

Overview and Scrutiny item: initiation document	
Name of item Debt Collection process	Lead officer Stuart Jennings
Brief description of item A review of the Debt collection process and policy and the impact on residents	Lead member Councillor Mayes
Which of O&S remit item links to <ul style="list-style-type: none"> • Terms of reference – item 9 • Matters relating to the review of Corporate Policy • Matters involving the review or scrutiny of decisions made or actions taken • Matters affecting the Council’s area or the inhabitants of the area, including the draft budget 	Officers already approached? Yes Service area(s) covered? Finance Service delivery- Revenues and Benefits
Questions to address in the scrutiny item <ol style="list-style-type: none"> 1. Is there a policy and is it being followed – processes involved. 2. Is this for Council Tax/Business Rates collection or other debts. 3. To what extent are bailiffs / Attachment of Earnings (AoE) being used, and how successful is this in terms of debt recovery. 4. What revenue from enforcement has been collected by way of bailiffs and ‘AoE’? 5. How and to what extent are vulnerability checks being made. 6. Is the Maldon District Council (MDC) approach consistent with general local authority practice. 7. How and to what extent are the processes undertaken and practices being followed to the detriment of local residents. 	Outcomes for scrutiny item <ol style="list-style-type: none"> 1. To identify whether the policy requires review and revision (NB: due for ordinary review later in 2021). 2. To identify whether the policy require to be supplemented with more detailed guidance. 3. To identify possible changes to existing processes and practices designed to be less detrimental to local residents. 4. Identify and agree recommendations to be made to the relevant Committee and/or Corporate Leadership Team (CLT).
Expected outputs to committee (e.g.) written report, verbal update Written report to cover the questions identified	Expected timetable for item 16 weeks