



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

THE GRANGE, NUTHOLT LANE,
ELY, CAMBRIDGESHIRE CB7 4EE

Telephone: Ely (01353) 665555

www.eastcambs.gov.uk

Further to your information request FOI/EIR 23/24-179, please find your question and our response below.

Request:

- 1) Can you please confirm whether your organisation has a corporate or departmental debt collection policy? If yes, please specify which and provide copies of the policy or a link to the source where it can be accessed.
- 2) Can you please confirm whether your organisation has a corporate or departmental write-off policy? If yes, please specify which and provide copies of the policy or a link to the source where it can be accessed.
- 3) Can you please confirm whether your organisation utilizes enforcement agents to collect statutory debts? If yes, could you also confirm if any added value services are extracted due to this contract, such as fintech utilization or financial assistance? Additionally, please provide a list of the types of debts for which enforcement agents are used.
- 4) Can you please confirm whether your organisation utilises debt collection agents (DCA) to collect debts owed to the organisation? ? If yes, could you also confirm if any added value services are extracted due to this contract, such as fintech utilization or financial assistance? please provide a list of the types of debts for which Debt collection agents are used.
- 5) Can you please confirm whether your organisation has a local authority-owned enforcement agent facility for undertaking "taking control of goods fees regulations" debt collections? If yes, please provide a list of debts for which this the debts the team collects, and kindly provide a copy of the notice of enforcement that is used.
- 6) Please confirm the total amount of debt written off by your local authority for the years 2021/22 and 2022/23. Please break down the figures by debt area, such as Council Tax, Parking, and Sundry Debt etc.

Response:

- 1) Please see Attachment 1 for ARP Debt Management and Recovery Policy (Council tax). Please see: The Council's Constitution paragraphs 8.65 to 8.68 contains the debt collection policy and paragraphs 8.69 to 8.74 the write-off policy (<https://www.eastcambs.gov.uk/council-and-democracy/councils-constitution>)
- 2) As above
- 3) Yes.
No value-added services are added are extracted.
Debts for which enforcement agents are used is: Council Tax, Non-Domestic Rates and Housing Benefit Overpayments
- 4) No
- 5) Yes - ARP Enforcement Agents.
ARP Enforcement Agents collect debts from Council Tax, Non-Domestic Rates and Housing Benefit Overpayments
Notice of Enforcement attached
- 6)

	2021/2022	2022/2023
Council Tax	223,764.02	220,925.13
Housing Benefit	38,360.80	18,447.40
Business Rates	1122.54	1030.81
Sundry Debt	3911.88	6874.07

Parking FPN	420.00	300.00
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This concludes your request FOI/EIR 23/24-179.

If information has been refused please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.