

# East Herts Council Report Template

## Overview and Scrutiny Committee

**Date of Meeting:** 20 June 2023

**Report by:** Councillor Carl Brittain, Executive Member for Financial Sustainability

**Report title:** Council Tax Reduction Scheme 2024/25

**Ward(s) affected:** All

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### Summary

- To consider the latest available information around the current local Council Tax Support (CTS) scheme at East Herts and whether any changes to the scheme should be considered for 2024/25

### RECOMMENDATIONS FOR OVERVIEW AND SCRUTINY:

**(A)** Overview and Scrutiny Committee consider whether other options around scheme design should be explored further for East Herts local Council Tax Support scheme for April 2024.

#### 1.0 Proposal(s)

1.1 That Overview and Scrutiny committee consider, in accordance with the Governments requirement for an annual approval of the Council Tax support scheme, to propose to the Executive any changes to the scheme for 2024.

## 2.0 Background

- 2.1 The Government made provision within the Local Government Finance Bill to replace the former national Council Tax Benefit (CTB) scheme from 1st April 2013 with localised schemes for Council Tax Reduction Schemes (CTS) devised by individual local authorities (LA's). The schemes are valid for one year and must be approved by Council before the 11<sup>th</sup> March immediately preceding the financial year in which it is to take effect.
- 2.2 If the Council were to choose to consider any material revisions to the scheme, this would be the subject of public consultation, which would need to be considered by both those entitled to receive support as well as the general Taxpayers of East Herts.
- 2.3 The Government require that major preceptors (County and Police) are consulted each year, and if there is any change to the scheme a full consultation open to all tax payers in the district is required. There is no specific timescale prescribed but the period must allow for meaningful consultation.
- 2.4 Additionally, consideration must be given to providing transitional protection where the support is to be reduced or removed. The financial impact of any decision on Council Tax Support also needs to be included when setting our budget and Council tax levels at the same time.
- 2.5 Since the introduction of CTS in April 2013 various changes have been considered but the scheme has remained the same. **Appendix A** provides details of the history of the scheme.
- 2.6 Previously Overview and Scrutiny committee received a presentation on a potential new scheme for 2019/20 based on income bands. The aim was to find a scheme which would

simplify the criteria for customers as well as mitigating the impact of changes in circumstances on workload and council tax collection, resulting from universal credit reassessments.

2.7 Members were advised that substantial modelling would need to be carried out to avoid any unintended consequences, as well as enabling full consultation with tax payers and major preceptors. Testing was carried out but did not produce the desired outcomes.

2.8 This report therefore details the current position on Council Tax, and seeks support to continue the current scheme for 2024/25.

### **3.0 Reasons**

3.1 In 2013 the Council initially devised a scheme which replicated the previous Council tax Benefit scheme but limited the Council Tax liability that was used to assess entitlement to 91.5% for working age customers. The Council has maintained this position for the first 11 years of the scheme.

3.2 The cost of the scheme is reflected in the tax base, in the same way as other discounts which reduce the collectable debit.

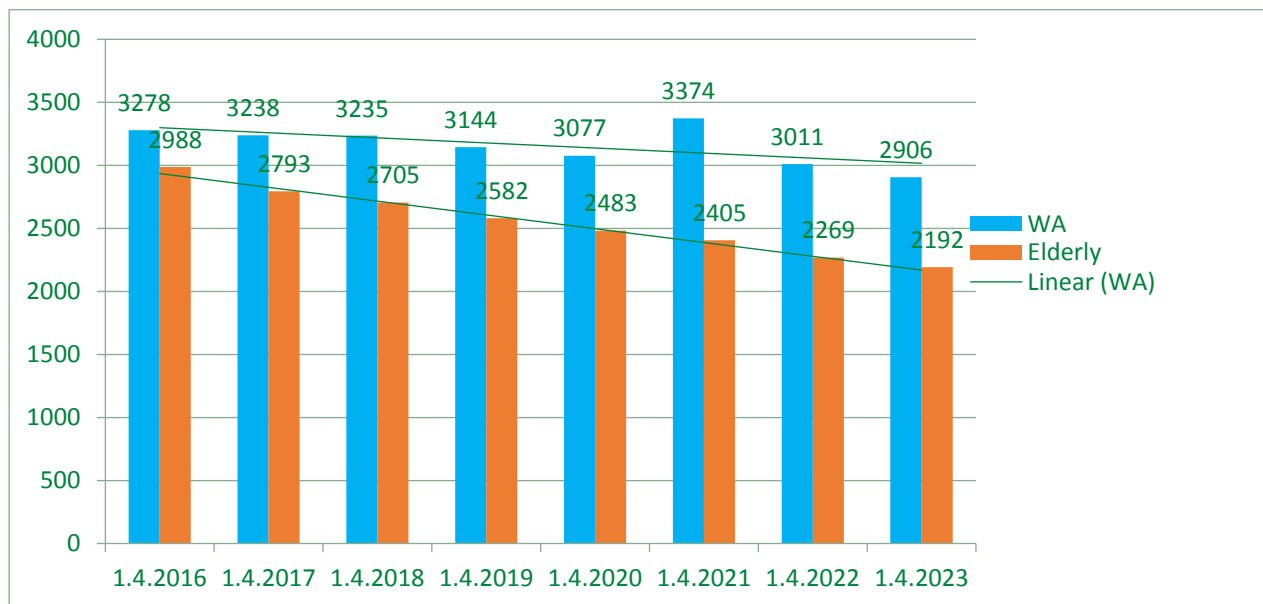
3.3 Currently (2023/24) 75.85% of the tax base income is precepted by Herts County and Council and 11.24% by the Police, and accordingly they have a vested interest in the value of the CTS scheme as it directly impacts on their ability to raise funds. The lower the cost of the scheme, the higher the tax base on which they can precept.

3.4 Before the introduction of CTS there had been a number of years of constant case load increases, the caseload then stabilised with a small increase in 2020/21, however since then the caseload has been falling, alongside a growing taxbase due

to new developments in the area. The impact on the cost of the scheme is demonstrated below.

Year	Cost of the CTS scheme		
2013/14	£6,448,794	Actual	
2014/15	£6,066,188	Actual	
2015/16	£5,734,780	Actual	
2016/17	£5,670,937	Actual	
2017/18	£5,813,163	Actual	The Band D value of the 2017/18 taxbase increased by 4.39% on 2016/17,
2018/19	£6,066,356	Actual	The Band D value of the 2018/19 taxbase increased by 5.76% on 2017/18
2019/20	£5,999,213	Actual	
2020/21	£6,497,160	Actual	The Band D value of the 2020/21 taxbase increased by 4.16% on 2019/20
2021/22	£6,564,088	Actual	The Band D value of the 2021/22 taxbase increased by 3.88% on 2020/21
2022/23	£6,392,112	Actual	

- 3.5 The level of spend on CTS has reduced in real terms. This has supported previous recommendations to leave the scheme unchanged.
- 3.6 The long term impact of Covid -19, the continued war in Europe and the more recent increases in energy costs on the economy in the short, medium or long term are as yet unknown. The caseload has been reducing but we may experience a change in this trend before the end of the year.
- 3.7 The impact of any change in trend will be built into the taxbase for 2024/25 when it is constructed in October 2023.
- 3.8 The taxbase for 2023/24 was calculated in October 2022 and assumed Council Tax Support would cost the equivalent of 3185.47 band D values, with expected changes built in. At 1 April 2023 the actual band D cost of Council Tax support was 3168.76, which is £35.3k less expensive. In context however the taxbase is set to produce £135.2m and has many variables.
- 3.9 The table below demonstrates the changes in caseload, and with the exception of April 21, has seen a continuous reduction.



3.10 Changes in caseload are monitored monthly so any trends are identified promptly.

3.11 The taxbase is also impacted by other variables, and changes in anyone of them can impact on its ability to generate the expected income levels on which the budget is set. The Covid-19 pandemic, war in Europe and the more recent increases in energy costs may for example have a dampening effect on new builds coming into the taxbase which will further reduce its income raising capacity.

3.12 Consideration of any variations to the existing scheme needs to consider;

- The cost of CTS
- The impact of other welfare benefits reforms on the ability to pay
- The cost of increasing arrears and recovery costs
- The buoyancy of the taxbase generally
- The unknown budget and finance settlements
- The roll out of Universal Credit

3.13 The CTS scheme for 2023/24 can be summarised as follows:

- That the CTS scheme for all working age claimants will be based on 91.5% of their council tax liability.;
- All local discretions currently in place continue e.g. war pension disregards;
- Other aspects of the new Council Tax Support scheme to mirror the previous Council Tax Benefit scheme.

3.14 A large proportion of customers affected by the introduction of the CTS scheme had not previously had to pay anything towards their Council Tax bill. If they had been 'passport'ed under the Council Tax Benefit scheme their liability would have been discharged in full by a credit transfer onto their Council Tax account. Under the CTS arrangements all working age customer have to pay at least 8.5% towards their bill.

3.15 It continues to be a challenge to support and educate these customers into a regular payment arrangement. We have:

- Offered flexible repayment options,
- Given more time to pay,
- Worked on a project with the Citizens advice Bureau to support customers with repeated arrears,
- Promoted other debt and advice agencies.

3.16 The in-year collection rate for working age claimants who had only the minimum 8.5% liability to pay was 67.49% in 2014/15 and 74.98% for 2022/23

3.17 The overall in-year collection rate for all working age CTS customers was 77.43% in 2014/15, and 74.94% in 2022/23. In contrast to the all taxpayers in-year collection rate, which for 2014/15 was 98.2%, and 96.5% in 2022/23.

3.18 In recognition of the fact that the additional Council Tax liability is more difficult to collect, a collection rate of 98.9% has been assumed. The liability not paid in-year becomes arrears on which a bad debt provision has to be established, which is a further cost to the council. Where the outturn taxbase exceeds the estimated performance it generates a surplus on the collection fund, and conversely when the taxbase does not achieve its expected performance because of negative variations in the component elements, the collection fund would be in deficit. The Council is required to make precept payments during the year regardless of any in-year variations.

3.19 Many of these same customers have been affected by other welfare reforms introduced:

- the spare room subsidy scheme
- the Benefit CAP,
- Reviews of disability benefits etc.

Many families find that they have increasing debts with their councils and landlords for bills that were previously paid for them.

#### 4.0 **Options that could be considered in redesigning a scheme**

4.1 There are a number of options that could be considered when redesigning the scheme, although all revisions would affect working age customers only, given that pensioners have to be fully protected by our scheme.

4.2 The Government continues to make changes to the Housing Benefit regulations which are not currently mirrored in the CTS regulations. This means the schemes are no longer aligned. The frequency of changes to Housing Benefit and Universal Credit schemes, make it impossible to mirror these in the CTS scheme, not least of which because of the difference in timing.

The Housing Benefit and Universal Credit schemes are changed when needed during the year, and the CTS scheme can only be revised annually.

- 4.3 Consideration was given previously to align some of the more significant differences between Housing Benefit and Council Tax support but the financial implications across the caseload have been assessed as small, and the changes would have required a full consultation exercise, to achieve only a temporary alignment, and therefore this was rejected.
- 4.4 The caseload for CTS indicates that the proportion of working age customers compared to pensioners is changing over time very slightly. It demonstrates a reduction in the proportion of the caseload for Elderly customers and this may be attributed to the rising of the national age threshold for becoming a pensioner. (1.4.2016 = 47.69% Pensioners, 1.4.2023 = 43% Elderly), consequently more customers would be affected by any changes.
- 4.5 Previously consideration was given to an income-band scheme which appeared to offer an opportunity to simplify entitlement criteria and the treatment of income and capital. This was driven by the roll out of 'full service' Universal Credit, (impacting in East Herts from October 2018) so there was a need to look to reduce the impact of monthly changes in universal credit on entitlement to CTS and Council tax collection.
- 4.6 Members were supportive of the approach, however subsequent testing has shown that there are unintended consequences for customers with disability premiums, and to correct for these would make the scheme overly complex and thus not achieve the desired outcomes.



- 4.7 Consideration has previously been given to each of the following changes, but each relies on the basic scheme construction remaining the same.
- a) Changing the level of “minimum payment” for all working age customers
- I. The current scheme assumes that all working age customers are asked to pay at least something towards their Council Tax, and as described earlier the minimum payment is 8.5% of liability. The Council could consider making a change to that amount but in doing so, the full impact of that decision needs to be considered.
  - II. If the Council chose to increase this minimum payment to say 10%, this does not mean a straight line reduction in the amount that the Council will spend out. For individuals already finding it difficult to pay at the current level, it can be seen that increasing this amount could increase their hardship levels further, especially as these customers are likely to be receiving other benefits, which have been affected by the on-going Welfare reforms.
  - III. Given our latest information shows that the collection rate for those working age customers in receipt of CTS is already significantly lower than the overall rate, we would need to consider adding further amounts to our bad debt provision in respect of potential non-collection of our debts. So any savings in expenditure would translate to increased bad debt provisions.
  - IV. Conversely, if we were to consider reducing the minimum amount to be paid we would need to consider where we would find the additional amount that we would need to fund Council Tax Support and the impact upon the totality of the funding for the Council and importantly, other

precepting bodies too. These impact on their overall funding levels, and given we represent under 9% of the total cost of the scheme, EHC needs to consider the significant financial impact this could have on others. There would still be costs associated with administering the scheme whatever the level of award, as not everyone gets the full benefit so this would not mitigate the additional cost to the Council.

b) Introducing a band cap (so limiting the amount that we would pay to a value of a lower property band, for example Band D)

In some Local Authorities, they have introduced a band cap where the scheme will only pay up to the equivalent of say a Band D property, even if you are in a higher banded property.

This could disproportionately affect those with a requirement for a larger property as they have children, other dependents due to caring responsibilities or a disability. These groups could already have been hit by other areas of Welfare reform including the Benefit Cap and the Spare Room subsidy limitation.

c) Introducing a minimum amount that would be paid out

Some Councils have introduced a minimum level at which they will support residents. An example is that you have to be entitled to at least £5 a week to be supported. This means someone who is currently entitled to a lower amount, would not receive it, despite the fact that we have assessed them as currently requiring support. There are no real savings in terms of administrative costs because we would still have to undertake an assessment to find out that we wouldn't award. In addition, the fact

that they are currently entitled to support indicates that they are financially vulnerable and the likelihood of being able to collect that additional amount from those residents is low. Therefore the potential reduction in costs overall is minimal and outweighed by an increase in bad debt provision and recovery costs.

d) Changes around discretions for Disability, Children and other Dependents

- I. This would change the nature of the scheme overall. East Herts, when setting its original scheme were clear that all would contribute equally as the core scheme already differentiates preferentially to those with disabilities, children etc.
- II. Any complexity that is added to the way in which we calculate entitlement, will make the administration of the scheme both more complex for our officers to manage both in terms of calculation but more importantly, to explain to our residents.
- III. This would also mean that the general working age population may need to pick up an even greater share of the cost if the scheme is to remain affordable and equitable.

e) Other adjustments

There include; income tapers, non-dependent deductions, income disregards etc. but all carry the same risk to bad debt provisions, potential recovery costs and costs of administration. The more complex the scheme, the more difficult it is to comply with and customers' levels of understanding could be compromised.

## 4.8 **The impact, challenges and opportunities of Universal Credit.**

- 4.8.1 Customers claiming UC who apply for Council Tax Support do not require the Council to carry out means testing on their circumstances. They need only provide their UC entitlement letters (details of which can be confirmed through LA's access to the DWP systems). These claims are already means tested and have differential applicable amounts applied by the DWP, and the only income element that is needed for an award of CTS is earnings. Consideration has to be taken of any deductions being made for overpayments or recovery of advances, but these lend themselves to a simplified assessment and processing system, and could be incorporated into a discount scheme.
- 4.8.2 Universal credit full service roll out took effect in this area in October 2018. This means that working age customers who would previously have applied for Housing Benefit (HB) and CTS are now applying for UC and CTS. The DWP pilot for moving existing HB claimants on to UC was not successful and therefore they have deferred progressing managed migration until a further pilot or pilots are completed.
- 4.8.3 There is therefore no information available currently to determine when this council's existing working age HB caseload will move to UC.
- 4.8.4 There are certain groups of HB claimant that will not, in the foreseeable future migrate to UC, as they are deemed too complex. This means that in addition to the pensioner case load there will be a residual working age caseload to manage.
- 4.8.5 It has therefore been appropriate to consider if the current CTS scheme is fit for purpose now that a growing number of customers will be in receipt of UC.

- 4.8.6 The reduction in new claims for HB might seem to reduce the services workload, however as the current scheme requires the same preparation and processing to award a CTS claim as an HB one, there is no saving. Currently claims or changes in circumstances are prepared and input and both awards (HB and CTS) are processed simultaneously. Claims not requiring an HB assessment simply produce one output (CTS award) rather than two.
- 4.8.7 UC claimants have to apply to the council for CTS entitlement. There is a common misunderstanding among claimants that it is all covered by their claim for UC. The Council therefore often only gets to engage with these customers when their Council Tax account is in arrears, and additional recovery action has to be taken. Clearly this is an additional administrative burden for the council, and costly for the customer.
- 4.8.8 Universal Credit is reassessed monthly, and those customers who are working (nationally this is estimated at more than 40%) are likely to experience variations in the UC entitlement each month. This is attributed to salary and wages frequencies affecting their assessments. Each time there is a change in the UC award, their entitlement to CTS has to be reassessed. Every time the CTS is reassessed, it produces a new Council Tax Bill. These constant changes in bills and amounts due are not only confusing to the customer trying to budget, but it also resets any recovery action being taken for non-payment.
- 4.8.9 The service has received a significant increase in workload from these monthly changes. They are received electronically from the DWP. However development of automation routines has mitigated the impact of this increase workload on resources. Further developments in this area are being

pursued.

4.8.10 Identifying and acknowledging these challenges from UC requires any potential change to the CTS scheme to consider:

- I. The potential for further automation of UC notices on live CTS claims, thus reducing the new workflow ( 88.87% of 36,245 notices were automated in 2022/23).
- II. Mitigations for changes in UC entitlements to revise council tax liability, and thus avoid resetting recovery action.

This could be achieved if the CTS scheme set bands of entitlement, or fixed periods in which changes in income would not result in a change in entitlement, within the scope of a set range.

These options have the potential to be very expensive.

- III. The costs of changing the scheme.

The software supplier is estimating a cost in excess of £25k for each Council moving towards a banded CTS scheme. Herts County Council has already declined to contribute to any costs associated with changing the scheme, despite being the biggest preceptor for Council Tax.

Any changes to the scheme require full and meaningful consultation with all taxpayers in the district and there are significant costs associated with this level of consultation.

#### **4.9 What others are doing:**

- Some councils have moved to a banded scheme, but they still require substantial means testing of each claim.

- St Albans moved to a banded scheme in 2019. Their residual caseload is on the 'default' scheme. (essentially the old Council Tax Benefit scheme).
- Unfortunately we cannot replicate a scheme like this currently as we are unable to have two different live working age CTS schemes at the same time.
- Other councils are considering various options but anecdotally are awaiting more information around migration before changing current schemes.

	<b>Current scheme</b>	<b>Any planned changes for 23/24?</b>
North Herts	<p>Banded schemes –</p> <p>100% if income is below maximum bands. Bands are 10%, 75% 45% 25% and 0%. £50 disregard on earnings and £50 disregard on any disability benefit per household. Limited to 3 children. Cares allowance and ESA support component disregarded. Removed 2AR applications as no longer have a non dep deduction.</p>	Unknown at this point
Dacorum	<p>Non banded schemes –</p> <p>% of liability paid by customer on maximum entitlement? = 25%</p> <p>75%, and also restricted to band D (ie max is 75% of</p>	Unknown at this point

	band D) however, 100% (with no band restriction) if customer is in a vulnerable group: child under 5; disabled; war pensioner; or disabled child	
Welwyn Hatfield	<i>Non-Banded</i> <i>75% Maximum liability</i>	
Broxbourn	<i>Non-Banded</i>  75% Liability, 25% income taper , band E restriction	Unknown at this point
Hertsmere	Banded for UC not banded for everyone else <i>The non-banded is basically the default scheme with some variations (non dep deductions etc)</i> 80% plus restrict to band D.	Unknown at this point
<b>St Albans</b>	Banded for UC Non-Banded for others Previously on default scheme % of liability paid by customer on maximum entitlement = 0	Unknown at this point
<b>Three Rivers</b>	Not banded	Unknown at this point



	% of liability paid by customer on maximum entitlement = 0	
<b>Watford</b>	Not banded  % of liability paid by customer on maximum entitlement = 0	Unknown at this point
Stevenage	Not banded  % of liability paid by customer on maximum entitlement 8.5%	TBC

#### **4.10 Current position:**

4.10.1 The current CTS scheme works and protects the most vulnerable customers by the use of applicable amounts and income disregards.

4.10.2 Work has been carried out over a period of time on developing a banded scheme for all working age claimants. This has included modelling of current claimants into a banded scheme, to assess the impact and identify any unintended consequences.

4.10.3 As it is not currently possible to have separate schemes for just UC cases, all current working age claimants would have to be included. After testing the data, it is clear that the intended simplicity of a banded scheme would be compromised as the need to differentiate between all the many and varied disability premiums and incomes would require too many bands for each category of household, to ensure sufficient protection for these groups.

4.10.4 In addition there would be all the costs of changing the scheme but no savings in administration, or increased simplicity for the customer.

## **4.11 Conclusion**

4.11.1 The improvement in automation of UC notices is mitigating the increased workflow. It is proposed that we continue with a two-stage approach for the future:

- Firstly, instead of looking to change the current scheme in the short term, that further automation of UC change notices continues.
- Secondly, once actual caseload migration is timetabled, consideration of a banded scheme or a discount scheme is revisited. At this time the majority of cases will convert to UC, and will have the means testing carried out by the DWP, thus offering opportunity for administrative savings.
- This will remove the current challenge around protecting the needs of those with disability incomes as this will be incorporated in the DWP assessment of UC entitlement.
- The impact of Covid-19, the war in Europe and energy costs increasing and their impact on the caseload and taxbase will be monitored closely and if significant, an early consideration of changes to the scheme for 2025/26 be recommended.
- Members will also be able to review the original principles of the scheme, including that all WA customers pay 8.5% of their liability.
- This approach should ensure that costs associated with the change of schemes will be matched by efficiencies achievable in the administration processes.

## **5.0 Risks**

5.1 No

## **6.0 Implications/Consultations**

6.1 Herts County Council and the Police will be consulted on the proposal.

### **Community Safety**

No

### **Data Protection**

No

### **Equalities**

No

### **Environmental Sustainability**

No

### **Financial**

Finance had been consulted and support the proposal.

### **Health and Safety**

No

### **Human Resources**

No

### **Human Rights**

No

### **Legal**

No

## **Specific Wards**

No

## **7.0 Background papers, appendices and other relevant material**

**7.1 Appendix A** – details the history of the Council tax support scheme.

### **Contact Member**

Councillor Carl Brittain, Executive Member for Financial Sustainability.

### **Contact Officer**

Su Tarran, Head of Revenues and Benefits Shared Service, Tel: 01279 502075. [su.tarran@hertspartnership-ala.gov.uk](mailto:su.tarran@hertspartnership-ala.gov.uk)

### **Report Author**

Su Tarran, Head of Revenues and Benefits Shared Service, Tel: 01279 502075. [su.tarran@hertspartnership-ala.gov.uk](mailto:su.tarran@hertspartnership-ala.gov.uk)