65305 Council Tax Direct Debit Collection

Throughout, 'the last five financial years' means 2021/22, 2022/23, 2023/24, 2024/25 and 2025/26 (each 1 April – 31 March).

As at 31 March of each of the last five financial years:

The total number of live council tax accounts.

The number of accounts by payment method, i.e. Direct Debit, standing order or bank transfer, debit or credit card, cash or card at a Post Office or PayPoint, and any other method recorded.

The instalment options the council offers (for example 10 monthly, 12 monthly, quarterly, half-yearly or a single annual payment).

The number of accounts on each instalment option.

Please see attachment.

For each of the last five financial years, the number and total value of council tax payments received by each payment method (as listed in 1b).

For each of the last five financial years, separately:

The total number of council tax Direct Debit collections submitted.

The number of those returned unpaid (e.g. via ARUDD reports)

The total value collected by Direct Debit.

Please see attachment.

The name and supplier of the software system currently used for council tax billing and collection. If the council has changed system at any point in the last five financial years, please also give the previous system and supplier and the date of the switch.

NEC Software Solutions UK Ltd, no change in the past five years.

How the council submits its Direct Debit files to Bacs, i.e. directly using Bacs-approved software or through a Bacs-approved bureau.

The name of the current software supplier or bureau.

Specific details on hardware, software, processes and systems used will not be provided, as per the ICT Security Advisory brief dated 04/08/2026, which advises rejection as recommended by GovCerUK, when we receive Freedom of Information requests which look to obtain insight into our ICT infrastructure and practices.

The start date and end date of the current contract, including any extension options.

The CGI contract started 01/04/16, currently expires 31/03/29 but can be further extended to 31/03/35.

The annual contract value.

The core contract is approximately £26m per year.

The total amount paid to that supplier or bureau in each of the last five financial years.

2021/22 - £39,356

2022/23 - £36,759

2023/24 - £39,813

2024/25 - £44,946

2025/26 - £36,615

The current fee structure (for example a fixed annual fee, a per-transaction fee, or both), including the per-transaction rate if held.

Charges are within our ICT contract costs which are currently around £26m per year. The charges are not structured in a way that we can report spending for these line items as a standalone value.

If the council has changed its submission method, software supplier or bureau at any point in the last five financial years, the previous arrangement and the date of the change.

Not applicable.

The name of the bank that provides the council's main banking services, and the end date of that contract including any extension options.

The Royal Bank of Scotland. We are in the process of re-appointing RBS, as part of the Scottish Government’s recently awarded Banking Framework.

If the council has changed its main bank in the last five financial years, the previous bank and the date of the change.

The Council has not changed banks in the last five financial years.

The total bank charges for Direct Debit / Bacs transactions in each of the last five financial years, if separately recorded.

These are not recorded separately.