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- The Revenues section within ARP collection is responsible for the collection of three main debt streams
 - Council Tax
 - Non-Domestic Rates
 - Housing Benefit Overpayments

Performance 2016/17



Debt type	In-year collection rate %	ARP average %	National average for Shire districts %	No of Summons issued in 2016/17
Council Tax	98.26	97.67	98.1	2878
Non-Domestic Rates	98.11	98.46	98.4	308
HB Overpayments	49.52	43.12	Not available	366 invoices outstanding

Performance



- The figures on the previous slide show the position at 31/3/17
- Collection continues into the following year(s)
- Overall collection is ultimately 99.5% for Council and Non-Domestic rates and 91.3% for Housing Benefit Overpayments
- Subsidy received on HB Overpayments of 40% - anything collected over 60% is therefore additional income.

Performance



- Based on these collection figures the following would ultimately be written off.

Debt type	Amount raised 2016/17 £	Approx. amount which will be written off £
Council Tax	58,503,226.74	292,516
Non-Domestic rates	47,524,776	237,624
Housing Benefit Overpayment	1,042,938.86	91,081.60

- There will be occasions when debt is written back on for collection. £59,931.07 has been written back on in the last 6 years.

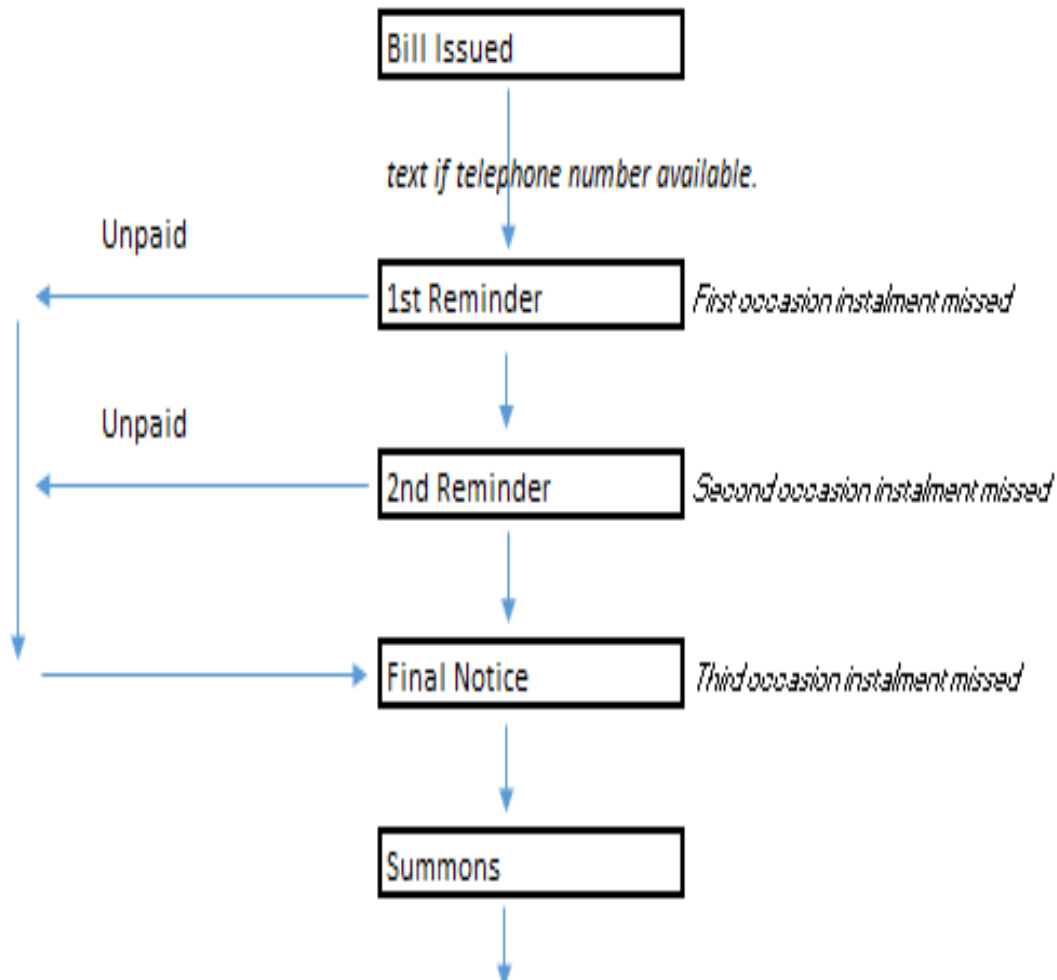
Collection – Council Tax & NNDR



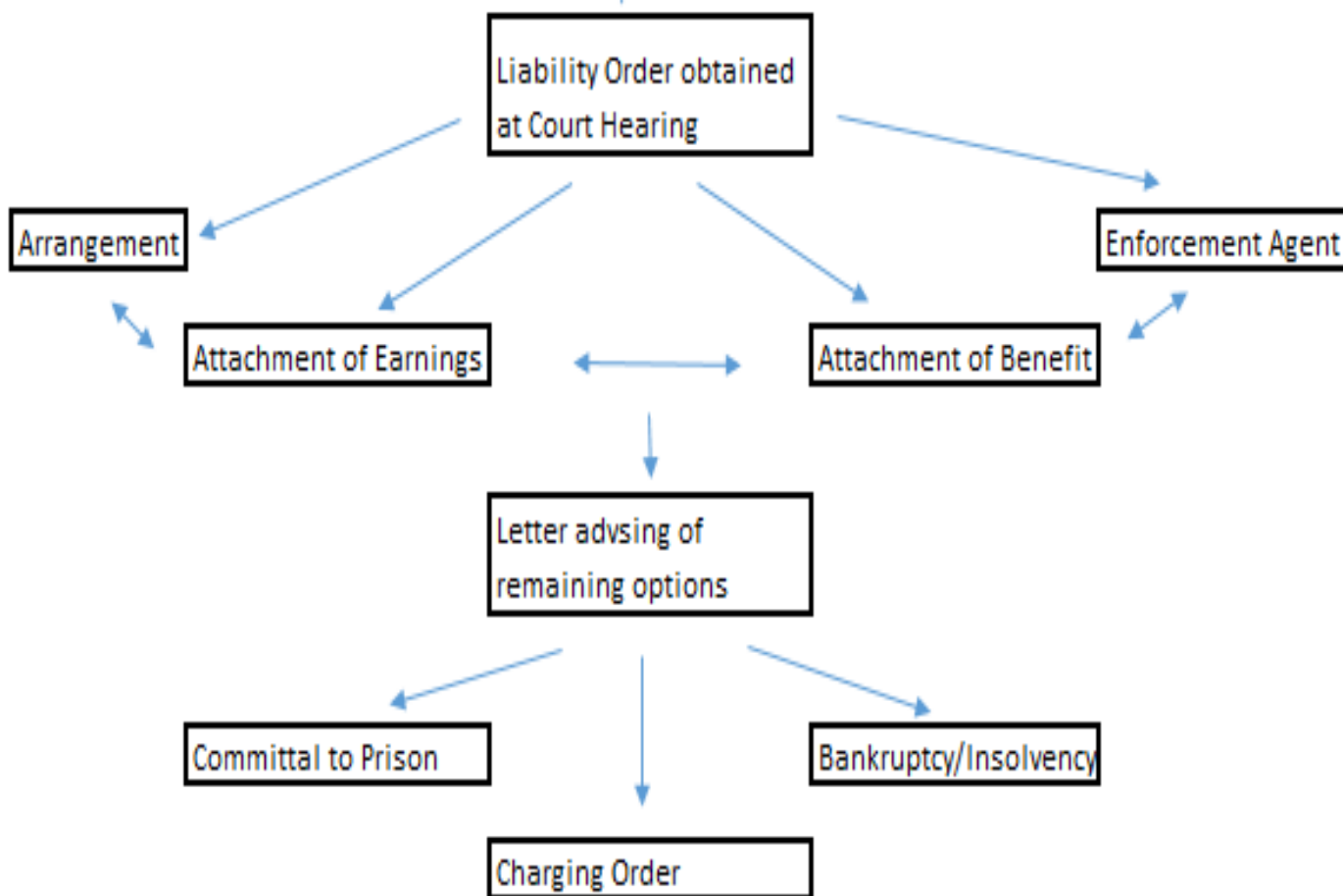
- Bills are issued each March setting out the instalments due.

Method of Payment	Frequency	Number - Ctax	Number - NNDR
Direct Debit	Twelve monthly	4958	428
	Ten monthly	30,030	1325
	Half Yearly	2	2
	Yearly	25	1
Cheque, Card, Cash or Bank transfer	Twelve monthly	646	398
	Ten monthly	9286	1677
	Half Yearly	16	2
	Yearly	3	135
	Weekly	136	-

Collection Process - 1



Collection Process - 2



Collection – Housing Benefit Overpayments



- Collection differs from Council Tax and NNDR
- Recovery from on-going Housing Benefit
- Invoiced raised followed by reminders.
- Options available for recovery without Court Action
 - Attachment of Earnings or DWP benefits at a set rate
 - Collection Agent
 - Blameless tenant recovery

Collection – Housing Benefit Overpayment 2



- If the preceding actions are not successful then the remaining option is to apply for a County Court Judgement
- Only used where value of debt is high due to cost of obtaining judgement.
- This would enable the following:
 - Charging Order
 - Third Party Debt Order
 - Warrant of Execution

Support available



- Staff will take into consideration the debtor's ability to pay when negotiating payment arrangements. Enforcement Team will remit fees if appropriate.
- Staff will ensure that the debtor has had Council Tax Support and other discounts made available to them and they are alerted to other benefits generally.
- Debtors will be referred to debt advice agencies, such as Citizens Advice for free debt advice. All recovery notices and the website provides information on debt advice.
- The council has been supporting the roll-out of Universal Credit working with the third sector to provide money advice and support. ARP is also represented on a national DWP Universal Credit steering group.

Case Study



- Period of Liability – 30/4/09 to 1/11/13
- First bills issued December 2010
- Reminder/Final Notices in February and March 2011
- Liability Orders obtained (all years)

Year	Liability Order obtained & amount	Returned from Enforcement Agent
2009/10 & 2010/11	21 April 2011 - £1668.85	2011
2011/12	16 June 2011 - £1204.07	2011
2012/13	14 June 2012 - £1215.42	2012
2013/14	27 June 2013 - £1787.00	2013

Case Study 2



- Further Recovery actions resource intensive
- In 2012 additional resource allocated for further recovery action
- This case referred to further recovery team in November 2012
- Final Charging Order obtained in August 2013 and arrangement agreed
- Fourth Liability Order paid to prevent a further Charging Order.
- Majority of the debt cleared by 2016 – 3 years from obtaining Charging Order.

Summary



- Robust recovery system in place with high collection rates. Funding secured from the County Council to continue further recovery actions for two years.
- Annual Audit
- Collection fund monitoring reported to Joint Committee quarterly
- Recent process improvements
 - - self service module, including Direct Debits and E-billing
 - - redesign of our website
 - - social media films
 - - redesign of documents

Summary 2



- Universal Credit will affect collection – there are delays in the payment of UC and customers expected to manage their own budgets.
- Residual Housing Benefit Overpayments cannot be deducted from on-going payments and will not be prioritised over other deductions from Universal Credit.
- One of the partners has been lobbying it's MP for DWP to take on the residual Overpayments.
- It has recently been agreed to increase resource temporarily in order to maximise collection before UC is rolled out further.



Questions?