

I am writing to you under the Freedom of Information Act 2000 to request the following information:

1) Which enforcement agent or agents does your council employ for matters involving council debts?

Marstons, Rundles; Bristow Sutor, Jacobs and Wilson & Roe

2) How many court summons have your council issued in the following years: so far in 2023/24; 2022/23; 2021/22; 2020/21; 2019/ 2020; 2018/ 19?

Please note that the figure for 2020/21 is less due to a reduction of enforcement action during Covid

| Year | Summons |
|---------|---------|
| 2018/19 | 22,327 |
| 2019/20 | 22,107 |
| 2020/21 | 8,160 |
| 2021/22 | 15,394 |
| 2022/23 | 16,163 |
| 2023/24 | 12,379 |

3) How many times have the council referred to enforcement agents for the purpose of debt collection for the following years: so far in 2023/24; 2022/23; 2021/22; 2020/21; 2019/ 2020; 2018/ 19?

| Year | CTAX LO's referred |
|---------|--------------------|
| 2018/19 | 6237 |
| 2019/20 | 14369 |
| 2020/21 | 0 |
| 2021/22 | 4067 |
| 2022/23 | 8636 |
| 2023/24 | 5094 |

The above figures are the number of Council Tax Liability Orders that have been referred to external Enforcement Agents.

Please note, cases are recorded in the form of Liability Orders issued and not based on Council Tax 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.

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| 4) For those who have been visited please provide an anonymised breakdown of demographics in the categories of household income and race of occupants. | This information is not recorded. |
| 5) Has the council carried out any quality impact assessments on debt collection services? If so, would I be able to request access to this document? | The performance of external Enforcement Agents is regularly reviewed and performance monitoring meetings are held with each external contractor on a regular basis. Although performance meetings are held to ensure quality, there are no reports retained that can be supplied. |
| 6) How many complaints have been made to your council due to actions taken by enforcement agents in the following years: so far in 2023/24; 2022/23; 2021/22; 2020/21; 2019/ 2020; 2018/ 19? | 2023/24 - 0 2022/23 - 0 2021/22 - 0 2020/21 – 1 2019/20 – 2 2018/19 – 3 |