

Sundry Debtor Action Plan

Task	Comments	By Whom	Deadline
Review performance monthly with the Revenues & Benefits Manager	To ensure there is an improvement in performance the top 25 debts or any debt over £5k is reviewed each month to ensure the appropriate recovery action is being taken	Revenues & Benefits Manager	Already started
Review the Sundry Debtors recovery procedures	To ensure there is an improvement in performance	Revenues & Benefits Manager	31 st January 2023
Review all documentation	To ensure the customer understands the implications of not paying their debt	Revenues & Benefits Manager	28 th February 2023
Review the methods of reporting performance	Consider reporting Sundry Debtor and Housing Benefit Recovery separately and as a percentage rather than balance outstanding	Revenues & Benefits Manager	31 st March 2023
Review processes for write-offs and to ensure they are submitted on a quarterly basis	<p>There is a piece of work that needs to be undertaken so “statute barred” debts are written off</p> <p>Short term this will involve more debts than normal being submitted to Committee for approval</p> <p>Additional resources maybe needed, and these will be met from existing budgets</p>	Revenues & Benefits Manager	30 th June 2023