I am writing on behalf on Ben Savage to respond to your information request.

Please state the number of times in the previous five financial years (2008/09, 2009/10, 2010/11 and 2011/12 and 2012/13) your appointed bailiff/debt recovery contractors were called in to enforce payment.
Please also break down the categories for each of these callouts in each financial year into:

a. Council Tax
b. Business Rates
c. Commercial Rents
d. Parking Penalties
e. Housing Benefit Overpayments
f. Other

Please also state the total amount of money recovered for each of the five financial years aforementioned in each of the six categories.
Please also state both the highest and lowest payment figure (in pounds sterling) your appointed bailiff/debt recovery contractors were called in to enforce payment in each of the five financial years aforementioned with which of the six categories aforementioned they fall under also included.

**Council Tax**

2008/09- 1587 cases, £465,212.45 recovered, Highest debt sent £3,725.65(901241569), Lowest debt sent £17.06(900436937)
2009/10- 1834 cases, £787,172.06 recovered, Highest debt sent £7,936.17(901075240), Lowest debt sent £80.99(901722974)
2010/11- 837 cases, £337,770.45 recovered, Highest debt sent £6,312.83(9001075240), Lowest debt sent £82.58(900837564)
2011/12- 3481 cases, £1,207,811.09 recovered, Highest debt sent £5,690.26(900021513), Lowest debt sent £5.63(900763829)
2012/13- 1921 cases, £417,397.42 recovered, Highest debt sent £9,091.05(900640100), Lowest debt sent £31.80(902096354)

**Business Rates**

2008/09- 132 cases, £367,441.35 recovered, Highest debt sent £50,958.83(700164122), Lowest debt sent £17.73(70016854)
2009/10- 112 cases, £198,482.51 recovered, Highest debt sent £21,704.18(700175288), Lowest debt sent £80.00(700151559)
2010/11- 95 cases, £137,765.37 recovered, Highest debt sent £75,057.73(700181407), Lowest debt sent £177.15(700132531)
2011/12- 76 cases, £168,712.06 recovered, Highest debt sent £56,207.99(700193709), Lowest debt sent £249.85(700155607)
2012/13- 212 cases, £299,860.97 recovered, Highest debt sent £114,168.00(700205999), Lowest debt sent £133.00(700172924)

This concludes your request.

If you require translation of the information you have been sent please do not hesitate the contact us.
If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager
Royal Borough of Windsor & Maidenhead
Town Hall, St Ives Road
Maidenhead
SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_requests.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

Ben Savage
Information Management Officer
Legal Department
Operations Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St.Ives Road
Maidenhead SL6 1RF