





Overall Recovery position of Debts raised in the financial years as at 31st March 2022

| Outstanding balance and Recovery position of debts raised in the years below | | | | | | | |
|---|-----------------|--------------|--------------|--------------|--------------|---------------|--------------------|
| Fin Year in which the original debt was raised | Pre 2017 | 17-18 | 18-19 | 19-20 | 20-21 | 21-22 | Grand Total |
| | £,000 | £,000 | £,000 | £,000 | £,000 | £,000 | £,000 |
| In reminder letter cycles (no pro-active recovery) | | | | | | 10,046 | 10,046 |
| Recovery being actively pursued | 6 | 7 | 14 | 114 | 155 | 795 | 1,090 |
| In Recovery, paid by instalments | 49 | 6 | 8 | 10 | 67 | 108 | 248 |
| Appointee & Deputyship in place | 5 | 3 | 2 | 2 | 132 | 80 | 224 |
| Deceased Accounts | 2 | 6 | 6 | 22 | 126 | 103 | 266 |
| Searching for probate | | 4 | 2 | 10 | 88 | 89 | 193 |
| Probate granted (in recovery) | | | 17 | | 27 | | 44 |
| With LBB for Instructions | 2 | | 10 | 6 | 57 | 106 | 181 |
| Pre Debt Collector checks | | 2 | 3 | | 2 | 5 | 12 |
| With Debt Collector | 40 | 22 | 21 | 54 | 67 | 77 | 281 |
| Returned from Debt Collector | 6 | 2 | 1 | 2 | | | 11 |
| Court Action (pre-legal action review & application) | 170 | 51 | 64 | 118 | 40 | 14 | 457 |
| Judgement obtained - Enforcement options in review | 28 | | | | | | 28 |
| Judgement obtained - Attachment of Earnings | | | | | | | |
| Judgement obtained - Charging Order | 136 | 13 | 92 | 11 | 67 | 3 | 322 |
| Judgement obtained - Post CCJ Payment Arrangement | | | | | | | |
| Judgement obtained - High Court Enforcement | 19 | 1 | | 1 | | | 21 |
| Judgement obtained -Third Party Debt Order | | | | | | | |
| Judgement obtained - Bankruptcy | | 4 | 19 | 6 | 5 | 13 | 46 |
| With LBB Legal Dept for instructions | 11 | 2 | | 4 | 61 | | 77 |
| Awaiting cancellation | | | | | 1 | 4 | 4 |
| Recommended for Write Off | 740 | 150 | 96 | 144 | 75 | 20 | 1,225 |
| In dispute/under query with LBB Service Departments | 120 | 418 | 219 | 510 | 1,431 | 2,544 | 5,241 |
| Covid-19 Grant Clawback | | | | | 10 | 108 | 118 |
| Premises Licences | | | | 2 | 4 | 3 | 9 |
| Grand Total | 1,333 | 689 | 576 | 1,017 | 2,411 | 14,117 | 20,144 |

Age Profile of outstanding Utility Debts as at 31st March 2022

| Utility | Pre 2017 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 | TOTAL BALANCE |
|-----------------------|----------------|---------------|-----------|---------------|----------------|-----------------|-----------------|
| Virgin Media | £0 | £0 | £0 | £0 | £0 | £45,470 | £45,470 |
| British Telecom | £9,738 | £0 | £0 | £2,375 | £0 | £44,847 | £56,959 |
| EDF | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| UK Power Networks Ltd | £4,093 | £0 | £0 | £0 | £0 | £2,238 | £6,331 |
| SGN PLC | £0 | £0 | £0 | £0 | £15,028 | £47,079 | £62,107 |
| Thames Water | £0 | £0 | £0 | £583 | £5,985 | £37,289 | £43,857 |
| Other Utilities | £9,147 | £2,250 | £0 | £0 | £10,787 | £96,701 | £118,885 |
| TOTAL | £22,977 | £2,250 | £0 | £2,958 | £31,800 | £273,623 | £333,608 |

Overall Recovery Position of outstanding Utility Debts as at 31st March 2022

| Utility | Total under 30 days old | Total over 30 days old | Total outstanding | No. of invoices in dispute | Amount of invoices in dispute | Amount marked for write off |
|-----------------------|-------------------------|------------------------|-------------------|----------------------------|-------------------------------|-----------------------------|
| Virgin Media | £10,030 | £35,440 | £45,470 | 0 | £0 | £0 |
| British Telecom | £42,757 | £14,203 | £56,959 | 1 | £1,853 | £9,738 |
| EDF | £0 | £0 | £0 | 0 | £0 | £0 |
| UK Power Networks Ltd | £2,052 | £4,279 | £6,331 | 0 | £0 | £2,413 |
| SGN PLC | £11,801 | £50,306 | £62,107 | 0 | £0 | £0 |
| Thames Water | £34,891 | £8,966 | £43,857 | 2 | £6,568 | £0 |
| Other Utilities | £55,410 | £63,475 | £118,885 | 10 | £8,663 | £4,193 |
| TOTAL | £156,940 | £176,668 | £333,608 | 13 | £17,083 | £16,343 |



