

Appendix 3 – Council Tax Recovery, Collection & Enforcement

Considered by Scrutiny & Overview Committee on 11 October 2022

REC No.	SCRUTINY RECOMMENDATION	DEPARTMENT AND CABINET MEMBER RESPONDING	ACCEPTED / PARTIALLY ACCEPTED / REJECTED (inc. reasons for rejection)	IDENTIFIED OFFICER	ANY FINANCIAL IMPLICATIONS	TIMETABLE FOR IMPLEMENTATION OF RECOMMENDATIONS IF ACCEPTED (ie Action Plan)	DATE OF SCRUTINY MEETING TO REPORT BACK
1.	That the Administration provides a response to the submissions of the South West London Law Centre and the Croydon CAB made at the Scrutiny & Overview Committee meeting, addressing the issues raised in these submissions.	Councillor Jason Cummings, Cabinet Member for Finance	ACCEPTED	Jane West, Corporate Director of Resources & S151	No	Completed	12 Months
2.	That officers are asked to review the literacy of formal communication with residents to ensure they meet best practice in terms of accessibility.	Councillor Jason Cummings, Cabinet Member for Finance	ACCEPTED	Jane West, Corporate Director of Resources & S151	No	Partially Completed & Ongoing	12 Months
3.	That officers are asked to review and, subject to national requirements, amend the wording on the Taking Control of Good Notices, to ensure they reflect the Council's own approach to enforcement.	Councillor Jason Cummings, Cabinet Member for Finance	REJECTED (Wording is prescribed in law).	Jane West, Corporate Director of Resources & S151	No	NA	12 Months
4.	That the Cabinet Member for Finance writes jointly to all three Croydon MPs asking them to: - 1. Champion in Parliament changing the legislated wording of the 'Taking Control of Goods Notices' and 2. Champion in Parliament changing the legislation around enforcement, including	Councillor Jason Cummings, Cabinet Member for Finance	1) ACCEPTED (Revenues to draft a letter to Croydon MPS) 2) REJECTED (Payment arrangements can be agreed post summons)	Jane West, Corporate Director of Resources & S151	No	31 ST January 2023	12 Months

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	the requirement preventing pay arrangements being reached following a summons being issued.						
5.	That when they are next reviewed, officers are asked to ensure that the key performance indicators for Council Tax service present both a quantitative and qualitative overview.	Councillor Jason Cummings, Cabinet Member for Finance	ACCEPTED (Reviewing KPI'S against the Mayor's Business Plan)	Jane West, Corporate Director of Resources & S151	If Collection rates are lower than anticipated this will have a financial implication	31 st March 2023	12 Months
6.	That officers are asked to review the Council's website to ensure that; a. residents' rights are clearly set out, including how to make a complaint, b. that advice and hardship services are signposted and b) the criteria for funds, such as the Hardship Fund, are clearly explained.	Councillor Jason Cummings, Cabinet Member for Finance	ACCEPTED	Jane West, Corporate Director of Resources & S151	NO	This is work in progress, working with Croydon's Digital Service, SWLLC & CAB	31 st March 2023
7.	As part of the wider improvement journey of the Council, consideration is given to the evidence that can be provided to reassure Members that there is improved collaboration across services to support residents with multiple needs.	Councillor Jason Cummings, Cabinet Member for Finance	ACCEPTED	Jane West, Corporate Director of Resources & S151	NO	Ongoing	12 Months