

Request

1. Your current suppliers used to collect the following debts (please give names of all suppliers for each debt type):
 - Parking Fines (PCNs)
 - Council Tax
 - Business Rates (NDR)
2. Number of cases issued to enforcement agents for each debt type, for the immediate past two financial years and year to date, e.g. 2021/22; 2022/23; 2023 Year to date:
 - Parking Fines (PCNs)
 - Council Tax
 - Business Rates (NDR)
3. Enforcement/Debt Collection contract start and contract end date, and any contract extension dates for each of the following debt types:
 - Parking Fines (PCNs)
 - Council Tax
 - Business Rates (NDR)
4. Are your Revenues and Benefits or Parking Services outsourced, and if they are, please state who is the supplier responsible for each or both service e.g. Capita, APCOA, Agilysis, Serco, Liberata etc.
 - Parking (RTD)
 - Revenues and Benefits
5. The name and/or job title of the Senior Office (outside of procurement) responsible for the above contract(s)?

Response

Council Tax & Business Rates

1) For both CTAX & NNDR – we use Bristow & Sutor, Marstons & Rundles as external Enforcement agents.

2)

	CTAX	NNDR
2021/22	4067	0
2022/23	8636	554
2023 YTD	6079	479

Please note, cases are recorded in the form of Liability Orders issued and not based on Council Tax/NNDR accounts. It is possible for an account to have multiple Liability Orders so the above figures do not reflect the true number of accounts passed to enforcement agencies for the periods stated. The figures quoted may also contain a duplicate count of some Liability Orders, i.e. where a Liability Order is issued to an Enforcement Agent but returned for reasons such as a debtor absconding, the same Liability Order may be re-referred to an Enforcement Agent (if necessary) at a later date (if traced and there was no engagement from the debtor) and therefore would appear twice in the figures.

Also, the above figures do not include the cases that have been through our Internal Enforcement team.

- 3) N/A
4) Our Revenues and Benefits services are not outsourced
5) Joanne Mitchell
Assistant Director, Customer Experience & Support

Parking Fines

- Jacobs Enforcement Agents
- Penalty Charge Notices (PCN's)

2021/22 - 695
2022/23 - 1961
2023 to date – 1229
- Not in a contract, but have a SLA
- Delivered directly by the Council (in-house)
- Julie Middlehurst
Assistant Director, Infrastructure & Regulatory Services