

Hampshire County Council

Income and Debtors Group

**Service Level Agreement
2012/13**

With

**Hampshire Fire and Rescue
Authority**

Introduction

This agreement specifies the service that the Income & Debtors Group of Hampshire County Council will provide for Hampshire Fire & Rescue Authority. This service level agreement does not contain any element relating to the provision of IT systems or their charging as these are subject to a separate service level agreement with the IT Services department of Hampshire County Council.

The levels of service indicated are those which are estimated and agreed will best meet the needs of Hampshire Fire & Rescue

Significant variation in the level of service will be subject to further negotiation.

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Abbreviations

HCC	Hampshire County Council
HFRA	Hampshire Fire and Rescue Authority

1 **Service Specification**

Income processing

- 1.1 Provide all income receiving establishments with the appropriate stationery, to transfer monies either directly to the County Treasurer or to the HFRS' Bank/ Girobank Accounts, and advise on proper usage.
- 1.2 Reconcile income received from the bank with entries on SAP.

Collection of centrally controlled debtors invoices

- 1.3 Provide general advice on system usage
- 1.4 Set-up or make changes to customer master data as requested by HFRS
- 1.5 Pursue payment of invoiced debts promptly and by a variety of methods as may be appropriate including those set out under "Debt Collection Service".

Debt Collection Service

- 1.6 Depending on the value and nature of the debt and taking into account the debtor's circumstances, this service may include:
 - Correspondence/telephone to the debtor
 - Arranging payment by instalments and subsequent monitoring of compliance
 - Referral to a debt collection agency
 - Referral to a tracing agency
 - Compiling and entering claims in bankruptcy/liquidation cases and monitoring progress
 - Taking legal advice where the debtor's liability is unclear (in consultation with HFRS)
 - Institution of proceedings in the County Court and subsequent follow-up.
 - Write-off of irrecoverable debts and maintain debt write-off register in accordance with HFRS Financial Regulations.

2 **Performance Measures**

- 2.1 Provide quarterly aged debt reports and explanation of debt over 12 months old.
- 2.2 All enquiries will be answered within two days or acknowledged and a full reply sent within 15 working days.
- 2.3 Requests for changes and new customers to be actioned within two working days of request being received.

3 **Action required by Hampshire Fire and Rescue Service**

- 3.1 Details of income banked must be keyed locally using the SAP facility within two days of the income being banked.
- 3.2 Issuing establishments should issue invoices at the earliest practicable opportunity following provision of service and within the VAT requirements (see VAT manual sections 1.16 to 1.20),
- 3.3 Issuing establishments must advise the County Treasurer of any enquiry/ dispute made by the debtor.

4 **Contact Point**

Vivienne Broadway, Assistant Head of revenue Services, Winchester
01962 847627 or Vivienne.broadway@hants.gov.uk

5 **Complaints**

- 5.1 In the event you have a complaint regarding the service provided by the Income & Debt Recovery Service provided by HCC, you should:
 - Try to resolve the matter with the person you have been dealing with or with their Manager
 - If the matter remains unresolved, contact Bruce Martin, Head of Transactions, 01962 847674 or bruce.martin@hants.gov.uk.
- 5.2 Should this fail to resolve the problem or if you would prefer to raise the matter more formally, contact the Deputy County Treasurer (Rob Carr).

6 **Basis of charge**

- 6.1 A fixed rate based on an assessment of transaction volumes agreed from past trends. The charge rate will be reviewed annually to assess the impact of efficiency and some improvements implementations or planned by either party.