
REPORT TO:	FINANCE AND MANAGEMENT COMMITTEE	AGENDA ITEM: 12
DATE OF MEETING:	19th OCTOBER 2006	CATEGORY: RECOMMENDED
REPORT FROM:	DIRECTOR OF CORPORATE SERVICES	OPEN
MEMBERS' CONTACT POINT:	KEVIN STACKHOUSE (595811)	DOC: u/ks/credit control/ covering report
SUBJECT:	PROPOSED CREDIT CONTROL POLICY	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: FM 08

1.0 Recommendation

- 1.1 That the proposed credit control policy is approved.

2.0 Purpose of Report

- 2.1 To propose a credit control policy in respect of the Council's sundry debtors. This is designed to make the process of raising, controlling and managing debt more proactive and cost effective. Effectively, the policy's aim is to place the management of sundry debt on a more commercial footing.

3.0 Executive Summary

- 3.1 The Council has traditionally managed its sundry debtors in accordance with its financial procedural rules. These govern the way in which the main income collection system is controlled to ensure that all income is identified, collected, receipted and banked correctly.
- 3.2 Clearly, these are fundamental issues for the Council that need to be maintained and are reflected in the proposed policy. However, the policy aims to build on these factors and introduce a more commercial aspect into the control and management of sundry debt.
- 3.3 In particular, the policy proposes the following actions that the Council does not explicitly cover in its current procedures.
- Clearly communicating to customers the Council's terms and conditions of payment.
 - Bringing payment terms and follow up into line with accepted practice.
 - Reducing the time taken between service provision and a bill being dispatched to the customer.
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- Being more pro-active in account control, i.e. liaising with the Council's major non-consumer debtors on a regular basis.

- Introducing specific deadlines for dealing with disputes.
- Reviewing whether debt should be pursued through litigation.
- Introducing performance information to understand trends and issues, etc. to pinpoint areas for improvement.

4.0 Detail

- 4.1 The proposed policy is appended to this covering report.
- 4.2 After consultation with staff involved both in Finance and other Council Departments, it is proposed to implement this proposed policy in April 2007.
- 4.3 This will provide sufficient lead in time for some practices to be changed where required, some software changes to be made, information communicated to customers and for general training and awareness.

5.0 Financial Implications

- 5.1 None associated with the formulation and implementation of the proposed policy.

6.0 Corporate Implications

- 6.1 None directly.

7.0 Community Implications

- 7.1 None directly.

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"12 Proposed Credit
Control Annexe.doc"