



**Information Governance Team**

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02 July 2024

Dear Sir/Madam

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

**Request ID: FOI618113353**

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

You have requested the following information:

- 1. Between 6th April 2023 and 5th April 2024, what guidelines did you follow when setting arrangements for constituents to pay Council Tax arrears? (YES/NO)**
  - a. The Council Tax (Administration and Enforcement) Regulations 1992- Yes**
  - b. The Council Tax (Administration and Enforcement) (Wales) Regulations 1998- No**
  - c. The National Standards for Enforcement Agents- Yes**
  - d. Local Council Tax Support Schemes - Yes**
  - e. Income and Expenditure Assessments- Yes**
  - f. Flexible Payment Arrangements – Yes**

The above guidelines are used when considered appropriate on a case by case basis.

- 2. Between 6th April 2023 and 5th April 2024, what industry standard tools did you use when assessing an individual's ability to repay Council Tax arrears? (YES/NO)**
  - a. Income and Expenditure Forms - Yes**
  - b. Budgeting Software - No**
  - c. Affordability Assessments - Yes**
  - d. Credit Reference Agencies - Yes**
  - e. Debt Advice Services - Yes**
  - f. Legal Proceedings – Yes**

The above tools are used when considered appropriate on a case by case basis.

**3. Between 6th April 2023 and 5th April 2024, what % of Council Tax was:**

- a. Paid on time?**
- b. Paid after internal chase activities?**
- c. Collected by an enforcement agent?**

**Q3 Clarification: We would define paid on time as payments made on or before the due date without the need of any reminder or other notices being sent to once the due date has past.**

**a. Paid on time?**

73.44%.

The definition of paid on time used in this extraction is any amount paid in respect of any bill that did not have a reminder (or subsequent recovery action) against it or, where a reminder has been issued, any remittance transaction recorded as having been made on or before the 1st reminder issue date.

**b. Paid after internal chase activities?**

6.16%.

**c. Collected by an enforcement agent?**

0.471%.

**4. How much did you spend on collecting Council Tax arrears between 6th April 2023 and 5th April 2024.**

**Can you also state the cost per method:**

**a. Internal chase activities.**

We are advising you as per Section 1(1) of the Act that we do not hold this information. This information is not recorded.

**b. Enforcement agent.**

Nil.

**5. Do you have its own internal enforcement department? (YES/NO)**

Yes – enforcement agent functions are conducted by external partners

**6. Between 6th April 2023 and 5th April 2024, did you use a benefits calculator to help residents in arrears maximise their income? If so, which tool?**

No.

**7. Between 6th April 2023 and 5th April 2024, did you use attachment of earnings for constituents to pay Council Tax arrears?**

Yes.

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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**