65231 Credits, Overpayments and Other Balances Held by the Council

I am requesting information regarding credits, overpayments and other balances held by the Council which may be refundable to businesses, organisations or other non-personal entities.

I am particularly interested in identifying historic or current balances where the Council has been unable to return the money to the organisation concerned.

Please provide, where held:

The total value of unclaimed or unapplied credits currently held against business or organisation accounts.

£267,918

The number of accounts these credits relate to.

91

The value of credits by age, for example 6–12 months, 1–2 years, 2–3 years and 3+ years.

Please refer to the table below.

0 - 28 Days	29 - 42 Days	43 - 63 Days	64 - 126 Days	127 - 182 Days	183 - 365 Days	1 - 2 Years	2 - 3 Years	Total
£54,323	£2,268	£14,197	£93,641	£931	£88,087	£3,008	£11,464	£267,918

The relevant service area, such as business rates, commercial rent, licensing, procurement, invoices, supplier accounts, housing or other council services.

Please refer to the table below.

Service Area	Number of Accounts	Total Credit
Children, Education and Communities	1	£2,108
Commercial Rent	21	£202,293
Corporate Services	8	£37,448
Culture, Wellbeing & Economy	5	£9,217
Economic Development	1	£438
Health & Social Care	1	£594
Housing	1	£50
Housing (Stair Cleaning)	3	£360
Housing Property	1	£35

Insurance	7	£291
Licensing	21	£9,582
Lothian Pension Fund	1	£100
Operational Services (Bereavement)	2	£1,983
Operational Services (Environmental)	1	£55
Operational Services (Roads)	2	£705
Parking Suspension	2	£1,742
Planning	1	£34
Regulatory Services	1	£235
Shared Repair Service	11	£649
TOTAL	**91**	**£267,918**

The number and total value of credits where the Council has attempted to contact the organisation but has been unable to obtain repayment instructions or bank details.

Number of Accounts – 51

Total Credits - £45,457

The number and value of credits which remain unresolved because the Council cannot establish the correct recipient.

Number of Accounts – 14

Total Credits - £39,359

The total value of credits written off or transferred to another account during the last three financial years.

Please refer to the table below.

Financial Year	Total Credits
2024/25	£1,299
2025/26	£11,278
2026/27	£8,168

The Council's current process for identifying and returning unclaimed credits and any planned projects to review or clear historic balances. - Whether the Council uses an external company, tracing agent, consultancy or other organisation to help identify or return unclaimed credits.

An automated process identifies unclaimed credits within our internal Debt Management System.

Any current or forthcoming procurement, contract, consultancy or project relating to the review, tracing, verification or repayment of historic credits.

There is no current or forthcoming procurement contract.