

**Meeting:** Audit Committee

**Date:** 27<sup>th</sup> March 2024

**Wards affected:** All Wards in Torbay

**Report Title:** Performance Update: Collection of Council Tax & Non-Domestic Rates

**Cabinet Member Contact Details:**

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## 1. Purpose of Update

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- 1.1 At the meeting of the Audit Committee on 26 July 2023 concerns were raised regarding the collection of Council Tax, Non-Domestic Rates and corporate debt. In response the Director of Finance was asked to provide a report that set out the proposed mitigation, progress in implementing the required changes as a result of the Internal Audit and corresponding key performance indicators.
- 1.2 At the Audit Committee on 13 December 2023, the Director of Finance informed Members that following the implementation of a specific work project to clear the backlog of Council Tax processing, including commissioning external support, the current processing time for Council Tax was now in the region of 8 weeks, down from a peak of 26 weeks.
- 1.3 In addition, members requested a brief update at each meeting in order to continue monitoring progress and requested a separate breakdown of those in Council Tax arrears whilst in receipt of Council Tax Support.

## 2. Progress Update

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- 2.1 An update will be provided at future meetings to keep committee members informed of the latest position on the following areas:
  - Council Tax Processing time
  - Council Tax and NNDR Collection Rates
  - Number of people in receipt of Council Tax Support
  - Total amount of Council Support paid
- 2.2 Section 3 provides details on the performance information detailed above. The initial update is seen as a starting point, and feedback on what has been provided and what additional

performance measures would be beneficial to the committee in future performance reports is sought from members of the committee.

### 3. Performance Information

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3.1 The latest information available in respect of the performance measures as detailed in 2.1 is provided below.

#### **Council Tax Processing time**

3.2 The graph below details the processing time for council tax from June 2023 to end of February 2024.

3.3 The graph shows that the processing time has reduced significantly from the peak of 30 weeks in July 2023 and has stabilised at 8 weeks from October 2023 to February 2024.

3.4 Work is ongoing to further reduce the processing time and an update on the position as at the 31 March 2024 will be provided in the next update.

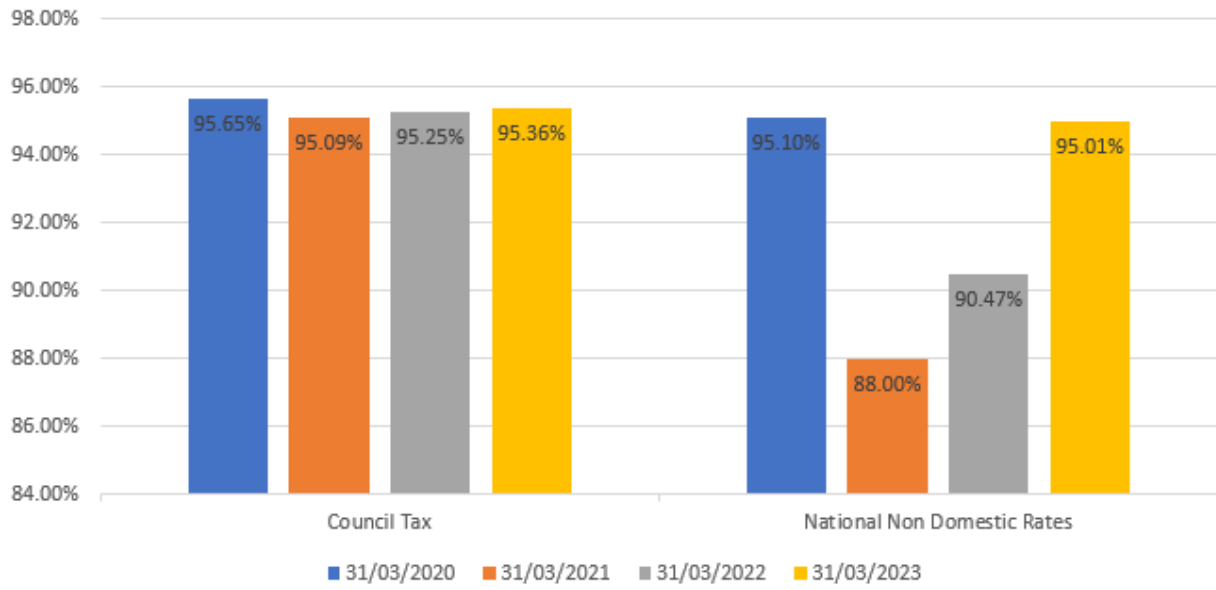


#### **Council Tax and NNDR Collection Rates**

3.5 The graph below shows the collections rate by year for council tax and NNDR. The collection rate for council tax has remained around 95% for the three-year period.

3.6 The rate of collection for NNDR is around 95%, but it dropped significantly in 2020/21 and 2021/22 due to COVID and the reliefs that we awarded as part of the government assistance.

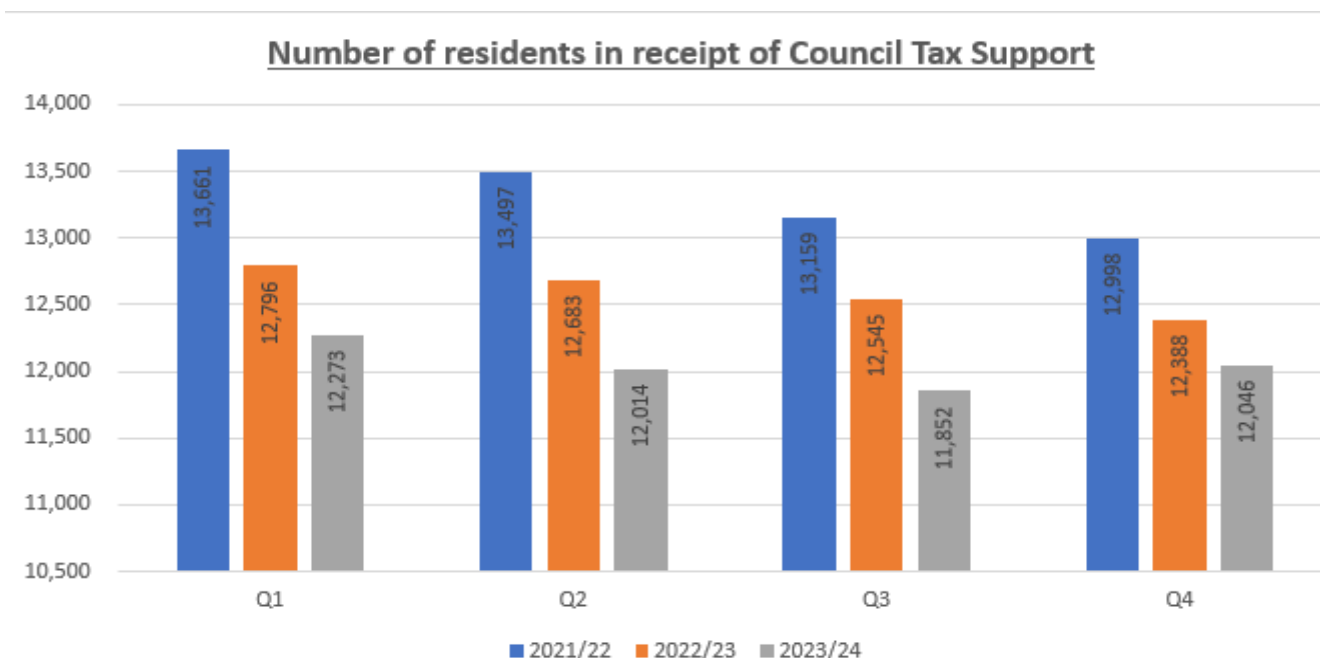
## Council Tax & NNDR Collection Rates



### **Number of Residents in receipt of Council Tax Support**

3.7 The number of residents who have received council tax support during the financial year is detailed below.

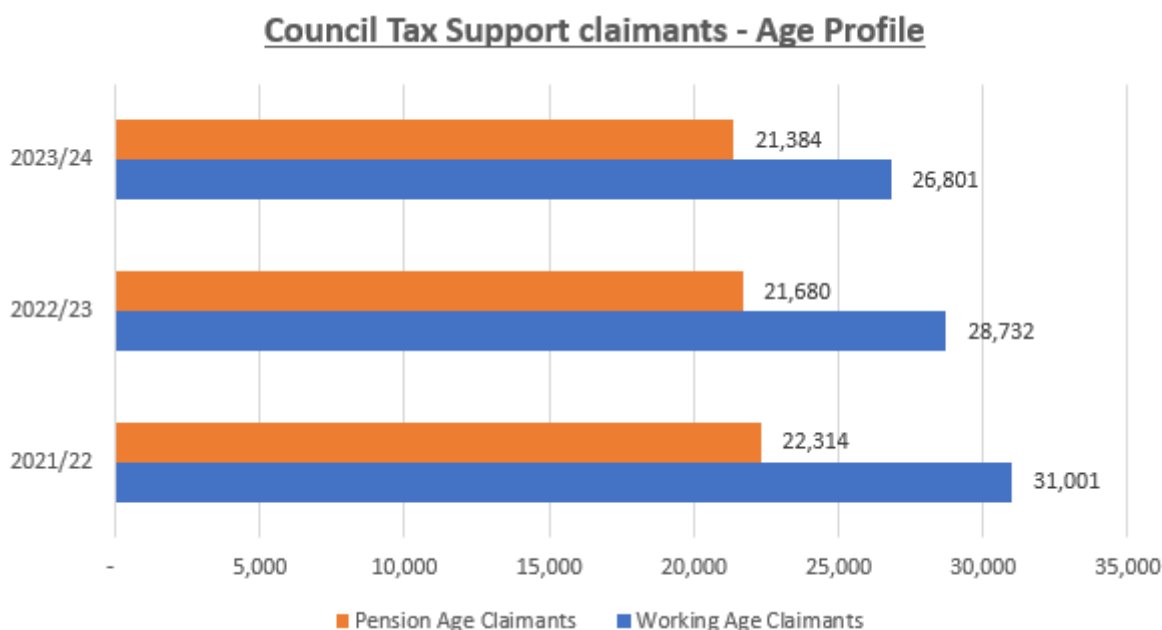
3.8 The number of residents in receipt of council tax support has reduced year on year. The 2023/24 figure for Q4 has been estimated based on the average for the first three quarters.



### **Council Tax Support Claimants age profile**

3.9 The age profile of claimants in receipt of council tax support is provided in the graph below. The percentage split between working age and pension age claimants has seen a minimal change in the three-year period.

3.10 Please note that the 2023/24 figure includes an estimated figure for Q4 based on the average for the first three quarters.



### **Total Council Tax Support paid by year**

3.11 The total council tax support paid by year is detailed in the table below. The total paid by year are:

- 2021/22 = £12,368,380
- 2022/23 = £11,985,046
- 2023/24 (to date) = £12,062,658

