

## PRESS RELEASE

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### **Welsh Local Government commits to only using Enforcement Conduct Board accredited firms for council tax collection**

The Welsh Local Government Association (WLGA) has today committed that Welsh Local Authorities will only use ECB accredited firms for their council tax collection enforcement services.

The WLGA joins other creditors in this commitment, including Severn Trent Water, Dŵr Cymru Welsh Water, Loop (Yorkshire Water), Lowell Group and Qualco UK.

The ECBs accreditation scheme launched in September 2023 and is an opportunity for enforcement firms to make an active, public commitment to oversight and to seeking to meet higher standards.

Over 40 firms are currently accredited by the ECB. These firms have agreed to meet a set of criteria which will evolve over time and which will include ECB's active monitoring of industry standards.

Catherine Brown, Enforcement Conduct Board Chair said:

"The ECB is delighted that Wales has made such an important commitment to only using accredited enforcement firms for council tax collection.

"By making this commitment, the WLGA is sending a vital message to the enforcement industry about the value of accountability and to meeting high standards.

"The ECB encourages all creditors who use enforcement firms to make use of our accreditation scheme and to follow Wales' powerful example"

Councillor Anthony Hunt, WLGA Spokesperson for Finance and Resources said:

"Collection of local taxes is vital for council funding and by only using accredited agencies it reinforces the council's role as a considerate and responsible creditor.

"If you find yourself in difficulty with your council tax, we urge you to contact your local council in the first instance as they can help and offer signposting to other advice providers if needed."

### Notes to Editor

The Enforcement Conduct Board (ECB) is the independent oversight body responsible for overseeing the enforcement industry.

The ECB aims to enhance industry standards and ensure those experiencing enforcement action are fairly treated.

You can find out more about accreditation and the registry of accredited firms on the [ECB website](#)