REPORT TO CABINET

OPEN		Would any decisions proposed:	
Any especially affected Wards - NO	Mandatory	Be entirely within Cabinet's powers to decide Need to be recommendations to Council Is it a Key Decision	NO YES NO
Lead Member: Cllr Morley		Other Cabinet Members consulted: Leader	
		Other Members consulted:	
Lead Officer: James Arrandale		Other Officers consulted: Jo Stanton, Jane Attlesley, Martin Chisholm,	

Financial Implications: YES	Policy/ Personnel Implications: YES	Statutory Implications: YES	Equality Impact Assessment Pre-screening	Risk Management Implications: YES	Environmental Considerations: NONE

Date of meeting: 10 June 2025

CORPORATE DEBT RECOVERY POLICY

Summary

This paper presents a new Debt Recovery Policy for the Council, which requires approval by Full Council.

Recommendation

Recommendations to Full Council:

To adopt the Debt Recovery Policy as presented.

Reason for Decision

To ensure the Council's policies are comprehensive and consistent with current regulation and best practice.

1 Background

The Council has operational procedures in place to govern income and debt collection activities across its teams. However it does not have an overarching public-facing policy. An audit recommendation has been made that this should be introduced.

The proposed document has been created based on a review of recent policies adopted by Councils around the country, including within Norfolk. Lead officers in the Council's Finance, Revenues & Benefits and Car Parks teams have been consulted in its preparation. The policy takes account of revisions to legislation and statutory guidance.

Further activities are currently in train to review the Council's operational arrangements for debt collection and management, consistent with the Policy.

2 Options Considered

None. It is good practice and in accordance with audit recommendations for a policy to be created.

3 Policy Implications

The proposed document will provide a reference point for the Council's income collection and debt recovery activities, in terms of public-facing assurance and internal governance.

4 Financial Implications

The policy aims to have positive financial impacts, by providing strategic guidelines for the management of income collection and debt management.

5 Personnel Implications

None.

6 Environmental Considerations

None.

7 Statutory Considerations

There is an array of national legislation, policy and guidance which applies to the Council's debt recovery activities. The policy takes account of these sources.

8 Equality Impact Assessment (EIA)

See herewith

9 Risk Management Implications

The policy enshrines principles of proportionality, transparency and consistency which should have a positive impact on risk management, by reducing the risk of challenge to the Council's debt collection activities.

10 Declarations of Interest / Dispensations Granted

N/A

11 Background Papers

None