



**Information Governance Team**

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03 March 2022

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)**

**Request ID: FOI397664648**

Thank you for your request for information relating to Council tax software.

You have requested the following information:

**1. Which software supplier do you use for the administration of**

- a) Council Tax:** Capita One Revenues & Benefits
- b) Business Rates:** Capita One Revenues & Benefits
- c) Council Tax Support:** Capita One Revenues & Benefits

**In relation to each of the following, please provide the information for current date and January 2021**

**2. Number of Council Tax accounts paying by direct debit?**

2021: 85,521

2022: 87,205

**b) Where possible, please provide the number of accounts split by council tax band.**

See below for the number of Direct Debits per Council Tax Band. Please note that as liability on accounts is started and ended and accounts move on and away from Direct Debit in real time, we can only provide data for the current circumstance.

Band A: 25,268

Band B: 28,463  
Band C: 18,223  
Band D: 7,965  
Band E: 4,010  
Band F: 2,001  
Band G: 1,188  
Band H: 87

### **3. If known, please provide % paying by direct debit split by benefit and non-benefit cases**

As liability on accounts is started and ended and accounts move on and away from Direct Debit in real time, we can only provide data for the current circumstance.

Live CTS claims 26,753 of which 83,56 pay by Direct Debit.

### **4. How many business rates payers pay by direct debit?**

2021: 1,160  
2022: 1,156

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If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk).

Please remember to quote the reference number above in your response.

Yours faithfully

**Information Governance**