



**REQUEST** | 16892

1. Does your local authority exempt Council Tax Support recipients from bailiff action?
2. Has your local authority adopted the Citizens Advice & Local Government Association Council Tax Protocol (details [here](#))?
3. If your answer to Q2 is “no”, would your local authority consider accepting the protocol?

**RESPONSE**

- 1) No
- 2) No
- 3) Yes

Whilst we don't currently adopt the protocol, we are always reviewing our approach to supporting residents, especially those who may be struggling financially.

We have an internal Income Maximisation team who proactively identify residents who are likely to be most in need of support and via an inhouse solution and attempt direct contact to maximise their income. We also have an internal Welfare Support & Rights team who provide advice and support to residents to maximise their income and other support they may need.

The billing and recovery of Council Tax is largely prescribed by legislation and regulations; however, we have introduced a Collections Welfare Framework to run alongside the prescribed stages as our local approach to maximise support for our residents.

This includes issuing additional non-statutory letters prior to a Liability Order being requested to encourage engagement as early as possible.

We take a holistic approach to offer support, to maximise a customer's income and enable payment. To enable this, we work collaboratively with our Welfare and Assessments teams to ensure customers are in receipt of any benefits, reductions, discounts, or exemptions they may be entitled to.

If a customer does not engage with us prior to us obtaining a Liability Order, we also have an internal enforcement team who will further attempt engagement to offer support, arrangements and other options of recovery including deductions and attachments once a liability order has been granted with the aim of preventing further fees and accounts being passed to external enforcement agents.