

23 April 2021
Our ref: 7159904

Thank you for your request received on 24 March 2021, for the following information:

Q1. Please specify the number of cases issued to the in-house enforcement team (where certificated enforcement agents are directly employed by the council) and the number of cases issued to external enforcement teams for the past 2 years and year to date:

**Council Tax
Business Rates (NNDR)
Parking Fines/ Charge Penalty Notices
Commercial Rent Arrears (CRAR)
Sundry Debts**

Q2. If applicable, please specify what system the local authority uses to administer in-house enforcement?

**System Name Yes/No ?
Enforcer by Whyte & Co
Lateral/ Click Debt
Onestep/ CivicaCollect
Other eg. Excel Spreadsheet/ Access (Please specify)**

Q3 Does the council consolidate data from across its different services to manage debt centrally i.e Operate a Single View of Debt function? If so, which system is used for administering this?

System Name Departments Involved

Q4. Please specify any external enforcement agents contract end dates for the below debt types:

Debt Type Contract End Date

**Council Tax
Business Rates (NNDR)
Parking Fines/ Charge Penalty Notices
Commercial Rent Arrears (CRAR)
Sundry Debts**

Q5. The name and job title of the senior officer/ manager (outside of

procurement) responsible for internal and external enforcement agents?
Debt Type Senior Officers Name Job Title Contact Phone Number Contact
Email Address

Council Tax
Business Rates (NNDR)
Parking Fines/ Charge Penalty Notices
Commercial Rent Arrears (CRAR)
Sundry Debts

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.

Q1. Please specify the number of cases issued to the in-house enforcement team (where certificated enforcement agents are directly employed by the council) and the number of cases issued to external enforcement teams for the past 2 years and year to date:

Council Tax - NIL
Business Rates (NNDR) - 658 (External)
Parking Fines/ Charge Penalty Notices - NIL
Commercial Rent Arrears (CRAR) - 9 (External)
Sundry Debts - 1 (External)

Q2. If applicable, please specify what system the local authority uses to administer in-house enforcement?

Parking use Taranto.
Business Rates use Excel Spreadsheets.

Q3 Does the council consolidate data from across its different services to manage debt centrally i.e Operate a Single View of Debt function?

No.

If so, which system is used for administering this?

N/A

Q4. Please specify any external enforcement agents contract end dates for the below debt types:

Debt Type Contract End Date

Council Tax - September 2023
Business Rates (NNDR) - September 2023
Parking Fines/ Charge Penalty Notices - 31/10/2023
Commercial Rent Arrears (CRAR) - 08/10/2022
Sundry Debts- 08/10/2022

Q5. The name and job title of the senior officer/ manager (outside of procurement) responsible for internal and external enforcement agents?

Debt Type Senior Officers Name Job Title Contact Phone Number Contact Email Address

Council Tax - Matthew Wolff – Revenues Operations Manager – 0208 359 2816 - matthew.wolff@capita.com

Business Rates (NNDR) - Darren Smith - Finance Manager: Revenues & Benefits - 020 8359 5738 - Darren.Smith@Barnet.gov.uk

Parking Fines/ Charge Penalty Notices - Nicholas Demarco - Parking Process and Customer Service Manager - 07892 705776 - Nicholas.Demarco@Barnet.gov.uk

Commercial Rent Arrears (CRAR) - Misrak Habtesilassie - Assistant Finance Manager - 0208 359 2203 - misrak.habtesilassie@barnet.gov.uk

Sundry Debts - Misrak Habtesilassie, Assistant Finance Manager, 0208 359 2203, misrak.habtesilassie@barnet.gov.uk

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.