



<b>Policy, Finance and Development Committee</b>	<b>Tuesday, 28 March 2023</b>	<b>Matter for Information</b>
--	-------------------------------	-------------------------------

**Report Title:** **Collection Rate Improvement Plan Update (March 2023)**

**Report Author(s):** **Jon Owst (Revenues & Benefits Manager)**

<b>Purpose of Report:</b>	To update Members on the progress of the Collection Rate Improvement Plan.
<b>Report Summary:</b>	Work continues in the Revenues and Benefits section to make changes that will maximise the collection of Council Tax and Business Rates. An action plan was established in September 2022, this report updates on progress against the original actions in the improvement plan and identifies some additional actions.
<b>Recommendation(s):</b>	<b>That the content of the report be noted.</b>
<b>Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):</b>	Tracy Bingham (Strategic Director / Section 151 Officer) (0116) 257 2845 <a href="mailto:tracy.bingham@oadby-wigston.gov.uk">tracy.bingham@oadby-wigston.gov.uk</a>  Bev Bull (Head of Finance / Deputy Section 151 Officer) (0116) 257 2649 <a href="mailto:bev.bull@oadby-wigston.gov.uk">bev.bull@oadby-wigston.gov.uk</a>  Jon Owst (Revenues & Benefits Manager) (0116) 257 2859 <a href="mailto:jon.owst@oadby-wigston.gov.uk">jon.owst@oadby-wigston.gov.uk</a>
<b>Strategic Objectives:</b>	Our Council (SO1)
<b>Vision and Values:</b>	Accountability (V1) Teamwork (V3) Innovation (V4)
<b>Report Implications:-</b>	
Legal:	There are no implications arising from this report.
Financial:	There are no implications directly arising from this report.
Corporate Risk Management:	Decreasing Financial Resources / Increasing Financial Pressures (CR1)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report.
Human Rights:	There are no implications arising from this report.
Health and Safety:	There are no implications arising from this report.
<b>Statutory Officers' Comments:-</b>	

Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
<b>Consultees:</b>	None.
<b>Background Papers:</b>	None.
<b>Appendices:</b>	<b>1.</b> Collection Rate Improvement Plan Update (March 2023)

## **1. Background**

- 1.1 Oadby and Wigston Borough Council is a billing authority and collects a substantial amount of income each year on behalf of ourselves and the preceptors (Leicestershire County Council, Leicestershire Police and Crime Commissioner, Leicestershire Fire Authority and Central Government). It collects £38m in Council Tax and £12m in Business Rates.
- 1.2 The Collection Rate Improvement Plan was presented to the Service Delivery Committee on 6 September 2022. The Collection Rate Improvement Plan identified 14 actions within the Revenues and Benefits Team to improve team efficiency, to maximise the collection rate of Council Tax and Business Rates. Target dates for each action to be completed were established.

## **2. Progress Since September 2022**

- 2.1 Since the original action plan was presented to Service Delivery Committee, an owner for each action has been identified. This update reports on progress to date for each of the actions and where appropriate, a revised target date is reported.
- 2.2 From the 14 original actions:
- 2 actions have been fully completed;
  - 3 actions are on target to be completed by the original target date of the 31 March 2023
  - 9 actions require revised target dates (3 moving from an original target date of completion prior to 31 March 2023 to a new target date of the 31 March 2023, 6 moving from an original target date of 31 March 2023 or earlier to a new target date in 2023/24.)
- 2.3 Where the target date has been extended this is to allow for the recruitment of the senior officers in Council Tax and Business Rates who will lead on the specific actions identified. It is also in recognition of the pressure on the service in terms of delivering the energy support schemes and having to provide reconciliations and post assurance for previous grant scheme for Central Government.
- 2.4 2 new actions have been identified and included in the improvement plan. These are both subsequent actions following on from an original action identified. This improvement plan is a working document and as new actions are identified they will be added to the improvement plan.
- 2.5 The detailed Collection Rate Improvement Plan and progress to date against each action is included at **Appendix 1**.