

WDC & SDC NNDR SHARED SERVICE
ANNUAL HEALTH CHECK

APPENDIX 3

	Annual Health Check Questions	Commentary (Please refer to any supporting documents)	Scrutiny Comments
9.1	What has the partnership achieved during the course of the previous twelve months?	<p>The shared service team exceeded all targets set for them for 2010/11. These are reported in a monthly report and include;</p> <ul style="list-style-type: none"> i) Improved collection rates for WDC and highest recorded collection rate for SDC. ii) Improved direct debit take up for both authorities. iii) Greater take up of small business rate relief for both authorities. <p>Continued collaborative work including joint management meetings have lead to lean system approach with processes.</p>	
9.2	How have the achievements made a difference to the residents/visitors/businesses of Warwick district and how do those achievements align to the aims of the Sustainable Community Strategy?	<p>As the team now has far greater resilience, the service to all Non Domestic ratepayers is improved for both WDC and SDC.</p> <p>Timely processing of correspondence ensures businesses receive new and amended demands normally within a week allowing maximum time for payment.</p> <p>Proactive canvassing of small business rate relief has assured high take up enabling businesses to receive help to which they are entitled.</p>	
9.3	Have there been any	The state of the economy	

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	significant changes to the external environment, such as the state of the economy or the introduction of new legislation, which require a re-appraisal of the need for the partnership? If so, what are these?	has led to difficulties for businesses resulting in collection issues, increased business closures and new legislation brought by the Government to assist businesses. The resilience gained from the partnership enables us to respond effectively to these issues thus benefitting the businesses affected	
9.4	What measures have been used to determine whether the partnership is providing value for money?	There are no additional costs associated with the project. SDC are running their NNDR process cheaper than they were doing so in house, WDC have gained a Team Leader position, plus extra staff resilience for no added cost.	
9.5	What consideration to extending the scope of the partnership has been made?	We are currently in consultation with Legal about formalising this partnership by moving it from a pilot stage to a more permanent footing.	
9.6	How can it be demonstrated that the achievements were not possible without the partnership?	All the targeted results have improved since the partnership began. Each Authority has bettered it's performance in many areas – SDC dramatically.	
9.7	What alternative options to the partnership have been considered?	Each authority could operate their own NNDR function in isolation but resilience would be lost together with many of the benefits described above.	
9.8	What are the key outcomes to be achieved over the forthcoming twelve months and how will they be measured?	Further increased targets for collection rates and sustained results required for other areas.	
9.9	What arrangements have been in place during the previous 12 months for the management of risk? If no risk register is in place, why was one considered unnecessary?	Regular Management meetings discuss operational risks to the joint service. A specific risk register will be developed as the partnership moves to a more permanent footing.	

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