

# 2017/2018

# Council Tax

Important information for Council Tax Payers



# Reducing your bill

## People with disabilities

If either you or someone who lives with you has a disability, and your home has been adapted to meet their needs, you may qualify for a reduction in your Council Tax bill.

## Single Person discount

If you live on your own you may be entitled to a 25% reduction on your bill.

## Other discounts

You may be eligible for a discount if you or someone who lives with you is:

1. A full time student, student nurse, apprentice or Youth Training Trainee;
2. Severely mentally impaired;
3. A care worker on low pay, employed for at least 24 hours a week and living where the care is given;
4. A person caring for someone on state benefits (for more than 35 hours a week) who is not their spouse, partner or son/daughter under 18;
5. 18 or 19 years old who is at or has just left school;
6. Staying in hostels or night shelters;
7. Resident in hospital, care home or independent hospital;
8. In prison (except those in prison for non payment of Council Tax or a fine);
9. Members of certain religious communities that meet specified criteria.
10. You are in the Armed Forces and own a Second Home in Wales

Conwy has discretionary power to vary discounts in exceptional circumstances; for example, following flooding, under Section 13a of The Local Government Finance Act 1992.

## Council Tax Reduction

If you have received a Council Tax bill for the full amount and you are on low income, you may be entitled to Council Tax Reduction, which reduces the amount of Council Tax you have to pay.

## Exempt Properties

There are a number of properties on which you do not have to pay Council Tax. They include properties that are:

- Unfurnished (exempt for up to 6 months);
- Unoccupied and owned by a charity (exempt for up to 6 months);
- Unoccupied and undergoing or in need of structural repair or major alterations (exempt for up to 12 months)
- Left empty by someone who has gone into prison, hospital or residential care home;
- Unoccupied and are waiting for probate or letters of administration to be granted (and for up to 6 months after).
- Left empty by someone who has moved in order to provide or receive personal care.
- Left empty by students.
- Repossessed
- The responsibility of a bankrupt's trustee
- Empty because their occupation is forbidden by law.
- Waiting to be occupied by a minister of religion.

## Empty properties or second homes

Where a property has been empty for longer than 6 months or is classed as a second home, no discount will apply.

## Data Protection

We must protect the public funds we handle and so may use the information we hold to prevent and detect fraud. We may also share this information for the same purposes with the Council's Benefit Service, other Council Departments and other organisations which handle public funds

## Benefit cheats cost all of us millions of pounds a year

Benefit fraud is a crime so if you know someone who is cheating the system call our 24 hour free fraud line in confidence.

**Tel: 0800 328 6340 or email us at [hben.enquiries@conwy.gov.uk](mailto:hben.enquiries@conwy.gov.uk)**

**If you need help or advice about Council Tax Reduction or Housing Benefit, 01492 576491, or email [hben.enquiries@conwy.gov.uk](mailto:hben.enquiries@conwy.gov.uk) If you already receive a reduction in your bill through a discount, you do not need to apply again.**

If you believe you may be entitled to any of the discounts or exemptions, please visit

**[www.conwy.gov.uk/counciltax](http://www.conwy.gov.uk/counciltax) or contact the Council Tax unit on 01492 576607**

## Receive your bill electronically

At Conwy County Borough Council we are constantly trying to reduce costs, such as postage and printing. We now offer you the option to receive your Council Tax bill and notices by e-mail or via our website rather than through the post.

## Paying your Council Tax by Direct Debit

Over 80% of Council Tax payers in Conwy have already chosen to pay by Direct Debit. It is one of the simplest, safest and most cost effective ways to pay your bill – So why not join them!

There are 4 dates available giving you the flexibility to choose a date that suits your household budget and your bill can be paid over 10 or 12 months, a new option to pay fortnightly is now available.

Setting up payment of your Council Tax by Direct Debit couldn't be easier.

If you would like to sign up for any of these services, please visit:

**[www.conwy.gov.uk/counciltax](http://www.conwy.gov.uk/counciltax) or contact the Council Tax unit on 01492 576607**

# Valuation Bands

Your property has been allocated to one of the following bands – based on the value of your house as at 1 April 2003.

Valuation Band	Range of Value	County Borough £ p	Police £ p	Town/Community Council (Average) £ p	Total (average) £ p
A	Up to and including £44,000	741.79	166.14	26.33	934.26
B	£44,001 to £65,000	865.43	193.83	30.71	1089.97
C	£65,001 to £91,000	989.06	221.52	35.10	1245.68
D	£91,001 to £123,000	1112.69	249.21	39.49	1401.39
E	£123,001 to £162,000	1359.95	304.59	48.26	1712.80
F	£162,001 to £223,000	1607.22	359.97	57.04	2024.23
G	£223,001 to £324,000	1854.48	415.35	65.82	2335.65
H	£324,001 to £424,000	2225.38	498.42	78.98	2802.78
I	£424,001 and above	2596.28	581.49	92.14	3269.91

## Revaluation Enquiries and Appeals

It is important to note that the Council does not deal directly with appeals against valuation bands.

For revaluation enquiries and appeals, or questions about your valuation banding contact:

The Listing Officer, Valuation Office Agency, Tŷ Glyder, r/o 339 High Street, Bangor Gwynedd LL57 1EP

Telephone Number – **03000 505505** or e-mail via the Valuation Office website: **www.voa.gov.uk**

You may also appeal if you consider that you are not liable to pay Council Tax; for example because you are not the resident or owner, or because your property is exempt; or that your billing authority has made a mistake in calculating your bill. If you wish to appeal on these grounds you must first notify the Council in writing so that we have the opportunity to reconsider the case.

## What you get for your money

**You'll be surprised what you get for your Council Tax. Most people use a service funded by us every day of their lives. This is a snap shot of the various services and the level of demand the council has to meet in a year. In a year we:**

- Recycle and compost 38,000 tonnes of material from kerbside collections, bring sites and recycling centres
- Maintain 876 hectares of parks, woodland and open spaces
- Maintain over 16,400 street lamps and clean 2,500 streets
- Maintain over 1,700km of road
- Have over 980,000 unique visitors to the Council Website
- Look after around 250 children through our Social Services department
- Help around 2,000 households onto benefits
- Teach roughly 16,000 children in 61 schools
- Hosts around 1,000 conferences and events and stages over 300 performances at Venue Cymru together attracting over 310,000 visitors
- Have over 905,000 visitors to our 10 leisure centres and swimming pools

**Last year we invested in capital projects including the following:**

- Vibrant & Viable Places Regeneration Projects & Townscape Heritage Scheme
- Primary School Modernisation Project
- Colwyn Bay Regeneration & Waterfront Project & Coastal Railings Replacement
- Streetlighting Poles Replacement
- Public Convenience Upgrades
- Conwy Bridge Refurbishment
- Surface Dressing & Improvement of the County Road Network
- Restoration of Coastal Defences, Flood Alleviation & Risk Management
- Delivery of Adaptations in Private Sector Housing
- Major Events Programme Delivery
- Development of Parc Eirias
- Office Accommodation & Modernisation Project

Treth y Cyngor Band D yn mhob Tref/Cymuned / Band D Council Tax in each Town/Community

Bandiau / Banding

Taliadau Cyngorau Tref/Cymuned Town/Community Council Precepts		CYNGOR TREF/CYMUNED TOWN/COMMUNITY COUNCIL	Treth Sylfaenol Council Tax Base	Cyngor Sir Bwrdeistref Conwy Conwy County Borough Council	Comisiynydd Heddlu a Throsedd G.Cymru Police & Crime Commissioner N.Wales	Cyngorau Tref/Cymuned Town/Community Council	Treth y cyngor yn ôl BAND D Council Tax at BAND D	Annedd yn Property in	Byddwch yn Talu You Pay
2016/17 £	2017/18 £			£	£	£	£		
183,433	214,753	<b>Abergele</b>	4,642.45	1,112.69	249.21	46.26	1,408.16	BAND A	6/9fed o daliad Band D yn eich Cymuned 6/9ths of the Band D Charge in your Community
413,100	419,250	<b>Bae Colwyn / Bay of Colwyn</b>	11,180.03	1,112.69	249.21	37.50	1,399.40		
6,000	6,000	<b>Betws-y-Coed</b>	263.38	1,112.69	249.21	22.78	1,384.68		
9,000	9,000	<b>Betws-yn-Rhos</b>	493.77	1,112.69	249.21	18.23	1,380.13	BAND B	7/9fed o daliad Band D yn eich Cymuned 7/9ths of the Band D Charge in your Community
3,000	3,000	<b>Bro Garmon</b>	319.05	1,112.69	249.21	9.40	1,371.30		
5,000	5,000	<b>Bro Machno</b>	357.35	1,112.69	249.21	13.99	1,375.89		
5,000	6,500	<b>Caerhun</b>	662.56	1,112.69	249.21	9.81	1,371.71	BAND C	8/9fed o daliad Band D yn eich Cymuned 8/9ths of the Band D Charge in your Community
2,000	2,000	<b>Capel Curig</b>	105.14	1,112.69	249.21	19.02	1,380.92		
8,000	6,000	<b>Cerrigydrudion</b>	295.88	1,112.69	249.21	20.28	1,382.18		
253,900	262,257	<b>Conwy</b>	7,138.20	1,112.69	249.21	36.74	1,398.64	BAND D	Y taliad yn eich cymuned a ddangosir yn y tabl The charge for your community in the table
5,775	5,775	<b>Dolgarrog</b>	160.85	1,112.69	249.21	35.90	1,397.80		
7,500	9,000	<b>Dolwyddelan</b>	245.81	1,112.69	249.21	36.61	1,398.51		
6,525	6,721	<b>Eglwysbach</b>	452.75	1,112.69	249.21	14.84	1,376.74	BAND E	11/9fed o daliad Band D yn eich Cymuned 11/9ths of the Band D Charge in your Community
1,896	2,096	<b>Henryd</b>	399.51	1,112.69	249.21	5.25	1,367.15		
4,000	4,500	<b>Llanddoged a/and Maenan</b>	286.31	1,112.69	249.21	15.72	1,377.62		
15,460	15,769	<b>Llanddulas a/and Rhyd-y-Foel</b>	752.18	1,112.69	249.21	20.96	1,382.86	BAND F	13/9fed o daliad Band D yn eich Cymuned 13/9ths of the Band D Charge in your Community
459,590	429,956	<b>Llandudno</b>	9,286.97	1,112.69	249.21	46.30	1,408.20		
74,000	75,000	<b>Llanfairfechan</b>	1,453.34	1,112.69	249.21	51.61	1,413.51		
11,700	11,000	<b>Llanfairtalhaiarn</b>	464.75	1,112.69	249.21	23.67	1,385.57	BAND G	15/9fed o daliad Band D yn eich Cymuned 15/9ths of the Band D Charge in your Community
3,750	5,750	<b>Llanfihangel Glyn Myfyr</b>	95.43	1,112.69	249.21	60.25	1,422.15		
9,450	9,450	<b>Llangernyw</b>	479.36	1,112.69	249.21	19.71	1,381.61		
4,200	4,200	<b>Llangwm</b>	220.19	1,112.69	249.21	19.07	1,380.97	BAND H	Dwywaith cyfanswm taliad Band D yn eich Cymuned Twice the Band D Charge in your Community
8,000	8,000	<b>Llanefydd</b>	253.15	1,112.69	249.21	31.60	1,393.50		
65,000	80,530	<b>Llanrwst</b>	1,221.94	1,112.69	249.21	65.90	1,427.80		
29,000	29,000	<b>Llansanffraid Glan Conwy</b>	1,075.45	1,112.69	249.21	26.97	1,388.87	BAND I	21/9fed o daliad Band D yn eich Cymuned 21/9ths of the Band D Charge in your Community
20,000	20,000	<b>Llansannan</b>	578.08	1,112.69	249.21	34.60	1,396.50		
11,473	14,248	<b>Llysfalen</b>	867.66	1,112.69	249.21	16.42	1,378.32		
12,871	13,084	<b>Mochdre</b>	670.96	1,112.69	249.21	19.50	1,381.40	BAND I	21/9fed o daliad Band D yn eich Cymuned 21/9ths of the Band D Charge in your Community
130,000	135,000	<b>Penmaenmawr</b>	1,732.51	1,112.69	249.21	77.92	1,439.82		
3,650	3,900	<b>Pentrefoelas</b>	138.51	1,112.69	249.21	28.16	1,390.06		
119,750	131,000	<b>Towyn / Bae Cinmel/Kinmel Bay</b>	3,144.03	1,112.69	249.21	41.67	1,403.57	BAND I	21/9fed o daliad Band D yn eich Cymuned 21/9ths of the Band D Charge in your Community
19,370	18,984	<b>Trefriw</b>	379.66	1,112.69	249.21	50.00	1,411.90		
3,600	3,700	<b>Ysbyty Ifan</b>	84.78	1,112.69	249.21	43.64	1,405.54		
<b>1,914,993</b>	<b>1,970,423</b>	<b>CYFANSWM/TOTAL</b>	<b>49,901.99</b>						
<b>CYFARTALEDD / AVERAGE</b>				1,112.69	249.21	39.49	1,401.39		

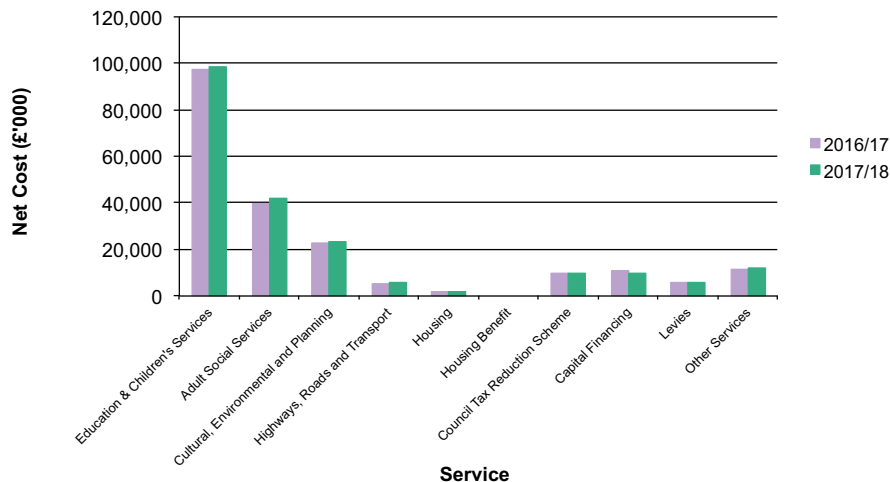
Ar gyfer anheddau ym Mand D yn unig y mae'r tabl uchod. Os yw eich annedd chi mewn band arall, defnyddiwch y tabl i ganfod beth fydd eich bil treth. Amcangyfrif o'r incwm a dderbynnir am bob £1 o Dreth y Cyngor yw'r Dreth Sylfaenol. Mynegir hyn fel "cyfwerth â Band D", gan gymryd i ystyriaeth nifer yr anheddau o fewn pob band, ym mhob ardal gymunedol.  
If your property falls within another property band other than Band D the information at the right of the table will help you calculate how much you will pay. Alternatively look at your council tax bill. The Tax Base is the estimated income that will be received for each £1 of Council Tax. It is expressed as a "Band D equivalent" and takes into account the number of properties within each band, in each community area.

# Budget Information 2017/18

## How the money is spent

2016/17 Net Cost £'000	Service	2017/18 Expenditure £'000	2017/18 Income £'000	2017/18 Net Cost £'000	2017/18 Net Cost %
97,339	Education & Children's Services	104,548	(6,233)	98,315	47.10%
39,962	Adult Social Services	56,635	(14,876)	41,759	20.00%
23,024	Cultural, Environmental and Planning	43,634	(20,329)	23,305	11.16%
5,418	Highways, Roads and Transport	12,220	(6,461)	5,759	2.76%
1,686	Housing	4,868	(3,042)	1,826	0.87%
0	Housing Benefit	37,000	(37,000)	0	0.00%
9,669	Council Tax Reduction Scheme	9,890	0	9,890	4.74%
11,091	Capital Financing	9,932	0	9,932	4.76%
5,806	Levies	6,035	0	6,035	2.89%
11,288	Other Services	19,135	(7,211)	11,924	5.71%
<b>205,283</b>	<b>TOTAL SERVICES</b>	<b>303,897</b>	<b>(95,152)</b>	<b>208,745</b>	

Year on Year Expenditure



# Budget Information 2017/18

## Where the money comes from

2016/17 £'000	Source	2017/18 £'000
113,777	Revenue Support Grant	112,027
35,643	Contribution from Non-Domestic Rating Pool	38,530
52,919	Met by Taxpayers	55,526
2,944	Use of Reserves	2,662
<b>205,283</b>	<b>TOTAL FUNDING</b>	<b>208,745</b>
<b>(2,466)</b>	<b>BALANCES (Brought Forward)</b>	<b>(2,466)</b>
<b>(2,466)</b>	<b>BALANCES (Carried Forward)</b>	<b>(2,466)</b>

## Capital Expenditure Summary

2016/17 Expenditure £'000	Service	2017/18 Programme £'000
14,270	Education & Children's Services	3,318
363	Adult Social Services	0
19,469	Cultural, Environmental and Planning	7,624
2,290	Highways, Roads and Transport	2,055
3,059	Housing	1,410
3,734	Other Services	4,644
<b>43,185</b>	<b>TOTAL SERVICES</b>	<b>19,051</b>

Any additional re-profiling of schemes identified will result in more Capital investment in 2017/18

# How well does the Council perform?

The Council aims to provide you with services that are efficient and effective. The Council delivers a wide range of services, and reports each year on its achievements in a document called the Annual Report which you can access from our website

([www.conwy.gov.uk/annualreport](http://www.conwy.gov.uk/annualreport)). During 2015/16 we performed well in a number of areas. 8 out of 44 National Strategic Indicators were in the top quartile for Wales and we were the top performing local authority in Wales for 5 performance Indicators.

Other areas of positive progress include:

## Economic

- a) The Business Improvement District bid for Colwyn Bay has been successful and a Community Interest Company (CIC) has been formed.
- b) Planning permission has been approved for office accommodation in Colwyn Bay which will help regeneration.
- c) Llandudno was rated the 3rd best destination by Trip Advisor, behind London and Edinburgh.
- d) Conwy County obtained Social Enterprise Place status from Social Enterprise UK.
- e) A fair debt policy is being developed to help individuals manage their debts and to develop a fair repayment plan.
- f) Recruitment for council jobs has now gone on line.
- g) There has been another successful year of events to support the local economy.
- h) Nant BH & Pentre Outdoor Education Centre has received a Gold Quality Mark and will shortly be celebrating a 50th anniversary.
- i) Conwy Housing Solutions were commended by Wales Audit Office in the Annual Improvement Report as an example of successful collaborative working.

## Cultural

- a) The implementation of the Welsh Language Standards is progressing well.
- b) The number of schools teaching more than 25% of the curriculum in Welsh is increasing.
- c) The Colwyn Bay Library refurbishment has been completed.
- d) Youth Services were the second statutory service in Wales to gain the Welsh Government Bronze Quality Mark for Youth Work Wales.
- e) The Youth Services Team won a number of categories at the Youth Work Excellence Awards:
  - a. Outstanding youth work project that supports and promotes Welsh culture (Cŵl Cymru project)
  - b. Outstanding youth work project that supports the development of new skills for young people (Conwy Youth Service for its Accreditation Project)
  - c. Outstanding school based youth work project (targeted work with over 200 young people at eight local schools)
- f) View Creative with Venue Cymru were finalists in the small business category for their support of take pART in the Arts and Business Cymru Awards. Cartrefi Conwy & Oriol Colwyn won the Arts and health category with- "Focus on Photography" with older residents of Cartrefi Conwy.

## Environmental

- a) Green Dragon Environmental Standard Level 5 has been retained for the whole Council.
- b) The carbon reduction performance is progressing well with the best ever annual performance achieved.
- c) A renewable energy study is being undertaken and the council is also looking at battery technology study for energy storage.
- d) A resident recycling survey was completed - more than 11,000 householders replied, with the majority agreeing that the Council should take steps to reduce waste and confirming that they could manage if refuse was collected less frequently and recycling collected weekly.
- e) Environment, Roads and Facilities won the APSE (Association for Public Service Excellence) best performer in Parks, open spaces and horticultural services for the third consecutive year. Conwy was also a finalist for best performer for: Cemetery and crematorium services, Street cleansing, Transport operations and vehicle maintenance.
- f) At the British Parking Awards 2016 the Parking Manager won the Parking Person of the year award.
- g) CCTV Service won a 'Recognising Excellence' award – CCTV Operator Team of 2015 at the CCTV User Group Conference.

## Social

- a) The review of social care provision to focus on prevention and enablement is progressing well.
- b) The Abergele Leisure Centre refurbishment has been completed.
- c) Revenue and Benefits Assessment Service and Environment Roads & Facilities Service have retained the Customer Service Excellence Standard again.
- d) We were successful in gaining Bronze accreditation from Investors in People (IIP). Conwy County Borough Council were the only Authority in Wales to be awarded the bronze standard which is maintained until the end of December 2015.
- e) The Health Care and Wellbeing Precinct won the Institute of Continuous Improvement in Public Service (ICiPS) – collaboration category award.
- f) Two of our Foster Carers won a Gold Award - the Peter Clarke Award for Promoting Excellence in Services for children and young people and the Spirit of Care Award - for the most outstanding finalist from all the gold winners at the Wales Care Awards 2015.

## A New Priorities Plan for Conwy County Borough Council 2017-2022

We are currently reviewing our priorities from improvement and developing a set of Well-being Objectives that The Welsh Government requires. Together these will form our **Priorities Plan** for the County Council. Our ambition is that by making improvements in the priority areas, we will see positive change and new opportunities not only for communities today, but also for future generations.

In the summer of 2016 we launched **The County Conversation**. We talked with local community groups and invited people to share their ideas online. We are using this feedback to develop the Priorities Plan. We want to keep this conversation going – we want to hear your ideas as to how services can be improved and we'll be using The County Conversation as a way that you can share ideas, and we can continue to work with you on service developments. We welcome your comments or suggestions for improvements any time of the year, so please let us know.

You can join **The County Conversation** to share your views and ideas about the County or your local area.



[www.conwy.gov.uk/countyconversation](http://www.conwy.gov.uk/countyconversation)

[www.conwy.gov.uk/sgwrsysir](http://www.conwy.gov.uk/sgwrsysir)

[www.facebook.com/sgwrsconwyconvo/](https://www.facebook.com/sgwrsconwyconvo/)

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## Modernising Conwy

In our Corporate Plan we have committed to modernise the way we work. Over the past few years we have looked at ways to streamline and improve our services and make them more efficient. The pressures of increasing demand, demand expectation, and reducing resources mean that we have to continue to change the way we work to be more efficient and effective in the use of our resources, whilst maintaining a high standard of service to our residents.

### **a) Modernisation of front line services**

we currently have programmes in place to modernise our primary schools and we have been reviewing our office accommodation across the County and the ways our staff work in order to reshape our services to meet the expectations of residents whilst reducing our costs, lowering our carbon footprint and providing a more modern and accessible service environment.

### **b) Regeneration Programmes**

We have programmes in place to maximise funding in order to deliver regeneration plans and improvements for local areas. We are currently developing Place Plans across the county and you can get involved through the County Conversation.

### **c) Regional Programmes**

We are also working in partnership with other public sector organisations in North Wales and we are involved in a number of regional programmes which Conwy County Borough Council either leads on or is a partner within. These include a regional approach to:

- making improvements in schools.
- improving the economic ambition of North Wales.
- preparing for and managing emergencies.
- working in partnership between Social Care and Health.
- residual waste management and a national approach to procurement in order to gain best value for money.