

Derek Bolton
Corporate Information Security Manager

Our Ref: FOI3375/DB/02
Please ask for: Derek Bolton
Direct dial: 01827 709 587
E-mail: foimailbox@tamworth.gov.uk

[Name Redacted]
[Address Redacted]

23rd April 2015

Dear [Name Redacted]

Freedom of Information – Request for Information

With regards to your recent enquiry for information held by the Authority under the provisions of the Freedom of Information Act. Please find the information you requested below with reference in the box to your original enquiry for clarity where multiple answers are required.

Details of Your Request

- 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.*

The response to your request as follows:

- 1) Yes, requirements on how to deal with our customers/debitors**
- 2) Yes, specifying arrangements in dealing with cases**
- 3) a) Bristow & Sutor & Rossendales**
b) Bristow & Sutor & Rossendales
c) Bristow & Sutor
d) N/A
e) Bristow & Sutor
f) Bristow & Sutor
- 4) Contract to be reviewed April 2016**
- 5) a) Michael Buckland, Head of Revenues**
b) Michael Buckland, Head of Revenues
c) Paul Weston, Head of Asset Management
d) N/A
e) Karen Taylor, Head of Benefits

f) Michael Buckland, Head of Revenues

- 6) This information is considered exempt under Section 43 of the Act, where by public disclosure of the information would likely to affect a companies position in the marketplace (including the Council) by revealing their pricing strategy or affect their future trading potential.

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This council also believes in transparency of information, this includes requests made under the Freedom of Information Act and the Environmental Information Regulations and we reserve the right to publish these requests in our Disclosure Log along with the response, the requestors name and/or company where the information is requested on a regular basis. Care shall be taken not to publish your email address or physical address where it is considered personal information as defined under the Data Protection Act 1998.

The Corporate Information Security Manager,
Tamworth Borough Council,
Marmion House,
Lichfield Street,
Tamworth,
B79 7BZ

Details of Tamworth Borough Council's internal review and complaints procedure are attached, in accordance with the provisions of the Act.

Yours Sincerely

Derek Bolton
Corporate Information Security Manager