

Performance Surgery Update Template

PART A – OVERVIEW

Title of Indicator: BV 79b(iii) - Percentage of overpayments written off during the period.

Portfolio: Neighbourhood, Social Cohesion & Housing Strategy (Cllr Nath)

Scrutiny Commission: Community Commission

Accountable Officer: Mark Holmes

Assistant Director: Kath Kennedy

PART B – PERFORMANCE LEVELS SINCE LAST SURGERY

1. Has quarterly performance improved, stabilised or worsened since the last Surgery (where applicable)?

Performance has improved:

	Actual	Cumulative
Q1 06/07	2.11	2.11
Q2 06/07	1.65	3.35
Q3 06/07	2.45	4.94
Q4 06/07	2.48	6.45
Q1 07/08	5.78	5.78
Q2 07/08	1.2	6.27
Q3 07/08	0.83	6.36

2. What is the forecast year-end position compared to target and quartile?

Target was set at 7%. Year end forecast had been revised to 12% following a sharp increase in write-offs in Quarter 1. A review of processes has improved performance in Quarters 2 and 3, so forecast has been revised again to 9%

3. What factors have contributed to these results?

A comprehensive review of benefit overpayments processes has been undertaken to improve performance across all overpayments BVPIs. This review has delivered a report which made several recommendations.

Performance improvements for BVPI 79b (iii) were made in Quarters 2 and 3 by implementing some of the recommendations in the report. The following changes had a significant impact:

- Reducing the 'automatic' write-off threshold from £300 to £50
- Improving processes with Derby Homes on recovery from rent accounts

PART C – UPDATE ON ACTIONS TAKEN SINCE LAST SURGERY
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(Please attach updated action plan where relevant.)

4. How have actions taken impacted on performance levels?

The amount of debt now automatically considered for write-off has significantly reduced, with other options available for the team to pursue debt before considering write-off.

5. Do any other actions need to be taken to improve performance?

The following recommendations from the review of processes have been accepted and work is underway to implement them:

- Employ an external debt recovery agency for debt that we are unable to recover using our recovery options, procurement is underway for this service
- The return of old un-actioned debts from the Legal team and commence Court action through the Overpayments team. A review of processes with the legal team has been undertaken and an options paper for increased Court costs is being prepared.

Performance for this indicator is managed on a monthly basis through the section's Performance Management Framework; any slippage in performance is addressed by this group.

6. Any other comments?

BVPI 79biii will not be part of the BVPI suite of indicators in 2008/09.