



**Wigan<sup>♥</sup>  
Council**

I hereby request copies of the following information relating to your council's use of private enforcement agents (HCEOs) over the past five years:

1. Contracts & Frameworks

- All contracts, framework agreements or service-level agreements under which your council engages High Court Enforcement Officers (or equivalent bailiff services), including firm names, contract dates, and any extensions or renewals.

Wigan Council use Jacobs Enforcement (Commercial Rent Recovery) and High Court Enforcement - High Court Enforcement Group and Wilson and Roe Ltd.

2. Complaints & Audit Data

- Any internal audit reports, complaints registers or data analyses concerning HCEO conduct, including numbers of complaints received, outcomes, and any remedial actions taken.

No complaints received in respect of our agents' actions.

3. Risk & Governance Policies

- Copies of any risk-assessment documents, governance policies or due-diligence assessments (including insurance reviews) your council uses to monitor or vet enforcement firms.

We don't use any agents in relation to private sector enforcement or entered into any contracts with / to monitor any such agents etc.

4. Council-Agent Communications

- All email correspondence, meeting agendas and minutes between this council and any HCEOA member firm concerning enforcement-agent performance, complaints or operational matters.

We don't use any agents in relation to private sector enforcement or entered into any contracts with / to monitor any such agents etc.

5. Scrutiny Committee Records

- Agenda papers, briefing notes and minutes from Overview & Scrutiny Committee or Audit Committee meetings where private-enforcement arrangements or HCEO performance were discussed.

There have been no reports to the audit committee over the past 5 years that relate to private enforcement arrangements.

6. Performance Metrics & Payments

- Quarterly or annual KPI reports, scorecards or payment schedules tracking enforcement-agent performance (e.g. levies collected, revenue share, performance deductions or bonuses).

We don't use any agents in relation to private sector enforcement or entered into any contracts with / to monitor any such agents etc.

7. Training & Vetting Requirements

- Details of any training, accreditation or vetting standards imposed on contracted HCEOs (for example, ECHR/vulnerability training), and dates of last review or update.

We don't use any agents in relation to private sector enforcement or entered into any contracts with / to monitor any such agents etc.

8. Regulatory & MP Correspondence

- Any letters or emails between your council and Members of Parliament, governmental departments (e.g. MoJ, ICO, HSE) or regulatory bodies (e.g. HCEOA, SRA) regarding private enforcement arrangements.

There has been no correspondence between the Council's Income Team and bodies stated.