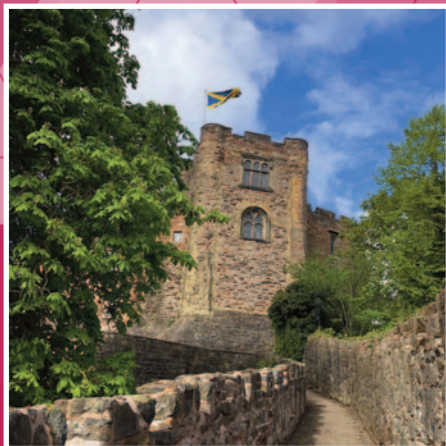


YOUR 2023/24 COUNCIL TAX EXPLAINED



Council Tax and Business Rates 2023/24

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Welcome

Now more than ever, people are turning to their Local Authorities for support. It is therefore vital that we continue to provide those services that are important to you.

We continue to work hard to ensure we retain high-quality, value for money services for our residents.

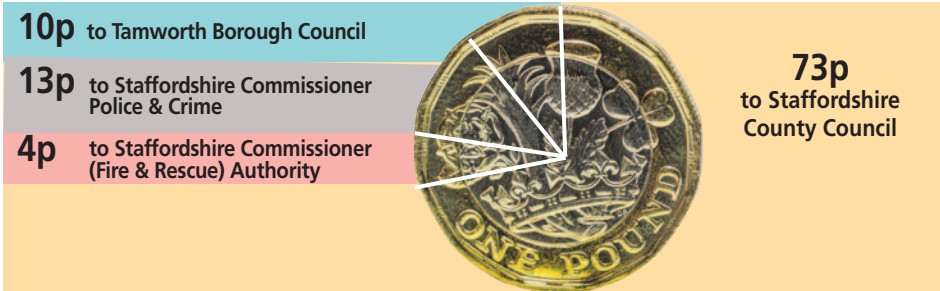
This booklet outlines how we plan to spend our share of the money raised from your Council Tax and Business Rates this year. Please take a few minutes to read through this information.

You may find you are eligible to claim an exemption, discount or reduction which could reduce how much Council Tax you need to pay. See pages 5-9 for more detail.



www.tamworth.gov.uk

Where does your money go?



The table below shows how much of your Council Tax goes to each authority.

Who gets your money? Your bill is divided up like this (Band D)	Council Tax (subject to rounding)	Increase this year
Staffordshire Commissioner Fire & Rescue Authority	£84.25	4.85%
Tamworth Borough Council	£196.89	2.60%
Staffordshire Commissioner Police & Crime	£260.57	4.83%
Staffordshire County Council	£1,471.23	4.99%
Total Amount Payable (Band D)*	£2,012.94	4.73%

*This is the amount all Band D properties in Tamworth will pay for their core services.

The actual amount of Council Tax you pay will depend on which Council Tax band your property is in. More than 80% of people in Tamworth will pay less than the **Band D** charge. Any discounts and benefits you are entitled to receive may reduce your charge. For more information on Council Tax bands and discounts please see **pages 5-8**

Summary of your Council Tax charge

The table below shows you what this Authority plans to spend in the coming year and the amount each will raise from Council Tax.

To work out the **Band D** Council Tax we divide the amount to be raised from Council Tax by the number of **Band D** equivalent properties in Tamworth, after adjusting for discounts, exemptions and local Council Tax reductions.

	Tamworth Borough Council
Gross spending (including Tariff)	£48.786m
Less income (including Retained Business Rates)	£40.987m
Net expenditure	£7.799m
Less Central Government support and Net Business Rates income	£3.196m
Amount to be raised from Council Tax	£4.603m

Tamworth Borough Council Services

This page highlights the main services provided by Tamworth Borough Council funded by your Council Tax.



Facts about your Council Tax bill

Find out more about your Council Tax bill, including information on discounts, exemptions and appeals.



How is Council Tax calculated?

Your Council Tax is based on two adults living in a property.

- If only one person lives there, they are entitled to a 25% discount.
- If nobody lives there, the bill may be reduced. **See page 6 for more detail.**
- Certain properties could be 100% exempt even if they are occupied. **See page 7 for more detail.**

Please remember, if you are waiting for the outcome of an application for a reduction, you must continue to pay your current bill. If successful, you will be entitled to a refund of any overpaid Council Tax.

Council Tax valuation bands

The Valuation Office Agency, part of HM Revenue and Customs (not your local council) has put every property into one of eight valuation bands. A full list of valuation bands is available on its website at www.voa.gov.uk (see table below).

Your Council Tax bill states which band applies to your home and your home's valuation is based on an estimate of how much it was worth on 1 April 1991. Price changes since that time won't affect the valuation.



Band	Range of values as at 1 April 1991	Proportion of Band D tax payable
A	Up to and including £40,000	6/9
B	£40,001 to £52,000	7/9
C	£52,001 to £68,000	8/9
D	£68,001 to £88,000	1
E	£88,001 to £120,000	11/9
F	£120,001 to £160,000	13/9
G	£160,001 to £320,000	15/9
H	More than £320,000	2

Could I get a discount?

This depends on the number of adults in your house and their circumstances. If any of the adults are on the list below, they may not be counted for Council Tax purposes. If this takes the number of 'counted' adults below two, you could be eligible for a discount.

- Full time students, student nurses, apprentices, youth training trainees and foreign language assistants.
- Young people for whom child benefit is payable and 18/19 year olds who have just left school or college.
- Patients resident in hospital or being looked after in care homes.
- Severely mentally impaired people.
- People in hostels or night shelters.
- Low paid care workers usually for charities.
- Carers for a person with a disability who is **NOT** a partner or child under 18.
- Members of religious communities such as monks or nuns.
- People in detention (except for non-payment of Council Tax or a fine).
- Spouses or dependants of students who are non-British subjects and are prevented by immigration regulations from working or claiming benefits.
- Members of visiting forces, certain international and defence organisations and those with diplomatic privilege or immunity.

Reduction for people with disabilities

If you, or someone who lives with you, needs a room, an extra bathroom or kitchen, or extra space in your property to meet special needs arising from a disability, your bill may be reduced. The bill may be reduced to that of a property in the band immediately below the band of your property. If your property is in Band A, a reduction (equivalent to one ninth of band D) will be given. This reduction is not based on your income or savings.

Empty and second homes

You may be able to get a discount on your bill for empty homes. This will depend on where the property is. If your main residence is elsewhere you will be charged the full Council Tax for any home in Tamworth. Contact us to find out more. (See page 20).

Type of home	Discount Allowed
Empty & unfurnished up to 2 months	100%
Empty & unfurnished over 2 months	None
Empty & undergoing major repairs	50% for up to 1 year
Furnished & 2nd homes	None

In addition, properties empty and unfurnished over two years are subject to a 150% charge to encourage owners to bring them back into use. The Private Sector Housing Team can give you advice about bringing your property back into use. Telephone 01827 709709.

If you buy or rent a property that is already empty, the reductions above may have been used by the previous tax payer, the discount periods will not start again.

Family annexes

Most annexes in the borough are exempt – see Class T and W exemptions on page 7. However, a Council Tax discount of 50% is now available for family annexes that are not exempt.

If you currently have an annexe which is lived in by a family member or used by the resident of the main dwelling you can receive a 50% Council Tax discount on the annexe.

The new discount is not based on occupation or the annexe being furnished but on the use by the resident of the main building or occupation by a family member. If a non family member occupies an annexe the Family Annexe Discount will not apply.

Could I be exempt from Council Tax?

Some properties may be exempt from Council Tax.

Class Unoccupied properties which are:

B	Owned by a charity (allowed for up to six months)
D	Left empty by someone who has gone to prison
E	Previously occupied by a person in permanent residential care
F	Waiting for probate or letters of administration to be granted (continuous for up to six months after)
G	Empty because occupation is forbidden by law
H	Waiting to be occupied by a minister of religion
I	Left empty by someone who has moved to receive personal care by reason of old age, disablement or illness
J	Left empty by someone who has moved to provide personal care to another person
K	Owned by a student and last occupied by a student
L	Subject to a Repossession Order
Q	The responsibility of a bankrupt person's trustee
R	A site for a caravan, mobile home or mooring
T	Unable to let separately because it is linked to, or in the grounds of another property

Class Occupied properties where:

M/N	All the residents are students
O	They are used for UK armed forces accommodation, whether occupied or not
P	At least one liable person is a member of a visiting force
S	All residents are less than 18 years old
U	All residents are severely mentally impaired
V	At least one liable person is a foreign diplomat
W	It is annexed to a family home and occupied by that family's elderly or disabled relatives

Can I appeal against my Council Tax band?

Yes, you may appeal against your Council Tax band. There are several situations where you can appeal against the band in which your house has been placed:

- Within six months of becoming the new tax payer for the property.
- Within six months of the Valuation Office Agency making a change to the band.
- If there have been specific material changes in the property value.

Any queries about appeals and bandings should be made direct to the Valuation Office Agency. **See handy contacts on page 20.**

What if I don't think I should be paying Council Tax?

You can appeal to the Borough Council if you think you are not liable to pay Council Tax e.g. because you are not the resident or owner, or because your property is exempt or you are entitled to a discount. You should not withhold payment if you are making an appeal. You should pay as normal and a refund will be made if you are successful.

Changes in circumstances

If you have been granted a reduction, you must tell the Council of any change in circumstances which will affect your entitlement within 21 days. If you fail to do so you may be faced with a penalty of £70.

For more details about Council Tax discounts and exemptions, see pages 5-7.

How we collect and use information

The Borough Council is required, under section 6 of the Audit Commission Act 1998, to participate in the National Fraud Initiative (NFI) data matching exercise. Council Tax data is provided to the Audit Commission for this purpose and will be used for cross-systems and cross-authority comparison for the prevention and detection of fraud.

We advise Council Tax payers that the data held by the Council in respect of your Council Tax liability will be used for comparison purposes.

The eight District and Borough Councils within the Staffordshire area have worked in partnership with Staffordshire County Council to conduct a review of Council Tax discounts. The Council may share the information you have provided to the

Council Tax team, with private organisations employed to conduct data matching for the prevention and detection of fraud.

Data matching helps to identify fraud but it may also identify claims and payments which are erroneous. Where a match is found it may indicate that there is an inconsistency which requires further investigation. No assumption is made as to whether there is fraud, error or another explanation until an investigation is carried out.

If you are currently in receipt of a Council Tax discount that you are not entitled to, or require further information, please contact our Revenues Team. **See handy contacts on page 20.**

Local Council Tax Reduction

If you are working age and on a low income including Universal Credit you may qualify for a reduction on your Council Tax bill under the Local Council Tax Reduction Scheme. Any award will be deducted from the amount of Council Tax that you may have to pay and reduce your monthly payments.

For persons of State Pension Credit age who do not claim working age benefits, there is a national scheme of regulations which is broadly the same as the previous Council Tax Benefit rules.



The Local Council Tax Reduction Scheme is:

- Based on 75% of Council Tax liability (restricted to Band D). This means that most working age claimants have to pay at least 25% of their liability.
- Support continues to be based on 100% of Council Tax liability for working age people who:
 - get a Severe Disability Premium
 - have a disabled child
 - claim a War Disability, War Widows Pension or receive an Armed Forces Compensation payment.



HOW TO APPLY

Further information can be found on our website along with an online application form.

GO TO

www.tamworth.gov.uk/council-tax-reduction-scheme for further advice and information.

Pay the easy way

Sign up for Direct Debit over the phone



Choose which date suits you best

Council Tax

Business Rates



You can pay your annual Council Tax or Business Rates bill in twelve instalments from April to March, rather than ten, but you need to contact us via email on enquiries@tamworth.gov.uk before 5 April 2023 if you wish to do this. We can also extend your monthly instalments through to March during the year, but you need to contact us via email if you wish to do this.

What's happened

The money that Tamworth Borough Council collects through council tax helps pay for services such as household waste collection and recycling, street cleansing, maintaining parks and open spaces, Tamworth Castle, Tamworth Assembly Rooms and outdoor events such as St George's Day celebrations, fireworks and last summer, Castle Summerfest.

We achieve all of this using around 10% of the council tax we collect from you each year.

The remaining 90% you pay is passed on to Staffordshire County Council for services including roads and pothole repairs, education, social services and libraries, to the Staffordshire Commissioner (Police & Crime) and to the Staffordshire Commissioner (Fire & Rescue).

The money we receive from council tax helps us achieve our vision:

Tamworth – celebrating our heritage, creating a better future.

We work to make sure we can take full advantage of every opportunity that leads to Tamworth being a better place, with Tamworth communities experiencing better lives and the council being a better organisation.

Strategic Priorities 2022-25

Our funding, resources and capacity are reducing. This inevitably has impact on how we deliver services to the people of Tamworth.

We continue to support the most vulnerable in Tamworth and work to improve the lives of all residents.

Through our vision and [Corporate Plan](#) we have identified five key specific areas of focus:



The Environment

- Reducing litter and fly tipping
- Working to reduce the impact of climate change
- Supporting people to recycle and reduce waste
- Working to protect, maintain and improve our green spaces



The Economy

- Support businesses to promote business growth and new businesses in Tamworth
- Support businesses to generate local employment opportunities
- Make sure Tamworth has good quality and affordable housing
- Encourage people to come and visit Tamworth and enjoy the attractions of our town

Infrastructure

- Update local plans to improve transport links within Tamworth
- Improve existing walkways and cycle routes
- Make sure people can access our services digitally

Living in Tamworth

- Make sure there is adequate supply of affordable housing
- Invest in neighbourhoods and local areas

- Support job creation and seek to protect the local economy
- Improve and promote Tamworth's events and historic and cultural heritage
- Help everyone feel safe in their neighbourhood and with others reduce the fear of crime

Town Centre

- Develop the street markets and events
- Create a scheme for 'created in Tamworth'
- Work to improve the night-time economy, including improving night-time transport options
- Encourage local people to be proud of Tamworth and it's rich history
- Develop a new Tamworth Enterprise Centre as part of plans to improve and transform the town centre
- Make the town more accessible
- Encourage the growth of the food and leisure choices in the town

Some of the things achieved during 2022/23:

- Welcomed the Queen's Baton Relay as it neared the end of its journey to Birmingham's Commonwealth Games, providing a host of free sport and entertainment events for people to enjoy. With 36 local grass roots sports clubs providing free taster sessions. We were also a live site for the commonwealth games, broadcasting the games live as they happened.
- Awarded over £20million from the Future High Streets Fund to transform the town centre into the busy, thriving heart of the community. Work will start in 2023 to develop a new Enterprise Centre in the original 19th Century former Co-op building, renovate Middle Entry and build new space for



independent small businesses, restore the late 18th Century former Peel Café, restore the historic vacant properties on Market Street and create a wider footbridge into the castle grounds.

- Saved £5million by changing the way we are organised as a council, without reducing any the level of service for local people.
- Delivered a full outdoor entertainment programme, including fireworks, St Georges Day celebrations and Castle Summerfest attracting over 70,000 visitors to the town centre.
- For the 11th time, won GOLD for the Small City Category of the Heart of England in Bloom competition, as well as picking up the R.H.S Landscaping award for the Platinum Jubilee Garden and Alpine Garden in the Castle grounds.

We've also...

- Removed 479 tonnes of litter & fly tipping collected from council land.
- Upgraded all 154 CCTV cameras across the borough.
- Completed over 170 food inspections of local premises.
- Sold over 30,000 tickets for shows at the Assembly Rooms.
- Processed and managed over 400 planning applications.
- Shared over £4.5m in energy rebates to over 30,000 households and delivered nearly 1,600 test and trace payments.
- Awarded over £10,000 in community grants benefitting 14 local groups, helping support the most vulnerable in our communities.
- Introduced a new blue bag recycling scheme across Tamworth.
- Provided free sports and physical activity sessions to over 3,500 local children during the summer holidays.

- Managed over 145,000 customer enquiries and requests.
- Welcomed over 30,000 visitors to the Castle and over 800 people digging for the archaeological foundations of the Castle Mill.
- Completed over 1,200 personal searches on property information we hold.
- Responded to 589 Freedom of Information requests, with 99% on time.

Looking forward:

The Council remains committed to promoting and stimulating economic growth and regeneration; meeting our housing needs; creating a vibrant town centre economy and protecting those most vulnerable in our communities.

In 2023 – 2024, we aim to deliver:

- Projects funded by the Future High Streets Fund:
 - New Enterprise Centre in the original 19th Century former Co-op building
 - Renovation of Middle Entry and build new space for independent small businesses.
 - Restore the late 18th Century former Peel Café.
 - Begin works to restore the historic vacant properties on Market Street and create a wider footbridge into the castle grounds.
- Over £400,000 of essential preservation repairs to the castle curtain walls, helping preserve the castle for future generations.
- Nearly £700,000 for essential preservation work for the historic Town Hall in Tamworth town centre.



- Over £140,000 work to renew roofing and walkways to Caledonian shops and Ellerbeck.
- New boardwalk in Warwickshire Moor after being vandalised in 2022.
- Over £400,000 for new and improved play areas in the Borough over the next five years.
- £350,000 for improvements at the Anker Valley sports pitches changing rooms.
- £650,000 per annum to provide disabled facilities for local residents.
- Work to make our industrial and commercial units available for businesses to rent more energy efficient.
- New websites for Tamworth Borough Council, Assembly Rooms and Castle to provide easy to navigate information for customers.
- A full programme of arts and events shows and activities at the Assembly Rooms, castle grounds, and castle.

To achieve our goals in 2023/24, Council Tax needs to be increased by £5 (2.60%). For nine out of ten Tamworth households, this is a rise of less than 10p per week.

The Medium Term Financial Planning process is being challenged by the ongoing uncertain economic conditions. The forecast is based on a five year period, but does contain a number of uncertainties.

On 12 December 2022, the Secretary of State for Levelling Up, Communities and Local Government published a written ministerial statement which was accompanied by a policy statement on the 2023/24 local government finance settlement and assumptions about the 2024/25 local government finance settlement.

This statement came ahead of the 2023/24 provisional local government finance settlement announcement, which was published in December 2022, detailing local authority-level figures for 2023/24.

This settlement represents a 'holding position' until the next Parliament, aiming at stability. The ruling out of a business rates reset, or a fair funding review, means that the funding distribution will stay fairly stable (with the exception of Extended Provider Responsibility funding). But this means that the big questions about the future of the funding system remain unaddressed one way or another.

While this means the Council will be able to retain its business rate growth for 2023/24 and 2024/25, it also means that the uncertainty continues and potentially the Council still faces losing this growth from 2025/26.

There is a high risk that these reforms will have a significant effect on the Council's funding level from 2025/26. Members will face difficult decisions around prioritising services, when faced with significant reductions in funding.

There are also further uncertainties arising from current cost pressure and inflationary increases which have compounded the likely price increases for supplies that are required for building or construction/maintenance works.

In addition, and following the recent mini budget on 23 September, there are cost pressures expected due to the financial markets' response to the contents of that budget. There is an increased likelihood of a rise in interest rates, and it can be expected that this will have a negative effect on the price of goods and services but a positive effect from the return from the Council's Treasury investments.

Financial resilience is and has been the key requirement for local authorities at any time, but in the current crisis it has assumed unprecedented importance. Cabinet on 22 October 2020 approved the Recovery and Reset programme which aims to consider how we can tackle the financial challenges facing the council as a result of the coronavirus pandemic. This included reviewing services, reducing waste demand on services (basically this is any action or step in a process that does not add value to the customer), exploring opportunities for income generation and identifying any further savings.

The Recovery & Reset Programme package of savings originally reported in July 2022 estimated savings to be in the region of c£3.5m over five years; £2.8m of which was unbudgeted capital costs for continuing to occupy Marmion House.

As part of the latest update report to Cabinet on 10 November 2022, including those already built into the medium-term financial plan, the revised programme potentially delivers efficiencies of c£5.1m over the next five-year medium term. This includes the c£3.5m already identified; plus, an additional £1.6m already delivered through the service re-design project within the programme.

In light of the base budget and MTFS forecast considered by Cabinet on 1 December 2022, following the Leaders Budget Workshop on 30 November 2022, Managers were asked to identify further areas for potential savings – which have now been included in the policy changes, amounting to c.£1.8m over five years.

The overriding goal is to make sure our organisation remains fit for the future, while protecting services to the most vulnerable in our community.

The Council remains committed to promoting and stimulating economic growth and regeneration; meeting our housing needs; creating a vibrant town centre economy and protecting those most vulnerable in our communities. The Council is responding to these challenges by considering the opportunities to grow our income. We are ambitious with our commercial view and will continue to work hard to identify income streams that enable us to continue to meet the needs of our residents.

More than ever, we recognise that our financial capacity will be less than in previous years which means that we will need to maintain our approach to innovation, collaboration and transformation.

This approach will change the organisation and how it works; will require Members to put evidence and insight at the heart of our decision making to ensure that we are transparent about the rationale for our decisions and plans; will involve managed risks and will sustain essential services critical in supporting the most vulnerable in our communities at a time when demand is increasing and resources reducing.



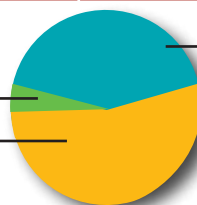
Council Tax Bands 2023/24

Band	Tamworth Borough Council	Staffordshire Commissioner (Fire & Rescue)	Staffordshire Commissioner (Police & Crime)	Staffordshire County Council	Total
A	£131.26	£56.17	£173.71	£980.82	£1,341.96
B	£153.14	£65.53	£202.67	£1,144.29	£1,565.63
C	£175.01	£74.89	£231.62	£1,307.76	£1,789.28
D	£196.89	£84.25	£260.57	£1,471.23	£2,012.94
E	£240.64	£102.97	£318.47	£1,798.17	£2,460.25
F	£284.40	£121.69	£376.38	£2,125.11	£2,907.58
G	£328.15	£140.42	£434.28	£2,452.05	£3,354.90
H	£393.78	£168.50	£521.14	£2,942.46	£4,025.88
Percentage of total Council Tax	10%	4%	13%	73%	100%

Tamworth Borough Council's Net Funding

Revenue Support Grant £0.3m

Council Tax £4.6m



Business Rates (Net) £3.0m

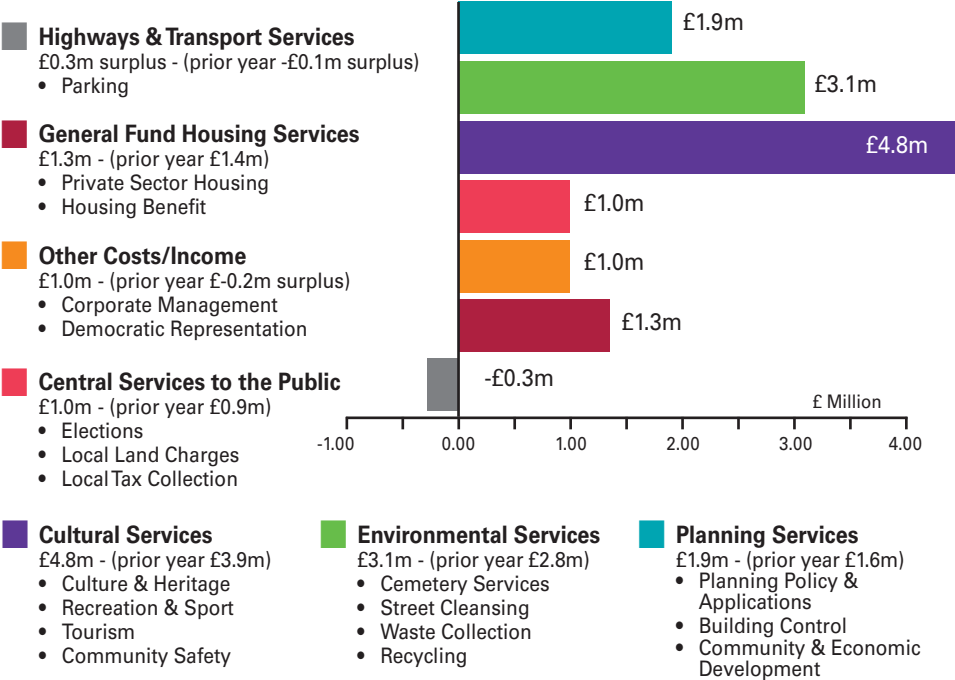
Council Tax Requirement	Council Tax Calculation	Amount per Person	Amount per Band D Property
Budget we need	£7,598,211	£99.78	£325.04
Revenue Support Grant	-£302,008	-£3.97	-£12.92
Business Rates (Net of Tariff & grant for NNDR covid relief)	-£2,894,421	-£38.01	-£123.82
Subtotal	£4,401,782	£57.80	£188.30
Add Deficit from previous years	£200,719	£2.64	£8.59
Council Tax	£4,602,501	£60.44	£196.89

Why the Council Tax changes this year	Amount
Raised from Council Tax 2022/23	£4.407m
Change in Council Spending	
Inflation	£2.403m
Change in Income	-£1.448m
Developing Services	£1.046m
Savings and Efficiencies	-£0.700m
Decrease in use of money from our balances	-£0.950m
Sub-total	£4.758m
Changes in Government Financial Support	-£0.155m
Amount to be raised from Council Tax 2023/24	£4.603m

All figures quoted above exclude the costs and income for the Housing Revenue Account (HRA) as these are not funded by Council Tax revenue.

General Fund

Tamworth Borough Council provides a wide range of services to local residents, businesses and visitors.



Council Tax Requirement	2022/23	2023/24	Increase/Decrease
Service Expenditure	£31.666m	£32.474m	3%
Service Income	-£21.163m	-£19.567m	-8%
Net Cost of Services	£10.503m	£12.907m	23%
Council Tax	-£4.407m	-£4.603m	
Deficit/Surplus (-) of Trading Undertakings	-£1.180m	-£1.013m	
Net income from investment interest, debt interest payments and charges to HRA in relation to debt	-£1.584m	-£2.851m	
Net Operating Expenditure	£3.332m	£4.440m	33%
Use of Collection Fund Surplus (-) / Deficit	£0.187m	£0.201m	
Government Support	-£0.195m	-£0.302m	
Business Rates (Net of Tariff)	-£2.846m	-£2.894m	
Deficit for year	£1.417m	£1.445m	2%
Adjustments required by statute or proper practices to ensure no impact on Council Tax	-£1.159m	-£0.237	
Total Decrease in General Fund Balances	£0.258m	£1.208m	368%

Housing Revenue Account

In addition, Tamworth Borough Council manages a Housing Revenue Account, specifically for the management of the Council's Housing Stock. These services for the borough's council housing tenants are funded through rents received and specific contributions.

Key Budget Figures for 2023/24:

Gross Income of: Including	£23.4m	Gross Expenditure of: Including	£24.2m
Dwelling Rents Receivable	£20.9m	Costs of Repairs	£6.5m
Other Income	£2.5m	Supervision & Management	£7.5m
		Depreciation	£3.1m
		Interest payable	£2.8m
		Capital Expenditure funded by HRA	£3.9m

Other Information

- We will employ 328 staff in 2023/24 compared to 327 staff in 2022/23. (These figures are estimated full time equivalents and not actual staff employed).
- It is estimated that at March 2023 we will have £63.1m in loans and £61.3m in investments.

Environment Agency Midlands Region

The Council Tax (Demand Notices) (England) Regulations 2011

The Environment Agency is a levying body for its Flood and Coastal Erosion Risk Management Functions under the Flood and Water Management Act 2010 and the Environment Agency (Levies) (England and Wales) Regulations 2011.

The Environment Agency has powers in respect of flood and coastal erosion risk management for 2369 kilometres of main river and along tidal and sea defences in the area of the Trent Regional Flood and Coastal Committee. Money is spent on the construction of new flood defence schemes, the maintenance of the river system and existing flood defences together with the operation of a flood warning system and management of the risk of coastal erosion. The financial details are:

Trent Regional Flood and Coastal Committee	2022/23	2023/24
Gross Expenditure	£75.561m	£78.882m
Levies Raised	£2.224m	£2.268m
Total Council Tax Base	1.874m	1.904m

The majority of funding for flood defence comes directly from the Department for the Environment, Food and Rural Affairs (Defra). However, under the new Partnership Funding rule not all schemes will attract full central funding. To provide local funding for local priorities and contributions for partnership funding the Regional Flood and Coastal Committees recommend through the Environment Agency a local levy.

A change in the gross budgeted expenditure between years reflects the programme of works for both capital and revenue needed by the Regional Flood and Coastal Committee to which you contribute. The total Local Levy raised by this committee has increased by 2.0%

The total Local Levy raised has increased from £2,223,637 in 2022/2023 to £2,268,110 for 2023/2024.

Single person discount

If you live alone, or are the only person over 18 at your address, you are entitled to a 25% Single Person Discount. If you have already been granted this discount, it will be shown on your bill.

If you are getting a discount but your circumstances change so it no longer applies, the law says you must contact us within 21 days. If you don't, you can be fined £70. If you still don't inform us after that, you can be fined another £280.

If someone moves out of an address temporarily, a single person discount does not always apply, even when only one person remains; we have to consider whether their main residence has changed.

The Council is committed to detecting discount fraud and regularly checks discounts claimed. We have recently undertaken a review with other Staffordshire Local Authorities of all single person discounts. We have access to a wide range of financial, electoral, housing and benefit information to help us prevent and detect single person discount fraud. Reducing fraudulent claims helps us to keep Council Tax increases lower.

What should I do if I think someone is claiming a Council Tax discount fraudulently?

There are a number of ways you can tell us. You can do it anonymously, but if you do give your name we will keep it confidential. We have trained and experienced staff who can advise you if you are unsure about whether to tell us what you suspect.

You can:

- write to us at The Revenues Department, Marmion House, Lichfield Street, Tamworth, B79 7BZ
- email us at counciltax@tamworth.gov.uk
- ring us on 01827 709709

It is important that you give us as much information as possible as this helps us to gather enough evidence to cancel the discount. Due to the Data Protection Act (1998) and Human Rights Act (1998), we cannot tell you what we have done about a case you have reported, but we will investigate all reports and take suitable action.



Handy Contacts

Tamworth Borough Council

Marmion House, Lichfield Street, Tamworth, Staffs, B79 7BZ

Websitewww.tamworth.gov.uk

Emailenquiries@tamworth.gov.uk

Council Housing Repairsemail_repairs@tamworth.gov.uk or call 0800 1830044

Customer Service Centre01827 709709

Telephone Payments0345 2307709

Refuse Collection and Bulky Items Collection0345 0020022

Help Stop Fraud

Fraud Hotline0800 854 440

Valuation Office Agency

Listing Officer, Valuation Office Agency03000 501501

Valuation Office Websitewww.voa.gov.uk

Fire

Staffordshire Fire and Rescue Service, Pirehill, Stone, ST15 0BS

www.staffordshirefire.gov.uk

Fire HQ0300 3301000

In an Emergency Dial 999

Police

Police Headquarters, PO Box 3167, Stafford, ST16 9JZ

www.staffordshire.police.uk

Police single number101

In an Emergency Dial 999

Staffordshire County Council

Responsible for Social Services, schools, libraries, roads, street lighting and highways.

No 1 Staffordshire Place, Stafford, ST16 2LP

www.staffordshire.gov.uk

Main reception0300 111 8000

Adult social care.....0300 111 8010

Children and families.....01827 475555

Tamworth Advice Centre / Citizens Advice

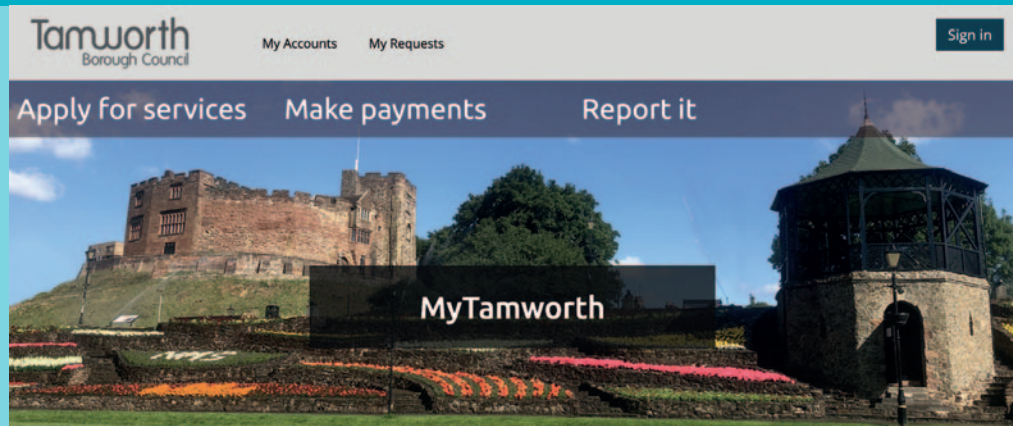
Free advice and support on financial well-being, debt or general advice0808 2787972

This information can be produced on request in other formats and languages. Call 01827 709709 or email enquiries@tamworth.gov.uk

INTRODUCING our new online service...

MyTamworth

Tamworth
Borough Council



This online service allows you to interact 24/7 with the council and be able to track your requests. You can also:

- ✓ check your council tax balance and banding
- ✓ see the council payments you have made and easily make payments direct to your account
- ✓ let us know if you are moving home
- ✓ apply for services such as a single person discount
- ✓ report street issues such as litter or tree pruning and upload a photo

Why not register today! Click the Do It Online button at www.tamworth.gov.uk and then the MyTamworth link. (Or go direct to <https://mytamworth.tamworth.gov.uk>) Press Sign In and you will be given the option to register. You will need an email address and if you wish to view your council tax account you will need your council tax number which is found on your most recent bill. More features will be added soon.

Need help registering?

Contact our Customer Service Team during office hours, either

- go to www.tamworth.gov.uk and use our online chat facility or
- call 01827 709709 and click option 5 or
- look out for one of our community workshops

<https://mytamworth.tamworth.gov.uk>

