

ANGLIA REVENUES PARTNERSHIP

Report of Jo Andrews – Strategic Revenues Manager
To: ARP Joint Committee, 7 December 2015
Subject: Enforcement Agency.
Purpose: To provide an update on progress of the Enforcement Agency.

Recommendation(s):

- That the report is noted
- The approach to performance reporting is approved

1. INTRODUCTION

1.1 Background

- 1.1.1 The Enforcement Team has been operational since the end of July 2015. The four compliance officers continue to recover monies through issuing up to 3 letters, sending text reminders and outbound telephone calling. Two Enforcement Agents are working towards obtaining their Enforcement certificate which allows them to visit properties to enforce payment. A flowchart giving an overview of the process is attached at Appendix A
- 1.1.2 Unfortunately the certificated Enforcement Agent who had been appointed to commence work in October did not take up his post because of an improved offer from his current employers. We have, however, successfully appointed another certificated Enforcement Agent who will start with us shortly and this will mean that visits to customers will commence.

1.2 Performance Monitoring

- 1.2.1 The team have now collected in excess of £400,000 and have another £520,000 on payment arrangements. Remittances of cleared funds to all authorities are now being made on a monthly basis.
- 1.2.2 Performance stats as at the end of October 2015 are set out in Appendix B with a comparison to one of our previous external providers. The Council Tax collection rate used as a comparison is after 3 months collection under the new regulations, however the collection rate will fluctuate depending on when the majority of the cases are issued to the Enforcement Agents. As our team commenced after the start of the financial year it will be difficult to monitor collection against an external provider until we can compare a full financial year's operation.
- 1.2.3 Information on a comparable collection rate for LCTRS cases is unavailable, however the collection rates on LCTRS cases are on average 14% less; this has been used for comparison purposes.

- 1.2.4 There has only been one complaint received to date which is under consideration. As a comparison, complaints received by one of our external providers average 23 per annum with 22 being upheld or part upheld.
- 1.2.5 It is suggested that information regarding income and expenditure is provided at the next meeting to provide a forecast outturn for this financial year.

1.3 Options

Joint Committee are asked to approve the approach to performance monitoring.

1.4 Reasons for recommendations

Performance targets can be profiled for the whole of the next financial year and presented at the next meeting.

2 IMPLICATIONS

2.2 Risk

Reduction in levels of performance would not be identified.

2.3 Financial

Expected income levels may not be realised

2.4 Legal

None

2.5 Equality and Diversity

Not applicable.

Background papers:- None

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Appendices attached to this report:

Appendix A – Flowchart of process

Appendix B – Performance stats