

Rushcliffe Borough Council – Scrutiny Request

No Scrutiny Requests were received in advance of this meeting.

Councillor Gowland has asked if the following queries can be incorporated into the existing scrutiny item for Communities Scrutiny Group entitled 'Review of debt collection agents by RBC in line with the outcome of the Government's consultation on Council Tax and Enforcement' currently scheduled for January 2027.

Officers would support this approach (rather than a separate item of scrutiny) due to the similarity between the requests and being mindful of the pressure on resources as a result of LGR.

"Collecting council tax is important to ensure good public services for everyone. However, a local council should be close enough to its residents to do provide this service in a flexible and humane way. Some problems arise from administrative issues (on either the resident's or council's side) which often occur when things get complicated because of death, moving house, or moving out for renovation. Others arise from residents falling into financial difficulties. These are all stressful life events, and the council is likely to be able to recover the correct tax most efficiently by working with residents.

I have some questions:

- How many staff work in the tax collection office? How does this compare to other councils of our size and demographics?
- How many cases of CT arrears is RBC dealing with?
- What is the average time before such a case is changed to not allowed to pay monthly?
- What is the average time before such a case is taken to court?
- What is the average time before the bailiffs are sent in?
- Are these decisions made by a member of staff? Are they following an algorithm or do they have any flexibility in their approach?
- Is there a phone line to deal with Council Tax arrears - fully manned in working hours, and advertised on the letters?"

Scheduled Scrutiny Item ['Review of debt collection agents by RBC in line with the outcome of the Government's consultation on Council Tax and Enforcement'](#).