

Your Council Tax

How the money is spent

Introduction

Your Council Tax payments contribute to helping the Council meet the costs for the wide range of services we provide including schools, social work, libraries, refuse collection, recycling and environmental health. Your contribution makes up over £18 million of the money the Council receives each year.

This leaflet shows how Clackmannanshire Council spent its budget last year. It also gives the council tax rates, which we have frozen again this year, for 2016/17.

In the coming year the council will spend £114 million on the services we provide to you. Changes in public sector funding have been a key issue facing local councils for a number of years and will continue to impact on what councils do and how they do it. One thing is certain; we cannot continue to deliver services in the way we do - we must reduce costs and operate in a more integrated way with our public service partners, so that we can collectively achieve better outcomes for our communities.

I have been keen to hear your views on what matters most to you and I have listened to your feedback on the options proposed.

This is captured in our Making Clackmannanshire Better framework, to ensure that we deliver the right services and they are targeted at those who need them. This approach has and will transform how we deliver our services whilst ensuring we continue to meet your needs and our statutory responsibilities as well as remaining financially sustainable.

A key feature of the approach we have set out is the need to ensure public services are better integrated and accessible. This means we need to work more effectively with our public sector partners to pool our resources and deliver better outcomes for our communities.

I thank you for your input and valued contribution. I very much look forward to working together in **Making Clackmannanshire Better**.

Councillor Les Sharp, Leader of Clackmannanshire Council



Data Protection

In line with the Data Protection Act 1988, we will process your information for the purposes of collecting any council tax you owe us. The Council has a duty to manage public funds properly. As a result, we will use the information you provide to make sure all amounts we are owed are paid on time (for example by identifying people who have not yet paid their Council Tax and claim benefit they are not entitled to).

The Revenues and Payments Service will also use personal data held for Council Tax Reduction purposes to assist in the processing of all claims made for Welfare Benefits to ensure that customers receive the correct amount should they apply to the Welfare Fund.

We may also use personal information to prevent and detect fraud. We may share your details with other public organisations such as other Councils or the Department of Work & Pensions who handle public funds. We may also share your details with other organisations including credit reference agencies for the purposes of confirming who is living at a particular address.

Additionally, we may use your information to create management information, including statistical analysis to help combat fraudulent claims and improve customer service and satisfaction.

Should you have a query regarding the above information, please contact the Revenues and Payments Service on 01259 450000 or for further details please see www.clacksweb.org.uk/regulation/dataprotectionpolicy/



Clackmannanshire
Council

www.clacksweb.org.uk



Income and Expenditure 2013-2015



Income	2013/14	%	2014/15	%
General Revenue Grant	£82.4m	46%	£83.3m	44%
Council Tax	£18.1m	15%	£18.3m	10%
Non-Domestic Rates	£11.9m	10%	£12.9m	7%
Capital Grants	£1.8m	4%	£5.2m	3%
Services & Other Income	£68.2m	33%	£69.8m	36%
Totals	182.4m		189.5m	



Money Out

Expenditure	2013/14	%	2014/15	%
Education	£49.2m	26.9%	£48.9m	26.4%
Social Services	£41.3m	22.6%	£44.6m	24%
Housing Services	£41.6m	22.8%	£46.1m	24.9%
Environmental, Roads & Transport	£12.6m	6.9%	£13.5m	7.3%
Interest On Loans	£12.4m	6.8%	£12.8m	6.9%
Other Costs	£17.4m	9.5%	£10m	5.5%
Libraries & Community Learning	£8.2m	4.5%	£9.3m	5%
Totals	182.7m		185.2m	

Money In



The surplus for the year is consistent with the requirement for the Council to retain adequate resources to cover contingencies.

As at 31st March, 2015 the Council had 2096 full time employees.

How to Pay your Council Tax and Council Rent

Paying your Council Tax, Water Charges and Council Rent by direct debit is easier and gives you more flexibility on how and when you pay. Call us and we will set up your direct debit over the phone and tell you what you will pay each month.

Advantages to paying by Direct Debit are:

- ◆ you'll never worry about missing a payment
- ◆ you can pay your council tax over 12 months rather than just 10 months
- ◆ flexible payment dates of 1st, 15th and 28th or weekly every Friday.

Unless paying by Direct Debit, Council Tax and Water Charges are due on or before the 1st of each month. If this is not suitable then Direct Debit may be the best option for you.

Please call 01259 450000 where a member of the Contact Centre or Revenues team will set this up.

The Scottish national Band D average for Council Tax only in 2015/2016 was £1149.00.

You can also pay:

- ◆ using a debit or credit card by phoning 01259 450000 and giving your account reference
- ◆ online at www.clacksweb.org.uk using a debit or credit card
- ◆ at any council collection office by debit or credit card.

You can now check your balance online @ www.clacksweb.org.uk

What Will I Pay?

Valuation Band	Council Tax	Water	Sewerage	Total
A - Up to £27,000	£765.33	£130.80	£151.80	£1,047.93
B - £27,001 to £35,000	£892.89	£152.60	£177.10	£1,222.59
C - £35,001 to £45,000	£1,020.44	£174.40	£202.40	£1,397.44
D - £45,001 to £58,000	£1,148.00	£196.20	£227.70	£1,571.90
E - £58,001 to £80,000	£1,403.11	£239.80	£278.30	£1,921.21
F - £80,001 to £106,000	£1,658.22	£283.40	£328.90	£2,270.52
G - £106,001 to £212,000	£1,913.33	£327.00	£379.50	£2,619.83
H - Over £212,000	£2,296.00	£392.40	£455.40	£3,143.80

Paypoint Payments



PayPoint

From 1st April 2016 Clackmannanshire Council is introducing payments by PayPoint for Council Tax, Rent and Sundry Invoicing. The Council's local offices will no longer be accepting cash or cheque payments for these services.

Council Tax and Sundry Debtor customers who currently make cash payments at the local offices will have a bar code printed on their bill. This bill can be used at PayPoint outlets only.

You will be given a receipt which you should keep safe. Your payment will be credited to your account within 48 hours.

The PayPoint service will provide more flexible payment times as they are generally open 7 days per week and open late. The PayPoint service is provided free of charge.

Direct Debit is the Council's preferred method of payment as it costs less to collect and is easier to administer. Once set up there is no requirement for the customer to do anything. The Council will provide you with a Bill each year showing the instalments to be requested from your bank account.

Payment can also be made by credit or debit card online at clacksweb.org.uk or by telephone to 01259 450000

The PayPoint outlets do not provide account advice. All enquiries relating to outstanding balances, housing benefit or agreements should be made to:

**Housing & Community Safety,
Kilncraigs, Greenside Street,
Alloa, FK10 1EB**

Telephone 01259 450000

Council Tax balances can be checked online at clacksweb.org.uk