

## **MANAGING COUNCIL TAX ARREARS TASK GROUP**

### **ONE-PAGE STRATEGY**

#### **What is the broad topic area?**

The broad aim of the is to find ways of supporting people who are in arrears.

#### **What is the specific topic area?**

To explore what options are services are currently available to people in financial hardship and who are in arrears with their council tax in order that they can be offered early and appropriate support or advice.

#### **What should be considered?**

The following areas are relevant to discussions:

Understand the current situation and practices that are in place, including for potentially vulnerable customers.

What financial support and advice is currently available.

The level of capacity that is available to deal with a potential increase in demand for assistance due to the impact of Covid-19.

Whether a formal protocol or policy should be introduced.

#### **Who shall we consult?**

Revenues officers.

Cabinet Portfolio Holder.

External charities, partner agencies and debt advice organisations.

#### **How long should it take?**

The Task Group will report to the Scrutiny Committee in September 2021. An interim progress report will be submitted to the Committee in June 2021.

#### **What will be the outcome?**

Recommendations on the timely support and advice that can be offered to people in council tax arrears.

The creation of a flow chart or advice sheet outlining targeted sources of support depending on the individuals' circumstances and detailing what payment or discount options are available.