

**RUGBY BOROUGH COUNCIL**  
**QUESTION PURSUANT TO STANDING ORDER 10**  
**COUNCIL – 13 DECEMBER 2023**

**QUESTION B**

**Councillor Alison Livesey to ask the Communities, Home, Digital and Communication Portfolio Holder, Councillor Tim Willis:**

“On how many occasions this year has the Council been unable to collect rent via direct debit and what steps are being taken to prevent it from happening in the future?”

**Councillor Willis, Communities, Home, Digital and Communication Portfolio Holder, provided the following response:**

“Regrettably, there were initial configuration issues following the implementation of our new Housing Management system which went live in November 2022. This had a partial impact on 57 direct debit collections between 2nd January and 27th July 2023. None of these collections failed in their entirety and I must reiterate that only some payments were impacted within each run.

This issue was escalated to our IT supplier and has now been resolved. There is no expectation that these issues will be repeated, and I am happy to advise that the 37 direct debit runs that have taken place since 27 July have been without issue.

An extremely rare and unrelated issue arose with the collection of direct debits in late November 2023, whereby they were delayed by 2 days. Again, this issue has been resolved following officers’ careful analysis as to what went wrong, resulting in procedures having been reviewed to prevent this from happening again.”