

ACTION PLAN

APPENDIX 5

Recommendation	Timescale	Responsible Officer	Comments
1. To ensure correspondence received is processed promptly, no more than 10 days old.	Ongoing	Collection & Customer Services Manager (CCSM)	Prompt billing should help with cash flow
2. To continue with pro-active recovery work.	Ongoing	Collection Team Leader (CTM)	Recovery Officer recruited 1 January 2007
3. To clear down regularly 'settled' cases.	Ongoing	CTM	
4. To update and enhance existing procedures to ensure all staff have clear guidance on the Council's policies and practices.	March 2007	General Manager (GM)/CCSM	
5. To produce a timetable which clearly sets out a structured plan with regards to regular monitoring of failed arrangements.	March 2007	CCSM/CTM	
6. To set a collection target for 2007/2008.	April 2007	Review Team	
7. Returns from the bailiff should be scanned into the system and dealt with thoroughly, to determine the next course of action.	June 2007	CTM/Local Taxation Officers (LTO's)	
8. To give more consideration to the use of Attachment of Earnings as a viable method of recovery.	Ongoing	CTM (LTO's)	NB Lower salaries in Hastings may not always make this the most financially viable option.
9. To review outcomes of recent test cases re charging orders and insolvency proceedings to consider their effectiveness as potential future recovery options.	June 2007	GM/CCSM	
10. To continue to promote Direct Debit as a preferred method of payment.	Ongoing	CCSM	To include information with leaflets etc.
11. To regularly place adverts and/or articles in the local press, in order to remind our customers of the importance of paying promptly.	Ongoing	CCSM/Marketing Team	