

**Request:**

1. I would like to know how much money, if any has been recovered using bailiffs (debt collection agencies) in 2018, 2019, 2020, 2021, 2022 and 2023, broken down to the amount by year, for the following debts:
  - a) council tax arrears
  - b) parking penalty charges
  - c) housing benefit overpayments.

**Response**

1

a).

Financial Year	Totals
2018	£1,296,442.06
2019	£1,256,752.47
2020	£306,319.80
2021	£181,816.31
2022	£722,274.22
2023 (to date)	£94,435.30

b).

Financial Year	Total
2018	£50250.34
2019	£38857.10
2020	£44821.45
2021	£27943.95
2022	£38171.10
2023 (to date)	£25616.87

c).

Financial Year	Total
2018	£4433.75
2019	£4409.49
2020	£4558.47
2021	£5012.84
2022	£5140.84
2023 (to date)	£1928.15

2. I would also like to see the policy documents regarding the use of bailiffs and the details of any complaints lodged against the council's use of bailiffs.

2. Further information in respect of Council Tax Recovery action can be found on our web page following this link [Council Tax recovery \(wigan.gov.uk\)](http://wigan.gov.uk). The following link provides information specifically in relation to the use of enforcement agents [Enforcement Agency \(wigan.gov.uk\)](http://wigan.gov.uk) and within this page in the "Related Documents" section is a link to information on the Code of Practice used by Enforcement Agents and the Taking Control of Goods regulations, which are the underpinning regulations around Enforcement Agents. The Council Tax (Administration and Enforcement) Regulations 1992 also provide the framework for the administration of Council Tax.

3. If possible, I would also like to know how much the council is spending on contracts with debt collection agencies.

3. £0