I am writing in response to your Information request:

**FOI66231**

Please state the number of times in the previous five financial years (2009/10, 2010/11, 2011/12, 2012/13 and 2013/14) 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

**Response:**

2009/10 – sent 3193 cases, amount recovered £85323.18, the smallest amount of debt £25.00, highest £110.00

2010/11 – sent 2784 cases, amount recovered £75894.44, the smallest amount of debt £10.08, highest £110.00

2011/12 – sent 2181 cases, amount recovered £75840.22, the smallest amount of debt £30.00, highest £112.00

2012/13 – sent 2003 cases, amount recovered £54118.34, the smallest amount of debt £32.00, highest £112.00

2013/14 – sent 1374 cases, amount recovered £38675.65, the smallest amount of debt £32.00, highest £112.00

We do not hold the breakdown requested.

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
Corporate Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St.Ives Road
Maidenhead SL6 1RF

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Information Management Feedback Form – FOI66231

1) How would you rate our performance in relation to processing your request:
   Excellent   Good   Fair   Poor

   If you have answered Fair or Poor please suggest how we can improve:

   [Blank space for feedback]

2) Did you receive the response to your request within the advised timescale?
   Yes/No

3) Did the response meet your needs? Yes/No
   If No, why was that?
4) Prior to submitting your request did you search RBWM’s website? Yes/No
If Yes, why did you then need to submit a request (Highlight all that apply)?
  ▪ Information required not found
  ▪ Information found out of date
  ▪ Information not in required format
  ▪ Information insufficient to meet need
  ▪ Other please specify:

5) Please add any further comments that would help us improve our service:

Thank you for taking the time to complete this form – your feedback is appreciated.