

FOI Reference Number: FOI/144/1920

Date: 14 August 2019

Request:

Under the Freedom of Information Act 2000, I request that the local authority provide me with the following information:

1. In what format does the council give 'emergency support' to constituents? e.g. by voucher, direct debit or cash
2. Does the local authority offer a 'direct debit discount'? this could be in the form of either a percentage off, a whole amount or to constituents for services such as payment of adult social care bills or council tax payment which is paid via direct debit. If the answer is yes, please could you give details of the discount, in either percentage or monetary value and for which service it is offered.
3. Does the town hall or council buildings allow constituents to pay for services in cash or only card?

Response:

Thank you for your information request which Mid and East Antrim Borough Council received on 18 July 2019.

Please find below Mid and East Antrim Borough Council's response to the information you requested in relation to emergency support.

1. In what format does the council give 'emergency support' to constituents? e.g. by voucher, direct debit or cash - ***Cheque or manual bank transfer***
2. Does the local authority offer a 'direct debit discount'? this could be in the form of either a percentage off, a whole amount or to constituents for services such as payment of adult social care bills or council tax payment which is paid via direct debit. If the answer is yes, please could you give details of the discount, in either percentage or monetary value and for which service it is offered. ***Not applicable as Councils in NI don't have responsibility for health and social care of the collection of residential rates***

3. Does the town hall or council buildings allow constituents to pay for services in cash or only card?

Cash accepted

If you are dissatisfied with the handling of part of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Chief Executive at the Braid Ballymena Town Hall, 1-29 Bridge Street, Ballymena, BT43 5EJ.

Please remember to quote the reference number FOI/144/1920 in any future communications.

If you are not content with the outcome of an internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Please be advised that Mid and East Antrim Borough Council may release the response to this information request into the public domain via our website at <https://www.midandeantrim.gov.uk/>.

If we publish our response to your request, your personal data will be removed to protect your privacy.