

**RES03 What percentage of the district's annual Council Tax was collected?**

| Outturn |         |         | Target  |
|---------|---------|---------|---------|
| 2013/14 | 2014/15 | 2015/16 | 2016/17 |
| 97.62%  | 97.79%  | 98.03%  | 97.10%  |

**Responsible Officer**

**Bob Palmer**  
Director of Resources

| Improvement Action  | Target Dates | Key Measures / Milestones               |
|---|--------------|---|
| Migration of FAQ calls for Debt Recovery into the Customer Service Team to free up time for specialist resource to chase debt.                        | 30/06/16     | Reduction in calls taken by back-office |
| Re-tender of Enforcement Agent contract   | 01/09/16     | Appointment of supplier(s)              |
| Implementation of Direct Debit on the internet  | 01/09/16     | Go-live                                 |
| Implementation of on-line authentication for residents and businesses to view their accounts and check balances, and to have provision for e-billing. | 01/09/16     | Go-live                                 |
| Develop use of SMS text messages to remind customers of instalment due and provide link for payment   | 31/12/16     | Go-live                                 |

**Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.**

All costs contained within existing contract provisions

**Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.**

Much of the work is based around IT solutions and will depend on agreed resources being in place with suppliers, both internally and externally.