



<b>FOI REF:</b>	14424
<b>RESPONSE SENT:</b>	10.07.2024

**Request:**

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
- b. The Council Tax (Administration and Enforcement) (Wales) Regulations 1998
- c. The National Standards for Enforcement Agents
- d. Local Council Tax Support Schemes
- e. Income and Expenditure Assessments
- f. Flexible Payment Arrangements

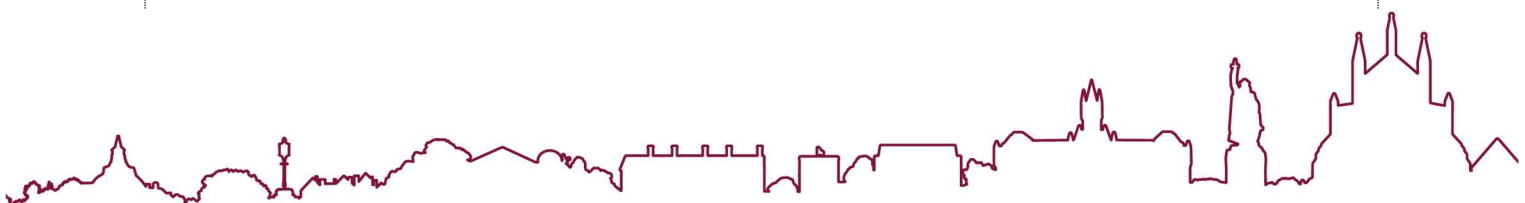
2. Between 6th April 2023 and 5th April 2024, what industry standard tools did you use when assessing an individual's ability to repay Council Tax arrears? (YES/NO)

- a. Income and Expenditure Forms
- b. Budgeting Software
- c. Affordability Assessments
- d. Credit Reference Agencies
- e. Debt Advice Services
- f. Legal Proceedings

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?

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:

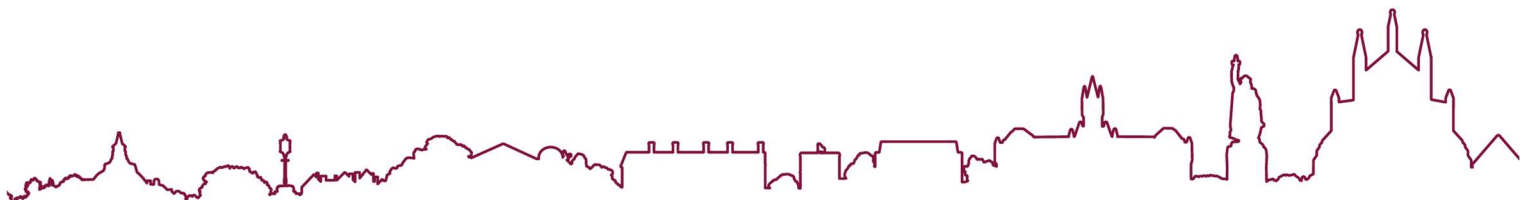
a. Internal chase activities

b. Enforcement agent

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

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?

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



**Response:**

**1. Question 1**

- a. Yes
- b. No
- c. Please could you clarify whether you are referring to Taking Control of Goods: National Standards?
- d. Yes
- e. Yes
- f. Yes

**2. Question 2**

- a. Yes
- b. No
- c. Yes
- d. No
- e. Yes (we provide information on Debt Advice Services to customers)
- f. Yes

**3. Question 3**

- a. Regarding A & B, we do not record this information and I am unable to produce this retrospectively. However, I can provide you with the in-year collection rate for 2023/24. This was 98.14%.
- b. As above
- c. 0.53% of Council Tax collected in 2023/24 was from the Enforcement Agents

**4. Question 4**

- a. Our Revenues Officers' time is spent Administering and Collecting Council Tax, Business Rates and Business Improvement District and therefore I am unable to attribute an exact figure to Council Tax.
- b. £0

**5. Question 5**

**No**

**6. Question 6**

**We refer customers to our Council Tax Reduction and Housing Benefit webpages. This contains a link to the government website:**  
[Benefits calculators - GOV.UK \(www.gov.uk\)](https://www.gov.uk/benefits-calculators)

**7. Question 7**

**Yes**

