2026

WOOTTON PARISH COUNCIL

LATE PAYMENTS AND BAD DEBTS POLICY

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Version	Reviewed at	Approved at
Version 1.00	Full Council Meeting of Wootton Parish Council on 10th October 2018	Full Council Meeting of Wootton Parish Council on 10th October 2018
Version 1.00	Annual Meeting of Wootton Parish Council on 15th May 2019	Annual Meeting of Wootton Parish Council on 15th May 2019
Version 1.00	Annual Meeting of Wootton Parish Council on 5th May 2021	Annual Meeting of Wootton Parish Council on 5th May 2021
Version 1.00	Annual Meeting of Wootton Parish Council on 11th May 2022	Annual Meeting of Wootton Parish Council on 11th May 2022
Version 1.00	Annual Meeting of Wootton Parish Council on 17th May 2023	Annual Meeting of Wootton Parish Council on 17th May 2023
Version 1.00	Annual Meeting of Wootton Parish Council on 8th May 2024	Annual Meeting of Wootton Parish Council on 8th May 2024
Version 1.00	Annual Meeting of Wootton Parish Council on 14th May 2025	Annual Meeting of Wootton Parish Council on 14th May 2025
Version 1.00	Annual Meeting of Wootton Parish Council on 13th May 2026	Annual Meeting of Wootton Parish Council on 13th May 2026

To be reviewed at each Annual Council Meeting.

Late Payments and Bad Debts Policy

Introduction

This policy outlines Wootton Parish Council's procedures for dealing with late payments and outstanding accounts (bad debts) in accordance with Financial Regulations.

General

All accounts due will be collected in accordance with Financial Regulations and any sums found to be irrecoverable or any subsequent bad debts shall be reported by the Responsible Financial Officer to the Finance & General Purposes Committee.

Overdue accounts and bad debts shall be treated as follows:

- Customers with outstanding accounts at 90 days shall be passed to a registered debt collector following a final seven day warning at the discretion of the Responsible Financial Officer.

- Any bad debts that cannot be recovered shall be referred to the Finance & General Purposes Committee for recommendation to be written off or for recommendation to make arrangements to collect the debt in other ways. Any such recommendation will then be passed to Full Council for formal approval.

Credit Control

Invoices are raised and reminders generally sent where necessary at 30, 60 and 90 day intervals, unless timescales dictate otherwise.

After 90 days, a letter is sent by recorded delivery to the debtor advising if no payment is made within seven days, the debt will be passed to a debt collector for recovery.

In some instances, specific debts will be reported to the Finance & General Purposes Committee prior to being passed to the debt collector.

Where the debt collector is unable to secure payment, the debt will be referred back to the Finance & General Purposes Committee.

Tenants

Where bad debts relate to rent or other outstanding invoices from tenants, Wootton Parish Council will take whatever actions are deemed appropriate by the Finance & General Purposes Committee.

Write Offs

Wootton Parish Council recognises where a debt is irrecoverable, prompt and regular write off of such debts is good practice and should be within the same financial year.
The council will seek to minimise the cost of write offs by taking all necessary action to recover what is due. Debts will be subject to the full recovery, collection and legal procedures as outlined in this policy.

Any debts to be written off will be reported to the Finance & General Purposes Committee and must fall within at least one of the following categories:

- Small balances/overpayments.

- Deceased or untraceable liable parties.
- Balances are uneconomical to pursue.
- Balances have been unsuccessfully pursued.
- Recovery procedures exhausted.
- Customer formally insolvent/bankrupt/in liquidation/in administrative receivership.
- Not in the council’s or public interest to pursue further.
- Insufficient evidence to justify legal action.

The write off schedule will contain the following specific information for each case:

- Customer name.
- Invoice number or reference.
- Date of invoice.
- Amount of debt.
- Reason for write off.
- Recovery history.
- Date of write off.
- Authorisation of write off.