



**Apr-16**

<b>Finance Dimension</b>	
<b>Collection amounts (also in internal process dimension)</b>	
BCOLL * Net Business Rates Receipts payable to the Collection Fund	£2,329,381
CCOLL * Net Council Tax Receipts payable to the Collection Fund	£6,719,736
<b>Error rate (also in internal process dimension)</b>	
OPAY2 * Local Authority error Overpayments as a % of Housing Benefit paid	0.43%
<b>Customer Dimension</b>	
<b>Customer Service Quality</b>	
% of complaints upheld	0
<b>Channel Shift</b>	
Vic forms	
<b>Days to process</b>	
BEN1 * Days taken to process Council Tax Reduction scheme new claims & changes	9.07
BEN2 * Days taken to process Housing Benefit new claims & changes	8.28
<b>Internal Process Dimension</b>	
<b>Service performance</b>	
CTBASE * Changes in Council Tax Properties	36893
VO History	47796828



**May-16**

<b>Finance Dimension</b>	
<b>Collection amounts (also in internal process dimension)</b>	
BCOLL * Net Business Rates Receipts payable to the Collection Fund	£4,069,332
CCOLL * Net Council Tax Receipts payable to the Collection Fund	£9,190,827
<b>Error rate (also in internal process dimension)</b>	
OPAY2 * Local Authority error Overpayments as a % of Housing Benefit paid	0.23%
<b>Customer Dimension</b>	
<b>Customer Service Quality</b>	
% of complaints upheld	0
<b>Channel Shift</b>	
Vic forms	
<b>Days to process</b>	
BEN1 * Days taken to process Council Tax Reduction scheme new claims & changes	9.16
BEN2 * Days taken to process Housing Benefit new claims & changes	8.09
<b>Internal Process Dimension</b>	
<b>Service performance</b>	
CTBASE * Changes in Council Tax Properties	36910
VO History	48001088



**Jun-16**

<b>Finance Dimension</b>	
<b>Collection amounts (also in internal process dimension)</b>	
BCOLL * Net Business Rates Receipts payable to the Collection Fund	£6,024,676
CCOLL * Net Council Tax Receipts payable to the Collection Fund	£13,681,281
<b>Error rate (also in internal process dimension)</b>	
OPAY2 * Local Authority error Overpayments as a % of Housing Benefit paid	0.21%
<b>Customer Dimension</b>	
<b>Customer Service Quality</b>	
% of complaints upheld	0
<b>Channel Shift</b>	
Vic forms	
<b>Days to process</b>	
BEN1 * Days taken to process Council Tax Reduction scheme new claims & changes	8.2
BEN2 * Days taken to process Housing Benefit new claims & changes	9.1
<b>Internal Process Dimension</b>	
<b>Service performance</b>	
CTBASE * Changes in Council Tax Properties	36929
VO History	48391538



**Jul-16**

<b>Finance Dimension</b>	
<b>Collection amounts (also in internal process dimension)</b>	
BCOLL * Net Business Rates Receipts payable to the Collection Fund	
CCOLL * Net Council Tax Receipts payable to the Collection Fund	
<b>Error rate (also in internal process dimension)</b>	
OPAY2 * Local Authority error Overpayments as a % of Housing Benefit paid	
<b>Customer Dimension</b>	
<b>Customer Service Quality</b>	
% of complaints upheld	
<b>Channel Shift</b>	
Vic forms	
<b>Days to process</b>	
BEN1 * Days taken to process Council Tax Reduction scheme new claims & changes	
BEN2 * Days taken to process Housing Benefit new claims & changes	
<b>Internal Process Dimension</b>	
<b>Service performance</b>	
CTBASE * Changes in Council Tax Properties	
VO History	



**Aug-16**

<b>Finance Dimension</b>	
<b>Collection amounts (also in internal process dimension)</b>	
BCOLL * Net Business Rates Receipts payable to the Collection Fund	
CCOLL * Net Council Tax Receipts payable to the Collection Fund	
<b>Error rate (also in internal process dimension)</b>	
OPAY2 * Local Authority error Overpayments as a % of Housing Benefit paid	
<b>Customer Dimension</b>	
<b>Customer Service Quality</b>	
% of complaints upheld	
<b>Channel Shift</b>	
Vic forms	
<b>Days to process</b>	
BEN1 * Days taken to process Council Tax Reduction scheme new claims & changes	
BEN2 * Days taken to process Housing Benefit new claims & changes	
<b>Internal Process Dimension</b>	
<b>Service performance</b>	
CTBASE * Changes in Council Tax Properties	
VO History	



**Sep-16**

<b>Finance Dimension</b>	
<b>Collection amounts (also in internal process dimension)</b>	
BCOLL * Net Business Rates Receipts payable to the Collection Fund	
CCOLL * Net Council Tax Receipts payable to the Collection Fund	
<b>Error rate (also in internal process dimension)</b>	
OPAY2 * Local Authority error Overpayments as a % of Housing Benefit paid	
<b>Customer Dimension</b>	
<b>Customer Service Quality</b>	
% of complaints upheld	
<b>Channel Shift</b>	
Vic forms	
<b>Days to process</b>	
BEN1 * Days taken to process Council Tax Reduction scheme new claims & changes	
BEN2 * Days taken to process Housing Benefit new claims & changes	
<b>Internal Process Dimension</b>	
<b>Service performance</b>	
CTBASE * Changes in Council Tax Properties	
VO History	



**Oct-16**

<b>Finance Dimension</b>	
<b>Collection amounts (also in internal process dimension)</b>	
BCOLL * Net Business Rates Receipts payable to the Collection Fund	
CCOLL * Net Council Tax Receipts payable to the Collection Fund	
<b>Error rate (also in internal process dimension)</b>	
OPAY2 * Local Authority error Overpayments as a % of Housing Benefit paid	
<b>Customer Dimension</b>	
<b>Customer Service Quality</b>	
% of complaints upheld	
<b>Channel Shift</b>	
Vic forms	
<b>Days to process</b>	
BEN1 * Days taken to process Council Tax Reduction scheme new claims & changes	
BEN2 * Days taken to process Housing Benefit new claims & changes	
<b>Internal Process Dimension</b>	
<b>Service performance</b>	
CTBASE * Changes in Council Tax Properties	
VO History	



**Nov-16**

<b>Finance Dimension</b>	
<b>Collection amounts (also in internal process dimension)</b>	
BCOLL * Net Business Rates Receipts payable to the Collection Fund	
CCOLL * Net Council Tax Receipts payable to the Collection Fund	
<b>Error rate (also in internal process dimension)</b>	
OPAY2 * Local Authority error Overpayments as a % of Housing Benefit paid	
<b>Customer Dimension</b>	
<b>Customer Service Quality</b>	
% of complaints upheld	
<b>Channel Shift</b>	
Vic forms	
<b>Days to process</b>	
BEN1 * Days taken to process Council Tax Reduction scheme new claims & changes	
BEN2 * Days taken to process Housing Benefit new claims & changes	
<b>Internal Process Dimension</b>	
<b>Service performance</b>	
CTBASE * Changes in Council Tax Properties	
VO History	



**Dec-16**

<b>Finance Dimension</b>	
<b>Collection amounts (also in internal process dimension)</b>	
BCOLL * Net Business Rates Receipts payable to the Collection Fund	
CCOLL * Net Council Tax Receipts payable to the Collection Fund	
<b>Error rate (also in internal process dimension)</b>	
OPAY2 * Local Authority error Overpayments as a % of Housing Benefit paid	
<b>Customer Dimension</b>	
<b>Customer Service Quality</b>	
% of complaints upheld	
<b>Channel Shift</b>	
Vic forms	
<b>Days to process</b>	
BEN1 * Days taken to process Council Tax Reduction scheme new claims & changes	
BEN2 * Days taken to process Housing Benefit new claims & changes	
<b>Internal Process Dimension</b>	
<b>Service performance</b>	
CTBASE * Changes in Council Tax Properties	
VO History	



**Jan-17**

<b>Finance Dimension</b>	
<b>Collection amounts (also in internal process dimension)</b>	
BCOLL * Net Business Rates Receipts payable to the Collection Fund	
CCOLL * Net Council Tax Receipts payable to the Collection Fund	
<b>Error rate (also in internal process dimension)</b>	
OPAY2 * Local Authority error Overpayments as a % of Housing Benefit paid	
<b>Customer Dimension</b>	
<b>Customer Service Quality</b>	
% of complaints upheld	
<b>Channel Shift</b>	
Vic forms	
<b>Days to process</b>	
BEN1 * Days taken to process Council Tax Reduction scheme new claims & changes	
BEN2 * Days taken to process Housing Benefit new claims & changes	
<b>Internal Process Dimension</b>	
<b>Service performance</b>	
CTBASE * Changes in Council Tax Properties	
VO History	



**Feb-17**

<b>Finance Dimension</b>	
<b>Collection amounts (also in internal process dimension)</b>	
BCOLL * Net Business Rates Receipts payable to the Collection Fund	
CCOLL * Net Council Tax Receipts payable to the Collection Fund	
<b>Error rate (also in internal process dimension)</b>	
OPAY2 * Local Authority error Overpayments as a % of Housing Benefit paid	
<b>Customer Dimension</b>	
<b>Customer Service Quality</b>	
% of complaints upheld	
<b>Channel Shift</b>	
Vic forms	
<b>Days to process</b>	
BEN1 * Days taken to process Council Tax Reduction scheme new claims & changes	
BEN2 * Days taken to process Housing Benefit new claims & changes	
<b>Internal Process Dimension</b>	
<b>Service performance</b>	
CTBASE * Changes in Council Tax Properties	
VO History	



**Mar-17**

<b>Finance Dimension</b>	
<b>Collection amounts (also in internal process dimension)</b>	
BCOLL * Net Business Rates Receipts payable to the Collection Fund	
CCOLL * Net Council Tax Receipts payable to the Collection Fund	
<b>Error rate (also in internal process dimension)</b>	
OPAY2 * Local Authority error Overpayments as a % of Housing Benefit paid	
<b>Customer Dimension</b>	
<b>Customer Service Quality</b>	
% of complaints upheld	
<b>Channel Shift</b>	
Vic forms	
<b>Days to process</b>	
BEN1 * Days taken to process Council Tax Reduction scheme new claims & changes	
BEN2 * Days taken to process Housing Benefit new claims & changes	
<b>Internal Process Dimension</b>	
<b>Service performance</b>	
CTBASE * Changes in Council Tax Properties	
VO History	