

REPORT

To: POLICY & RESOURCES (FINANCE) SUB COMMITTEE		Subject: COUNCIL TAX PROGRESS REPORT
From: DIRECTOR OF FINANCE		
Date: 12 October 2004	Ref:- BC/TC/CTAXPROGRESS - OCTOBER 2004	

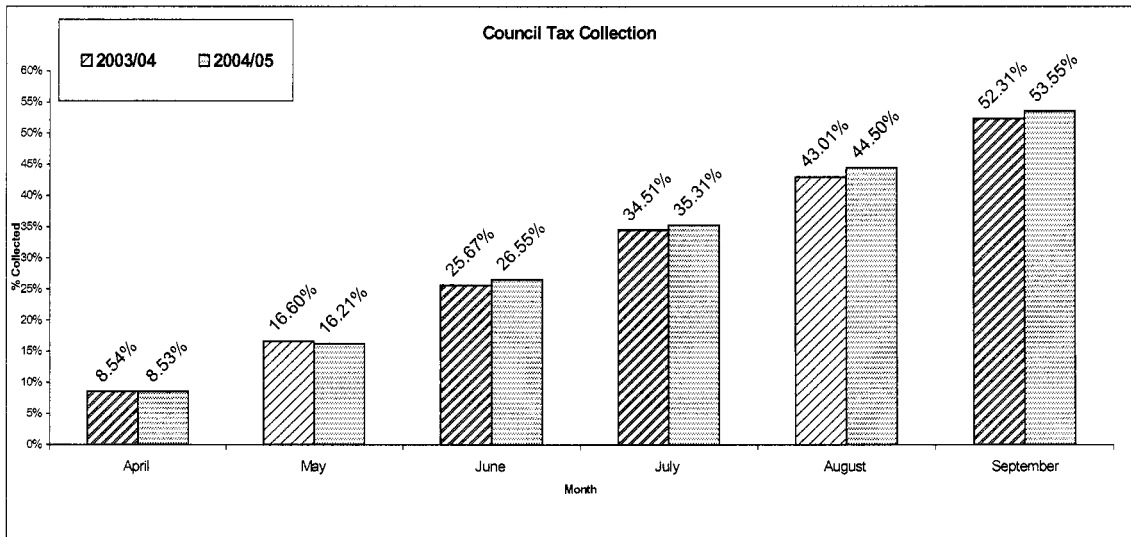
1 Introduction

1.1. This report provides an update on Council Tax Collection.

2 Performance

2.1 Details of the amount of Council Tax collected for the first six months of the current year together with collection figures for the same period for the last financial year are shown below (Graph 1). This shows a collection of 53.55% at the end of September 2004 compared with 52.31% for the same period last year, an increase of 1.24%. The Graph shows continued improvement in the recovery of Council Tax.

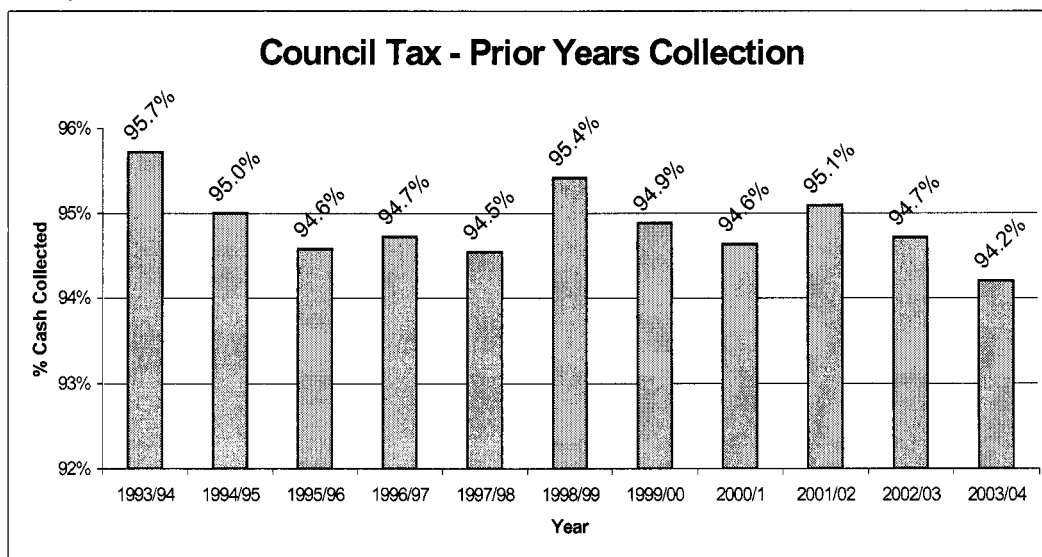
Graph 1



2.2 The improvement is being helped by a continued increase in Direct Debit payers to 47,868, which is an increase on last year of 9%, and now accounts for 34% of all payers. There is also a decrease in the amount of follow-up issued to date, Final Notices have reduced by 2,814 (4%) Warrants by 2,316 (8%), reflecting in the improved collection levels.

2.3 In addition to improved current year recovery the prior years are also showing steady improvement with all years, other than the previous year now exceeding 94.5% collection.

Graph 2



### 3 Electronic Mail Processing

The introduction of Document Imaging Processing (DIP) and Workflow, has improved our ability to respond timeously to correspondence from payees. This improves the accuracy of our Demand Notices and contributes to improved collection performance.

There have been 89,827 individual enquiries dealt with through electronic document processing during the period 1/4/04 – 30/9/04, as follows: -

	<u>1/4/04 – 30/9/04</u>	<u>1/4/03 – 30/9/03</u>
% of cases dealt with in 5 working days	97.53%	94.84%
% of cases dealt with in less than 10 working days	99.1%	98.7%
% of cases dealt with in less than 20 working days	99.64%	99.65%

Showing a continued high level of Council Tax enquiries dealt with within 10 days.

### 4 Recommendation

Members are asked to note the report.

*Alistair Gibson*

**Director of Finance**

Members wishing further information please contact Mr Brian Cook, Head of Revenue Services, Tel:- 01698 – 30 2801.