

Received 21/3/2019

Responded 27/3/2019

### Request/Response

Please note that the Council do not issue PCNs.

1. Please specify whether you have an existing contract(s) for Enforcement Agent (Bailiff) Services for Council Tax, Business Rates and PCN debt collection and which of the three types of debt collection mentioned above it covers?

Type of contract	Yes/No Response
Single contract for Enforcement Agent (Bailiff) Services for Council Tax, Business Rates and PCNs	Yes, Service provided by SLA's
Separate contracts for Council Tax, Business Rates and PCNs	No
A combined contract covering debt collection for two of the debts mentioned and another for the third (please state the combination)	No
No contract for collection of one or more types of the debts mentioned above (please specify which)	

2. Please provide the dates that all of your existing contracts for Enforcement Agent (Bailiff) Services for Council Tax, Business Rates and PCN debt collection will expire

Type of enforcement service	Contract start date	Contract expiry date
Council Tax		On Going
Business Rates		On Going
PCNs		N/A

3. Please state the name of all Enforcement Agencies appointed by the above contracts

Type of enforcement service	Enforcement Agency Name
Council Tax	Chandlers Ltd, Confero Collections Ltd, Stanford & Green Ltd
Business Rates	Chandlers Ltd, Confero Collections Ltd, Stanford & Green Ltd
PCNs	N/A

4. How many debt collection instructions were issued in a) 2016, b) 2017 c) 2018 to the Enforcement Agencies mentioned since the contract with them was put in place?

<b>Year (calendar yr)</b>	<b>Instructions</b>
2016	1872
2017	2266
2018	1979

5. If you don't have a current contract with an Enforcement Agency in place, please could you specify:

a) The process by which your council collects unpaid Council Tax, Business Rates and PCNs. Please make clear the bodies or companies responsible for the delivery of this service	
b) The number of debt collection instructions issued to the bodies or companies delivering these services on an annual basis over the last five years	

6. Do you engage Enforcement Services under a Service Level Agreement and if so, what date is the contract due to be reviewed?

<b>Use of Service Level Agreement (Yes/No)</b>	<b>Review date of the Service Level Agreement</b>
Yes	On Going