



Further to your information request FOI/EIR 24/25-078, please find your question and our response below.

Request:

1. What is the name of your Local Authority?
2. What type of Council are you? (e.g. District Council, Unitary authority, etc)
3. How many properties are registered for Council Tax in your area?
4. Within your Revenues and Benefits service, what of the following can residents submit/apply for via a digital form? (Select all that apply)
 - Single Person Discount
 - Direct Debit
 - Change of Address
 - Payment arrangement
 - Student disregard/exemption
 - Severely mentally impaired disregard/exemption
 - Disabled Band reduction
 - Council Tax support
 - Online benefit calculators
 - Person in hospital or care home
 - Other disregard discounts (e.g. carers)
 - Discretionary Housing Payment
 - Discretionary Council Tax discount (section 13a)
5. Do you have plans to introduce and/or improve your digital online forms within the next 2-3 years? Yes / No
6. If answered yes, please state what type of online form?
7. Please provide the annual cost of providing digital forms (if applicable)
8. Of the following, please choose the top three reasons why your council offers the facility for residents to submit information/apply for reductions via an online for? (Select all that apply)
Please select at most 3 options:
Efficiency
Cost Savings
Accessibility
Accuracy (reductions in errors)
Sustainability (environmental impact)
Data management/reporting
Improved customer service
Automation of processes
9. What measures do you have in place to ensure accessibility for individuals with disabilities when accessing these digital forms?
10. What measures do you have in place to ensure accessibility for individuals where English is not their first language when accessing the digital forms?
11. What measure(s) do you have to support residents who lack digital skills or who do not have access to digital communication?

Response:

1. East Cambridgeshire District Council
2. District

3. 40,878
4. Single person Discount, Direct Debit, Change of Address, Council Tax Support, Online Benefit Calculator, Discretionary Housing Payment.
5. Yes
6. Over time we would look to use online forms for all of the above
7. This information is not held as a separate figure
8. Efficiency, Improved customer service, Automation of processes.
9. Accessibility statement on our website, customers can contact us via telephone, and we can provide a different service. Also offer a call-back service to help customers complete forms if unable to themselves
10. Call-back service to help customers complete forms if unable to themselves, we would arrange with someone who is able to speak on the customers behalf with their authorisation.
11. Call-back service to help customers complete forms if unable to themselves

This concludes your request FOI/EIR 24/25-078.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.