

FOI REF:	16714
RESPONSE SENT:	10/03/2026

Request

1. Council tax arrears

- a) What is the total value (£) of council tax arrears currently held by the authority?
- b) How many individual accounts are currently in council tax arrears?
- c) How many council tax accounts were referred to enforcement agents (e.g. bailiffs) in the last 24 months?

2. Support to Victim-Survivors of Domestic Abuse

- a) In the last 24 months, how many residents experiencing domestic abuse has the council supported with debt-related relief or support (e.g. council tax reductions, payment plans, discretionary hardship payments, write-offs)?
- b) Does the authority record or monitor whether a resident requesting debt relief has experienced domestic abuse? If so, how many such cases have been recorded in the last 24 months?

3. Debt Recovery and Domestic Abuse Policies

- a) Does the authority have any policies, procedures, or guidance documents that refer to domestic abuse as a consideration in debt recovery processes (including enforcement, recovery pauses, or alternative arrangements)? Please provide a copy or link.
- b) Does the authority have any policies, procedures, or guidance that include domestic abuse as a factor in determining eligibility for council tax write-offs or reductions under Section 13A(1) of the Local Government Finance Act 1992?

4. Discretionary Write-Off Monitoring

- a) Does the authority monitor or record the use of discretionary council tax write-offs granted under Section 13A(1)(c)?
- b) If yes: How many discretionary council tax write-off requests were (i) received and (ii) approved and (iii) not approved in the last 24 months?
- c) In how many of those (i) received (ii) approved and (iii) not approved cases was domestic abuse recorded as a contributing factor or reason for the request?
- d) Does the authority monitor and record the decision maker and decision-making time scale for council tax write offs?

If yes:

- i. Who was the decision maker for these cases and
- ii. what was the average time taken to make a decision and



iii. were individuals given a written explanation when a request is refused?

5. Approaches to Other Public Sector Debts

- a) Does the authority have policies or guidance in place relating to recovery of other public sector debts (e.g. housing arrears, benefit overpayments, social care charges)?
- b) Do any of these policies explicitly reference domestic abuse as a relevant factor in debt recovery or relief decisions?
- c) Please provide copies or links to these policies.

6. Enforcement Agents

- a) Are external enforcement agents used for council tax recovery? If yes, please provide the name(s) of current suppliers.
- b) Did your procurement or process for selection of external enforcement agents consider vulnerability in relation to domestic abuse?
- c) Do your contracts with these suppliers set out requirements on vulnerability in relation to domestic abuse?
- d) Do you share vulnerability relating to domestic abuse with enforcement agents, and if so under what policy or data sharing agreement? Please provide copy of the applicable data sharing agreement, if available.

7. Training and practice

- a) Are your staff required to undertake training that include identifying signs of domestic abuse?
- b) Are your staff required to undertake training that includes identifying signs of economic abuse?

Response

1. Council Tax Arrears

- a. £5,528,756.56
- b. 10,098
- c. 4,328

2. Support to Victim-Survivors of Domestic Abuse

- a. We do not record this information and I am unable to produce this retrospectively.
- b. We record and monitor individual cases but I am unable to extract this information from our database.

3. Debt Recovery and Domestic Abuse Policies

- a. No
- b. No

Each case is considered on a case by case basis.

4. Discretionary Write-Off Monitoring

- a. We record and monitor all write offs



- b. We do not record the number of applications received under Section 13A 1 C and I am unable to produce this information retrospectively.
- c. We do not record the number of applications received under Section 13A 1 C and I am unable to produce this information retrospectively.
- d. We do record the name of the decision maker but not the timescale. However, we do not record the number of applications received under Section 13A 1 C and I am unable to produce all of this information retrospectively.

5. Approaches to Other Public Sector Debts

- a. Yes for Housing
- b. Not at present but they are in the process of being updated to include domestic abuse specifically. This is to support our Domestic Abuse Housing Alliance accreditation.
- c. These are currently being updated.

6. Enforcement Agents

- a. Yes, Dukes Bailiffs Ltd & Marston (Holdings) Ltd
- b. Vulnerability is considered but not specifically domestic abuse.
- c. Vulnerability is considered but not specifically domestic abuse.
- d. Information relating to individual cases is shared where appropriate. Data Sharing is contained within the contract.

7. Training and practice

- a. Yes
- b. Not within Revenues

