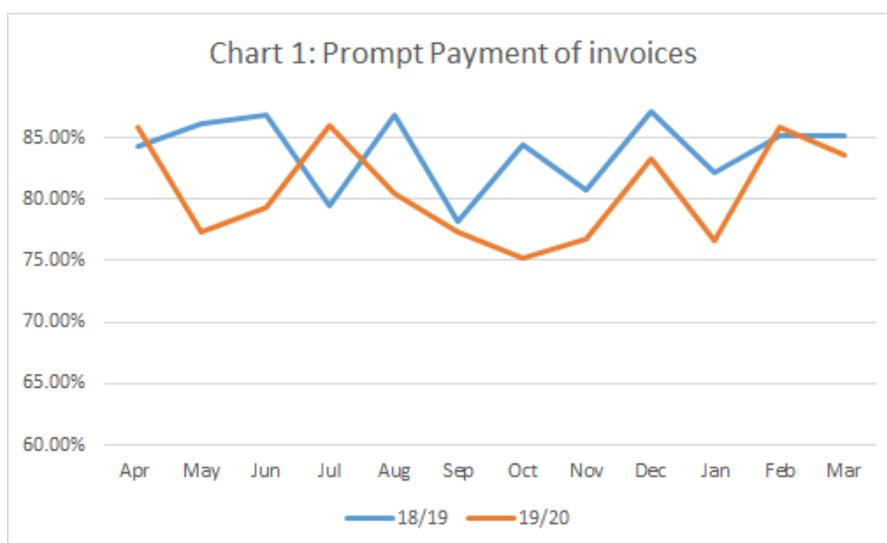


## Appendix D – Performance Monitoring Prompt Payment of Invoices (Invoices paid within 30 Days)

- 1.1. The cumulative position on prompt payment of invoices paid in 30 days (based on invoice date, rather than received date) as at 31 March 2020 was 80.8% which is 3.1% down on the previous year's performance of 83.9%. This can be explained by the number of historic invoices that were resolved and paid (after long periods of dispute). The performance measure was also impacted mid-year when Peterborough Limited (PL) went live. This was prior to the designated resources being in place for the new entity and therefore there was an impact on the AP team (due to the late decision by PL to request Serco to deliver their AP service). The performance for 2019/20 is shown alongside the equivalent 2018/19 figures within chart 1
- 1.2. Within the last financial year system workflow has been improved and tightened to help drive better compliance. Childrens Services payments (for foster carers and young persons) now go through an interface and there is work in progress to automate more Adult Social Care payments. The Accounts Payable team continue to work closely with procurement to ensure adherence to on boarding rules, and Peterborough City Council (PCC) to ensure that suppliers are paid quickly, wherever possible



- 1.3. In 2019/20 a total of 70,231 invoices were paid, of which 56,773 were paid within 30 days (based on invoice date, please see earlier)

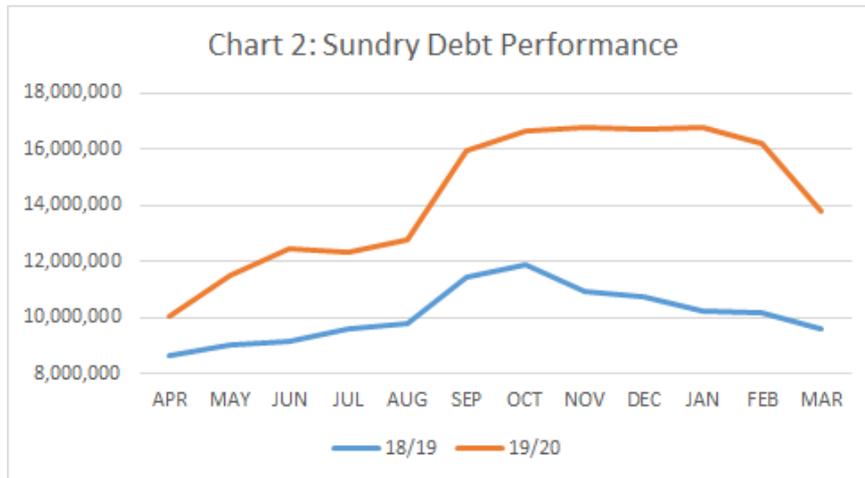
The total value of payments made was £322m of which;

- £320m was paid by either BACS or CHAPS
- £1.3m was paid via cheque (700 payments)
- 69k of the total payments were made electronically (via BACS or CHAPS), which equates to 99.00% of invoices

## 2. Sundry Debt Performance

- 2.1. The total outstanding sundry debt in excess of 6 months old (as at 31 March 2020) was £13.8m in total and is set out in Chart 2 (alongside the comparative figures for 2018/19). Of this £13.8m figure, a total of £10.0m, or 72.6%, was in respect of the NHS/ CCG debt (these latter figures are up by £4.0m, or 9.5% from the previous year). It should be noted however that £3.9m of

NHS/CCG payments are unallocated due to the poor quality of information on remittances that have been submitted with the payments (this value is not included in the above)

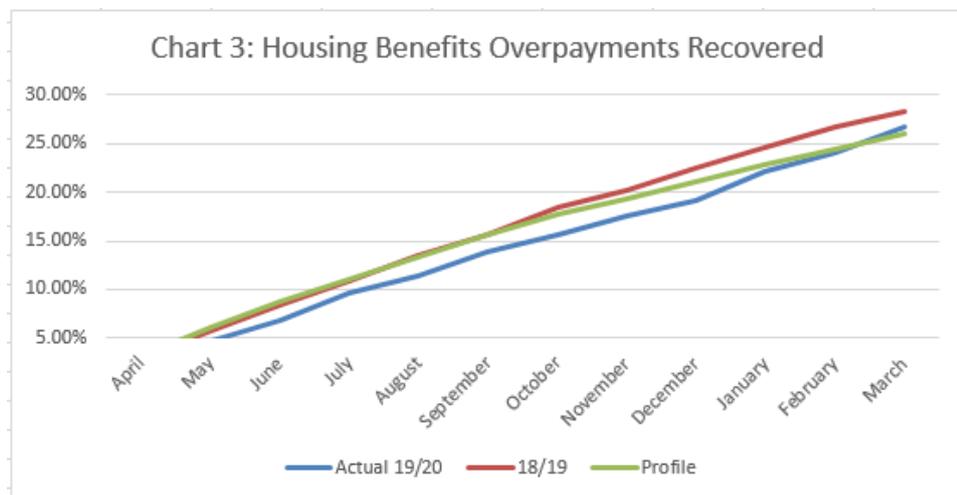


2.2. The top 20 debts owed to the Council at 31 March 2020, and which were more than 30 days old, totalled £1.9m of which £1.4m were for the NHS/ CCG. A review of the end-to-end sundry debt recovery process remains ongoing and in conjunction with Cambridgeshire County Council (CCC). One of the outcomes of this work will be the introduction of more control at the billing stage (with the PCC budget managers becoming more involved). This will improve accuracy and ensure evidence is in place to support latter stage recovery action (should it be required). In turn closer working between Serco’s Sundry Debt team, and PCC directorates continues to be positively developed

2.3. In 2019/20 a total of £66.5m was raised, whilst £64.7m was collected (across all years). The difference between the two being £1.8m, which is made up of credit notes of £824k, write-offs of £747k and adjustments. The two ‘aged debt’ projects are winding down now. At the end of 2019/20, a total of £405k had been collected across the two initiatives

### 3. Housing Benefit Overpayments

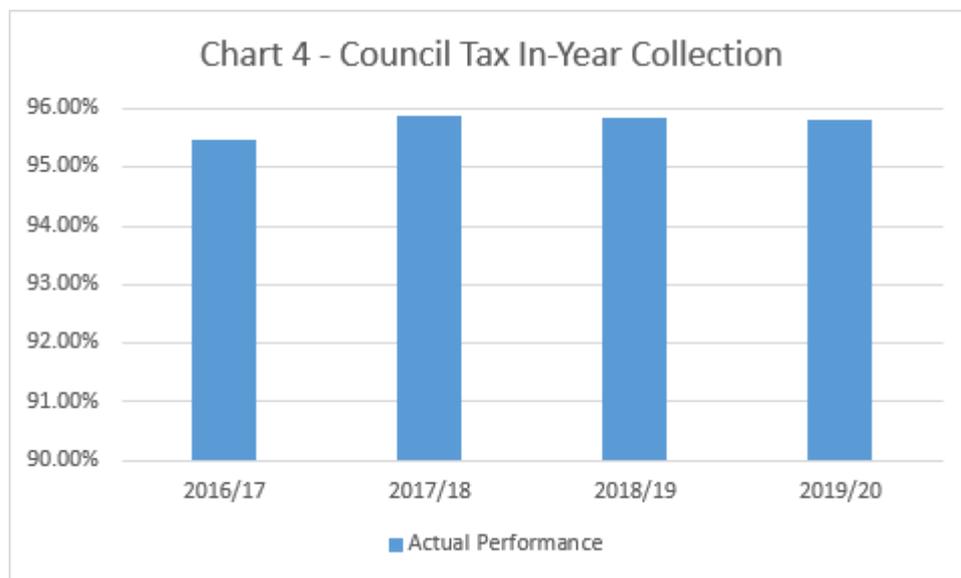
3.1. Chart 3 shows the total amount of housing benefit overpayments recovered against the cumulative target rate set for 2019/20 (and the 2018/19 figures).



- 3.2. Housing benefit overpayment collection as at the 31 March 20 was 26.70% which is above the target of 26.0% but 1.68% lower than the figure for March 2019 (28.38%). The amount of debt carried forward from 2018/19 was just over £7.5m and the amount of newly identified debt in 2019/20 was £1m lower than 2018/19. As a result, the age profile of the debt was much older.
- 3.3. The value of debt collected in 2019/20 was 135% of the value of the debt raised in year, only the second time this has been above 100% (2018/19 was 110%).
- 3.4. Overall overpayments are reducing for a few reasons, the main ones being that:
- Benefits processing is significantly more up to date than it has been historically, leading to fewer overpayments caused by delays in processing;
  - Recent data matching of earnings with DWP and HMRC has led to claims being more promptly updated when changes occur; and
  - Universal credit is reducing the caseload of Housing Benefit claims. The reduction in identification of new debt is of overall benefit to the council but does mean the achievement of the KPI becomes increasingly difficult.
- 3.5. Further resource has been assigned to the oldest debt in 2019/20. An additional £0.34m has been collected as a result, and work on this will continue into 2020/21.

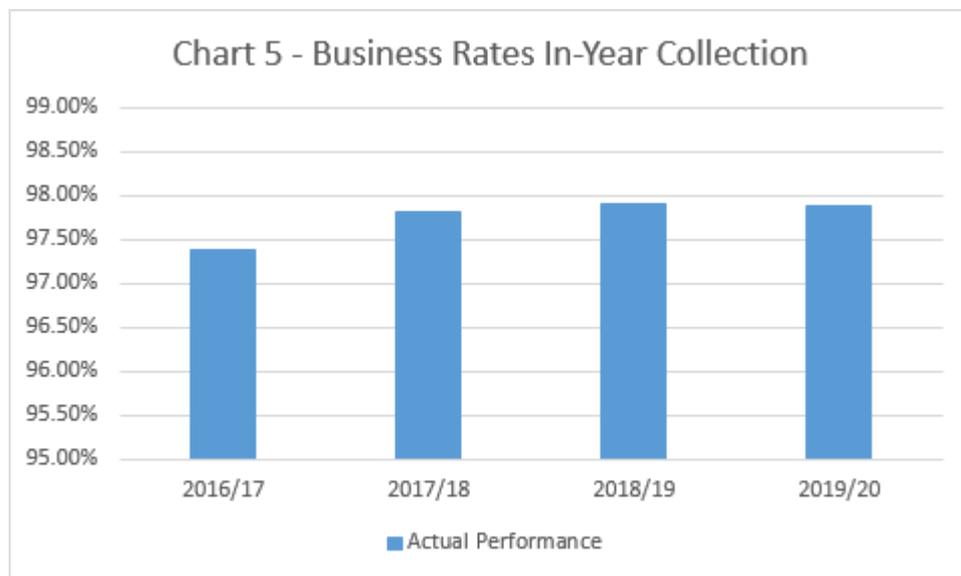
#### 4. Council Tax and Non-Domestic (NDR) Rates Collection

- 4.1. Chart 4 shows the performance for the collection of Council Tax over the last four years. In-year council tax collection at 31 March 2020 was 95.81%, which is 0.02% less than the amount collected by this stage in 2018/19.



- 4.2. The amount of Council Tax arrears collected by the 31 March 2020 was 15.06%, achieved against a target of 14.31%. The arrears performance has benefited from the continuation of stringent recovery action during 2019/20, including the utilisation of enforcement agents where appropriate.

- 4.3. Administration of the Council Tax Support scheme continues to be challenging, affecting overall council tax collection rates. The continued roll out of Universal Credit is further adversely affecting collection due to the multiple changes incurred throughout the year, delaying recovery of the remaining debt. Changes have been made to the scheme in 2019/20 to reduce expenditure (forecast to be approximately £0.300m), although this will increase pressure on recovery. Further changes have been made for 2020/21 and it will continue to be reviewed to modernise the scheme, reduce administration costs and simplify the scheme for claimants.
- 4.4. Chart 5 shows the performance for the collection of Non-Domestic Rates over the last 4 years. To date, the in-year collection of Non-Domestic Rates as at 31 March 2020 was 97.89%, which is 0.01% lower than achieved in 2018/19. Achievement would have been higher during this year but was impacted by a higher than normal insolvency rate in addition to some businesses not making agreed payments as a result of COVID-19.



- 4.5. Temporary additional resources employed in the business rates team in addition to targeted work on the debt lists and the continuing recovery action through enforcement agents, supported the achievement of the collection target. Business rates collection continues to remain challenging due to increasing use of avoidance tactics.
- 4.6. During 2019/20 the business rates team also implemented the three new discretionary schemes announced in the Spring Budget which benefited small business, public houses and those rate payers most impacted by the 2017 revaluation.
- 4.7. In terms of Non-Domestic rates arrears, the amount achieved was 51.89% during 2019/20 against a target of 30.00%.