



## Response to Request for Information

Reference      FOI 000177  
Date            26 May 2016

### ***Council Tax Collection***

#### **Request:**

I am writing to you under the Freedom of Information Act 2000 to request the following information from you:

1. What was the Council Tax collection rate for the Council for the last three years (2015-16, 2014-15 and 2013-14)?
  - 13/14 95.6%
  - 14/15 94.9%
  - 15/16 94.3%

2. What were the costs over the past three years of Council Tax debt recovery, per pound recovered, and how has this figure been calculated?
  - 13/14 £0.0205 per £ recovered
  - 14/15 £0.0171 per £ recovered
  - 15/16 £0.0146 per £ recovered

This has been calculated by dividing the total costs of collecting council tax during the year by the amount collected in the year. In our calculations we have not excluded the costs of billing as we consider this to be an intrinsic part of the recovery process.

3. Please provide details of any initiatives, both current or planned, to use behavioural insights or other specialist communications to increase Council Tax collection rates.

We currently have no plans to use behavioral insights but we are promoting the use of electronic communication and payment options.