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29/04/2019

[REDACTED]

**FREEDOM OF INFORMATION ACT 2000 / ENVIRONMENTAL INFORMATION
REGULATIONS 2004**

INFORMATION REQUEST REFERENCE: FOI2019/00383

We have considered your request for information and the details you have requested are as follows:

- 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	Single contract for Council Tax, Business Rates and PCNs
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)	No

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	09/06/2014	08/06/2019
Business Rates	As above	As above
PCNs	As above	As above

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

Type of enforcement service	Enforcement Agency Name
Council Tax	Rundle & Co Ltd
Business Rates	As above
PCNs	As above

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?

Year	Instructions
2016	Business Rates: 69, Council Tax: 1537, PNC: Not available
2017	Business Rates:87, Council Tax: 1285, PNC: 199
2018	Business Rates:68, Council Tax: 1376, PNC: 528

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	n/a
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	n/a

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

Use of Service Level Agreement (Yes/No)	Review date of the Service Level Agreement
n/a	n/a

Copyright and re-use of information

Please be aware that copyright may exist on information that we provide in response to requests, including attachments.

Where we provide information the Council has authored, you may re-use it free of charge unless we have stated otherwise. However, in some cases we do not own the copyright (for example Ordnance Survey owns the copyright for most map information we use). Therefore, where someone other than Guildford Borough Council owns the copyright, please check with us if you plan to re-use it or if you are not sure whether copyright will be an issue.

Your right to ask for an internal review

I trust the above addresses your enquiry. However, if you do not agree with the way your request has been handled, you may write to ask the Council to review the decision. Another officer will carry out a review and they will then write to you, letting you know if they agree with the original decision or have reached a different conclusion.

You should write to Customer Services, Guildford Borough Council, Millmead House, Millmead, Guildford GU2 4BB (foi@guildford.gov.uk). It is important that you clearly state that you are asking for an Internal Review and provide a copy of your correspondence with the Council about this request. We recommend that you include the reference number and "Internal Review" in the email or letter header to help avoid delays.

Your right to appeal to the Information Commissioner

You also have the right to contact the Information Commissioner if you believe we have failed to meet our obligations to deal with your request for information. Please remember that they will usually only consider appeals after the Council has had the opportunity to carry out an internal review. More guidance about your rights is available on the Information Commissioner's website at www.ico.org.uk.

Yours sincerely



principal Exchequer Services Officer (Council Tax)

Guildford Borough Council

Millmead House, Millmead, Guildford, Surrey GU2 4BB

