

## Frequently Asked Questions – Council Tax 2020/21

### **Why does the Council want us to register for MyAccount - to manage our accounts online?**

Operational costs are at the forefront of our mind and making these savings allows the council to keep Council Tax as low as possible.

Our on-line offering has increased. You've always been able to make your payments online, but you can now view your account (and benefit claim if you have one) online.

You can tell us you've moved, request copy bills and check when your next payments are due without having to call us and at a time that's convenient to you.

Sending documents to you by email saves the council money as we don't have to pay for printing, paper for bills, booklets, envelopes and postage.

### **Reduce your monthly payments.**

You can reduce the amount you pay us each month if you currently pay your Council Tax over 10 monthly instalments by switching to pay over 12 instead. If you'd like us to make this change, please email us at [counciltax@s-norfolk.gov.uk](mailto:counciltax@s-norfolk.gov.uk) or call us on 0808 178 7141.

### **Why has my Council Tax gone up?**

Although South Norfolk Council collects your Council Tax we only actually receive a small fraction of the total (8.1%). The money you pay in Council Tax goes to the County Council, the Police and to your Parish/Town Council.

### **How much has my Council Tax gone up?**

<b>Precepting Body</b>	<b>2019/20</b>	<b>2020/21</b>	<b>Increase</b>	<b>Increase</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>%</b>
South Norfolk Council	150.00	155.00	5.00	3.33%
Norfolk County Council – Main	1,266.19	1,293.30	27.11	1.99%
Norfolk County Council – Adult Social Care	96.05	123.21	27.16	2.00%
Norfolk Police and Crime Commissioner	253.08	263.07	9.99	3.95%
<b>Sub-Total</b>	<b>1,765.32</b>	<b>1,834.58</b>		
Special Expenses (average)	0.22	0.22	0.00	0.00%
<b>Sub-Total</b>	<b>1,765.54</b>	<b>1,834.80</b>		
Town & Parish Councils (average)	78.19	82.60	4.41	5.64%
<b>Total</b>	<b>1,843.73</b>	<b>1,917.40</b>	<b>73.67</b>	<b>4.00%</b>

The overall charge levied by Norfolk County Council, which has increased by 3.99%, includes **an extra amount they can charge but it must be used to help pay for Adult Social care** (an explanatory statement from the Government about this can be found in your Council Tax Guide).

The following table shows the changes to the County Council's Council Tax charges (by Band) and provides more detail about the Adult Social Care (ASC) precept (for further details click on the link: [www.norfolk.gov.uk/counciltax](http://www.norfolk.gov.uk/counciltax))

<b>BAND</b>	<b>2019/20 £</b>	<b>2019/20 £</b>	<b>Increase %</b>	<b>Increase £</b>
<b>A</b>	944.34	908.16	4.00	36.18
<b>B</b>	1,101.73	1,059.52	4.00	42.21
<b>C</b>	1,259.12	1,210.88	4.00	48.24
<b>D</b>	1,416.51	1,362.24	4.00	54.27
<b>E</b>	1,731.29	1,664.96	4.00	66.33
<b>F</b>	2,046.07	1,967.68	4.00	78.39
<b>G</b>	2,360.85	2,270.40	4.00	90.45
<b>H</b>	2,833.02	2,724.48	4.00	108.54

The money raised will have to be spent exclusively on adult social care. For more information refer customers to: [www.norfolk.gov.uk/counciltax](http://www.norfolk.gov.uk/counciltax)

### **Precept for The Office of Police and Crime Commissioner**

The precept increase was endorsed by the Police and Crime Panel on Tuesday 4<sup>th</sup> February. This increase in precept of £9.99 is 3.95% and takes the Band D amount to £263.07.

The link to the news item on the PCC's website is below:

<https://www.norfolk-pcc.gov.uk/news/pcc-receives-panel-support-for-budget-which-allows-further-investment-in-policing/>

### **Why has SNC increased its part of my Council Tax bill**

The Government has also allowed low spending local district councils, which includes South Norfolk, to raise their part of the Council Tax by £5.00.

The decision to increase our council tax is driven by the combination of a reduced funding from Central Government and unavoidable increases in our operating costs.

To protect the services that make a real difference to our residents' lives, including Housing, Homelessness Prevention, Early Help, Planning & Leisure – we have taken the decision to raise our part of your Council Tax by £5.00 per year (10p per week for an average Band D property).

### **Why has SNC not made savings to avoid the need for an increase?**

We have already identified significant savings again this year. We continue to look to make further efficiencies across all our budgets to find savings and increase income, returns on investment and savings.

While we strive to find efficiencies inevitably our operating costs do continue to rise and regrettably the £5.00 increase is needed to adequately fund services mentioned above.

### **Why has my Parish Council precept gone up so much?**

South Norfolk Council is not responsible for setting Parish Council precepts and has no power to control them. Your Parish Clerk will be able to answer this question for you. Contact details can be found at: <http://www.south-norfolk.gov.uk/parishes>

### **What are Special Expenses?**

Special expenses are used as a mechanism to charge elements of the Council Tax to specific areas of the District. These are services that the District Council carries out on behalf of the Parish Council in specific parishes only. South Norfolk Council provides footway lighting in Costessey, Gillingham & Loddon.

### **Further Sources of Information**

Norfolk County Council - [www.norfolk.gov.uk/counciltax](http://www.norfolk.gov.uk/counciltax)

The Office of the Police & Crime Commissioner – [www.norfolk-pcc.gov.uk](http://www.norfolk-pcc.gov.uk)

The Valuation Office Agency – [www.voa.gov.uk](http://www.voa.gov.uk)