



West Lothian
Council

Maintaining Collection

A Case Study

Jim McCafferty

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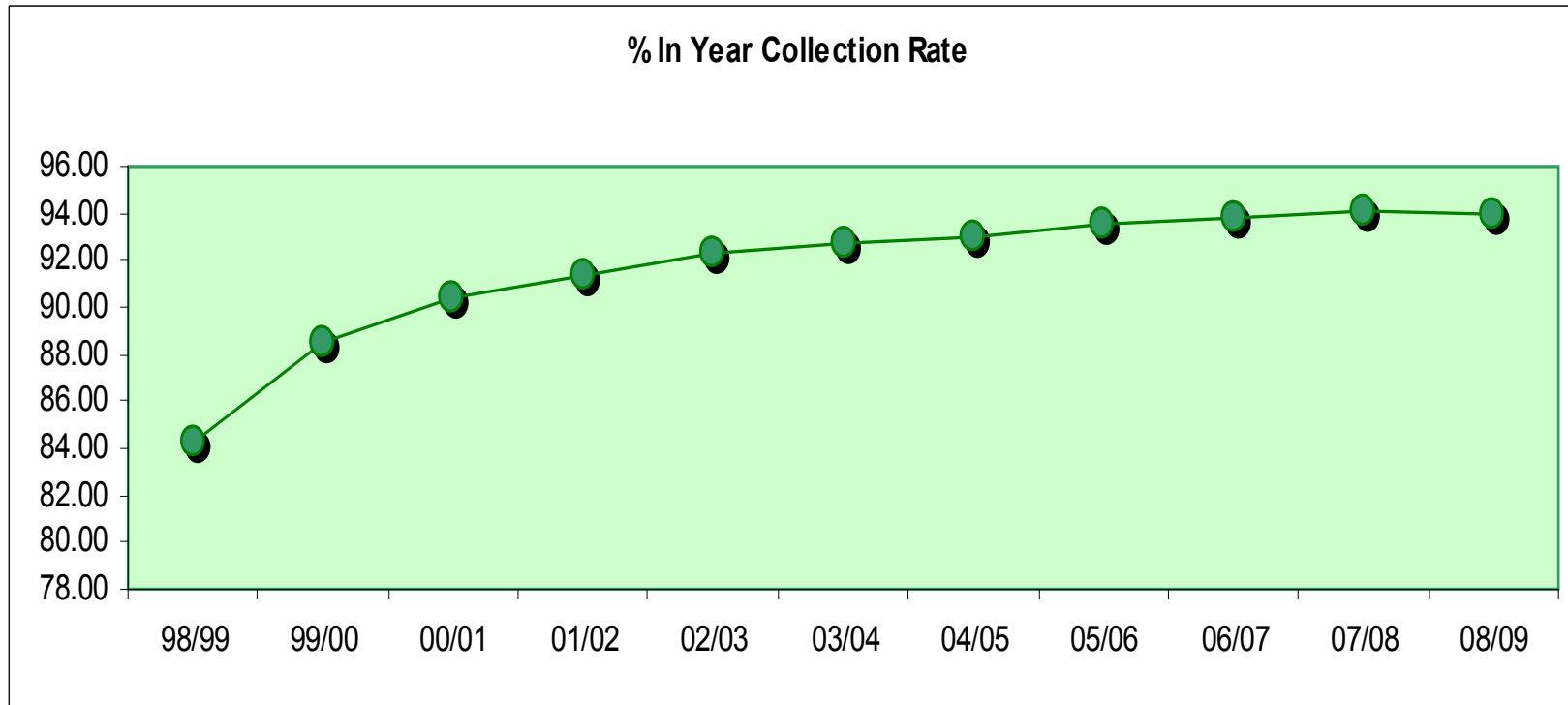
- No universal panacea
- West Lothian history
- First steps
- Where we are now
- Impact of recession
- Funding

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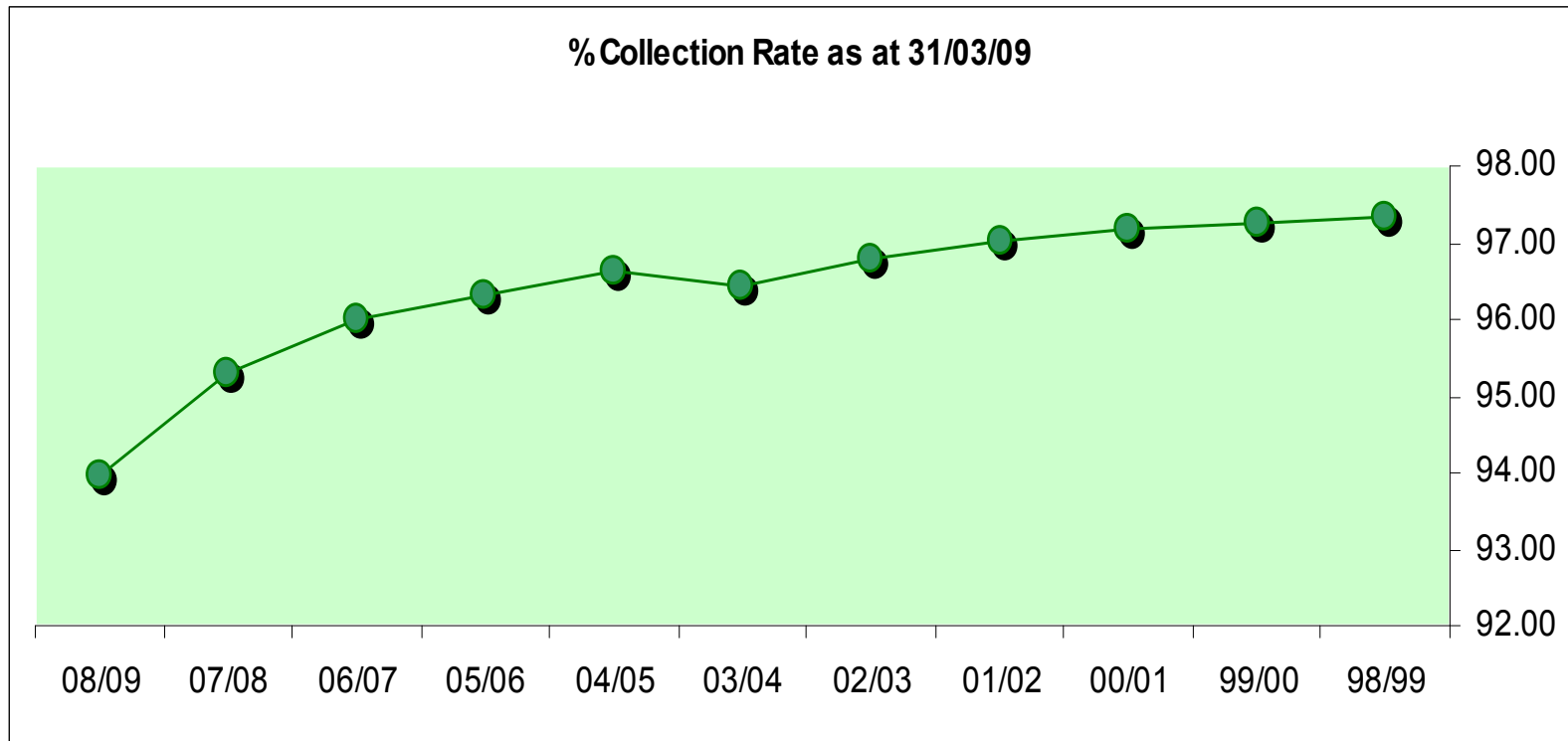


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Council Tax - 2008/09



- Cost of Collection £618,786
- No. of Properties 74,247
- Net debt £58.6m
- Collected £55.1m
- Collected 94%



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- Payment culture
- Non-payment not victimless
- Internal profile
- Methods of payment

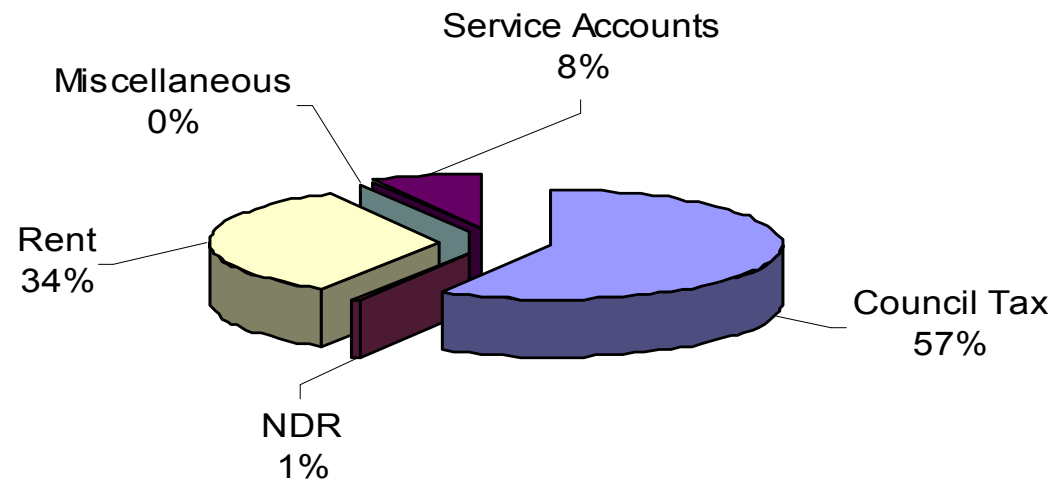
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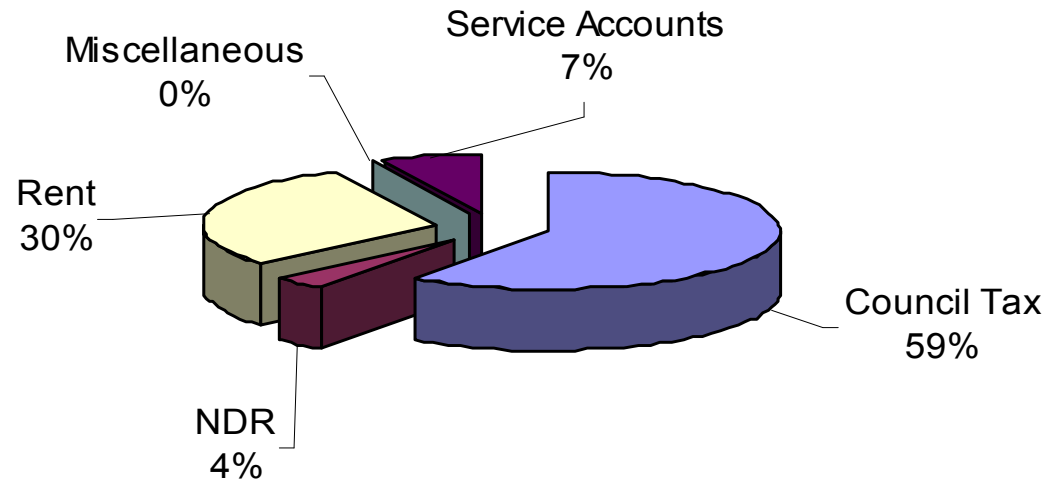
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**Total Call Centre Transactions per Fund
April 2008 to March 2009**



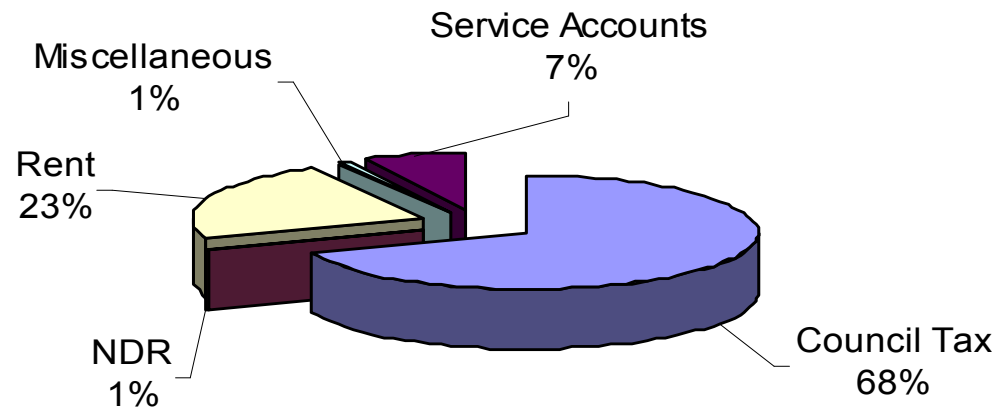
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**Total Call Centre Value of Transactions per Fund
April 2008 to March 2009**



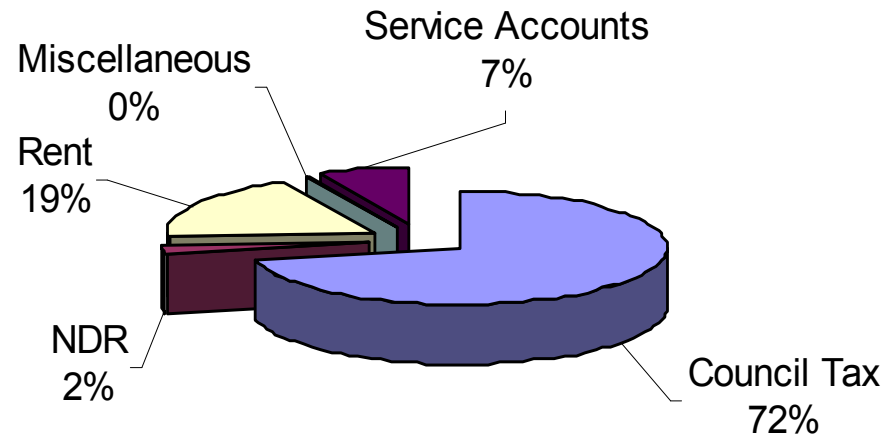
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**Total Internet Transactions per Fund
April 2008 to March 2009**



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**Total Internet Value of Transactions per Fund
April 2008 to March 2009**

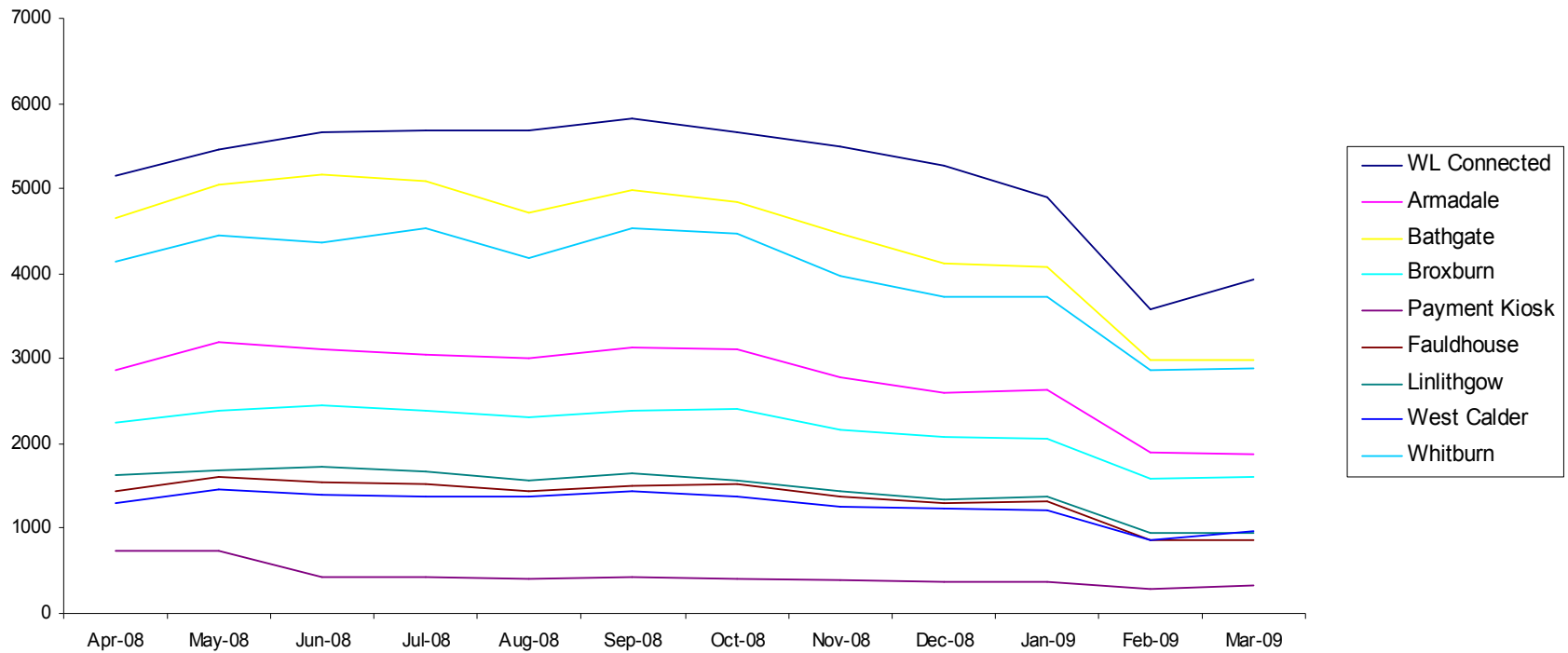


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Number of Transactions per CIS Office
April 2008 - March 2009



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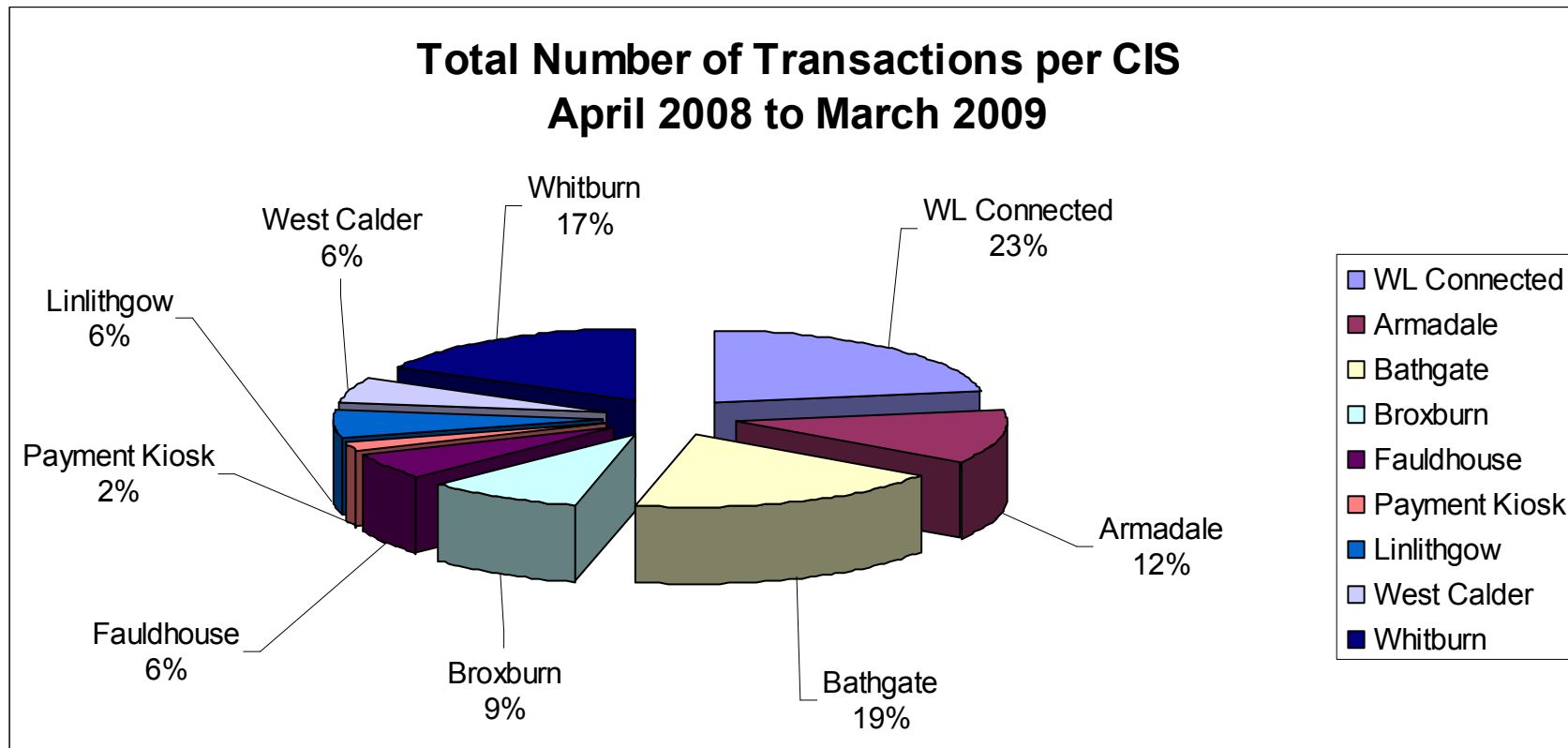


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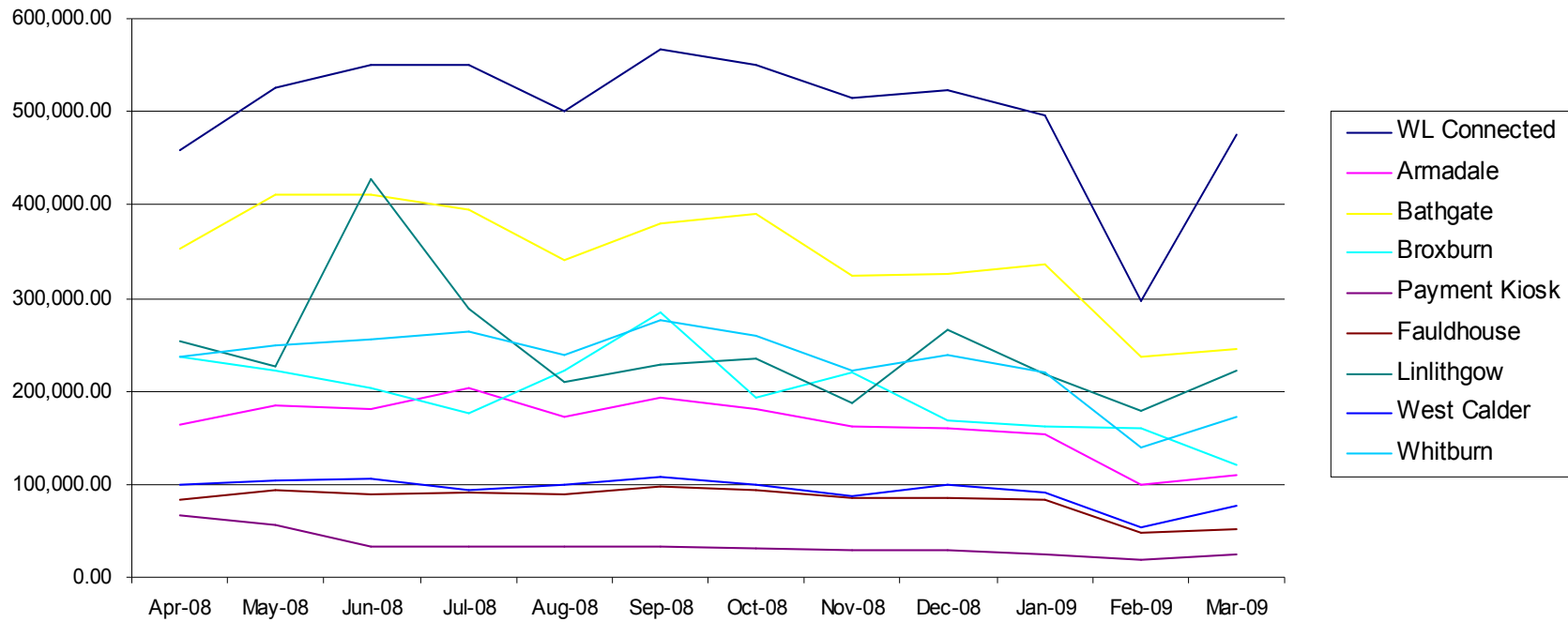


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Value of Transactions per CIS Office
April 2008 - March 2009



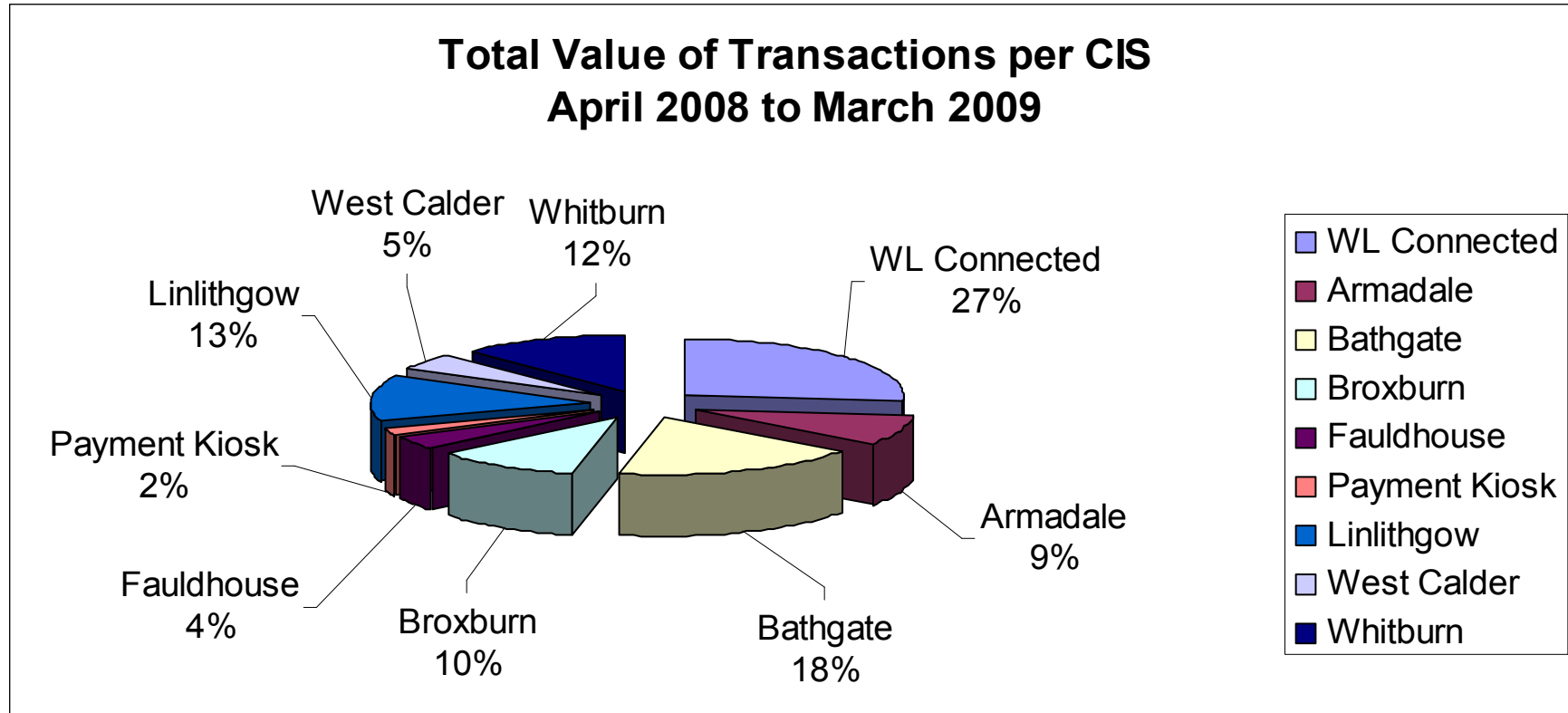
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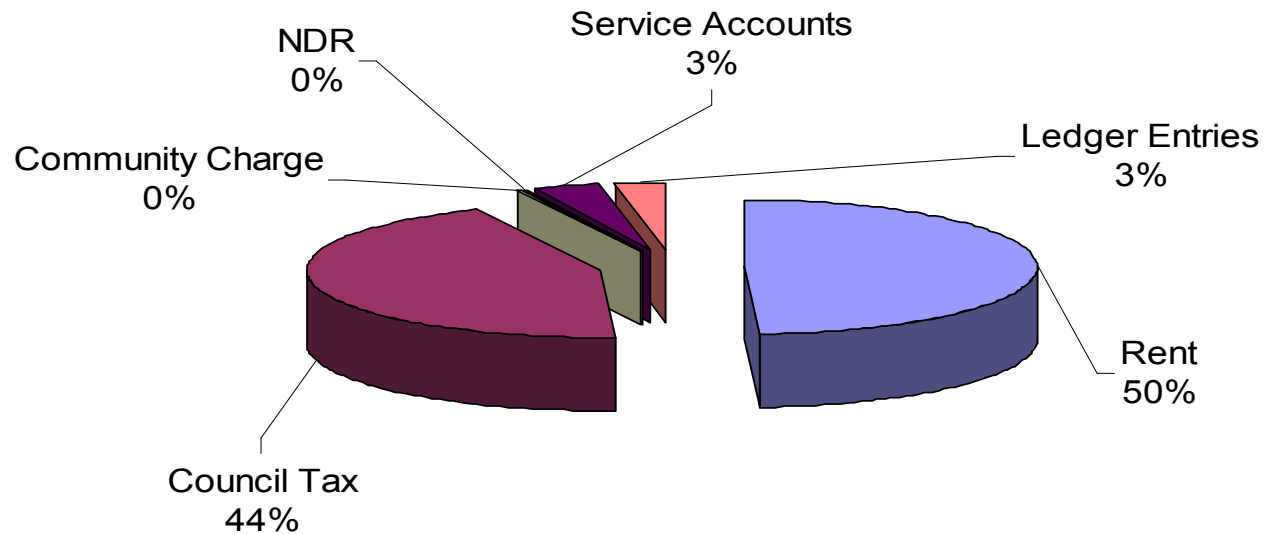
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**Total Value of Transactions per CIS
April 2008 to March 2009**

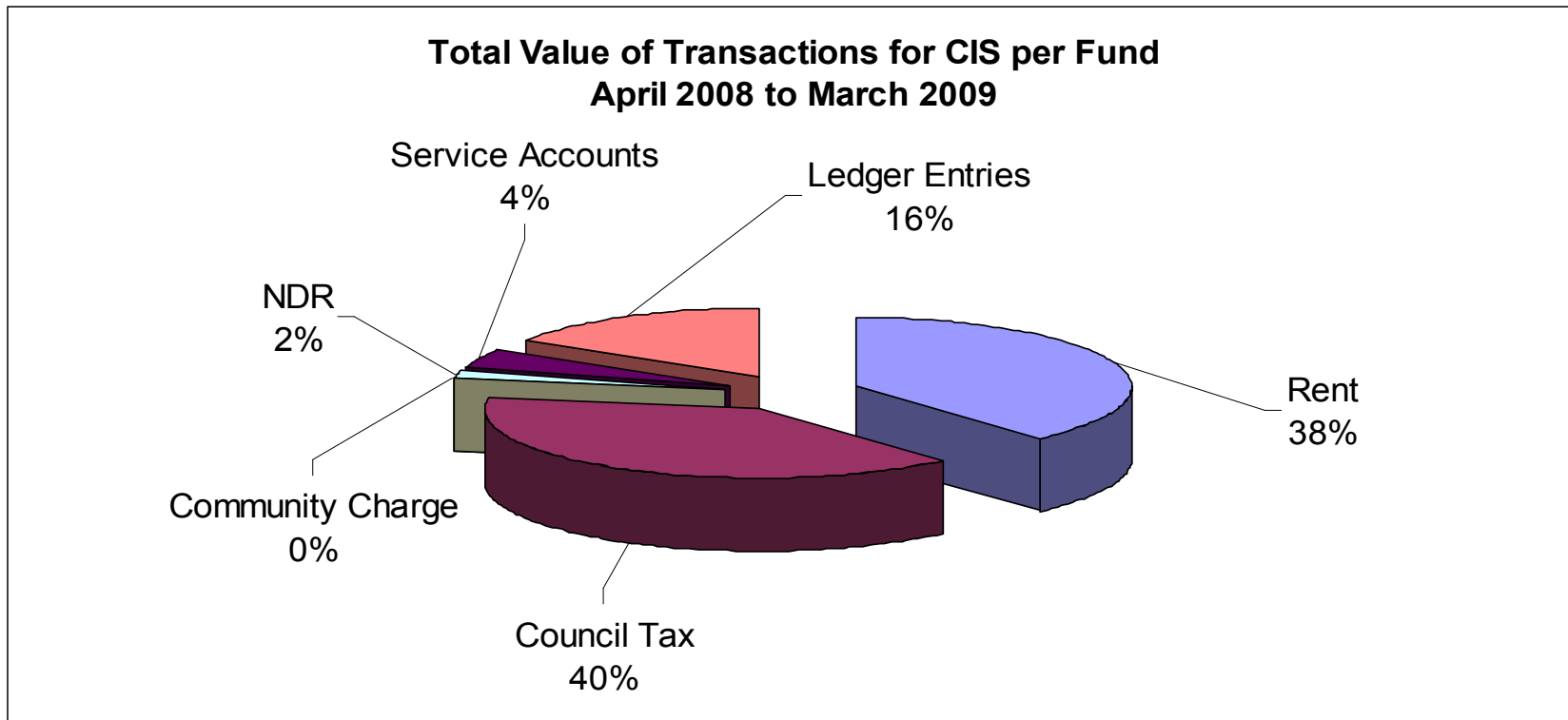


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**Total Number of Transactions per Fund
April 2008 to March 2009**



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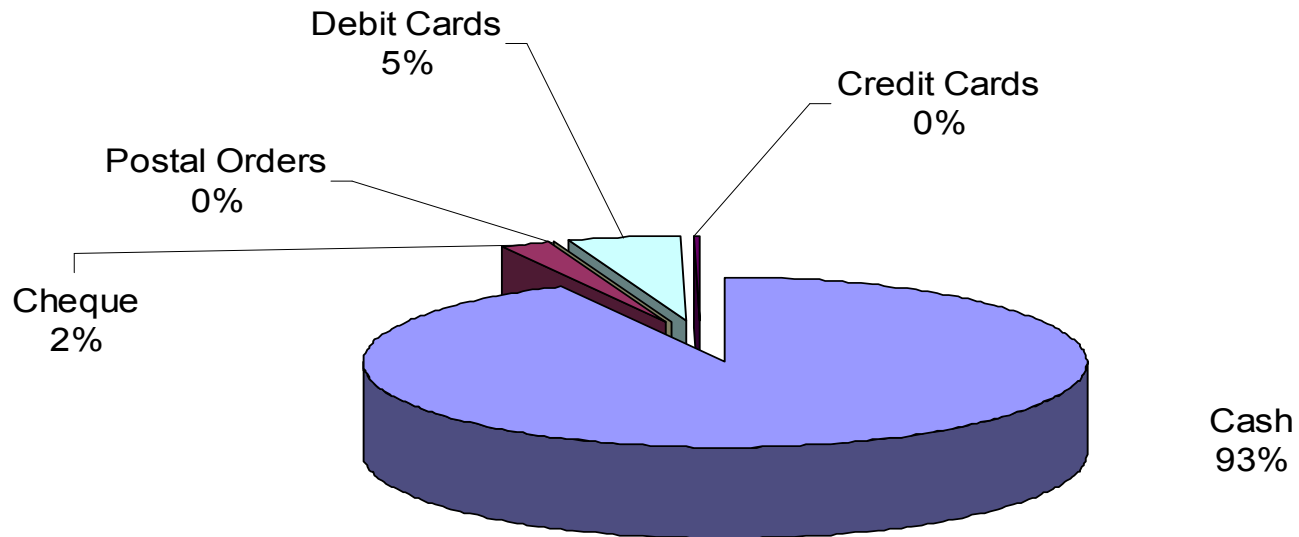


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**Total Transactions for CIS per Method of Payment
April 2008 to March 2009**



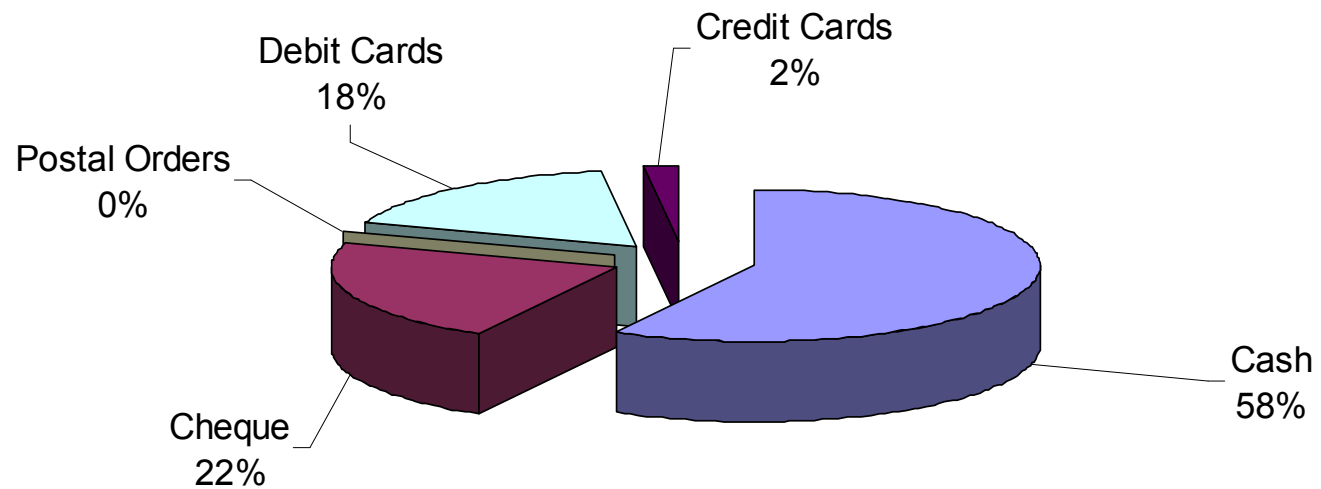
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Total Value of Transactions for CIS per Method of Payment
April 2008 to March 2009

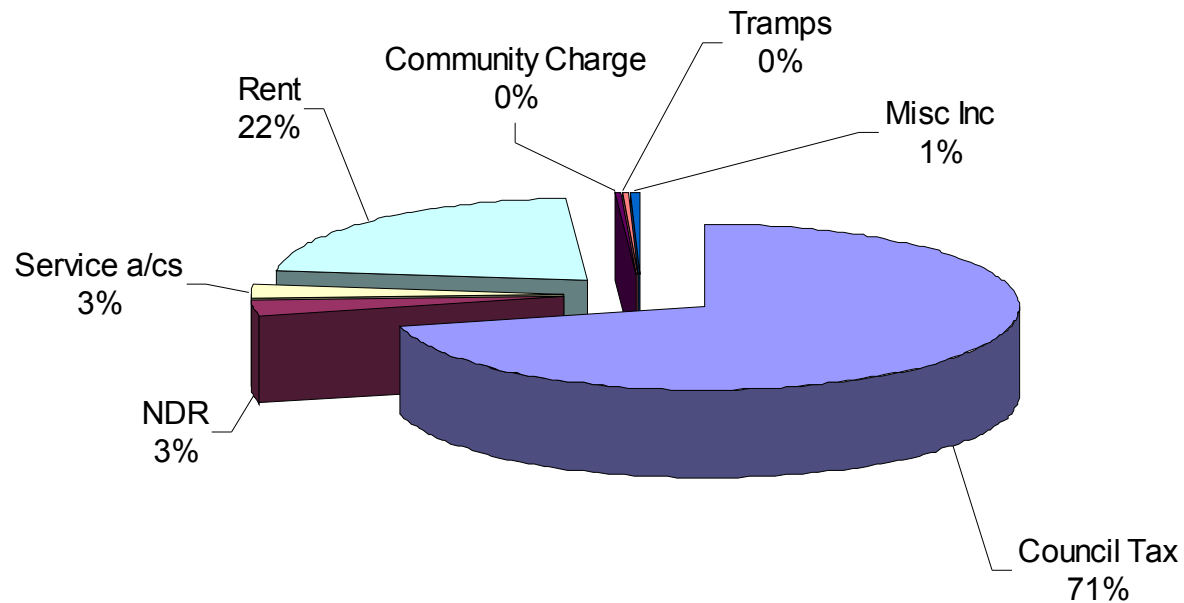


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What is Paid - Number of Transactions
April 2008 to March 2009



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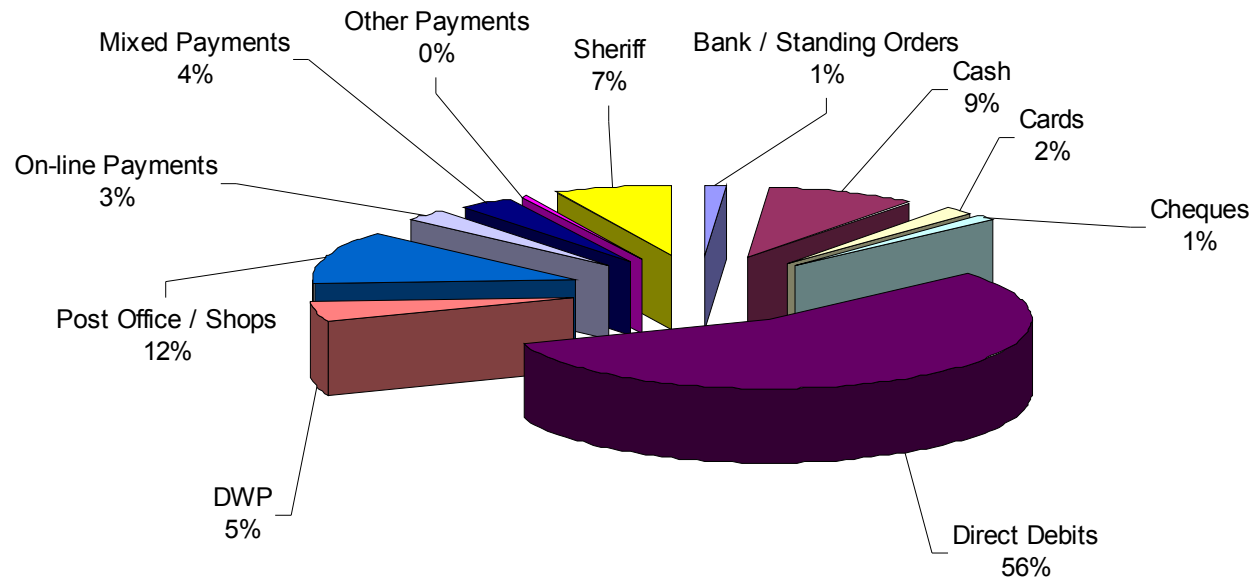
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**Total Council Tax Transactions per Method of Payment
April 2008 to March 2009**

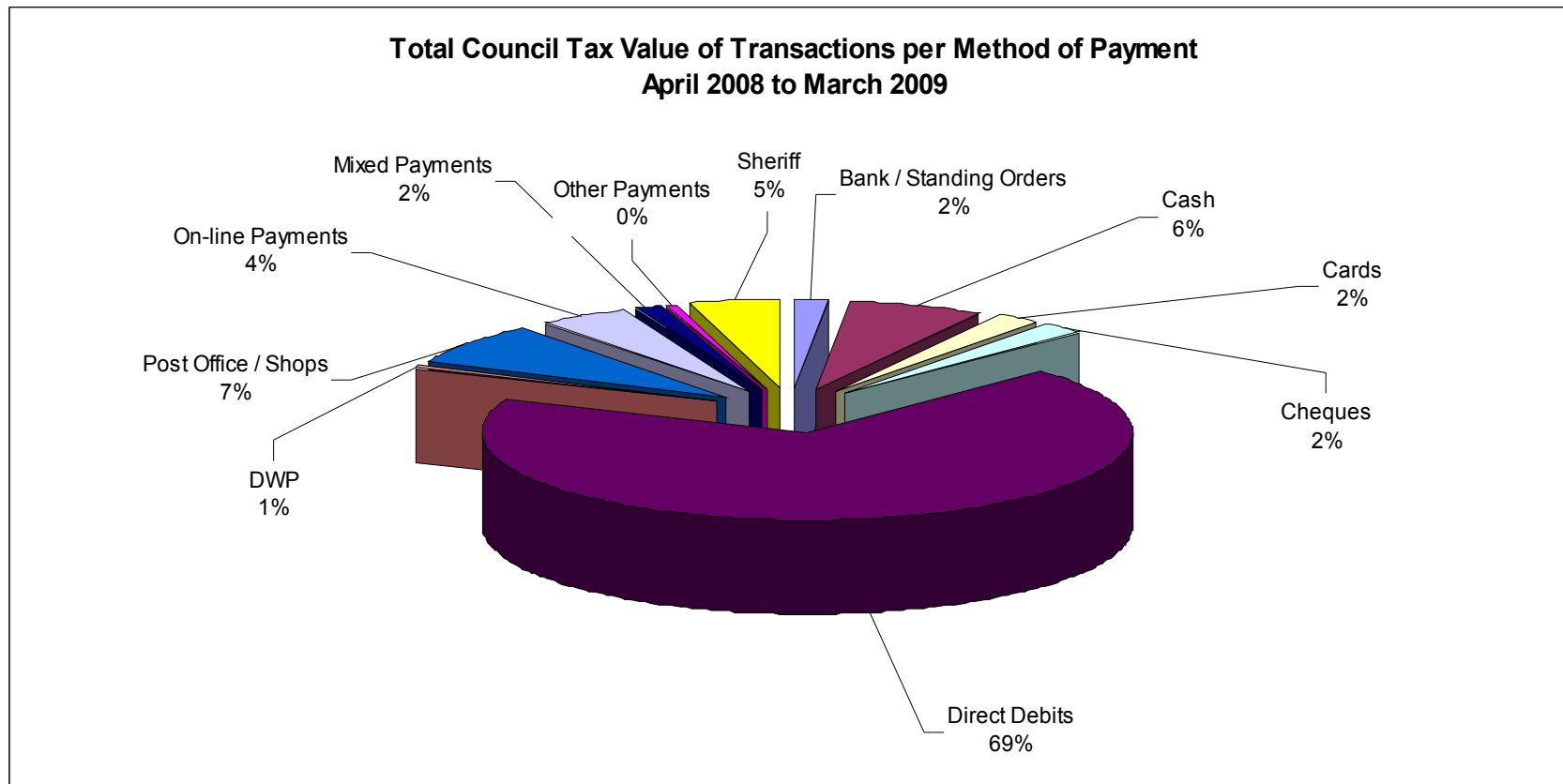


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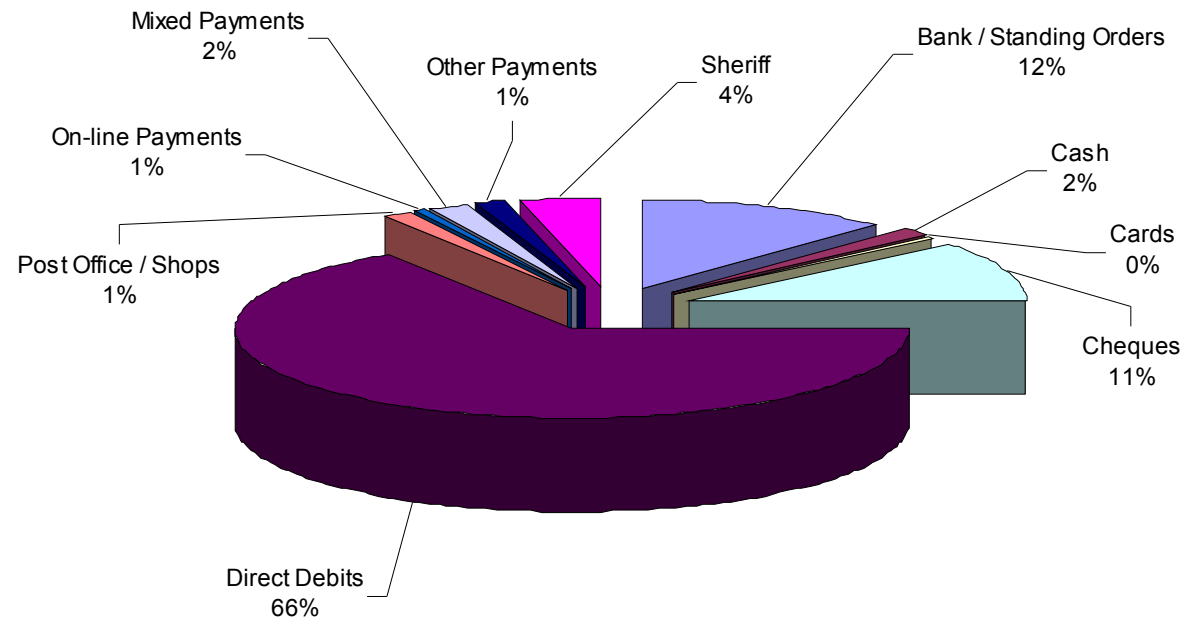


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Total NDR Transactions per Method of Payment
April 2008 to March 2009



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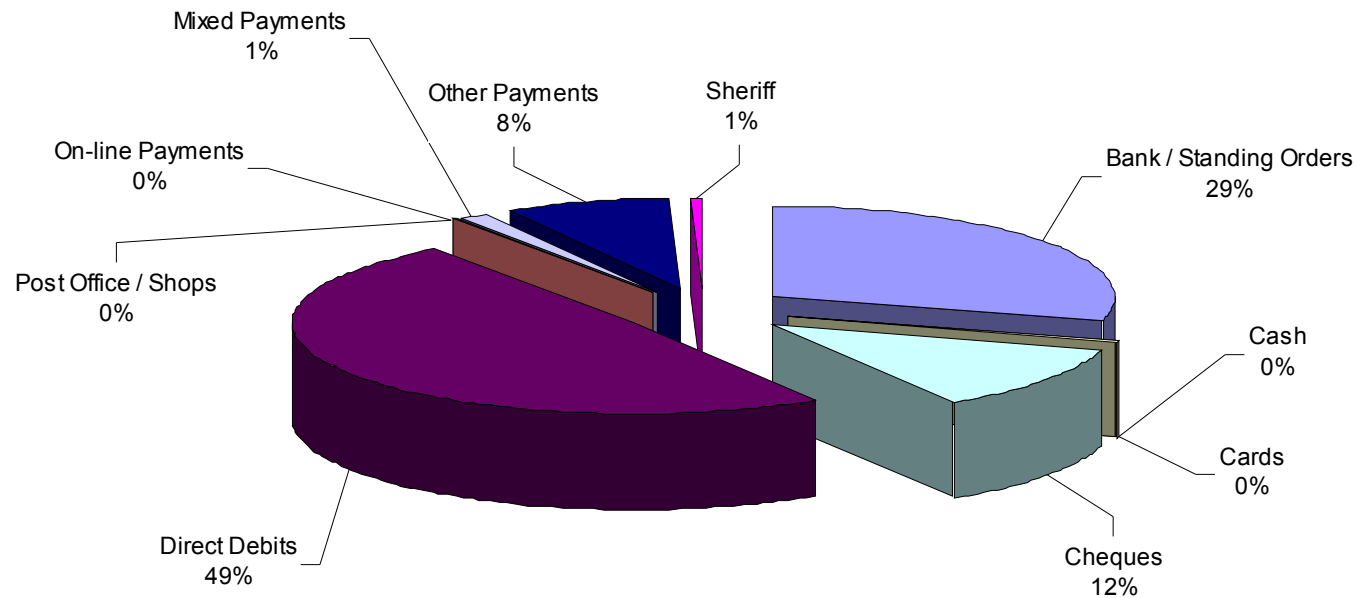
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Total NDR Value of Transactions per Method of Payment
April 2008 to March 2009



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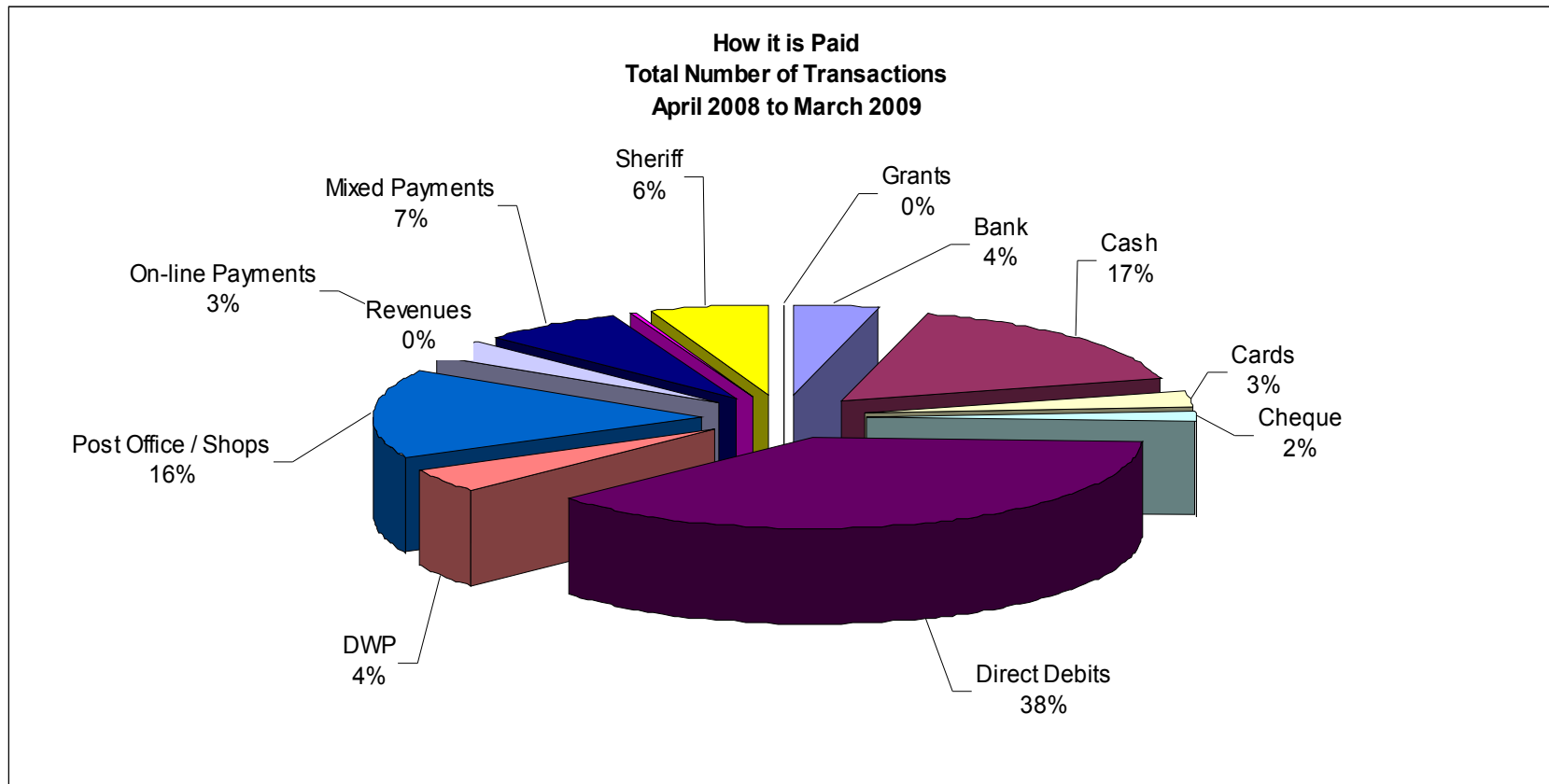


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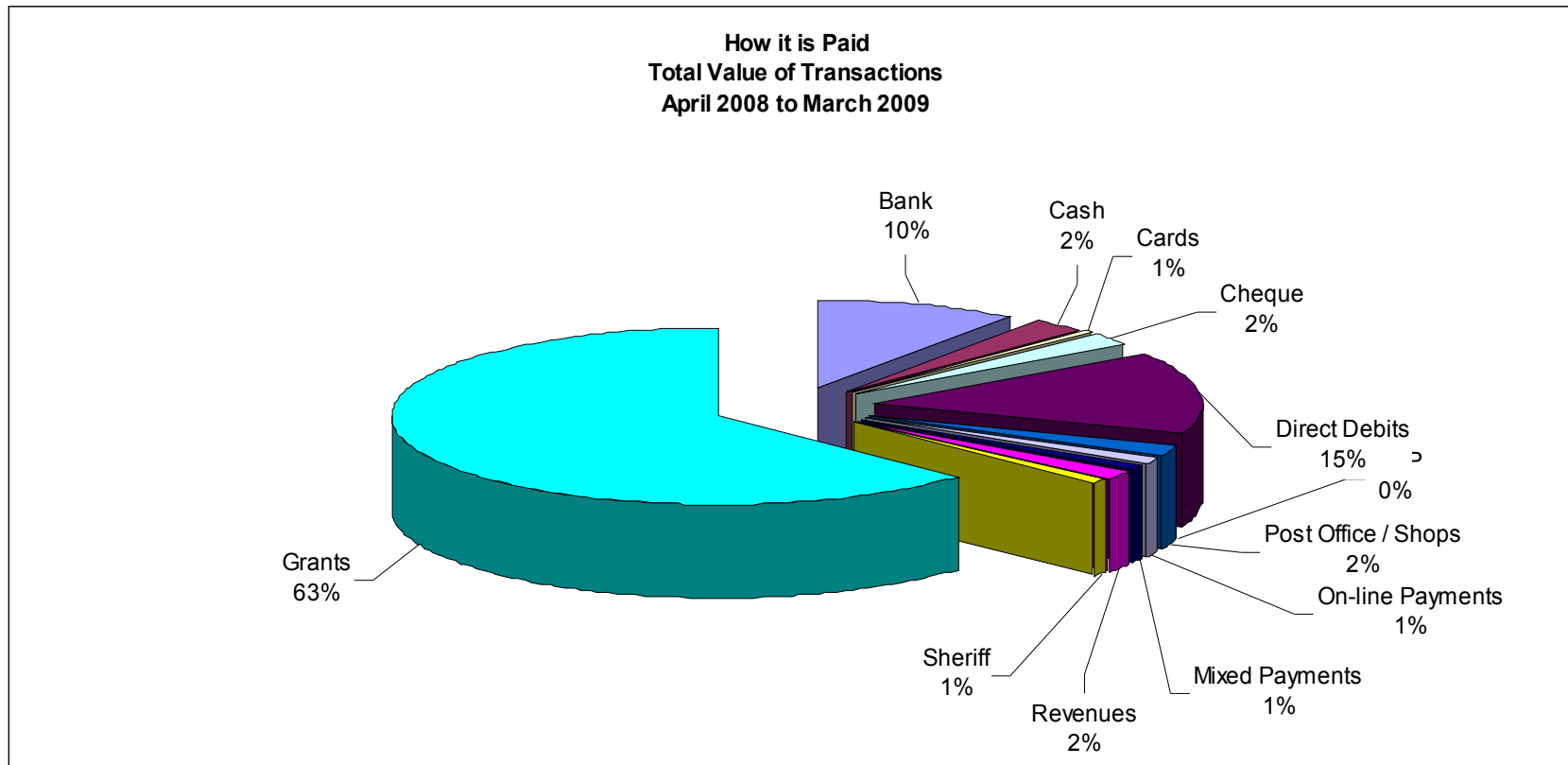


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Case Study - Costs

- Direct Debit 0.02p per transaction
- Post Office 53.79p per transaction
- Postal Payments 82.9p per transaction
- Cashiers £1.21 per transaction
- Tele Payments £6.94 per transaction
- Internet £3.25 per transaction
- Bank 93.0p per transaction



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- Too many MOP's
- Cuts in Funding
- LIT?
- E-forms
- Corporate Debt
- Single Person Discount

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- Continuous Improvement
- Use of Arrears to prompt payment
- Every Cloud.....
- More for less
- Future will be difficult

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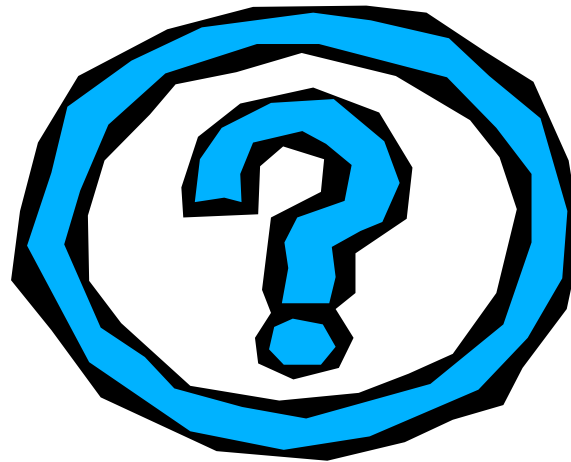


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Questions



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