

I am writing to make a formal request under the FOI Act 2000 for information related to your organisation's debt collection and write-off policies, as well as certain debt-related practices. I kindly request that you provide me with the following information:

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| <p>1) Can you please confirm whether your organisation has a corporate or departmental debt collection policy? If yes, please specify which and provide copies of the policy or a link to the source where it can be accessed.</p> | <p>Our policy is currently being reviewed and will be published in due course. Once published the policy will appear on our website:-</p> <p style="text-align: center;">www.wigan.gov.uk/debtrecovery</p> | | | | |
| <p>2) Can you please confirm whether your organisation has a corporate or departmental write-off policy? If yes, please specify which and provide copies of the policy or a link to the source where it can be accessed.</p> | <p>See response at Q1.</p> | | | | |
| <p>3) Can you please confirm whether your organisation utilizes enforcement agents to collect statutory debts? If yes, could you also confirm if any added value services are extracted due to this contract, such as fintech utilization or financial assistance? Additionally, please provide a list of the types of debts for which enforcement agents are used.</p> | <p>For Business Rates and Council Tax, Rundles, Marstons and Bristow and Sutor are utilised to collect unpaid debts. No added value services are extracted.</p> | | | | |
| <p>4) Can you please confirm whether your organisation utilises debt collection agents (DCA) to collect debts owed to the organisation? If yes, could you also confirm if any added value services are extracted due to this contract, such as fintech utilization or financial assistance? please provide a list of the types of debts for which Debt collection agents are used.</p> | <p>For Council Tax and Business Rates Debt recovery, we do not use any Debt collection agents prior to enforcement stages.</p> | | | | |
| <p>5) Can you please confirm whether your organisation has a local authority-owned enforcement agent facility for undertaking "taking control of goods fees regulations" debt collections? If yes, please provide a list of debts for which this the debts the team collects, and kindly provide a copy of the notice of enforcement that is used.</p> | <p>We currently have an internal Enforcement team that are responsible for the recovery of Council Tax under the Taking Control of Goods Regulations.</p> | | | | |
| <p>6) Please confirm the total amount of debt written off by your local authority for the years 2021/22 and 2022/23. Please break down the figures by debt area, such as Council Tax, Parking, and Sundry Debt etc.</p> | <table border="0"> <tr> <td style="padding-right: 20px;">2021/22</td> <td>£68,591.64</td> </tr> <tr> <td>2022/23</td> <td>£0</td> </tr> </table> | 2021/22 | £68,591.64 | 2022/23 | £0 |
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