



My Ref: FOI/ 4999  
Enquiries to: Information Requests  
E-Mail: [informationrequests@barnsley.gov.uk](mailto:informationrequests@barnsley.gov.uk)

Dear Requester,

**Re: Request for Information – Freedom of Information Act 2000**

I wish to confirm that the council has completed its search for the information which you requested.

The information requested and our findings are as follows: -

**I ask that you please provide by email copies of the standard template letters or digital communications your council issues to residents in relation to Council Tax arrears, specifically:**

- 1. The initial reminder notice issued as part of the arrears or recovery process, as per requirements under Regulation 23 of The Council Tax (Administration and Enforcement) Regulations 1992.**
- 2. The second reminder notice, issued in the event that a resident has rectified one missed instalment but gone on to miss a second instalment over a given annual period.**
- 3. The final notice issued once the resident has lost the right to pay by instalments and prior to any further enforcement action, as per requirements under Regulation 33 of The Council Tax (Administration and Enforcement) Regulations 1992.**
- 4. Any additional reminder notices or discretionary communications issued to residents with Council Tax arrears, including between the first reminder notice and final notice being issued (prior to a court summons). For each, please include:**
  - The full wording of the standard template**
  - Any headers, footers, or formatting used in the letter or digital communications**
  - The typical method of delivery (e.g. post, email)**
  - Any differences in the templates based on resident circumstances (e.g. prior arrears, benefits status, vulnerability)**

**In addition, please can you inform us of: 1. The total number of households against which you started imprisonment committal proceedings relating to unpaid council tax, for each year from 2020.**

Answer –

1 & 2 - Reminders and Final (second) Reminders are issued based on financial vulnerability, FVI 1 being the least vulnerable and FVI4 being the most financially vulnerable. Copies of each of these letters are attached.

3 - The final notice is a standard document that is issued to anyone that reaches that stage in the recovery process. A copy of this is attached.

4 - Emails and text messages are issued prior to the reminders being issued, these are sent based on financial vulnerability, FVI1 and FVI2 are sent the same template but the email / text message to FVI3 and FVI4 are different. We also send emails and texts messages prior to the final notice stage if we hold contact details.

We have not started any imprisonment committal proceedings in any year from 2020.

Please remember to quote the reference number above in any future communications.

If you are unhappy with the way the Directorate has handled your request, you may ask for an internal review. Please clearly mark your correspondence 'Complaint' and address it to:

Barnsley MBC  
Information Requests Team  
PO Box 634  
Barnsley  
S70 9GG  
email: [informationrequests@barnsley.gov.uk](mailto:informationrequests@barnsley.gov.uk)

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Customer Services Team  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Email: <http://www.ico.org.uk/foicomplaints>

Kind regards,

Information Requests Team, Barnsley MBC

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**PO Box 634, Barnsley, South Yorkshire S70 9GG**