

Dear Mr Popovic

FREEDOM OF INFORMATION ACT 2000 - INFORMATION REQUEST - REF NO – CAS-659258-C3T9G4

I refer to your request for information originally submitted on 29 December 2018.

- Please provide the executed contracts between Kingston Council and TASK and Kingston Council and Marston.

Please be advised, Royal Borough of Kingston do not have contracts with Collect Services, Task or Marston.

- Please provide the protocol documents how the debt is registered and clearly explain the roles of the parties involved.

Once a PCN reaches eligibility it is batched by our PCN management system into a group of cases at the same status. A file is then securely and digitally transferred by NSL (on behalf of the Council) sent to the Traffic Enforcement Centre (TEC) at Northampton County Court which contains all the case details; With a cover sheet sent separately requesting That the cases be accepted for debt registration.

TEC then advise NSL by secure email which of the cases have been accepted, and NSL process the batch based on this.

For those cases which the TEC have accepted, the PCN management system will generate a PE2/3 or TE3/9 depending on the contravention type which is then sent for print and posting

- Please provide the protocol documents to transfer warrants and clearly explain the roles of the parties involved.

We do not transfer warrants, however if the request is actually referring to 'how the case has a warrant requested' then the following applies:

1. *Once a PCN reaches eligibility it is batched by our PCN management system into a group of cases at the same status. A file is then securely and digitally transferred by NSL (on behalf of the Council) sent to the Traffic Enforcement Centre (TEC) at Northampton County Court which contains all the case details; With a cover sheet sent separately requesting a warrant of control be issued for each case.*
2. *The TEC then advise NSL by secure email which of the cases have been accepted, and NSL process the batch based on this.*
3. *For those cases which the TEC have accepted, the PCN management system will produce a data extract for each of the active enforcement agents; the files are Sent by secure file transfer*
4. *The Enforcement agents receive the file(s) and begin collection activity in line with the 'Taking control of goods act'*

If the request relates to transferring a warrant to a different address following information identified by the enforcement agent then the following applies:

- 1. Enforcement Agent identifies that debtor resides at a different property now, and securely emails NSL with new information*
- 2. NSL complete a warrant reissue request form and send it by secure email to the TEC.*
- 3. TEC then advise NSL by secure email which of the cases have been accepted, and NSL process the batch based on this.*
- 4. For those cases which the TEC have accepted, NSL send confirmation to the Enforcement Agent by secure email*
- 5. Enforcement agent collection activity continues in line with the 'Taking control of goods act'*

I have also included the following link to the London Councils website which has further information regarding debt recovery process

<https://www.londoncouncils.gov.uk/services/parking-services/parking-and-traffic/parking-advice-members-public/understanding-parking#The registration of debt>

If you are unhappy with the way in which your request has been handled you have the right to ask for an internal review. Please notify us in writing as soon as possible with the grounds upon which you feel the appeal is justified to: foi@kingston.gov.uk or by post to Customer Care, Guildhall 2, Kingston upon Thames, Surrey, KT1 1EU

We aim to respond to you within 20 working days of receiving your request. If it is going to take longer we will let you know.

Should you still be dissatisfied with the outcome you have the right to refer to the Information Commissioner: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

Please do not reply to this email address any further correspondence should be via the complaints/comments

link on the RBK website (link provided below) Emails sent direct to this email account may not receive a response

https://www.kingston.gov.uk/info/200232/contact_us/463/form_make_a_comment_or_complaint

Kind Regards

Louise Brown
Customer Service Manager



NSL is proud to work in partnership with Kingston Council