# Request 6930 – Council tax credits

I would like to know, for each of the following tax years: 2016/17, 17/18, 18/19, 19/20 (up to now if possible): How many council tax accounts paid for their council tax by cash/cheque? How much was this as a proportion of total active accounts?

Separately, I am aware that many councils automatically refund closed accounts where the account holder has paid by certain methods, which make it possible to refund them (such as direct debit), whereas with other payment methods this would not be possible:

Can you list the payment methods (if any) that would result in you automatically refunding an account if it were closed in credit? NB automatically here means, without the customer having to take any form of action whatsoever (so you don't have to contact them to confirm payment details or anything similar)

## Response

We offered cash/cheque payment methods in the accounting years you have listed but customers can opt to pay these in different ways, Debit card, cash, pay point, etc. but we cannot isolate individual payment methods within these categories. Also, an individual may pay by a variety of different methods within each accounting year, Direct Debit, Standing Order, bank transfer, cash, debit card etc.so I am unable to provide the information you have requested.

Regarding auto refunds, we prefer to refund by BACS. If we hold current BACS details for a customer and these match the person/people liable for the charge, we will refund to that account immediately. If a joint liability and the bank account details held is a sole name, or the charge is paid by a 3rd party, we send a form which requires authorisation of an account into which a refund can be made. If the liable parties pay by any other method, a form is issued for details of a bank account to which a refund can be made.