



My Ref: FOI/5018  
Enquiries to: Information Requests  
E-Mail: [informationrequests@barnsley.gov.uk](mailto:informationrequests@barnsley.gov.uk)

Dear Requester,

**Re: Request for Information – Freedom of Information Act 2000**

I wish to confirm that the council has completed its search for the information which you requested.

The information requested and our findings are as follows: -

Your questions and my findings are as follows:-

**Further to FOI 4885, please provide the following information:**

**The total amount of fees and charges added to Barnsley residents' and businesses' accounts by external enforcement agents (CDER Group, Jacobs, Newlyn, Dukes, Marston) since 1 April 2020.**

The enforcement agent companies have informed me that this is commercially sensitive data and cannot be disclosed under Section 43 of the Freedom of Information Act.

**The total amount recovered by enforcement agents on behalf of BMBC in the same period (2020–2025).**

Please see separate spreadsheet.

Please note that Marston Holdings, EA has stated “ there is a disproportionate cost to responding according to the request.”, therefore I am unable to supply their data.

**Copies of any performance monitoring reports or KPIs used by BMBC to oversee these enforcement agent contracts since 2020.**

Barnsley MBC use a Power BI dashboard for monitoring the enforcement agent contracts and compare data across all three first placement EA's. I am unable to supply any data from this as it is a live dashboard.

With regard to KPI's below is the detail from the contract regarding case allocation and how this is monitored:

“Initial case allocation will be split equally to the 3 top scoring providers. This will be reviewed on an annual basis, based on performance on the ‘in year’ council tax collection average over 12 months.

We will make changes to the allocation annually where there is a 1% difference in the collection average between providers. Where the difference is less than 1% the case allocation will remain the same as the next highest performing provider.

Where performance remains the lowest for a period of 24 months (more than 1% lower than next highest performer) the case allocation may be further reduced or suspended for a period of 12 months and then resumed at 20%."

**The number of complaints received by BMBC relating to enforcement agent conduct since 2020, and a breakdown of outcomes (e.g. upheld, dismissed, referred back).**

Complaint data held by BMBC is not recorded in a way that allows for us to identify how many relate to enforcement agent conduct and as such it would require a manual search of all complaints received during the time period specified to determine what the complaint was about and the outcome.

Due to the amount of complaints received it is estimated that to complete this work would exceed the appropriate limit of £450, equivalent to 18 hours of staff time and as such Section 12(1) of the Freedom of Information Act 2000 is applied.

**This request is distinct from FOI 4885 and should be within the cost threshold.**

If you have any queries about this letter, please contact Information Requests Via email.

Please remember to quote the reference number above in any future communications.

If you are unhappy with the way the Directorate has handled your request, you may ask for an internal review. Please clearly mark your correspondence 'Complaint' and address it to:

Barnsley MBC  
Information Requests Team  
PO Box 634  
Barnsley  
S70 9GG  
email: [informationrequests@barnsley.gov.uk](mailto:informationrequests@barnsley.gov.uk)

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

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**PO Box 634, Barnsley, South Yorkshire S70 9GG**

Customer Services Team  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Email: <http://www.ico.org.uk/foicomplaints>

Kind regards,

Information Requests Team, Barnsley MBC

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