

APPENDIX A

Option	Objectives Met	Advantages	Disadvantages	Financial Impact
1: Stay as existing	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> No encouragement to pay earlier Financially vulnerable not protected Less income generated Collection figures remain at current levels 	Lost opportunity to deliver an additional £67,000
2: Charge for all arrangements.	<ul style="list-style-type: none"> Encourage switch to the cheaper payment channel of direct debit to avoid missed payments. Encourage earlier settlement of debt. Cover all payment failure administration costs. 	<ul style="list-style-type: none"> Protects the financially vulnerable. Reduces potential debt of customers who are least likely to have the ability to pay Encourages customers to pay earlier rather than make an arrangement Generates additional income Improves collection rates 	<ul style="list-style-type: none"> None 	£67,500