

Anglia Revenues Partnership

Report of Operational Board to the JOINT COMMITTEE – 2nd December 2010

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Council Tax update Report

1. Purpose of Report

1.1 To inform members of progress

2. Recommendations

It is recommended that the Committee:

2.1 Note the contents of the report.

Note: In preparing this report, due regard has been had to equality of opportunity, human rights, prevention of crime and disorder, environmental and risk management considerations as appropriate. Relevant officers have been consulted in relation to any legal, financial or human resources implications and comments received are reflected in the report.

3. Information, Issues and Options

3.1 Background

3.1.1 Collection is a key performance indicator that is reported on each month.

3.1.2 A service delivery plan has been drawn up to facilitate continued improvement in the Council Tax service, this report is to inform members of progress made on the improvements and to monitor the success of initiatives that have been implemented

3.2 Issues

3.2.1 Service delivery plan: This has been updated. (Appendix A) Changes since last report include:

- Bulk email canvassing for Direct Debit take up promotion has happened
- Performance monitoring (RB solutions) – trial nearing completion.
- Team set up to review visiting process for new properties – pilot to commence from January 2011
- Preparing cases for forced sales
- Discount reviews

3.2.2 Charging order cases – progress report

34 new cases have been sent to Forest Heath District Council's legal department for charging orders over the past 2 months. A summary of collection can be found in Appendix B attached.

3.2.3 Insolvency cases – progress report

Period Stat Demand issued	Authority	Total no of cases	Total value	Total amount collected	% collected
01.04.09 - 01.04.10	Breckland Council	3	15953.74	10778.74	67.56%
01.04.09 - 01.04.10	Forest Heath DC	2	7136.68	7136.68	100.00%
01.04.09 - 01.04.10	East Canbs DC	1	5105.46	1988.11	38.94%

3.2.4 Results from Northgate Single Person Discount (SPD) exercise on Forest Heath

Northgate outcomes - Forest Heath DC	Total
Additional Income identified	90,393.3
Review Forms returned including reminder forms	0
SPD verified	1551
SPD cancelled	1799
SPD queried	304
Case referred to Forest Heath District Council	136
Benefit cases to be cancelled	259
Disregard cases cancelled	45
	28

The cost of this exercise to date is £20,342, of which 85% is being funded by the County Council. This produces a net income of £70,000 to be shared between District & County Council.

3.3 Options

3.3.1 To note the report and the contents of the appendices.

3.4 Reasons for Recommendation(s)

3.4.1 To brief members on new & ongoing initiatives to increase collection rates within the Partner authorities.

4. Risk and Financial Implications

4.1 Risk

4.1.1 None

4.2 Financial

4.2.1 None

5. Legal Implications

5.1 None

6. Other Implications

None.

7. Alignment to Council Priorities

7.1 To be legally compliant

8. Ward/Community Affected

8.1 All within partner authorities

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Appendices attached to this report:

Appendix A – Service Delivery Plan - updated

Appendix B – Charging Order progress report