

Content of The Revenues Directory

The Revenues Directory...

...is a one-stop web-based knowledge management solution that provides a plain English interpretation of Council Tax and Non-Domestic Rates law, published guidance and best practice accessed by subject

...consolidates and interprets law and guidance published by the Communities and Local Government department
Entries are cross-referenced to their source for ease of corroboration

...provides a key-word searchable, up-to-date version of the Council Tax and Non-Domestic Rates Regulations
Changes made are provided at individual regulation level for easier access and interpretation

...is updated on-line
Changes to law and guidance contained in Information Letters and law are applied no later than 10 working days after publication
Changes to guidance contained in other government documents and Court decisions are updated within 20 working days of publication

The 25 sections of The Revenues Directory are Council Tax

- Valuation for Council Tax
- Chargeable Dwelling
- Completion Notice
- Council Tax Base, Tax Setting & Substitution
- Liable Person
- Amounts Payable
- Council Tax Benefit
- Penalty
- Appeal
- Billing
- Reminder & Final Notice
- Summons & Liability Order
- Recovery after a Liability Order

Non-Domestic Rates

- Rating List, Valuation & Property Exemption
- Completion Notice
- Appeal
- Multiplier, Collection Fund & The Rate Pool
- Occupied Liability
- Unoccupied Rate & Exemptions
- Mandatory & Discretionary Rate Relief
- Transition
- Refund & Interest Payment
- Billing & Instalments
- Enforcement
- Business Improvement District
- Business Rate Supplement

The Revenues Directory

consolidates all of the knowledge contained in relevant published sources and manages it via 25 subject sections

Functionality

Regulations - CT/NDR plus all updates; relevant Acts etc

Caselaw - plain English summary of each Court decision and other caselaw presented in the same categories as **The Revenues Directory** sections

Information Letters - presented per subject contained within each Information Letter to eliminate the inevitable scrolling to find the paragraph you want

Hyperlinks - to the next potentially relevant page

Searches - for words and phrases within **The Revenues Directory** sections and incorporated Regulations, Information Letters and Caselaw

Index - hundreds of links to the precise pages that answer your queries

Definitions - legal definitions of words and phrases specifically relevant to CT/NDR

The Business Case for The Revenues Directory

...helps maximise the Collection Rate

because the implications of each decision are explained to help staff learn how their actions contribute to maximising revenue

...reduces undercharging

because it is a plain English interpretation of all published law and guidance relating to CT/NDR that, if followed, prevents errors due to lack of staff knowledge

...saves time on litigation

because it avoids legal claims, challenges and ombudsman cases

...helps develop in-house training material

because sections may be downloaded and customised for presentation as in-house training courses

...increases the speed of processing

because **The Revenues Directory** menu structure helps staff quickly find the response to each query

...focuses scarce supervisory and management staff on improving performance

because it releases them from spending time answering the same questions day in, day out

...improves the accuracy of working

because it provides a plain English interpretation of complex law and guidance and hyperlinks to associated subjects to help promote a comprehensive response to any issue

...saves time on research

because **The Revenues Directory** consolidates published law, guidance and good practice by subject and provides references back to each source

...helps develop staff to manage more complex accounts

because it provides accurate, up-to-date material for staff to find their own answers

...improves relations with taxpayers and other stakeholders

because it includes good practice suggestions culled from various CLG sources and practitioner experience

...saves time finding revenues law

because it incorporates a key-word searchable, up-to-date version of the CT/NDR Regulations

...is always up-to-date

because changes to law and caselaw are incorporated within 10 working days following publication, and new guidance and best practice is reflected within 20 working days

...is accessible Local Authority-wide

so that internal stakeholders have access to the same material, eg staff responsible for billing, revenues management, benefits, recovery, auditing, performance, policy, quality assurance, training & development, workflow staff
...and, of course, Members

If you would like to discuss membership to **The Revenues Directory** please contact Peter Davis on 07931 755919 or peter.davis@ladirectories.com or ring the office on 0845 094 3348



Local Government Finance Act 1988

Council Tax Regulations since 1992

Information Letters

Local Government Finance Act 1992

Non-Domestic Rates Regulations

Court decisions