

FREEDOM OF INFORMATION ACT 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

Please provide a copy of your bailiff enforcement policy and tender criteria for the various firms of bailiffs that operate on your behalf. In particular, advise if you have agreed fixed fees to cover 'reasonable cost' with your bailiffs and the basis on how these have been reached.

ANSWER:

Please find attached our bailiff code of conduct used at the tender process. Reasonable costs are in force, through the tender process.

Please advise the number of warrants passed to bailiffs over the last three years.

<u>2010/11</u>	<u>2011/12</u>	<u>2012/13</u>
10,991	10,658	11,122

Please advise how many complaints you have received relating to bailiff activity, how many have been upheld, rejected and sent to court.

17/11/10 – 31/03/11	19	Upheld 5
01/04/11 – 31/03/12	57	Upheld 23
01/04/12 – 31/03/13	71	Upheld 24
01/04/13 – to date	12	Upheld 3

Stats on bailiff complaints have been kept from 17/11/2010. No complaints went to Court and the number rejected is the balance from the total after taking the upheld's into account.

Please advise if you get a 'kickback' or 'rebate' from the bailiffs or if there is any financial benefit to you other than the recovery of the original debt and court fee.

There is no financial benefit to the Authority other than the recovery of the original debt and Court fee. Certain training is provided by the bailiff companies for free.

Please advise if you have had any decisions or recommendations from the Local Government Ombudsman in relation to bailiff's activities.

One case investigated by the Local Government Ombudsman in February 2010 concerning levy on a vehicle – decision was a local settlement.

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Not all the information that is supplied which is covered by copyright will be the Council's copyright, for example it may be the copyright of a government department or another Council. You should seek either the Council's consent or their consent as appropriate. The Council is willing to advise you of any such potential issues on request. In order to make a request to re-use the information please contact the Information Governance Manager using the details below.

If you are dissatisfied with the handling of your request please write to:

Information Governance Manager
Information and Support
Leicester City Council
FREEPOST (LE985/33)
New Walk Centre
LEICESTER LE1 6ZG
e-mail: FOIA@leicester.gov.uk

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow SK9 5AF
Telephone: 01625 545 700
www.informationcommissioner.gov.uk

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.