

Name of Authority	Dover District Council			
	Council Tax	Housing Rent	Sundry Debtors	Business Rates
How do you process your Direct Debits, e.g. in-house as a direct submitter to Bacs or via a third-party Bureau?	In house	In house	In house	In house
What choice of payment dates do you offer customers? (i.e. 1st, 5th, 15th, 25th etc)	1st, 5th, 12th, 19th,24th & 28th	7th, 15th, 21st, 28th	1st, 5th, 12th, 19th,24th & 28th	1st, 5th, 12th, 19th,24th & 28th
What choice of payment frequency do you offer customers?				
Weekly	No	No	Yes	No
Fortnightly	No	No	Yes	No
4 weekly	No	No	Yes	No
Monthly	Yes	Yes	Yes	Yes
quarterly	No	No	Yes	No
Half-Yearly	Yes	No	Yes	Yes
Yearly	Yes	No	Yes	Yes
Other (please specify)	10 months and 12 months	No	n/a	10 months and 12 months
Do you offer Paperless Direct Debit?				
By Phone?	Yes	Yes	Yes	Yes
Online?	Yes	Yes	Yes	Yes
Automated phone e.g. IVR or Touchtone	Yes	Yes	Yes	Yes
Do you offer paper mandates?	Yes	Yes	Yes	Yes
How many Direct Debit transactions have you processed between 1st January - 31st December 2025?	440,721	13,868	1,302	8,092
What percentage is that of total collections for this bill/collection?	81.35%	Unknown	27.09%	55.16%
How many transactions were returned unpaid between 1st January - 31st December 2025?	3,758	Unknown	28	38
Do you automatically re-attempt a failed collection or collect by another means?	No - collect by other means	No	No - collect by other means	No - collect by other means
Do you use SMS to remind customers of upcoming payments/notification of failed payments/notification of re-attempt dates ?	No	No	No	No
How do you notify your customers of set-up or amendments?				
Letters	Yes	Yes	Yes	Yes
If yes, do you print these letters in house?	No	Yes	No	No
Email	No	No	No	No
Do you verify customer details e.g. to ensure you have the correct bank account details for the account information the customer provides?	The system provides verification on the sort code and number of bank account digits	The system provides verification on the sort code and number of bank account digits	The system provides verification on the sort code and number of bank account digits	The system provides verification on the sort code and number of bank account digits
With whom does the authority hold its primary bank account?	Natwest PLC	Natwest PLC	Natwest PLC	Natwest PLC
Who provides the authority's Bacs processing software?	Paygate	Paygate	Paygate	Paygate
Do you utilise this software for Direct Credits as well? E.g. for payroll, supplier payments etc.	Yes	Yes	Yes	Yes
Do you utilise this software for Faster Payments as well? E.g. for payroll, supplier payments etc.	No	no	No	No
Who provides the authority's Income Management for each business stream?	Finance Department	Finance Department	Finance Department	Finance Department
How many staff hours per day is involved in the administration of direct debits?	Information not held/recorded	Information not held/recorded	Information not held/recorded	Information not held/recorded
Who is the person responsible for Income Collection/Direct debits?				
Name	Exempt from disclosure under Section 40(2) of the Freedom of Information Act as it is considered personal data	Exempt from disclosure under Section 40(2) of the Freedom of Information Act as it is considered personal data	Exempt from disclosure under Section 40(2) of the Freedom of Information Act as it is considered personal data	Exempt from disclosure under Section 40(2) of the Freedom of Information Act as it is considered personal data
Position				
Telephone number				
Email				