

FOI number: **HBC\_FOI\_20210065**  
Date FOI Received: **2/02/2021**  
Department: **Business Rates**  
Title: **Outsourcing of Business Rate billing**  
Description: **Outsourcing of Business Rate billing**

**Request: (As Redacted sent by requestor)**

In accordance with the provisions specified within the above Act I hereby request the following information regarding the outsourcing of the following functions to third parties. Results are to include all external parties including outsourcing companies, group authorities and local government partnerships. In each instance, where relevant, please state the period in which each function was outsourced within the last 5 years.

- Production and Issuing of Annual Non Domestic Rates Bills
- Production and Issuing of Reminders, Final Notice and Summons
- Property Inspections
- Production and Issuing of Completion Notices
- Production and Issuing of Billing Authority requests to VOA to update rating list

**Response: (Response as Redacted sent by service)**

None of the above functions are or have been outsourced in the previous 5 years.

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office  
Wycliffe House, Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Telephone: 01625 545700

Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards  
Information Services

**Information Services**

**Hertsmere Borough Council** | Civic Offices | Elstree Way | Borehamwood | Herts |  
WD6 1WA

t: 020 8207 2277

email: [foi@hertsmere.gov.uk](mailto:foi@hertsmere.gov.uk)