

REPORT

To: POLICY & RESOURCES (FINANCE) SUB COMMITTEE		Subject: COUNCIL TAX PROGRESS REPORT
From: DIRECTOR OF FINANCE		
Date: 12 January 2006	Ref:- AC/BC DECEMBER 2005	

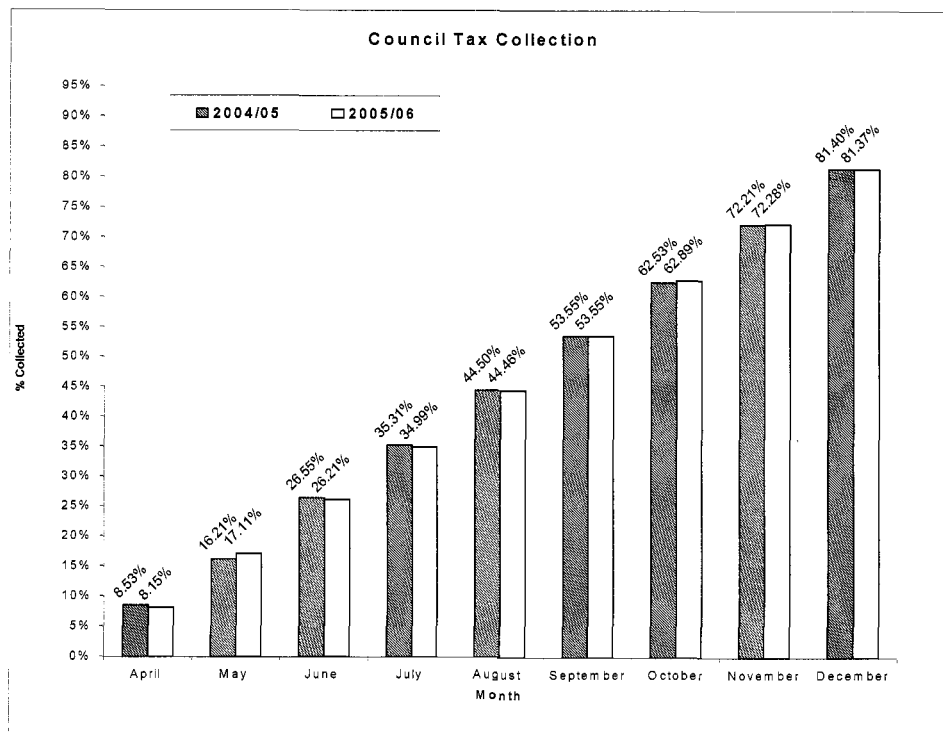
1 Introduction

1.1 This report provides an update on Council Tax Collection.

2 Performance

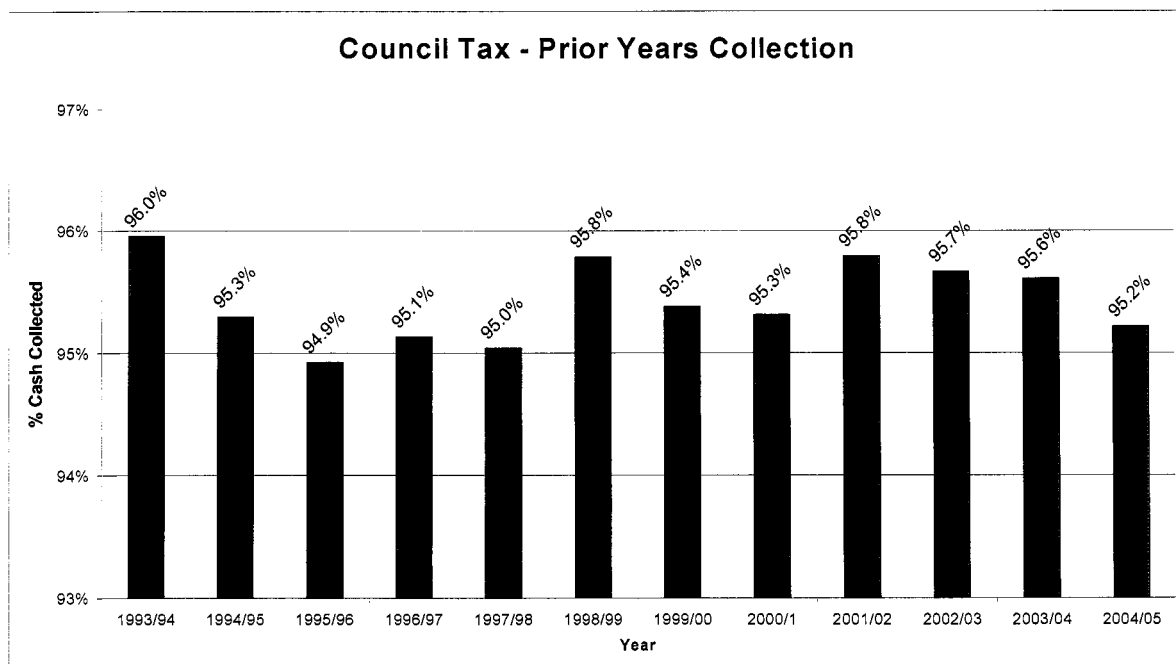
2.1 Details of the amount of Council Tax collected for the first nine months of the current year together with collection figures for the same period for the last financial year are shown below (Graph 1). This shows a collection of 81.37% at the end of December 2005 compared with 81.40% for the same period last year.

Graph 1



- 2.2 The trend of increased use of Direct Debit continues and there are now 50,663, which is an increase on last year of 6.5%, and now accounts for 35% of all payers.
- 2.3 A continued improvement is also reflected in the decrease in the amount of follow-up issued to date, Warrants have reduced by 1,042 (3%).
- 2.4 In addition to sustaining current year recovery the prior years are also showing steady improvement with 11 of the 12 years at 95% or better.

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 128,510 enquiries dealt with through the Electronic Document Processing during 1/4/05 – 30/12/05, and increase of 7,063 (6%) of which 99% have been dealt with within 10 days (see table below).

	<u>1/4/05 – 31/12/05</u>	<u>1/4/04 – 31/12/04</u>
% of cases dealt with in 5 working days	97.75%	97.56%
% of cases dealt with in less than 10 working days	98.73%	99.05%
% of cases dealt with in less than 20 working days	99.58%	96.63%

The table shows that despite an increase in work of 6% the number of cases responded to within 10 days remains around the 99% mark.

4 Recommendation

Members are asked to note the report.

A handwritten signature in black ink, appearing to read 'Alta Cook', written in a cursive style.

Director of Finance

Members wishing further information please contact Mr Brian Cook, Head of Revenue Services, Tel:- 01698 – 302801.