

FOI number: **HBC\_FOI\_2019063**  
 Date FOI Received: **22/01/2019**  
 Department: **Business Rates**  
 Title: **Debt collection contracts**  
 Description: **Contracts in place for collection of unpaid Council Tax, Business Rates and Penalty Charge Notices (PCNs).**

**Request:** *(As Redacted sent by requestor)*

Dear Sir/Madam,

I am writing to you under the Freedom of Information Act 2000, to request the following information from Hertsmere Borough Council.

I would be grateful if you could confirm receipt of this request by email and provide the response in electronic format. If you have any queries please do not hesitate to contact me via email, <REDACTED> or by phone on <REDACTED> and I will be happy to clarify.

**Questions for consideration**

All of the below questions relate to any contracts you have with enforcement (debt collection) service providers for the recovery of unpaid Council Tax, Business Rates and Penalty Charge Notices (PCNs). Each question should be answered in relation to this. Please answer each question in the boxes below, in the formats requested.

1. Please specify whether you have an existing contract(s) for Enforcement Agent (Bailiff) Services for Council Tax, Business Rates and PCN debt collection and which of the three types of debt collection mentioned above it covers?

Type of contract	Yes/No Response
Single contract for Enforcement Agent (Bailiff) Services for Council Tax, Business Rates and PCNs	
Separate contracts for Council Tax, Business Rates and PCNs	
A combined contract covering debt collection for two of the debts mentioned and another for the third (please state the combination)	
No contract for collection of one or more types of the debts mentioned above (please specify which)	

2. Please provide the dates that all of your existing contracts for Enforcement Agent (Bailiff) Services for Council Tax, Business Rates and PCN debt collection will expire

Type of enforcement service	Contract start date	Contract expiry date

Council Tax		
Business Rates		
PCNs		

3. Please state the name of all Enforcement Agencies appointed by the above contracts

Type of enforcement service	Enforcement Agency Name
Council Tax	
Business Rates	
PCNs	

4. How many debt collection instructions were issued each year to the Enforcement Agencies mentioned since the contract with them was put in place?

<b>Answer here</b>

5. If you don't have a current contract with an Enforcement Agency in place, please could you specify:

a) The process by which your council collects unpaid Council Tax, Business Rates and PCNs. Please make clear the bodies or companies responsible for the delivery of this service	
b) The number of debt collection instructions issued to the bodies or companies delivering these services on an annual basis over the last five years	

6. Do you engage Enforcement Services under a Service Level Agreement and if so, what date is the contract due to be reviewed?

<b>Use of Service Level Agreement (Yes/No)</b>	<b>Date of set for review of the Service Level Agreement</b>

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**Response:**                    *(Response as Redacted sent by service)*

1. Please specify whether you have an existing contract(s) for Enforcement Agent (Bailiff) Services for Council Tax, Business Rates and PCN debt collection and which of the three types of debt collection mentioned above it covers?

Type of contract	Yes/No Response
Single contract for Enforcement Agent (Bailiff) Services for Council Tax, Business Rates and PCNs	No – for business rates and council tax No – for parking services, commission own bailiffs directly
Separate contracts for Council Tax, Business Rates and PCNs	No – for business rates and council tax No – for parking services
A combined contract covering debt collection for two of the debts mentioned and another for the third (please state the combination)	No for business rates and council tax No for parking services
No contract for collection of one or more types of the debts mentioned above (please specify which)	SLA with each enforcement agency for business rates and council tax Parking commissions bailiffs separately

2. Please provide the dates that all of your existing contracts for Enforcement Agent (Bailiff) Services for Council Tax, Business Rates and PCN debt collection will expire

Type of enforcement service	Contract start date	Contract expiry date
Council Tax	N/A	N/A
Business Rates	N/A	N/A
PCNs	Rolling contract	Rolling contract

3. Please state the name of all Enforcement Agencies appointed by the above contracts

Type of enforcement service	Enforcement Agency Name

Council Tax	N/A – no contracts
Business Rates	N/A – no contracts
PCNs	Newlyns PLC

4. How many debt collection instructions were issued each year to the Enforcement Agencies mentioned since the contract with them was put in place?

<b>Answer here</b>
N/A – no contract for business rates and council tax Parking services – 1,728 (361, 767 & 600)

5. If you don't have a current contract with an Enforcement Agency in place, please could you specify:

a) The process by which your council collects unpaid Council Tax, Business Rates and PCNs. Please make clear the bodies or companies responsible for the delivery of this service	SLA with two companies (Rundles for business rates and council tax and Phoenix for Council Tax. N/A for parking services
b) The number of debt collection instructions issued to the bodies or companies delivering these services on an annual basis over the last five years	Rundles (CT & BR) – 6,505 (1,552, 1,223, 1,279, 1,117, 1,334 cases) Phoenix (CT) - 6,156 (1,370, 1,285, 1,305, 1,131, 1,065 cases) N/A for parking services

6. Do you engage Enforcement Services under a Service Level Agreement and if so, what date is the contract due to be reviewed?

Use of Service Level Agreement (Yes/No)	Date of set for review of the Service Level Agreement
Yes – business rates and council tax	Rundles – review 12/12/21 Phoenix 1/4/19
No – Parking services	

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office  
Wycliffe House, Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Telephone: 01625 545700  
Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards  
Information Services