



Ribble Valley  
Borough Council

[www.ribblevalley.gov.uk](http://www.ribblevalley.gov.uk)

This leaflet forms part of your demand notice

## 2019/20 Explanatory Notes





# Ribble Valley Borough Council

[www.ribblevalley.gov.uk](http://www.ribblevalley.gov.uk)



**“I’m pleased that the Borough Council’s share of your council tax will be frozen for the 8th time in almost a decade and yet at the same time we continue to provide both weekly residual waste and fortnightly free green waste collection.”**

Ribble Valley Borough Council’s share of the council tax for 2019/20 is to be frozen for the 8th time since April 2010. A Band D property will pay £150.69 which is currently the 38th lowest in the country and by far the lowest charge in Lancashire, less than half that of some of our neighbours.

We will continue free green waste collections, saving residents between £25 and £40. Green waste is a chargeable service by all other councils in Lancashire. We are also the only council in Lancashire to have maintained a weekly residual waste collection service. The Council is providing services to over 2,000 extra households with 10% less staff than we had in 2010 and with no reduction in service levels. We are now more efficient and cost-effective and in real terms our share of the council tax has effectively reduced by 20% since April 2010. This has been achieved by many years of careful and prudent financial planning and I am grateful to councillors and staff for their dedication and commitment in continuing to deliver efficient, effective services. At the same time the Council has been able to maintain our service levels to nationally recognised standards and achieve high public satisfaction ratings.

In the Council’s latest household satisfaction survey, the Perception Survey, 89% of respondents said they were satisfied with refuse collection, the highest rate in Lancashire, while 86% were satisfied with Ribble Valley as a place in which to live.

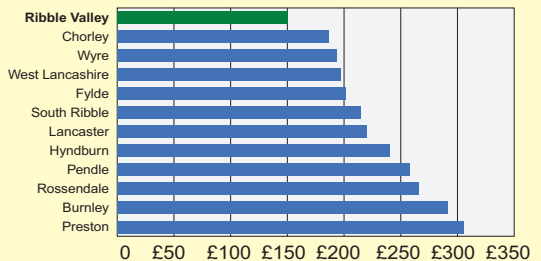
This year will see Capital Investment of £2,700,000 of which the highlight is a significant investment of over £1,400,000 in a new 3G multi-functional sporting facility at Edisford, enabling football, rugby, cricket, tennis, netball and basketball to be played. This first class facility, for all the residents of the Ribble Valley, will provide important additional leisure, health and wellbeing benefits.

The beautiful Ribble Valley has a bright future and the Council will continue to prioritise the needs of our residents and implement policy decisions to maintain and enhance services for their benefit.

**Stephen Atkinson, Leader**

Ribble Valley Borough Council

**2018/19 Band D Council Tax levels of  
Lancashire District Councils**

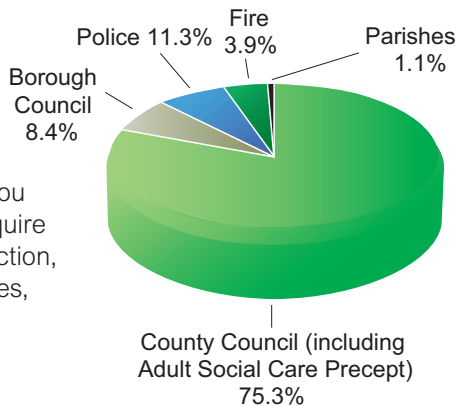


Source: Department for Communities and Local Government (DCLG)

# Budget Information

The Council Tax that you pay to Ribble Valley Borough Council covers the services that are provided by Ribble Valley Borough Council, Lancashire County Council (including Adult Social Care precept) Lancashire Fire Authority, the Police and Crime Commissioner for Lancashire and your local parish. The pie chart below shows how much of your Council Tax each precepting authority receives.

Further information about the budgets of Ribble Valley Borough Council, Lancashire County Council, Lancashire Fire Authority and the Police and Crime Commissioner for Lancashire can be found at [www.ribblevalley.gov.uk/budget2019](http://www.ribblevalley.gov.uk/budget2019). If you are unable to access this information and require a hard copy please write to the Revenues Section, Ribble Valley Borough Council, Council Offices, Church Walk, Clitheroe, BB7 2RA.



## How to pay

**Direct Debit** is the easy way to pay your Council Tax. If you do not already pay by Direct Debit and wish to do so please complete the Direct Debit mandate on the back page of this leaflet and return to Ribble Valley Borough Council, Church Walk, Clitheroe BB7 2RA.

**Online** at [www.ribblevalley.gov.uk](http://www.ribblevalley.gov.uk) You can also pay online through your bank. The Council's bank details for receiving payment are HSBC Bank, Account Name RVBC, Sort Code 40-17-35 and Account Number 61051431. Please ensure that you quote your Council Tax account reference number when paying online.

**By calling** our Customer Services section on 01200 425111 or alternatively our Automated Payments Service on 08453 039484.

**By post** to Ribble Valley Borough Council, Council Offices, Church Walk, Clitheroe BB7 2RA.

**In person** at the council offices Clitheroe Monday to Friday between 9.00am and 4.55pm.

## How to get in touch

If you would like to comment on any of the services in Ribble Valley or you would like further information about the services you pay for, please call, click or write using the following:

**Telephone:** Customer Services: 01200 425111

**Email:** General enquiries: [contact@ribblevalley.gov.uk](mailto:contact@ribblevalley.gov.uk)  
Council Tax: [ctax@ribblevalley.gov.uk](mailto:ctax@ribblevalley.gov.uk)  
Benefits: [benefits@ribblevalley.gov.uk](mailto:benefits@ribblevalley.gov.uk)

**Website:** [www.ribblevalley.gov.uk](http://www.ribblevalley.gov.uk)

**Write:** Ribble Valley Borough Council, Church Walk, Clitheroe BB7 2RA.

The following information is intended as guidance only and is not a full statement of the law. If you need more information on any of the subjects mentioned below, please phone 01200 425111.

## About Council Tax

We charge Council Tax for most homes, whether they are owned or rented.

The amount of Council Tax you pay depends on:

- the valuation band your home falls into;
- the area you live in; and
- whether you are entitled to any reduction or discounts.

Council Tax valuation bands for each property were decided by the government's valuation officer in 1991. There are eight bands, A to H, with A being the lowest.

You may be able to appeal against your valuation band if:

- you have moved into your home in the last six months and the building has been altered since the 1991 valuation; or
- the area where you live has changed in a way which could affect the value of your home.

If you decide to appeal, you must continue paying your Council Tax. We will adjust your future payments or refund any amounts you have overpaid if your appeal is successful.

For more information about Council Tax bands, please visit the website [www.gov.uk](http://www.gov.uk), phone 03000 501501, email [ctonline@voa.gsi.gov.uk](mailto:ctonline@voa.gsi.gov.uk) or write to Valuation Office Agency, Customer Service Centre, Wycliffe House, Green Lane, Durham, DH1 3UW.

## Your responsibilities

### Payments

You must pay your Council Tax on time as shown on your bill. If you do not, we will send you a reminder. If you do not bring your account up to date after receiving a reminder, we may take legal action against you and you will also have to pay court costs. If we have to send you more than two reminders over the financial year, we will ask you to pay the total amount you owe for the year at once.

Many people choose to pay their Council Tax by monthly direct debit. This is quick and easy to arrange. Just fill in the direct debit instruction on the back of this leaflet and return it to us. Your bank or building society will then pay us direct from your account.

If you are having difficulty paying your Council Tax, please phone us on 01200 425111. You can also get advice from Lancashire County Council's Welfare Rights Service (phone 0300 1236739) or your Local Citizens Advice.

## Twelve instalments

You can now choose to pay your Council Tax by 12 instalments. You must submit your request in writing to Revenues Section, Ribbles Valley Borough Council, Council Offices, Church Walk, Clitheroe, BB7 2RA stating that you wish to make payment by 12 instalments. Your request must be received no later than 16 April 2019 for 12 instalments to apply in 2019/20.

## Information

You must let us know about any changes in your home circumstances within 21 days. This is particularly important if you are claiming Council Tax Support, discounts or exemption for your property. If you do not or the information you provide is not correct, you will have to pay us the difference between the amount of Council Tax you have paid and the amount you should have paid following the change in circumstances. You may also have to pay a fine.

# Properties exempt from Council Tax

We do not charge Council Tax for homes which are lived in only by:

- people under the age of 18;
- students (including halls of residence); or
- people who are severely mentally impaired.

We do not charge Council Tax for an empty property which is:

- owned by a charity (exempt for up to six months);
- left empty by a student, a minister of religion, someone who has gone to prison, or someone who has moved to receive or provide personal care;
- part of forces accommodation, including married quarters and temporary accommodation for members of visiting overseas forces;
- not able to be leased separately (for example, a granny flat);
- the responsibility of a trustee following bankruptcy or a mortgage lender following repossession;
- empty because someone has died and the grant of probate or letters of administration have not been completed (exempt for up to six months); or
- empty because the law prevents anyone from living there.

We do not charge Council Tax for certain unusual properties, for example:

- a granny flat lived in by a dependent relative;
- a property lived in by diplomats; or
- empty caravan pitches or houseboat moorings.

If you think your property should be exempt, please write to Council Tax, Council Offices, Church Walk, Clitheroe BB7 2RA, phone 01200 425111 or email [ctax@ribblevalley.gov.uk](mailto:ctax@ribblevalley.gov.uk).

# Help with paying your Council Tax

If you are on a low income, you may be able to claim Council Tax Support (a reduction in your Council Tax bill.) The amount we will take off your bill depends on:

- your income and savings;
- how much Council Tax you have to pay;
- your personal circumstances; and
- the circumstances of the people living with you.

If you share your home with another adult who is not your partner and who is on a low income, you may be able to get a Council Tax reduction. This reduction is based on the income of the other adult, not on your income. It provides a reduction of up to 25% on your Council Tax bill.

To claim Council Tax Support you will need to fill in a form and provide proof of your identity, income and savings and details of anyone who lives with you.

For more information about Council Tax Support please telephone 01200 425111.

## Other discounts

Unless you tell us differently your Council Tax bill will assume that there are two or more adults aged 18 or over living in your home. However, when considering the number of adults living in a property, we do not include:

- full-time students, student nurses, apprentices and youth training trainees;
- 18- and 19-year-olds who are at school or have just left school;
- people who are severely mentally impaired;
- people staying in hospitals, care homes, prison or certain hostels or night shelters;
- care workers working for low pay (usually for charities);
- people caring for someone with a disability who is not their partner or child under 18;
- members of visiting forces and some international institutions; and
- members of religious communities (monks and nuns).

### Single person's discount

If you are the only adult in your home (aged 18 or over) we will reduce your bill by 25%.

### People with disabilities

If you, or someone who lives with you, have a disability and need an extra bathroom or kitchen or extra space in your property, we may reduce your Council Tax by the equivalent of one valuation band. This applies even if your home is already in band A.

## **Unoccupied homes**

We will reduce Council Tax by 100% for the first six months that a property is unoccupied and unfurnished. If it is in need of or undergoing major repair or renovation work this discount can apply for up to 12 months. Once the 100% discount ends a full charge will apply. NB When we first apply the discount it will show on your bill to 31 March 2020, even if that is more than 6 months in the future. The reason we do this is that we must assume that the circumstances that exist when the bill is issued will remain the same for the whole year even when we know that this will not be the case. A revised bill will then be sent when the discount period ends.

## **Discounts for annexes**

From 1 April 2014 the Government introduced a 50% discount for annexes that are occupied by members of the family of the Council Tax payer of the main dwelling.

## **Unoccupied furnished homes**

If your property is not lived in by anyone as their main home, we will reduce your Council Tax bill by 10%. However, we may increase this discount if your job requires you to live somewhere else.

## **Discretionary discounts**

Councils are able to grant discretionary discounts in exceptional circumstances. If you believe that you should be given a discretionary discount as a result of your exceptional circumstances please submit your request in writing to the Revenues Section stating the reason why you believe a discount should be applied.

For more information, or to claim any of these discounts, please telephone 01200 425111.

## **Council Tax Appeals**

If you think that any aspect of your bill is incorrect e.g. it should not be in your name, you should be getting an exemption or a discount or it has been calculated incorrectly please submit your appeal in writing to the Revenues Section, Council Offices, Church Walk, Clitheroe, BB7 2RA stating the reason(s) that you think it is incorrect.

## **Lancashire County Council Adult Social Care charge**

The Government have given councils with responsibility for Adult Social Care the discretion to raise their element of Council Tax up to a further 3%. Income from this extra precept must be spent on Adult Social Care. Therefore a separate line now appears on your bill showing this element. The percentage shown alongside this represents the increase in comparison to the total charged by Lancashire County Council in 2018/19 and not just the Adult Social Care element.

# **Data protection – Fair processing of data**

Ribble Valley Borough Council will use the information you provide for the administration of Council Tax. The Council is under a duty to protect public funds and to that end will lawfully share your information where necessary with:

- Public agencies such as the HM Revenues and Customs and the National Audit Office to prevent or detect fraud and any other crime
- Other Council departments to promote more efficient and cost effective delivery of services
- Credit reference agencies and enforcement agents for the recovery of money owed to the Council

The information you provide will only be used for the specified purpose for which you have given it or for purposes that are compatible with that. Any personal data you have given us will not be passed to third parties for commercial purposes. Further details see [www.ribblevalley.gov.uk/privacy\\_notice/ctax](http://www.ribblevalley.gov.uk/privacy_notice/ctax) or contact our Data Protection Officer on 01200 425111 or email [dataprotection@ribblevalley.gov.uk](mailto:dataprotection@ribblevalley.gov.uk)



Ribblesdale  
Borough Council  
[www.ribblesdale.gov.uk](http://www.ribblesdale.gov.uk)

# Instruction to your Bank or Building Society to pay by Direct Debit



Please fill in the whole form and send it to:

Ribblesdale Borough Council, Council Offices, Church Walk,  
Clitheroe, BB7 2RA

Name and full postal address of your Bank or Building Society

Service user number

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To: The Manager

Bank/building society


Address

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Postcode

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Name(s) of Account Holder(s)

--

Bank/Building Society account number

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Branch Sort Code

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Your Name:

Your Address:


### Instruction to your Bank or Building Society

Please pay Ribblesdale Borough Council Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee.

I understand that this instruction may remain with Ribblesdale Borough Council and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

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Date

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DDI 8 5/15



Banks and Building Societies may not accept Direct Debit Instructions for some types of account. 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 accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Ribblesdale Borough Council will notify you 14 working days in advance of your account being debited or as otherwise agreed. If you request Ribblesdale Borough Council to collect a payment, confirmation of the amount and date will be given to you at the time of the request



- If an error is made in the payment of your Direct Debit, by Ribblesdale Borough Council or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
  - If you receive a refund you are not entitled to, you must pay it back when Ribblesdale Borough Council asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.