Your council tax

We provide more than 140 services

Find out inside how your council tax funds them

2020/21
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 them (see table on page 4).

Did you know
Medway’s council tax is the lowest in Kent
### How much will I have to pay?

<table>
<thead>
<tr>
<th>House banding</th>
<th>Total for Medway residents</th>
<th>A</th>
<th>B</th>
<th>C</th>
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<tbody>
<tr>
<td>Up to £40,000</td>
<td>£1,169.60</td>
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<td>£40,001 to £52,000</td>
<td>£1,364.53</td>
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<td>£52,001 to £68,000</td>
<td>£1,559.47</td>
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<tr>
<td>£68,001 to £88,000</td>
<td>£1,754.40</td>
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<tr>
<td>£88,001 to £120,000</td>
<td>£2,144.27</td>
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<tr>
<td>£120,001 to £160,000</td>
<td>£2,534.13</td>
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<tr>
<td>£160,001 to £320,000</td>
<td>£2,924.00</td>
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<tr>
<td>£320,001 and above</td>
<td>£3,508.80</td>
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</tbody>
</table>

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**
- **Cliffe & Cliffe Woods**
- **Cooling**
- **Cuxton**
- **Frindsbury Extra**
- **Halling**
- **High Halstow**
- **Hoo St. Werburgh**
- **St. James. Isle Of Grain**
- **St. Mary Hoo**
- **Stoke**

### Medical Care Fee

- **Total for Medway residents**: £1,169.60 £1,364.53 £1,559.47 £1,754.40 £2,144.27 £2,534.13 £2,924.00 £3,508.80
- **Medway Council**: £981.31 £1,144.86 £1,308.41 £1,471.96 £1,799.06 £2,126.16 £2,453.27 £2,943.92
- **Kent Police & Crime Commissioner**: £135.43 £158.01 £180.58 £203.15 £248.29 £293.44 £338.58 £406.30
- **Kent & Medway Fire & Rescue Authority**: £52.86 £61.67 £70.48 £79.29 £96.91 £114.53 £132.15 £158.58
- **Allhallows**: £1240.83 £1447.63 £1654.44 £1861.24 £2274.85 £2688.45 £3102.07 £3722.48
- **Cliffe & Cliffe Woods**: £1191.00 £1389.50 £1588.00 £1786.50 £2183.50 £2580.50 £2977.50 £3573.00
- **Cooling**: £1187.05 £1384.88 £1582.73 £1780.57 £2176.26 £2571.93 £2967.62 £3561.14
- **Cuxton**: £1210.22 £1411.92 £1613.63 £1815.33 £2218.74 £2622.14 £3025.55 £3630.66
- **Frindsbury Extra**: £1187.75 £1385.71 £1583.67 £1781.63 £2177.55 £2573.46 £2969.38 £3563.26
- **Halling**: £1194.25 £1393.29 £1592.34 £1791.38 £2189.47 £2587.55 £2985.63 £3582.76
- **High Halstow**: £1211.42 £1413.32 £1615.23 £1817.13 £2220.94 £2624.74 £3028.55 £3634.26
- **Hoo St. Werburgh**: £1187.93 £1385.91 £1583.91 £1781.89 £2177.89 £2573.84 £2969.82 £3563.78
- **St. James. Isle Of Grain**: £1228.35 £1433.08 £1637.81 £1842.53 £2251.98 £2661.43 £3070.88 £3685.06
- **St. Mary Hoo**: £1212.95 £1415.11 £1617.27 £1819.43 £2223.75 £2628.06 £3032.38 £3638.86
- **Stoke**: £1211.38 £1413.27 £1615.18 £1817.07 £2220.87 £2624.65 £3028.45 £3634.14
Where does the council’s money come from?

In 2020/21 the money comes from:

- Retained business rates £45.855m
- Baseline need funding and specific government grants £146.499
- Fees, charges and other income £201.077
- Council tax £131.010
- Uses of reserves £0.000
- **TOTAL £524.441m**

What does the council spend money on?

Mostly on education, schools and children’s social services. This is like most other councils that have a responsibility for education. The next area that has a large amount spent on it is housing, followed by 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.

<table>
<thead>
<tr>
<th>Services 2020/21</th>
<th>Budget 2020/21</th>
<th>Cost per day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services for children</td>
<td>£158.390m</td>
<td>£434,000</td>
</tr>
<tr>
<td>Housing (including benefit payments)</td>
<td>£95.661m</td>
<td>£326,000</td>
</tr>
<tr>
<td>Adult social services</td>
<td>£102.671m</td>
<td>£281,000</td>
</tr>
<tr>
<td>Services for the environment</td>
<td>£53.817m</td>
<td>£147,000</td>
</tr>
<tr>
<td>Leisure and cultural services</td>
<td>£14.922m</td>
<td>£41,000</td>
</tr>
<tr>
<td>Public Health</td>
<td>£17.772m</td>
<td>£49,000</td>
</tr>
<tr>
<td>Other services</td>
<td>£81.209m</td>
<td>£222,000</td>
</tr>
<tr>
<td><strong>Budget 2020/21</strong></td>
<td><strong>£524.441m</strong></td>
<td><strong>£1,437,000</strong></td>
</tr>
</tbody>
</table>
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 £100 million over the next three years in long-term projects such as improving roads, creating and maintaining jobs, schools and housing. The money for these schemes comes from a number of sources, including borrowing, government grants and selling surplus assets.

The council spends £535 million a year providing services to Medway residents. The table below illustrates how this spending is paid for, together with comparative figures for 2019/20.

<table>
<thead>
<tr>
<th></th>
<th>2019/20</th>
<th>2020/21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross revenue spending on council services</td>
<td>£534.908m</td>
<td>£524.441m</td>
</tr>
<tr>
<td>Less: Gross income</td>
<td>(£236.913m)</td>
<td>(£201.077m)</td>
</tr>
<tr>
<td><strong>Budget requirement</strong></td>
<td><strong>£297.995m</strong></td>
<td><strong>£323.365m</strong></td>
</tr>
<tr>
<td>Less: Government grant and business rates share</td>
<td>(£178.344m)</td>
<td>(£192.355m)</td>
</tr>
<tr>
<td><strong>Council tax requirement</strong></td>
<td><strong>£119.651m</strong></td>
<td><strong>£131.010m</strong></td>
</tr>
<tr>
<td>Plus: Parish precepts</td>
<td>£0.479m</td>
<td>£0.509m</td>
</tr>
<tr>
<td><strong>Council tax requirement including parishes</strong></td>
<td><strong>£120.130m</strong></td>
<td><strong>£131.519m</strong></td>
</tr>
</tbody>
</table>
Changes in costs of services

The council plans to spend £535million providing services to residents. The table below shows how this is spent, together with comparative figures for 2019/20.

<table>
<thead>
<tr>
<th>Services</th>
<th>Budget 2019/20</th>
<th>Restated 2019/20*</th>
<th>Budget 2020/21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services for children</td>
<td>£144.354</td>
<td>£143.4185m</td>
<td>£158.390m</td>
</tr>
<tr>
<td>Housing (including benefit payments)</td>
<td>£119.107</td>
<td>£119.107m</td>
<td>£95.661m</td>
</tr>
<tr>
<td>Adult social services</td>
<td>£95.094</td>
<td>£94.1585m</td>
<td>£102.671m**</td>
</tr>
<tr>
<td>Services for the environment</td>
<td>£55.644</td>
<td>£55.644m</td>
<td>£53.817m</td>
</tr>
<tr>
<td>Leisure and cultural services</td>
<td>£16.327</td>
<td>£15.213m</td>
<td>£14.922m</td>
</tr>
<tr>
<td>Public Health</td>
<td>£13.628</td>
<td>£17.558m</td>
<td>£17.772m</td>
</tr>
<tr>
<td>Other council services</td>
<td>£91.232</td>
<td>£90.287m</td>
<td>£81.209m</td>
</tr>
<tr>
<td>Total spending</td>
<td>£535.386</td>
<td>£535.386m</td>
<td>£524.441m</td>
</tr>
<tr>
<td>Less: Income from charges, government grants etc</td>
<td>(£415.257)</td>
<td>(£415.257m)</td>
<td>(£393.431m)</td>
</tr>
</tbody>
</table>

Council tax requirement: £120.129m

*Some of our activities that support our public health aims are delivered within the other services listed above. In the 2019/20 council tax booklet we showed this spend in the service lines, but from 2020/21 this is shown in the Public Health line. To make comparisons easier, we have re-stated the 2019/20 budgets in this way above.

* The Secretary of State 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 was the option of an adult social care authority being able to charge an additional “precept” on its council tax without holding a referendum, to assist the authority in meeting its expenditure on adult social care from the financial year 2016-17. It was originally made in respect of the financial years up to and including 2019-20. If the Secretary of State chooses to renew this offer in respect of a particular financial year, this is subject to the approval of the House of Commons.

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.

<table>
<thead>
<tr>
<th>Property value range</th>
<th>Band</th>
<th>Proportion of Band D chargeable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to £40,000</td>
<td>A</td>
<td>6/9</td>
</tr>
<tr>
<td>£40,001 to £52,000</td>
<td>B</td>
<td>7/9</td>
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<tr>
<td>£52,001 to £68,000</td>
<td>C</td>
<td>8/9</td>
</tr>
<tr>
<td>£68,001 to £88,000</td>
<td>D</td>
<td>9/9</td>
</tr>
<tr>
<td>£88,001 to £120,000</td>
<td>E</td>
<td>11/9</td>
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<td>13/9</td>
</tr>
<tr>
<td>£160,001 to £320,000</td>
<td>G</td>
<td>15/9</td>
</tr>
<tr>
<td>£320,001 and above</td>
<td>H</td>
<td>18/9</td>
</tr>
</tbody>
</table>

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 2019/20 people with a property in Band D will pay £1415.43 (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 find further information and appeal against the valuation band at www.gov.uk/challenge-council-tax-band or by phoning 03000 501501.
If you and the Valuation Office Agency can’t agree on the appeal, you may be able to appeal to the Valuation Tribunal in certain circumstances.

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. If you are suffering financial hardship, you can also apply for council tax discretionary relief. Please see further details at 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%.

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.
To make an application please visit medway.gov.uk/counciltax
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.
• People living in dwellings with annexes which are unoccupied - provided they are using those annexes as part of their main residence.

If your property is unoccupied, you can claim a 10% discount if it is furnished or a 100% discount (for a maximum of three months) if it is unfurnished. You may also be able to claim a 100% discount for up to 12 months if your property is empty and in need of structural or major repair work.

Are there any exemptions from paying council tax?

Yes. Even if the property is occupied, 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. Full details of all exemptions can be found on our website medway.gov.uk/counciltax

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 get a reduction if I am living with dementia?

If you or one of your household are living with dementia and in receipt of one of a number of benefits, you may be considered ‘severely mentally impaired’ for council tax purposes. This could mean you are entitled to a discount or exemption depending on who else lives in your home. You may also get a reduction if you have someone living with you who you care for, or who cares for you. For further details and to make an application visit: medway.gov.uk/counciltax

Can I pay my council tax by instalments?

You will normally be offered 10 monthly instalments on your annual bill but you can ask to pay over 12 months.

Why am I being charged more for my empty property?

Any property that has been unoccupied and unfurnished for two or more years will be charged a 100% additional premium (double the usual amount of council tax). Properties empty for five or more years will be charged a 200% additional premium (three times the usual amount of council tax). From 1 April 2021, any properties that have been empty for ten years or more will be charged a 300% additional premium (four times the usual amount of council tax).
How do I appeal against the council’s decision to award/not award a discount/exemption?

Email us at ctax@medway.gov.uk explaining why you are unhappy with our decision. You can then appeal to a valuation tribunal, if:
- we do not accept your argument
- we make a change you don’t agree with
- after two months we haven’t made a decision

You can find further information and appeal online at valuationtribunal.gov.uk

The Valuation Tribunal can also be contacted by phoning 0300 1232035

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 2019/20 is £143million, of which Medway Council will get £119.7million. The remaining £22.9million 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.
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.

Kent PCC

- Putting victims first.
- Fighting crime and anti-social behaviour.
- Tackling abuse, exploitation and violence.
- Combating organised crime and gangs.
- Providing visible neighbourhood policing and effective roads policing.
- Delivering an efficient and accessible 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.
Kent Police has recruited more than 450 additional police officers since 2016, as well as replacing any who have left the force. More police officers, Police Community Support Officers, and support staff are to be recruited this year thanks to investment raised by the Police and Crime Commissioner.

Last year a record number of residents got in touch with the PCC Matthew Scott to have their say on policing in Kent.

In response, Mr Scott has increased council tax by £10 a year for an average Band D home. Doing so is raising £8.4million for policing in Kent.

Meanwhile the Government is funding the recruitment of 20,000 more police officers nationally over three years. Kent is to receive 181 of these this year, as well as 36 new PCSOs.

The PCC has also secured additional funding from Government to fund:

- Brexit preparations in our county
- Modern slavery initiatives
- A multi-agency Violence Reduction Unit
- Work to help young people away from drugs and exploitation

Kent Police funding explained

The policing part of your council tax, the part set by the PCC, is only around 10% of your total bill. The rest of what you pay in council tax goes to your local councils and the fire service.

The amount you contribute in council tax to the police is lower than most areas of the country. The majority of Kent Police’s budget comes from central Government.

Where every £1 of the police budget goes:

- Kent Police pay and overtime - 79p
- Premises costs - 6p
- Transport, supplies and other non-pay costs - 14p
- Support for victims and community safety projects - 1p
- The PCC and his office - less than ½p

Pay your council tax online at medway.gov.uk/pay
Kent Fire and Rescue Service
- there when you need us

Wherever you live in Kent and Medway, whoever you are, Kent Fire and Rescue Service is there for you if things go wrong. We fight fires, attend emergencies ranging from road crashes to floods, and rescue people, animals, and property. We support South East Coast Ambulance Service and help everyone to stay safe, not only at home but on the road and at work. We also offer a range of services aimed at preventing incidents, including our Safe and Well home visits.

With headquarters in Maidstone, we have 56 fire stations across the county ready for action at all times, with some 1,268 uniformed, and 339 non-uniformed, staff. In 2019 we attended 16,488 incidents, and our crews still made time to deliver presents on Christmas Day to children and young people at two Kent hospitals.

We can do all this largely thanks to you because 69% of our running costs are paid for by the Council Tax. This means an average cost to someone living in a Council Tax Band D property is £1.50 a week, less than the usual price of a cup of coffee in a café, most Sunday papers, and under two hours of car parking in many Kent towns and cities.

We’ve set out where our money comes from and how it’s spent. This money enables us to be here, providing the best value we can and reassurance that we are working round the clock to keep everyone in the county safe.

Council Tax – how much you pay

Kent Fire and Rescue Service receives funding from the Council Tax you pay. How much we receive will depend on your Council Tax band, the chart below shows how it’s broken down.

<table>
<thead>
<tr>
<th>Council Tax Band</th>
<th>Annual Council Tax</th>
<th>Proportion of Band D</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>£52.86</td>
<td>6/9</td>
</tr>
<tr>
<td>B</td>
<td>£61.67</td>
<td>7/9</td>
</tr>
<tr>
<td>C</td>
<td>£70.48</td>
<td>8/9</td>
</tr>
<tr>
<td>D</td>
<td>£79.29</td>
<td>9/9</td>
</tr>
<tr>
<td>E</td>
<td>£96.91</td>
<td>11/9</td>
</tr>
<tr>
<td>F</td>
<td>£114.53</td>
<td>13/9</td>
</tr>
<tr>
<td>G</td>
<td>£132.15</td>
<td>15/9</td>
</tr>
<tr>
<td>H</td>
<td>£158.58</td>
<td>18/9</td>
</tr>
</tbody>
</table>
Where do we get the money from to fund the service?

Revenue Support Grant
£6.4m (9%)

Business Rates
£16.4m (22%)

Council Tax £51.4m (69%)

This chart above shows the amount of money coming from various sources to Kent Fire and Rescue Service.

How the money we receive is spent

With just over 1,600 uniformed and non-uniformed officers and staff, it’s perhaps not surprising that our employee and pension-related costs account for 87% of our day to day annual budget. The chart below shows a breakdown of how we spend the total funding we receive.

Spending on our buildings and equipment

We have invested in new buildings and in equipment for firefighting operations. Over the last few years, we have funded the building of three new fire stations and continue to replace some of our vehicles and equipment on a rolling basis.

Savings and efficiencies

We strive to make savings wherever possible by monitoring our working methods and providing services in the most efficient and effective way.

<table>
<thead>
<tr>
<th>Employee pay Costs</th>
<th>Premises Costs</th>
<th>Transport Costs</th>
<th>Supplies &amp; Services</th>
<th>Capital Financing</th>
<th>Transfer to Reserves</th>
<th>Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>£64.8m</td>
<td>£5m</td>
<td>£2.3m</td>
<td>£9.8m</td>
<td>£3.4m</td>
<td>£-2.7m</td>
<td>£-8.3m</td>
</tr>
</tbody>
</table>

Pay your council tax online at medway.gov.uk/pay
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 2018.

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 benefit 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 2018.

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, email freedom@medway.gov.uk or visit medway.gov.uk/dataprotection
Get in touch
If you have any comments or questions about the information provided, please contact the appropriate authority:

Medway Council
Visit: medway.gov.uk/counciltax Phone: 01634 332222
Email: ctax@medway.gov.uk
Write to: Medway Council, Gun Wharf, Dock Road, Chatham, ME4 4TR

Kent Police and Crime Commissioner
Visit: 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: kent.fire-uk.org Phone: 01622 692121
Email: KFRSFinance@kent.fire-uk.org
Write to: Kent and Medway Fire and Rescue Authority, Headquarters, Straw Mill Hill, Tovil, Maidstone 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 phone 01634 335577