

Under the Freedom of Information Act 2000, I hereby request copies of the following information relating to your council's use of private enforcement agents (HCEOs) over the past five years:

1. Contracts & Frameworks
  - All contracts, framework agreements or service-level agreements under which your council engages High Court Enforcement Officers (or equivalent bailiff services), including firm names, contract dates, and any extensions or renewals.
2. Complaints & Audit Data
  - Any internal audit reports, complaints registers or data analyses concerning HCEO conduct, including numbers of complaints received, outcomes, and any remedial actions taken.
3. Risk & Governance Policies
  - Copies of any risk-assessment documents, governance policies or due-diligence assessments (including insurance reviews) your council uses to monitor or vet enforcement firms.
4. Council-Agent Communications
  - All email correspondence, meeting agendas and minutes between this council and any HCEOA member firm concerning enforcement-agent performance, complaints or operational matters.
5. Scrutiny Committee Records
  - Agenda papers, briefing notes and minutes from Overview & Scrutiny Committee or Audit Committee meetings where private-enforcement arrangements or HCEO performance were discussed.
6. Performance Metrics & Payments
  - Quarterly or annual KPI reports, scorecards or payment schedules tracking enforcement-agent performance (e.g. levies collected, revenue share, performance deductions or bonuses).
7. Training & Vetting Requirements
  - Details of any training, accreditation or vetting standards imposed on contracted HCEOs (for example, ECHR/vulnerability training), and dates of last review or update.
8. Regulatory & MP Correspondence
  - Any letters or emails between your council and Members of Parliament, governmental departments (e.g. MoJ, ICO, HSE) or regulatory bodies (e.g. HCEOA, SRA) regarding private enforcement arrangements.