

## **Scoping an Overview and Scrutiny Review**

### **What is the broad remit set for the review?**

- 1. To review the use of enforcement agents by Nottingham City Council.**

### **What is the specific focus for the review?**

- To review the use of enforcement agents following the introduction of new legislation seeking to balance the ability to collect debt with the rights of the creditor to receive effective and proportionate enforcement.
- What are the problems with the current system of debt recovery in Nottingham?
- Is the criteria used by this Council to refer cases to bailiffs reasonable?
- Are the processes adopted by this Council in relation to the use of enforcement agents reasonable and are they applied reasonably?
- How does this Council compare with other authorities in terms of fairness and effectiveness?
- In March 2015, the Children's Society published a report regarding the impact of debt collection on children and young people. How does this Council compare with the recommendations made by the Children's Society in its report, 'The Wolf at the Door'?
- How practical are the recommendations made by the Children's Society in its report?
- What is the impact of any recommendation not only on the debtor but also on the service and service users not in debt?
- Would the collection of debt by this Council be improved for both debtors and enforcement agents by being provided in-house by this Council, either totally or partially?

### **What are we trying to influence?**

- The process of the collection of debt by Nottingham City Council, with a specific focus on council tax collections.

### **Do we need any experts / specialists to sit on the panel with us?**

No

**What information do we need and who do we need to speak to?**

Head of Operations for Revenue and Benefits at Nottingham City Council  
Nottingham City Councillors  
Citizen Advice  
Step Change Debt Charity

**What methods will we use to get the information needed?**

Consultation  
Desktop research  
Website  
Written submissions from debt charities

**What are the timescales for the review?**

A review panel to meet on Monday 26 October 2015, 10am.