Save time, go online...

It’s ‘Click and Easy’ to:
- Tell us you’ve changed address
- Tell us someone’s moved in with you
- Set up a Direct Debit payment
- Pay your Council Tax

Fill in a simple form at
stoke.gov.uk/counciltax
Stoke-on-Trent is one of the fastest growing cities in the UK, with a diverse population of 249,000 in 114,000 households - and we deliver services to every single one. We work hard to help look after neighbourhoods and improve people’s lives in everything we do.

Over the past five years, the city has faced reductions of £124 million which has led to big changes in how we deliver services and this year we have to save another £27 million. This is the equivalent to all the money we spend on schools. If we hadn’t made these savings, Council Tax would have trebled. Yet despite this, the city council is not raising its element of Council Tax for the fourth year running.

Due to the size of the reductions, we will be using some of our reserves to fund our most essential services. In some areas we also will be spending more – such as keeping the streets clean; repairing roads and paths; maintaining homes and estates; improving parks and green spaces; providing care for older people in their homes; and caring for vulnerable children.

Stoke-on-Trent is a city that is vibrant and on the up. The city is now one of the fastest growing city economies in the UK, with business expanding, unemployment falling to record levels, and industrial output and profits up. The City Deal, the Growth Deals and Housing Zone status have all reinforced the message to investors that this is a place with purpose and ambition, a future core city. And now we have been awarded the UK’s only Ceramic Valley Enterprise Zone, which brings with it the potential of 7,000 jobs and millions of pounds of investment.

Stoke-on-Trent is a city which has had a long tradition of the fusion of art, culture and enterprise. We celebrate our proud heritage through the Potteries Museum and Art Gallery, Gladstone Pottery Museum and Middleport Pottery (home of The Great Pottery Throwdown), and build on it with festivals as diverse as the internationally renowned British Ceramics Biennial, and Stoke-on-Trent Literary Festival. With ambitions to be the City of Culture 2021, and also celebrating 2016 as a European City of Sport, we are also taking advantage of our fantastic geographical position to maximise the potential of HS2 and entice businesses to the city. Chief Executive of Arts Council England Darren Henley said recently, “There’s more than a little buzz of excitement coming from Stoke-on-Trent right now. At its centre is the city’s growing resurgence as a hotbed for arts and culture.”

Our ambition is for Stoke-on-Trent to be the best it can be for everyone who lives, works, visits and does business here. We are committed to improving the lives of residents, enhancing the look and feel of the city, investing in public buildings, preserving its unique heritage, and helping the city’s economy.

We want to make our city ‘Stronger Together’, through job creation, economic prosperity and inward investment – this will provide a return to protect services as well as help to improve the health, wealth and wellbeing of the city.
Introduction

This is a guide to Council Tax for the year April 2016 to March 2017. It explains how the money you pay contributes towards hundreds of services delivered by Stoke-on-Trent City Council, Staffordshire Fire & Rescue Service and the Police & Crime Commissioner. As well as detailing how your money is spent, it also provides information about discounts, exemptions and support available to help you pay your bill.

What is Council Tax?

Council Tax is paid by every occupier or owner of a domestic property in the city and helps to finance a wide range of public services, such as social care, refuse collection, libraries and highways maintenance.

The money raised is used to make up the difference between the funding we get from Government and the money we need to supply all the services the residents of Stoke-on-Trent need. By paying your Council Tax regularly and on time, you help to provide a range of services for your local community.

Where our money comes from

The money that the city council collects from Council Tax is only a small proportion of income we get to run services, with the majority of funding coming from Central Government in the form of grants.

The pie chart and table opposite shows where our funding comes from.

‘Other grants’ includes both general and specific grants, and ‘Income’ includes income from areas such as local business rates, licensing, parking charges and other fees and charges.

The increased Council Tax is due to changes to eligibility for discounts and exemptions and Council Tax paid from new properties in the city.
However £474.9 million of this is allocated to specific areas such as benefits, schools and housing; it cannot be used to pay for the day-to-day running of general council services, such as waste collection and disposal or maintaining the city’s highways. This means our total net budget is £216.0 million.

You can see how this adds up to pay for our gross expenditure below.

The table shows the breakdown of our total net budget for 2016/17 and compares it to the previous year. The budget is funded from a variety of sources, including Revenue Support Grant, Business Rates income, Council Tax, and contributions from reserves. The table also includes other sources of allocated income such as school funding, housing rents, and other service specific grants.

*To compare year-on-year we have restated our 2015/16 expenditure.
How Band D Council Tax is calculated

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

Each domestic property is put into one of eight Council Tax bands (A to H) depending on its value on the open market on 1 April 1991. Your Council Tax bill tells you which band your home is in and how much you need to pay.

This is set by the listing officer at the Valuation Office Agency, which is part of HM Revenues and Customs, completely independent from the city council.

We calculate how much we need and then divide that amount by the number of properties in the area. The result is the amount of Council Tax payable for the average home in band D. Council Tax for the other bands are a proportion of band D.

How to appeal
Stoke-on-Trent City Council does not decide which band your home is in. You can challenge your Council Tax band if you think it’s wrong, but you should continue to pay your Council Tax bill while you do this. If you win your appeal, we will change your bill and give you back what you have overpaid.

For further information, including how you can appeal if you think your property valuation band is wrong, please contact the Valuation Office Agency.
Tel: 03000 501501, Email: ctwest@voa.gsi.gov.uk, web: voa.gov.uk
Council Tax charges for 2016/17

In 2016/17, Stoke-on-Trent City Council has a Council Tax requirement of **£71 million**

This is how much money we need to raise in order to deliver hundreds of services across the city.

This year, a band D council taxpayer in Stoke-on-Trent will be charged:

- **£1183.46** (0% increase)
- **£177.61** (0% increase)
- **£70.33** (1.99% increase)

The city council will **not** be increasing its element of Council Tax charges this year, for the fourth year running. This remains one of the lowest in the country - out of 324 billing authorities, we currently have the 9th lowest Council Tax charge per property.

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 a “precept” of up to 2% on its council tax for 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” in relation to each financial year up to and including the financial year 2019-20.

In relation to the financial year beginning in 2016 the Secretary of State has determined (and the House of Commons has approved) a referendum principle of 4% (comprising 2% for expenditure on adult social care and 2% for other expenditure), for adult social care authorities. These authorities may therefore set council tax up to this percentage in 2016 without holding a referendum.”

This flexibility is welcomed, but the council is **not** proposing to introduce this levy for 2016/17. It is intended instead that the council makes the best use of existing resources before increasing council tax.
What you will pay this year

Not all Council Tax collected pays for council services, it also supports Office of the Police Crime Commissioner and the Fire and Rescue Service too.

Depending on which valuation band your property has been placed in by the Valuation Office, and subject to any discounts, the amount you will actually be required to pay is shown in the table below. This shows the annual charges for Council Tax by band detailing precept charges for the Office of the Police Crime Commissioner, the Fire and Rescue Service and the city council.

The city council has not increased their charge for the financial year 2016/17.
Stay connected

Never miss out on an event in the city

Find out when we are gritting

Sign up for job vacancies with the city council

Get the latest from your children’s centre

Go to www.stoke.gov.uk/stayconnected to choose from more than 30 different e-mail topics and get council news direct to your inbox
How has spending changed?

By law, we have to set a balanced ‘Net Revenue Expenditure’ budget. Therefore in 2016/17 the city council has had to make savings of £26.8 million.

<table>
<thead>
<tr>
<th>£15.8m</th>
<th>Expenditure pressures and other funding adjustments</th>
</tr>
</thead>
<tbody>
<tr>
<td>£11m</td>
<td>Reduction in Central Government grant</td>
</tr>
</tbody>
</table>

| £26.8m | Savings required |

Our balanced budget 2016/17

We have £26.8m in funding and other pressures To balance the budget we have found savings

How we spend your money

There are two types of funding / spending streams; Revenue and Capital.

Revenue

This is the money we use to run day-to-day services, such as collecting rubbish or powering streetlights - the same way in which you would use your wages to pay a utility bill or pay for your weekly shopping.

Revenue Spending

Our total ‘Gross Revenue Expenditure’ budget for this year is £690.9 million. We have a ‘Net Revenue Expenditure’ budget of £216.0 million. The table below shows how your money is spent across the council’s five priorities in order to achieve our strategic objectives.

<table>
<thead>
<tr>
<th>Strategic Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross Expenditure</td>
</tr>
<tr>
<td>£46.4m</td>
</tr>
<tr>
<td>£5.2m</td>
</tr>
<tr>
<td>£16.6m</td>
</tr>
<tr>
<td>£351.8m</td>
</tr>
<tr>
<td>£270.9m</td>
</tr>
<tr>
<td><strong>Total</strong></td>
</tr>
<tr>
<td>£690.9m</td>
</tr>
</tbody>
</table>

| Gross Income                                                                       |
| £22.5m                                                                             |
| £2.1m                                                                              |
| £6.8m                                                                              |
| £285.6m                                                                            |
| £157.9m                                                                            |
| **Total**                                                                          |
| £474.9m                                                                            |

| Net Expenditure                                                                    |
| £23.9m                                                                             |
| £3.1m                                                                              |
| £9.8m                                                                              |
| £66.2m                                                                             |
| £113.0m                                                                            |
| **Total**                                                                          |
| £216.0m                                                                            |

How has spending changed?

- £11m Reduction in Central Government grant
- £15.8m Expenditure pressures and other funding adjustments
- £26.8m Savings required

Our balanced budget 2016/17

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| £113.0m                                                                            |
| **Total**                                                                          |
| £216.0m                                                                            |
Capital
This is the money we can only use on large scale investments that have a longer life than just one year, such as creating a new road or buying a building – the same way in which you would take out a loan to buy a car or a mortgage to buy a house.

All of our spending proposals, both Revenue and Capital have been developed in line with the administration’s ‘Stronger Together’ five key priorities:
• supporting residents to meet their potential
• helping businesses to thrive
• protecting vulnerable people
• working with local people to make communities great places to live
• making the council more commercially focused, to bring in income and drive efficiencies

These priorities are underpinned by a vision for Stoke-on-Trent, of how we can all work together to create a stronger city we can all be proud of.

Capital Spending
The city council has an ambitious major investment programme and will be investing £473.5m on capital projects over the next five years. This programme looks to preserve the unique history and heritage of Stoke-on-Trent. It confirms a commitment to improving the lives of residents, enhancing the look and feel of the city, investing in public buildings and heritage, and helping the city’s economy.

It is anticipated that more than £116m of the programme will be paid for through external funding, with at least £184m from council borrowing. These plans include:
How your money is spent – getting value for your money

The city council’s charge for a Band D property in Stoke-on-Trent in 2015/16 is £1,183.46 per year. This works out at just £3.24 per day. (Total Band D charge of £1,431.40 = £3.92 per day).

- Processed over 31,000 benefit claimants
- Raised and collected millions of pounds of bills
- Handled 371,500 calls through our contact centre
- Welcomed 630,675 visitors into libraries
- Registered 5,555 births
- Gave cycle training to 2,395 people
- Helped to start up 283 new businesses
- Maintained and cleaned 590 miles of roads
- Helped over 6,000 people to live safely and independently at home
- Supported the creation of 734 jobs
- Helped to start up 283 new businesses
- Repaired over 17,000 highway defects such as potholes
- Maintained over 1,380 hectares of park and open space
- 37,835 children in nursery, primary, secondary or special schools
Here are just some of the wide range of council services that your Council Tax has helped to provide over the last 12 months...

- Collected waste from 114,000 households
- Recycled 34,806 tonnes of household waste
- Made 4.4 million concessionary fares journeys
- Cleared up 6,889 reported incidents of fly tipping
- Raised and collected millions of pounds of bills
- Handled 371,500 calls through our contact centre
- Welcomed 630,675 visitors into libraries
- Processed over 31,000 benefit claimants
- 37,835 children in nursery, primary, secondary or special schools
- Gave cycle training to 2,395 people
- Registered 5,555 births
- Helped over 6,000 people to live safely and independently at home
- Maintained and cleaned 590 miles of roads
- 836 families with children supported through Early Help (Cooperative Working)
- Supported the creation of 734 jobs
- Helped to start up 283 new businesses
- Repaired over 17,000 highway defects such as potholes
- Maintained over 1,380 hectares of park and open space

You can find out more about how we spend your money at stoke.gov.uk/transparency
Stronger Together – a strategy for the future of Stoke-on-Trent

Stronger Together is the message that underpins our vision for Stoke-on-Trent – working together to create a stronger city we can all be proud of. It is this vision and ambition that runs through our Strategic Plan. In it we set out what we will strive to achieve over the coming years, working with you and the organisations who support us, to deliver improvements in our great city.

Our vision will in part be delivered directly by the council but in other areas our priorities will be achieved through working in partnership with others to deliver the very best we can for Stoke-on-Trent.

**Vision**

Support our residents to fulfil their potential

- Support our schools to deliver a step change in educational attainment so that every young person has access to a school rated ‘good’ or better
- Continue to increase the number of 18-24 year olds who gain the skills necessary to secure a job of their choice
- Protect and improve mental and physical health and wellbeing
- Increase the number of people moving into work
- Transform training and skills provision, supporting business growth and enabling local people to secure good quality work
- Transform participation in sport and physical activity across the city

Support our businesses to thrive, delivering investment in our towns and communities

- Foster enterprise and entrepreneurship to support new and emerging local business growth
- Secure investment to protect and create jobs
- Deliver an increase in the number of new houses of various tenures, prioritising development on brownfield land
- Celebrate and promote our great city and increase the number of visitors
- Develop a transport network that reduces congestion and supports growth in our city
- Deliver a transformation in the number of apprenticeships in the city and in the council

**Priorities**

**Support our schools to deliver a step change in educational attainment so that every young person has access to a school rated ‘good’ or better**

- Continue to increase the number of 18-24 year olds who gain the skills necessary to secure a job of their choice
- Protect and improve mental and physical health and wellbeing
- Increase the number of people moving into work
- Transform training and skills provision, supporting business growth and enabling local people to secure good quality work
- Transform participation in sport and physical activity across the city
Being a trusted partner and an organisation that is both outward looking and good to work with is at the heart of how we will turn our vision into reality.

We are committed to making the most of what we have and how we work with people, businesses and partners to achieve the best possible outcomes, working together with our residents. With reduced resources that is a big challenge but no greater than many we’ve faced before in our long and proud history.

Our Strategic Plan sets out the organisation’s strategic priorities for the next four years and what we will achieve during that time. Sitting underneath the council’s vision are five strategic priorities. Aligned to each priority are a number of strategic objectives that we will endeavour to deliver over the next four years.

- Ensure our city is clean and well maintained, with high quality green spaces and parks
- Preserve and enhance the unique heritage of our city
- Deliver a significant improvement in housing quality by investing in homes and driving up housing standards
- Reduce crime, anti-social behaviour and the fear of crime
- Involve communities in making each town and neighbourhood a great, vibrant and healthy place to live and work
- Promote security of affordable energy for residents and businesses in the city

- Deliver optimal efficiency in all our services adopting new delivery models that deliver maximum value for residents
- Optimise value from local public spending and increase the proportion of spending with local businesses
- Deliver a customer focussed approach to service delivery and transform accessibility of services
- Embed a culture of continuous improvement, invest in our teams and adopt the ‘Stronger Together: One Council, One Vision, One Team’ approach in everything we do
- Invest in projects to generate a return to protect services

- Reduce the risk of harm and neglect to vulnerable adults and children
- Enable and support more people to live independently and safely
- Improve quality of life, independence and choice for vulnerable adults
- Enable young people leaving care to live independently and safely
- Improve health and wellbeing of vulnerable groups
- Support residents to manage their money effectively, improving uptake of benefits for those who are eligible
How to pay your Council Tax

We have a range of ways that you can pay your Council Tax bill. Make sure you have your account number to hand.

Paying your Council Tax straight from your bank account by Direct Debit is the cheapest, quickest and easiest way to pay.

It’s all done automatically, so you don’t have to worry about missing a payment. It also allows you to keep on top of your household bills and spread the cost of paying them to suit you. You can set up a Direct Debit with us for either weekly or monthly payments and can also choose a payment date that suits you.

Setting up a Direct Debit for your Council Tax is now ‘Click and Easy’ – just go to stoke.gov.uk/counciltaxdirectdebit and fill in a short online form. Or call 01782 234234.

It’s easy, convenient and safe to pay your bill using a debit or credit card online at stoke.gov.uk/payments. However you will need to make sure that you remember to do this each time a payment is due.

Call the 24-hour service on 01782 234123 to quickly make a payment using your debit or credit card.

Give your bank the following details to set up this service…

- Sort code: 30-93-83
- Bank account number: 03004166
- Your Council Tax account number

Use your Stoke-on-Trent payment card at any Payzone, Post Office or PayPoint outlet in the country. This takes around five working days to reach your account so your payment must be made at least seven days before the due date.

You can pay by cash, cheque, postal order, debit or credit card, or use the automated payment kiosks at any of our One Stop Shops or Local Centres across the city. Go to stoke.gov.uk/contactus to check locations and opening times.
Managing your Council Tax online is ‘Click and Easy’

Your Online Account
The Online Account is an easy-to-use, secure web portal where you can access your Council Tax, Business Rates and Benefits account information at a time and place that’s best for you. Quickly log on to get instant, up-to-date account information; 24 hours a day, seven days a week. Now there’s no need to spend time on hold or queuing up to ask a simple question about your account.

At the click of a button - anywhere, anytime:
• Check your bill, balance and payments
• Apply for discounts and exemptions
• View benefits payments
• Tell us when your circumstances change
• Get e-billing and electronic notifications

By switching off paper billing when you sign up to manage your Council Tax through an Online Account, you also save time, money and paper. Thousands of residents have already registered for an Online Account. Sign up for free today at stoke.gov.uk/onlineaccount

Save time by going online
Make sure you get the right Council Tax bill first time by letting us know if things have changed. We’ve now made it even easier to update the details on your Council Tax account

Simply fill in a short form at stoke.gov.uk/counciltax to:
• Tell us you’ve moved address
• Let us know that someone has moved in with you and you need to cancel your Single Person Discount
• Inform us that a tenant moved out, if you’re a landlord

A change in your circumstances could affect how much Council Tax you pay – make sure you’re only paying what you need to and not committing fraud. It’s ‘Click and Easy’ to tell us online when things change at stoke.gov.uk/counciltax

Paying your bill by Direct Debit
There’s a range of ways you can pay your Council Tax but Direct Debit is the quickest, easiest and most convenient option.

Paying by Direct Debit couldn’t be simpler…
• It’s automatic – don’t worry about missing a payment
• Spread the cost – keep on top of your household bills
• Stay in control – with payment dates to suit you
• Full protection – under the Direct Debit guarantee

Setting up a Direct Debit is now ‘Click & Easy’ – just go to stoke.gov.uk/CouncilTaxDirectDebit and fill in a simple online form.
Manage your Council Tax account online

At the click of a button... anywhere, anytime

- Check your bill, balance and payments
- Apply for discounts and exemptions
- View Housing Benefits and Council Tax Support claims
- Tell us when your circumstances change
- Get e-billing and electronic notifications

Sign up now at: stoke.gov.uk/onlineaccount

/sotcitycouncil
@soctcitycouncil
Be like the Smart family on Easy Street
Pay your Council Tax by Direct Debit

- It’s all done automatically straight from your bank account – so you don’t have to worry about missing a payment.
- Spread the cost weekly or monthly – helping you to keep on top of your household bills.
- Choose a payment date that suits you and cancel at any time – you stay in control.
- Everything’s protected by the Direct Debit guarantee – you’ll get a full refund from your bank if there’s a mistake.
- Trust Direct Debit to be totally secure – just relax and enjoy complete peace of mind.

To set up a Direct Debit go to stoke.gov.uk/counciltaxdirectdebit or call 01782 234234
Discounts and exemptions

Discounts
Council Tax is based on two or more adults living in a property. You are entitled to a 25% discount if there is only one adult living in the house.

If there are two or more adult residents, a 25% discount may still apply if they include:
- Full time students, apprentices and certain trainees
- People resident in a care home or hospital
- 18 and 19 year olds still at, or who have just left, school / college
- People who are severely mentally impaired
- Care workers
- People caring for someone with a disability (but not their spouse or child under 18)
- People held in detention
- Spouses or dependents of students who are not British citizens and are not legally entitled to take paid employment or claim benefits

Empty and Second Homes
On 1 April 2015 we changed the discounts given for empty properties.

<table>
<thead>
<tr>
<th>Type of home</th>
<th>Discount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Empty and unfurnished</td>
<td>0%</td>
</tr>
<tr>
<td>Second homes or empty but furnished</td>
<td>0%</td>
</tr>
<tr>
<td>Empty and unfurnished undergoing major repairs or structural alteration</td>
<td>0%</td>
</tr>
<tr>
<td>Work-related accommodation</td>
<td>50%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type of home</th>
<th>Premium</th>
</tr>
</thead>
<tbody>
<tr>
<td>Empty and unfurnished for 24 months</td>
<td>+50%</td>
</tr>
</tbody>
</table>
Exemptions
Some homes are exempt from Council Tax. The following list gives a guide to the circumstances under which exemptions apply.

<table>
<thead>
<tr>
<th>Class</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class B</td>
<td>Empty properties which are owned by a charity – exempt for up to six months.</td>
</tr>
<tr>
<td>Class D</td>
<td>Properties which are empty because the person who usually lives there is being legally detained elsewhere such as in prison.</td>
</tr>
<tr>
<td>Class E</td>
<td>Properties which are empty because the person who usually lives there is resident in a care home or hospital.</td>
</tr>
<tr>
<td>Class F</td>
<td>Properties which are waiting for probate or letters of administration to be granted – exempt for up to six months after grant (where a person is liable in their capacity as the personal representative of the deceased).</td>
</tr>
<tr>
<td>Class G</td>
<td>Properties in which occupation is prevented by law.</td>
</tr>
<tr>
<td>Class H</td>
<td>Empty properties being held for a minister of religion.</td>
</tr>
<tr>
<td>Class I</td>
<td>Properties left empty by someone who is living elsewhere to receive personal care.</td>
</tr>
<tr>
<td>Class J</td>
<td>Properties left empty by someone who is living elsewhere to provide personal care to someone.</td>
</tr>
<tr>
<td>Class K</td>
<td>Properties which are empty and where the owner is a student who last lived in the dwelling as their main home.</td>
</tr>
<tr>
<td>Class L</td>
<td>Properties which a mortgage provider has repossessed.</td>
</tr>
<tr>
<td>Class M</td>
<td>Properties which are used as a hall of residence for students.</td>
</tr>
<tr>
<td>Class N</td>
<td>Properties occupied wholly by full time students.</td>
</tr>
<tr>
<td>Class O</td>
<td>Armed forces accommodation – not visiting forces.</td>
</tr>
<tr>
<td>Class P</td>
<td>Properties in which a member of visiting forces resides.</td>
</tr>
<tr>
<td>Class Q</td>
<td>Properties held by a trustee in bankruptcy.</td>
</tr>
<tr>
<td>Class R</td>
<td>Unused caravan pitches or boat moorings.</td>
</tr>
<tr>
<td>Class S</td>
<td>Properties occupied only by persons under the age of 18.</td>
</tr>
<tr>
<td>Class T</td>
<td>An empty ‘granny flat’.</td>
</tr>
<tr>
<td>Class U</td>
<td>Properties occupied only by severely mentally impaired people.</td>
</tr>
<tr>
<td>Class V</td>
<td>Properties occupied by a person or persons with Diplomatic Privilege or Immunity.</td>
</tr>
<tr>
<td>Class W</td>
<td>A ‘granny flat’ in which a dependent relative lives.</td>
</tr>
</tbody>
</table>

Local Authorities can introduce discounts and exemptions for any chargeable dwelling in their area. This is to take account of local situations or emergencies, for example flood damage.
Disabled Persons Reduction
The amount of Council Tax you have to pay may be reduced by one band where one of the residents is substantially and permanently physically disabled and the house has additional disability facilities. To qualify, your home must have at least one of the following features:
• a room (other than a bathroom, kitchen or toilet) that is mainly used by and required for meeting the needs of the disabled person.
• a second bathroom or kitchen required for meeting the needs of the disabled person.
• sufficient floor space to allow a wheelchair to be used indoors by the disabled person.

For example: If your home is in valuation band D, your Council Tax bill will be reduced to that of band C. If your home is in band A, your charge will be reduced by the same amount as a band B property. Call us on 01782 234234 to arrange a visit to your home to check that you qualify.

Applying for a discount or exemption
If you think you that you may be eligible for a Council Tax discount or exemption, you can apply through the Online Account at stoke.gov.uk/onlineaccount

You can also call 01782 234234 for eligibility advice or complete the online form at stoke.gov.uk/counciltaxenquiries (providing as much information as possible, such as the type of discount / exemption you wish to apply for, names, addresses etc.).

Appealing a decision
You can appeal against a decision of the city council if you think that you are not liable to pay Council Tax or have been refused a discount or exemption.

Appeals in these cases should be made first in writing to:
Stoke-on-Trent City Council, Revenues Services, PO Box 1490, Civic Centre, Glebe Street, Stoke-on-Trent ST4 1HH
T: 01782 234234 or complete the online form at stoke.gov.uk/counciltaxenquiries

If after making your appeal to us you are not satisfied with the outcome, you have the right to appeal to the Valuation Tribunal. This is an independent appeals tribunal, funded by Parliament that provides a free service and holds local hearings.

You can contact them at:
Valuation Tribunal Office Doncaster, Hepworth House, 2 Trafford Court, Doncaster Yorkshire DN1 1PN
Tel: 01302 342324 Email: VTDoncaster@vto.gsx.gov.uk

You must continue to pay your Council Tax in accordance with the bill sent to you while making an appeal. If your appeal is successful, we will send you a refund for the amount that you have overpaid.
Help if you’re struggling to pay your Council Tax

If you’re struggling to pay your bill, it’s important you contact us on 01782 234234 as soon as possible - don’t leave it until it’s too late. We have a range of weekly and monthly payment options to suit your needs and can also advise if you are entitled to benefits to help you pay.

You may be able to get help towards paying your Council Tax bill depending on your circumstances, and those of the people living with you, your income and savings.

Council Tax Support

Council Tax Support could help pay towards some of your Council Tax bill. You may be entitled to help if you are on a low income, even if you own your home or are in work.

The amount of award depends on a number of factors and support is restricted to 70% of your bill. Certain groups of people, such as the severely disabled, are protected from this restriction - find out more about protected groups at stoke.gov.uk/benefits.

If you have over £10,000 in capital or savings, you will not be entitled to any Council Tax Support (unless you are of pension age).

There may be a reduction in the support we can give to you if you have other people living with you who are aged 18 or over (not including your partner), for example other family members or friends. If these people are not working and not claiming a state benefit such as Jobseeker’s Allowance, then we will deduct £5 per week from your support. If they are earning over £186 per week we will increase the deduction to £10.

Use our online calculator to see how much Council Tax Support you could be entitled to and download a claim form at stoke.gov.uk/benefits

Housing Benefit and Council Tax Support assessors are based at Local Centres across the city. As well as morning drop-in sessions, you can also book an afternoon appointment to speak to an assessor by calling 01782 234234.

You can check to find your nearest Local Centre and the days and times of sessions online at stoke.gov.uk/benefits. Please note that during busy times the morning drop-in sessions services may end before the advertised times. Drop-in sessions are also open at Stoke One Stop Shop throughout the day, from 8.45am to 5pm.
Changes in your circumstances

It is very important that you let us know within 21 days of any changes that may affect the amount of Council Tax support or discount that you receive. If not, you could be committing fraud.

You need to tell us if there are any changes to:
• your income (wages, maintenance, benefits, works pension, tax credits or any other income at all);
• the amount of savings you have, including the number of stocks and shares you own;
• your household when people move in or leave;
• the income of other people in your household;
• Or if you move, have to live away from home, become a student, or go into hospital.

Helping to prevent fraud
Fraud is theft; it is not a victimless crime and affects us all. We are committed to preventing, detecting and investigating Council Tax fraud in Stoke-on-Trent.

We investigate people who:
• work but do not declare this when they claim benefit;
• claim benefit as a single person but actually live with a partner;
• have other people living in their property and don’t tell us;
• claim for an address but don’t actually live there;
• don’t tell us their full amount of income, savings or capital when they claim benefit;
• pretend to rent a property which they actually own;
• continue to claim benefit on a property after they have moved; or
• don’t have the right to claim benefit given their true circumstances.

Don’t help people who lie to us. This could mean you are also committing a crime and you could be prosecuted. If you suspect that someone is committing fraud you should report them straight away:
• Report online at stoke.gov.uk/reportfraud
• Call us in confidence on the 24-hour Fraud Hotline on 01782 236800

It’s now ‘Click and Easy’ to tell us online if you’ve changed address or if you need to cancel your Single Person Discount because someone has moved in with you - go to stoke.gov.uk/counciltax. For all other changes, call us on 01782 234234.
It’s time to tell us...
If your circumstances have changed.

If you claim **Housing Benefit** or **Council Tax Support**, tell us about any changes so that we can make sure you’re paid the right amount.

Get the benefits you’re entitled to; update your claim.

Call **01782 234234**
stoke.gov.uk/timetotellus
Do you know what a fraudster looks like?

We need your help to find out!

Every year, thousands of pounds of your money is stolen by cheaters - money that should be used to improve your local community.

Don’t let them get away
Call us on 01782 236800 or report fraud online at stoke.gov.uk/reportfraud
Universal Credit

A new benefit called Universal Credit has started to replace a range of benefits and tax credits for people of working age.

Universal Credit is paid differently to these benefits - it is a single, monthly payment that includes help with your rent.

Universal Credit is for anyone on a low to moderate income. It does not matter whether you are in work (or how many hours you work), out of work because you are seeking work, caring, or too ill to work.

Universal Credit brings together six benefits and tax credits and replaces them with a single monthly payment. It is replacing the following:

- Income-based Jobseekers Allowance
- Income-related Employment and Support Allowance
- Income Support
- Child Tax Credit
- Working Tax Credit
- Housing Benefit

Any benefits you receive which are not included in the above list will continue to be paid as usual, such as Child Benefit, Carers Allowance, Personal Independence Payment, Council Tax Support and so on.

These changes won’t affect you just yet unless you are making a new claim for Jobseekers Allowance. Everyone claiming the benefits above will be affected at some point in the future, but we don’t know when that will be. You will be told in advance if your benefits are going to change.

For more information visit:
[stoke.gov.uk/universalcredit](stoke.gov.uk/universalcredit)
[gov.uk/universalcredit](gov.uk/universalcredit)
What happens if you do not pay?

If you have problems paying your Council Tax bill, please let us know as soon as possible. We may take enforcement action to recover any payments that are overdue so it is important that you contact us on 01782 234234 as we may be able to help you before we get to this stage.

If your Council Tax payments are not made on time, and in line with the instalment plan set out on your bill, we will send you a reminder notice. If you don’t pay the amount asked for on the reminder notice within seven days you will lose the right to pay by instalments, and you must pay the full amount within a further seven days.

If you don’t pay the full amount, we will send you a Magistrates Court summons, which adds costs to the amount you already owe. At the hearing we will apply for a ‘Liability Order’ which allows us to take further action to collect the amount that you owe. This could involve passing the Liability Order onto a enforcement agent who can take goods up to the value of your debt in order to repay it.

When your account is issued to the enforcement agent, a fee is added onto your debt. Further fees are then added when the enforcement agent first visits your property, and if they have to visit again. You can prevent these fees from being added to your account by making an arrangement to repay before enforcement agent action is taken.

If you are experiencing severe financial difficulty you may be entitled to a discretionary Council Tax hardship relief. Please call us on 01782 234234 or contact us via stoke.gov.uk/counciltaxenquiries

Other support
There is a range of organisations around the city that can help if you’re struggling with money. Visit stoke.gov.uk/moneymatters to find information and resources to help you look after your finances.
The Bloggs family live in a band A property

Their Council Tax is £954.27 a year

They pay by Direct Debit and spread the cost over 12 months

Their payment is £79.52 per month

Total amount = £954.27

The Smiths also live in a band A property

Their Council Tax is £954.27 a year

They forgot to pay and missed a couple of payments so they got a court summons. They were charged £50

They ignored this and a Liability Order was granted. They were charged £25

The Order was passed onto an enforcement agent who sent a letter. This incurred a fee of £75

They ignored this as well so the enforcement agent visited which added another fee of £235 to what was owed

Total amount = £1,339.27

The Jones also live in a band A property

Their Council Tax is £954.27 a year

However they already have a debt of £1,675 brought forward from last year which already includes £75 court costs (£50 summons and £25 Liability Order)

They do not pay their Council Tax again for this year and have another £75 court costs (£50 summons and £25 Liability Order) added to their account.

Both debts are issued to the Enforcement Agents at the same time, they add a further £150 (£75 compliance fee per Liability Order).

They were charged a fee of £235 when the enforcement agent visited their home plus an extra £119 (7.5% of their debt over £1500 to the nearest £)

Total amount = £3,208.27

If the Smiths and the Jones were having problems paying their Council Tax, they should have called us on 01782 234234 and we could have tried to help. By ignoring payments, the amount that they owe has gone up significantly.
Need a Loan?

............... talk to us first

CAB
Potteries MoneyWise
- Advice
- Money Management

MoneyLine
- Short-term Loans from £50 to £500

Credit Union
- Loans above £500 to £5000

CAB can help you solve your debt problems and manage your money better either through direct one to one debt advice or through packages of training and information such as those provided by Potteries MoneyWise. For more information call 01782 408685 or email david.scott@snscab.org.uk

Build skills and strategies to help you budget more confidently and keep more of your money.

MoneyLine are a provider of financial services in the form of short-term loans, savings accounts and can help someone to open a bank account if they don’t have one. For more information call 01782 206836, web address www.elmline.co.uk

Credit Union Staffordshire provides an easy, flexible way for you to save and work towards a more stable financial future, as well as offering some solutions to immediate financial worry such as loans and jam jar accounts.

We’ll introduce you to an ethical, safe and affordable alternative to the money-management services that you may be more familiar with, and we’ll lay out, nice and simply, exactly what a difference it will make to your pocket and your future. For more information call 0845 224 1216, web address www.creditunionltd.com
Stoke-on-Trent City Council 2016/2017

Stoke-on-Trent and Staffordshire Fire and Rescue Authority

We are an ambitious, forward thinking Fire and Rescue Service. We continue to be one of the most efficient and low cost services with an average cost per head of population of around £36.

Our Corporate Safety Plan for 2014 – 2017 looks to build on the success of our previous work and sets out our five strategic priorities to inform and drive our vision of making Stoke-on-Trent and Staffordshire the safest place to be.

Investment in our communities

We have invested in Community Fire Stations at Longton, Hanley, Sandyford and Burslem which means we are able to provide modern, fit for purpose facilities for the community and the fire and rescue service. The facilities are available for use by groups, partners and individuals running meetings and activities for the benefit of the community. Our aim is to use their presence as an opportunity to engage with them, passing on safety messages and understanding more about their needs and priorities.

The creation of new community based stations across the county has further enabled the sharing of estate functions. We have driven numerous initiatives which offer savings for multiple stakeholders and this has allowed us to be at the heart of our communities.

An example of this in the Stoke-on-Trent area is that the local food bank operates from Hanley Community Fire Station offering them accommodation savings. Providing this service brings vulnerable members of the community into our Community Fire Station enabling direct engagement. The Stoke-on-Trent and Staffordshire Partnership (SSOTP) Organisational Development Team are also planning to relocate to the station.

We have also won a grant to develop a Lifeskills resource which will support broader health, wellbeing and safety outcomes across Staffordshire and Stoke-on-Trent. The Lifeskills resource is currently being developed and will provide experiential learning to residents across a range of innovative and creative methods.
Transforming how we work

Austerity measures placed on fire and rescue services by Central Government are resulting in reductions to our funding. We anticipated cuts and have planned our finances accordingly to ensure that we can meet the needs of our communities, both in terms of frontline firefighting and vital prevention work which has played an important role in helping to reduce incidents, and ultimately, save lives.

Our transformation will continue to remain a key priority in the coming years to enable us to deliver the significant savings required as part of the austerity agenda.

We will always explore innovative ways to reduce spending, either by internal means or through collaboration work with our partners, while providing the most efficient and effective fire and rescue service possible. However, we will never put our crews or our communities at risk for any amount of financial saving.

Community Safety Campaigns

We are committed to the strategy that prevention is more effective and cheaper than cure. We invest heavily in targeted prevention and protection activities to drive down the number of fires, deaths, injuries and road traffic collisions in Staffordshire and Stoke-on-Trent.

Our dedicated prevention teams continue to work alongside their local communities and with partner organisations to keep our communities as safe as possible. They focus on those target groups at risk and prevent accidents through education and intervention.

Examples of initiatives include the S.A.f.E.R project in conjunction with Age UK during the winter months which involves a targeted intelligent approach aimed to find, help and support vulnerable people and our ‘Fatal Four’ programme which highlights the four most common mistakes made by young drivers which result in death or life-changing injuries.
We deliver approximately 29,000 Home Fire Risk Checks each year which involves a firefighter or service technician visiting people in their homes to give fire safety advice, discuss escape routes and fit free life saving equipment such as smoke alarms.

We have an issue with deliberate grass and bin fires during the summer months, particularly during the school holidays. To combat this we run our ‘Flames Aren’t Games’ campaign each year. We educate young people on the consequences of deliberately setting fires with the aim of reducing the number of these incidents we attend. We work with partners to provide diversionary activities to keep young people occupied during the summer holidays to help prevent grass fires. There was a reduction in deliberate grass fires of 30% in 2015 compared to 2014. We hope to reduce this further in 2016.

First Class Response

We work hard to prevent incidents occurring but we make sure we maintain a high quality response to emergencies when they do happen and that we have the resilience to face all demands.

We constantly review and analyse the type and number of emergency incidents we attend to ensure we can meet our community’s needs.

As part of the Community Safety Options (CSO) project we are currently trialling the Staffordshire Efficient Response Option (SERO). This is flexible concept that provides a new approach to emergency response providing a safe system of work. It will achieve a safer Staffordshire by demonstrating a change in the way that response is currently delivered. It may be a tiered response to incidents using different vehicles, equipment or numbers of people with bespoke skills and capabilities. The development of a new operational team called an Incident Response Team will be the primary means of piloting the SERO concept at Hanley Community Fire Station. The basis of this concept is having the appropriate vehicle, equipment and number of firefighters for that particular area.

The training and development of our staff is a priority to us. We have invested significantly in the provision of enhanced training facilities at Service HQ. Multi agency training days are hosted and co-ordinated by the Service which means that our operational staff receive the most up to date and professional incident command and multi-agency training available.
Budget For 2016/17

Our commitment to the residents of Stoke-on-Trent and Staffordshire is to provide vital prevention initiatives, protect our community and provide a high quality response to emergencies.

What the money will be spent on

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>People</td>
<td>28.3m</td>
</tr>
<tr>
<td>Property</td>
<td>5.3m</td>
</tr>
<tr>
<td>Transport</td>
<td>0.9m</td>
</tr>
<tr>
<td>Operational Supplies</td>
<td>4.3m</td>
</tr>
<tr>
<td>Finance Charges</td>
<td>2.3m (0.6m)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Band</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
</tr>
</thead>
<tbody>
<tr>
<td>Council Tax</td>
<td>46.89</td>
<td>54.70</td>
<td>62.52</td>
<td>70.33</td>
<td>85.96</td>
<td>101.59</td>
<td>117.22</td>
<td>140.66</td>
</tr>
<tr>
<td>Proportion of Band D</td>
<td>6/9</td>
<td>7/9</td>
<td>8/9</td>
<td>9/9</td>
<td>11/9</td>
<td>13/9</td>
<td>15/9</td>
<td>18/9</td>
</tr>
</tbody>
</table>

Contact us

Director of Finance, Assets & Resources
Tel: 08451 22 11 55
E-mail: finance@staffordshirefire.gov.uk
Address: Freepost RRHA-KXUA-GTST, Pirehill, Stone, Staffordshire, ST15 0BS
Website: www.staffordshirefire.gov.uk

Find us on Facebook /Staffordshire fire and rescue
Follow us on Twitter @staffsfire
1 in 3 of your child’s social networking friends are people they’ve never met.

Talk about it...www.staffordshirecares.info/stepup

ZERO increase to the council tax you pay towards policing

www.staffordshire-pcc.gov.uk
What’s the budget for this year?

Better financial management means new investment in technology allows officers to spend more time in communities. It also means a small increase in Neighbourhood policing numbers and no rise in the part of the council tax you pay towards policing.

This means that the value of Band D council tax remains at £177.61.

The 2016/2017 financial year has seen a decrease in the central government grant the PCC receives for policing in Staffordshire from £107 million in 2015/2016 to £106.4 million in 2016/2017.

Government grants and council tax money for policing provides a total budget of £179.7 million for the 2016/2017 financial year.

We must continue to get the most out of every pound spent, to ensure policing in Staffordshire is effective and efficient.

### Income (funding)

<table>
<thead>
<tr>
<th></th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police Grant</td>
<td>£106.424m</td>
</tr>
<tr>
<td>Council tax</td>
<td>£71.967m</td>
</tr>
<tr>
<td>Reserves</td>
<td>£1.366m</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>£179.757m</strong></td>
</tr>
</tbody>
</table>

### Expenditure

<table>
<thead>
<tr>
<th></th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staffordshire Police</td>
<td>£169.472m</td>
</tr>
<tr>
<td>(Less trading income £5.381m)</td>
<td></td>
</tr>
<tr>
<td>Commissioning</td>
<td>£3.900m</td>
</tr>
<tr>
<td>OPCC Staff</td>
<td>£1.198m</td>
</tr>
<tr>
<td>Capital borrowing costs</td>
<td>£4.292m</td>
</tr>
<tr>
<td>Contracted Services</td>
<td>£0.895m</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>£179.757m</strong></td>
</tr>
</tbody>
</table>
Help protect your children and learn more about tackling the sexual exploitation of children.

www.staffordshiresmartalert.uk

The new Victim Gateway for Staffordshire puts the needs of victims at the heart of criminal justice. The PCC has funded the Citizens Advice Bureau to provide the new service. Support is available at:
www.staffsvictimsgateway.org.uk
0330 0881 339.

60% of 13-year-olds have been asked for a sexual video or image of themselves

57% of young people use the internet with no safety or parental controls set

75% of parents don’t know how to keep their children safe online

www.staffordshirecares.info/stepup

knowaboutcse.co.uk
Have your say...

Security V’s Privacy
Which is more important to you?

Legal Highs
Do you know the risks?

www.staffordshire-pcc.gov.uk/have-your-say

What do you think of the summer Space programme returning in 2016?
Let us know your thoughts.

Can you help to make Staffordshire Police the most open and transparent police service in the Country?

www.staffordshire-pcc.gov.uk

Find us on Social media

Please contact us if you would like this publication in an alternative format and/or language:
pcc@staffordshire.pcc.pnn.gov.uk
01785 232270
The Environment Agency – Midlands Region


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:

<table>
<thead>
<tr>
<th>Trent Regional Flood and Coastal Committee</th>
<th>2015/16</th>
<th>2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Gross Expenditure</strong></td>
<td>£51,205</td>
<td>£41,575</td>
</tr>
<tr>
<td><strong>Levies Raised</strong></td>
<td>£1,936</td>
<td>£1,975</td>
</tr>
<tr>
<td><strong>Total Council Tax Base</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Band D property equivalents)</td>
<td>£1,692</td>
<td>£1,727</td>
</tr>
</tbody>
</table>

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%.

The total Local Levy raised has increased from £1,936,000 in 2015/16 to £1,974,720 for 2016/17.
### Useful contacts

<table>
<thead>
<tr>
<th>Stoke-on-Trent City Council</th>
</tr>
</thead>
<tbody>
<tr>
<td>Civic Centre, Glebe Street, Stoke-on-Trent ST1 4HH</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>stoke.gov.uk/counciltaxenquiries</th>
<th>By filling out our online enquiry form</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tel: 01782 234234</td>
<td>Lines are open between 8am to 8pm Mondays to Fridays, and 9am to 1pm on Saturdays</td>
</tr>
<tr>
<td>Text: 07786 200700</td>
<td>Send a message through your mobile</td>
</tr>
<tr>
<td>Visit any of our Local Centres or One Stop Shops across the city</td>
<td>Go to stoke.gov.uk to check for locations and opening times</td>
</tr>
<tr>
<td>Follow us on Twitter @SoTCityCouncil</td>
<td>Ask us a question on social media</td>
</tr>
<tr>
<td>Like us on Facebook /SoTCityCouncil</td>
<td>Get the latest information about your city council services</td>
</tr>
<tr>
<td>stoke.gov.uk</td>
<td>Access a range of services at the click of a mouse 24-hours a day</td>
</tr>
<tr>
<td>stoke.gov.uk/counciltax</td>
<td>Find out more about Council Tax or tell us about a change in your circumstances</td>
</tr>
<tr>
<td>stoke.gov.uk/onlineaccount</td>
<td>Managing your Council Tax online is ‘Click and Easy’</td>
</tr>
<tr>
<td>stoke.gov.uk/benefits</td>
<td>See what benefits are available and if you are entitled to claim them</td>
</tr>
<tr>
<td>stoke.gov.uk/moneymatters</td>
<td>Find information and resources to help you look after your finances</td>
</tr>
</tbody>
</table>
Staffordshire Police
Staffordshire Police Headquarters, PO Box 3167, Stafford ST16 9JZ
Tel: 101 For local police stations or general enquiries
Tel: 999 In an emergency
staffordshire.police.uk
Find us on Facebook /StaffordshirePolice
Follow us on Twitter @StiffsPolice

Office of the Police and Crime Commissioner Staffordshire
First Floor, Block 9, Weston Road, Stafford ST18 0YY
Tel: 01785 232385
E: PCC@staffordshire.pcc.pnn.gov.uk
staffordshire-pcc.gov.uk
Find us on Facebook /StaffordshirePCC
Follow us on Twitter @StaffsPCC

Stoke-on-Trent and Staffordshire Fire and Rescue Service Authority
Pirehill, Stone ST15 0BS
Tel: 08451 221155 For local fire stations or general enquiries
Tel: 999 In an emergency
Tel: 0800 0241999 For a free home fire risk check
staffordshirefire.gov.uk
Find us on Facebook /StaffordshireFireandRescueService
Follow us on Twitter @StaffsFire

Other contacts
Valuation Office Agency
Tel: 03000 501501
voa.gov.uk

Valuation Tribunal Office Doncaster
Tel: 01302 342324
valuationtribunal.gov.uk

Department for Work and Pensions
Tel: 0800 055 6688
dwp.gov.uk

Citizens Advice Bureau
Tel: 08444 111 444
adviceguide.org.uk
There are easier and quicker ways to contact your local council...

Instead of this, you can:

- visit stoke.gov.uk
- follow us on Twitter
- like us on Facebook
- visit One Stop Shops and Local Centres
- email enquiries@stoke.gov.uk
- call 01782 234234
- text 07786 200700
stop treating us like rubbish

Please recycle me

stoke.gov.uk
Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form using a ball point pen and send to:

**Stoke-on-Trent City Council**  
Revenues Centre  
PO Box 1490,  
Swann House, Stoke-on-Trent  
ST4 4TS

Name of account holder(s)

Bank/Building Society account number

Branch Sort Code

Name and full postal address of your Bank or Building Society branch

To: The Manager  
Bank/Building Society

Address

Postcode

Council Tax Account Number (shown on your bill)

Originator’s Identification Number

9 7 1 6 7 2

Preferred payment plan
(Tick one box only)

- 12 instalments due 1st
- 10 instalments due 5th
- 10 instalments due 10th
- 10 instalments due 25th
- 2 half yearly instalments
- 48 weekly instalments due Monday

Instructions to your Bank or Building Society. Please pay Stoke-on-Trent City Council Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debits Guarantee. I understand that this instruction may remain with the City Council and if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date

Address

This guarantee should be detached and retained by the payer

The Direct Debit Guarantee

- This guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change Stoke-on-Trent City Council will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If in error is made by Stoke-on-Trent City Council or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel your Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to Stoke-on-Trent City Council.