

Evans, Michael

Subject: Freedom of Information Act 2000 - Request for Information

From: Cowen, David **On Behalf Of** Customer Comments

Sent: 01 April 2015 09:15

To: FOI Requests

Subject: FW: Freedom of Information Act 2000 - Request for Information

Good Morning

Can you please acknowledge this e-mail within 1 working day and respond in full to the customer within 20 working days?

Regards
Customer Services

Sent: 01 April 2015 07:22

To: Customer Comments

Subject: Freedom of Information Act 2000 - Request for Information

Dear Stockton-on-Tees Council,

Under the Freedom of Information Act 2000, please provide me with the following information:

1. Does the Council have a bailiff Code of Conduct in place and if so what is it?
2. Does the Council have a service level Agreement with the bailiff and if so what is it?
3. Please name your appointed bailiff/debt recovery contractors for each of the following services:
 - a. Council Tax
 - b. Business Rates
 - c. Commercial Rents
 - d. Parking Penalties
 - e. Housing Benefit Overpayments
 - f. Sundry Debts
4. Please set out the contract/SLA start and end dates for each contractor, including any provisions for extensions and the applicable periods.
5. Please provide the name and job title of the person within the Council responsible for day to day managing of each contractor for each service. Please provide their direct email and direct phone number.
 - a. Council Tax
 - b. Business Rates
 - c. Commercial Rents
 - d. Parking Penalties
 - e. Housing Benefit Overpayments
 - f. Sundry Debts

6. I require a copy of the contract or service level agreement that is in place with each bailiff.

I would like the above information to be provided to me as email.

I understand that you are required to respond to my request within the 20 working days after you receive this letter. I would be grateful if you could confirm in writing that you have received this request.

I look forward to hearing from you.

Yours faithfully

Evans, Michael

Subject: Information request – Ref: 0002/1516

From: Sanderson, Sarah **On Behalf Of** FOI Requests

Sent: 01 April 2015 10:38

To:

Subject: Information request – Ref: 0002/1516

Dear

Freedom of Information Act 2000 / Environmental Information Regulations 2004 – Ref: 0002/1516

Thank you for your correspondence received on 01 April 2015.

Your request is being considered under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004 (whichever is most appropriate). You will receive the information requested within the statutory timescale of 20 working days.

However, please note the Acts define a number of exemptions that may prevent release of the requested information. There will therefore be an assessment of your request to determine if any exemptions apply to the information requested. If the information cannot be released, or only released in part you will be informed of the reasons why, together with any rights of appeal.

If the information requested refers to a third party, they may be consulted before deciding whether it can be released.

Yours sincerely,

Stockton-on-Tees Borough Council

Municipal Buildings, Church Road, Stockton-on-Tees, TS18 1LD

(01642) 528554

FOI@stockton.gov.uk

www.stockton.gov.uk



Subject: Freedom of Information Request - Ref:0002/1516

From: FOI Requests

Sent: 27 April 2015 10:13

To:

Subject: Freedom of Information Request - Ref:0002/1516

Dear

Freedom of Information Act 2000 – Ref: 0002/1516

Thank you for your correspondence received on 01 April 2015. In response to your request I can now provide the following information.

1. Does the Council have a bailiff Code of Conduct in place and if so what is it?

The Code of Conduct is embedded as part of the contract we have with our Enforcement Agents and we cannot provide a copy of it for the reasons stated in Q6.

2. Does the Council have a service level Agreement with the bailiff and if so what is it?

No.

3. Please name your appointed bailiff/debt recovery contractors for each of the following services:

a. Council Tax - Stockton Collections (in house Enforcement Agent), Jacobs, Bristow & Sutor

b. Business Rates - Stockton Collections (in house Enforcement Agent), Jacobs, Bristow & Sutor

c. Commercial Rents - Jacobs, Bristow & Sutor

d. Parking Penalties - Stockton Collections (in house Enforcement Agent), Jacobs, Bristow & Sutor

e. Housing Benefit Overpayments - no appointed bailiff/debt recovery contractor

f. Sundry Debts - There are no appointed bailiffs/enforcement officers for the collection of sundry debts.

4. Please set out the contract/SLA start and end dates for each contractor, including any provisions for extensions and the applicable periods.

This information is available on our contract register which is published on our website at the following link: <http://www.stockton.gov.uk/business/conpro/contopp/>.

5. Please provide the name and job title of the person within the Council responsible for day to day managing of each contractor for each service. Please provide their direct email and direct phone number.

a. Council Tax - Sally Harrison, Enforcement & Systems Manager

b. Business Rates - Sally Harrison, Enforcement & Systems Manager

c. Commercial Rents - Ged Morton, Principal Solicitor

d. Parking Penalties - Sally Harrison, Enforcement & Systems Manager

e. Housing Benefit Overpayments - not applicable

f. Sundry Debts – not applicable

Please note that the officers above can be contacted via the switchboard 01642 393939 and their email address are in the format first.surname@stockton.gov.uk.

6. I require a copy of the contract or service level agreement that is in place with each bailiff.

Stockton-on-Tees Borough Council is unable to provide you with a copy of the Enforcement Agent contract. The contract contains details regarding the enforcement agents' methods, processes and costs which are considered to be commercially sensitive (under Section 43 of the Freedom of Information Act 2000) and is therefore exempt from disclosure.

If you have any queries or concerns please contact me in the first instance.

However, if you are unhappy with the way your request for information has been handled, you can submit a complaint by writing to:

Customer Comments Department, Customer Services, Stockton-on-Tees Borough Council, PO BOX 117, Municipal Buildings, Church Road, Stockton-on-Tees, TS18 1BR

Or by completing the form at

<http://www.stockton.gov.uk/stocktoncouncil/customerservices/complaintsandcommendations/>

If, after your complaint has been determined, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 0303 123 1113 Website: www.ico.gov.uk.

The ICO does not make a charge for an appeal.

Yours sincerely,

Gemma Jackson
Business Support and Improvement Officer

Stockton-on-Tees Borough Council
Municipal Buildings, Church Road, Stockton-on-Tees, TS18 1LD
(01642) 526177
FOI@stockton.gov.uk
www.stockton.gov.uk

