

### Performance Indicator 'At Risk' Proforma - 12 month rolling average

<b>Year</b>	2016/17
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<b>Quarter</b>	Quarter 1
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<b>Director</b>	Director of Business Support
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<b>Service</b>	Corporate Finance
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PI No.	Title	Carried forward from previous quarter?
CF1	Percent of previous years arrears collected since 1 April - council tax	No
CF2	Percent of previous years arrears collected since 1 April - business rates	No

**Data**

**Current Years Data - Rolling 12 month average**

		Target 2016/17	2016/17 Jun	2015/16 Jun	Direction of Travel		Meeting Target				
CF1	△	Percent of previous years arrears collected since 1 April - council tax	As same period previous year	10.9%	12.5%	Outside Tolerance	▼	Worse			
CF2	△	Percent of previous years arrears collected since 1 April - business rates	As same period previous year	6.6%	17.9%	Outside Tolerance	▼	Worse			

**Previous Years:**

	PI Figure 14/15	PI Figure 13/14	PI Figure 13/14
<b>CF1</b>	34.9%	66.8%	42.9%
<b>CF2</b>	33.0%	49.6%	47.9%

**Quarterly comparison figures:**

		Q1 - (Apr - Jun)	Q2 - (Apr - Sep)	Q3 - (Apr - Dec)	Q4 - (Apr - Mar)
<b>CF1</b>	2016/17	10.9%			
	2015/16	12.5%	19.4%	27.1%	34.9%
<b>CF2</b>	2016/17	6.6%			
	2015/16	17.9%	25.7%	31.0%	33.0%

**Officer comments:**

CF1 - Collection rates affected by LSCT cases. Attachments of benefits for LSCT debts are reducing previous, rather than in-year, debts therefore outstanding LSCT debts are increasing and affecting collection rates. This is outside the service area's control and is dependent on each resident's ability to pay. Collection rates are closely monitored throughout the year

CF2 - For Business Rates its more what happened last year that's the issue in that the performance was artificially enhanced May – Jul 2015 by some large reductions in Rateable Values on some businesses that went back a number of years so created credit balances which were offset against the total arrears. 2 examples are Business A with a reduction of £135,000 and Business B with over £100,000.

**Action Plan**

*NB: where the PI has been reported as being 'At Risk' previously, the action plan should show progress against actions listed in previous quarter's plan, together with any new actions being taken to improve performance.*