

Council Tax Support Calculator Q&A

Data Entry

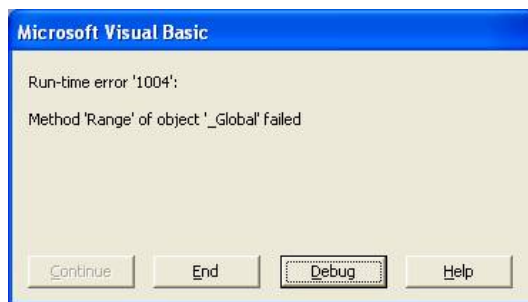
Q1: We have loaded our SHBE D & S records but the percentage is coming out at -100%, what is wrong?

A1: It is likely that formula in the S records tab has been over written when data was pasted in. Please download the latest version of the calculator again from:

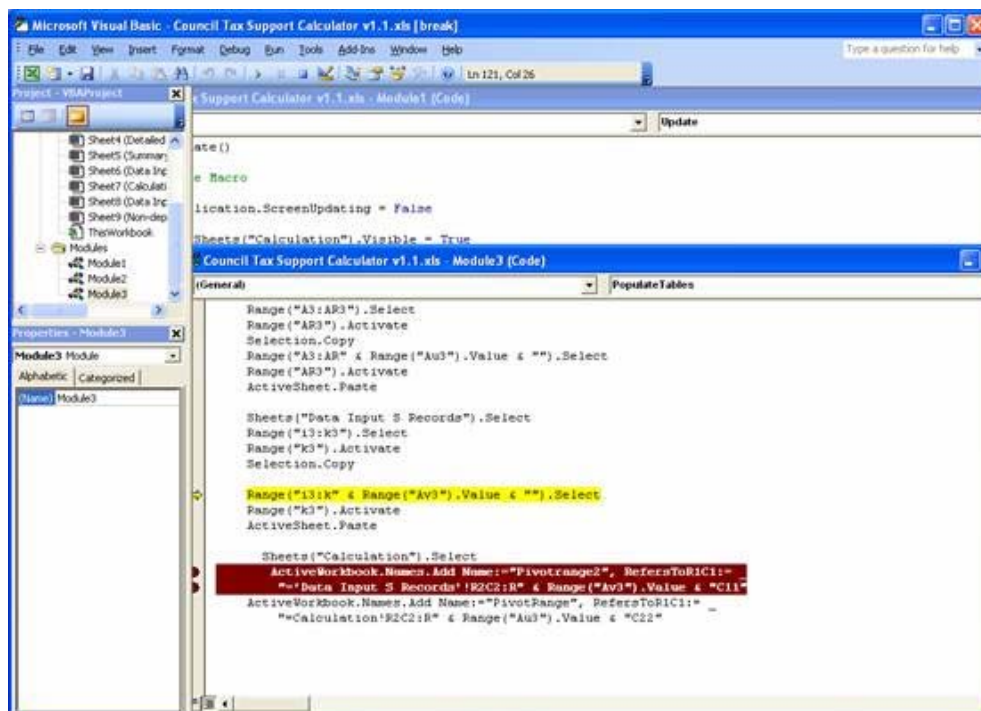
<http://www.communities.gov.uk/localgovernment/localgovernmentfinance/counciltax/counciltaxsupport/>

When copying in the S records please make sure you copy and paste data in columns **A to H only**. If you paste your data into the whole sheet existing formulae will be overwritten causing the calculator to function incorrectly and your check percentage will read -100%.

Q2: I am trying to use the calculator but when I click on the Populate Tables button it displays the following error:



The Debug option shows this:



Can you help resolve this?

A2: Please see A1 above

Q3: We have loaded our SHBE D & S records but the percentage is still blank?

A3: Please check you are using the latest version of the calculator
<http://www.communities.gov.uk/localgovernment/localgovernmentfinance/counciltax/counciltaxsupport/>

Q4: In the Data Input tab the percentage check is not between -5% and 5% what is wrong?

A4: You may have data in the D records sheet that is incorrect. If on the Summary tab in cells E4:E10 one or more of the percentages is outside the -5% to 5% range it is possible that you have an error in your data. Common errors are:

a) **Second Adult Rebate (SAR).** There have been cases where SAR has been awarded but no percentage has been given. To check please do the following:

- Unhide the D records tab (Excel 2003 - format, sheets unhide, or Excel 2007 right click on any tab, unhide and select D records)
- Select the filter dropdown in cell K2. Select 1 only (in Excel 2007 and onwards untick 'select all' first then tick 1)
- Select the filter in cell L3. The only options should be 1,2, or 3. If you have blank as an option or any numbers other than 1,2, or 3 select these.
- If you have 1, 2, or 3s only then you do not have a problem with SAR data. If you do then please continue.
- For the selected records you will need to see if SAR is being awarded and if so find out what the amount is. Column B gives the NiNo and the case can be looked up in your system. To note in column K 1=Yes, 2=No. in column L, 1=25%, 2=15%, 3=7.5%. After looking at the case on your IT system change the SAR details using the codes above to what they should be.
- After changing the records press the populate button on the Data Entry tab

b) **NiNos.** There have been cases where Council tax benefit has been awarded to cases where the NiNos are blank or 0. To check please do the following:

- Unhide the D records tab (Excel 2003 - format, sheets unhide, or Excel 2007 right click on any tab, unhide and select D records)
- Select the filter dropdown in cell B2. Select 0s only (in Excel 2007 and onwards untick 'select all' first then tick 0)

- Select the filter dropdown in G2 and select all cases where the number is greater than zero.
- If there are no cases then you do not have a problem with NiNos, if you do have cases please continue.
- If you have any cases you will need to try and trace then using the date of birth (column C) in your IT systems. Once you have found their NiNo please enter it in the D record. If they have and non dependants of dependants (check columns E and F in the D records) you will need to trace them on your systems.
- Claimants NiNos will need to be entered on the S records if they have dependants and non dependants. To do this unhide the S records sheet and filter cell B2 for zeros. The date of birth for these people may help you trace them on your IT systems.
- After adding the correct NiNo in the D records and S records (where applicable) press the populate button in the Data Input tab

Q5: I've have populated the S and D records and pressed the populate tables button. The check percentage is 0% but when I go to the summary tab there is no data and all the fields are blank, what am I doing wrong?

A5: It is possible that when extracting the SHBE data some of the fields were exported as text fields instead of numerical and / or date fields. To see if this is the case unhide the D Records tab and right click on a cell where the content should be numerical. Select format cells and select the number tab. If the category is text then you will need to export the SHBE fields again ensuring that you select the correct data type for that field.

Changing parameters

Q6: In Cells C11 to 14 on the 'Set min & Max Levels' tab, when I adjust the *maximum benefit award* to Band D the amounts which are input to the corresponding cells B11 to 14 are not equivalent to our Band D council tax amount.

A6: When restricting the maximum to a band, the band represents the average award of council tax **benefit** for that band and when selecting a band this is limiting the award to that amount. This is not limiting it to the average council tax amount for the band as this information is not always available from SHBE especially for areas with Parish Councils. If you want to limit it to the council tax amount then you can enter the amounts in cells B11 to 14

Definitions

Q7: How is a pensioner household defined?

A8: A pensioner household, for the purpose of the calculator is where either the claimant or the partner or both have reached the qualifying age for state pension credit.