

# Daventry District Council

## Corporate Debt Recovery Policy

Daventry District Council  
Corporate Debt Policy

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## **1. Overview**

This document details the council's policy on the billing, collection and recovery of money due to Daventry District Council.

Effective debt management is crucial to any organisation, and the Council needs an effective policy to support the maximisation of debt collection in an efficient, consistent and sensitive way.

This document sets out the general principles we will apply to debt management across the services we provide.

This policy covers all the council's service areas which raise a bill or invoice for payment.

We will process personal information and financial details for the purposes of administering local taxes and other revenue. Where necessary we will share some or all of this information as appropriate, with enforcement agents and tracing agencies, local and central government, courts and tribunals in accordance with our data protection registration and in adherence of the requirements of the data protection legislation.

## **2. Key Aims of the Policy**

This policy aims to strike a fair balance between the financial needs of the council and its customers.

- Managing income collection, recovery and debt management activities;
- Taking prompt recovery actions before debts become unmanageable for the customer;
- Ensuring circumstances are taken into account when determining the appropriate recovery action to be taken;
- Providing advice via the Council's debt liaison officer and or signposting to receive appropriate support to those owing money to the council, ensuring they are maximising reliefs, discounts or benefit entitlement;
- Identifying vulnerability and acting appropriately;
- Adopting a debt hierarchy for multiple debts;
- Applying best practice debt collection methods e.g. timely and accurate billing, payment reminders;
- Ensuring that we treat everybody with integrity, fairness, respect and trust;

- Aim to be consistent in our approach in similar circumstances to achieve similar outcomes;
- Offering a range of cost effective payment methods;
- Produce accurate and timely management reports;
- Recognise that failure to recover debts due impacts on the council's ability to provide services;

### **3. Types of debts covered**

This policy applies to the collection of the following debts :

- Council Tax / Non-Domestic rates (annex 1)
- Housing Benefit overpayments (annex 2)
- Sundry Debts (including commercial rents) (annex 3)

### **4. Performance Monitoring**

We will monitor the effectiveness of the policy through the complaints procedure and by taking into account the following indicators:

- Rate of collection
- The level of cases reaching every recovery stage
- The number of cases with arrears outstanding at year end
- The number of complaints received about our failure to follow the policy
- The level of write-offs
- The number of cases being referred to an enforcement agent
- Internal control reviews
- The results of regular equality impact assessments.

### **5. Policy Review Period**

4.1 This policy should be reviewed as a minimum every 2 years from the date of adoption.

