

Local Government Survey – Direct Debit collections

Name of Authority

Part A – Direct Debit

		Council Tax	Housing Rent	Sundry Debtors	Business Rates	Benefit Overpayments	Leisure Centre Memberships
	How do you process your Direct Debits, e.g. in-house as a direct submitter to Bacs or via a third-party bureau Bureau?						
	How many Direct Debit mandates do you have?						
	What percentage is that of the total collections?						
	What choice of payment dates do you offer customers? (i.e. 1st, 5th, 15th, 25th etc)						
	What choice of payment frequency do you offer customers?						
	Weekly						
	Fortnightly						
	4 weekly						
	Monthly						
	quarterly						
	Half-Yearly						
	Yearly						
	Other (please specify)						

	Do you offer Paperless Direct Debit?						
	By Phone?						
	Online?						
	Automated phone e.g. IVR or Touchtone						
	How many Direct Debit transactions have you collected between 1 April 2016 to 31 March 2017?						
	How many were returned unpaid between 1 April 2016 to 31 March 2017?						
	What percentage of unpaid direct debits were 'refer to payer'?						
	Do you automatically re-attempt a 'refer to payer' or collect by another means?						
	How many indemnity requests have you received this year?						
	Do you use SMS Text messaging to remind customers of direct debit payments / notification of failed payments / notification of re attempt dates ?						
	How do you notify your customers of setup or amendments?						
	Letters						
	If yes, do you print these letters in house?						
	Email						
	What is your advance notice period? E.g. the notice you give your customers of a Direct Debit payment before it's taken from their account?						
	Do you verify customer details e.g. to ensure you have the correct bank account details for the account information the customer provides? If so, which credit authority do you use?						
	What was the cost to upgrade to Bacs TLS 1.2 last year?						
Part B – General							
	With whom does the authority hold its primary bank account?						
	Who provides the authority's Bacs processing software?						
	Is it cloud based or onsite?						

	Do you utilise this software for Direct Credits as well? E.g. for payroll						
	Who provides the authority's Income Management and Funds Distributions solutions, for each business stream?						
	Who is the person responsible for Income Collection?						
	How many staff hours per day is involved in the administration of direct debits?						
	Name						
	Position						
	Telephone number						
	email						