

Table 8: Strategic Business Reviews

Strategic Business Reviews											
			Estimated Achievement 2020/2021		Estimated Achievement 2021/2022		Estimated Achievement 2022/2023		Estimated Achievement 2023/2024 & 2024/2025		BRAG Status
Review	Corporate Priority	Scope	Low £000	High £000	Low £000	High £000	Low £000	High £000	Low £000	High £000	
Income Recovery	Efficient Council		54	100							
		<p>To review current income recovery activities to ensure best / efficient practices in place.</p> <p>Objectives of the review will be to ensure:-</p> <ul style="list-style-type: none"> <li>Income recovery policies are appropriate and include early intervention actions</li> <li>agreed Fees &amp; charges are implemented</li> <li>payment in advance of service delivery (where appropriate) thereby avoiding costs of issuing invoices</li> <li>easy access to various payment methods</li> <li>use of technology is maximised</li> </ul> <p><b><u>Update on Progress</u></b></p> <p>Revenue Officer post to be deleted from establishment.                      Current situation with coronavirus has resulted in the suspension of the Revenue team's attendance at community organised sessions to provide advice to the public. Significant number of telephone contacts daily during April from Council Tax Payers indicating they will have difficulty paying their Council Tax – alternative arrangements are being agreed and will be monitored going forward.                      300 DD's have been cancelled however we have had 547 take up DD from those who would normally pay by cash or cheque.                      Appears to be a significant increase in Council Tax Reduction Scheme applications during April 2020 which is likely to reduce the overall collectable amount for Council Tax however this will result in a cost pressure.</p>									Green

		<p>Council Tax Portal is now online with approximately 240 account holders registering to use service.</p> <p><b><u>Financial Impact 2020/2021</u></b></p> <p>The budget for 2020/2021 has been reduced by £54,000.</p>	
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