

Points for Appendix C

The profile for 2004/05 was based on information held in June. As you will see from the report the number of Direct Debit payers has significantly increased over the last few months and this will have a direct impact on the profile as cash payers were profiled over 10 months whilst Direct Debit instalments are profiled through to March.

There are a number of initiatives which will be implemented over the next few months to improve the in month run rate:

- Remittance from Equita profiled to increase as bailiff activity is amplified
- 2 reminder runs scheduled each month to overcome restrictions due to customer services resources.
- Bankruptcy campaign to start in September/October to tie in with LBB publicity
- Additional DD Campaign starting September targeting all cash payers
- New DD regime to reduce numbers of returned DD's (July's figure of 912 already halved in August)
- All Ctax payer accounts being checked against Land Registry information
- Data cleansing exercise near completion, approx 300 accounts remaining to be looked at individually out of the original 9,428
- Inspections resources increased to bring in full rolling review (existing voids, new voids, new builds, planning applications, building control properties, non-active accounts etc.)
- Banding valuation reconciliation completed so all accounts now billed and new instalments profiled
- All student exemptions previous loaded without an end date have been identified and accounts amended. Full review of all student accounts due in October. All accounts have now been billed and instalments profiled where necessary.
- Correspondence levels to be reduced wherever possible to ensure changes and bills reflected as quickly as possible.
- Outbound calling to start on large summoned debts, not yet passed to the bailiff
- Small debts (under £100) to be analysed, re-billed, exemptions between liabilities loaded, discounts awarded or passed on for further recovery
- Phone calls to be made on overdue SUMAR's before passing to the bailiffs
- As the number of summons as still limited by the court, next runs are to target accounts with 2 or more instalments outstanding
- Accounts with only costs outstanding to be reviewed and reminded or withdrawn