

## Record of officer decision

<b>Decision title:</b>	<b>Cashless payment from business transactions supported by digital transactions</b>
<b>Date of decision:</b>	3 November 2020
<b>Decision maker:</b>	Assistant Director, Corporate Support
<b>Authority for delegated decision:</b>	Herefordshire Council's Constitution (Scheme of Delegation, Part 3: Section 7 – Officer Functions: 3.7.5 Operational decisions. Chief Executive Scheme of Delegation to Officers, point 75 ICT Commissioning and Strategy to Assistant Director Corporate Support.
<b>Ward:</b>	Countywide
<b>Consultation:</b>	Cabinet member for Finance and Corporate Services Officers within finance, waste and licensing
<b>Decision made:</b>	To cease cash payments that involve transactions with businesses to be on-line or card payment.
<b>Reasons for decision:</b>	<p>For a number of years the council has made changes to services to reduce cash payments. There is several reasons for this:</p> <ul style="list-style-type: none"> <li>• More secure as card and digital payment create a record and less risk of money being misplaced</li> <li>• Handling cash is more expensive for the council as needs collecting, banking and counting</li> <li>• Customer demand as more people use cards and on-line payments.</li> </ul> <p>However it is recognised that there are some individuals in the community that are not digitally connected so cash is still acceptable for small items e.g. paying library fines.</p> <p>This decision is concerned with withdrawing the option of cash payments by businesses. This decision is based on recognising that businesses have the wherewithal to make card or on-line payments. Two specific areas is within Waste Management and Licencing.</p> <p>The transition to operating cashless has been escalated due to Covid-19 so there should be low impact, however a four week notice period is communicated via the services to those who will be affected.</p>
<b>Highlight any associated risks/finance/legal/equality considerations:</b>	There is a risk that some businesses will not be able to make necessary payments if only via on line, having an effect on the council's income. This is unlikely considering businesses will need to operate with an account having access to a payment card or on line banking. If there is an issue with a particular business this can be raised with the service.
<b>Details of any alternative options considered and rejected:</b>	That the status quo remains. This decision will not make a budget saving, but will create efficiency and make payments more secure with a record.
<b>Details of any declarations of interest made:</b>	None.

Signed..... Date: 3 November 2020