Stoke-on-Trent; one of the fastest growing cities in the UK

Stoke-on-Trent is home to a diverse population of 255,400 people living in 117,072 households - and we provide more than 700 services to our residents. We work hard to help look after neighbourhoods and improve people’s lives in everything we do. Our ambition is for the city to be the best it can be for everyone who lives, works, does business and visits here.

Named as one of the top 20 cities to live in the UK, Stoke-on-Trent is a city on the up. The continued increase in businesses locating to and growing in the city, and a rise in house building is enabling us to continue to prioritise investment in adults’ and children’s social care and deliver a growth strategy that is transforming the city and raising aspirations.

People are starting to feel differently about this city but we still face difficult challenges and legally we have no choice but to make sure our budget is balanced. Stoke-on-Trent has had a 28% cut in spending power in cash terms over the past eight years. We’ve worked hard to deliver for our residents and strike the right balance between supporting people to fulfil their potential, supporting the vulnerable to live their lives well and investing in a future that delivers a prosperous city for all.

Our plans to invest money for returns are working and are offsetting some of the pressures we’re facing, for example, the city is now one of 15 pilot areas in the country to retain 75% of the business rates it collects. For 2019/20 we are increasing council tax by 2.99%, which will be used to meet rising demands for adults and children’s social care – allowing us to continue to protect the city’s most vulnerable people.

For most residents, a 2.99% increase in council tax is an extra 49p per week or £25.26 for the year.

1% will go to directly pay for adult social care

1.99% general increase targeted to help support children in care

Tell us if you need this information in an alternative format
One of the fastest-growing enterprise zones in the UK, with more than 2,000 new jobs in the pipeline in less than two years.

By 2021 Fortior Homes will own and manage more than 400 properties and will have invested £52.5 million.

Since February 2018 Unitas has completed 64,000 responsive repairs, 4,200 emergency call outs and more than 900 empty properties repaired ready for reletting.

Potto Lotto has raised more than £20,000 for good causes in Stoke-on-Trent over the first 6 months.

Our city centre will soon boast two new hotels providing a further 235 new beds as well as a new apartment block with 151 units.
The challenge

By law we must balance our budget every year. Costs go up every year and there is more demand for services than ever before.

£194m saved between 2011/12 to 2018/19

A cut of 28% in spending power in cash terms between 2010/11 and 2017/18

Over 60% of people aged over 65 live with a long term illness which limits their day to day activities

The number of children in care is 836

By 2020 there is projected to be 4,700 adults with learning disabilities in the city
Your guide to Council Tax 2019/20

This is a guide to Council Tax for the year April 2019 to March 2020. It explains how the money you pay contributes towards hundreds of services delivered by Stoke-on-Trent City Council, Staffordshire Commissioner - Police, Fire and Rescue, Crime. 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 a proportion of funding coming from Central Government in the form of grants.

The pie chart and table on the following page 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.
However £446.3 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 **£217.7 million**.

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

### Total Net Budget

<table>
<thead>
<tr>
<th>Funded from</th>
<th>2018/19 (£207.9m)</th>
<th>2019/20 (£217.7m)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue Support Grant</td>
<td>£30.4m</td>
<td>-</td>
</tr>
<tr>
<td>Business Rates income</td>
<td>£75.6m</td>
<td>£101.4m</td>
</tr>
<tr>
<td>Collection fund balances</td>
<td>£2.3m</td>
<td>£0.3m</td>
</tr>
<tr>
<td>Ringfenced grants</td>
<td>£10.8m</td>
<td>£13.6m</td>
</tr>
<tr>
<td>Non-ringfenced grants</td>
<td>£6.6m</td>
<td>£16.0m</td>
</tr>
<tr>
<td>Council Tax</td>
<td>£80.5m</td>
<td>£84.7m</td>
</tr>
<tr>
<td>Capital Receipts</td>
<td>£1.7m</td>
<td>£1.7m</td>
</tr>
</tbody>
</table>

| Total Net Budget                           | £207.9m            | £217.7m           |

| Other sources of allocated income          |                    |                   |
| School funding (excluding academies)       | £66.7m             | £57.7m            |
| Housing rents                              | £65.1m             | £64.8m            |
| Other Housing Revenue Account income       | £1.3m              | £1.3m             |
| Service specific grants                     | £180.5m            | £164.9m           |
| Other income                               | £152.4m            | £157.6m           |

| Our total revenue expenditure              | £673.9m            | £664.0m           |
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](mailto:ctwest@voa.gsi.gov.uk), web: [voa.gov.uk](http://voa.gov.uk)
Council Tax charges for 2019/20

In 2019/20, Stoke-on-Trent City Council has a council tax requirement of £84.7 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:

The government encouraged councils to raise an adult social care precept of 6% between 2017/18 and 2019/20. The city council has used the flexibility offered by government by levying a precept of 2% in 2017/18 and 3% in 2018/19, and is proposing 1% in 2019/20. Any authority proposing an excessive increase in council tax must hold a local referendum. The government deems an increase of 3% or above (excluding the adult social care precept) to be excessive.

Having considered the above and the impact on local taxpayers, a council tax increase of 2.99% (1% adult social care precept plus 1.99% general increase) is being proposed which will support both vulnerable children and older people.

Statement concerning adult social care funding

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 an additional “precept” on its council tax for financial years from 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” at an appropriate level in each financial year up to and including the financial year 2019-2020.
What you will pay this year

Not all Council Tax collected pays for council services; it also supports the Office of the Police and 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 increased its charge for the financial year 2019/20 by 2.99%. This would mean an increase of just 49p per week for the 59.5% of residents who live in a Band A property.

<table>
<thead>
<tr>
<th>Band</th>
<th>2019/20</th>
<th>2019/20</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>£870.41</td>
<td>£144.37</td>
<td>£1,065.27</td>
</tr>
<tr>
<td>B</td>
<td>£1,015.48</td>
<td>£168.44</td>
<td>£1,242.82</td>
</tr>
<tr>
<td>C</td>
<td>£1,160.54</td>
<td>£192.50</td>
<td>£1,420.36</td>
</tr>
<tr>
<td>D</td>
<td>£1,305.62</td>
<td>£216.56</td>
<td>£1,597.91</td>
</tr>
<tr>
<td>E</td>
<td>£1,595.76</td>
<td>£264.68</td>
<td>£1,953.00</td>
</tr>
<tr>
<td>F</td>
<td>£1,885.89</td>
<td>£312.81</td>
<td>£2,308.09</td>
</tr>
<tr>
<td>G</td>
<td>£2,176.03</td>
<td>£360.93</td>
<td>£2,663.18</td>
</tr>
<tr>
<td>H</td>
<td>£2,611.24</td>
<td>£433.12</td>
<td>£3,195.82</td>
</tr>
</tbody>
</table>
Stay connected

Never miss out on an event in the city
Find out when we are gritting
Access support and activities for people with disabilities and dementia
Sign up for job vacancies with the city council
Get the latest from your children’s centre

Go to stoke.gov.uk/stayconnected to choose from more than 30 different email topics and get council news sent direct to your inbox.
Contact the Council

Save time, go online...

It’s ‘Click and Easy’ to:

● Tell us you’ve changed address
● Tell us someone’s moved in with you
● Pay your Council Tax
● Set up an any day Direct Debit payment with us

Fill in a simple form at stoke.gov.uk/counciltax
or download the MyStoke app

stoke.gov.uk  
City of Stoke-on-Trent
How has spending changed?
By law, we have to set a balanced ‘Net Revenue Expenditure’ budget.

The financial challenge facing the council remains significant with an initial savings requirement of £18.0 million in 2019/20.

<table>
<thead>
<tr>
<th>(£m)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>£5m</td>
<td>Funding Reductions</td>
</tr>
<tr>
<td>£6m</td>
<td>Inflation for contracts, pay and pensions</td>
</tr>
<tr>
<td>£7m</td>
<td>Increased demand for services</td>
</tr>
<tr>
<td>£18m</td>
<td>Savings required</td>
</tr>
</tbody>
</table>

Our balanced budget 2019/20

We have £18m 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. In 2019/20 we have a net revenue expenditure budget of £217.7 million.

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.

The city council has an ambitious major investment programme and will be investing £394.8 million on capital projects over the next five years.

The capital investments proposed provide a mixture of direct financial return to the city council in the form of new homes bonus and council tax, social benefit to our citizens and improved delivery of services for example through improvements to our corporate properties. In addition, in-direct benefits also accrue via the improvements to the overall environment and look and feel of the city. By improving the area this will attract new business and make the area attractive to the workforce that supports it helping the city grow and prosper in the future. This positive investment maintains the delivery of sustainable improvement and growth and supporting our ‘Stronger Together’ vision.
Our Investments

1,100 new homes being built on brownfield land in **Burslem**

New housing developments in **Fenton** along with public realm works to create an open space for the new market site

Investment in **Hanley** is bringing a new hotel, apartments and developing the East/West Precinct

We are restoring and protecting our historic town halls in **Longton** and **Tunstall** and moving local services into them

The redeveloped Spode site and China Hall has brought a new hotel, entertainment venue, art studios and shops to **Stoke**

We are improving the Potteries Museum & Art Gallery including a new gallery with the restored Spitfire at its centre

Additional investment to support older people, children in care and people with learning disabilities
All of our spending proposals, both Revenue and Capital, have been developed in line with the administration’s ‘Stronger Together’ five key priorities:

- protecting vulnerable people
- supporting residents to meet their potential
- helping businesses to thrive
- 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.

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>
<th>Revenue Spending</th>
<th>Capital Spending</th>
<th>Total Investment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support vulnerable people in our communities to live their lives well</td>
<td>£131.4m</td>
<td>£6.9m</td>
<td>£138.3m</td>
</tr>
<tr>
<td>Support our residents to fulfil their potential</td>
<td>£1.5m</td>
<td>£18.9m</td>
<td>£20.4m</td>
</tr>
<tr>
<td>Support our businesses to thrive, delivering investment in our towns and communities</td>
<td>£10.4m</td>
<td>£95.7m</td>
<td>£106.1m</td>
</tr>
<tr>
<td>Work with residents to make our towns and communities great places to live</td>
<td>£26.3m</td>
<td>£36.2m</td>
<td>£62.5m</td>
</tr>
<tr>
<td>A commercial council, well governed and fit for purpose, driving efficiency in everything we do</td>
<td>£48.1m</td>
<td>£17.0m</td>
<td>£65.1m</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>£217.7m</strong></td>
<td><strong>£174.7m</strong></td>
<td><strong>£392.4m</strong></td>
</tr>
</tbody>
</table>
Have you got the MyStoke account?

Why go online? It's...
• quick and easy
• available 24 hours a day, 7 days a week
• time-saving with no queuing or waiting
• cheaper as you won't spend money travelling to see us
• greener with less paper landing on your doormat

With a MyStoke account you can:
• Manage your council tax account - check your balance, sign up for paperless billing and report changes in circumstance.
• Report and track issues like flytipping, potholes and graffiti.
• Manage your benefits – make a new claim, track your existing claim and report changes in your circumstances.
• Check when your bin will be collected.
• Find out about and contact your local councillors.

Pay... report... apply... Stoke is on the app
Search for the MyStoke app on Apple and Android
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 2019/20 is £1,305.62 per year. **This works out at just £3.58 per day.** (Total Band D charge of £1,597.91 = £4.38 per day).

- 2,000 new jobs in the pipeline in the Ceramic Valley Enterprise Zone
- Handled 408,000 calls through our contact centre
- Processed over 32,000 benefit claimants
- Supported over 2,500 vulnerable families
- Supported 836 children in care
- Supported 260 foster carers
- Maintained and cleaned 616 miles of roads
- 86.5% of pupils attend a school rated good or better
- Over 4,200 people supported to live independently in their own homes
- 95.6% of 16-17 year olds are in employment, education or training
- The number of adults smoking fell by nearly 9,000 between 2017 and 2018
- Maintained over 1,380 hectares of park and open space
- Built 738 new homes
- Collected waste from 117,000 households
- Cleared over 5,846 reported incidents of fly tipping
- Over 4,200 people supported to live independently in their own homes
- The number of adults smoking fell by nearly 9,000 between 2017 and 2018
- Maintained and cleaned 616 miles of roads and 30 miles of roads in the city have been resurfaced in the last six months

How your money is spent – getting value for your money
Here are just some of the wide range of council services that your Council Tax has helped to provide over the last 12 months...

- **CERAMIC VALLEY**
  - Supported over 2,500 vulnerable families
  - 2,000 new jobs in the pipeline in the Ceramic Valley Enterprise Zone
- **Supported 836 children in care**
- **Handled 408,000 calls through our contact centre**
- **Processed over 32,000 benefit claimants**
- **86.5% of pupils attend a school rated good or better**
- **Cleared over 5,846 reported incidents of fly tipping**
- **Over 4,200 people supported to live independently in their own homes**
- **Maintained and cleaned 616 miles of roads and 30 miles of roads in the city have been resurfaced in the last six months**
- **Supported 260 foster carers**
- **Maintained over 1,380 hectares of park and open space**
- **Built 738 new homes**
- **Collected waste from 117,000 households**
- **Brought 234 empty homes back into use**
- **Supported 260 foster carers**
- **95.6% of 16-17 year olds are in employment, education or training**
- **95.6% of 16-17 year olds are in employment, education or training**
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 vulnerable people in our communities to live their lives well

Priorities

- 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

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

Stronger Together – a strategy for the future of Stoke-on-Trent

Vision

Support vulnerable people in our communities to live their lives well

Priorities

- 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

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

Stronger Together – a strategy for the future of Stoke-on-Trent

Vision

Support vulnerable people in our communities to live their lives well

Priorities

- 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

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 during the period of 2016 - 2020.

- 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

- 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

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

Work with residents to make our towns and communities great places to live

A commercial council, well governed and fit for purpose, driving efficiency in everything we do
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.

Direct Debits can be weekly on Mondays, fortnightly on Fridays, monthly (10 or 12 payments can be made on 1st to 28th inclusive), six monthly or annually.

Setting up a Direct Debit for your Council Tax is now quick and easy – just go to stoke.gov.uk/counciltaxdirectdebit and fill in a short online form or call 01782 234234.

It’s convenient and safe to pay your bill using a debit or credit card online at stoke.gov.uk/makeapayment or by downloading the MyStoke app and paying on your mobile. However you will need to remember to do this each time a payment is due.

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

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 Paypoint outlet or Post Office in the country. 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 Local Customer Service Centres across the city. Go to stoke.gov.uk to check locations and opening times.
Sign up and manage your council tax online through a ‘MyStoke’ account

You can now manage your Council Tax account online by registering for a MyStoke account at [www.stoke.gov.uk/myaccountpage](http://www.stoke.gov.uk/myaccountpage). Signing up for MyStoke account allows you to view your bill, balance and payments online, tell us if you’ve moved home, apply for discounts/exemptions, inform us of changes in circumstance and much more. You can also sign up to paperless billing.

Landlords can also tell us about a change in tenant by going to [www.stoke.gov.uk/counciltax](http://www.stoke.gov.uk/counciltax) and selecting ‘Tell us about a change in tenant’.

Sign up for free at [www.stoke.gov.uk/stayconnected](http://www.stoke.gov.uk/stayconnected) and select ‘council news’ from the topic list.

Let us know online if things change

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](http://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. Tell us online when things change at [stoke.gov.uk/counciltax](http://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
- It’s flexible – with payment dates to suit you
- Stay in control – you can cancel at any time
- Full protection – under the Direct Debit guarantee

Setting up a Direct Debit is now ‘Click & Easy’ – just go to [stoke.gov.uk/CouncilTaxDirectDebit](http://stoke.gov.uk/CouncilTaxDirectDebit) and fill in a simple online form.
Contact the Council

Save time, go online...

55% of bill payers in Stoke-on-Trent already know that Direct Debit is the quickest and easiest way to pay Council Tax. Choose any day Direct Debit.

stoke.gov.uk/counciltax
or download the MyStoke app

stoke.gov.uk
MAKE A CHANGE, CHANGE A LIFE.

You can be the difference

01782 234555

stoke.gov.uk/fostering
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
The discounts given for empty properties are as follows:

<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>+100%</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 becomes a permanent 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 by registering for a MyStoke account at www.stoke.gov.uk/myaccountpage

You can also call 01782 234234 for eligibility advice or visit stoke.gov.uk/counciltax for further information.

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 an online form by registering for a MyStoke account at www.stoke.gov.uk/myaccountpage

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 Council Tax Support is normally restricted to a maximum of 70% of your bill. Certain groups are ‘protected’ and can receive Council Tax Support to cover up to 100% of their bill. For more information on these groups visit 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.

You can apply for council tax support online at stoke.gov.uk/benefits. You will need to upload proof of your circumstances with your application. You can access free internet at libraries across the city.

If you aren’t able to apply online then you can make an appointment to apply in person at one of our local centres. Call 01782 234234.

Don’t delay making your application. Usually we will reduce your council tax from the Monday following your application if you qualify for help.
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, such as 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 time to tell us...

If your circumstances have changed.

Claiming **Housing Benefit** or **Council Tax Support**? Tell us about any changes to make sure you’re being paid the right amount.

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

Call **01782 234234**
[stoke.gov.uk/counciltax](http://stoke.gov.uk/counciltax)

City of **Stoke-on-Trent**
Universal Credit - Are you ready?

Universal Credit is a benefit to support you if you’re on a low income or out of work. It is paid by the Department for Work and Pensions through local Jobcentres and is a single monthly payment to help with your living costs.

It will eventually replace some of the benefits and tax credits that you might be getting now:
- Housing benefit
- Child Tax Credit
- Income support
- Working Tax Credit
- Income-based Jobseeker’s Allowance
- Income-related Employment and Support Allowance

You have to make and manage your claim online. For more information about Universal Credit including how to claim, visit [gov.uk/universal-credit](https://www.gov.uk/universal-credit)

You can also get help with your Universal Credit claim from Citizens Advice, visit [snscab.org.uk/universal-credit](https://www.snscab.org.uk/universal-credit)

If you live with someone as a couple and you are both entitled to claim UC, you will normally get one monthly joint payment paid into a single bank account. If you get help with your rent, this will be included in your monthly payment – you’ll then pay your landlord directly.

UC is paid monthly in arrears so it can take up to five weeks after you make your claim to get your first payment. There are no limits on how many hours a week you can work if you’re claiming UC. Instead, the amount you get will gradually reduce as you earn more, so you won’t lose all your benefits at once.

You still need to claim any help with your council tax bill from the city council. To make a claim online visit [stoke.gov.uk/benefits](https://www.stoke.gov.uk/benefits)
What’s happening and when?

Universal credit is only for people who are working age. If both you and your partner have reached the qualifying age for state pension credit, you will not be affected by these changes.

If you need to make a claim for one of the benefits listed on page 30 you’ll be asked to claim Universal Credit instead. This means that you won’t come to the city council for help with your housing benefit, but you will still need to contact us if you want to claim Council Tax Support for help with your Council Tax bill.

If you already get one of the benefits on page 30, you will carry on getting what you do now until you have a change in your circumstances. When you report this change you will be told whether you need to claim Universal Credit instead.

How can you get ready?

You will need:

• A bank account
• Access to the internet - remember you can access the internet free of charge at any library across the city.
• To speak to your landlord about how you can pay your rent
• To start thinking about your monthly budget and how you will manage all of your bills - our online budgeting tool at stoke.gov.uk/benefits can help

Remember… nothing is going to happen straightaway. You will be told if and when you need to claim Universal Credit - but it’s important to be ready!

Make sure you are ready for Universal Credit
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.

We will send you a bill outlining the instalments you need to pay. The first time you fall behind with an instalment, we will send you a reminder asking for the payment to be made within seven days. If you fall behind for a second time with your instalments, we will send you a second reminder asking for the payment to be made within seven days. If you fall behind for a third time then you lose the right to pay by instalments and a final notice is issued requesting the whole balance outstanding to be paid in full.

If you do not pay the amount requested following a reminder, second reminder or final notice being issued then a Magistrates Court summons will be issued adding more 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 to remove goods. You can prevent these fees from being added to your account by making an arrangement to repay before enforcement agent action is taken.

The charge for a Court summons is £60 and £35 if we have to apply for a Liability Order

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/benefits](http://stoke.gov.uk/benefits)
The Bloggs family live in a band A property

Their Council Tax is £1,065.27 a year

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

Their payment is approximately £89 per month

**Total amount = £1,065.27**

---

The Smiths also live in a band A property

Their Council Tax is £1,065.27 a year

They forgot to pay and missed a couple of payments so they got a court summons. They were charged £60

They ignored this and a Liability Order was granted. They were charged £35

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

They didn’t want the enforcement agent to take anything from their home so they paid the full amount

**Total amount = £1,470.27**

---

The Jones also live in a band A property

Their Council Tax is £1,065.27 a year

However they already have a debt of £1,675 brought forward from previous years which already includes £95 court costs (£60 summons and £35 Liability Order)

They do not pay their Council Tax again for this year and have another £95 court costs (£60 summons and £35 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 £129.02 (7.5% of their debt over £1500 to the nearest £)

**Total amount = £3,349.29**

---

*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.*
Choose paperless billing for your Council Tax

Step 1
Log into your account on the MyStoke app or Stoke.gov.uk

Step 2
Press the Council Tax Online button and select Upgrade your account to view your Council Tax records then select update.

Step 3
At the bottom of the page choose Yes for paperless billing.

Pay... report... apply... Stoke is on the app
Search for the MyStoke app on Apple and Android.
Stoke-on-Trent City Council
2019/2020

Contact the Commissioner
Call us: 01785 232385
Email us: pfcc@staffordshire-pfcc.gov.uk
& easy to update.

Staffordshire Youth Commission
Are you aged 14-25?
We’d like to know your views about policing and criminal justice in Staffordshire so we can try to improve the whole system for young people.
Interested? staffordshire-pfcc.gov.uk/volunteer/youth-commission

Staffordshire Space
Space is all about giving young people the opportunity to build on their skills, improve their fitness and get involved in some fun, positive activities. What’s not to love?
Over 30,000 places were filled last year alone!
Interested? staffordshirespace.uk

Staffordshire Smart Alert
Join the thousands of people across Staffordshire who now receive free instant alerts if a crime or fraud has happened, or is happening, in your area.
Let’s turn the tables on crime…
Interested? staffordshiresmartalert.uk

How your local tax is spent

STAFFORDSHIRE COMMISSIONER
Police | Fire and Rescue | Crime

JOIN OUR NEWSLETTER
staffordshire-pfcc.gov.uk

Stoke-on-Trent City Council 2019/2020 35
What’s the budget for this year?

I have set the amount people pay locally towards policing and community safety services here since 2013. Over that period, the increase in Staffordshire and Stoke-on-Trent is one of the lowest in the country. Following a change in governance I am also setting, for the first time, what local people pay towards the fire and rescue service. It provides new opportunities for collaboration and sharing some support functions so that more of the available money can be spent in the heart of communities. Finances are tight for both services, but I have been able to keep the amount paid locally towards fire and rescue in line with inflation. Policing, however, is under greater pressure. Efficiencies already made, and new ones identified, are significant but not enough to provide the extra investment needed for policing. The new governance arrangement to include fire and rescue is being met without any increase to the existing budget. However, it is with reluctance I am increasing the amount people pay towards policing here more than I have done before.

Read more at staffordshire-pfcc.gov.uk/financial/precept

Our amazing fire and rescue service are recruiting part-time paid on-call firefighters now.

Visit the website to find out more...

#YouCanToo

staffordshire-pfcc.gov.uk/fire-rescue/on-call
Read more at staffordshire
more than I have done before.

with reluctance I am increasing the amount people pay towards policing here
rescue is being met without any increase to the existing budget.
However, it is
needed for policing. The new governance arrangement to include fire and
identified, are significant but not enough to provide the extra investment
however, is under greater pressure. Efficiencies already made, and new ones
the amount paid locally towards fire and rescue in line with inflation. Policing,
communities. Finances are tight for both services, but I have been able to keep
functions so that more of the available money can be spent in the heart of
provides new opportunities for collaboration and sharing some support
pay towards the fire and rescue service. It
Following a change in governance I am also
Trent is one of the lowest in the country.
the increase in Staffordshire and Stoke
services here since 2013. Over that period,
towards policing and community safety
I have set the amount people pay locally
out more...

Visit the website to find
paid on
service are recruiting part
call firefighters now.

Our amazing fire and rescue
www.staffordshire-pcc.gov.uk

What's the budget for this year?

pfcc.gov.uk/financial/precept
pfcc.gov.uk/fire
pfcc.gov.uk/financial/precept

Staffordshire Commissioner
Staffordshire Fire/on

Matthew Ellis
Stoke-on-Trent City Council 2019/2020
20/02/2019   11:33

Income (Police & Crime)

<table>
<thead>
<tr>
<th>Income Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government grants</td>
<td>£120.928m</td>
</tr>
<tr>
<td>Council tax</td>
<td>£76.066m</td>
</tr>
<tr>
<td>Specific grants</td>
<td>£8.446m</td>
</tr>
<tr>
<td>Other income</td>
<td>£5.509m</td>
</tr>
<tr>
<td>Total</td>
<td>£210.949m</td>
</tr>
</tbody>
</table>

Income (Fire & Rescue)

<table>
<thead>
<tr>
<th>Income Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Council tax</td>
<td>£26.632m</td>
</tr>
<tr>
<td>Business rates</td>
<td>£9.630m</td>
</tr>
<tr>
<td>Government grants</td>
<td>£4.675m</td>
</tr>
<tr>
<td>Other income</td>
<td>£2.629m</td>
</tr>
<tr>
<td>Reserves</td>
<td>£0.533m</td>
</tr>
<tr>
<td>Total</td>
<td>£44.099m</td>
</tr>
</tbody>
</table>

Expenditure

Staffordshire Police
£191.375m
Capital repayment & other financing
£7.226m
Custody contracts
£3.312m
Local community safety projects
£3.427m
Domestic abuse services
£1.950m
Victim & witness support services
£1.555m
Commissioner’s office
£1.371m
Contracted services inc training & legal fees
£0.733m
Total £210.949m

Staffordshire Fire & Rescue
£41.415m
Capital repayment & other financing
£2.297m
Community safety equipment
£0.387m
Total £44.099m
Get Involved...

**Staffordshire Space**
Space is all about giving young people the opportunity to build on their skills, improve their fitness and get involved in some fun, positive activities. What’s not to love?

Over 30,000 places were filled last year alone!

**Interested?** [staffordshirespace.uk](http://staffordshirespace.uk)

**Staffordshire Smart Alert**
Join the thousands of people across Staffordshire who now receive free instant alerts if a crime or fraud has happened, or is happening, in your area.

Let’s turn the tables on crime....

**Interested?** [staffordshiresmartalert.uk](http://staffordshiresmartalert.uk)

**Staffordshire Youth Commission**
Are you aged 14-25?

We’d like to know your views about policing and criminal justice in Staffordshire so we can try to improve the whole system for young people.

**Interested?** [staffordshire-pfcc.gov.uk/volunteer/youth-commission](http://staffordshire-pfcc.gov.uk/volunteer/youth-commission)

---

**Contact the Commissioner**

**Call us:** 01785 232385

**Email us:** pfcc@staffordshire-pfcc.pnn.gov.uk
The Environment Agency – Midlands Region


The Environment Agency has powers in respect of flood and coastal erosion risk management for 2,369 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>2018/19 £,000</th>
<th>2019/20 £,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross Expenditure</td>
<td>47,439</td>
<td>74,586</td>
</tr>
<tr>
<td>Levies Raised</td>
<td>2,054</td>
<td>2,095</td>
</tr>
<tr>
<td><strong>Total Council Tax Base</strong></td>
<td><strong>1,792</strong></td>
<td><strong>1,821</strong></td>
</tr>
<tr>
<td><em>(Band D property equivalents)</em></td>
<td></td>
<td></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 £2,054,297 in 2018/19 to **£2,095,383** for 2019/20.
Contact the Council

Get in touch...

- **Online** – find what you’re looking for at [stoke.gov.uk](http://stoke.gov.uk)
- By **Smartphone or Tablet** – download the [MyStoke app](#)
- By **phone** – call **01782 234234** to speak to our friendly team
- By **foot** – visit our **One Stop Shops** and **Local Centres** across the city

[stoke.gov.uk](http://stoke.gov.uk)
## Useful contacts

### Stoke-on-Trent City Council

Civic Centre, Glebe Street, Stoke-on-Trent ST4 1HH

<table>
<thead>
<tr>
<th>Tel: 01782 234234</th>
<th>Lines are open between 8am to 8pm Mondays to Fridays, and 9am to 1pm on Saturdays</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visit any of our Local Customer Service Centres across the city</td>
<td>Go to <a href="http://stoke.gov.uk">stoke.gov.uk</a> 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>
</tbody>
</table>

[stoke.gov.uk](http://stoke.gov.uk)  
Access a range of services 24-hours a day

[stoke.gov.uk/counciltax](http://stoke.gov.uk/counciltax)  
Find out more about Council Tax or tell us about a change in your circumstances

[stoke.gov.uk/benefits](http://stoke.gov.uk/benefits)  
See what benefits are available and if you are entitled to claim them
**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](http://staffordshire.police.uk)
Find us on Facebook /StaffordshirePolice
Follow us on Twitter @StaffsPolice

**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](mailto:PCC@staffordshire.pcc.pnn.gov.uk)
[staffordshire-pcc.gov.uk](http://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: 0300 330 1000 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](http://staffordshirefire.gov.uk)
Find us on Facebook /StaffordshireFireandRescueService
Follow us on Twitter @StaffsFire

**Other contacts**
Valuation Office Agency
Tel: 03000 501501
[voa.gov.uk](http://voa.gov.uk)

Valuation Tribunal Office
Tel: 0300 123 2035
[valuationtribunal.gov.uk](http://valuationtribunal.gov.uk)

Department for Work and Pensions
Tel: 0800 055 6688
[dwp.gov.uk](http://dwp.gov.uk)

Citizens Advice Bureau
Tel: 03444 111 444
[adviceguide.org.uk](http://adviceguide.org.uk)
Contact the Council

Save time, go online...

Have you moved house?

It’s ‘Click and Easy’ to tell us that your address has changed. Fill in a simple form at stoke.gov.uk/counciltax or download the MyStoke app