



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 23/24-290, please find your question and our response below.

Request:

1. Which enforcement agent or agents does your council employ for matters involving council debts?
2. How many court summons have your council issued in the following years: so far in 2023/24; 2022/23; 2021/22; 2020/21; 2019/ 2020; 2018/ 19?
3. How many times have enforcement agents visited the homes of constituents on behalf of the council for the purpose of debt collection for the following years: so far in 2023/24; 2022/23; 2021/22; 2020/21; 2019/ 2020; 2018/ 19?
4. For those who have been visited please provide an anonymised breakdown of demographics in the categories of household income and race of occupants.
5. Has the council carried out any quality impact assessments on debt collection services? If so, would I be able to request access to this document?
6. How many complaints have been made to your council due to actions taken by enforcement agents in the following years: so far in 2023/24; 2022/23; 2021/22; 2020/21; 2019/ 2020; 2018/ 19?

Response:

1. ARP Enforcement Agents (in house) and Bristow & Sutor (external).

2. 2018/19 = 2492
2019/20 = 2973
2020/21 = 1745
2021/22 = 2892
2022/23 = 1971
2023 = 1415

3. 01.04.2018 - 1138
01.04.2019 - 1853
01.04.2020 - 1587
01.04.2021 - 1806
01.04.2022 - 1246
01.04.2023 - 861

4. We do not record this information. Therefore, this information is refused under Section 12(4)(a) Information Not Held.

5. No

6. We do not record this information. Complaints are recorded, but as they are usually in relation to a wider issue they are logged as 'procedures' or 'customer service' rather than specifically 'against Enforcement Agents'. Therefore, this information is refused under Section 12(4)(a) Information Not Held.

In respect of those requests that are answered in full, partially or the total refused, please take this as notice under FOIA, that we:

- a) Consider the information as exempt from disclosure under the Act;
- b) Claim exempt under sections of the Act:

Section 12(4)(a) – Information Not Held

c) State why the exemption applies:

Regulation 12 (4) a public authority may refuse to disclose information to the extent that (a) it does not hold that information when an applicant's request is received.

This concludes your request FOI/EIR 23/24-290.

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.