



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI480627197

Thank you for your request for information relating to Number of times payments have been made to enforcement agents.

You have requested the following information:

Please provide me with a breakdown of how many times that a council department has forwarded money to an enforcement company after a debt has been paid on the councils system.

For example, Mr B has a bus lane contravention that he knows nothing about, he goes through the normal appeal process when he finds out from the enforcement agents but his appeal is rejected. He then pays the the full penalty requested via the automated council system. The council then forward this payment to the enforcement agents and both the council and enforcement agents insist that the compliance and any other fees are still due.

Please break the figures down as follows

Number of times this has happened with Parking Services

Number of times this has happened with Council Tax department

Number of times this has happened for NDR

For the years

2022, 2021, 2020

With regards to the forwarded payments for our Council Tax, Parking and NDR teams, we confirm we do not hold this information and are informing you as per Section 1(1) of the Act. We do not record this information on our system. To assist, if a direct payment is received on an account which is collected by an Enforcement Agent, the payment is not forwarded to the Agent but used to reduce the balance owed. The reduction in balance owed is then advised to the Enforcement Agent.

If the payment received includes Enforcement Agent fees then the payment is forwarded to the Enforcement Agent directly. However, we do not keep a record of these payments on our system.

And also the actual legislation they are relying on to justify this action (Name, Act, Section)

The legislations we rely on to justify this action are as follows:

- Regulations 45 & 46 CTAX (Administration & Enforcement) Regulations 1992 SI: 613
- Regulations 14 & 15 NDR: Regulation NDR (Collection & Enforcement) Regulations 1989 SI: 1058.
- Taking Control of Goods Regulations 2013 and Taking Control of Goods (fees) Regulations 2014.

The supply of information in response to a FOI request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

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