

ASTPAR5.4.6

Work with other agencies to recover debts incurred through the non-payment of parking charges



Overview

This standard is about working effectively with other agencies to recover debts which have been incurred through the non-payment of parking charges.

There is one element:

- 1 Work with other agencies to recover debt incurred through the non-payment of parking charges

Target group

This standard is recommended for those whose responsibilities include debt recovery incurred through the non-payment of parking charges.

This standard has been developed by the British Parking Association.

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Performance criteria

You must be able to:

- P1 identify internal and external agencies where joint working would facilitate debt recovery incurred through the non-payment of parking charges, and which maintain the values and desired corporate image of your organisation
- P2 use only those agencies which fulfil your organisation's requirements and which are authorised to work with your organisation
- P3 agree with internal and external co-workers your respective roles and responsibilities towards recovering debts incurred through the non-payment of parking charges
- P4 share and review any preparatory work which has been undertaken towards debt recovery by each of the co-workers
- P5 define the objectives of the relationship and the processes to be followed to ensure that these objectives are met
- P6 develop with internal and external co-workers clear action plans towards recovering debts
- P7 monitor the performance of agencies with which you work in recovering debts, agreeing key performance indicators, including the frequency and nature of any complaints received regarding their debt recovery practices
- P8 determine and agree with internal and external co-workers responsibilities for follow-up tasks associated with the process, including feedback, administration, evaluation and the completion of any agreements
- P9 establish effective methods to monitor and review the progress of the joint working against the defined objectives
- P10 communicate and exchange information with those who need the information and who are authorised to have it
- P11 interact with others in a manner which promotes professional and effective joint working, and which respects the roles and responsibilities of others
- P12 establish effective methods to liaise with debt recovery companies once the recovery process has been completed, to prepare information for court proceedings promptly
- P13 maintain accurate and up to date records, in line with your organisation's requirements, maintaining required confidentiality and data protection at all times

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Knowledge and understanding

You need to know and understand:

Legislative, regulatory and organisational requirements

- K1 legal, regulatory and organisational requirements which relate to the recovery of debts incurred through the non-payment of parking charges, and their impact for your area of operations
- K2 legislation, policies and procedures relating to data protection, health and safety, diversity and their impact for your area of operations
- K3 the role of your organisation and the parking services which it provides in relation to the recovery of debts incurred through the non-payment of parking charges
- K4 the limits of your authority and responsibility, and the actions to take if these are exceeded

Requirements in working with other agencies to recover debts incurred through the non-payment of parking charges

You need to know and understand:

- K5 how to identify the relevant agencies, and the importance of maintaining the corporate image of your organisation
- K6 how cross-agency working can enhance the development of good practice and effective recovery of debt
- K7 the importance of regular communication in maintaining effective working relationships
- K8 the information required when progressing claims for debt recovery
- K9 the importance of sharing information with other relevant agencies in the context of debt recovery
- K10 why it is important to set objectives and define processes which relate to evaluating the success of cross-agency working
- K11 the importance of monitoring the performance of agencies with which you work in recovering debts and the key performance indicators that might be used, including how to monitor the nature and frequency of complaints received regarding the agency in recovering debt
- K12 different ways of record keeping, and methods for doing this
- K13 the data protection requirements and your organisation's guidelines relating to transferring data securely when working with other agencies to recover debts

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Suite Parking Sector

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