



Further to your information request FOI/EIR 25/26-012, please find your question and our response below.

Request:

As a freedom of information request, please answer the following questions for the financial years: 21-22, 22-23, 23-24, 24-25:

- 1.How many accounts were raised at billing in financial year?
- 2.What was the total value of liability in financial year?
- 3.How many accounts were in arrears at the end of the financial year?
- 4.How was the value of arrears in that financial year?
- 5.How many council tax cases were referred to bailiffs?
- 6.How much money was retrieved by the bailiffs?
- 7.How much debt was written off by the council in that financial year?
- 8.Do you currently have a formal policy in place for dealing with residents in vulnerable circumstances as part of your collections process for Council Tax arrears?
- 9.Do you currently have a policy of exempting recipients of Council Tax Support / Reduction from the use of bailiff action?

Response:

1.
2021/22 – 41519
2022/23 – 43755
2023/24 – 45893
2024/25 – 42145
2.
2021/22 - £66,196,739.30
2022/23 - £69,921,720.72
2023/24 - £75,455,898.84
2024/25 - £81,287,863.09
3.
2021/22 – 2413
2022/23 – 2644
2023/24 – 2881
2024/25 - 2942
4.
2021/22 - £922,749.83
2022/23 - £1,105,397.83
2023/24 - £1,425,557.18
2024/25 - £1,738,270.49
Please note that the information is being extracted from a live database, so all notice balances are as at the time the enquiry is made.
5.
2021/22 – 1434
2022/23 – 988

2023/24 – 1140

2024/25 – 922

Please note that these figures are the number of accounts referred up to today's date.

6.

2021/22 - £305,069.43

2022/23 - £261,130.95

2023/24 - £288,046.45

2024/25 - £102,228.22

Please note that these figures are the amounts recovered to date via bailiff for notices raised for these periods.

7.

2021/22 - £48,028.20

2022/23 - £36,018.11

2023/24 - £30,002.94

2024/25 - £10,327.36

Please note that these figures are the amounts recorded to date, with transaction codes which are categorised as write offs, in respect of notices raised for these periods.

8. We do have a policy which includes dealing with customers in vulnerable situation that outlines each case will be dealt with individually. We do have a marker to prevent the account being sent over to Enforcement Agents, however the EAs are trained to deal with vulnerable customers and being vulnerable doesn't automatically mean recovery action is not appropriate.

9. We do not have a policy exempting customers with Council Tax Support from Enforcement Agents action.

This concludes your request FOI/EIR 25/26-012.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.