



**REPORT of  
PROGRAMMES, PERFORMANCE AND GOVERNANCE MANAGER**

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**to  
OVERVIEW AND SCRUTINY COMMITTEE (SPECIAL)  
12 AUGUST 2021**

**DEBT RECOVERY WORKPLAN ITEM**

**1. PURPOSE OF THE REPORT**

- 1.1 To provide an update to the debt recovery workplan item, as agreed by Committee on 21 January 2021.
- 1.2 To receive a presentation from the Customer, Community and Casework Manager setting out details of the Debt Recovery process.

**2. RECOMMENDATION**

That the Committee confirms whether they now consider the item closed, or specify further information required if not.

**3. SUMMARY OF KEY ISSUES**

- 3.1 On 15 April 2021, the Committee considered a report of findings so far and a request to extend the deadline for this item. The request is based on the detailed information and analysis, as the team to provide this have been heavily impacted by Covid response delivery.
- 3.2 The Committee agreed an extension but reduced from the proposal, to the end of August 2021 and requested further information around the number of and nature of debt recovery that is taking place in Maldon.
- 3.3 The Council's resources have continued to be heavily impacted by the administration of more than £26m of financial support for local businesses and therefore has been unable to provide a full and detailed response to all of the specific questions raised.
- 3.4 However recognising the concerns raised by Members, the Customer, Community and Casework Manager has provided a presentation to address those concerns about the Council's Debt Recovery process.
- 3.5 The Committee can consider following the presentation, whether they have enough information to be assured, alongside the original officer report to either close the item or make specific recommendations from the information they have been provided.

**4. CONCLUSION**

- 4.1 An update is provided for Member consideration of the Debt Recovery workplan item.

## 5. IMPACT ON STRATEGIC THEMES

- 5.1 Good overview and scrutiny items help to underpin the 'performance and efficiency' corporate goal.

## 6. IMPLICATIONS

- (i) **Impact on Customers** – The policy impacts directly on customers who have debt with Maldon District Council, and indirectly with all households paying Council Tax in the district.
- (ii) **Impact on Equalities** – The specific scrutiny item is to what extent we review for vulnerability.
- (iii) **Impact on Risk** – Debt recovery is a key part of our financial processes and managing financial risks
- (iv) **Impact on Resources (financial)** – Debt recovery is a key part of our financial processes and managing financial risks
- (v) **Impact on Resources (human)** – The scrutiny item has impacted on a team resource that is under pressure due to managing Covid delivery
- (vi) **Impact on the Environment** – Not applicable (N/A).
- (vii) **Impact on Strengthening Communities** – N/A.

Background Papers: [Initial response document](#)

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