



# Welcome from the Leader of the Council

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The 2024/2025 budget is the second I have presented as Leader of the Council and my plan continues to make sure we develop our vision, ambitions and priorities and deliver a better and brighter future for Trafford. I know nobody likes receiving their Council Tax bill, especially in the current economic climate; however, I wanted to highlight to you the increasing importance of Council Tax in funding local services.

## **Financial Pressures**

In a normal period, the financial strain caused by inflationary costs on budgets covering pay and contracts, the cost of the National Living Wage and increasing demand for social care services outstrip any funding increases available to the Council each year. In 2024/25 we needed to address a budget gap of £17.80m, which is on top of £182.9m of savings and efficiencies delivered since 2010. This has been no mean task for an authority like Trafford who already provide value for money services and are one of the lowest spending authorities in the country and with a council tax level in 2023/24 some £209 per property lower than the average for our neighbouring districts.

Despite some very welcome grants over the last two financial years 2023 and 2024, to cover the extraordinary pressures being faced in our social care sector, the government has set out an expectation that councils will raise Council Tax and the adult social care precept by the maximum amount available to cover the growing cost pressures. We are faced with a difficult choice to increase Council Tax by 2.99% and use the 2% adult social care precept increase to help towards the rising cost of caring for older people and some of the most vulnerable in Trafford Council.

As a Council we continue to deliver innovative solutions to generate alternative funding and income streams rather than to make cuts to vital local services. The Council's Asset Investment Strategy is continuing to support the achievement of a balanced budget and is providing invaluable revenue streams to support the budget. Some of the acquisitions involve some key regeneration sites in the Borough, such as Stretford Mall and Stamford Quarter in Altrincham, and will provide a real opportunity to develop them into assets we can be proud of in the future.

Whilst the economic forecasts remain uncertain, we must continue to look to the future. In this regard, the Council, remains confident that we can improve services, facilities and the environment. Our Corporate Plan and budget

proposals contain commitments to tackle health inequality, support people out of poverty and push forward with our ambitious climate change initiatives through the net zero action plan.

### **Additional Investment**

Despite the budget challenge there are some key areas of investment within our 2024/2025 budget including £5.4m net investment in our social care services; safeguarding vulnerable children, young people and adults and supporting a sustainable care market.

In addition, as part of our plan to be a carbon neutral borough by 2038, we have a carbon neutral action plan which is delivering some notable successes including a range of energy efficiency measures across our council buildings, leisure estate and street lighting infrastructure.

We are also investing in services which affect the look and feel of the borough, as we know how important the environment is for our residents. These include additional capital investment of £75m in 2024/25, including £6.0m in our highways, a continuation of plans to modernise our leisure centres with the ongoing refurbishment of Altrincham and the redevelopment at Partington, improving schools and provision of additional places at £16m, £12m on active travel projects across the borough, continuation of the town centre regeneration schemes at Stretford and Altrincham and investment in our parks and green spaces £2.8m

### **Future Outlook**

Each and every year the costs of the services we deliver are growing at a significantly faster rate than our income, which is compounded by the relative low level of funding, including council tax, the Council receives, making managing the council's budget in the years ahead extremely difficult.

The financial sustainability of local government has never been more challenging with an increasing number of high-profile local authorities formally declaring notices that they cannot set a balanced budget and the financial landscape suggests there will be significantly more over the next twelve months. The forthcoming year, 2024/25, will be the fifth year where local authorities will only receive a single year finance settlement. The Council's funding beyond 2024/25 will be determined by the outcome of the review of Relative Needs and Resources and the reforms to the Business Rates Retention System under the Levelling Up agenda. Currently there is no indication of future funding levels, and the Council is only able to financially plan with difficulty beyond 2024/25, with our medium term budget plans showing a gap of nearly £30.0m for the two financial years 2025 to 2027.

As Leader of the Council, I will continue to lobby Government to ensure that sufficient resource is provided to meet the increasing demands we are facing, and that we continue with our Transformation and Change Programme to ensure we strive to improve service performance and ensure every service area is making best use of taxpayers' money.

We will face difficult choices, and we must decide how we best cut our cloth in these trying times. But, as ever, our commitment to maintaining Trafford as a place where residents, communities and business prosper remains our overriding vision.

Thanks for taking the time to read this leaflet and we look forward to 2024/2025.

Councillor Tom Ross  
Leader of Trafford Council

## Your 2024/2025 Council Tax bill

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Council Tax is a tax on domestic properties. It is collected by local councils and it helps to pay for services which councils provide, such as education, refuse collection and street lighting. Council Tax is charged on all domestic properties, whether they are rented or owned, and whether they are lived in or not.

This booklet forms part of your 2024/2025 Council Tax bill. In it you can find information and advice, including ways in which you might be able to reduce your bill. This booklet also provides information and advice about the empty-home premium. If you are having difficulty paying your Council Tax, help is available. Please call **0161 912 2220** or visit [www.trafford.gov.uk/counciltax](http://www.trafford.gov.uk/counciltax). The different sections of this booklet are listed below.

- A - Council Tax Support**
- B - Discounts and premiums**
- C - Disability reduction**
- D - Exemptions**
- E - How to apply for a reduction**
- F - Valuation**

# A Council Tax Support

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## What is Council Tax Support?

If you are a low income household, you may be entitled to a reduction in the amount of Council Tax you pay.

## How is Council Tax Support worked out?

To work out how much Council Tax Support you are entitled to, we look at things such as:

- Your family circumstances
- The money you have coming in
- Any benefits you get
- Any savings you have
- The total of your Council Tax bill

Council Tax Support is not only for people who are out of work. Many working people can also claim it.

To find out if you can claim Council Tax Support, visit our support calculator at <https://www.entitledto.co.uk/>

## How do I claim?

If you want to make a new claim for Council Tax Support, simply fill in an online claim form available at [www.trafford.gov.uk/new-claim](http://www.trafford.gov.uk/new-claim)  
If you are unable to complete the online claim, you can phone us on **0161 912 2220**.

## Change in Circumstances

You must tell us if your circumstances change. For example, if someone moves into or out of your property, or your income or savings and investments change. We could take court action against you if you do not tell us about a change in your circumstances. Report your changes online at: [www.trafford.gov.uk/benefit-changes](http://www.trafford.gov.uk/benefit-changes)

# A Council Tax Support

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## Universal Credit (Childcare Costs) Review

Trafford residents who were, or are, in receipt of Universal Credit (UC) with childcare costs, and **have not** made a claim for Council Tax Support, may be entitled to claim backdated support. Following a Valuation Tribunal earlier this year, the Council has identified a small number of people to date who have been incorrectly assessed and therefore want to ensure that residents who may not have claimed do get in touch to check entitlement. If this may apply to you, you may wish to seek independent advice from the Citizens Advice Bureau on 0808 278 7803 or the Council's Welfare Rights team on 0161 912 2735 or by email [welfare.rights@trafford.gov.uk](mailto:welfare.rights@trafford.gov.uk) who will be able to advise you on your application for review of claim.

# B Discounts and premiums

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## Single adult discounts

If there is only one adult living at the property, as a general rule we will take a 25 per cent discount off your bill. In certain circumstances, if you are an adult living alone you will qualify for a discount of 50 per cent if you are a 'disregarded person' (see below).

## Discounts for households with more than one adult

If there is more than one adult living in your household but one is a 'disregarded person', you might be entitled to a 25 per cent discount. If all of the adults living in your household are disregarded, you might receive a discount of 50 per cent.

## Disregarded people

The following adults are disregarded for Council Tax purposes:

- People in prison or certain types of legal detention centres
- People who have a severe learning disability, mental illness or form of dementia
- People aged 18 or over for whom Child Benefit is paid
- Students
- The wife, husband or dependant of a student who is not a British Citizen and who cannot take paid employment or claim benefits
- Apprentices
- Student nurses (including student nurses on Project 2000)
- Youth trainees
- Patients who are staying in hospital for a long time
- Adults who mainly live in a nursing or residential home and who receive care or treatment there
- Certain school-leavers under the age of 20 who have finished a course of education between 1 May and 31 October
- Certain carers providing care or support to another person other than their husband, wife or partner, or their child under the age of 18
- People living in hostels people with no fixed address
- Members of religious communities
- Members (or their dependants) of international headquarters and defence organisations
- Foreign-language assistants who are registered with the Central Bureau
- People associated with visiting armed forces
- Diplomats and senior officials of international organisations and their husbands or wives

## Second homes

If a residential property is furnished, but is not used as a main home and is needed under a contract of employment, we might give a discount of 50 per cent.

## B Discounts and premiums

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### Empty-home premium

We will add a premium of 100 per cent to Council Tax bills for properties which have been empty and unfurnished for one year or more. This means that you will receive a bill for 200 per cent of the full charge. For properties that have been empty for more than five years the charge increases to 300 per cent of the full charge and 400% for properties empty for more than 10 years.

We introduced this premium to encourage owners to bring empty properties back into use. This is consistent with our Empty Property Strategy.

### Cancelling or changing a discount or premium

If your bill shows that we have given you a discount or charged an empty-home premium, you must tell the Council Tax Section if you think that the reduction or premium no longer applies or should be for a different amount.

You must also tell us about any change within 21 days. If you do not do this, we may charge you a £70 penalty.

### Annexes

A 50 per cent discount is available for properties with self-contained annexes occupied by family members. Any qualifying annexe will have a 50 per cent reduction. The liability on the main house remains unaffected.



## B Discretionary discounts

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The Council may consider a reduction in any circumstances if it determines doing so would be in the interest of the borough or extenuating circumstances exist. Discretionary discounts are recurrently awarded to:

- Care Leavers where the Council is their Corporate Parent
- Special Constables who serve in the borough

If you wish to be considered for a discretionary discount please write with full details to **council.tax@trafford.gov.uk** or Council Tax, PO Box 542, Sale, M33 0GD.

## C Disability reduction

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In certain circumstances, we will reduce the amount of Council Tax you have to pay if any member of your household is severely and permanently disabled. To qualify for this reduction, the property must have at least one of the following features:

- A room (other than a bathroom, kitchen or toilet) which the disabled person uses and needs
- An extra bathroom or kitchen needed for the disabled person
- Enough floor space indoors to allow the disabled person to use a wheelchair

If you qualify for disability reduction, we will give you a discount in your banding (for example, if your home is in band B, you would pay the same Council Tax as a property in band A). The disability reduction scheme applies to properties in all valuation bands (A to H).

# D Exemptions

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Sometimes you may not have to pay Council Tax. This is known as an exemption. Most exemptions only apply when no-one is living in a property, but sometimes properties which are lived in can be exempt. Some of the popular exemptions are detailed below. A full list can be found by visiting

**<http://www.trafford.gov.uk/residents/benefits-and-council-tax/council-tax/reducing-your-bill.aspx>**

**Class E** - Properties left empty by people who have gone to live in a hospital or home to receive care.

**Class F** - Properties left empty because the person responsible for paying the Council Tax has died are exempt for up to six months after the grant of probate or letters of administration.

**Class I** - Properties left empty because the person responsible for paying the Council Tax has gone to live elsewhere to receive personal care.

**Class L** - Properties that have been repossessed by a mortgage lender.

**Class N** - Properties which only students live in.

**Class Q** - Properties where the person who has possession is a trustee because the owner is bankrupt.

**Class T** - An unoccupied home which is part of another home (for example, an annexe), if planning controls do not allow the annexe to be treated as a separate property.

**Class U** - Properties lived in only by people who have a severe learning disability, mental illness or form of dementia who would otherwise have to pay Council Tax.

## E How to apply for a reduction

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If you do not currently receive any of the reductions we have mentioned and you would like to apply for one or more of them, you can contact us by:

- Visiting our website at **www.trafford.gov.uk** or emailing us at **council.tax@trafford.gov.uk** or **benefits@trafford.gov.uk**
- Phoning our Customer Services Team on **0161 912 2220**
- Writing to us at Council Tax, PO Box 542, Sale, M33 0GD

## F Valuation

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### The Valuation List

This Valuation List contains the address of every residential property in the borough, with the relevant valuation band next to it. An officer of the Valuation Office Agency (known as the listing officer) puts this list together and maintains it.

### Valuation principles

The valuation is based on an estimate of how much the property would have been worth if it was sold on the open market on 1 April 1991 (not the current value) and the following applied:

- The property was empty when it was sold
- The property sold was freehold or, in the case of a flat, had a lease for 99 years with a small charge for ground rent
- The size, character and layout of the property, and the physical state of the area it is in, are the same now as they were at the time of the valuation in 1991
- The property was in a state of reasonable repair

# F Valuation

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## The valuation bands

The following chart shows the valuation bands and the proportion of the full Council Tax charge for each of the bands. The Council Tax is based on band D being the full Council Tax charge. For example, a household with a property assessed in band A will pay 6/9 of the Council Tax compared with a property in band D which will pay 9/9 (100 per cent) of the Council Tax. A property in band H will have a Council Tax charge double that of a band D property.

Valuation band	Range of values (as at 1 April 1991) (£)	Tax proportion (£)
A	Up to 40,000	6/9
B	Over 40,000 to 52,000	7/9
C	Over 52,000 to 68,000	8/9
D	Over 68,000 to 88,000	9/9
E	Over 88,000 to 120,000	11/9
F	Over 120,000 to 160,000	13/9
G	Over 160,000 to 320,000	15/9
H	Over 320,000	18/9

# F Valuation

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## Appealing against a valuation

In certain circumstances you can appeal against the valuation band your home is in.

This may be for the following reasons:

- You believe the banding of your property should be changed because of a significant reduction in its value. This may be because part of your property has been demolished, there has been a change in the physical state of your local area or the property has been adapted to make it suitable for someone with a physical disability to live in. In these cases, your property should be revalued as soon as possible
- You start or stop using part of your home to carry out a business or you start to use more or less of it for business purposes
- The listing officer has altered the Valuation List without you appealing against the band your home is in
- You have become the taxpayer for a property for the first time. You must make the appeal within six months, but if a valuation tribunal has already considered and decided an appeal for the same reasons, you cannot make the same appeal again

If you have any questions about a valuation appeal, you should contact the Valuation Office Agency at:

**[www.gov.uk/contact-voa](http://www.gov.uk/contact-voa)**

If you have appealed against a valuation and are waiting to hear the decision, you will still have to pay the instalments shown on your Council Tax bill. However, if your appeal is successful, you will be entitled to a refund of any Council Tax you have overpaid.

# Further information

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## Data disclaimer

This authority is under a duty to protect the public funds it administers, and to this end may use the information you have provided to us for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

For further information on data matching to prevent and detect fraud and corruption see <http://www.trafford.gov.uk/Z-Archive/Archive/level-2-fair-processing-notice.aspx>

For further information on Trafford Council's own Privacy Notices see <http://www.trafford.gov.uk/about-your-council/data-protection/privacy-notices/Privacy-Notice.aspx> The Council Tax Privacy Notice <http://www.trafford.gov.uk/about-your-council/data-protection/privacy-notices/Service-Level-Privacy-Notices/Council-tax-privacy-notice.aspx>

## Facts and figures on finance

Please visit [www.trafford.gov.uk/formsandleaflets](http://www.trafford.gov.uk/formsandleaflets) for more information about the following:

- What your Council Tax helps pay for
- Our spending plans
- Why spending has changed
- How council services are paid for
- How we work out your Council Tax
- Charges for other public services
- Capital spending and loan debt

Or, you can ask us to send you a copy of this information.

**Email** [council.tax@trafford.gov.uk](mailto:council.tax@trafford.gov.uk)

**Phone** 0161 912 2220

**Minicom** 0161 912 2102

# Reporting fraud

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The monies lost through fraudulent activity takes away resources vital to the local authority. Trafford Council, in accordance with its Anti-fraud and Corruption strategy, will investigate any allegations of fraud that it is believed may be being committed against the authority.

We want to hear from you about any activity being committed against the Council that you believe to be fraudulent. This could include:

**Council Tax fraud** (e.g. falsely claiming to be the sole occupant of a property).

**Council Tax Support fraud** (e.g. failing to declare true income or household details).

**Social Care fraud** (e.g. misusing funds that have been provided to pay for care).

**Blue Badge fraud** (e.g. using a badge that has been provided to somebody else).

**Business Rates Fraud** (e.g. Giving false information to reduce a business rates bill)

## How to report a fraud

If you wish to report somebody you believe is defrauding the Council, you can do so by contacting us in a number of different ways:

Complete our online fraud report from via the Trafford Council website. <http://www.trafford.gov.uk/residents/benefits-and-council-tax/secure/report-a-council-tax-fraud.aspx>

**Email** [counterfraud@trafford.gov.uk](mailto:counterfraud@trafford.gov.uk)

**Telephone** 0161 912 2228 / 1839 / 2373

# View Your Account Online

You can view your Council Tax, Housing Benefits and Non-Domestic accounts on Trafford Council's OpenPortal system.

OpenPortal allows you to access:

- a statement of account
- payments which have been made or are due
- details of reduction/relief

To register for OpenPortal go to [www.trafford.gov.uk/traffordonline](http://www.trafford.gov.uk/traffordonline)

You will require:

- Your full name/business name
- Your address
- Your email

Please note that by signing up for this you are also signing up to our e-secure service. This means you will not receive your Council Tax bill, Housing Benefit/ Council Tax Support notification or Business Rates bill by post. Instead we will email you when a new document is available and you log in to your online account to view it securely.

## You can now choose to pay by Direct Debit on the 1<sup>st</sup> or 15<sup>th</sup> day of each month

Direct Debit is the most convenient way to pay your Council Tax bill.

- No need to remember when to pay
- Paying by Direct Debit can result in 94 per cent less carbon emissions than paying by cheque

You can set up a Direct Debit to pay your Council Tax online by visiting [www.trafford.gov.uk](http://www.trafford.gov.uk) Before you complete the form, make sure you have the following information to hand:

- Your Council Tax reference number – this can be found in the top right hand corner of your bill.
- The address of the property you are paying
- Your bank/building society details