

**FINAL REPORT OF THE AD HOC SCRUTINY PANEL - COUNCIL TAX PROCESSES IN MIDDLESBROUGH
30 OCTOBER 2018**

SCRUTINY RECOMMENDATION	PROPOSED ACTION	POST TITLE	BUDGET COST	TIMESCALE
a) To ensure alignment with the Council's Social Regeneration agenda, when Council Tax services return to the Council's purview it should explore ways of changing communications and interactions with residents experiencing Council Tax debt.	The Financial Governance and Revenues Service has already flagged up and recognised, as a priority, the need to explore new ways to communicate and interact with residents with regard to Council tax and debt collection and be aligned to the Council's social regeneration agenda. When the services return the Council will look at ways to be more communicative and supportive towards residents whilst still being focused on continuing to be as effective as possible in collecting council tax. The recommendation of the Ad Hoc Panel is helpful and will be born in mind when going through the process of returning the service.	Head of Financial Governance and Revenues	Within prevailing budgets	March 2020
b) The Council should follow, and build on, work already undertaken by Kier and ensure any initiatives are multi-team in their approach.	The Council will develop a new operating process and in doing so will deploy the most effective initiatives. Where appropriate we will continue to use the Kier approaches.	Head of Financial Governance and Revenues	Within prevailing budgets	September 2019
c) Any improvement to collection processes should look to include key stakeholders such as the Financial Improvement Group.	In reviewing collection processes the Council will be collaborative and consult with key stakeholders such as the Financial Inclusion Group.	Head of Financial Governance and Revenues	Within prevailing budgets	March 2020
d) Continue with work undertaken by Kier in terms of service restructuring to ensure service delivery is efficient and effective.	The Council will restructure the function with the aim of ensuring that the service is efficient and focuses on the needs of the residents of Middlesbrough first and foremost.	Head of Financial Governance and Revenues	Within prevailing budgets	September 2019