

REQUEST AND RESPONSE

1. the cost of all staff in the service including on-costs

£1,291,140 (This relates to salary, pension and NI)

2. the cost of all managers at SCP 27 or above

We do not hold this level of detail within the our financial information system

3. a structure chart annotated to show staff above and below SCP 27

Please see attached the Revenues and Benefits most recent structure chart, together with a copy of the Salary Scales.

4. the amount of council tax administration grant paid to your council by the Government in May 2014

I am not aware of a grant with this name, however in May 14 we did receive 'Localising Council Tax Support Administration Subsidy Grant' I have provided a link to the DCLG grant determination published on their website. <https://www.gov.uk/government/publications/localising-council-tax-support-administration-subsidy-grant-determination-2014-to-2015>

5. whether you have retained a counter-fraud team (following the establishment of the Single Fraud Investigation Service) and if so, how many staff it includes

We have 5 members of staff in the Fraud team.

6. the cost of ICT to support your revenues and benefits service, split into maintenance costs (including ICT staff time) and licence costs. (Where ICT is outsourced, please provide an estimate of the share of the overall contract value)

We do not hold the information requested but have provided for information an extract from our financial information system that shows the ICT costs that were charged directly to the revenues and benefits service in 2014-15:

Telephones Charges	36.63
Mobile Telephone Costs	1,105.82
Fixed Communication Lines	344.34
Computer - Purchase Of Equipment	20.75
Computer - Operating Systems	2,388.00
Maintenance	
Computer - Application Software	144,602.74
IT Consultancy	2,200.00

7. the housing benefit error rate for your council as a % of overpayments

I am advised by our Revenues and Benefits Section that there are two types of error rate:-

- 1) **The authority has made a mistake and paid the wrong benefit**
- 2) **An overpayment has been generated because there has been a delay in processing data**

If you are able to clarify exactly which one you want then I will be able to provide you with the figures.

8. whether the council has an enforcement/bailiff contract; if so, who is it with, and when the current contract expires.

Collect Services LTD are the enforcement agents. We have a Service Level Agreement with them which is reviewed annually in April. There is no end date on the agreement but there are terms where either party can give notice to terminate.