

Our ref: FOI 757, 846

Your ref:

[REDACTED]
[REDACTED]

via E-mail

cc:

From:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

GTN:

[REDACTED]
[REDACTED]
9 January 2018

Dear [REDACTED]

FREEDOM OF INFORMATION ENQUIRY REQUESTING DETAILS ABOUT CONTRACTS RELATING TO DEBT COLLECTION, ENFORCEMENT AND RECOVERY.

I am writing to confirm that I have now completed the search for the information you requested regarding contracts held by Highways England relating to debt collection, enforcement and recovery which you requested on 20 December 2017.

Following a detailed search of the Highways England's procurement system and enquiries with the relevant procurement officers, I have obtained details of two contracts relating to your query. A copy of the information is included below.

If you are unhappy with the way we have handled your request you may ask for an internal review within 2 months of the date of this response for Freedom of Information requests and within 40 days for Environmental Information Regulations requests.

Our internal review process is available at:

<https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

If you require a print copy, please phone the Information Line on 0300 123 5000; or e-mail info@highwaysengland.co.uk. You should contact me if you wish to complain.

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:

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

If you have any queries about this letter, please contact me. Please remember to quote reference number FOI 757, 846 in any future communications.

Yours sincerely

[REDACTED]
[REDACTED]

Name of Contract	Contract length and date issued/service commenced	Scope of Contract	Option for extension	If Yes, how long would the extension be for?	Forthcoming timetable including links to relevant OJEU notices and published contractual details.	The current supplier/s	Contact details above PB7 or Team Contact Details
Enforcement Agents to the Dartford Remote Charging Service	The agreed contract commencement date was 4 September 2014 until 4 March 2017. The contract was extended in February 2017 for 12 months to 31 March 2018 due to the delay in enforcement services starting. This was extended again for three months to June 2018 due to additional time needed for future tender process.	The Department for Transport created new Enforcement Regulations allowing Highways England to draw on provisions through a new Charging Scheme Order so that the Company can enforce a road user charge at the Dartford Crossing. This includes provision to recover outstanding enforcement penalties that are registered as civil debts and pursued using bailiff services. Debts are being registered through the Traffic Enforcement Centre (TEC) at Northampton County Court Bulk Centre rather than directly with the courts. TEC do not have provision for court bailiff services therefore the Company needs its own service provider(s). The free-flow charging arrangements were introduced during October 2014. Bailiff Services were required. The use of bailiff services ensures and demonstrates that Highways England, as a charging authority, is exhausting all enforcement measures permissible within the road user charging legislative framework to recover outstanding debts.	No further extension options available as already extended.	N/A	No details have been published at time of responding to FOI.	Capita/Equita, Marston/Rosendales and JBW/Hillesden Securities ta DLC	Individual Details covered by Exemption 40 of the FOI Act
Severn River Crossing - Clarke Willmott - Debt Recovery	The contract commences from 8 January 2018 for a period of 12 months and is open-ended contract to allow flexibility.	In anticipation of the transfer of operations, maintenance and vehicle charges for the Severn Bridges, Highways England has drawn provision for debt recovery services relating to unpaid tolls. The provisions include the sending of pre-action correspondence, the issue of court proceedings, actions to enforce County Court Judgments and Insolvency Proceedings to recover outstanding debts. The company was appointed to ensure continuity of service with no handover of live cases required following transfer of responsibility from Severn River Crossing Plc to Highways England.	Yes as needed - it is an open-ended contract.	Open-ended contract. However, following the end of this contract it is not envisaged that Highways England will undertake any further tenders due to the removal of the tolls at the Severn River Crossing in 2019.	N/A. No details have been published at time of responding to this FOI. The Clarke Willmott contract will be published within the next few weeks in line with government transparency regulations. Following the end of this contract it is not envisaged that Highways England will undertake any further tenders due to the removal of the tolls at the Severn River Crossing in 2019.	Clarke Willmott LLP	Individual Details covered by Exemption 40 of the FOI Act