

POLICY AND RESOURCES COMMITTEE – 19 September 2013
POLICY REVIEWED – 3 January 2018

CORPORATE DEBT POLICY

1 Recommendations

The Committee is recommended to:

1.1 Approve the Corporate Debt Policy

2 Background/Discussion

- 2.1 This policy has been created in order to formalise statutory requirements and best practice across the Council.
- 2.2 Corporate debt is the gathering together of all debt owed to the Council by a citizen and/or commercial organisation to ensure a joined up approach to recovery and fair and equitable treatment for all customers.
- 2.3 With multiple billing systems in place customers currently need to speak to more than one person to discuss the repayment of their debts owed to the Council. In addition customers can often be making payments to a number of different debts and agreeing separate payment arrangements with different payment dates with more than one Service within the Council.
- 2.4 A Corporate Debt system was purchased 2 years ago and is used corporately for the collection of Council Tax, Business Rates and Sundry Debtors. The system will very shortly be used by Legal Services to aid them in the collection of any debts they are responsible for. The system is due to be developed early next year to include Housing debt.
- 2.5 The Corporate Debt Policy in conjunction with the Corporate Arrears System (CARS) will ensure that all debts due to the Council will be dealt with in a consistent, effective and efficient manner. All customers will be treated fairly with consideration being given to individual circumstances.
- 2.6 The Head of Finance and Monitoring Officer within Corporate Services have been consulted in the preparation of this report and their comments incorporated therein.

3 Equalities, Staffing and Financial Implications

- 3.1 An Equality Impact Assessment is not required as the Policy does not have a differential impact on people with protected characteristics. This Policy has been introduced to ensure customers receive an efficient, effective service but in a

corporate manner putting the customer first and taking into consideration the reasons for the debt and their ability to pay.

3.2 There are no specific staffing or financial implications at this time.

Alan Wood
Head of Finance

Report prepared by Gail Smith, Revenues Manager
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