

12 August 2019  
Our ref: 5467628

Thank you for your request received on 12 July 2019, for the following information:

**Under the Freedom of Information Act, please provide the following records for the years 2015/16, 2016/17, 2017/18, 2018/19:**

- 1. The number of cases of council tax debt which have been passed to external enforcement agencies and the overall amount of council tax which was owed (just in relation to the cases which were passed to the agencies)**
- 2. In addition to the above, if it is possible to do so within the FOI cost limit, please provide the overall amount of council tax debt recovered by agencies**
- 3. In addition to the above, if it is possible to do so within the FOI cost limit, please provide for each of the periods 2017/18 and 2018/19 the names of enforcement agencies employed by the council. (If multiple, please detail % split of cases allocated).**
- 4. In addition to the above, if it is possible to do so within the FOI cost limit, please provide for each of the periods 2017/18 and 2018/19, the number of complaints received by the council arising from allegations about the actions of bailiffs and debt collectors employed by the council.**

We have processed this request under the Freedom of Information Act 2000.

## **Response**

The council holds the information requested and the answers to your questions are below.

***Under the Freedom of Information Act, please provide the following records for the years 2015/16, 2016/17, 2017/18, 2018/19:***

- 1. The number of cases of council tax debt which have been passed to external enforcement agencies and the overall amount of council tax which was owed (just in relation to the cases which were passed to the agencies)***

15/16	16/17	17/18	18/19
10,503	8,835	8,508	8,680
£8,633,928.89	£7,345,320.67	£6,649,639.41	£7,764,102.25

**2. In addition to the above, if it is possible to do so within the FOI cost limit, please provide the overall amount of council tax debt recovered by agencies**

15/16	16/17	17/18	18/19
£2,285,198.56	£2,126,739.54	£2,320,889.42	£2,242,054.91

**3. In addition to the above, if it is possible to do so within the FOI cost limit, please provide for each of the periods 2017/18 and 2018/19 the names of enforcement agencies employed by the council. (If multiple, please detail % split of cases allocated).**

15/16	16/17	17/18	18/19
Equita	Equita	Equita	Equita

**4. In addition to the above, if it is possible to do so within the FOI cost limit, please provide for each of the periods 2017/18 and 2018/19, the number of complaints received by the council arising from allegations about the actions of bailiffs and debt collectors employed by the council.**

15/16	16/17	17/18	18/19
15	10	20	14

#### **Further information**

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

#### **Advice and Assistance : Direct Marketing**

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link [www.ico.org.uk](http://www.ico.org.uk)

**For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.**

#### **Your rights**

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: [foi@barnet.gov.uk](mailto:foi@barnet.gov.uk). Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website [www.ico.org.uk](http://www.ico.org.uk)). There is no charge for making an appeal.