

| PERFORMANCE PLAN | |
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| Indicator | R1 % of Council Tax collected / R3 % of Non-domestic Rates Collected |
| <p>Reason(s) for not meeting target: Although the contractual Service Level Agreement for Current Year Council Tax & Current Year NNDR Recovery remains an annual target as in previous years the outturn has dipped below the local service target for this period in the financial year to date.</p> <p>Both of these annual targets remain the most challenging for the service to deliver and although resources were increased in both areas early on this financial year and work trays are at very low levels, which indicates the level of resource allocated to these areas is not an issue, the service haven't managed to meet their internal target this quarter.</p> <p>The impact of notification of high values of NNDR rateable value changes late in the financial year (approximately £500k via WLBC led Analyse Local project and in excess of £200k miscellaneous VOA changes) has and will present significant collection challenges within the current financial year and the ability of BTLS to meet these SLAs.</p> <p>The ongoing impact of processing Optional Real Time Information (RTI) Benefit changes continues to also present a challenge in terms of Council Tax collection, as Council Tax Support (CTS) awards are cancelled or reduced retrospectively i.e. CTS claims which have been amended following notification of backdated changes in circumstances, will increase the Council Tax liability toward the end of the financial year, is proving challenging in terms of collection, and will impact performance levels.</p> <p>However, taking the above into account the cash value of the underperformance to WLBC in these targets is being more than offset by the over performance across other SLA targets of the service, such as Housing Benefit Overpayment Recovery and Sundry Debtor Recovery, and as such WLBC remains in a cash positive position overall.</p> | |
| <p>Additional Commentary</p> <p>Proposed Actions</p> <p>The service continues to closely review and implement action to address debt recovery and bring performance back on track, activity includes:</p> <ul style="list-style-type: none"> • Weekly monitoring meetings with detailed analysis of targeted debt. • Focused review of high value recovery cases to target non payers, for example the highest value 'medium / high' risk NNDR non payers are being very closely monitored and appropriate bespoke action taken to collect. • Follow up of NNDR ratepayers who potentially may qualify for NNDR Discretionary Rate Relief e.g. Pub Rate Relief. • Close liaison with the Valuation Office to ensure accurate Rating Lists maintained. | |

- Extension of the appointment of specialist Revenues Agency worker to assist in maximising collection process.
- Use of new Management Information Software to assist identification of areas for focus.
- Review and monitor the impact of the Optional RTI work on recovery.
- Close liaison with our Enforcement Agent to prioritise CT and NNDR debt repayment, recent meeting to promote increased pressure on `won't payers`.
- Review of potential bulk write off cases in accordance with WLBC Policy.
- Progress a pilot of working with third party advanced specialist recovery providers to utilise in recovering high value, more complex non-payment cases.

It is anticipated that these actions will have a positive impact with the aim of improving performance by the end of the financial year.

Resource Implications

Resource issues have been considered during the updating of the Recovery Strategy and will be met within the existing service.

Priority

The collection of both Council and Business Rates Tax remains an ongoing key priority for the Service and Council.

Future Targets

No proposed change to target. The contractual Service Level Agreement is an annual target, however this reports performance against where the service would like recovery to be at that point in the financial year.

Action Plan

Tasks to be undertaken

Completion Date

Increased monitoring and review of high value recovery cases to target non payers

Ongoing

Liaising closely with Valuation Office to ensure accurate Rating Lists maintained

Ongoing

Appointment of specialist Revenues Agency worker to assist in maximising collection process

Ongoing