims and changes against agreed targets. ARP strives to improve customer service by reducing the number of days taken. Please note that we have achieved target for the current year 2015-16.