



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI425479775

Thank you for your request for information relating to debt collection team.

You have requested the following information:

1. Do you have an in-house corporate debt collection team? If not who do you outsource this to?

For Parking Penalty Charge Notices, the council uses enforcement agents to recover parking and road traffic debts:

Bristow & Sutor
CDER Group
Marston Recovery
Newlyn

For Revenues and Benefits, the Council outsources collections and enforcement to:

Equita Plc
Newlyn Plc

2. Do you have a Head of Revenue and Benefits, if so please could i have their name and email address

Barrie Strain, Head of Revenue & Benefits.

Email: barrie.strain@coventry.gov.uk

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For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance