



Reference: FOI 1120

Request:

Under the Freedom of Information Act 2000, we would like to request the following information.

- 1) The number of times between 1st April 2018 and 31st March 2019, or the nearest available twelve month period, that private bailiffs/enforcement agents have been instructed to enforce debts to the local authority relating to each of the following;
 - a. Council tax
 - b. Parking
 - c. Housing Benefit overpayments
 - d. Business Rates
 - e. Commercial Rents
 - f. Any other debt types, including any other overpayments

By “private bailiffs/enforcement agents” we mean those who are self-employed or who work for private companies, including as high court enforcement officers. Please include cases where local authority employees have visited a property to enforce a warrant of control.

- 2) Do you signpost residents to one or more free debt advice agencies as part of your collections process? (Yes/No) If so, which charities?
- 3) Have you adopted the [Standard Financial Statement](#) (or Common Financial Statement) as a tool for objectively assessing income and expenditure as part of your collections process? (Yes/No)
- 4) Do you have a formal policy in place for dealing with residents in vulnerable circumstances as part of your collections process? (Yes/No)
- 5) Do you currently have a policy of exempting recipients of Council Tax Support from the use of bailiff action? (Yes/No)
- 6) Have you adopted the Citizens Advice/Local Government Association [Council Tax Protocol](#)? (Yes/No)

Response:

1) The number of times between 1st April 2018 and 31st March 2019, or the nearest available twelve month period, that private bailiffs/enforcement agents have been instructed to enforce debts to the local authority relating to each of the following;

- a. Council tax - 2700 (Representing multiple years)**
- b. Parking - 1681 (Representing multiple years)**

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c. Housing Benefit overpayments - 0

d. Business Rates - 171

e. Commercial Rents - 0

f. Any other debt types, including any other overpayments - N/A

2) Do you signpost residents to one or more free debt advice agencies as part of your collections process? (Yes/No) If so, which charities?

Yes - Multiple Local and National Charities who supply free and impartial debt advice

3) Have you adopted the Standard Financial Statement (or Common Financial Statement) as a tool for objectively assessing income and expenditure as part of your collections process? (Yes/No)

No

4) Do you have a formal policy in place for dealing with residents in vulnerable circumstances as part of your collections process? (Yes/No)

All vulnerability cases are treated on an individual basis taking into account the customers personal circumstances and in accordance with regulatory requirements.

5) Do you currently have a policy of exempting recipients of Council Tax Support from the use of bailiff action? (Yes/No)

Yes

6) Have you adopted the Citizens Advice/Local Government Association Council Tax Protocol? (Yes/No)

Yes

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