

I would please like to request the following information:

- 1) In the financial years 21/22, 22/23 and 23/24 (Up to 07.02.24), could you please provide me with the total monetary value of council-related debts (such as council tax, parking fines, failures to pay business rates and housing arrears) which were referred to external enforcement agencies?

The referred values shown below may contain duplicate figures. It is possible that the same value can be referred to an Enforcement Agency more than once. This can happen, for example, where a debt is issued to an Enforcement Agent but returned for reasons such as a debtor absconding. The same debt may be referred again to an Enforcement Agent at a later date and therefore would appear twice in the figures.

Please note, the value collected by Enforcement Agencies within the year may contain remittances from debts referred in previous years. For example, a value collected in 2023/2024, may arise from cases referred in 2023/2024, 2022/2023 or previous years.

21/22	£2,882,974.11
22/23	£11,792,612.32
23/24	£10,142,974.80

- 2) Of this figure, please could you provide the amount that was recovered by external debt agencies broken down for each of the financial years referenced?

21/22	£228,508.47
22/23	£1,224,953.46
23/24	£1,428,328.67

- 3) For each of those financial years, please provide the number of complaints the council has received about the conduct of external bailiffs and debt collectors.

21/22	1
22/23	2
23/24	2