



Telford & Wrekin
COUNCIL

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Date: 02 January 2020

Our Ref: TWC-54006

Dear Mr Perkins,

Freedom of Information Act (FOIA) 2000 – Information Request -TWC-54006

Further to your recent request, see our response below.

Can you answer these questions using your experience of partnering with your enforcement agents. This is not a complaint against yourself but vital for public info regarding what bailiffs are and are not allowed to do.

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 and to vulnerable people.

No, the provisions of our Service Level Agreement does not allow for any indemnities against prosecution.

Have you ever allowed bailiffs to make their own settlement agreements where goods have to be returned?

No.

Would you allow enforcement agents to breach the equalities act if it meant your business rates were collected.

No.

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

In the unlikely event that this occurred, we would fully investigate any such breach identified.

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

Yes.



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

Yes.

If you are not happy with the information you have received, you have the right to appeal. Please send us the reasons for your appeal to the above address and mark for the attention of Information Governance, Freedom of Information – Appeal on or before 02/04/2020.

Please remember to quote the above reference number in all related correspondence.

Yours sincerely,

Sam Devonshire
Information Governance