



HILLINGDON
LONDON

OFFICIAL EXECUTIVE DECISION NOTICE PUBLISHED BY DEMOCRATIC SERVICES

Notice is hereby given that the following decision(s) have been made today by Cabinet Members at the London Borough of Hillingdon:

Title of decision	AGREEMENT OF THE COUNCIL TAX COLLECTION STRATEGY
Reference No.	1169
Date of decision	Thursday 8 August 2024
Call-in expiry date	Thursday 15 August 2024
Relevant Select Committee	Corporate Resources and Infrastructure Select Committee
Relevant Wards	N/A

Decision made

Cabinet Members making the decision	Councillor Martin Goddard – Cabinet Member for Finance
Decision	Approved That the Cabinet Member for Finance: <ol style="list-style-type: none">1. Agreed the Council Tax Collection Policy which details all methods of collection and the stage at which each method will be considered; and2. Authorised the Corporate Director of Finance to approve Service Level Agreements with the Enforcement Agent companies and solicitors used to recover revenues debt.
Reason for decision	<p>The current Council Tax Collection Policy has been in place since 2014 and has provided a framework in which the Council has been able to perform strongly in the effective collection and recovery of Council Tax income, with in-year collections rates of 97% against London Borough averages of 96%. From 1st June 2024, changes to the Revenues & Benefits service operating model have gone live, aligned to the transition from the previous outsourced delivery partner, providing an opportunity to refresh this policy and ensure it fully reflects a changing external environment and the opportunities afforded by emerging technologies.</p> <p>Within both the existing and recommended Council Tax Collection Policies, the need to proactively pursue recovery of sums owed is recognised and the use of Enforcement Agents</p>

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	and solicitors supports these aspects of collection activities. To ensure that any Enforcement Agents working on behalf of the Council are fully aligned to policy requirements, it is recommended that refreshed Service Level Agreements are entered into at this stage.
Alternative options considered and rejected	<p>While there is scope to maintain the existing Council Tax Collection Policy, this is not recommended as the proposed update ensures that activities are aligned to current best practice. In addition, the refresh updates terminology where appropriate, such as reflecting the change from Bailiffs to Enforcement Agents.</p> <p>A recovery strategy which does not use Enforcement Agents; would significantly degrade the Council's ability to recover sums properly due under Council Tax and therefore result in a reduction in funds available to support delivery of services to residents.</p>
Classification	Part I - Public
Link to associated report	Here
Relevant Officer contact & Directorate	Tiffany Boreham – Head of Revenues and Benefits
Any interest declared by the Cabinet Member(s) / dispensation granted	N/A

Implementation of decision & scrutiny call-in

[Internal Use only]	
When can this decision be implemented by officers?	<p>Officers can implement Cabinet Member decision in this notice only from the expiry of the scrutiny call-in period which is:</p> <p>5pm on Thursday 15 August 2024</p> <p>However, this is subject to the decision not being called in by Councillors on the relevant Select Committee. Upon receipt of a valid call-in request, Democratic Services will immediately advise the relevant officer(s) and the decision must then be put on hold.</p>
Councillor scrutiny call-in of this decision	<p>Councillors on the relevant Select Committee shown in this notice may request to call-in this decision. The request must be before the expiry of the scrutiny call-in period above.</p> <p>Councillors should use the Scrutiny Call-in App (link below) on their devices to initiate any call-in request. Further advice can be sought from Democratic Services if required:</p> <p>Scrutiny Call-In - Power Apps (secure)</p>

Further information	<p>These decisions, where applicable, have been taken under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.</p> <p>This is the formal notice by the Council of the above executive decision, including links to the reports where applicable.</p> <p>If you would like more information on this decision, please contact Democratic Services on 01895 250636 or email: democratic@hillingdon.gov.uk.</p> <p>Circulation of this decision notice is to a variety of people including Members of the Council, Corporate Directors, Officers, Group Secretariats and the Public. Copies are also placed on the Council's website.</p> <p style="text-align: right;">Democratic Services London Borough of Hillingdon Civic Centre High Street Uxbridge UB8 1UW</p>
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