

## PART A - Initial Impact Assessment

**Proposal Name:** Commission of debt recovery services

**EIA ID:** 2370

**EIA Author:** Jon West (Finance)

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**Proposal Outline:** To approve the commissioning decision to arrange debt recovery services on behalf of the Council. This is in accordance with the Council's Corporate Debt Policy (see EIA 2344).

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**Proposal Type:** Non-Budget

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**Year Of Proposal:** 23/24

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**Lead Director for proposal:** Philip Gregory (FINANCE)

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**Service Area:** Finance & Commercial Services

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**EIA Start Date:** 29/09/2023

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**Lead Equality Objective:** Break the cycle and improve life chances

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**Equality Lead Officer:** Ed Sexton

### Decision Type

**Committees:** Other (Please Specify)

## Portfolio

Primary Portfolio: Strategic Support Services

EIA is cross portfolio: Yes

EIA is joint with another organisation: No

## Overview of Impact

### Overview Summary:

The Council requires a commissioning strategy decision around future delivery of debt recovery services in respect of a range of debt including Local Taxation, Parking Fines, Former Tenants Arrears, Housing Benefit Overpayments and Sundry Debts which will include a requirement for services to be delivered in accordance with the Council's Corporate Debt Policy as well as a requirement to operate in accordance with all relevant legal, financial and regulatory requirements, including the Public Sector Equality Duty. Crucially, a key focus of the Corporate Debt Policy to which these services must adhere is ensuring the appropriate treatment of potentially vulnerable groups, where vulnerability may arise due to age, disability, health issues or those experiencing poverty or financial hardship. Additionally, clarity over how to manage customers with multiple Council debts will help minimise the impact of being in debt. In the procurement of these services, potential providers will be required to commit to meeting SCC's debt policy standards and demonstrate how they will achieve them including the provision of relevant performance and monitoring information. This EIA will be subject to future reviews and updating as required.

### Impacted characteristics:

- Age
- Health
- Disability
- Poverty & Financial Inclusion

## Consultation and other engagement

## Cumulative Impact

Does the proposal have a cumulative impact: No

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Impact areas:

## Initial Sign-Off

Full impact assessment required: No

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Review Date: 29/09/2023

## Action Plan & Supporting Evidence

Outline of action plan:

Action plan evidence:

Changes made as a result of action plan:

## Mitigation

Significant risk after mitigation measures:

Outline of impact and risks:

## Review Date

Review Date:

29/09/2023