

Overall Recovery position of Debts raised in the financial years as at 30th September 2022

| Outstanding balance and Recovery position of debts raised in the years below | | | | | | | |
|--|--------------|------------|------------|--------------|--------------|--------------|---------------|
| Fin Year in which the original debt was raised | Pre 2018 | 18-19 | 19-20 | 20-21 | 21-22 | 22-23 | Grand Total |
| | £000 | £000 | £000 | £000 | £000 | £000 | £000 |
| In reminder letter cycles (no pro-active recovery) | | | | | | 7,412 | 7,412 |
| Recovery being actively pursued | 8 | 8 | 166 | 203 | 702 | 1,449 | 2,537 |
| In Recovery, paid by instalments | 52 | 3 | 7 | 13 | 110 | 208 | 393 |
| Appointee & Deputyship in place | 7 | 2 | 2 | 134 | 201 | 15 | 362 |
| Deceased Accounts | 82 | 9 | 38 | 126 | 217 | 121 | 594 |
| Searching for probate | 3 | 1 | 10 | 80 | 98 | 19 | 210 |
| Probate granted (in recovery) | | 5 | | 39 | | | 43 |
| Financial Concerns Referrals (to Care Services) | 7 | | | 10 | 25 | 13 | 54 |
| With LBB for Instructions | 18 | 16 | 12 | 61 | 92 | 39 | 238 |
| Pre Debt Collector checks | 10 | 6 | 13 | 6 | 14 | | 49 |
| With Debt Collector | 44 | 12 | 27 | 53 | 68 | | 203 |
| Returned from Debt Collector | 4 | 1 | 2 | | | | 7 |
| Court Action (pre-legal action review & application) | 117 | 60 | 138 | 48 | 28 | 6 | 396 |
| Judgement obtained - Enforcement options in review | 30 | 2 | | | | | 33 |
| Judgement obtained - Charging Order | 120 | 90 | 7 | 67 | 3 | 91 | 377 |
| Judgement obtained - High Court Enforcement | 15 | | | | | | 15 |
| Judgement obtained -Third Party Debt Order | 1 | | | | | | 1 |
| Judgement obtained - Bankruptcy | | 13 | | | | | 13 |
| With LBB Legal Dept for instructions | 13 | | 5 | 61 | | 2 | 80 |
| Awaiting cancellation | 4 | | 1 | 1 | 2 | 55 | 64 |
| Recommended for Write Off | 989 | 106 | 149 | 73 | 33 | 3 | 1,353 |
| In dispute/under query with LBB Service Departments | 185 | 124 | 131 | 1,091 | 1,692 | 545 | 3,768 |
| Contractor Holds (initial query investigation) | 9 | | | 35 | 101 | 14 | 159 |
| Covid-19 Grant Clawback | | | | 10 | 11 | | 21 |
| Breathing Space | 1 | | | | | | 1 |
| Premises Licences | | | | | 1 | 2 | 3 |
| Grand Total | 1,717 | 458 | 709 | 2,111 | 3,397 | 9,994 | 18,387 |

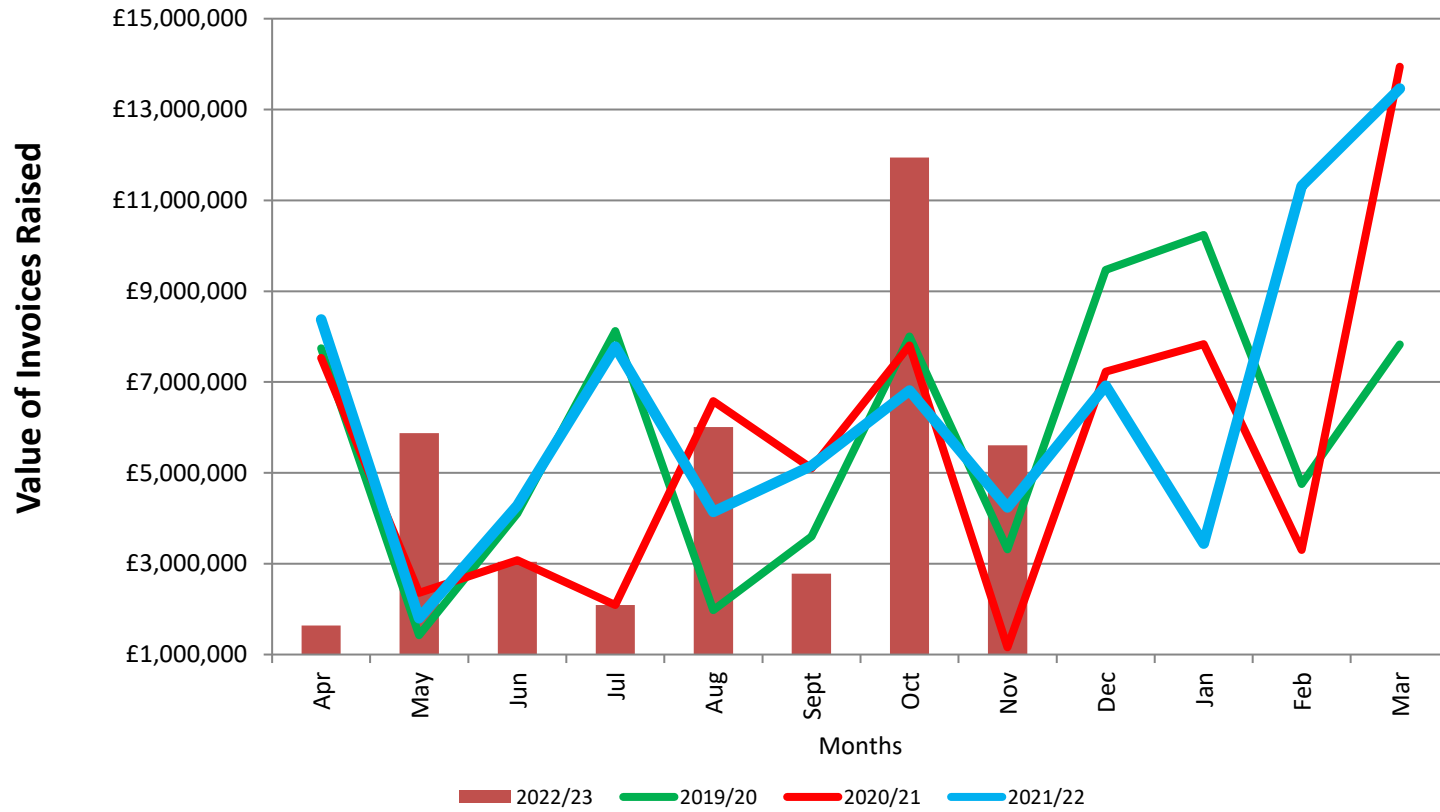
Age Profile of outstanding Utility Debts as at 30th September 2022

| Utility | Pre 2018 | 2018-19 | 2019-20 | 2020-21 | 2021-22 | 2022-23 | TOTAL BALANCE |
|-----------------------|----------------|-----------|---------------|----------------|----------------|-----------------|-----------------|
| Virgin Media | £0 | £0 | £0 | £0 | £855 | £38,803 | £39,658 |
| British Telecom | £0 | £0 | £1,568 | £0 | £0 | £23,419 | £24,986 |
| EDF | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| UK Power Networks Ltd | £4,093 | £0 | £0 | £0 | £1,680 | £2,379 | £8,152 |
| SGN PLC | £0 | £0 | £0 | £11,668 | £33,598 | £18,480 | £63,746 |
| Thames Water | £0 | £0 | £583 | £5,985 | £0 | £92,711 | £99,278 |
| Other Utilities | £11,397 | £0 | £0 | £8,735 | £43,735 | £50,278 | £114,144 |
| TOTAL | £15,490 | £0 | £2,150 | £26,388 | £79,868 | £226,068 | £349,964 |

Overall Recovery Position of outstanding Utility Debts as at 30th September 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 | £8,207 | £31,451 | £39,658 | 0 | £0 | £0 |
| British Telecom | £11,756 | £13,230 | £24,986 | 0 | £0 | £0 |
| EDF | £0 | £0 | £0 | 0 | £0 | £0 |
| UK Power Networks Ltd | £0 | £8,152 | £8,152 | 0 | £0 | £2,413 |
| SGN PLC | £0 | £63,746 | £63,746 | 0 | £0 | £0 |
| Thames Water | £58,395 | £40,884 | £99,278 | 2 | £6,568 | £0 |
| Other Utilities | £1,638 | £112,507 | £114,144 | 20 | £25,838 | £6,308 |
| TOTAL | £79,995 | £269,969 | £349,964 | 22 | £32,406 | £8,721 |

Monthly Comparison of the Value of invoices Raised



Monthly Comparison of No. of Invoices Raised

