

RECOVERY PLAN UNDER-PERFORMING INDICATOR

Q2 2019/20

INDICATOR NAME

Percentage of NNDR collected

CURRENT PERFORMANCE

Outturn	56.58%
Target	57.2%

HISTORIC PERFORMANCE

	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q1 2019/20
Outturn	58.59%	85.55%	99.16%	31.76%
Target	57%	84.8%	98.8%	31.2%

REASONS FOR CURRENT UNDERPERFORMANCE

The performance data for Q2 is slightly below target, but NNDR is always subject to volatility resulting from changes to Rateable Value resulting from property changes (new/deleted/appealed) as advised by the Valuation Office Agency of which there have been several during the past quarter.

Specific to September, 2 new occupier accounts have been raised, totaling over £500k new collectible debit. Since this is newly raised charge, new bills have been issued but in-month receipts are correspondingly affected. A large in-year refund to a ratepayer of over £60k has also had an impact.

PROPOSED ACTIONS TO CORRECT UNDERPERFORMANCE (OR REASONS WHY NO ACTION NECESSARY)

Collection for 2018/19 was way above target (at 99.16%) but – as mentioned above – can be counter-influenced by the volatility within NNDR that can mean that a change in RV to one or a handful of assessments having a disproportionate inflationary/deflationary knock-on effect.

The underlying trend within TWBC NDR is upwards and no radical change for now is recommended. Billing and Recovery timetables have been followed, the Team is fully staffed and there are no workflow backlogs.

Variance remains marginal. Position will continue to be monitored