



Assurance Group
London Borough of Barnet,
2 Bristol Avenue, Colindale,
London NW9 4EW
20 January 2020
Our ref: 5901132

Thank you for your request received on 18 December 2019, for the following information:

- 1. Does your enforcement agent contract allow your enforcement agents to issue an indemnity against prosecution for themselves without the agreement of the council in cases where they have wrongfully seized and to vulnerable 2. Have you ever allowed bailiffs to make their own settlement agreements where goods have to be returned?**
- 3. Would you allow enforcement agents to breach the equalities act if it meant your business rates were collected?**
- 4. How would you react if they did this without you knowing?**
- 5. Would you class a secret indemnity which achieves a gain at the cost to the vulnerable victim a material breach of contract .?**
- 6. Must enforcement agents always report failed levies and a full report when dealing with vulnerable customers thank you for your public concern in answering these questions asap.**

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

Response

The council holds the information requested and it is attached/ the answers to your questions are below

1. Does your enforcement agent contract allow your enforcement agents to issue an indemnity against prosecution for themselves without the agreement of the council in cases where they have wrongfully seized and to vulnerable

The enforcement agents have no such agreement with any of their clients.

2. Have you ever allowed bailiffs to make their own settlement agreements where goods have to be returned?

All settlement agreements made by the enforcement agents are in accordance with the regulations (The Taking Control of Goods Regulations 2013)

3. Would you allow enforcement agents to breach the equalities act if it meant your business rates were collected?

The enforcement agents operate in accordance with the regulations as well as all other legislation at all times.

4. How would you react if they did this without you knowing?

n/a

5. Would you class a secret indemnity which achieves a gain at the cost to the vulnerable victim a material breach of contract .?

The enforcement agents have no such agreement with any of their clients

6. Must enforcement agents always report failed levies and a full report when dealing with vulnerable customers

The enforcement agents provide a full report when each liability order/warrant is returned to their clients thank you for your public concern in answering these questions asap.

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

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. 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). There is no charge for making an appeal.

