

Responsible Party	Pre Formal Recovery (Corporate Debt Team)						Project Team	Corporate Debt Team		Legal	Corporate Debt Team
Enforcement Stage (RAG)	Invoice Created	Billing	Billing		Billing	Billing	Stage 1 Debt Recovery	Stage 2 Debt Recovery	Stage 3 Debt Recovery	Court Recovery	Write Off
		£10000+			Contact						
Work Allocation	Customer notification (Appeal Rights)	Invoice Generated Northgate Payment Terms	Payment Processing Time	Reminder Notice	Payment Processing Time	Final Notice	Debt Project Officer	Paralegal	Team Leader/ Manager	Haringey Legal	Team Leader/ Manager
Days	28	14	2	7	2	7	28	60	14	Manual Referral	Manual Referral
Billing Days to Date		14	16	23	25	32					
Recovery Days to Date		-	-	-	-	-	28	88	102		
Invoice Raised to Date		14	16	23	25	32	60	120	134		
Account Action		Corporate Text		Corporate Text		Corporate Text	T/c/Email/Std Letter/ Text	Review PAP Pro Forma	Account Review	LBA 14 days	Write Off Policy
		Debt over £10000 Courtesy T/C				Payment	Payment	Prepare Customer Bundle	T/c/Email/Std Letter	County Court Judgement	
Corporate Text Go Live: Jan 2020						Promise to Pay	Promise to Pay	Review Bundle Return	Visit/ Customer meeting	Charging Order	
PAP: Pre - Action Protocol						Payment Arrangement	Payment Arrangement	Review financial assessment	Reassign to Officer	Statutory Demand	
IVA: Individual Voluntary Arrangement						Financial Assessment Form	Financial Assessment Form	Review Statement of Account	Review Customer Complaint	Bankruptcy/ Liquidation	
DRO: Debt Relief Order							Temp Arrangement	Set PAP Arrangement	Voluntary Charge	Deferred Payment	
LBA: Letter Before Action							Debtor Trace	Vulnerability Assessment	Review PAP	Voluntary charge	
HCEO: High Court Enforcement Officer							Attachment of Earnings	Refer case to Step Change/CAB/ Safeguarding	Review Legal Referral	HCEO	
							Attachment of Benefit	Refer to Legal	Deceased Policy		
							HB Entitlement Deduction	Team Leader Referral	Write Off Policy		
							Invoice Dispute Policy	Reassign to Officer	Liaise with Budget Holder		
							Deceased Policy		IVA/ DRO Review		
							PAP Pro Forma				
							Team Leader Referral				
							LL Deduction				