

**FOI 280/2016**

**REQUEST AND RESPONSE**

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

2015-16 : 96.95%

2014-15 : 96.71%

2013-14 : 96.80%

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?

We do not hold that information.

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.

If you are referring to incentives for prompt payment or for payment by Direct Debit, we do not currently offer these.

We pay the transaction fees for all pay-point payments, and offer a 24 hour payment line free from landlines.

We use the Tendring Website as a hub for information regarding revenues and Benefits.