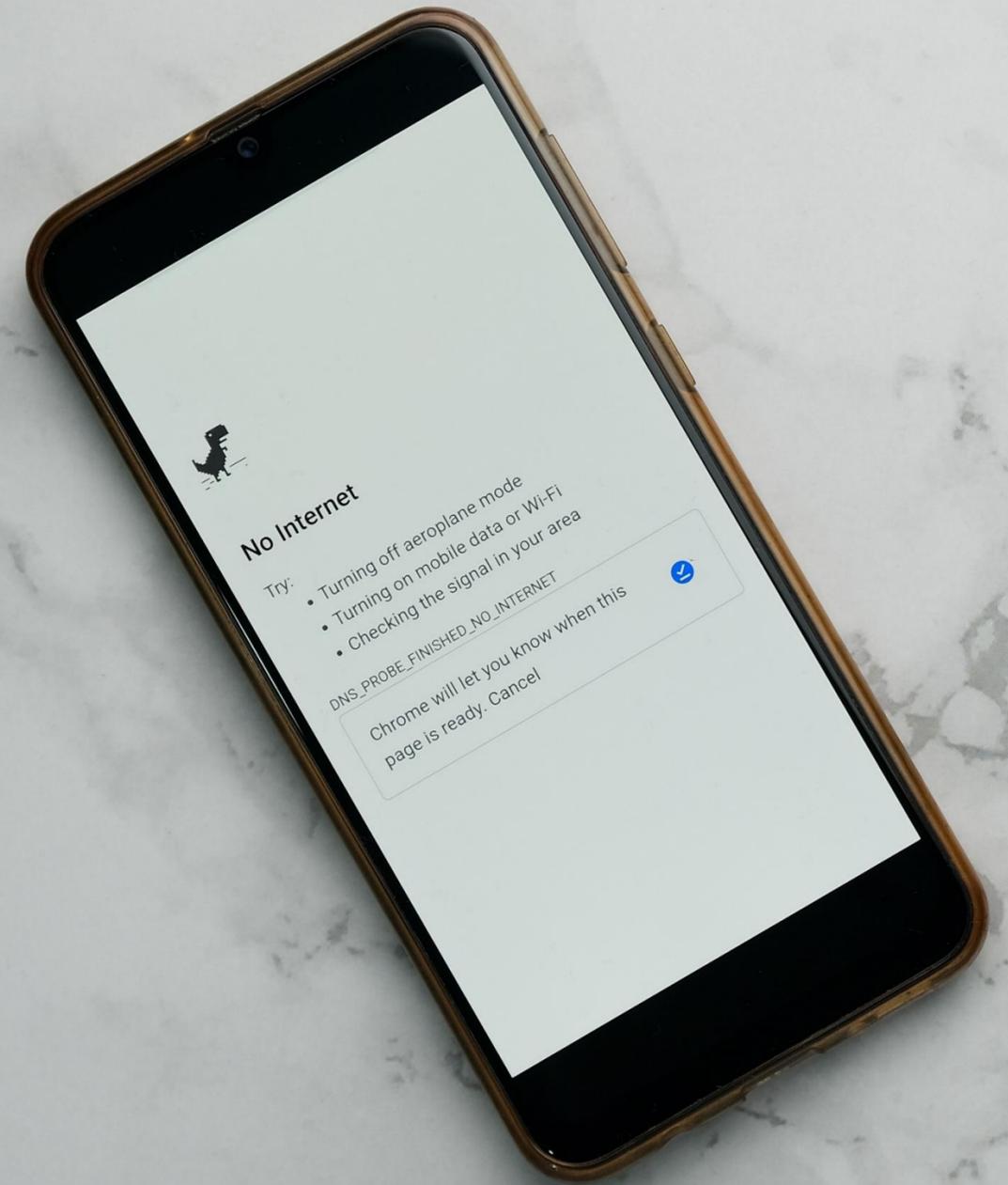


LACEF CONFERENCE 2021

Raising Awareness of Digital Inequalities in Civil Enforcement





Local authorities are looking at an estimated shortfall of £509m in their council tax collections for last year and have been given until 2023-24 to pay this off.

At 31 March 2021, the total amount of council tax still outstanding amounted to £4.4 billion.

SO, WHAT ABOUT CUSTOMERS WHO ARE FACING DIGITAL EXCLUSION FOR ONE REASON OR ANOTHER?

Digital
Exclusion



- Over 5 million people do not use the internet
- 10 million have either no digital skills, or lack a key basic digital skill
- 2.6 million are offline, either due to a lack of access to a suitable device or have no access to an internet connection
- They may have low levels of motivation to use the internet or distrust
- Low literacy may hamper their digital skills

SO HOW DO WE DEFINE DIGITAL POVERTY?

“Digital poverty is the inability to use IT, either due to the lack of access or due to the lack of skills,” said Thierry Geiger, co-editor of the Global Information Technology Report. “It is really a form of poverty because without digital access, without digital skills, you cannot tap into the huge potential of technology to improve your lives and create opportunities.”







According to StepChange over half a million private renters have incurred £360 million of rent arrears due to the pandemic.

In April, almost one in 10 UK tenants were behind with private rent and the average amount of arrears owed had risen by 24% from £730 in November 2020 to £907 in April 2021. (Citizens Advice)



AS A RESULT OF DIGITAL INEQUALITY

Ami failed to receive the communication from the Council before enforcement

AS A RESULT OF DIGITAL INEQUALITY

Ami failed to receive the attempts at engagement at compliance from the enforcement agent

AS A RESULT OF DIGITAL INEQUALITY

Ami's debt increased as the first contact was when the agent visited



SO, DATA OR DINNER?

Come and talk to our team today to register your interest, or use the QR Code on your table



THANK YOU

We look forward to seeing
you soon

