



Freedom of Information Request FOI1490

Request:

Under the Freedom of Information Act 2000, I request that the local authority provide me with the following information:

1. In what format does the council give 'emergency support' to constituents? e.g. by voucher, direct debit or cash
2. Does the local authority offer a 'direct debit discount'? this could be in the form of either a percentage off, a whole amount or to constituents for services such as payment of adult social care bills or council tax payment which is paid via direct debit. If the answer is yes, please could you give details of the discount, in either percentage or monetary value and for which service it is offered.
3. Does the town hall or council buildings allow constituents to pay for services in cash or only card?

Submitted on 19/07/19.

Response:

- 1 - For emergency support we do not give out cash or use direct debits. We provide utility vouchers food parcel and some crisis items
- 2 - the Council does not offer a discount for payment by Direct Debit
- 3 - The Customer First Centre's have kiosks which allow residents to pay for services by cash or card