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| **Local Government Survey – Direct Debit collections** |
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|  | **Name of Authority** | **Leicester City Council** |
|  |  |  |  |  |  |  |  |
|   |
| **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? | In House | Direct | Direct | In House | Direct | Direct |
|   | How many Direct Debit mandates do you have? | 69,471 | 3214 | 2056 | 4,802 | Exchequers included in sundry debtor figures | 3,995 as at 20/06/2017 |
|   | What percentage is that of the total collections? | 51% | (3214/21,000 current tenants)= 15% approx. | (2056/14196 debtors)= 14% approx.. | 39% | Exchequers included in sundry debtor figures | 3995/9131 current members) = 44% approx. |
|   | What choice of payment dates do you offer customers? (i.e. 1st, 5th, 15th, 25th etc) | 1st, 10th,20th, 28th | 1st / 15th | 1st | 1st, 10th,20th, 28th | 1st | 1st working day of the month only. |
|   | What choice of payment frequency do you offer customers?  |  |
|   | Weekly | N | Y | Y | N | Y | N |
|   | Fortnightly | N | Y | Y | N | Y | N |
|   | 4 weekly | N | Y | Y | N | Y | N |
|   | Monthly | Y | Y | Y | Y | Y | N |
|   | quarterly | N | Y | Y | N | Y | N |
|   | Half-Yearly | N | Y | Y | N | Y | N |
|   | Yearly | Y | Y | Y | Y | Y | N |
|   | Other (please specify) |  |  |  |  |  |  |
|   | Do you offer Paperless Direct Debit? |  |
|   | By Phone? | Yes | In the process of obtaining certification from BAC’s. | In the process of obtaining certification from BAC’s. | Yes | In the process of obtaining certification from BAC’s. | No |
|   | Online? | Yes | In the process of obtaining certification from BAC’s. | In the process of obtaining certification from BAC’s. | Yes | In the process of obtaining certification from BAC’s. | No |
|   | Automated phone e.g. IVR or Touchtone | No | In the process of obtaining certification from BAC’s. | In the process of obtaining certification from BAC’s. | No | In the process of obtaining certification from BAC’s. | No |
|   | How many Direct Debit transactions have you collected between 1 April 2016 to 31 March 2017? | 723,218 | 37,623 excludes rejections. | 26,258 excludes rejections. | 41,072 | Exchequers included in sundry debtor figures | 28,009 (Could only collect data from 1 September 2016 to 31 Mar 2017) |
|   | How many were returned unpaid between 1 April 2016 to 31 March 2017? | 19,429 | 697 in total.Would take in excess of 18 hours to determine & review. | Estimated figure 486. Actual figures not known/recorded.Would take in excess of 18 hours to determine & review.  | 580 | Exchequers included in sundry debtor figures | 1,134 (between 1 September 2016 to 31 Mar 2017) |
|   | What percentage of unpaid direct debits were ‘refer to payer’? | 77% | 75% | Exchequers included in sundry debtor figures |  262 (between 1 September 2016 to 31 Mar 2017) |
|   | Do you automatically re-attempt a 'refer to payer' or collect by another means? | Yes | Arrears are chased by other means. Direct contact made by Income management Team. | Re-attempt on one occasion only. | Yes | Re-attempt on one occasion only. |  262 (between 1 September 2016 to 31 Mar 2017) |
|   | How many indemnity requests have you received this year? | Would take in excess of 18 hours to determine & review across all the services.DDIC’s are only retained by BAC’s for 1 month in our IT services .Figure provided by for May 2017 = 17 DDIC’s.Indicative of one year = 204 DDIC’s. |
|   | Do you use SMS Text messaging to remind customers of direct debit payments / notification of failed payments / notification of re attempt dates ? | Yes for failed payments only | No | No | Yes for failed payments only | No | No |
|   | How do you notify your customers of setup or amendments? | Bill | N/A | N/A | Bill | N/A | N/A |
|   | Letters | Yes | Yes | Yes | Yes | Yes | No |
|   | If yes, do you print these letters in house? | In house and via an external mailing company | Yes | Yes | In house and via an external mailing company | Yes | N/A |
|   | Email | Yes – If an email address is held | No | No | Yes – If an email address is held | No | Yes |
|   | 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? | 10 working days | 10 working days | 10 working days | 10 working days | 10 working days | 10 working days |
|   | 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? | Verification is built into the Civica system used to administer council tax and business rates | No account verification.Format validation only. | No account verification.Format validation only. | Verification is built into the Civica system used to administer council tax and business rates | No account verification.Format validation only. | No account verification.Format validation only. |
|   | What was the cost to upgrade to Bacs TLS 1.2 last year? | 0.00 | £0.00Provided free of charge. | £0.00Provided free of charge. | 0.00 | £0.00Provided free of charge. | £0.00Provided free of charge. |
| **Part B – General** |
|   | With whom does the authority hold its primary bank account? | Barclays |
|   | Who provides the authority’s Bacs processing software? | Corvid Paygate |
|   | Is it cloud based or onsite? |  | On site | On site |  | On site | On site |
|   | Do you utilise this software for Direct Credits as well? E.g. for payroll |  | Yes | Yes |  | Yes | No |
|   | Who provides the authority’s Income Management and Funds Distributions solutions, for each business stream? | Capita | Capita | Capita | Capita | Capita | Capita |
|   | Who is the person responsbile for Income Collection? | Varies across the teams. |
|   | How many staff hours per day is involved in the administration of direct debits? |  | Exchequers estimated at 6 hours per day across rents & income collection teams. |  |  |  | 3 – 4 Hours estimated |
|   | Name | Complete by several members of staff across the various service areas. |
|   | Position |  |
|   | Telephone number |  |
|   | email |  |
|   |   |   |   |   |   |   |   |