

To: Directors
CC: Divisional Managers, Managers, Team Leaders

Date of Meeting: 18th January 2012

Date of Report:
24th Jan 2012

Client: CENSUS

Venue: The Dolphin – Haywards Heath

Present: Paul Willard; Dave Chapman

Purpose of Meeting: Review Meeting

History/B	ackground
1	Sole Provider for Bailiff services, Adur, Horsham & Mid Sussex which comprises CENSUS.
2	Also provide Free Training.
3	Second Placement Bailiffs introduced 10/11 – JTR Collections
4	Tim Delaney is Head of Service, Paul Willard is the Collection and Recovery Manager

Discu	ssion Points
<u>Item 1</u>	Paul [REDACTED] [REDACTED] Corinne, could not be at today's meeting, however, introductions will be made when I am in Census to deliver Council tax training in February. There have been several redundancies in the Revenues team, to help achieve the £1M savings required, although there have also been some new appointments into different roles at different grades, hence the requirement for imminent training.
<u>Item 2</u>	I advised that Rossendales' were recruiting for bailiffs in the area, which may present some opportunities, [REDACTED] [REDACTED]
<u>Item 3</u>	We discussed the TV exposure programme, and again it was confirmed that there had been no adverse reaction at all. I advised that we were trialling Body Worn Video units for several of our bailiffs and we believe the technology will help address complaints and bad practice as demonstrated in the programme.
<u>Item 4</u>	Looking at the Third Quarter of 11/12 performance was: [REDACTED]

	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>				
Item 5	<p>We then analysed the returns Pie Charts which demonstrate how effective our bailiffs are being on the cases they are working, performance on the cases they had finished with was improving for CTAX as follows:</p> <table> <thead> <tr> <th>2010/11 (number of paid & % paid)</th><th>2011/12 (number of paid & % paid)</th></tr> </thead> <tbody> <tr> <td>[REDACTED]</td><td>[REDACTED]</td></tr> </tbody> </table> <p>[REDACTED]</p>	2010/11 (number of paid & % paid)	2011/12 (number of paid & % paid)	[REDACTED]	[REDACTED]
2010/11 (number of paid & % paid)	2011/12 (number of paid & % paid)				
[REDACTED]	[REDACTED]				
Item 6	<p>Looking at Council tax across all three sites there are 452 cases in payment arrangements with a value of £331k (25% of caseload), which was agreed as being excellent.</p> <p>[REDACTED]</p>				
Item 7	<p>Paul acknowledged that caseload referral had been slow in December and January, and this had been as a result of the redundancies and staff changes. He expected referrals to pick up from late January onwards. I advised that at the same time last year we are more or less equal with caseload referred [REDACTED]</p>				
Item 8	<p>NNDR caseload was discussed and PW commented that there were no cases to refer to speak of. Performance for NNDR was very difficult due to the economic climate.</p>				
Item 9	<p>The new combined Census scheme report which group all three clients together and report by debt type, statistics are below with last meetings</p>				

	<p>figures in brackets to show the improvement in collections since last meeting:</p> <p>CTAX Net collection across all sites in 06/7 was 77.27% (77.05%) CTAX Net collection across all sites in 07/8 was 67.61% (67.33%) CTAX Net collection across all sites in 08/9 was 55.61% (55.50%) CTAX Net collection across all sites in 09/10 was 63.61% (73.56%) CTAX Net collection across all sites in 10/11 was 56.95% (52.93%)</p> <p>From the 11/12 batches, the April, May, June batches were averaging 52% net collection, again demonstrating that performance is consistent.</p>
Item 10	<p>There were no complaints to discuss, [REDACTED]</p>
Item 11	<p>I advised PW that it was Rossendales 40 Birthday this year and that we planned to host a free client seminar and golf/spa day both in Lancs and possibly somewhere near Milton Keynes. PW agreed a very good idea and he would attend the Southern event.</p>

	Training/Business Developments/New Business /Contact Details
Training	Training currently being arranged for Council Tax in February and March.
Business Development	
New Business	
Requested New Reports	
Contact Names and Numbers	

	Action Points / Requirements	Department

Next Meeting Date

TBC
 Dave Chapman

All documents conclude with the following

Distribution of this document is to the following departments who should all be notified when the document is updated: (✓ as appropriate)

Operations	✓	Client/Customer Services	✓	Performance Improvement	✓	Collect	✓
I.T.		Finance & Accounting		Human Resources			
Directors	✓	Business Development	✓	Quality Manager	✓		