



LEAD MEMBER FOR RESOURCES AND CLIMATE CHANGE

DECISIONS to be made by the Lead Member for Resources and Climate Change,
Councillor Nick Bennett

THURSDAY, 28 MARCH 2024 AT 9.00 AM

REMOTE MEETING VIA MICROSOFT TEAMS

AGENDA

1. Decisions made by the Lead Cabinet Member on 14 March 2024 (*Pages 3 - 4*)
2. Disclosure of Interests
Disclosure by all Members present of personal interests in matters on the agenda, the nature of any interest and whether the Members regard the interest as prejudicial under the terms of the Code of Conduct
3. Urgent items
Notification of any items which the Lead Member considers urgent and proposes to take at the appropriate part of the agenda.
4. Updated Environmentally Sustainable Procurement Policy (*Pages 5 - 12*)
Report by the Chief Operating Officer
5. Write-off of Debts 2023/24 (*Pages 13 - 20*)
Report by the Chief Operating Officer
6. Any non-exempt items previously notified under agenda item 3
7. Exclusion for the Public and Press
To consider excluding the public and press from the meeting for the remaining agenda item on the grounds that if the public and press were present there would be disclosure to them of exempt information as specified in paragraph 3 of Part 1 of the Local Government Act 1972 (as amended), namely information relating to the financial or business affairs of any particular person (including the authority holding that information).
8. Write-off of Debts 2023/24 - Exempt Information (*Pages 21 - 46*)
Report by the Chief Operating Officer
9. Any other exempt items previously notified under agenda item 3

PHILIP BAKER
Assistant Chief Executive
County Hall, St Anne's Crescent
LEWES BN7 1UE

20 March 2024

Contact Sophie Webb, Interim Senior Governance and Democracy Officer,
01273 337495

Email: sophie.webb@eastsussex.gov.uk

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LEAD MEMBER FOR RESOURCES AND CLIMATE CHANGE

DECISIONS made by the Lead Member for Education and Inclusion, Special Educational Needs and Disability, Councillor Bob Standley, on behalf of the Lead Member for Resources and Climate Change on 14 March 2024 at Remote Meeting via Microsoft Teams

Councillor Penny di Cara spoke on item 6 (see minute 55)

50. DECISIONS MADE BY THE LEAD CABINET MEMBER ON 12 DECEMBER 2023

50.1 The Lead Member approved as a correct record the minutes of the meeting held on 12 December 2023.

51. DISCLOSURE OF INTERESTS

51.1 Councillor Penny di Cara declared a personal interest in item 6 as a Member of Eastbourne Borough Council. She did not consider this to be prejudicial.

52. URGENT ITEMS

52.1 There were none.

53. REPORTS

53.1 Reports referred to in the minutes below are contained in the minute book.

54. EXCLUSION OF THE PUBLIC AND PRESS

54.1 It was RESOLVED to exclude the public and press from the meeting for the remaining agenda items on the grounds that if the public and press were present there would be disclosure to them of exempt information as specified in paragraph 3 of Part 1 of the Local Government Act 1972 (as amended), namely information relating to the financial or business affairs of any particular person (including the authority holding that information).

55. PROPERTY STRATEGY FOR PACIFIC HOUSE, EASTBOURNE

55.1 The Lead Member considered a report by the Director of Communities, Economy and Transport and the Chief Operating Officer.

DECISIONS

55.2 The Lead Member RESOLVED to approve the recommendations in the report, for the reasons set out in the report. The decision and reasons are set out in an exempt minute.

Report to: Lead Member for Resources and Climate Change

Date of meeting: 28 March 2024

By: Chief Operating Officer

Title: Update to the Environmentally Sustainable Procurement Policy

Purpose: To seek approval for the proposed updated Environmentally Sustainable Procurement Policy

RECOMMENDATION:

The Lead Member for Resources and Climate Change is recommended to approve the updated Environmentally Sustainable Procurement Policy set out in Appendix 1 of this report.

1 Background

- 1.1. The Orbis Environmentally Sustainable Procurement Policy (ESPP) was approved and adopted by East Sussex County Council (ESCC) in October 2022. It was simultaneously adopted by Surrey County Council (SCC) and Brighton and Hove City Council (BHCC).
- 1.2 Officers from the 3 Orbis partner councils have reviewed the ESPP and have identified a few minor changes which are required to bring it up to date and further in line with identified best practice.

2 Supporting information

- 2.1 The ESPP was an important step in establishing a clear policy on sustainability in ESCC's supply chain and signalling ESCC's objectives and goals to internal and external stakeholders on areas such as carbon reduction, biodiversity, waste and use of natural resources. It has been used to inform procurement strategies and the approach to tackling Scope 3 procurement emissions which are by far the largest part of ESCC's overall greenhouse gas emissions footprint.
- 2.2 These amendments are also being made at SCC and BHCC. It is important that ESCC continues to align with the other Orbis partners from a procurement and supply chain perspective.

Updates to be considered

- 2.3 The updated policy is provided at Appendix 1 and changes are summarised as follows (included in the appendix in tracked changes for ease of reference):
 - Including ESCC's adoption of the application of Central Government's Procurement Policy Note 06/21 which requires Carbon Reduction Plans to be provided by a bidder, for specific contracts and where applicable;
 - Including explicit reference to the waste hierarchy in two sections and including this definition at the end of the document; and
 - Ensuring the policy stays up to date with emerging and additional regulation and legislation in this area.

3 Conclusion and reasons for recommendations

- 3.1 The Lead Member for Resources and Climate Change is recommended to approve the updated Environmentally Sustainable Procurement Policy set out in Appendix 1, which has been revised to bring it further in line with best practice.

ROS PARKER
Chief Operating Officer

Contact Officer: Ian Roadnight

Email: ian.roadnight@eastsussex.gov.uk

LOCAL MEMBERS:

All

BACKGROUND DOCUMENTS:

None

Orbis Environmentally Sustainable Procurement Policy

Introduction

Orbis Procurement is a public sector shared procurement service between Surrey County Council, East Sussex County Council and Brighton & Hove City Council (the Councils). Each Council is committed to ensuring their operations are environmentally sustainable and resilient to future change. The Councils recognise that a healthy and properly functioning natural environment is the foundation of a thriving economy, employment stability, prospering communities and personal wellbeing. The Councils are aware that their procurement of goods, works and services will have environmental implications, both in their respective local areas and around the planet and, as a result, the Councils are actively working to reduce and minimise these negative effects where possible. This policy will set out the Councils' expectations of prospective suppliers in line with their own environmental commitments.

Environmentally sustainable procurement is the commissioning, purchase and management of goods, works and services in a way that reduces or negates negative environmental impacts within the supply chain. This policy considers four interconnected focus areas of environmentally sustainable procurement (detailed definitions can be found at the end of this document):

- Climate Change Mitigation and Adaptation;
- Prevention of Pollution;
- Sustainable Resource Use and Consumption; and
- Protection and Restoration of Biodiversity.

As a result of this policy, environmental considerations will be built into the procurement and delivery of goods, works and services through specifications, tender questions, evaluation criteria, key performance indicators and clauses of contracts.

Each of the Orbis Procurement Councils have declared a Climate Emergency and have set themselves ambitious targets to achieve net zero carbon emissions. Local Authority supply chains are estimated to account for up to 90% of their total carbon footprint. Emissions from goods, works and services procured by the Councils form part of the "scope 3" emissions of each Authority and, where possible, we are seeking to decarbonise these in line with Council specific carbon reduction targets. In addition, the Councils' have each committed to improve biodiversity, recover natural capital or enhance the natural environment. The procurement of goods, works, and services have been identified as a Strategic Priority to drive significant carbon reductions and improve the natural environment.

For more information on specific targets and ambitions for each Authority, please refer to the relevant Authority's website.

[East Sussex County Council Environment policies, plans and strategies.](#)

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Scope and Aims

The scope of this policy covers each of the Councils' expectations of prospective suppliers in procurement activities performed by the Councils including commissioning, procurement and contract management.

This policy aims to minimise negative and promote positive environmental impacts, where possible, within each Councils' supply chain. This will be done by:

- Engaging with the market to identify opportunities and encourage innovative solutions;
- Evaluating environmental implications and their relation to Council targets in commissioning, design and procurement processes including qualification and evaluation of bidders;
- Building environmental commitments and targets into relevant supplier contracts, these may include carbon focused outcomes that align with the Councils' carbon targets for example;
- Monitoring and measuring supplier performance against contractual environmental commitments; and
- Seeking opportunities for continuous improvement with suppliers throughout the life cycle of the contract.

This policy is part of a wider policy through procurement approach and is complementary to social value and fair working practices within procurement; please refer to the Councils' websites for developments in these areas.

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Expectations

Where relevant and appropriate to the contract and decided on a case by case basis, the Councils expect prospective suppliers to:

Climate Change Mitigation and Adaptation

- Provide requested information and details of environmental impacts (including carbon emissions scopes 1 and 2 with estimations on scope 3), corporate commitments and plans for improvement during the procurement process;
- For applicable projects, Carbon Reduction Plans must be submitted, when requested during the tendering process, in line with the Procurement Policy Note 06/21.
- Meet requirements for environmental impact improvement and reporting (such as carbon emission reduction) which have been built into the specification of contracts, where appropriate, and measure and report on these requirements throughout the contract lifetime, taking corrective and remedial actions if necessary;

- Commit to mitigating impact on climate change throughout operations through carbon reduction initiatives as well as encourage and support this practice throughout their own supply chains;
- Minimise the transport requirements associated with any contract through local sourcing and servicing, efficiency improvements or transport alternatives (such as using postal services, active transport or electric vehicles) to minimise air pollution and carbon impact of transport operations;
- Use and procure energy-efficient processes, products, buildings and services and source electricity from renewable energy sources, green energy tariffs and low carbon fuels;
- Ensure that goods, works and services take into account changing weather impacts as a result of climate change (such as severe storms, heat waves and flooding) so that they are well adapted and resilient;

Prevention of Pollution

- ~~Avoid~~ Follow the waste hierarchy, avoid and minimise consumption and waste through smart design and innovation where products, packaging and assets can be easily reused, repurposed, repaired or recycled (removing single-use plastics, where there are suitable alternatives) without jeopardising the quality of products or services provided;
- Treat and manage waste following all legal requirements and industry best practice throughout the supply chain;
- Implement measures to eliminate the escape of pollutants and waste, including litter, associated with service delivery;
- Determine and minimise the risk of negative water impact, with particular focus on water use, waste water and discharges into the water system;

Sustainable Resource Use and Consumption

- Adopt and promote the waste hierarchy and circular economy principles throughout product life cycles with considerations to making and using products made from non-virgin, repurposed and local materials (where possible);
- Make, use and promote products made from natural, biodegradable and renewable materials where appropriate and avoid the use of toxic chemicals and products that are not cruelty-free;
- Where possible and appropriate, avoid the use of materials which are scarce or at risk of becoming so (such as rare earth elements) and find sustainable alternatives;

Protection and Restoration of Biodiversity

- Avoid and minimise the use of products, chemicals and materials that cause habitat destruction and degradation (such as deforestation for palm oil), demonstrating industry certifications where appropriate;

- Commit to remove adverse effects on biodiversity and natural habitats, avoiding damage and achieving measurable, long-term and secured biodiversity net gain and restoring natural capital, when possible;
- Support and promote use of products, materials and services that protect and enhance native biodiversity;
- Source sustainable, organic and local food and drink, avoiding unsustainable fishing and farming practices, in relevant catering contracts;

Cross Cutting Requirements

- Declare any related organisational Environment Agency enforcement actions, or actions taken by similar bodies, within the previous 3 years as a result of environmental incidents or breaches in environmental permits and any associated remedial actions;
- Comply with all relevant and applicable national and international environmental legislation, regulations and policy, following related government guidance;
- Increase organisational understanding in the importance of the environment and approaches to minimise negative impacts through staff training and, where appropriate, supplier training;
- Continue to explore innovative solutions to reducing or negating environmental damage as well as promote environmental improvements during the lifetime of contracts; and
- Seek opportunities to work with the Councils to improve mitigation efforts on environmental impacts.

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Compliance

Prospective suppliers may be asked to provide evidence of environmental initiatives, credentials, industry certifications, plans or commitments at the tender stage (environmental obligations and related KPI's will be contained clearly in the tender documentation) and contract delivery stages. Depending on the procurement, failure to provide these may result in lost scoring opportunities or exclusion from prequalification or tender.

The Councils recognise that not all suppliers will currently be able to provide data, credentials, plans or commitments to environmental initiatives due to multiple reasons, such as organisational maturity or size. As a result, the Councils will aim to work collaboratively with these organisations to understand what options could be taken to support the supplier and improve any environmental considerations, both during the tender process and progressing through the lifetime of contracts. Where it is decided that the Council will work with a provider to assist in implementing environmental changes to the service, methods for how the Council will do this will be included in the tender documentation. However, the Councils will look to gradually increase and improve environmental considerations in future procurement activity as suppliers and sectors grow in environmental maturity.

The Councils will aim to set performance measures that are proportional and relevant to the contract. Suppliers are expected to meet all performance measures which are built into the contract and will be required to evidence progress on their environmental commitments, which may include reporting on information from other parties in their supply chain (scope 3 emissions and material sources for example). If there is continued or significant failure to meet performance measures and sustainability obligations, remedial actions will be taken. This may include, but is not limited to, requests for approved carbon offset project payments, payment reductions, or lastly, contract termination.

In the unlikely event of any significant environmental incident in the supply chain, the supplier is obligated to inform the respective Council as soon as possible. If a supplier is responsible for significant environmental damage (such as a chemical spill or illegal dumping) due to negligence or disregard within their operations, the Councils will take remedial actions and may seek remedies for incurred costs and retain the right to terminate the contract with the offending supplier if necessary.

Suppliers are encouraged to raise any environmental concerns, feedback or improvement opportunities they have identified with the respective Council. Where viable, the relevant Council will seek to explore and action environmental improvement opportunities with suppliers.

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Definitions

Biodiversity – Biodiversity describes the variety of all life on Earth, in all its forms, interactions and interconnectedness. It incorporates all habitats and species, both rare and common, and includes genetic diversity within species.

Circular Economy – A model of production and consumption, which involves sharing, leasing, reusing, repairing, refurbishing and recycling existing materials and products as long as possible. In this way, the life cycle of products is extended.

Climate Emergency – A declaration made by an organisation committing it to take urgent action to reduce greenhouse gas emissions and detrimental actions affecting the stability of the climate. Without action to help mitigate and reverse the effects of climate change, the impacts will be felt across the country, which will affect our services and our most vulnerable residents.

Cruelty Free – Manufactured and developed by methods which do not harm animals.

Environment Agency Enforcement Actions – Formal cautions and prosecutions carried out by the Environment Agency to enforce laws and permits that protect the environment.

Environmental Maturity – An organisation's ability to implement more ambitious, complex, robust and resilient environmentally conscious practices. Maturity differs among organisations and industries because of the unique obstacles they each must overcome.

Greenhouse Gases – A gas that contributes to the greenhouse effect and climate change by absorbing infrared radiation. Carbon dioxide, methane, nitrous oxide and chlorofluorocarbons are examples of greenhouse gases.

For simplicity in this policy, we use the term 'carbon' as shorthand for all greenhouse gases.

Natural Capital – Stocks of the elements of nature that have value to society, such as forests, fisheries, rivers, biodiversity, land and minerals. Natural capital includes both the living and non-living aspects of ecosystems.

Net Zero – Achieving a balance between the carbon emitted into the atmosphere, and the carbon removed from it. This balance will happen when the amount of carbon we add to the atmosphere is no more than the amount removed. Emissions are removed in line with the latest climate science and 1.5°C trajectory.

Scope 1 Carbon Emissions – Those emissions that an organisation makes directly. For example, emissions from fuel that is directly used while running boilers and vehicles.

Scope 2 Carbon Emissions – Emissions coming indirectly from an organisation. This is mainly the generation and distribution of electricity the organisation buys from the National Grid.

Scope 3 Carbon Emissions – Emissions associated with the goods, works and services that are produced elsewhere but consumed by the organisation. This category includes all the emissions the organisation is indirectly responsible for, up and down its supply chain.

Significant Environmental Incident – An event that would need to be reported to the Environment Agency, or similar national body, or where damage is of a nature or quantity which poses a threat to the health or safety of humans, animals or vegetation that is not expected to dissipate within twenty-four hours either naturally or by human intervention.

Waste Hierarchy – The “waste hierarchy” ranks waste management options according to what is best for the environment. It gives top priority to preventing waste followed by preparing it for re-use, then recycling, then recovery, and last of all disposal (e.g. landfill).

Report to: **Lead Member for Resources and Climate Change**

Date: **28 March 2024**

By: **Chief Operating Officer**

Title of report: **Write-off of Debts**

Purpose of report: **To seek Lead Member approval for writing off certain debts in excess of £10,000.**

RECOMMENDATIONS:

The Lead Member for Resources and Climate Change is recommended to:

- 1) Approve the writing-off of 14 debts amounting to £234,600.66 in the Council's 2023/2024 accounts;**
- 2) Note that provision is made for bad and doubtful debts; and**
- 3) Note the current debt position and positive steps being put in place to make improvements.**

1. Background

Financial Appraisal

1.1 At Quarter 3, of 2023/2024, the County Council's net service budgets totalled £467.3m, after allowing for income of £541.8m. This income, after excluding Dedicated Schools Grant of £157.0m, comes from claims for specific grants and contributions from Government and other bodies as well as a variety of charges for services. This latter category includes charges for residential accommodation, domiciliary care, highways work, rents etc. Some of the income is received in cash or in advance of the service being provided, but much is collected by raising an account on the debtor.

1.2 As is the case for all local authorities, some of the Council's anticipated income becomes uncollectable. To allow for this the Council's accounts have always included a "provision for bad and doubtful debts" which recognises that a proportion of outstanding debts at year end may not be collected. This provision is monitored each month and is reported as part of budget monitoring. The approximate bad and doubtful debt provision for 2023/2024 is estimated to be £3.1m; the final figure for 2023-24 will be calculated in April 2024 and reported through the closedown arrangements.

1.3 The County Council is committed to taking all appropriate recovery action before considering a debt for write off to ensure that write-off is kept to a minimum. Work to review and streamline the debt recovery process is ongoing. Officers seek to learn lessons from debts that have previously been written off, and to ensure that there are robust systems and processes in place to recover debt promptly. However, it is inevitable that some debts will have to be written off. For the debt proposed for write-off in this report, despite efforts made to recover the outstanding sums, all routes have now been exhausted.

1.4 In cases where the County Council has been unable to enforce a County Court Judgment, notwithstanding any decision to write-off the debt, monies can theoretically still be recovered within six years of the judgment. With the permission of the court, this timeframe can extend beyond the six year limitation period where the debtor seeks credit and is required to discharge their debt to the Council before credit is advanced to them. Also, in cases of debtor liquidation, where a liquidator distributes the debtors assets to discharge outstanding liabilities, it is possible for the County

Council to receive some of the outstanding monies, notwithstanding any decision to write-off the debt.

1.5 In accordance with the Councils Financial Procedure Rules, for write-off debts over £10,000, approval of the Lead Member for Resources and Climate Change is required. This report is to advise the Lead Member of 14 debts over £10,000, totalling £234,600.66, that are recommended for write-off. In each case, all debt recovery actions have been exhausted, and it has been established that either the individual and/or estate has insufficient funds to repay their debts, or the business has gone into liquidation. A commercial debt, totalling £13,950.00, is detailed in Appendix 1 of this report. Details of the remaining 13 debts totalling £220,650.66 are detailed in Appendix 1 of an exempt report at a later agenda item.

1.6 The total amount proposed to be written-off for 2023/2024 is £606,330.80 including £371,370.14 worth of debts that, individually, amount to less than £10,000 and which have already been authorised in line with the Council's financial procedure rules. This is an increase of £224,383.63 when compared to the total written-off in 2022/2023 (£381,947.17). The value of debt to be written off, however, remains low, at 0.13% of the amount of income collected.

2. Supporting Information

2.1 The table attached at Appendix 2 shows performance over the last few years.

2.2 The level of outstanding debt has continued to increase during the last financial year. At Quarter 3 of 2023/24 the value of aged debt over 5 months was £6.596m which is an increase of £1.486m compared with the 2022/23 outturn position of £5.110m.

2.3 Adult Social Care (ASC) debt represents most of the Council's debt collection activity with £25m invoiced for client contribution as at 16 February 2024. £6.269m (95.04%) of aged debt over 5 months at Quarter 3 of 2023/24 relates to ASC.

2.4 In terms of benchmarking, ASC debt remains low relative to regional comparators, who have all seen a significant rise in outstanding debt. At Quarter 3 of 2023-24 East Sussex County Council has 14.35% of total social care debt (not subject to a deferred payment agreement) that is 60 days or more overdue as a percentage of total billed assessed fees and charges income, compared with the median for the South East region of 28.3%.

2.5 Debt recovery related to ASC client contributions can often take a long time due to circumstance of the debtors. For example, an ASC client may lack capacity to make decisions for themselves and an appointee, deputy or power of attorney therefore needs to be established, or the debt forms part of the administration of an estate.

2.6 There has also been increased levels of non-payment and contact from ASC clients advising they are suffering from financial hardship. The County Council is mindful of the pressures that individuals are facing due to the cost-of-living crisis and recognise that it is likely that this impact will continue in the coming year.

2.7 Recovery of debt continues to be a high priority. As part of ongoing improvement work a Debt Recovery Project has been initiated to review and improve the ASC debt recovery model. The objectives of the Debt Recovery Project are to ensure that service users understand and are supported to pay their assessed client contribution. This project is also focusing on establishing clear, visible pathways to support clients to pay their client contributions and to recover any debt that arises because of non-payment.

2.8 An ASC Debt Case Panel (the Panel), chaired by the Assistant Director of Operations, Adult Social Care has also been established. The Panel meets monthly to review complex and high value debt cases. The Panel makes decisions regarding appropriate next steps to recover debt with sensitivity and consideration of the clients or families concerned, and in accordance with the Care Act. In addition, the Panel has oversight of ageing debt cases to ensure that appropriate decisions are made before the six-year limitation period expires and to share good practice.

3. Conclusion and Reason for Recommendation

3.1 There is no prospect of recovering the fourteen outstanding debts listed and therefore it is recommended that the Lead Member for Resources and Climate Change:

- (i) Approves the write-off of these debts amounting to £234,600.66 in the Council's 2023/24 accounts;
- (ii) Notes that provision is made for bad and doubtful debts; and
- (iii) Notes the current debt position and positive steps being put in place to make improvements.

ROS PARKER
Chief Operating Officer

Contact Officer: Alina Dunn
Tel No. 01273 481250
Alina.Dunn@eastsussex.gov.uk

Background Documents
None

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Summary Analysis of Debts in Excess of £10,000.00 recommended for write-off in 2023/24

	2022/23	2023/24
Department		
Adult Social Care – Client contributions (client died over a year ago) – debt cases details provided in the Exempt report	£87,276.06	£159,519.26
Adult Social Care – Client contributions – debt cases details provided in the Exempt report	£11,822.08	£50,275.47
Adult Social Care – Salary overpayments - debt cases details provided in the Exempt report	£0	£10,855.93
Communities, Economy and Transport – Loans	£10,359.40	£0
Pension Fund – Pension payments	£11,385.89	£0
Children Services – residential placement	£0	£13,950.00
Total	£120,843.43	£234,600.66

Listing of Debts in excess of £10,000 Recommended for Write-off in 2023/24 (Open report)**Childrens Services**

Ref.	Abbrev.	Date Service Provided	Service Provided	Recovery Action Taken	Reason	Amount £
<u>Childrens Services – residential placement</u>						
1	T LTD	September 2020 -October 2020	Residential Agency Placement	<ul style="list-style-type: none"> • Invoice and reminder issued; debtor resisted payment. • June 2022 Request for documents issued to invoice requestor to enable Income allocation to send to Legal Services to pursue debt. • November 2022 Document sent to Legal Services to pursue the debt. • October 2023 Legal Services advised this debtor is in liquidation. Letter issued to companies' house to establish if there are any remaining funds to be distributed. • January 2024 Letter from Liquidators advising that we have been added to the list of creditors but there are not assets to distribute. 	Company in liquidation	£13,950.00
					Subtotal	£13,950.00

Performance History

Financial Year	Total Debtors	Provision for bad and doubtful debts		Write-offs		Write-offs as a % of income collected	Net Improvement /(decline) in financial position ****
		£m	% of debtors	No. *	£m		
2023/24	**18.7	3.1	***16.58	820	0.61	0.13	(1.03)
2022/23	41.7	2.3	8.46	594	0.38	0.09	(0.77)
2021/22	10.8	1.49	12.74	901	0.42	0.11	(0.28)
2020/21	15.5	1.25	8.06	682	0.38	0.09	(0.12)
2019/20	11.9	1.19	10.0	888	0.32	0.09	0.13
2018/19	14.8	1.24	8.4	1,272	0.40	0.11	(0.10)
2017/18	12.0	1.26	10.5	410	0.28	0.08	0.06
2016/17	12.0	1.27	10.6	577	0.33	0.09	(0.15)
2015/16	15.2	1.21	8.0	594	0.24	0.07	0.20
2014/15	14.8	1.42	9.6	415	0.23	0.06	0.31
2013/14	17.3	1.20	6.9	645	0.76	0.20	(0.84)
2012/13	11.5	0.76	7.2	445	0.36	0.10	0.07
2011/12	13.6	0.87	6.4	281	0.28	0.08	(0.09)
2010/11	13.2	0.70	5.3	335	0.26	0.08	(0.23)
2009/10	8.9	0.42	4.7	431	0.31	0.15	(0.08)
2008/09	10.9	0.46	4.2	301	0.19	0.11	(0.24)
2007/08	14.8	0.23	1.6	183	0.18	0.09	0.29
2006/07	10.6	0.30	2.8	549	0.40	0.20	0.38
2005/06	14.5	0.55	3.8	965	0.53	0.30	0.11
2004/05	13.3	1.12	8.4	-	0.07	0.06	-

*The number includes all write-offs

**This is the aged debt report as at 31st January 2024 and will change significantly by 31st March 2024, as large debts are raised to the ICB at year end

***This will be completed when the aged debt totals are known after all old year cash is allocated on 6th April 2024

****Total provision (£m) and write-offs (£m) compared to previous year, this will change when bad debt is calculated mid-April 2024

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