

**C&CR FOI Investigation Team**

1st Floor Westfields  
C/O Municipal Buildings  
Earle Street  
CREWE  
CW1 2BJ  
Telephone: 0300 123 5500  
foieast@cheshireeast.gov.uk

Mr Ben Quinn

Date: 17 July 2019  
Our Reference: 5562165

Dear Mr Quinn

**Information Request - 5562165 - Council Tax Collection enforcement - Cities and urban areas**

I am responding to your request for information, which has been considered under the Freedom of Information Act 2000 (FoIA) and logged as case 5562165.

Your request is as follows:

- 1. The number of cases of council tax debt which have been passed to external enforcement agencies and the overall amount of council tax which was owed (just in relation to the cases which were passed to the agencies)*
- 2. In addition to the above, if it is possible to do so within the FOI cost limit, please provide the overall amount of council tax debt recovered by agencies*
- 3. In addition to the above, if it is possible to do so within the FOI cost limit, please provide for each of the periods 2017/18 and 2018/19 the names of enforcement agencies employed by the council. (If multiple, please detail % split of cases allocated).*
- 4. In addition to the above, if it is possible to do so within the FOI cost limit, please provide for each of the periods 2016/17, 2017/18 and 2018/19, the number of complaints received by the council arising from allegations about the actions of bailiffs and debt collectors employed by the council.*

I can confirm that Cheshire East Council holds the information you have requested. I have detailed below the information that is being released to you.

|   | 2016-17 | 2017-18                                   |               | 2018-19                                   |               |
|---|---------|---|---------------|---|---------------|
| 1 |         | 14,093                                    | £9,160,681.90 | 13,303                                    | £9,914,883.29 |
| 2 |         | £3,306,962.10                             |               | £3,522,828.94                             |               |
| 3 |         | Bristow & Sutor: 73.33%<br>Jacobs: 26.67% |               | Bristow & Sutor: 74.74%<br>Jacobs: 25.26% |               |
| 4 | 46      | 50  |               | 54  |               |

Please quote the reference number 5562165 in any future communications.

Please note that an anonymised copy of this response may be published in the Council's Disclosure Log, which is available online at the following address: [www.cheshireeast.gov.uk/foi](http://www.cheshireeast.gov.uk/foi)

If you are not satisfied with the outcome of your request or if you are not happy with the way your request has been handled, you can request an internal review. Internal review requests should be submitted within 20 working days of our response by emailing [foi@cheshireeast.gov.uk](mailto:foi@cheshireeast.gov.uk) or in writing to Compliance & Customer Relations Team, Cheshire East Council, 1st Floor, Westfields, c/o Municipal Buildings, Earle Street, Crewe, CW1 2BJ.

If you are not content with the outcome of the internal review, you then have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF; Tel: 0303 123 1113; Fax: 01625 524510 or <https://ico.org.uk> The Information Commissioner will not normally investigate your case until the Council's internal review process has been completed.

Yours sincerely

Gill Clowes  
Customer Relations and Compliance Assistant  
Cheshire East Council