




















WDC / SDC NNDR Shared Services Monthly Report



Links	Reports	Details
	OVW	Overview
	1	Maintain levels of collection within WDC
	2	Increase in SDC collection rate target
	3	Maintain levels of NNDR customers paying via D/D within WDC
	4	Increase number of SDC NNDR customers paying via D/D to 63%
	5	Increase number of SDC NNDR eligible customers receiving SBRR to 64%
	6	SDC & WDC correspondence and schedules to be completed within maximum 2 week turnaround
	7	Reduction of 50% in level of SDC account 'inhibits'
	8	Minimise number of Loss Allowances within SDC & WDC


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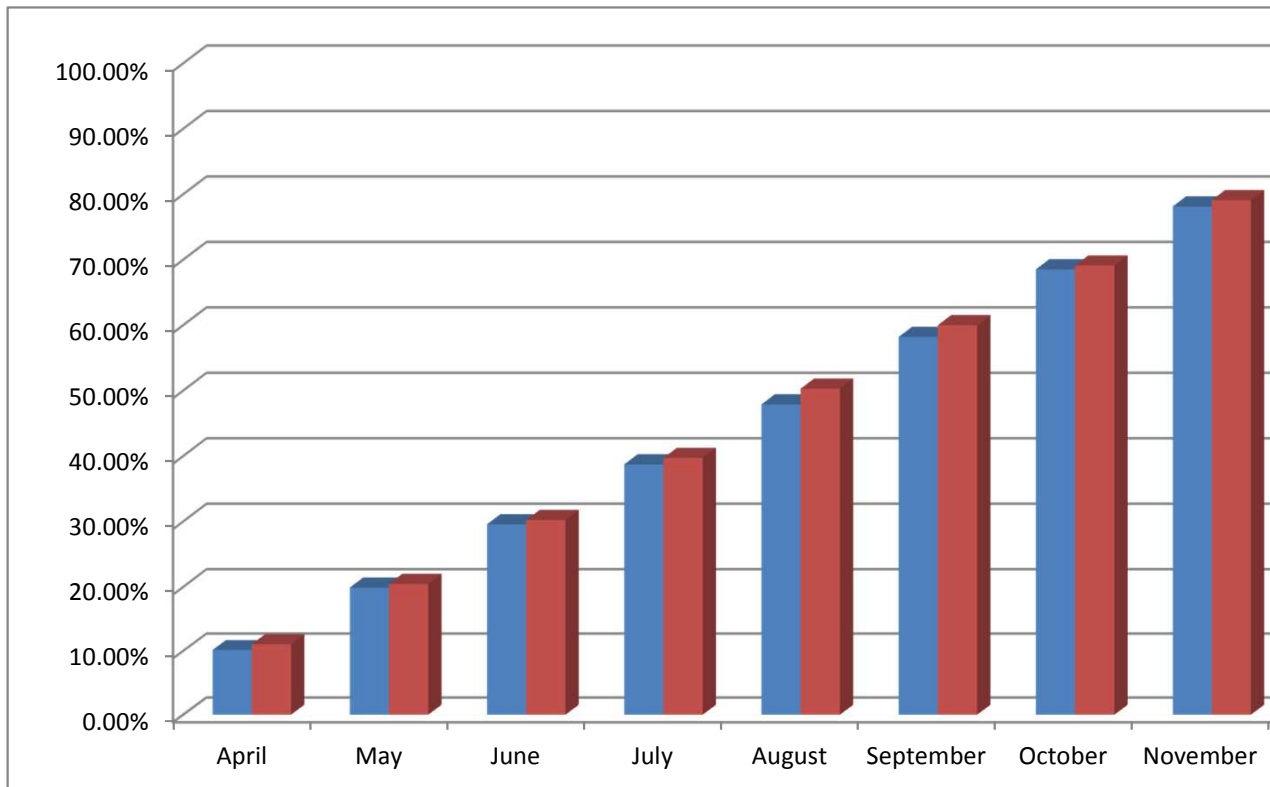
Monthly Overview

Links	Reports	Details	Monthly comments / update	Status
	1	Maintain levels of collection within WDC	Year end collection rate is 98.86% which is 0.36% UP on this time last year. This may still increase slightly with unallocated cash payments.	
	2	Increase in SDC collection rate	Year end collection rate is 98.34% which is 0.61% UP on this time last year, this is 2.34% over the Target set by Dave Webb. This may still increase slightly with unallocated cash payments.	
	3	Maintain levels of NNDR customers paying via D/D within WDC	D/D figures have exceeded the target for this year of 67%, we seem to have settled numbers now just over the 65%, following SBRR customers cancelling their D/D's as they have no charges to pay until Oct 2011,.	
	4	Increase number of SDC NNDR customers paying via D/D to 63%	D/D levels have exceeded this years target of 63%, we are now continuing to see the slow reduction following the SBRR customers cancelling their D/Ds with now not having to pay until Oct 2011.	
	5	Increase number of SDC NNDR eligible customers receiving SBRR to 64%	Year end, we are showing 65.98% , which is another increase on last month, nearly 2% above Target for the year too!	
	6	SDC & WDC correspondence and schedules to be completed within maximum 2 week turnaround	Oldest item just 4 working days at end of March, so continued great work by the team. Workflow items completed this financial year - Warwick 5748, Stratford - 8359.	
	7	Reduction of 50% in level of SDC account 'inhibits'	57 inhibits at year end which is below our competitive target for this year of 62.	
	8	Minimise number of Loss Allowances within SDC & WDC	Just 20 loss allowances between the districts at year end.	

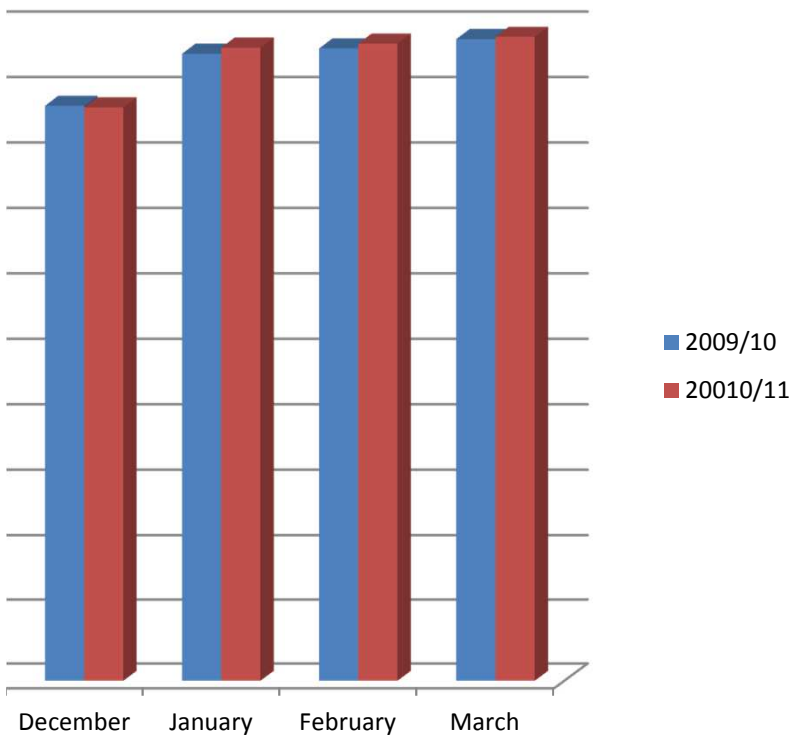


Maintain WDC Collection Rate

	April	May	June	July	August	September	October	November
2009/10	10.15%	19.90%	29.57%	38.73%	47.90%	58.21%	68.53%	78.14%
20010/11	11.06%	20.47%	30.22%	39.71%	50.30%	60.00%	69.12%	79.10%



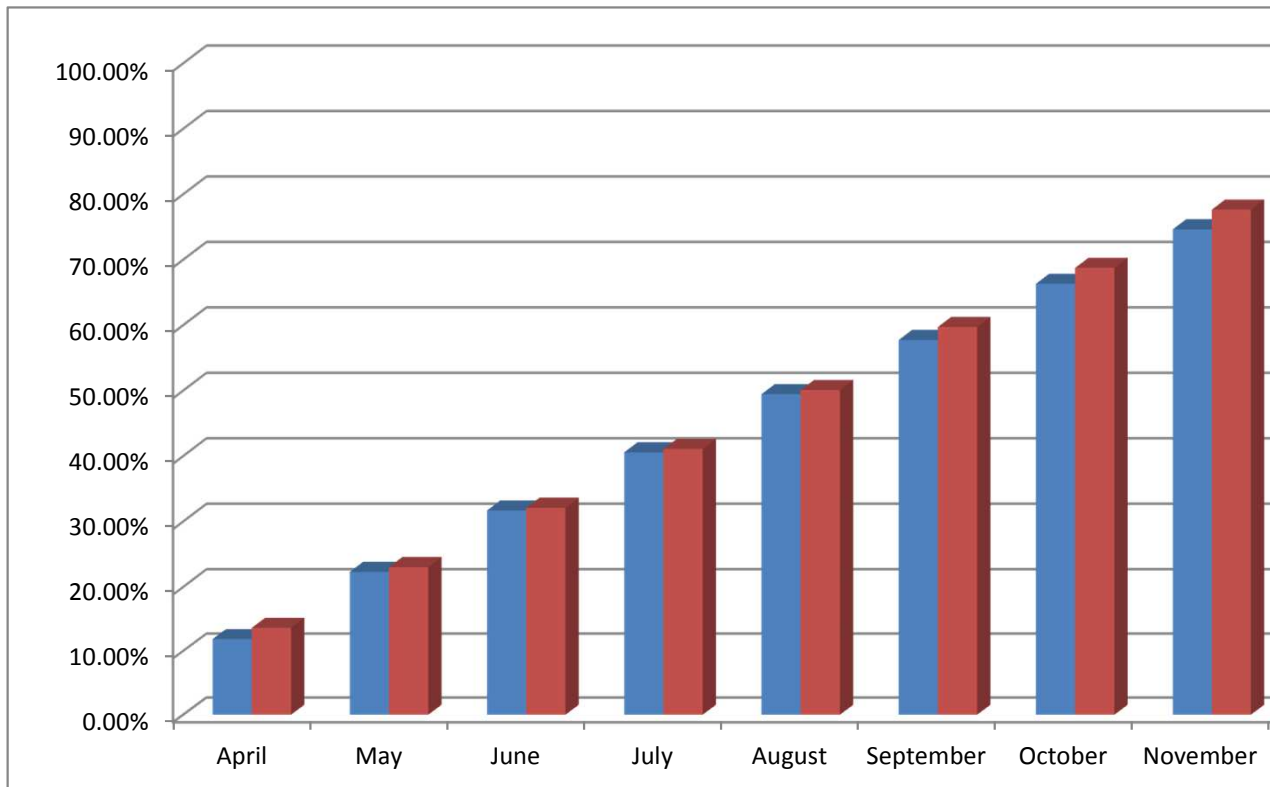
December	January	February	March
88.32%	96.27%	97.09%	98.50%
88.06%	97.21%	97.82%	98.86%





Maintain/Increase SDC Collect

	April	May	June	July	August	September	October	November
2009/10	11.86%	22.30%	31.68%	40.57%	49.45%	57.73%	66.32%	74.64%
20010/11	13.63%	23.03%	32.10%	41.08%	50.08%	59.72%	68.75%	77.65%



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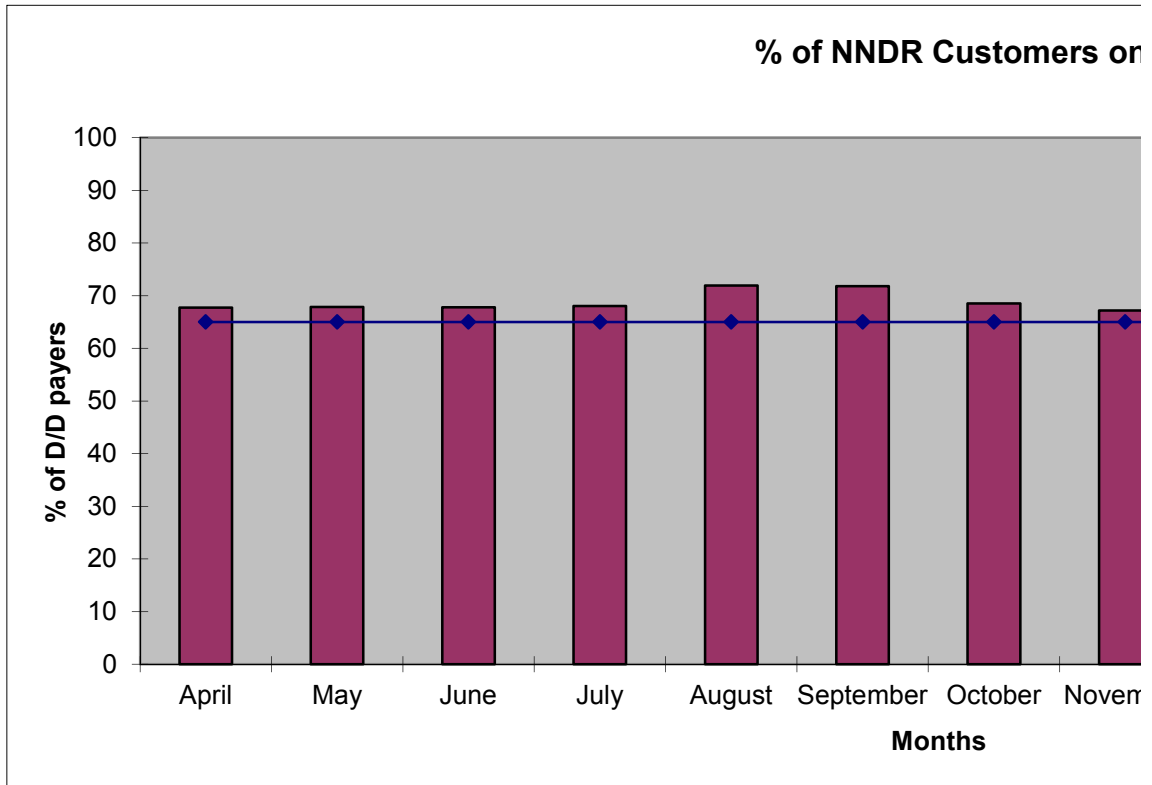
December	January	February	March	Target
83.80%	94.49%	96.01%	97.73%	95.50%
85.11%	95.89%	97.12%	98.34%	96.00%





Maintain levels of NNDR custom via D/D within WDC

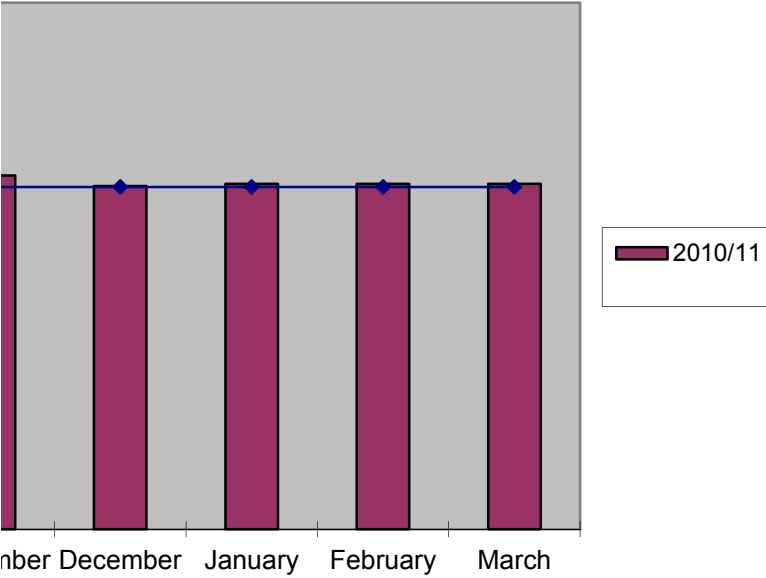
	April	May	June	July	August	September	October	November
2010/11	67.7	67.85	67.76	68.01	71.94	71.79	68.51	67.18
TARGET	65	65	65	65	65	65	65	65



Members paying

December	January	February	March
65.15	65.61	65.61	65.61
65	65	65	65

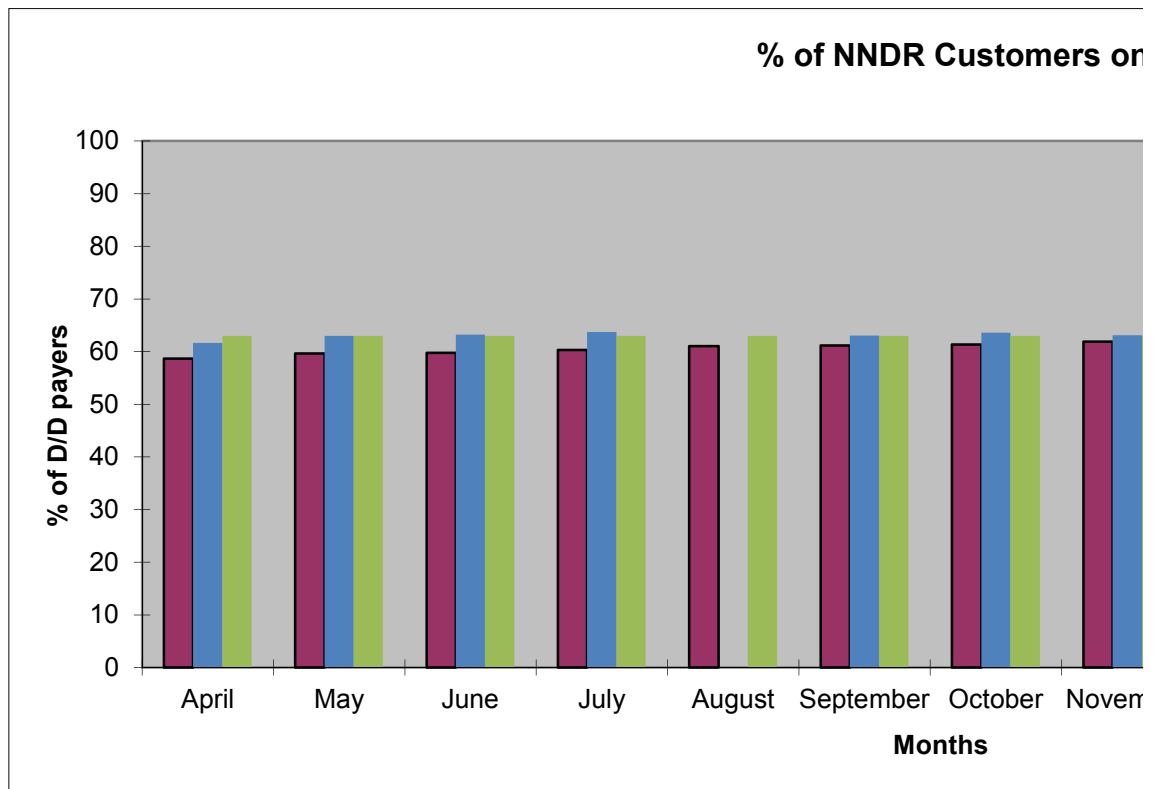
1 D/D





Increase levels of NNDR custom via D/D within SDC

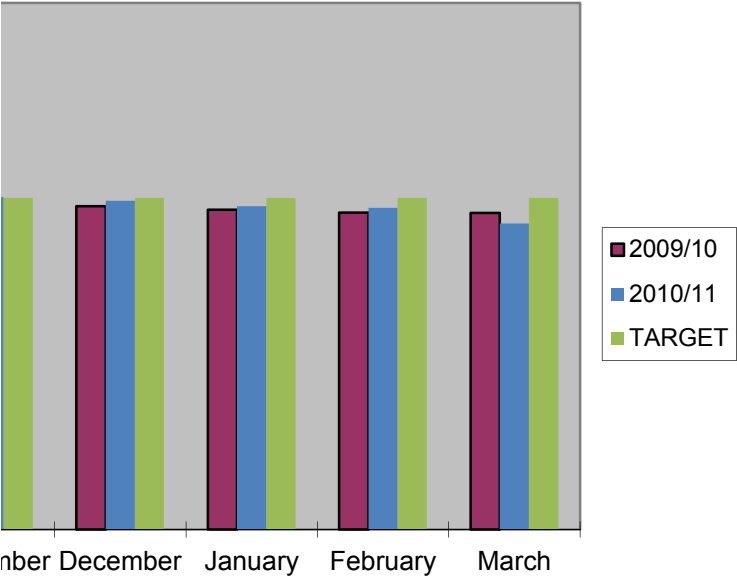
	April	May	June	July	August	September	October	November
2009/10	58.67	59.66	59.78	60.31	61.03	61.14	61.34	61.87
2010/11	61.67	62.99	63.22	63.72		63.07	63.62	63.1
TARGET	63	63	63	63	63	63	63	63



ers paying

December	January	February	March
61.39	60.71	60.22	60.12
62.44	61.4	61.1	58.1
63	63	63	63

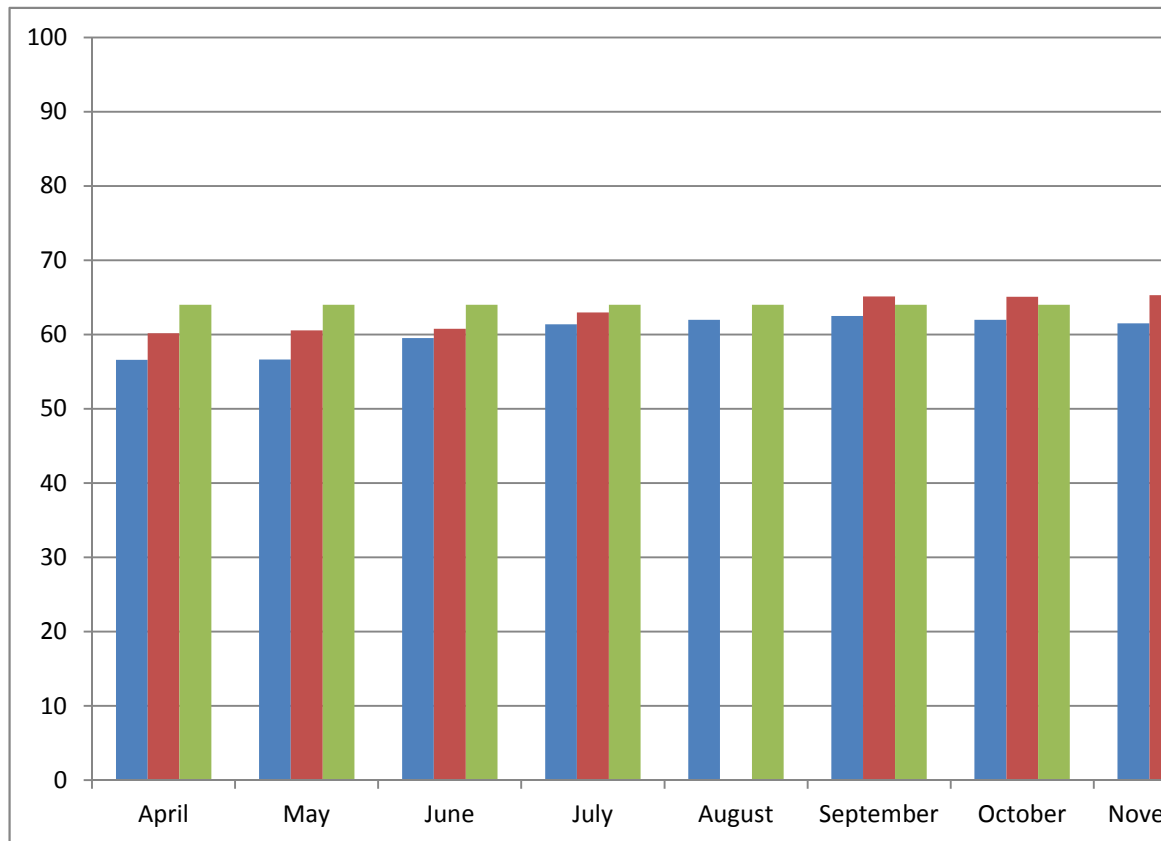
1 D/D





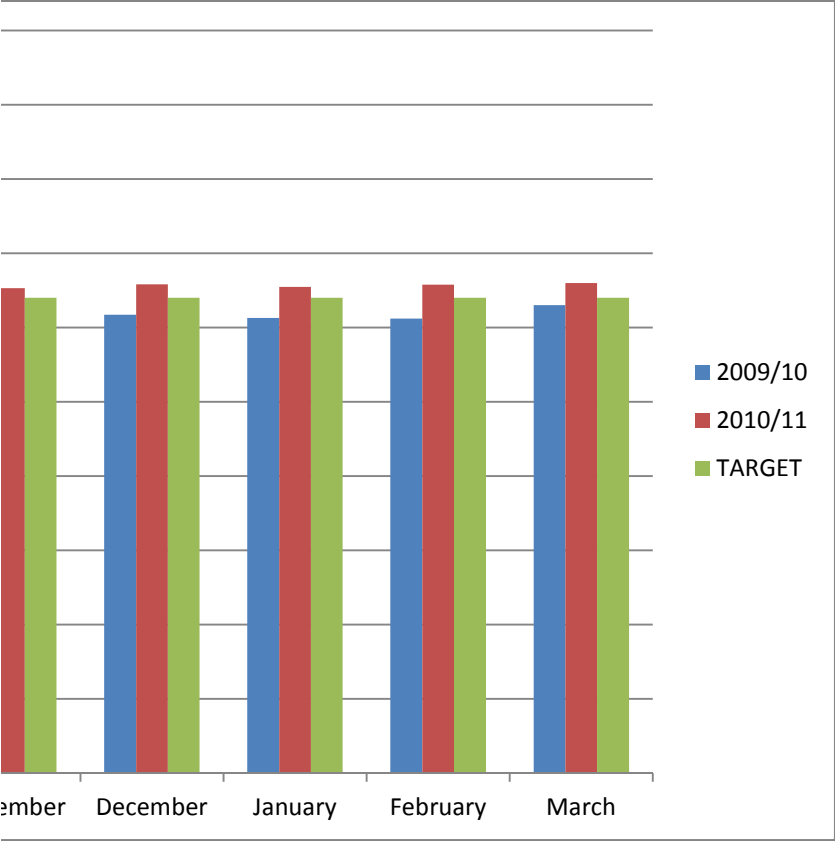
Increase in No. of SDC custome

	April	May	June	July	August	September	October	November
2009/10	56.57	56.64	59.5	61.38	61.97	62.48	61.99	61.5
2010/11	60.18	60.54	60.78	62.97		65.12	65.08	65.29
TARGET	64	64	64	64	64	64	64	64



ers receiving SBRR

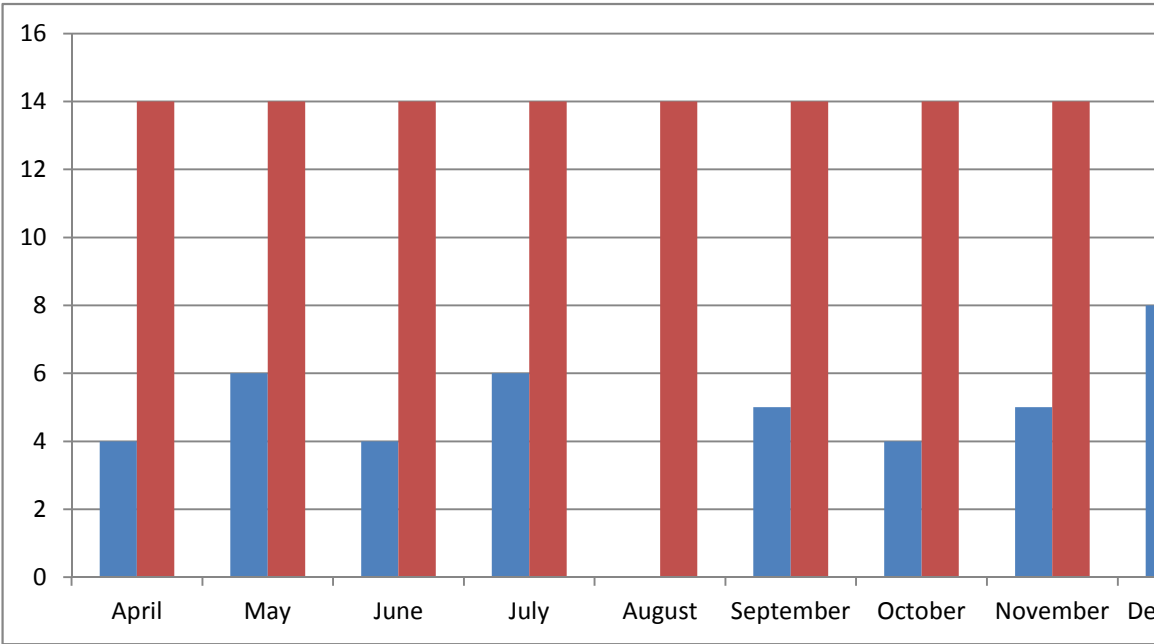
December	January	February	March
61.7	61.3	61.18	63.01
65.81	65.46	65.77	65.98
64	64	64	64





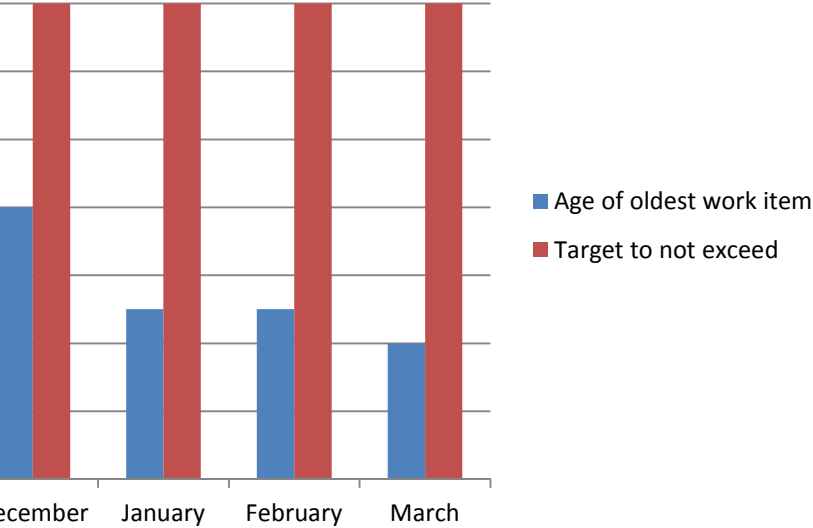
SDC & WDC correspondence and sched
maximum 2 week tur

	April	May	June	July	August	September	October	November
Age of oldest work item	4	6	4	6		5	4	5
Target to not exceed	14	14	14	14	14	14	14	14



ules to be completed within
naround

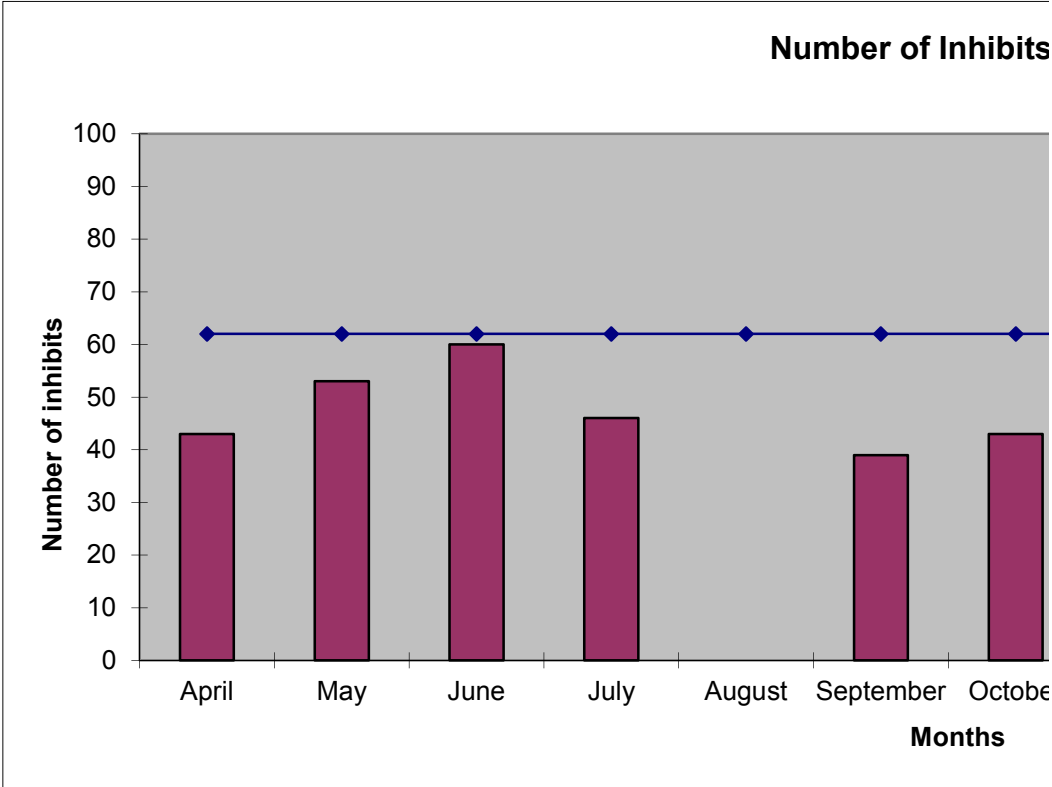
December	January	February	March
8	5	5	4
14	14	14	14





Reduction in SDC level

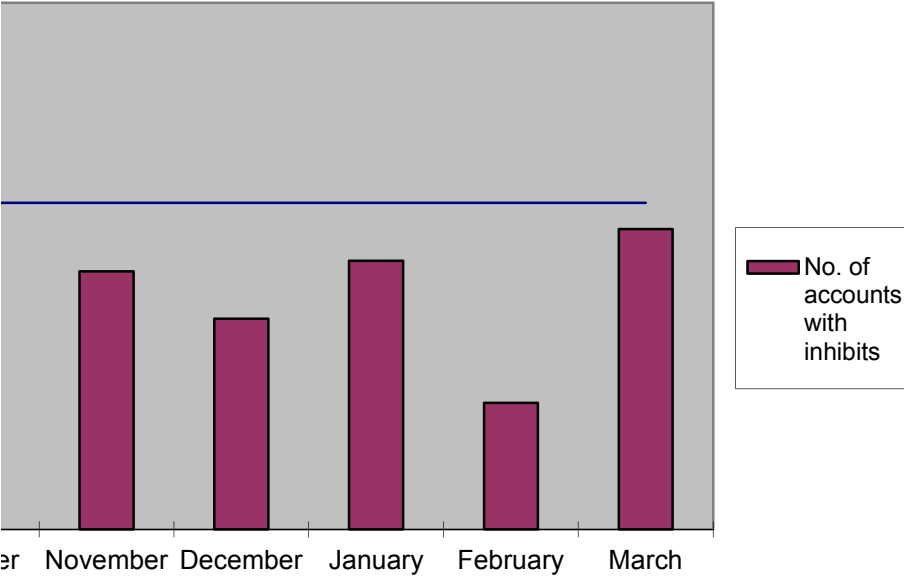
	April	May	June	July	August	September	October
No. of accounts with inhibits	43	53	60	46		39	43
Target Maximum	62	62	62	62	62	62	62



I of 'Inhibits'

November	December	January	February	March
49	40	51	24	57
62	62	62	62	62

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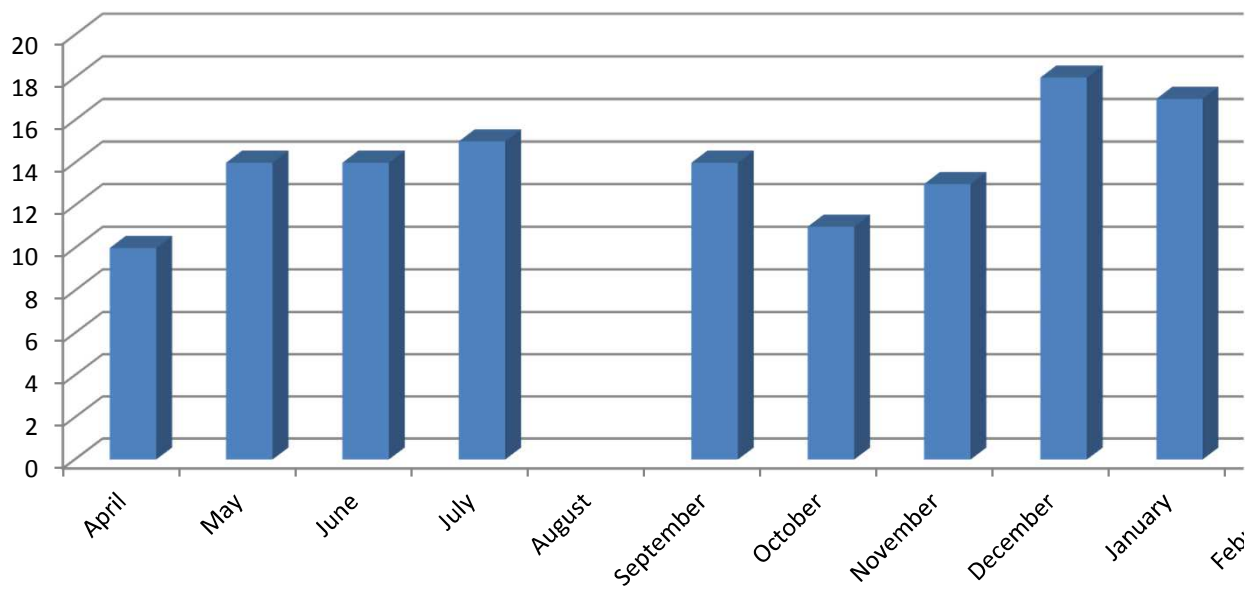




Minimise WDC & SDC level of Loss

	April	May	June	July	August	September	October	November
No. of accounts with loss allowance	10	14	14	15		14	11	13
WDC__SD	2__8	7__7	5__9	4__11		4__10	2__9	0__13

No. of accounts with loss allow



Allowances

December	January	February	March
18	17	5	20
3__15	5__12	4__1	8__12

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