

<b>Report of:</b>	Strategic Director of Finance Governance & Support – James Bromiley Executive Member for Finance & Governance – Councillor Nicky Walker
<b>Submitted to:</b>	Executive 18 December 2018
<b>Subject:</b>	Service Response to the Ad Hoc Scrutiny Panel Review of Council Tax Collection Processes in Middlesbrough.

**Summary**

<b>Proposed decision(s)</b>
It is recommended that Executive: <ul style="list-style-type: none"> <li>a) notes the content of the Ad Hoc Scrutiny Panel Review of Council Tax Collection Processes in Middlesbrough.;</li> <li>b) and, b) approves the attached action plan developed in response to the Scrutiny Panel’s recommendations.</li> </ul>

<b>Report for:</b>	<b>Key decision:</b>	<b>Confidential:</b>	<b>Is the report urgent?<sup>1</sup></b>
<i>Decision</i>	<i>Yes</i>	<i>No</i>	<i>No</i>

<b>Contribution to delivery of the 2018-22 Strategic Plan</b>		
<b>Business Imperatives</b>	<b>Physical Regeneration</b>	<b>Social Regeneration</b>
Ensuring that the Council operates efficiently and effectively so that physical and social regeneration outcomes are maximised.	Ensuring that the Council operates efficiently and effectively so that physical and social regeneration outcomes are maximised.	Ensuring that the Council operates efficiently and effectively so that physical and social regeneration outcomes are maximised.

<b>Ward(s) affected</b>
Confirmation of the action plan responses will affect all wards.

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### **What is the purpose of this report?**

1. To provide the service response to the Ad Hoc Scrutiny Panel Review of Council Tax Collection Processes in Middlesbrough.

### **Why does this report require a Member decision?**

2. In line with the Council's constitution, following approval of the Ad Hoc Scrutiny Panel Review of Council Tax Collection Processes in Middlesbrough by Overview and Scrutiny Board (OSB) on 30 October 2018, the recommendations of the Ad Hoc Scrutiny Panel now need to be considered by the Executive. If the Executive does not consider the issue within eight weeks of the date of OSB, the matter may be referred to Council.

### **What decision(s) are being asked for?**

3. It is recommended that Executive:
  - a) notes the content of the Ad Hoc Scrutiny Panel Review of Council Tax Collection Processes in Middlesbrough.; and,
  - b) approves the attached action plan developed in response to the Ad Hoc Scrutiny Panel's recommendations.

### **Why is this being recommended?**

4. It is a requirement that Executive formally considers the ad Hoc Scrutiny Panel's report and confirms the Service Area's response to the Panel's accompanying action plan.

### **Other potential decisions and why these have not been recommended**

5. Full details of what the Ad Hoc Scrutiny Panel took into consideration when arriving at their recommendations are contained in the Scrutiny report (Appendix 1).

### **Impact(s) of recommended decision(s)**

6. The impacts of the recommended decision(s) are to: a) ensure there are positive and effective communications with residents experiencing Council tax debt following the return of services to the Council; b) Build on the multi-team approach developed by Kier; c) Ensure collection process improvements include collaboration with key stakeholders; d) That any future service structure ensure service delivery is efficient and effective.

### **Legal**

7. There are no legal implications regarding the recommendations.

## **Financial**

8. The Ad Hoc Scrutiny's recommendations will be delivered with the existing service budgets.

## **Policy Framework**

9. No Policy Framework implications have been identified.

## **Equality and Diversity**

10. Equality and diversity issues would be considered as part of the formal approval processes in establishing new working models and any service reviews. This would include Impact Assessments where required.

## **Risk**

11. The following risk, has been identified in the Strategic and Directorate Risk Register. The recommendations in the report and action plan will help to mitigate the adverse impact.

O8-058 - Adverse Economic conditions could result in reduced income from Council Tax and Business Rates causing the need for additional service cuts.

## **Actions to be taken to implement the decision(s)**

12. The proposed actions in response to the Ad Hoc Scrutiny Panel's recommendations are detailed in the Action Plan (Appendix 2).

## **Appendices**

**Appendix 1:** Final Report of the Ad Hoc Scrutiny Panel – Council Tax Collection processes in Middlesbrough.

**Appendix 2:** Action Plan with Service Area comments.

## **Background papers**

**None**