



ARTICLE NO: 3D

**CORPORATE & ENVIRONMENTAL
OVERVIEW & SCRUTINY COMMITTEE**

**MEMBERS UPDATE 2013/14
ISSUE: 2**

Article of: Transformation Manager

Relevant Managing Director: Managing Director (Transformation)

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**SUBJECT: REVENUE COLLECTION REVIEW & RECOVERY PLAN – COUNCIL TAX
& NNDR**

Wards affected: Borough wide

1.0 PURPOSE OF ARTICLE

- 1.1 To advise Members of the agreed recovery plan to maximise revenue collection and minimise arrears.

2.0 BACKGROUND AND CURRENT POSITION

- 2.1 Since October 2011, One Connect Limited (OCL) has provided the Revenues and Benefits service on behalf of West Lancashire Borough Council to agreed annual service levels.
- 2.2 During 2012/13, major investment into a new integrated ICT system resulted in the migration of three ageing systems for Council Tax, Housing and Council Tax Benefits into a single database enabling a consolidated view of people and property. This project limited the daily billing and amount of recovery work that could be undertaken in the final quarter of 2012/2013.
- 2.3 In addition, OCL undertook significant preparation ahead of the Welfare Reform Act coming into force in April 2013, for example concerning Council Tax reform and the introduction of a Local Council Tax Support Scheme.
- 2.4 The 2012/13 outturns for collection for Council Tax, Non Domestic Rates and collection of Council Tax Previous Years Arrears were below target as previously reported to Members. Following a review of the revenue collection processes, OCL proposed a recovery plan to maximise revenue collection and minimise

arrears. This has been agreed by West Lancashire Borough Council and is attached as Appendix A.

- 2.5 Performance against targets is monitored via the monthly Quality of Service meetings held between the Transformation Manager and OCL's Director of Revenues, as well as the Shared Services Board which receives quarterly performance reports. Performance will continue to be reported to Members as part of the quarterly and annual corporate suite of performance indicators. However, it should be noted that agreed targets are for annual performance and therefore it is the year-end outturn that is the critical element in this respect.

3.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

- 3.1 There are no significant sustainability impacts associated with this article and, in particular, no significant impact on crime and disorder. The article has no significant links with the Sustainable Community Strategy.

4.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 4.1 Income from Council Tax and retained NNDR are critical to the Council's ability to provide services aimed at delivering the corporate priorities as well as balancing its budget.

5.0 RISK ASSESSMENT

- 5.1 The risk of failure to maximise on revenue collection is mitigated through performance monitoring arrangements. The actions referred to are covered by the scheme of delegation to officers and any necessary changes have been made in the relevant operational risk registers.

Background Documents

There are no background documents (as defined in Section 100D(5) of the Local Government Act 1972) to this Report.

Equality Impact Assessment

The Article is for information only and does not have any direct impact on members of the public, employees, elected members and / or stakeholders. Therefore no Equality Impact Assessment is required.

Appendices

Appendix A: WLBC Revenue Collection Review (July 2013)