

## **CABINET MEMBERS REPORT TO COUNCIL**

**24 September 2025**

### **COUNCILLOR L SHIRES - CABINET MEMBER FOR FINANCE, ESTATES & PROPERTY SERVICES**

For the period July to September 2025

#### **1 Progress on Portfolio Matters.**

##### **Collection for 2025/26 as of 31 August 2025.**

The Council Tax collection was 46.01% against the 31 August 2025 target of 46.30%. This equates to a shortfall in collection to target of 0.29% or £312k. We have collected over £50.9m to date compared to £44.27m at the same time last year.

The NDR collection was 51.37% against the 31 August 2025 target of 52.35%. This equates to a shortfall in collection to target of 0.98% or £304k. We have collected over £16.1m to date compared to £14.03m at the same time last year.

#### **2 Forthcoming Activities and Developments.**

##### **Second Homes Work**

There has been a lot of additional work created here to deal with the increased enquiries and to implement measures to reduce avoidance of the premium. This has had an impact on other revenues work however we have now managed to get on top of these enquiries and are now only dealing with more recent ones.

##### **System Procurement**

The Civica Openrevenues system will expire for Revenues and Benefits on 1 October 2025, and we have agreed to procure a new contract with Civica. We have managed to get more modules for less costs which include the Business Improvement Districts Software worth over £41k. The contract has now been signed by both parties.

##### **Training/Development**

- A revenues officer (and previous apprentice) is undertaking her level 3 certificate in Institute of Revenues, Rating & Valuation (IRRV).
- Two revenues officer apprentices who started in May 2025 are undertaking their level 3 Business Administration qualification and are being trained in council tax law and administration.
- A revenues officer trainee is undertaking her training in council tax law and administration.

**Service Improvements**

Online forms - reviewing and improving the most used customer forms is continuing. We have gone live with a new Non-Domestic (Business) Rates direct debit form that replaces one by Capita. We are working on a Non-Domestic (Business) Rates Change of Address form.

The Long-term empty property review forms as part of our Business Process Review of the current process has been completed and is now live with updated webpages. We are now reviewing the inspector process to see what changes we can make to save further costs to NNDC.

We have also completed the work on the online Second Homes form which has gone live linked to our webpages to help with enquiries challenging the second homes premium charge.

**OPEN Revenues Workflow Disk Space discussion**

Revenues and Benefit services in conjunction with IT and System Teams are reviewing the amount of disc space being used with a view to the size reducing. We are close to capacity and have deleted and archived old electronic accounts and documents stored that are no longer needed by the services.

This work is important, and the Revenues data has been implemented in our live system with a rolling plan to undertake this exercise again, before annual billing starts next year when we need to create and save another year's worth of data.

**3 Meetings attended**

Team Leader 121  
Revenues Managers Monthly Performance Meeting.  
Civica Quarterly Panel Meeting  
Norfolk & Suffolk Revenues Managers Quarterly Meeting.  
Court Prehearing Meeting  
Charging Order Meeting  
Norfolk County Court