COUNCIL TAX - POSITION STATEMENT
(report 135/00-01)

APPENDIX A

1. Summary of Progress to date

a) Summons Analysis Report

Comparison of two courts in 1999 with two in 2000 – those a/cs paid in full between issue of summons & hearing date. Two courts in 1999 produced results of 4% & 8% of a/cs paid in full. Two courts in 2000 produced results of 3% for both. Further comparison with two courts in 1998

b) Soft Reminders

574 soft reminders issued 25/9/00 to half yearly payers to remind them that 2\textsuperscript{nd} half-year payment due. Value £185,414. As at 9/10/00, over half had paid - £99k.

c) Arrangements in default

6107 arrangements identified as being overdue. 2349 cancelled 24/8/00 – Value £762,402. These cases were brought back into the recovery cycle with reminders from 4/9/00 onwards. 700 cancelled 4/9/00 – Value £100,700. The remainder, 3058, were summoned arrangements – to be fasttracked by Enforcement to the next recovery stage. 286 cancelled 6/10/00 – these are those overdue since 24/8/00 – value £34,294.

d) Diary Codes with diary date up to 6/9/00

28,863 codes with a diary date up to 6/9/00 deleted. This will speed up the production of system generated documents & error reports.

e) Tied Accommodation

Cheque received from Housing for £12,415. Further liaison with Education & Social Services ongoing.

f) Direct debits

Exceptions from the three payment dates were approx. £60k each. Work is currently being carried out to reduce this - exceptions now down to approx. £15k per date. 25/9/00 run – only £6k exceptions.
g) **Benefit Reminders**

These had been excluded from reminder runs but included from 4/9/00 onwards.

h) **Top 100**

Top 100 current year largest debtors – report produced 4/9/00. Value £295,524. Debt reduced by £55,919 as at 9/10/00.
Further report to be produced by 13/10/00 to identify full extent of problem – how many debtors owe £600 or more & total value.

i) **LBL schedules**

Produced 2/10/00. 746 a/cs – value £202,922.16. To allocate residue of holding a/c balance to debt pre 1/4/00 & then re-run & send to Neighbourhood Offices. Allocation of holding a/c monies. To be completed by 15/10/00.

j) **Housing Associations**

Similar schedules to be run for a number of Leading Housing Associations.

k) **Integrity Report A**

Report produced 2/10/00 for Notice Errors as at May 00. 768 errors – current year only. Previous years Notice Errors – approx. 4k errors. Further reports to be run to include Arrangements, Transactions, Bands, properties, Enforcement.

l) **Integrity Report B**

Further report to be downloaded 10/10/00.

m) **Circumstance Codes**

Reports detailing “live” a/cs with a circumstance code attached suppressing further recovery produced. These are being actioned and passed to Ward Inspectors.

- Deceased 391 a/cs
- A/cs in name of “Council Tax Payer” 26 a/cs
- Gone Away 1252 a/cs
- Conversion issues 50 a/cs

n) **Arrears Analysis report**

Report produced 2/10/00. 258 errors. To be actioned by same team as working on Integrity reports.
o) Payment profile report

This is a report showing what payments we are due to receive over the remainder of the year as an indicator of whether or not we will meet the collection target. Report being amended to include summoned arrangements & summonsed debt with no profile in order that the full picture is known.

p) Exception report from reminder runs

Produced for 4/9/00 reminder run – 180 exceptions. To be produced for the following reminder runs.

q) Accounts with no payments

Report being re-run to include only those cases with no payments whatsoever, not those that are paying but payment going against arrears.

r) Other Actions

All Occupations / Vacations are being prioritised to ensure that we are billing the correct liable person. This prioritising includes referrals from the Call Centre.

Current Year Liability Orders are being fastracked by the Enforcement Section to the bailiffs.

Since the project team was set up, a payment of £700k wrongly allocated to arrears has been reversed & posted to current year remittances.

This report is to be read in conjunction with the Action Plan submitted earlier which details what work has been scheduled in for the period October 2000 to March 2001.
<table>
<thead>
<tr>
<th>SYSTEMS REPORTS</th>
<th>Frequency</th>
<th>Responsible / Lead Officers</th>
<th>Completion / Deadlines</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Post Billing Exception Reports</strong></td>
<td>As per one off schedule</td>
<td>David Richards, Steve Sankey</td>
<td>Within a week of Billing run</td>
<td></td>
</tr>
<tr>
<td><strong>Exception Report from Reminders</strong></td>
<td>As per Reminder run Schedule</td>
<td>Ditto</td>
<td>Ditto</td>
<td></td>
</tr>
<tr>
<td><strong>Integrity Report</strong></td>
<td>Weekly</td>
<td>David Richards/ Steve Sankey</td>
<td>Within a week of receipt of report</td>
<td>One-off special report to be produced and treated as urgent priority</td>
</tr>
<tr>
<td><strong>Exception Report from Summons Run</strong></td>
<td>As per recovery cycle</td>
<td>Kwame McEyeson, David Richards, Steve Sankey</td>
<td>Within a week of Summons Run</td>
<td>To ensure that all cases not proceeding to recovery brought into this stage at the next appropriate time</td>
</tr>
<tr>
<td><strong>Diary Dates on Accounts</strong></td>
<td>3 monthly interval</td>
<td>David Richards / David Jagoe</td>
<td>All current diary dates to be reviewed by end of October 2000</td>
<td>Work is ongoing by David Richards</td>
</tr>
<tr>
<td><strong>Arrears Analysis</strong></td>
<td>Weekly</td>
<td>Denise Newham/ K. McEyeson/ David Richards/ Steve Sankey</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Exception Reports from Direct Debits</strong></td>
<td>Weekly</td>
<td>David Jagoe/ Steve Sankey</td>
<td>Within a week of report production</td>
<td></td>
</tr>
<tr>
<td><strong>Exemption Reports excluding Classes A &amp; C</strong></td>
<td>Monthly</td>
<td>Steve Sankey</td>
<td>Within month of reports production</td>
<td></td>
</tr>
<tr>
<td><strong>COLLECTION RATE ANALYSIS REPORTS</strong></td>
<td><strong>Type of report</strong></td>
<td><strong>Frequency</strong></td>
<td><strong>Responsible /Lead Officers</strong></td>
<td><strong>Completion Deadline</strong></td>
</tr>
<tr>
<td>-------------------------------------</td>
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</tr>
<tr>
<td>Deceased Listed Accounts</td>
<td>Produced</td>
<td>Pat Damji</td>
<td>By end of October 2000</td>
<td>Number of Accounts...</td>
</tr>
<tr>
<td>Accounts identified as ‘Gone Aways’</td>
<td>Produced</td>
<td>Inspectorate Section</td>
<td></td>
<td>Keith Marsden Head of Inspectorate to produce weekly progress report to Denise Newham</td>
</tr>
<tr>
<td>Conversion exceptions</td>
<td>produced</td>
<td>David Richards</td>
<td>Completed</td>
<td></td>
</tr>
<tr>
<td>LBL NHOs Schedule Payments</td>
<td>Awaiting schedule</td>
<td>Ruth Taylor Enos Harris</td>
<td>To be sent out by 15th Oct 2000</td>
<td></td>
</tr>
<tr>
<td>Accounts listed as Council Tax Payer (no named found)</td>
<td>Produced</td>
<td>David Richards</td>
<td>Completed</td>
<td>Number of accounts...26</td>
</tr>
<tr>
<td>Top 100 debtors for 2000/2001</td>
<td>Produced / .....</td>
<td>Steve Sankey / Roger Foreman – Tracing Manager</td>
<td>On going</td>
<td>Steve Sankey has been working on this report in conjunction with top 100 debtors of all years. These two reports overlaps and new ones will be produced.</td>
</tr>
<tr>
<td>Exception Report from Reminder run</td>
<td>Last report produced on 4/9/00</td>
<td>David Richards/David Jagoe</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revised Report on Accounts with no payments for 2000/2001</td>
<td></td>
<td>Kwame McEyeson, Akua Afrakuma</td>
<td>Awaiting revised report to indicate debt profile and stage of accounts i.e. reminder/recovery.</td>
<td></td>
</tr>
<tr>
<td>Members Accounts Report</td>
<td>Produced</td>
<td>Kwame McEyeson</td>
<td>Passed to Greg Sinclair and Kwame to update Council Tax data on receipt of his findings where appropriate.</td>
<td></td>
</tr>
<tr>
<td><strong>STANDARD REGULAR REPORTS FOR BILLING/COLLECTION SECTION</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td>---</td>
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</tr>
<tr>
<td><strong>Type of report</strong></td>
<td><strong>Frequency</strong></td>
<td><strong>Responsible/Lead Officers</strong></td>
<td><strong>Completion Dead lines</strong></td>
<td><strong>Comments</strong></td>
</tr>
<tr>
<td>Gone-Aways</td>
<td>Two weekly</td>
<td>Team leaders</td>
<td>Within fortnight on receipt of report</td>
<td>Unsuccessful cases after trace and all necessary enquiries will be incorporated into batch for write-offs</td>
</tr>
<tr>
<td>Deceased identified accounts</td>
<td>Two weekly</td>
<td>Ruth Taylor, Enos Harris, Jimmy Baddoo</td>
<td>Within on receipt of report</td>
<td></td>
</tr>
<tr>
<td>Council Tax payers</td>
<td>Two weekly</td>
<td>Steve Sankey</td>
<td>Within week of receipt of report</td>
<td></td>
</tr>
<tr>
<td>LBL Payments Schedules for NHOs</td>
<td>Monthly</td>
<td>Ruth Taylor, E. Harris/J. Baddoo</td>
<td>End of each month</td>
<td></td>
</tr>
<tr>
<td>Housing and Deceased Listing updates</td>
<td>Weekly for Housing list &amp; Deceased Listing when fortnightly</td>
<td>Residual Team based in Olive Morris House overseen by Head of Inspectorate</td>
<td>Within a week for Housing and Deceased listings</td>
<td></td>
</tr>
<tr>
<td>Payment Schedules for Housing Associations and ‘Liable Big Landlords/Ladies’</td>
<td>Monthly</td>
<td>Ruth Taylor, E. Harris/J. Baddoo</td>
<td>Despatch Within a week</td>
<td>Note: These liable chargepayers have not been excluded from recovery</td>
</tr>
</tbody>
</table>

| **DAY TO DAY OPERATIONAL FUNCTIONS** |  |
|---|---|---|---|
| **Discount and Exemptions** | Daily | Michelle Belle, Denise Rhoden/James | Within five working days of receipt | The SLA is 10 days. Top Priority work |
| **Change of Circumstances** | Daily | Henry Yentumi, Sharon Temmme, Richard Austin | Within five working days of receipt | The SLA is 10 days. Top Priority work |
| **Summons Selections** | As per Recovery Schedule | Henry Yentumi, Michelle Belle, Ruth Taylor | As per date of complaint | Target cases 5000 for full day hearing & 2500 for half day. To target current year debts. |
### Caller Centre Items

**Daily**
- **Michelle Belle**
- **Nathaniel Samuel/Kusum**

**Call Backs**
- Requests within 24 hours.
- Referrals within 5 days.

**Items identified as vacation, moves, and payments treated as top priority. Code already set up by David Richards for changes.**

### Direct Debit Mandates

**Daily**
- **Steve Sankey**
- Payment Section/ Pat Evelyn, Sharon

### Correspondance

**Daily**
- **Henry Yentumi**

**10 working days**

- Clem Matthews, Marilyn Belgrave, Ibe Sesay to concentrate on this work.

### Discount Review

**Daily**
- **Kusum/James**

### Refunds

**Daily**
- **Team Leaders**

### Complaints

**Daily**
- **Kwame McEyeson, Ruth Taylor, Michelle Belle, Henry Yentumi, Pat Damji, Steve Sankey**

**Ombudsman’s and members enquires to be prioritised in favour of others.**

### Write Offs

**Weekly**
- **Pat Damji**
- **Marilyn, Clem, Kusum, Ibe**

**20 cases per week**

**On completion of Arrears reports the minimum cases should be 120 per month.**

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### Staff Compliment

**Council Tax Manager: Denise Newham**

**Assistant Council Tax Manager: Kwame McEyeson**

**Team Leaders:** Henry Yentumi, Ruth Taylor, Michelle Belle, Pat Dam, and Steve Sankey

**Special Projects:** David Richards (Senior Officer), David Jagoe

**Payments Section - Control:** Sharon Greenidge, Pat Adeneye, Evelyn Mene

**Council Tax Officers:** Ibe Sesay, Marilyn Belgrave, Kusum Attankaye, Sharon Temm-me, Clem Matthews, Denise Rhoden, Sharon Green, James Enos Harris, Richard Austin, Jimmy Baddoo, Nathaniel Samuel, James

**Council Tax Assistant:** Kemi Akomale,

**Administrative Assistant:** Akua Afrakuma