



Rutland County Council

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17 October 2017

FREEDOM OF INFORMATION REQUEST – 1228/17

Dear Sir/Madam

Your request for information has now been considered and the information requested is provided below.

Request:

A council taxpayer who owes more than just the current year's liability runs the risk of incurring additional recovery costs through a further application for a liability order if payments which are intended for the current year's liability are allocated by the council's computer to the previous year's liability. This would most likely happen where a non-specific payment is made and the computer software is set to automatically allocate these payments to the oldest year's debt.

Councils computer systems have the necessary flexibility to be set to allow non-specific payments to be allocated to the arrears or the current year's liability.

I understand that the majority of billing authorities have their computer software set to ensure that their customers are not subject to unnecessary recovery action, additional costs or hardship, i.e. so non-specific payments are allocated to the current year's liability.

How does Rutland Council have its computer software set to deal with non-specific payments, current or oldest year's liability?

Response:

Rutland County Councils computer system is currently set up so that any mismatched payments automatically allocate to the current financial year.

Payments made that are not matched to an instalment or special arrangement amount are therefore paying off the current years liability.

A report is produced and checked each morning of any mismatched payments and through the checking process any payments made to a specific part of an account can be reallocated if necessary.

Payments that may create a mismatch could be direct deductions from earnings, benefit or from external collection agencies where the amounts paid could fluctuate and cannot therefore be allocated an instalment or special arrangement.



This checking ensures that payments are allocated to the account and year where they were intended to be paid against.

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If you are dissatisfied with the handling of your request please contact the Head of Corporate Governance, Rutland County Council, Catmose, Oakham, Rutland LE15 6HP
You can also complain to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House, Water lane
Wilmslow, Cheshire
SK9 5AF
Tel: 01625 545700

Yours faithfully

FOI Administrator
Corporate Support Team, Rutland County Council