

Public Participation – Cabinet 1 November 2022

Question from Philip Eades

I note from an answer given at Cabinet 27 May 2022 that the Council identified 44,000 non-direct debit Council Taxpayers in Bands A to D who are entitled to the £150 rebate this financial year

How many of these 44,000 have been paid their £150 and what publicity has the Council undertaken to ensure these Council Taxpayers claim their money? Were all 44,000 written to individually to advise of their eligibility for this £150?

Response from the Portfolio Holder for Finance, Commercial and Capital Strategy

Response

The council paid the £150 rebate to 41,740 non-direct debit customers. The 44,000 quoted was a slightly earlier estimate of how many non-direct debit payers there were with entitlement to the sum, at the time. All non-direct debit customers were written to on 19 May 2022, to be informed they were potentially entitled to the sum. There was also a social media campaign to encourage applications, Citizens Advice Bureaux promoted take up and there was also information on the Council's website.

Of those contacted 26,499 made an application and were paid the £150. The 15,241 who did not respond to the letter were awarded the £150 by way of a credit to their council tax account so they did not lose out on the payment. In each case where a customer's council tax account was credited, a letter was sent to them on 15 September 2022 to confirm this.

In total there have been 120,971 awards of the £150 totalling £18,145,650.