# YOUR Council Tax guide 2021/22

### INCLUDING POLICE AND FIRE BUDGETS



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Open your own self-service account today to manage and view your council tax online. Register at www.n-somerset.gov.uk/myaccount



## Your guide to council tax

### This leaflet provides information about the budgets for local public services for the year ahead and explains your council tax bill.

After more than a decade of austerity measures, coupled with the impact of the current pandemic, your council continues to deliver, develop and improve services for local people.

Similar to many other councils, North Somerset will be increasing council tax by 1.99% for the year ahead and an additional 3% levy has been added specifically for adult social care. An average Band D household will pay £1,505.03 for council services - about £28.94 a week.

The council budget includes an additional commitment of £4.6m for adult social care. This is to address cost inflation and estimated increases in demand, both for older and younger adults and those transitioning from children's services.

The coming year will also see increased investment in local community infrastructure, business, tourism and cultural recovery, the climate emergency, active travel and improving outcomes for vulnerable adults and children

Like everywhere, the pandemic has changed things locally, bringing new

social, health, environmental and economic challenges to address. The budget protects the services that will help our communities to recover and thrive while also investing in tangible projects that will bring quality to people's lives and make North Somerset a better place to live – both now and in the future.

### What is council tax?

It's a local property tax levied by councils, to be used alongside reducing central government funding and other funding to pay for the local services they provide.

Who decides how much I have to pay?

Council tax is based on property value. Every property is put into a banding and charged accordingly after certain other factors are taken into account.

If you think your house is in an incorrect council tax band, you can appeal:

www.gov.uk/council-tax-appeals or call: 03000 501 501

#### How can I pay?

Almost 75% of households in North Somerset pay their council tax by direct debit meaning they never put themselves in danger of missing a payment. Set up a direct debit and join the crowd today.

www.n-somerset.gov.uk/myaccount

Income

MET BY

Efficiencies

**Business Rate** 

Council tax and housing benefits have gone digital

The council tax and benefit service is an online service. To access these services you must register and create an account. Registration is quick, easy and secure and will allow you to apply for benefits, discounts and exemptions. You can also let us know about a change of circumstances or a change of address, set up a direct debit or just view your account balance.

Going digital means we can process many of your requests earlier and provided any additional documents are submitted with your application, you may receive your benefit

earlier. For those customers who may have difficulty Reserves/Savi getting online or have additional needs. Budget Require support is available.

Please contact us on 01934 888 144 and one of our **Government Gran** customer service advisers will assist you.

# What does your council tax pay for?

North Somerset Council provides a wide range of services including education, planning, transport, highways, social care, public health, libraries, leisure and recreation, recycling and waste collection, environmental health and trading standards among many others. The money you pay also funds the police and fire and rescue service, as well as supporting work in your local parish or town.

Parish and town councils raise their money primarily from a levy called a precept. We collect the precept on behalf of town and parish councils and pass it on to them.

The table below shows how the money spent relates to the average council tax bill.

Service	Share of Band D £
Adult Social Services	596.55
Children's Services	232.91
Place	259.13
Corporate Services	226.03
Public Health & Regulatory Services	8.00
Capital Financing and Interest	93.77
Other, inc. non-service items and contingency, Special expenses, Levy and Special Levy	88.64
Net North Somerset Requirement	1,505.03

Where does the money go?

# £25.7m

## Corporate services

including registration of births, deaths and marriages, legal, democratic and electoral services, council tax collection and benefits administration



# £10.1m

Other, inc. non-service items, one-off Covid impacts and contingency, Special expenses, Levy and Special levy

included in your council tax and provided by others, for example, magistrates courts, coroners service **Environment Agency** and drainage boards

£67.9m

## **Adult Social Services**

including residential care, community meals, services for people with learning difficulties, tackling homelessness and adult education

£26.5m Children's Services

including looking after children at risk, adoption, fostering and care leavers



£29.5m

### Place

including maintaining over 680 miles of roads, collecting household waste, recycling, parks, libraries, economic development, public transport and environmental health

infrastucture projects, new buildings and refurbishment, for example, schools and play areas

£10.7m

Capital financing

£0.9m

Regulatory Services

including trading standards, scientific services, food & safety, pollution, licensing, and control of dogs

# Help with your bill

## Council tax support

If you are on a low income and currently pay council tax, you may be eligible for council tax support even if you receive other benefits or council tax discounts.

Please visit our website to register for MyAccount and make your application online. If you are unable to get online or have additional needs please contact us on **01934 888 144** and one of our customer service advisers will assist you.

You can also visit any of our libraries and use one of the public access computers to make your application.

If you receive council tax support an amount will be taken off the total council tax you owe for the year and this is shown on the front of your bill.



# What to do if your circumstances change

If your circumstances change you must tell us as soon as the changes happen. It is an offence not to tell us about any change in your circumstances that affects your support and could result in a fine of £70 or prosecution. Don't rely on someone else to pass the message on. Examples of changes in circumstances are:

- you move home
- your rent changes
- any changes to the income or circumstances of anyone who lives with you
- someone moves into or out of your home
- you're going to be away from your home for more than four weeks.

If the change in your income affects your entitlement to council tax support a revised bill will be issued.

You can request a written statement of your entitlement, within one month of the decision being made, by contacting the council. If you want to appeal, this should be in writing within two months of the decision, to the council, who will review the decision. If you remain dissatisfied

a further appeal can be made to the Valuation Tribunal. Details of how you can appeal can be found at www.

n-somerset.gov.uk/counciltaxsupport



## More help with your bill

#### **Discounts**

You can claim a discount if there are less than two adults living in the property. For council tax purposes we will not count the following groups of people when we assess the number of adults who live in the property.

- People who you receive child benefit for.
- Full-time students, apprentices and people on youth training schemes.
- Husbands, wives/dependants of students not allowed to take a job or claim benefits.
- People under 20 who are still at school or college studying a full-time course of further education.

- People under 20 who have left school between 30 April and 1 November.
- People who are severely mentally impaired and entitled to certain state benefits.
- Patients who live in hospital.
- Patients in nursing homes, residential care homes, hospices and hostels.
- People staying in certain hostels and night shelters who would otherwise have no home at all.
- People in prison or on remand.
   This includes people held under the Mental Health Act 1983.
- Care workers introduced by an official or charitable body.
- People who care for someone in the property with a disability who is in receipt of certain state benefits.
- Members of religious communities who receive no income.
- People with diplomatic immunity.
- People who are members of a visiting force.
- Members of international headquarters and defence organisations.

#### Other discounts available

 Unoccupied, unfurnished properties which are being or have recently been altered or repaired, maximum of 12 months.

#### **Exempt dwellings**

We will not charge council tax on the following:

- Unoccupied charitable properties for up to six months.
- Properties left unoccupied by prisoners.
- Properties left unoccupied by people in hospital, care home, hostel, etc.
- Properties left unoccupied when a person dies until, and up to six months after probate.
- Unoccupied properties whose occupation is prohibited by law.
- Unoccupied properties being held for a minister of religion.
- Properties left empty by people who are receiving residential care.
- Properties left empty by people providing care elsewhere.
- Properties left empty by students.
- Unoccupied properties that have been repossessed.
- Student halls of residence.
- Properties that only students live in.
- Armed forces' barracks, messes and married quarters.
- Visiting armed forces accommodation.
- Unoccupied properties held by trustees in bankruptcy.
- Empty caravan pitches and boat moorings.
- Properties that are only lived in by people who are under 18.

- Properties that have an empty annex.
- Properties that are lived in by one or more people that are severely mentally impaired.
- Properties where at least one of the liable people is a diplomat.
- Properties with elderly or disabled people living in separate accommodation with families.

If your property falls into one of these categories then you may qualify for an exemption. Please contact us to discuss this further. If you are in any doubt as to your eligibility to a discount or exemption more information and details of how to apply can be found at: www.n-somerset.gov.uk/counciltaxforms

#### Disabled relief

If anyone in your household needs a devoted room, or an extra bathroom or kitchen, or extra space for wheelchair use indoors, in order to receive care or treatment arising from a substantial and permanent disability, you may be entitled to a reduction off your council tax.

For more information and details of how to apply visit **www.n-somerset. gov.uk/counciltaxforms** 

You can also reduce the amount you pay each month by extending your payments into March.

You can also reduce the amount you pay each month by extending your payments into March.

## Long-term empty properties

Since 2013/2014 local authorities have had the discretion to charge a premium for properties that are classed as long-term empty. Until 2020/21, we were one of a small number of councils that chose not to charge a premium.

However, in light of increased budgetary pressure and the need to bring empty properties back in to use, it was necessary to review this decision.

From 1 April 2020, we introduced a premium for any property that has been classed as empty for more than two years. The amount of the premium payable is as follows:

Properties that have been empty for over two years will be charged a premium of 100%. Properties that have been empty for over five years will be charged a premium of 200%.

From 1 April 2021 the premium for properties that have been empty for over ten years will increase to 300%. For example, if you were paying £1,000 per year currently, you will be paying £4,000 from 1 April 2021.



# North Somerset Council's 2021/22 budget

	2020/21	2021/22			
-	Net exp £000	Expenditure £000	Income £000	Net exp £000	
Adult Social Services	65,351	105,505	(37,600)	67,905	
Children's Services	25,200	34,808	(8,296)	26,512	
Schools Budgets	0	52,736	(52,736)	0	
Place	29,443	53,851	(24,355)	29,496	
Corporate Services	24,417	82,045	(56,316)	25,729	
Public Health & Regulatory Services	736	11,719	(10,808)	911	
Capital Financing and Interest	10,579	14,762	(4,088)	10,674	
Other, including Non Service & Contingency	3,376	10,440	(1,297)	9,143	
Gross expenditure	159,102	365,866	(195,496)	170,370	
Special Expenses	79	79		79	
Levy – Environment Agency	288	293		293	
Special Levy – Drainage Boards	561	575		575	
North Somerset requirement	160,030	366,813	(195,496)	171,317	
Parish Precepts	6,040	6,106		6,106	
Budget requirement	166,070	372,919	(195,496)	177,423	
To be funded by:					
National Non Domestic Rates	(38,906)		(38,568)	(38,568)	
Revenue Support Grant	(2,167)		(2,179)	(2,179)	
Adult Social Care Support Grant	(5,078)		(5,807)	(5,807)	
New Homes Bonus	(1,771)		(1,382)	(1,382)	
Covid Support Grant	0		(4,975)	(4,975)	
Lower Tier Services Grant	0		(213)	(213)	
Net Collection Fund Adjustment	1,404		14,734	14,734	
Transfers to/from Reserves	0		(14,422)	(14,422)	
Council tax requirement	119,552	372,919	(248,308)	124,611	

The 2020/21 component figures have been restated to take account of the revised way of dealing with central recharges in 2021/22, such that the figures are comparable from year to year; both sets of figures show central costs remaining within Corporate Services rather than being charged to individual Directorates.

## Places with budgets more than £140,000

Seven councils in North Somerset raise more than £140,000 each through council tax contributions.

Local council	Where the money goes	2020/21	2021/22
Clevedon	Recreation	40,850	46,350
Town Council	Highways	33,500	15,850
	Other	295,616	310,561
	Contingency/balances	6,795	0
		376,761	372,761
Long Ashton	Recreation	90,000	106,950
Parish Council	Highways	27,848	21,598
	Other	94,355	102,655
	Contingency/balances	(24,203)	(43,953)
		188,000	187,250
Nailsea	Recreation	132,030	109,145
Town Council	Highways	48,150	16,130
	Other	319,858	399,765
	Contingency/balances	0	0
		500,038	525,040
Portishead	Recreation	85,000	99,500
Town Council	Highways	25,000	65,000
	Other	627,860	710,790
	Contingency/balances	50,000	(100,000)
		787,860	775,290
Weston-super-Mare	Recreation	515,976	435,511
Town Council	Highways	87,881	67,217
	Other	1,963,413	2,085,255
	Contingency/balances	0	0
		2,567,270	2,587,983
Winscombe and	Recreation	63,745	55,805
Sandford	Highways	15,000	15,850
Parish Council	Other	114,875	124,279
	Contingency/balances	(44,620)	(40,934)
		149,000	155,000
Yatton	Recreation	71,800	<i>75</i> ,200
Parish Council	Highways	9,000	9,500
	Other	181,725	188,23 <i>7</i>
	Contingency/balances	(40,962)	(46,123)
		221,563	226,814



# YOUR POLICING POUNDS



I know that any increase in bills is felt by households and, after this extraordinary year, this rise is an even bigger ask. The decision to raise the policing part of the council tax by 5.88% (£13.39 a year for Band D households) has not been taken lightly.

With the Home Office having frozen the policing grant for 2021/22 and requiring PCCs to increase the policing part of the council tax in order to keep pace with inflation in the budget as a whole, I have the unenviable job of deciding how we balance the threat from criminality and the safety of residents. In order to improve visibility and results, we need to have resources. I'm committed to working closely with the Chief Constable to keep our communities safe and work towards our vision of excellent victim services, better policing, and fairer criminal justice services for all."

**Sue Mountstevens** - Police and Crime Commissioner for Avon and Somerset

#### WHERE DOES THE MONEY GO?

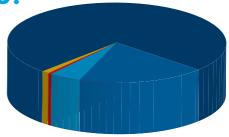
Police Officers, Staff and PCSOs: £279m

Running Expenses: £71m

Capital Funding: £18m

Office of the PCC: £1.7m

PCC victim and crime related services:



RECRUIT 70
ADDITIONAL OFFICERS

ENHANCE INVESTIGATIONS CAPACITY TO IMPROVE OUTCOMES FOR VICTIMS



RE-DEVELOP AND IMPROVE POLICE STATION PROVISION



Find out more by visiting: www.avonandsomerset-pcc.gov.uk

£3.5m











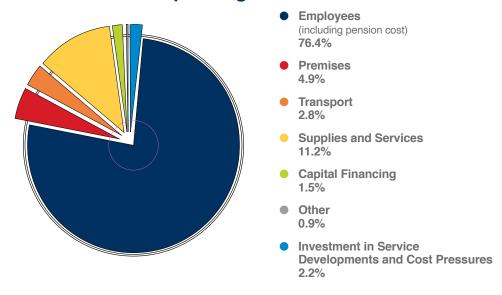
#### Your fire and rescue service

Avon Fire & Rescue Service (AF&RS) protects the communities of Bath & North East Somerset, Bristol, North Somerset and South Gloucestershire.

For 2021/22, this service will cost Band D council tax payers £76.43 which is an increase of 1.99%.

We continue to provide this vital service to keep you and your family safe, 24 hours a day, seven days a week, 365 days a year at cost of around 10p a day for each of the 1.1 million people who live in our area.

### Where does each pound go?





Avon Fire Authority has set its net budget for 2021/22 at £44.560 million. This represents a Council Tax level of £76.43 a year for a Band D property, an increase of 1.99%.

The Government's funding assessment for Avon Fire Authority has been increased by £0.139m (0.9%) to £16.162m for 2021/22. The impact of this is that the funding provided by Central Government is increased by £0.38m (0.4%) to £11.280m.





	2020/21 (£m)	2021/22 (£m)
Total fire expenditure	50.433	49.980
Income	-5.071	-5.421
Net budget before use of reserves	45.362	44.560
Use of reserves	-1.636	0.000
Net budget	43.726	44.560
Funding:		
Central Government		
Revenue Support Grant	5.116	5.144
Business rate – Top-up	6.136	6.136
Local funding		
Locally retained business rates	4.635	4.616
Council tax	27.831	28.664
Total	43.718	44.560

The main changes in spending from 2020/21 to 2021/22 are shown below.

Main changes in net expenditure	(£m)
2020/21 Budget	43.718
Inflationary pressures	0.752
Other	0.090
2021/22 Budget	44.560

For more information visit www.avonfire.gov.uk f @ @AvonFireRescue







For further information please contact: Avon Fire & Rescue Service, Police & Fire Headquarters, PO Box 37, Valley Road, Bristol, BS20 8JJ 0117 926 2061



## Adult social care precept

The Secretary of State for Communities and Local Government previously made an offer to councils with responsibilities for adult social care.

The offer was the option of an adult social care authority being able to charge an additional "precept" on its council tax without holding a referendum, to assist the authority in meeting its expenditure on adult social care from the financial year 2016/17. It was originally made in respect of the financial years up to and including 2019/20. If the Secretary of State chooses to renew

this offer in respect of a particular financial year, this is subject to the approval of the House of Commons.

In relation to 2021/22 the Secretary of State renewed this offer to adult social care authorities subject to a limit of 3%.

For councils with responsibilities for adult social care, council tax demand notices show two percentage changes: one for the part of the overall change attributable to the adult social care precept, and one for the part attributable to general expenditure.

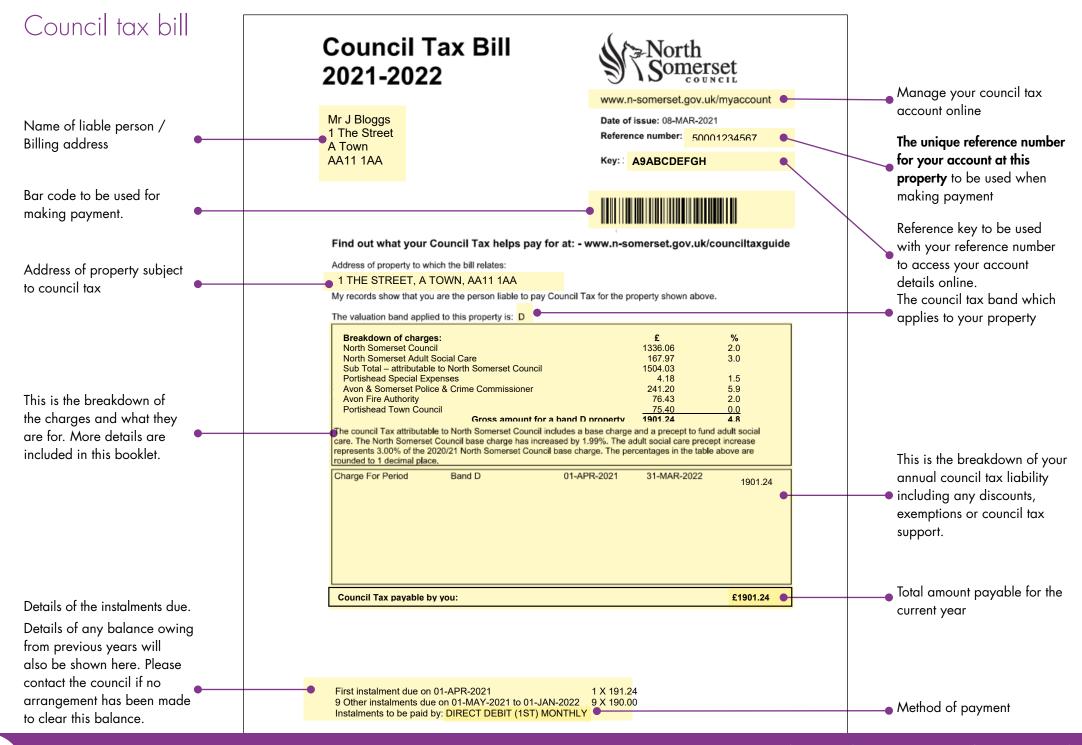
# Council tax summary 2021/22

The information below shows the amount needed to fund public services in North Somerset – not just those of the council but also the police, fire and rescue service, parish and town councils.

Service		Last year 2020/21 £000	Coming year 2021/22 £000
North Somerset Council needs:			
(inc. Adult Social Ca	e precept)	159,102	170,370
Specia	l Expenses	79	79
Levy – Environme	ent Agency	288	293
Special Levy – Draina	ge Boards	561	575
Parish & Town Counc	il precepts	6,040	6,106
Budget r	equirement	166,070	177,423
funding available:			
National Non Dom	estic Rates	(38,906)	(38,568)
Revenue Sup	port Grant	(2,167)	(2,179)
Adult Social Care Sup	port Grant	(5,078)	(5,807)
New Ho	mes Bonus	(1,771)	(1,382)
Covid Sup	port Grant	0	(4,975)
Lower Tier Serv	ices Grant	0	(213)
Net Collection Fund	Adjustment	1,404	14,734
Transfers to/from	n Reserves	0	(14,422)
Council Tax Bill			
North Somerset's to (inc Parish/Town		119,552	124,611
Police and Crime Cor of Avon and Somers		18,039	18,992
Avon Fire Author	ity precept	5,934	6,018
		143,525	149,621

### The average Band D council tax for North Somerset 2021/22 will be as follows:

	2020/21 £	<b>2021/22</b> £
North Somerset Council	1,308.53	1,337.05
Adult Social Care precept	124.97	167.98
Average Parish/Town Council	76.27	77.55
Police and Crime Commissioner of Avon and Somerset	227.81	241.20
Avon Fire Authority	74.94	76.43
_	1,812.52	1,900.21



# How much will you pay?

Local council	2021/22 precept £	2020/21 precept £	Parish precept amount for Band D £	Band A £	Band B £	Band C £	Band D £	Band E £	Band F £	Band G £	Band H £
Abbots Leigh	30,570.00	30,500.00	70.55	1,261.47	1,471.72	1,681.97	1,892.21	2,312.70	2,733.19	3,153.68	3,784.42
Backwell	134,035.00	136,683.00	67.46	1,259.41	1,469.32	1,679.22	1,889.12	2,308.92	2,728.72	3,148.53	3,778.24
Banwell	93,908.00	93,908.00	85.91	1,271.71	1,483.67	1,695.62	1,907.57	2,331.47	2,755.37	3,179.28	3,815.14
Barrow Gurney	13,500.00	10,200.00	59.52	1,254.12	1,463.14	1,672.17	1,881.18	2,299.22	2,717.25	3,135.30	3,762.36
Blagdon	42,000.00	42,500.00	81.52	1,268.79	1,480.25	1,691.72	1,903.18	2,326.11	2,749.03	3,171.97	3,806.36
Bleadon	50,000.00	50,000.00	92.00	1,275.77	1,488.41	1,701.04	1,913.66	2,338.91	2,764.17	3,189.43	3,827.32
Brockley	5,500.00	5,000.00	39.20	$\frac{1,275.77}{1,240.57}$	1,447.34	1,654.10	1,860.86	2,274.38	2,687.90	3,101.43	3,721.72
Burrington	3,000.00	3,000.00	11.61	$\frac{1,240.37}{1,222.18}$	1,425.88	1,629.58	1,833.27	2,240.66	2,648.05	3,055.45	3,666.54
Butcombe	3,150.00	3,000.00	28.46	1,233.41	1,438.99	1,644.56	1,850.12	2,240.00	2,672.39	3,083.53	3,700.24
Churchill	69,022.00	67,578.00	65.56	1,258.15	1,467.84	1,677.54	1,887.22	2,306.60	2,725.98	3,145.37	3,774.44
Clapton-in-Gordano	6,500.00	5,900.00	35.06	1,237.81	1,444.12			2,269.32		3,094.53	3,713.44
Clapton-In-Gordano Cleeve	16,655.95	16,329.37	43.77	$\frac{1,237.81}{1,243.62}$	1,444.12	1,650.42 1,658.17	1,856.72 1,865.43	2,209.32	2,681.92 2,694.50	3,094.53	3,730.86
Clevedon	372,761.00	376,761.00	47.67	1,249.31	1,457.53	1,665.75	1,873.96	2,279.97	2,706.83	3,123.27	3,747.92
Congresbury	115,726.81	114,581.70	79.87	1,267.69	1,478.97	1,690.26	1,901.53	2,324.09	2,746.65	3,169.22	3,803.06
Dundry	12,160.00	11,925.00	30.53	1,234.79	1,440.60	1,646.40	1,852.19	2,263.78	2,675.38	3,086.98	3,704.38
•											
Flax Bourton	28,904.22	26,500.00	80.47	1,268.09	1,479.44	1,690.79	1,902.13	2,324.82	2,747.51	3,170.22	3,804.26
Hutton	99,063.00	92,291.00	92.55	1,276.14	1,488.83	1,701.53	1,914.21	2,339.59	2,764.96	3,190.35	3,828.42 3,704.70
Kenn Kewstoke	6,000.00 46,000.00	6,300.00 46,000.00	66.39	1,234.90 1,258.70	1,440.72 1,468.49	1,646.54	1,852.35 1,888.05	2,263.98 2,307.61	2,675.61 2,727.18	3,087.25 3,146.75	3,776.10
Kingston Seymour	11,320.00	11,230.00	61.66	1,255.55	1,464.81	1,674.07	1,883.32	2,307.81	2,720.34	3,138.87	3,766.64
= -											
Locking	106,000.00	106,000.00	81.24	1,268.60	1,480.04	1,691.47	1,902.90	2,325.76	2,748.63	3,171.50	3,805.80
Long Ashton	187,250.00	188,000.00	68.57	1,260.15	1,470.18	1,680.21	1,890.23	2,310.28	2,730.33	3,150.38	3,780.46
Loxton and Christon	3,500.00	3,250.00	36.08	1,238.49	1,444.91	1,651.33	1,857.74	2,270.57	2,683.40	3,096.23	3,715.48
Nailsea	525,040.00	500,038.00	85.05	1,271.14	1,483.00	1,694.86	1,906.71	2,330.42	2,754.13	3,177.85	3,813.42
Pill and Easton-in-Gordano	107,202.00	105,310.00	60.48	1,254.76	1,463.89	1,673.02	1,882.14	2,300.39	2,718.64	3,136.90	3,764.28
Portbury	28,905.50	28,866.50	65.00	1,257.77	1,467.41	1,677.04	1,886.66	2,305.91	2,725.17	3,144.43	3,773.32
Portishead	775,290.00	787,860.00	75.40	1,267.50	1,478.74	1,690.00	1,901.24	2,323.74	2,746.23	3,168.74	3,802.48
Puxton	8,432.00	7,770.00	59.21	1,253.91	1,462.90	1,671.89	1,880.87	2,298.84	2,716.81	3,134.78	3,761.74
St. Georges	18,165.00	18,165.00	16.20	1,225.24	1,429.45	1,633.66	1,837.86	2,246.27	2,654.68	3,063.10	3,675.72
Tickenham	8,503.66	7,730.61	18.52	1,226.79	1,431.25	1,635.72	1,840.18	2,249.11	2,658.03	3,066.97	3,680.36
Walton-in-Gordano	5,556.00	4,995.00	38.42	1,240.05	1,446.73	1,653.41	1,860.08	2,273.43	2,686.78	3,100.13	3,720.16
Weston-in-Gordano	6,500.00	6,500.00	44.10	1,243.84	1,451.15	1,658.46	1,865.76	2,280.37	2,694.98	3,109.60	3,731.52
Weston-super-Mare	2,587,982.00	2,567,270.00	100.11	1,281.18	1,494.71	1,708.25	1,921.77	2,348.83	2,775.88	3,202.95	3,843.54
Wick St. Lawrence	17,000.00	17,000.00	30.84	1,235.00	1,440.84	1,646.67	1,852.50	2,264.16	2,675.83	3,087.50	3,705.00
Winford	27,500.00	27,500.00	27.60	_1,232.84	1,438.32	1,643.79	1,849.26	2,260.20	2,671.15	3,082.10	3,698.52
Winscombe and Sandford	155,000.00	149,000.00	73.33	1,263.33	1,473.88	1,684.44	1,894.99	2,316.10	2,737.20	3,158.32	3,789.98
Wraxall and Failand	44,631.00	44,631.00	38.71	1,240.25	1,446.96	1,653.67	1,860.37	2,273.78	2,687.19	3,100.62	3,720.74
Wrington	107,000.00	98,000.00	86.78	1,272.29	1,484.35	1,696.40	1,908.44	2,332.53	2,756.63	3,180.73	3,816.88
Yatton_	226,814.00	221,563.00	77.52	1,266.12	1,477.14	1,688.17	1,899.18	2,321.22	2,743.25	3,165.30	3,798.36

## Data Protection

North Somerset Council is registered with the Information Commissioner's Office for the purposes of processing personal data. The council tax service is administrated on behalf of North Somerset Council by our partner Liberata UK Ltd, 5th Floor, Knollys House, 17 Addiscombe Road, Croydon CRO 6SR.

The information you provide will be held and used in accordance with the requirements of UK and European data protection law. The information will form part of your council tax account and held for six years after the closure and final action on that account.

Unless otherwise agreed with you, we will only collect the minimum personal data required to deliver the service, which includes your name, address, email address and contact telephone number(s). It does not include any special category personal information. The information will be used for the administration of council tax; our statutory duty under the Local Government Finance Act 1992. We will not use your personal information in a way that may cause you unwarranted nuisance. Failure to provide the information could result in the incorrect administration of your council tax account.

We may lawfully disclose information to public sector agencies to prevent or detect fraud or other crime, or to support the national fraud initiatives and protect public funds under the Local Audit and Accountability Act 2014. Under the conditions of the Digital Economy Act 2017, we may also share personal data provided to us with other public authorities as defined in the Act, for the purposes of fraud or crime detection or prevention, to recover monies owed to us, to improve public service delivery, or for statistical research. In addition we may also disclose information to a third party where we are satisfied that the party has both a legitimate interest in the information and that it would be fair to do so, in accordance with UK and European data protection law. We do not share the information with other organisations for commercial purposes.

If you have any questions or concerns about the way we process your personal data, our Data Protection Officer can be contacted at DPO@n-somerset.gov.uk.

Council documents can be made available in large print, audio, easy read and other formats. Documents on our website can also be emailed to you as plain text files.

Help is also available for people who require council information in languages other than English.

For more information call 01934 888 144

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