

Freedom of Information Team
Oxford City Council
Email: freedomofinformation@oxford.gov.uk

www.oxford.gov.uk



12 May 2025

Freedom of Information Request, Oxford City Council – Reference: **FOI2025/00464**

Further to our acknowledgement, we can confirm that Oxford City Council can advise as follows in response to your Freedom of Information Request received on 23 April:

Request

Can you please tell me, in each of the last three years

How many applications you received for hardship relief from business rates

How many were successful ie some hardship relief was granted

What the average amount of relief was

What was the average elapsed time from first application to you to final decision

Response

Year	Number of applications	Number successful	Average amount awarded
2022-23	0	0	0
2023-24	4	0	0
2024-25	10	0	0

We do not keep record of the figures for the length of time to make a decision on hardship cases.

If you disagree with any part of the response to your request, you are entitled to ask the Council for an internal review of the decision(s) made. You may do this by writing to the Monitoring Officer, by either email monitoringofficer@oxford.gov.uk – or by post to Monitoring Officer, Oxford City Council, Town Hall, St Aldate's, Oxford, OX1 1BX. After the result of the internal review, if you remain dissatisfied, you may ask the Information Commissioner to intervene on your behalf. You may do this by writing to the Information Commissioner's Office, Wycliffe Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely,

Freedom of Information Officer

| Freedom of Information Team | Law & Governance | Oxford City Council | Town Hall | St Aldate's
| Oxford | OX1 1BX |