



Freedom of Information Act Request: 7905

Directorate: Finance

Response date: 23 November 2017

Request:

Request for information regarding computer software set to deal with non specific payments:-

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 Pembrokeshire Council have its computer software set to deal with non specific payments. Current or oldest year's liability?

Response:

Cash allocation rules are currently set to match payments received with an instalment or combination of instalments due in respect of an account. Any unmatched payments received, which fall outside the complex cash matching algorithm, are allocated in the following order of priority

- 1 – costs
- 2 – summonsed debt
- 3 – summonsed penalties
- 4 – unsummonsed debt
- 5 – unsummonsed penalties

If it is brought to our attention that a payment has not been allocated in the manner the customer intended then said payment can be reallocated manually avoiding any unnecessary hardship.