

Customer First Analysis – Council Tax Base

1. Purpose

- What are you trying to achieve with the policy / service / function?
- Who defines and manages it?
- Who do you intend to benefit from it and how?
- What could prevent people from getting the most out of the policy / service / function?
- How will you get your customers involved in the analysis and how will you tell people about it?

Comment: The Council is required by law to formally determine the Council Tax Base prior to the 31st January each year in respect of the following financial year.

This enables the Council to notify the respective precepting bodies for precepting purposes by that date as well as being a contributory factor in determining its own level of Council Tax.

2. Evidence

- How will you know if the policy delivers its intended outcome / benefits?
- How satisfied are your customers and how do you know?
- What existing data do you have on the people that use the service and the wider population?
- What other information would it be useful to have? How could you get this?
- Are you breaking down data by equality groups where relevant (such as by gender, age, disability, ethnicity, sexual orientation, marital status, religion and belief, pregnancy and maternity)?
- Are you using partners, stakeholders, and councillors to get information and feedback?

Comment: The Tax Base calculation is a contributory factor in determining the level of Council Tax and based on Government formula.

3. Impact

- Are some people benefiting more – or less - than others? If so, why might this be?

Comment: N/A

4. Actions

- If the evidence suggests that the policy / service / function benefits a particular group – or disadvantages another - is there a justifiable reason for this and if so, what is it?
- Is it discriminatory in any way?
- Is there a possible impact in relationships or perceptions between different parts of the community?
- What measures can you put in place to reduce disadvantages?
- Do you need to consult further?
- Have you identified any potential improvements to customer service?
- Who should you tell about the outcomes of this analysis?
- Have you built the actions into your Business Plan with a clear timescale?
- When will this assessment need to be repeated?

Comment: N/A