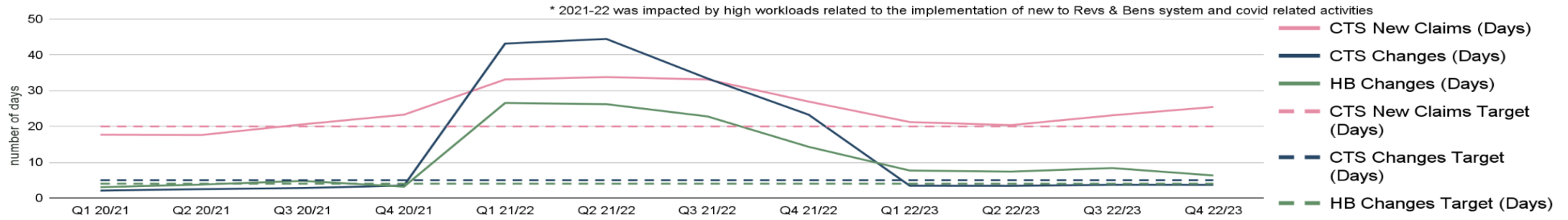
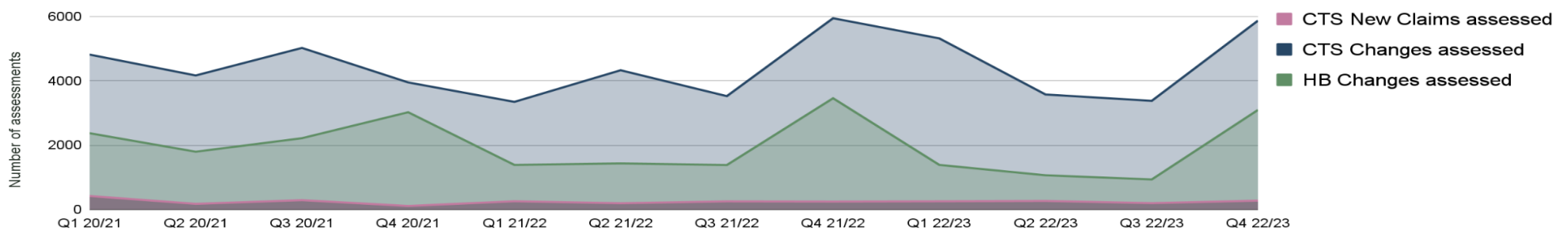


Revenues and Benefits Quarter 4

Average number of days to process Council Tax Support (CTS) New Claims and Changes and Housing Benefit (HB) Changes

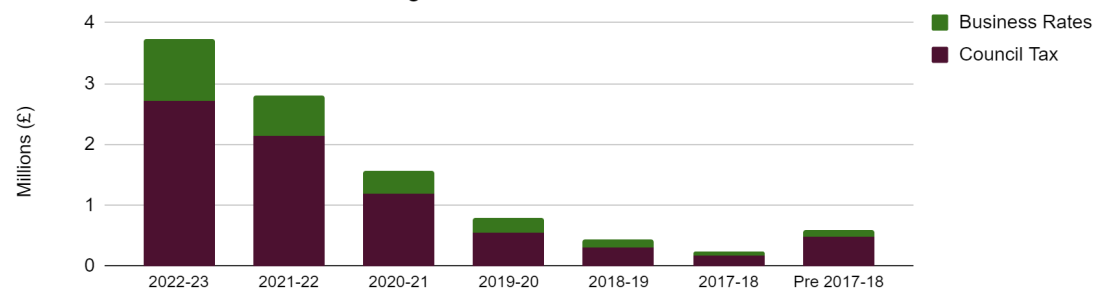


Number of assessments for Council Tax Support (CTS) New Claims and Changes and Housing Benefit (HB) Changes



22/23 Collection Rates				
	Council Tax		Business Rates	
	Actual	Target	Actual	Target
QTR	7.3%	8.9%	15.5%	12%
YTD	97.4%	99%	97.3%	99%

Council Tax & Business Rates Aged Debt



Qtrly Aged Debt

% Change Council Tax

-7.36

% Change Bus. Rates

-31.47

Although the Collection Rates for both Council Tax and Non-Domestic Rates have increased year-on-year, they are both still below the target. The improved collection rates have been helped by the Recovery Cycle being up to date with reminders and summonses being issued when needed. Debts are only ever written off when all avenues of recovery have been exhausted. The rising cost of living has affected the annual in-year collection rates. Overall customer contact with the service has increased and the number of applications for reductions in council tax in special circumstance (Section 13A) is rising. The Council Tax Support schemes have been revised in line with inflation to support more households and will be introduced in 2023-24. As expected, workloads did increase during Q4 as both the Revenues and Benefits teams implemented the additional £25 payment to all working age and pension age individuals in receipt of Council Tax Support; as well as the alternative energy payments. The processing time for CTS new claims has risen in Q4, as a result of customers failing to provide the correct information. A report has been developed around defective claims that will indicate where to focus website and process improvements.