

**Corporate Plan 2020/2021: Performance Report**  
**Half-year (1 April 2020 to 30 September 2020) Exception Reports**

**Priority:**

**P8 – Transparent and effective organisation**

- KPI No. 65. 95.5% collection of Council Tax
- KPI No. 66. 98.5 % collection of Business Rates

<b>Department: Finance</b>		
<b>Priority: P8 – Transparent and effective organisation</b>		
<b>Performance Measure: No. 65. 95.5% Collection of Council Tax</b>		<b>Good performance is: Attaining the target</b>
<b>Target: Q2 53.17%, Q4 94.9%</b>		<b>Baseline:</b>
<b>Quarterly performance</b>	<b>Half year performance and RAG rating 52.4% (Quarter 2) (RED)</b>	<b>Year-end performance and RAG rating</b>
<p><b>What is the reason for the performance?</b> The collection of Council Tax provides a measure on the amount of income collected during the financial year.</p> <p>As at the 30<sup>th</sup> September, the outturn was 52.4%. This is currently 0.77% behind the target.</p> <p>It is very difficult to make direct comparisons with previous years. Whilst additional discounts have been applied to accounts through the government’s introduction of a Hardship Scheme, which in turn has benefited the collection rate, the lack of recovery action (courts, enforcement activities, etc) has adversely impacted. The added pressure from job losses or reduced hours worked by residents of the borough will have also reduced the amount of Council Tax collected.</p>		
<p><b>What is the likely impact of continued performance?</b> It is extremely likely that the yearly outturn of this key performance indicator will be significantly affected. The current prediction would be for a 0.5% - 0.8% reduction in the collection rate.</p>		
<p><b>What activities have been or are being put in place to address these issues?</b> Where possible alternative measures have been put in place, these include additional text and email reminders to customers who have defaulted and targeted outbound telephone calls. However, without the ability to summons debtors to court, many of the recovery avenues are closed.</p>		
<p><b>Are there any decisions likely to be required of Executive Members in the future, in relation to this issue?</b> No</p>		

<b>Department: Finance</b>		
<b>Priority: P8 – Transparent and effective organisation</b>		
<b>Performance Measure: No 66. 98.5% Collection of Business Rates</b>		<b>Good performance is: Attaining the target</b>
<b>Target: Q2 55.9% Q4 98.34%</b>		<b>Baseline: 98.3% (2018/19)</b>
<b>Quarterly performance</b>	<b>Half year performance and RAG rating 50.66% (Quarter 2) (RED)</b>	<b>Year-end performance and RAG rating</b>
<p><b>What is the reason for the performance?</b> The collection of Business Rates provides a measure on the amount of income collected during the financial year.</p> <p>As at the 30<sup>th</sup> September, the outturn was 50.66%, which is currently 5.24% behind the target.</p> <p>It is very difficult to make direct comparisons with previous years. Significant additional discounts have been applied to accounts through the government’s introduction of Extended Retail Relief, which in turn has benefited the collection rate. However, the corporate decision not to take Direct Payments for April and May and the lack of recovery action (courts, enforcement activities, etc) has adversely impacted the collection rate.</p>		
<p><b>What is the likely impact of continued performance?</b> It is extremely likely that the yearly outturn of this key performance indicator will be significantly affected. It is not possible at this time to estimate the year-end collection rate.</p>		
<p><b>What activities have been or are being put in place to address these issues?</b> Where possible alternative measures have been put in place, these include additional text and email reminders to customers who have defaulted and targeted outbound telephone calls. However, without the ability to summons debtors to court, many of the recovery avenues are closed.</p>		
<p><b>Are there any decisions likely to be required of Executive Members in the future, in relation to this issue?</b> No</p>		