

## Action Plan – Council Tax (FIN5)

## Recommendation Priority

Audit Report No. 35– 2006/07

Dated: 12/03/07

111	High: A fundamental weakness in the system that puts the council at risk
11	Medium: A weakness within the system that leaves the system open to risk
1	Low: Desirable improvement to the system

	Recommendation	Priority	Responsible Officer	Agreed	Planned Implementation Date	Comments/Action
R1	Ensure that the CT reconciliations regarding iworld and Integra are completed at regular intervals throughout the year.	11	Principal Revenue Officer			
R2	Ensure that the error regarding the description relating to a discount applied as a result of an account holder being severely mentally impaired is corrected.	1	Principal Revenue Officer			
R3	Ensure that the reports completed by the outside inspector are processed correctly and scanned to IDOX.	11	Principal Revenue Officer			
R4	Amend the reports that are requested by the Outside Inspector to identify empty properties to enable the date as to when a visit was last made to ensure that regular visits are carried out.	11	Principal Revenue Officer			
R5	Name the property cards with a file name including the date as to when it was setup so that it is clear as to how old the property cards are. This will assist the Outside Inspector when extracting the property cards to highlight the oldest properties.	11	Principal Revenue Officer			
R6	Consider the options that may be available either on the market or that are used by other local authorities which may same time in recording information that the Outside Inspector records manually.	1	Principal Revenue Officer			

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R7	Ensure that regular reports are produced showing outstanding notifications to the VO and action taken.	11	Principal Revenue Officer			
R8	Consider carrying out a reconciliation of the number of composite properties on the CT systems compared to the number of composite properties on the NNDR system.	11	Principal Revenue Officer			
R9	Remind staff of the data protection, data retention and information classification policies.	11	Principal Revenue Officer			
R10	Ensure that there is a formal service level agreement with the bailiffs.	11	Principal Revenue Officer			
R11	Ensure that a recovery suppression report is produced on a regular basis and examined.	11	Principal Revenue Officer			

To assist in the follow up process, please complete and return this form by 09/04/07, indicating your acceptance of the recommendations and when you anticipate their implementation.

Auditor: Amanda Palmer

Chief Officer Signature: ..... Date: .....