



Information Governance Team

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[REDACTED]

09 May 2025

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: FOI703718278**

Thank you for your request for information relating to Council Tax.

You have requested the following information:

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?

2021-2022:148,873 (sent date: 10.03.2021)
2022 2023:146,875 (sent date: 08.03.2022)
2023-2024:148,140 (sent date: 10.03.2023)
2024 2025:148,495 (sent date: 08.03.2024)

Please note that these are all the documents coded BILL, DD, EXEM that were raised during main billing for these years.

2. What was the total value of liability in financial year?

2021 2022: £202,274,133.78
2022-2023: £211,061,212.36
2023 2024: £225,201,691.04
2024-2025: £239,685,217.07

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

Please note that we do not hold a balance at date field in our database. To assist, we have provided the data below where the balance of the notices covered up to the end of the financial year in question as at the time of answering your request. We have then adjusted the figures for subsequent transactions.

2021-2022: 23,436
2022-2023: 23,779
2023-2024: 28,036
2024-2025: 24,181

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

Please note that we do not hold a balance at field in our database. To assist, we have provided the data below where the balance of the notices covered up to the end of the financial year in question as at the time of answering your request. We have then adjusted the figures for subsequent transactions.

(Not including accounts in credit)

2021-2022: £8,381,298.76
2022-2023: £8,637,214.37
2023-2024: £10,377,834.14
2024-2025: £12,829,557.45

5. How many council tax cases were referred to bailiffs? Clarification: Regarding Q5, I mean regardless of the year the notice relates to.

2021-2022 10,385 accounts were referred 14,505 times
2022-2023 11,470 accounts were referred 17,590 times
2023-2024 11,516 accounts were referred 17,440 times
2024-2025 12,924 accounts were referred 19,493 times

Please note that these figures are the number of accounts referred up to the time of answering your request.

6. How much money was retrieved by the bailiffs?

2021/22: £1,988,020.12
2022/23: £2,752,039.05
2023/24: £3,059,481.08
2024/25: £3,536,470.29

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

2021/22: £1,506,167.12
2022/23: £1,315,956.50
2023/24: £1,700,039.97
2024/25: This figure is not yet available

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?

Our revenue and Vulnerability Policy is available online at:
<https://www.coventry.gov.uk/council-tax/problems-paying-council-tax>

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

No.

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For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance