

Council Tax

Sheriff Officer Approach – Improving Collection Rate Glasgow City Council

Contact for Enquiries

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Glasgow City Council has had the largest increase in the rate of collection of council tax in its benchmarking family group between 2010/11 and 2014/15. During the same time Glasgow has reduced cost of collection to below the family group average.

Background

In 2010/11 Glasgow City Council had the lowest collection rate out of all 32 councils in Scotland. It was therefore a council-wide priority to improve performance and increase income from council tax collection. A debt management review highlighted the need to increase council tax collection and increase the percentage collected in the year of billing.

Key Activities

- Moved away from in-house debt recovery and intervention
- Procured services of partners to help us manage our debt
- Stream debts to incentivise partners to give greater visibility and understanding of caseload
- Incentivise partners through procurement to improve performance in these debt streams.

Benefits and Impact

Glasgow City Council has had the largest increase in the rate of collection of council tax in family group 4, from 86% in 05/06 to 94.7% in 15/16. The total number of persistent non-payers halved between 2012 and 2016 and £3.5m have been collected from trace and collect activity during 2012 and 2016. During the same period the council have reduced the cost of collection from £18.45 in 2010/11 to £11.24 in 15/16.