

## ACTION PLAN

## APPENDIX 1

Recommendation	Timescale	Responsible Officer	Update
1. To ensure correspondence received is processed promptly, no more than 10 days old.	Ongoing	Collection & Customer Services Manager (CCSM)	Processing within 3 days of receipt. Excellent progress.
2. To continue with pro-active recovery work.	Ongoing	Collection Team Leader (CTM)	Separate team working on pro-active recovery.
3. To clear down regularly 'settled' cases.	Ongoing	CTM	On-going process
4. To update and enhance existing procedures to ensure all staff have clear guidance on the Council's policies and practices.	March 2007	General Manager (GM)/CCSM	As changes are still being made to processes in response to staff feedback, this is an on-going action point.
5. To produce a timetable which clearly sets out a structured plan with regards to regular monitoring of failed arrangements.	March 2007	CCSM/CTM	Completed
6. To set a collection target for 2007/2008.	April 2007	Review Team	Target set 95.50%
7. Returns from the bailiff should be scanned into the system and dealt with thoroughly, to determine the next course of action.	June 2007	CTM/Local Taxation Officers (LTO's)	The oldest 'returns' have been outsourced in order that the staff can concentrate on the current year returns.
8. To give more consideration to the use of Attachment of Earnings as a viable method of recovery.	Ongoing	CTM (LTO's)	Part of the recovery process.
9. To review outcomes of recent test cases re charging orders and insolvency proceedings to consider their effectiveness as potential future recovery options.	June 2007	GM/CCSM	Working with Legal to ensure appropriate cases are processed promptly.
10. To continue to promote Direct Debit as a preferred method of payment.	Ongoing	CCSM	Take-up of DD payments has increased with just under

			1,000 new instructions since April 07. Introducing 'Paperless' DD system from November 07. This will make it easier to 'sign up' new customers.
11. To regularly place adverts and/or articles in the local press, in order to remind our customers of the importance of paying promptly.	Ongoing	CCSM/Marketing Team	On-going