



Further to your information request FOI/EIR 24/25-098, please find your question and our response below.

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. Do 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.
 - a. Yes
 - b. No
 - c. Yes
 - d. Yes
 - e. Yes
 - f. Yes

2.
 - a. Yes
 - b. No
 - c. Yes
 - d. No
 - e. Yes
 - f. Yes

3.
 - a. 83.93%
 - b. 3.93%
 - c. 0.179%

4.
 - a. Information Not Held. Anglia Revenues Partnership who process our Revenues and Benefits, are the processors for 5 Local Authorities. They do not record separate costs of collecting Council Tax arrears for each Local Authority. This information is therefore not held.
 - b. As above

5. Yes

6. No

7. Yes

This concludes your request FOI/EIR 24/25-098.

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.