

16.342 If payment is not received, recovery action against the customer in line with recovery procedures will commence. Customer Advice and Support Services are responsible for ensuring that final notices are issued in accordance with the recovery timetable. Customer Advice and Support Services staff will also oversee the process dealing with telephone and written correspondence regarding any recovery action, and make payment arrangements with customers, where possible.

16.5 Methods of payment of debtor invoice

16.5.1 It is essential to provide flexible and convenient methods of payment. At present the Council can accept payment by the following means:

- (i) Online (payments can be made online at www.scotborders.gov.uk/pay The invoice number will need to be provided.)
- (ii) By telephone using debit or credit card (a payment line is available by dialling 08450 758517 and select option 3 or by calling Customer Advice and Support Services on 0300 100 1800. The claimant will need their invoice number to pay in this way.)
- (iii) By standing order (a standing order mandate can be sent to the customer by calling 0300 100 1800 or by visiting their local Contact Centre/Library Contact Centre. This allows the customer to present it to their bank. The mandate must detail the invoice number.)
- (iv) At a Paypoint outlet or Post Office (a barcoded invoice can be issued for payment to be made at a Paypoint Outlet or Post Office. This can be obtained by calling Customer Advice and Support Services on 0300 100 1800 or by visiting their local Contact Centre/Library Contact Centre.)
- (v) In person (Cheque, Credit or Debit Card can be used to pay face to face at any Council Contact Centre/Library Contact Centre. The customer will need to provide their invoice number.)
- (vi) By post (Cheque or Postal Order with the invoice number, name and address written on the reverse of the cheque or postal order and sent to Scottish Borders Council, Council Headquarters, Newtown St Boswells, TD6 0SA.)
- (vii) Contact Centre/Library Contact Centre locations and opening hours can be found at www.scotborders.gov.uk/contactcentres

16.6 Instances of non-payment

16.6.1 If payment or an arrangement for payment is not made, a reminder will follow the invoice requesting payment be made within 14 days. If payment or an arrangement for payment is still not made, a final demand will follow the reminder. This requests payment within 7 days.

16.6.2 If no reconsideration or appeal is received 4 weeks after the customer is notified of the overpayment, we will check if DWP payments are in place and request recovery via DWP if appropriate. If deductions via DWP are not an option we will check existing data to identify employer information in order to consider a Direct Earning Attachment (DEA), see section 15.8 monitoring arrangements and 16.12 recovery using a direct earnings attachment.

16.6.3 If we are unable to carry out a DEA, we will check for recovery methods through the Department for Work and Pensions Housing Benefit Data Matching Service.

