



Freedom of Information Request FOI2045

Request:

I am writing to you under the Freedom of Information Act 2000 to request the following information from your Council Tax department:

1. How many households in your local authority area made an unsuccessful claim for a disabled band reduction on their council tax bill during the 2018/19 tax year?
2. How many households in your local authority area made a successful claim for a disabled band reduction on their council tax bill during the 2018/19 tax year?
3. Including any successful claims made during the 2018/19 tax year, how many households in your local authority area were successfully claiming a disabled band reduction on their council tax bill as of 5 April 2019?
4. How many households in your local authority area paid council tax during the 2018/19 tax year?
5. What is/are your policy/policies in relation to backdating a successful claim for a disabled band reduction to a council tax bill?
6. What methods (such as online or by post) do you use to make residents in your local authority area aware of the existence of the disabled band reduction to a council tax bill?

Submitted on 05/12/19.

Response:

1. I am rejecting this part of the request under section 12 (1) as the cost of complying would exceed the appropriate limit set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. There is no report that can be produced or created to identify the information so the only way it could be gathered would be to manually examine each possible document received that could contain an application to determine whether there was a claim made. As there were 27,690 such documents and estimating 2 minutes per document it would take over 923 hours.
2. I am rejecting this part of the request under section 12 (1) as the cost of complying would exceed the appropriate limit set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. There is no report that can be produced or created to identify the information so the only way it could be gathered would be to manually examine each possible document received that could contain an application to determine whether there was a claim made. As there were 27,690 such documents and estimating 2 minutes per document it would take over 923 hours.
3. While this information is not available, we can confirm that we currently have 497 properties where a disabled band reduction has been awarded.
4. I am rejecting this part of the request under section 12 (1) as the cost of complying would exceed the appropriate limit set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. There is no report that can be produced or created to identify the information so the only way it could be gathered would be to manually examine each Council Tax account on over 98,000 properties to determine whether payments had been made. Even at an estimate of 3 minutes per property it would take over 4,900 hours.
5. Where a successful claim is made, the reduction will be awarded from the date of the application or any date prior to that where it can be shown that all of the criteria were met.

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North Tyneside Council

6. The Council Tax booklet, which is referred to on every Council Tax bill, provides details regarding the disabled band reduction as does every online discount application and move of address form where a person is moving into the area or within the area.