Revenues

Team Plan 2015/16

Team Manager: **Paul Russell**
Service Plan: Resources
Date signed off: 01/06/2015
Signed off by: **Nigel Smith, Revenues and Benefits Manager**

Contents

Team Overview - Council Tax

The Council Tax Team undertakes a number of key roles for the Council. The key objectives and responsibilities of the team are:

- To administer the Registration, Collection & Recovery of Council Tax in accordance with statute and regulations.
- To grant Reliefs, Exemptions and Discounts where applicable in accordance with statute and regulations.
- To implement a Council Tax Discount for those aged over 60/70
- Assists in the administration of the Council Tax (Control & Direct Debit Functions)
- Maximise Income due to the Council from Business Ratepayers.

The Team's broad functions are:

- To collect and recover both efficiently and timely Council Tax due to the Council.
- To meet and respect the needs of customers, colleagues and future generations.
- To implement good staff management practices and ensure there are sufficiently trained staff to provide services to meet customer needs
- To exercise robust financial management and explore all opportunities to improve efficiency and service quality including collaborative working.
- To promote and further develop Electronic service delivery / self-service where justified by a business case
- To manage the Council's assets and resources effectively and securely to deliver the service
- To work towards a smooth transition in service migration using clear timetables and responsibilities with minimum disruption for customers to comply with the Council's statutory requirements.
- Engage with relevant bodies in preparation for changes to alleviate any impact on service continuity and workforce

Our Contribution to Service Plan priorities 2014/15

Our contribution to the Service Plan priorities last year:

- The Section continues to effectively retrieve Council Tax and during 2013/14 97.5% of all Council Tax was successfully received by the authority. As for 2014/15, this figure increased to 97.9%. This contributes to the Corporate and Service plans of the Council by maximising the collection of local taxes.

Our Team Plan 2015/16

Service Outcome 2:	The Vale community benefits from the Council's sound and transparent decision-making through effective management of resources.							
Service Objective 3:	To optimise our resources, exercise robust financial management and provide effective relevant services and facilities.							
Ref.	During 2015-16 we plan to:	Success Criteria/ Outcomes we'll achieve from this action are:	High, Medium or Low priority	Officer responsible for achieving this action	Start date	Finish date	How will the work be resourced?	Progress
1	Undertake annual PDRS and review after six months	Identify key tasks and training needs	High	Paul Russell	01/10/2015	01/12/2015	Complete Team PDRS	
2	Maintain/monitor levels of sickness absence Ensure staff awareness of sickness absence procedure Promote counselling service & occupational nurse	Implement sickness absence procedure in line with the Council's Management of Attendance Policy Promote through staff inductions and team meetings	High	Paul Russell	01/04/2015	31/03/2016	RTW interviews	
3	Raise staff awareness and work within the Vales Equality Scheme of relevant quality issues both internally and for customers	Staff respond proactively to equalities issues both internally and externally	Low	Paul Russell	01/04/2015	31/03/2016	Team Meetings	
4	Continue to support home working	Increased efficiency and staff satisfaction with flexible working arrangements. Improves staff morale with flexibility which increases efficiency and staff satisfaction. Reduces sickness levels. Increases staff retention. No transport needed	Low	Paul Russell	01/04/2015	31/03/2016	Maintain Home working option	

		reducing carbon emissions						
5	Ensure staffing levels are adequate to deal with workload & extra staff available to cover exigencies generated Target resources and prioritise work loads	Complete work generated. Improve staff moral and meet customer needs	Medium	Paul Russell	01/04/2015	31/03/2016	Monitor staffing levels	
6	Ensure staff are trained in line with legislation to give correct advice consistently	Accounts are processed consistently and correctly. Ensures staff are polite, helpful and that correct advice is given to the customer	Medium	Paul Russell	01/04/2015	31/03/2016	Monitor staff training needs when new legislation is introduced	
7	Hold Team meetings/briefings to communicate with staff on issues that cause concern.	Praise staff for good performance and attendance. Improves staff morale	Medium	Paul Russell	01/04/2015	31/03/2016	Hold monthly meetings	
8	Update Internet, leaflets, posters in line with legislative changes from Welsh Government or Parliament	Ensure documents are double sided to reduce paper use and waste. Provide accurate information	Medium	Paul Russell	01/04/2015	31/03/2016	Monitor Documents & Web pages	
9	Introduce Academy Modules that improve Software efficiency.	Increase efficiency when processing data and dealing with customer enquiries	Medium	Paul Russell	01/04/2015	31/03/2016	Upgrade system with software releases	
10	Promote Self Service & E-Billing for Council Tax, Business Rates & Benefits customers	Customers are able to view bills and accounts online	Medium	Paul Russell	01/04/2015	31/03/2016	Raise customer awareness	
11	Control Quality assurance tests in the document management and workflow system	Measure errors made using the system	Medium	Paul Russell	01/04/2015	31/03/2016	DIP QC system control	
12	Continue to use DIP & Workflow to scan	Reduction in paper use and paper waste	Medium	Paul Russell	01/04/2015	31/03/2016	Upgrade system with software	

	documents							releases
13	Produce and implement an annual recovery schedule	Meet the targets of regular specified court dates	High	Paul Russell	01/04/2015	31/03/2016	Attendance at Court	
14	Continue to promote the uptake of Direct Debit	Increase in uptake of payers by including DD mandates in annual bills	High	Paul Russell	01/04/2015	31/03/2016	Offer DD to customers	
15	Annual council tax review of all discounts	Maximise income to the Council	High	Paul Russell	01/04/2015	31/03/2016	Ensure Tax base is accurate	
16	Deal with all appeals in relation to Council Tax	Cases considered and response sent within 2 months of receipt in accordance with Regulations	High	Paul Russell	01/04/2015	31/03/2016	To meet Tribunal deadlines	
17	Distribute Council funding for Council Tax accounts of eligible over 60/70's	Reduced council tax payments for over 60/70's	High	Paul Russell	01/06/2015	31/03/2016	To comply with a Corporate Requirement	
18	Estimate the income generated by the Council Tax Base	Ensure accuracy of data	High	Nigel Smith	01/12/2015	31/03/2016	Estimate Tax base for following year	