

1. Between 6<sup>th</sup> April 2023 and 5<sup>th</sup> 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 6<sup>th</sup> April 2023 and 5<sup>th</sup> 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 6<sup>th</sup> April 2023 and 5<sup>th</sup> 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 6<sup>th</sup> April 2023 and 5<sup>th</sup> 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 6<sup>th</sup> April 2023 and 5<sup>th</sup> April 2024, did you use a benefits calculator to help residents in arrears maximise their income? If so, which tool?

7. Between 6<sup>th</sup> April 2023 and 5<sup>th</sup> April 2024, did you use attachment of earnings for constituents to pay Council Tax arrears?