

A Freedom of Information Request has been received which requires your attention. Please see request below, the original is also attached for your information).

I am just writing to submit a Freedom of Information request to your authority with questions around council tax debt management and arrears. Here are the questions:

Question	Response
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
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	Yes
c. Affordability Assessments	Yes
d. Credit Reference Agencies	Yes
e. Debt Advice Services	Yes
f. Legal Proceedings	Yes
3. Between 6th April 2023 and 5th April 2024, what % of Council Tax was:	
o Paid on time?	Combined 96.56%
o Paid after internal chase activities?	
o Collected by an enforcement agent?	1.68%
Total In Year Collections	98.24%
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	The Team manages other tasks as well as Ctax - costs of just Ctax collections not available
b. Enforcement agent	Nothing - Enforcement agencies collect costs raised under the Taking Control of Goods (Fees) Regulations 2014 https://www.legislation.gov.uk/uksi/2014/1/contents
5. Do you have its own internal enforcement department? (YES/NO)	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?	Yes- Our on line product provided by Northgate and people directed to the Government one https://www.gov.uk/benefits-calculators
7. Between 6th April 2023 and 5th April 2024, did you use attachment of earnings for constituents to pay Council Tax arrears?	Yes

Please can you input your answers next to the questions below or complete the spreadsheet attached if applicable.