

**(CCC) Council Tax Over payments**

The total number of people who are (knowingly to the council) overpaying on their council tax and the total monetary figure of these unclaimed amounts between January 2016 and January 2021.

Please provide the information in the form of a spreadsheet or simple table categorised by the reason for overpayment – split by year between January 2016 and January 2021 and the total number of people plus the total monetary figure per category. The categorisations for the reasons for overpayment are listed:

- Overpayment due to Exemptions/Discounts
- Overpayment due to Band Changes
- Overpayment due to Leaving the Borough
- Overpayment due to Other Reasons

**Response**

The table below details the totals number of accounts in credit and the total value of those credits for each year requested. We do not hold an indicator against the account which would identify the reason for the account being in credit, however the vast majority of credits arise from council tax payers leaving the area. Generally customers are not required to claim refunds and most are refunded automatically where we hold the customers bank details.

Year

Number of accounts

Value

2021

1403

£313k

2020

944

£174k

2019

577

FOI Ref

Response sent

**9723**

**18 Oct 2021**

£76k

2018

684

£85k

2017

476

£84k

2016

419

£55k

Further queries on this matter should be directed to [foi@cambridge.gov.uk](mailto:foi@cambridge.gov.uk)