

Appendix 2

The key elements of the Revenues Service includes (2009/10 figures):

- £196 million – Annual amount of Council Tax raised
- £81 million – Annual amount of Business Rates raised
- £107.3 million – Annual payment of Housing & Council Tax Benefit
- £136.1 million – Annual gross payment of staff salaries (through the payroll service, including Teachers)
- £19.1 million – Annual payment of pensions
- £20.09m - Income collection to date
- £65 million in revenue and 215,000 in cashier transactions and 6800 cash collections

Complaints Data:

Service	2006/07	2007/08	2008/09	1/4/09 to 31/12/09
Council Tax	115	86	109	104
NNDR	3	4	2	0
Pensions	14	24	7	3
Payroll	37	10	5	10 (6 unfounded)
Sundry Debtors/Cashiers/Income	Income – 0 Others - 0	Income – 5 Others – 1	Income - 1	Income - 1

Council Tax Data:

In year collection performance by Liberata is shown below:

Best Value Pl's	Actual 2003/04	Actual 2004/05	Actual 2005/06	Actual 2006/07	Actual 2007/08	Actual 2008/09
BV9:CTAX Collected	96.8%	97.1%	97.0%	97.0%	97.1%	97.03%

The amount of collectable debt raised for the year 2009/10 was £159,675,889.02 (net of Benefits) in respect of 134,427 properties

6445 refunds for £1,777,441.84 were issued April – December 2009

The following Council Tax recovery notices were issued:

	2006/7	2007/8	2008/09	1/4/09 to 31/12/09
Reminders	53,371	41,710	39,382	32,111
Summonses	13,757	14,244	13,432	14,950
Liability Orders	10,135	6,270	7,079	9,298
14 day letters – Bailiff warning	11,332	11,276	10,761	10,209

Accounts passed to Bailiff	5,864	6,896	6,882	7,033
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Breakdown of uncollected debt for 2008/09 at 31 December 2009 is shown below

Council Tax – Summoned Debt	
Summonses	£30,290.05
Arrangement	£251,492.59
14 day	£66,844.42
Bailiff	£1,260,559.28
Attachments	£69,764.86
Bankruptcy	£5,454.74
Charging Orders	£5,192.95
Liability	£462,263.97
Sub Total	£2,151,862.86
Un-summonsed Debt	
Final (un-sum)	£28,286.67
Un-summonsed	£216,148.92
Sub Total	£244,435.59
Total	£2,396,298.45

The breakdown analysis of the total 2008/09 debt outstanding at the 31 December 2009 of £2,396,298.45 is shown above. There is £2,151,862.86 at various stages of summons and post summons action and remedies that are going “through the process” with £244,435.59 at the pre summons stage

There is £244,435.59 of 2008/09 un-summonsed debt outstanding at the 31 December 2009. The majority of these are cases where there are revised liabilities (and are going through the “before summons” process), or accounts that had had recovery action temporarily suppressed. All un-summonsed cases are currently being reviewed to ensure that where appropriate they are swiftly brought into the recovery programme.

Business Rate Data:

In year collection performance by Liberata is shown below:

Best Value PI's	Actual 2003/04	Actual 2004/05	Actual 2005/06	Actual 2006/07	Actual 2007/08	Actual 2008/09
BV10: Rates Collected	98.5%	98.7%	99.6%	99.5%	99.8%	99.1%

The amount of collectable debt raised for the year 2009/10 was £81 million in respect of 7,134 properties.

There have been 687 refunds actioned from the 1/4/09 to the 31/12/09 amounting to £4,055,983 in respect of vacation and rateable value reductions.

The following recovery notices were issued -

	2004/5	2005/06	2006/07	2007/08	2008/09	1/4/09 to 31/12/09
Reminders Issued	4,352	3,486	4972	4559	3609	3710
Summonses Issued	1,024	1,137	980	894	704	788
Liability Orders	706	775	675	602	426	568
7 day letters issued	423	1,021	1421	605	299	598
Accounts passed to Bailiff	200	322	542	331	130	290

The 2008/09 debt carried forward at the 1 April 2009 was £1,015,174.50 and the outstanding 2008/09 debt at the 31 December 2009 was £484,735.86 which is a reduction of £530,438.27 during the year to date. The breakdown of uncollected 2008/09 debt @ the 31 December 2009 is shown below:

NNDR – Summonsed Debt	
Summons	19128.72
Arrangement	20949.50
7 day	72525.45
Bailiff	97148.39
Recovery	171689.39
Liability	92122.66
Un-summonsed	
Reminders	125.94
Final	30174.53
Total	484,735.86

Cashiers Data

The cashiering service dealt with the following transactions in the period 1/4/09 to 31/12/09

Civic Centre	11,412 counter (This excludes Broomleigh payments) 14,789 back office
Orpington	9,461 This excludes Broomleigh payments
Broomleigh	917 (Civic Centre) 5,029 (Orpington)
Total	45,569 - £14,562 million

E-Payments Data

The “Touch Tone” facility enables customers to pay almost any payment due to the Council 24 hours a day by credit or debit cards. The payment of Council Tax is by debit card only, whereas payment by credit and debit card is available for Parking and “Other Council Services”.

The use of **Touch Tone** is detailed below:

	2008/09		1/4/09 to 31/12/09					
Service	£	No.	£	No.	£	No.	£	No.
Parking	1,537,695	28,156	1,080,685	20,072				
Council Tax	3,174,186	24,734	3,067,789	22,451				
Other Council Services	89,963	378	79,049	291				
Total	4,801,844	53,268	4,227,523	42,814				

The Internet facility enables customers to pay almost any payment due to the Council 24 hours a day by credit or debit cards. The payment of Council Tax and Business Rate is by debit card only, whereas payment by credit and debit card is available for Parking and “Other Council Services”.

The use of the **Internet** for payments is detailed below:

	2008/09		1/4/09 to 31/12/09					
Service	£	No.	£	No.	£	No.	£	No.
Parking	990,261	18,688	782,501	14,926				
Council Tax	4,796,858	34,672	4,644,068	34,069				
Other Council Services	202,519	2,000	174,609	1,386				
Business	159,586	194	106,808	227				

Rates								
Total	6,149,224	55,554	5,707,986	50,608				

The other telephone payment method is Paye.net where customers who telephone to, for example, query a reminder make their payment direct with the member of staff.

The use of **Paye.net** (person to person telephone service) is detailed below:

	2008/09		1/4/09 to 31/12/09					
Service	£	No.	£	No.			£	No.
Council Tax	1,194,316	6,536	973,141	5,389				
Business Rate	389,551	852	390,645	833				
Income	577,216	3,008	509,132	1,988				
Parking	12,350	218	21,460	395				
Housing Benefits Overpayments	129,009	1,056	89,629	1,229				
Total	2,302,442	11,670	1,984,007	9,834				

Payroll Data:

The average number of payments made each month/annually is shown below:

	Monthly	Annually
Claims Payroll		
Non Teaching/Teaching	6,641	79,696
Pensions	4,307	51,684

Customer Satisfaction Surveys

Council Tax

Customer Satisfaction 2008	865 questionnaires sent 67 returned
Fairly Satisfied	34%
Very Satisfied	57%

Customer Satisfaction 2009	600 questionnaires sent 75 returned
Fairly Satisfied	31%
Very Satisfied	61%

Business Rates

Customer Satisfaction 2008	300 questionnaires sent 16 returned
Fairly Satisfied	43%
Very Satisfied	56%

Customer Satisfaction 2009	300 questionnaires sent 10 returned
Fairly Satisfied	47%
Very Satisfied	51%

Income/Debtors

Customer Satisfaction 2008	303 questionnaires sent 25 returned
Fairly Satisfied	59%
Very Satisfied	35%

Customer Satisfaction 2009	300 questionnaires sent 52 returned
Fairly Satisfied	23%
Very Satisfied	68%

Cashiers

Customer Satisfaction 2008	questionnaires are left on the counter in cashiers 20 completed
Fairly Satisfied	0%
Very Satisfied	100%

Customer Satisfaction 2009	questionnaires are left on the counter in cashiers
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	178 returned
Fairly Satisfied	0%
Very Satisfied	100 %

Payroll

Customer Satisfaction – Schools 2008	74 questionnaires sent 49 returned
Fairly Satisfied	51%
Very Satisfied	41%

Customer Satisfaction – Employees & Pensioners 2008	200 questionnaires sent 47 returned
Fairly Satisfied	45%
Very Satisfied	50%

Customer Satisfaction – Schools 2009	71 questionnaires sent 43 returned
Fairly Satisfied	13%
Very Satisfied	87%

Customer Satisfaction – Employees & Pensioners 2009	200 questionnaires sent 53 returned
Fairly Satisfied	25%
Very Satisfied	71%

Pensions

Customer Satisfaction 2008	100 questionnaires sent 3 returned
Fairly Satisfied	%
Very Satisfied	100%

Customer Satisfaction 2009	200 questionnaires sent 7 returned
Fairly Satisfied	%
Very Satisfied	28% (72% declined to answer)