



## SCRUTINY MANAGEMENT COMMISSION 18 September 2007

Report of the Director of Resources

### Revenues Service Performance

#### RECOMMENDATION

- 1.1 That Members accept the Performance Action Plans for BVPI9 (in-year collection of Council Tax) and BVPI10 (in-year collection of Non-Domestic Rates) as shown at Appendix 2

#### SUPPORTING INFORMATION

- 2.1 A review of performance in the Revenues service has been carried out by an independent consultant. Their recommendations to improve service and performance are included in the Performance Action Plans given at Appendix 2.
- 2.2 In addition, Revenues Service Performance in relation to BVPI9 and BVPI10 for 2006/7 has been the subject of a Performance Surgery, held on 31 July 2007. The Performance Action Plans were agreed at the surgery.

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**Background papers:** Appendix 1 – Implications  
**List of appendices:** Appendix 2 – Performance Action Plans for BVPI9 and BVPI10

<b>IMPLICATIONS</b>
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**Financial**

1. None arising from this report.

**Legal**

2. None arising from this report.

**Personnel**

3. None arising from this report.

**Equalities impact**

4. None arising from this report

**Corporate Objectives**

5. This report has the potential to link with the following Corporate Objectives,
  - Giving you excellent services and value for money

## Indicator BVPI9 – in-year collection of Council Tax

No	Action	Expected impact on performance	Responsibility	Timescale	Links to other plans / strategies
1	Reminder notices being issued more frequently as part of an overall review of the recovery process.	Instead of sending all the reminders for a month in one large run, to split these into smaller runs. This will reduce the number of documents issued at any one time, making it easier for customers to contact us.	MM	In place now	
2	Automation of Direct Debit processing	This will reduce error and reduce delays in getting Direct Debits in place. This will, in turn, allow us to set up more than one payment date.	MM	Early Autumn 2007 for automation.	
3	Bailiff performance monitoring	This is intended to make sure that there are fewer delays in collection when an account is referred to bailiffs	MM	In place now	

No	Action	Expected impact on performance	Responsibility	Timescale	Links to other plans / strategies
4	Bringing new properties into a billable status more quickly through closer working with the visitors team (part of the Benefits service)	Reducing delays in issuing bills makes the instalments more affordable for the customer, leading to fewer problems in payment	MM	ongoing	Benefits Processing Improvement Plan
5	Generic staff training	Customer queries need less double handling – so giving more consistency – this links with item 8 – the new job descriptions which will come into effect in Derby Direct will allow the Benefits and Council Tax Derby Direct advisers to assist customers with both their Benefits queries and their Council Tax queries.	MM	In place now	
6	Individual productivity being measured, monitored and targets being set	Ensure all staff working at top capacity for example, recording of time spent carrying out various tasks. This can be used to calculate the time taken per item of work, which is then compared with benchmarked timings.	MM	In place now	

No	Action	Expected impact on performance	Responsibility	Timescale	Links to other plans / strategies
7	Direct Debit uptake campaign	For many customers, arrears arise out of simple forgetfulness. DD takes away the need to remember to pay, preventing customers falling into arrears.	MM	Last quarter 2007/8	
8	Service Level Agreements with Derby Direct and with the visitors team	This will ensure that work carried out on behalf of this service by these two teams meet our requirements, in terms of quality, quantity and timing of activities.	MM	Visitors – last quarter 2007/8, Derby Direct – first quarter 2008/9.	Derby Direct Programme Plan

## Indicator BVPI 10 in-year collection of Non-Domestic Rates (NNDR)

No	Action	Expected impact on performance	Responsibility	Timescale	Links to other plans / strategies
1	Revised recovery timetable	More frequent issuing of recovery documents. This means that we will be contact customers before they get too deeply into arrears, giving them a better chance of bringing their accounts back up to date promptly	MM	In place now	
2	Automation of Direct Debit processes	This will reduce error and reduce delays in getting Direct Debits in place.	MM	Autumn 2007	

No	Action	Expected impact on performance	Responsibility	Timescale	Links to other plans / strategies
3	Quality issues on VOA schedules to be addressed	Delays are caused when information from the Valuation Office Agency is of poor quality. Correcting this will lead to us getting it right first time, and the fewer delays, the easier it is for the customer to keep up to date with their payments. To date an initial meeting has been held – these are to continue on a quarterly basis.	MM	Meetings already begun	
4	Bailiff performance monitoring	This is intended to make sure that there are fewer delays in collection when an account is referred to bailiffs	MM	In place now	
5	Council charges to be paid more promptly	DCC has to pay NNDR charges for the properties it operates. By making sure these charges are paid on time we can improve collection performance. This equates to approx 4% of the annual amount to be collected	Accountancy team		

No	Action	Expected impact on performance	Responsibility	Timescale	Links to other plans / strategies
6	Derby Direct to take on telephone contacts for the team	This will allow the staff to concentrate on system updating and lead to fewer delays for the customer	Autumn 2007		Derby Direct Programme Plan



