

29 January 2020  
Our ref: 5439579

Dear Ms. Moore

Thank you for your request for information received on 23 December 2019.

Please see answer below:

1. Does your enforcement agent contract allow your enforcement agents to issue an indemnity against prosecution for themselves without the agreement of the council in cases where they have wrongfully seized when the customer is identifiably vulnerable?

*A: The Council works closely with its contracted Enforcement Agents to identify vulnerable cases, the request is a hypothetical question and we are not aware of any instances when this has occurred.*

2. Have you ever allowed bailiffs to make their own settlement agreements where goods have to be returned after 3 months?

*A: The request is a hypothetical question and we are not aware of any instances when this has occurred.*

3. Would you allow enforcement agents to breach the equalities act by achieving a gain whilst someone is under mental health treatment if it meant your business rates were collected, even if they didn't inform you?

*A: The request is a hypothetical question and we are not aware of any instances when this has occurred.*

4. How would you react if they did this without you knowing?

*A: The request is a hypothetical question and we are not aware of any instances when this has occurred.*

5. Would you class a secret indemnity kept from the council which achieves a gain at the cost to the vulnerable victim a material breach of contract?

*A: The request is a hypothetical question and we are not aware of any instances when this has occurred.*

6. Must enforcement agents always report failed levies and a full report when dealing with vulnerable customers.

*A: The Council's Enforcement Agents provide reports to Harrow Council on all of their activities, however the term Levy is no longer in use since the introduction of The Taking Control of Goods Regulations 2013.*

7. would you employ enforcement agents that have fraudulently concealed information that could cause litigation to the council or serious damage to a protected party in the past ?

*A: The request is a hypothetical question and we are not aware of any instances when this has occurred.*

8. who are your current agents.

*A: Jacobs and Equita Ltd*

This request is being handled under the Freedom of Information Act 2000.

I can confirm that the information requested is held by Harrow Council. I have detailed below the information that is being released to you.

If you are dissatisfied with the way your request for information has been handled, you can request an internal review of Harrow Council's decision by writing to:

Mr Fern Silverio  
Head of Collections & Benefits  
Harrow Council  
Civic Centre  
Civic 1, 3rd floor - North Wing  
Station Road  
Harrow HA1 2XF

Email: [fern.silverio@harrow.gov.uk](mailto:fern.silverio@harrow.gov.uk)

If 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, Wycliffe House,  
Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

Website: <http://www.ico.org.uk/complaints/handling/complain>

There is no charge for making an appeal.

Yours sincerely

Donella Isaaks  
FOI Team

