

Your council tax



We provide more than 140 services

Find out inside how your council tax funds them

2017/18



Kent & Medway
Fire & Rescue Authority

Medway
COUNCIL
Serving You



Looking for something to do in Medway?

Visit www.enjoymedway.co.uk

- Theatres • Festivals & Events • Arts
- Libraries • Outdoors • Sport • Outdoors

**Enjoy
Medway**

Thanks for sorting your recycling



White bag and clear sacks

- Glass bottles and jars
- Metal food/drink cans
- Plastic bottles, pots, tubs and tray packaging.



Blue bag

- Paper and cardboard only.
- No need for plastic carrier bags.



Brown bin

- **Any food** including: meat, fish, egg shells, tea bags, scrapings.
- **Garden waste:** dead plants, garden cuttings, small branches. (No soil or stones please)

www.medway.gov.uk/recycle
 follow us @MedwayRecycles

recycle
for Medway

VEOLIA

Medway
Serving You



About your council tax

Medway Council, Kent Police and Crime Commissioner and Kent and Medway Fire and Rescue Authority together deliver most of the local services in your area. If you live in an area with a parish council, it too provides some local services. This leaflet provides information from each of these authorities.

The council tax you pay is collected by Medway Council on behalf of all the above authorities. The total amount is then divided between these authorities (see table on page 4).



Kent & Medway
Fire & Rescue Authority



How much will I have to pay?

House banding	A	B	C	D	E	F	G	H
	Up to £40,000	£40,001 to £52,000	£52,001 to £68,000	£68,001 to £88,000	£88,001 to £120,000	£120,001 to £160,000	£160,001 to £320,000	£320,001 and above
Total for Medway residents*	£1018.04	£1,187.72	£1,357.38	£1,527.06	£1,866.40	£2,205.75	£2,545.10	£3,054.12
Medway Council	£864.37	£1008.44	£1152.49	£1296.56	£1584.68	£1872.81	£2160.93	£2593.12
Kent Police & Crime Commissioner	£104.77	£122.23	£139.69	£157.15	£192.07	£226.99	£261.92	£314.30
Kent & Medway Fire & Rescue Authority	£48.90	£57.05	£65.20	£73.35	£89.65	£105.95	£122.25	£146.70

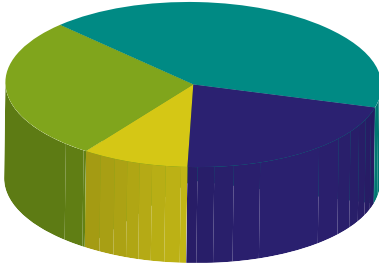
If you live in one of the following parishes you have to pay an additional parish precept on top of the normal council tax rate:

Allhallows	£1080.63	£1260.75	£1440.84	£1620.95	£1981.15	£2341.37	£2701.58	£3241.90
Cliffe & Cliffe Woods	£1034.19	£1206.56	£1378.91	£1551.28	£1896.00	£2240.73	£2585.47	£3102.56
Cooling	£1036.56	£1209.33	£1382.07	£1554.84	£1900.35	£2245.88	£2591.40	£3109.68
Cuxton	£1059.21	£1235.76	£1412.28	£1588.82	£1941.88	£2294.96	£2648.03	£3177.64
Frindsbury Extra	£1034.05	£1206.39	£1378.72	£1551.07	£1895.75	£2240.43	£2585.12	£3102.14
Halling	£1044.45	£1218.54	£1392.60	£1566.68	£1914.82	£2262.98	£2611.13	£3133.36
High Halstow	£1057.47	£1233.73	£1409.96	£1586.21	£1938.69	£2291.19	£2643.68	£3172.42
Hoo St. Werburgh	£1027.20	£1198.41	£1369.59	£1540.80	£1883.19	£2225.60	£2568.00	£3081.60
St James, Isle Of Grain	£1065.59	£1243.20	£1420.78	£1598.39	£1953.58	£2308.78	£2663.98	£3196.78
St. Mary Hoo	£1058.29	£1234.67	£1411.04	£1587.43	£1940.19	£2292.95	£2645.72	£3174.86
Stoke	£1057.43	£1233.68	£1409.90	£1586.15	£1938.62	£2291.10	£2643.58	£3172.30



Where does the money come from?

In 2017/18 the money comes from:



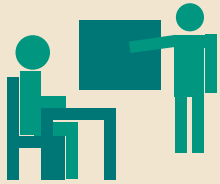
Business Rate Share	£46.3m
Government grants	£140.5m
Fees, charges and other income	£208.7m
Use of reserves	£0.3m
Council tax	£106.6m
TOTAL	£502.4m

What does the council spend money on?

Mostly on education and schools. This is like most other councils that have a responsibility for education. The next area that has a large amount spent on it is children’s social services, followed by housing and other services for the community, such as care for older people. The cost of older people’s services is increasing because people are living longer.

Services 2017/18	Budget 2017/18	Spend per day
Services for children	£144.4m	£395,570
Housing (including benefit payments)	£116.6m	£319,445
Adult social services	£93.3m	£255,662
Services for the environment	£53.8m	£147,351
Leisure and cultural services	£16m	£43,849
Public Health	£14.1m	£38,584
Other services	£64.2m	£175,925
Budget 2017/18	£502.4m	£1,376,386

DID YOU KNOW IN 2016*



17,533
children placed
in our schools

More than
30 DAYS
of free festivals



98,232 TONNES
of waste collected
with more than
43% RECYCLED

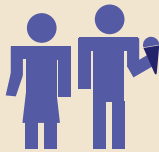
66

apprentice placements
created with
local businesses



167,391
tourists visited
our attractions

3,272 ADULTS
received long-term social care support



679,494

books were borrowed from
16 libraries and two mobile libraries

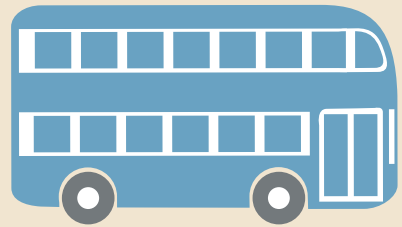


2,819 repairs
to 500 miles of
maintained roads



41,679

free swims for under
11s and over 60s



949 young people were issued
passes for half-price bus fares

**Figures cover the period 1 April 2016 to 31 December 2016*

Council tax data protection and fair processing notice

Your personal information will be held and used in accordance with the requirements of the Data Protection Act 1998.

Medway Council will use the information you have provided in connection with the administration of council tax. Medway Council is also under a duty to protect the public funds it administers and to this end may lawfully disclose information to other public sector agencies to:

- prevent or detect benefits fraud and any other crime and/or to administer claims for non-payment of council tax;
- support national fraud initiatives – the council is required by law to participate in National Fraud Initiative (NFI) data matching exercises. Council tax information may be provided to the Audit Commission for NFI purposes and will be used for cross-system and cross-authority comparison for the prevention and detection of fraud;
- protect public funds in investigating misuse of public money.

The council also uses basic council tax information about you, e.g. name and address, in other areas of service provision if this:

- helps you to access services more easily;
- promotes the more efficient and cost effective delivery of services;
- helps recover monies owed to the council.

The council will not use your personal data in a way that may cause you unwarranted detriment. Any disclosure of personal data shall be made in accordance with the Data Protection Act 1998.

You are able to see a copy of the information held about you. For further information about this please contact the Data Protection Officer by phone on **01634 306000** or by email **dataprotection@medway.gov.uk** or visit **www.medway.gov.uk/thecouncilanddemocracy/performanceandpolicy/dataprotection.aspx**



Key council services

- Adult social services
- Children and families, including education
- Council tax reduction scheme and housing benefit
- Community safety
- Economic development
- Environmental services and licensing
- Highways and public transport
- Housing and health improvement
- Leisure services
- Libraries
- Planning services
- Street cleaning and parking
- Trading standards
- Waste collection and recycling
- Waste disposal
- Youth services

Paying for big, long-term projects



As well as providing everyday services, the council will be investing more than £76million over the next three years in long-term projects such as improving roads, creating and maintaining jobs, schools and council housing. The money for these schemes comes from a number of sources, including borrowing, government grants and selling surplus assets.

The council spends more than £502million providing services to Medway residents. The table below illustrates how this spending is paid for, together with comparative figures for 2016/17.

	2016/17	2017/18
Gross revenue spending on council services	£539.049m	£501.972m
Less: Gross income	(£219.149m)	(£208.978m)
Budget requirement	£319.900m	£292.994m
Less: Government grant and business rates share	(£217.100m)	(£186.846m)
Council tax requirement	£102.800m	£106.148m
Plus: Parish precepts	£0.382m	£0.408m
Council tax requirement including parishes	£103.182m	£106.556m



Changes in costs of services

The council plans to spend more than £502m providing services to residents. This table shows how this is spent, together with comparative figures for 2016/17.

Services	Budget 2016/17	Budget 2017/18
Services for children	£174.305m	£144.383m
Housing (including benefit payments)	£132.005m	£116.597m
Adult social services	£92.485m*	£93.317m
Services for the environment	£52.176m	£53.783m
Leisure and cultural services	£17.257m	£16.005m
Public Health	£14.283m	£14.083m
Other council services	£56.920m	£64.212m
Total spending	£539.431m	£502.380m
Less: Income from charges, government grants etc	(£436.249m)	(£395.824m)
Council tax requirement	£103.182m	£106.556m

* The Secretary of State for Communities and Local Government has made an offer to adult social care authorities. ("Adult social care authorities" are local authorities which have functions under Part 1 of the Care Act 2014, namely county councils in England, district councils for an area in England for which there is no county council, London borough councils, the Common Council of the City of London and the Council of the Isles of Scilly.) The offer is the option of an adult social care authority being able to charge an additional "precept" on its council tax for financial years from the financial year beginning in 2016 without holding a referendum, to assist the authority in meeting expenditure on adult social care. Subject to the annual approval of the House of Commons, the Secretary of State intends to offer the option of charging this "precept" at an appropriate level in each financial year up to and including the financial year 2019-20.

How is my council tax worked out?

Each residential property is put into a valuation band. There are eight bands altogether according to the estimated market value, as at 1 April 1991.

Property value range	Band	Proportion of band D chargeable
Up to £40,000	A	6/9
£40,001 to £52,000	B	7/9
£52,001 to £68,000	C	8/9
£68,001 to £88,000	D	9/9
£88,001 to £120,000	E	11/9
£120,001 to £160,000	F	13/9
£160,001 to £320,000	G	15/9
£320,001 and above	H	18/9

The council divides the amount of money it needs to raise by the number of properties in Medway.

This gives the amount each household pays. For example, in 2017/18 people with a property in band D will pay £1296.56 (this is for council services only and doesn't include the amount that is added on for police and fire services and charges by parishes). Charges for the remaining bands are a proportion of the band D charge.



Your questions answered

What can I do if I'm unhappy about the band that my property is in?

You can appeal against the valuation by writing to

**The Listing Officer, Council Tax South,
Valuation Office Agency, Second Floor,
1 Francis Grove, Wimbledon, London
SW19 4DT**

or phoning **03000 501501**.

If you and the Valuation Office Agency can't agree on the appeal, it will be referred to a valuation tribunal.

While my band is being reviewed, do I have to pay council tax?

Yes. If an appeal is successful you will be refunded any overpaid council tax.

Can I get help in paying my council tax?

If you have a low income or are unemployed you may be able to claim council tax reduction. Please contact the customer contact financial assessment team using the details on the back cover of this booklet. Please see additional details on www.medway.gov.uk/counciltax

While my council tax reduction claim is being dealt with, do I have to pay council tax?

Yes. If your claim is successful you will be refunded any overpaid council tax.

I live alone. Do I still have to pay the full council tax?

No. Single households can claim a discount of 25 per cent.

Are there any other discounts available?

In some cases a discount can be claimed by a household with two or more adults. For example, if they include full-time adult students; trainees; apprentices; 18/19-year-olds at school; those receiving or providing care; severely mentally impaired; long-term hospital patients; certain categories of prisoners; members of visiting forces; certain international bodies and closed religious orders. If your property has space for someone to use a wheelchair or facilities for use by a disabled person, such as an extra bathroom, you may also be entitled to a reduction.

Did you know?

You can pay your council tax online any time at www.medway.gov.uk/pay



With effect from 1 April 2014 there is an additional discount available for people living in annexes provided they are related to the person liable to pay the council tax of the main dwelling and for people living in dwellings with annexes which are unoccupied provided they are using those annexes as part of their main residence.

Are there any exemptions from paying council tax?

Yes. Even if the property is furnished, you may not need to pay council tax if every adult in the property is a full-time student, under-18, or severely mentally impaired. Claims must be made when the property is first occupied for one of these uses. You may not need to pay council tax for self-contained annexes.

To qualify the property must be occupied by an elderly or disabled relative of the family in the other part of the building. Elderly means aged 65 or over while disabled includes those with visual, hearing or speech impairment, or with a physical or mental disorder.

Can discounts/exemptions be backdated?

Normally, we will only consider backdating a discount/exemption to 1 April of the preceding year. In all cases there must be a good reason why your application is late and you must supply the relevant information/evidence.

Can I pay my council tax by instalments?

You can ask to pay over 12 monthly instalments rather than the 10 that has been the norm for many years. If you wish to change your account to 12 monthly then please contact us on 01634 332 222.

Why I am being charged more for my empty property?

On 16 October 2014 Medway Council decided to introduce an empty homes premium which means that with effect from 1 April 2015 any property that has been empty and unfurnished for more than two years will attract a 150% council tax charge. Members took this decision to encourage owners to bring their properties back into use.

How do I appeal against the council's decision to award/not award a discount/exemption?

To appeal you must write to Medway Council at the address on the back cover of this leaflet. You can then appeal to a valuation tribunal, if at the end of two months:

- we have not made a decision;
- we do not accept your argument;
- we make a change you don't agree with.

You should submit your appeal in writing to:
**Valuation Tribunal, Whitechapel Office,
2nd Floor Black Lion House,
45 Whitechapel Road, London E1 1DU**



Can the council charge what it wants for council tax?

No. Each year the government indicates what it considers to be an excessive increase. If a council increases its council tax above this figure it will trigger a local referendum. If the local electorate votes against the increase the council will have to revert to a council tax level that is compliant.

Can the council choose what to spend money on?

There are some services that the council has to spend money on – it has no choice – that’s what the government tells councils to do to meet central targets. For example, spending on schools. There are other services where the council can decide how much it wants to spend and how much it can afford, for example leisure centres and libraries. The council finds out what is important to residents and then it decides what to spend.

What else is included in my council tax bill?

Your bill also includes charges for services that the council doesn’t provide itself, like police and fire services, and, if you live in a rural area, a charge by your parish council. There are 11 parishes in Medway.

Does Medway Council get to keep money raised through council tax from the police, fire service and parish precepts?

No. The total that will be raised from council tax in 2017/18 is £125.4million, of which Medway Council will get £106.1million. The remaining £19.3million goes to the police, fire service and to individual parishes. If you don’t live in a parish, you don’t have to pay a parish charge, but everyone pays for police and fire services.

Save time by going online



Council tax and housing benefit services are available online at www.medway.gov.uk/counciltax



Key services provided by other authorities

The table below highlights the key services provided by authorities other than Medway Council.

Parish council

- maintains local assets, including:
 - allotments;
 - common lands;
 - burial grounds;
 - play areas;
 - tennis courts;
 - litter bins;
 - seats;
 - ponds.
- Parish councils are consulted on all planning applications affecting their area.



- Putting victims first.
- Fighting crime and antisocial behaviour.
- Tackling abuse, exploitation and violence.
- Combating organised crime and gangs.
- Providing visible neighbourhood policing and effective roads policing.
- Delivering an efficient service.



Kent & Medway
Fire & Rescue Authority

- Responding to fires and other emergencies.
- Rescuing people from road traffic collisions.
- Helping people stay safe in their own homes.
- Providing fire safety advice and support to vulnerable people.
- Helping local businesses protect themselves from fire.
- Educating young people about road safety.



How your money is spent

The Office of the Kent Police and Crime Commissioner uses taxpayers' money to make Kent a safer place to live and work, and you have a right to see how we spend it.

The PCC is responsible for the Kent Police budget of £318m for 2017/18.

Where does the Kent Police budget come from?	£m
General policing and legacy grants	183.8
Specific grants for counter terrorism	12.2
Specific grant for victims services funding	2.1
Council tax precept (2017/18)*	95.6
Estimated council tax surplus (2016/17)	1.6
Locally generated income	17.6
One-off contribution from force reserves	5.1
Total financing	318

*Following local consultation with the public and partners, the PCC Matthew Scott has set the police precept for 2017/18 at £157.15 for the year for an average (Band D) property. This is an increase of £5, or 3.3%, on last year's precept.

How is the Kent Police budget spent?	£m
Kent Police staff and officers' pay	250.7
Kent Police staff and officers' overtime	5.3
Premises related	20.9
Transport related	6.5
Other non-pay costs including IT, supplies etc	28.9
Grants and victim services awarded by the PCC	4.2
Costs of the OPCC	1.5
Gross police and community safety spending	318

Contact us

Visit: www.kent-pcc.gov.uk

Phone: 01622 677055

Twitter: @PCCKent

Write to:

Office of the Kent Police and Crime Commissioner, Kent Police HQ, Sutton Road, Maidstone ME15 9BZ



Kent Fire and Rescue Service

- There when you need us

For around £1.41 a week (for a Band D property) Kent Fire and Rescue Service (KFRS) provides you and your family with a round-the-clock, 365 days a year service.



We not only fight fires, but deal with a huge range of other emergencies from road crashes, some medical emergencies, floods and explosions to chemical spillages. We work hard to help families and businesses stay safe by providing safety advice. Nick Chard, Chairman of Kent and Medway Fire and Rescue Authority said: "Local people value the service we provide and want to preserve it. The authority always tries to ensure that it provides the most efficient and effective service it can at the

best price for Kent and Medway residents. An increase of just 1.88% will allow us to maintain a good level of emergency cover while continuing to make the necessary efficiency savings in a planned and gradual way. The increase is just over 2.5p a week for a band D household, or £1.35 a year. We believe this is still good value for money for a round the clock service, dealing with all kinds of emergencies in your local area."

Your bill

Your council tax bill is made up of charges from the Kent and Medway Fire and Rescue Authority, as well as other local authorities in your area. These are the amounts that will be received by this authority for each property band.

Council Tax band	Annual Council Tax	Proportion of Band D
A	£48.90	6/9
B	£57.05	7/9
C	£65.20	8/9
D	£73.35	1
E	£89.65	11/9
F	£105.95	13/9
G	£122.25	15/9
H	£146.70	18/9



Where your money goes

Revenue budget	2016/17 £'000	2017/18 £'000
Employees	52,154	53,421
Running expenses	16,880	15,575
Capital financing	8,829	11,307
Transfer to reserves	-3,709	-7,079
Gross revenue expenditure	74,154	74,154
Service income	-4,862	-4,862
Net budget requirement	69,292	68,638
Financed by:		
Council Tax	42,918	44,616
Share of Retained Business Rates	6,428	6,257
Collection fund surplus	451	813
Grant from Government	19,495	16,952
	69,292	68,638

Our budget for 2017/18

The Authority's budget for 2017/18 reflects the continued implementation of the proposals made in the Safety and Wellbeing Plan for 2016-18.

Day to day budget (Revenue)

For 2017/18 the Authority has a net day to day budget of £68.6m. This reflects anticipated commitments in relation to pay, pensions and prices amounting to £3.1m, but savings amounting to £3.8m need to be made to enable the Authority to pay for its commitments which include the cost of the legislative impact of the Government's new apprenticeship levy.

The day to day budget for 2017/18 also reflects staff turnover and retirements which is resulting in the continued reduction in firefighter numbers, but this has helped ease the transition to new working arrangements which require a lower number of firefighters on stations.

However, firefighter numbers are now at a level where it is has become necessary to run a new recruit course in 2017/18, so money has been set aside in the budget to pay for the cost of employing new apprentices and firefighter recruits. Most of the £3.8m savings will be found through a combination of changes to duty systems, lower costs in relation to the firefighters pension scheme and a reduction in back office staff numbers, alongside a reduction in infrastructure funding.

Capital budget

In the 2016/17 the new Fire station and Road Safety Experience at Rochester was opened. In 2017/18 the construction of the new Fire Station at Ramsgate will get underway and some replacement vehicles will be purchased. In total the Authority is planning to spend approximately £10.3m on capital projects in 2017/18. View or download the Medium Term Financial Plan.

Get in touch

If you have any comments or questions about the information provided, please contact the appropriate authority:

Medway Council

Visit: www.medway.gov.uk/pay
Email: ctax@medway.gov.uk

Phone: 01634 332222

Write to: Medway Council, Gun Wharf, Dock Road, Chatham, Kent, ME4 4TR

Kent Police and Crime Commissioner

Visit: www.kent-pcc.gov.uk Phone: 01622 677055
Twitter: @PCCKent

Write to: Office of the Kent Police and Crime Commissioner, Kent Police HQ,
Sutton Road, Maidstone ME15 9BZ

Kent & Medway Fire & Rescue Authority

Visit: www.kent.fire-uk.org
Email: KFRSFinance@kent.fire-uk.org

Phone: 01622 692121

Write to: Kent and Medway Fire and Rescue Authority, Headquarters,
Straw Mill Hill, Tovil, Maidstone, Kent ME15 6XB

If you have a question about paying your council tax bill or claiming a council tax reduction, please contact Medway Council.

This booklet can be made available in other formats and languages, phone 01634 333333.

If you want to speak to someone in your own language about this booklet please ring 01634 335577

বাংলা 331780
中文 331781
ગુજરાતી 331782

हिंदी 331783
ਪੰਜਾਬੀ 331784
Polski 332373

کوردی 331841
ଏ଼ହ୍‌ଶା଼ହ୍‌ବ 331786
أروو 331785

فارسی 331840
Русский 332374
Lietuviškai 332372