

## Income Policy Framework – Summary Implementation Plan – Key Actions October 2008 to March 2010

Key Principle	Action Required	Responsible officer	Start date	Target for completion
1	Full costing of all services for which charges made	Finance officers	Oct 2008	Mar 2009
2	Ensure clear links exist between fees and charges and council objectives and priorities	Service managers with support of finance officers	Oct 2008	Sept 2009
3	Ensure fees and charges are reviewed at least every two years. No action at this stage			
4	Identify links between council objectives and priorities and concessions granted / avoid blanket concessions	Service managers with support of finance officers	Oct 2008	Sept 2009
5	Review national concessions and identify links with council objectives and priorities	Service managers with support of finance officers	Oct 2008	Sept 2009
6	Ensure concessions are reviewed at least every two years. No action at this stage			
7	Implement payment in advance for discretionary services and commercial organisations	Service managers with support of finance officers	April 2009	Mar 2010
8	Review payment methods / channels for each income stream	Service managers / easy project / finance officers	Oct 2008	Sept 2009
9	Implement lower threshold for raising invoices	Service managers with support of finance officers	April 2009	Mar 2010
10	Apply cancellation policy	Service managers / easy project / finance officers / customer accounts	April 2009	continuous

## Annex B

<b>Key Principle</b>	<b>Action Required</b>	<b>Responsible officer</b>	<b>Start date</b>	<b>Target for completion</b>
11	Each directorate to use delegated powers to approve and record exceptions to the policy	Directors to agree with service managers	Oct 2008	Mar 2009
12	Review and Revise invoice format / information content / terms	FMS project officers	in progress	Mar 2009
13	Review and update recovery procedures	Head of finance	Jan 2009	July 2009
14	Review information requirements for monitoring outstanding debt	Service managers with support of finance officers	Oct 2008	Mar 2009
15	Review and implement service withdrawal for non-payment for discretionary services and commercial organisations	Service managers with support of finance officers	Oct 2008	Mar 2009
16	Implement debt co-ordination process for customers with multiple debt	Head of finance / debt recovery officers	April 2009	Mar 2010
17	Review / set performance targets for income generation and collection	Service managers / performance officers / finance officers	Oct 2008	Mar 2009
18	Report performance against targets for income generation and collection	Service managers / performance officers / finance officers	April 2009	continuous
19	Include links to council objectives and priorities in fees and charges reports	Service managers / finance officers	Oct 2008	Sept 2009