

The key elements of the Revenues Service includes (2011/12 figures):

- **£ 160 million** – Annual amount of Council Tax raised
- **£ 86 million** – Annual amount of Business Rates raised
- **£ 19 million** – Annual payment of Housing & Council Tax Benefit
- **£ 121.8 million** – Annual gross payment of staff salaries (through the payroll service, including Teachers)
- **£ 21.5 million** – Annual payment of pensions
- **£ 37.6 million** – Sundry Income collection for 2011/12
- **£ 30.4 million** in revenue and 72,874 (excludes Affinity Sutton transactions of 2,243) in cashier transactions and 3,674 cash collections

Council Tax 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	Actual 2009/10	Actual 2010/11	As at 31/03/12
BV9:CTAX Collected	96.8%	97.1%	97.0%	97.0%	97.1%	97.03%	97.28%	97.59%	97.65%

Actual 31 March 2012 – 97.65%

The amount of collectable debt raised for the year 2011/12 as at 31st March 2011 was **£160m** (net of Benefits) in respect of **135,262** properties.

4,962 refunds for **£624,217.78** have been issued **April 2011 – March 2012**.

The following Council Tax recovery notices were issued:

	2006/7	2007/8	2008/09	2009/10	2010/11	As at 31/03/12
Reminders	53,371	41,710	39,382	34,892	34,971	51,920
Summonses	13,757	14,244	13,432	17,061	19,774	16,436
Liability Orders	10,135	6,270	7,079	10,713	12,956	9,396
Accounts passed to Bailiff	5,864	6,896	6,882	9,724	9,538	11757

Breakdown of uncollected debt for 2010/11 as at 31st March 2012

Council Tax – Summonsed Debt	
Summonses/costs	177,184.80
Arrangement	171,860.66
14 day/Bailiff	429,865.90
Attachments	236,750.28
Bankruptcy/ charging orders / committal	281,819.97
Liability	606,666.66
Sub Total	1,904,148.27
Un-summonsed Debt	
Final (un-sum)	47,831.55
Un-summonsed	108,178.19
Sub Total	156,009.74
Total	2,060,158.01

The breakdown analysis of the total 2010/11 debt outstanding at the 31 March 12 of **£2,060,158.01** is shown above. There is various stages of summons and post summons action and remedies that are going “through the process” with **£762,676.40** at the pre summons stage

The majority of the un-summonsed accounts relate to accounts where there has been a revision of the liability or recovery action had previously been 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	Actual 2009/10	Actual 2010/11	As at 31/03/12
BV10:Rates Collected	98.5%	98.7%	99.6%	99.5%	99.8%	99.1%	99.02%	98.9%	98.81%

Actual 31 March 2012 – 98.81%

The amount of collectable debt raised for the year 2011/12 is **£86 million** in respect of **7,249** properties.

There have been 917 refunds actioned from the 1/4/11 to the 31/03/12 amounting to **£4m** in respect of vacation and rateable value reductions.

The following recovery notices were issued -

	2004/5	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	As at 31/03/12
Reminders Issued	4,352	3,486	4,972	4,559	3,609	3,977	3404	2,536
Final Notices Issued	359	239	585	1,698	1,529	1,892	1,824	1,741
Summonses Issued	1,024	1,137	980	894	704	903	725	1,156
Liability Orders	706	775	675	602	426	666	672	749
7 day letters issued	423	1,021	1,421	605	299	674	367	471
Accounts passed to Bailiff	200	322	542	331	130	316	430	537

The 2010/11 debt carried forward at the 1 April 2011 was **£555,973.08**

As at end of **31 March 2012 =**

NNDR – Summonsed Debt	
Summons	9,887.54
Arrangement	3,521.60
7 day	2,273.79
Bailiff	14,001.98
Recovery	4,098.60
Liability	37,418.60
SUB TOTAL	71,202.11
Reminders	843.37
Finals	375.22
Non Recovery	

Billing	9,454.93
Sub Total	10,673.52
Total	81,875.63

Total reduction for 2010/11 @ 31.03.12 = £ 474,097.45

Movement in arrears for reporting period –

Arrears total 1990 – 2010/11 as at 01/04/11 £1,459,406

Arrears total 1990-2010/11 as at 31/03/12 £ 718,380

Reduction Overall arrears £ 741,026

Cashiers Data

The cashiering service dealt with the following transactions in the period 01/12/11 to 31/03/12

Civic Centre Total	2,900 Transactions £9,933,805.64 (Kiosk only £947,534.02)
--------------------	--

Payroll Data:

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

	Monthly	Annually
Non Teaching/Teaching	5810	69719
Pensions	4600	55205

Complaints Data:

Service	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12
Council Tax	115	86	109	104	125	202 (unfounded 143)
NNDR	3	4	2	0	2	1
Pensions	14	24	7	9 (5 unfounded)	7 (4 unfounded)	7 (2 unfounded)
Payroll	37	10	5	10 (6 unfounded)	9 (3 unfounded)	4
Sundry Debtors/Income	Income – 0	Income – 5	Income - 1	Income – 1	Income - 2	2
Cashiers	0	0	0	0	0	0