**WBCIR:19662**

**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?**

292,493

**2. What was the total value of liability in financial year?** £642,058,425.00  
2021/22 £148,025,038.63  
2022/23 £154,740,135.81  
2023/24 £164,597,766.75  
2024/25 £174,695,483.81  
Total £642,058,425.00

**3. How many accounts were in arrears at the end of the financial year?**

|  |  |
| --- | --- |
| 2021/22 | 4374 |
| 2022/23 | 4275 |
| 2023/24 | 4602 |
| 2024/25 | 4845 |

The amounts listed are the number of Council Tax accounts in arrears at the end of the financial year relating to that financial year.

**4. How was the value of arrears in that financial year?**

|  |  |
| --- | --- |
| 2021/22 | £936,000 |
| 2022/23 | £932,000 |
| 2023/24 | £1,415,000 |
| 2024/25 | £1,776,000 |

The above figures relate to the value of Council Tax debt owed as at the end of each financial year, for that financial year (QRC4 figures).

**5. How many council tax cases were referred to bailiffs?**

|  |  |
| --- | --- |
| 2021/22 | 3053 |
| 2022/23 | 3420 |
| 2023/24 | 3114 |
| 2024/25 | 2794 |

The above amounts are the total number of Council Tax Liability Order cases issued to Enforcement Agents for collection in each financial year. Note where one Enforcement Agent was instructed and was unsuccessful in enforcing payment and another Enforcement Agent was subsequently instructed, the same case will be counted more than once in the above figures.

**6. How much money was retrieved by the bailiffs?**

|  |  |
| --- | --- |
| 2021/22 | £658,717.11 |
| 2022/23 | £652,523.42 |
| 2023/24 | £723,802.25 |
| 2024/25 | £486,731.87 |

The above amounts are the amount of Council Tax collected by Enforcement Agents to date, for the debts referred to Enforcement Agents in the financial years listed.

**7. How much debt was written off by the council in that financial year?**

|  |  |
| --- | --- |
| 2021/22 | £559,000 |
| 2022/23 | £414,000 |
| 2023/24 | £364,000 |
| 2024/25 | £259,000 |

All amounts written off in the financial year stated. Write off amounts relate to current and previous financial years. (QRC4 figures).

**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?**

We don’t have a pre-summons formal policy in place; however, we do offer a Section 13A Discretionary Relief application for hardship or exceptional circumstances affecting the rate payer’s ability to pay.

**9. Do you currently have a policy of exempting recipients of Council Tax Support / Reduction from the use of bailiff action?**

No, Council Tax Reduction cases are referred to Enforcement Agents. However, we have processes in place to proactively contact residents who are in receipt of Council Tax Reduction and who have Council Tax arrears, to provide support and work with the residents in seeking to prevent enforcement action.