**West Oxfordshire District Council**

**Annex A – Freedom of information: Reference RD17234**

Your FOI Questions regarding our **Council Taxation IT Systems Settings** are completed see below:

|  |  |  |
| --- | --- | --- |
| **No** | **FOI Information** | **FOI Response** |
|  | 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 West Oxfordshire Council have its computer software set to deal with non specific payments. Current or oldest year's liability?** | The main software used by our Revenues Team is Northgate.  When choosing where to allocate cash when there is more than one debt outstanding our Northgate revenues system goes through a comprehensive set of 26 conditional rules.  Only if none of the conditional rules are met is the final rule utilised and this can be set to either allocation to current debt or allocation to oldest debt. Alternatively it can be left unset and decisions made manually.  West Oxfordshire District Council has the final rule set to allocation to oldest debt. |