


Your services

Wychavon
in Worcestershire

2010-11

Find out

what your Council
Tax pays for



**Useful
numbers**
for County
and District
Council
services



HOW TO PAY • HELP & ADVICE • BENEFITS INFO • GET IN TOUCH
and much more from your County Council, District Council
and the Fire and Rescue Authority

You can now recycle more materials



NEW

NEW

NEW



You are now able to recycle more items such as yogurt pots, all cardboard and juice cartons.

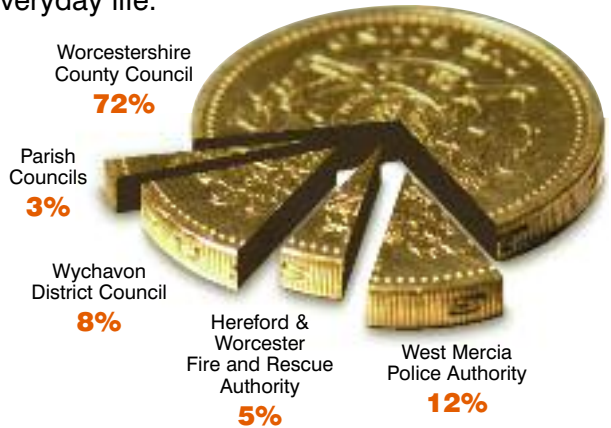
For more information on recycling please call 01386 565018 or visit www.wychavon.gov.uk

welcome

Most of the money for providing services to you comes from central Government and other grants, but in Wychavon over £68 million is collected through Council Tax.

Wychavon District Council collects the Council Tax on behalf of all of the authorities shown on the chart. The total amount is then split to provide the services that are part of your everyday life.

This year, a Band D household in Wychavon will pay £1,440.50 on average to their local authorities - that's just £27.70 a week.



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How we **spend** your money

Look what you get for just £2.09*
a week and around 8% of your bill

- Cleaner streets
- Waste collection and recycling service
- Tough action on environmental crime such as fly tipping
- Community Neighbourhood Wardens on your streets
- Free security equipment for burglary victims
- Food, health and safety inspectors
- Food hygiene ratings for local food businesses (available on our website)
- Parks, play areas and skate parks
- Leisure centres and sports activities
- Summer events - festivals and parties in the parks
- Planning and building control
- Housing advice and benefits
- Concessionary bus passes
- Award winning toilets
- Running elections
- Online services - from paying bills to reporting fly tipping
- Rehoming lost and abandoned dogs.

*based on a Band D property





This year, on top of all that, we have also:

- Kept Council Tax increases to 2.5%
- Completed a £10.95m leisure centre for Evesham
- With your help - increased household recycling to 43%
- Extended recycling materials to make it even easier to recycle
- Consulted and listened to you about how we should spend your money
- Run lots of events, like the Asparagus Festival
- Completed a wetland for Pershore
- Opened a Youth Zone in Droitwich Spa
- Introduced a Youth Bus that's touring Wychavon
- Promoted healthy eating and exercise to overweight children and their parents
- Run innovative projects like the W Factor - talent contest and the Vale Arts Trail.

You can follow us on [twitter](#) and [facebook](#) search for Wychavon





Working for a **Wychavon** that's...

Our promises to you. In 2010, we will continue to work to make Wychavon safer, greener, healthier, stronger and more successful.



Safer - helping you to be safe and feel safe

- Reduce crime against small and medium sized businesses
- Tackle anti-social behaviour.

Greener - a better environment - now and in the future

- Extend the chargeable garden waste service
- Ensure new residential development looks after the environment for wildlife and people
- Practical schemes to improve household energy efficiency and reduce fuel bills
- Parish flood grants and early warning schemes
- Reduce our energy use by 5% and our water by 10%.





Healthier - improving your health and well-being

- £50,000 extra for sports activities for children and young people building to the 2012 Olympics
- Target health improvement activities where they're needed most.

Stronger - vibrant communities with a strong economy and affordable homes

- Secure long term funding for Spa Youth Zone and the Youth Bus
- Help build four new play areas
- Improve housing standards and complete 60 affordable homes
- Support businesses through the recession through grants and advice
- Agree a way forward for the £200,000 Droitwich Spa brine baths fund
- Run 750 arts workshops for children and young people.

Successful - an efficient, well run council delivering value for money services

- Develop our website so customers can do more online
- Identify £250,000 worth of efficiency savings.

Difficult times - are you struggling?

Housing and Council Tax Benefits are available to people on a low income or who receive pension credit, Income Support or Jobseekers' Allowance - very important in these difficult times. For more information go to www.wychavon.gov.uk and search for benefits or visit our site on Sky - press the interactive button, choose DirectGov, select the welcome page and choose #1 - local services.



A-Z of Wychavon District Council services

- | | | |
|---|--|--|
| Affordable housing
01386 565524 | Council Tax enquiries
01905 822733 | Noise nuisance
01386 565015 |
| Arts and entertainment
01386 565396 | Council Tax payments
01386 565200 | Parking
01386 565009 |
| Benefits –
Housing/Council Tax
01905 822744 | Ditches, drains
and flooding
01386 565000 | Parks and play areas
01386 565407 |
| Building regulations
01386 565388 | Dog fouling/warden
01386 505015 | Pest control
01386 565015 |
| Business Rates
01905 822755 | Electoral services
01386 565162 | Planning applications
01386 565565 |
| CCTV
01386 565422 | Fly tipping
01386 565018 | Planning enforcement
01386 565293 |
| Civic Centre bookings
01386 565507 | Food safety
01386 565015 | Pollution
01386 565015 |
| Communications
01386 565102 | Grass cutting
01386 505018 | Recycling
01386 505018 |
| Community grants
01386 565168 | Homelessness
01386 505020 | Rubbish and waste
01386 565018 |
| Community plan
01386 565508 | Housing general
01386 505020 | Sports
01386 565229 |
| Community
safety/wardens
01386 565301 | Housing grants
01386 565352 | Street cleaning
01386 565018 |
| Councillors and
committees
01386 565427 | Housing waiting list
01386 565020 | Toilets
01386 565018 |
| Compliments and
complaints
01386 565437 | Jobs
01386 565563 | Tourism and travel
01386 565373 |
| Concessionary
travel scheme
01386 565437 | Land charges
01386 565001 | Trade waste
01386 565018 |
| | Licences
01386 565016 | Trees and hedges
01386 565565 |
| | Members Standards
(Code of Conduct)
01386 565470 | Vehicles (abandoned)
01386 565018 |
| | | Water quality
01386 565015 |

Useful County Council Contact Numbers

Below are contact numbers for some of Worcestershire County Council's key services. Why not keep them somewhere handy? If the service you require is not listed below, you can get information about our services and make general enquiries by contacting the Worcestershire Hub:

- **01905 765765** (Monday - Friday 8am - 8pm and on Saturday 9am - 5pm)
- **worcestershirehub@worcestershire.gov.uk**
- **www.whub.org.uk**

Alternatively, you can visit one of our 12 customer service centres in person. To find your nearest centre, use one of the contact methods above.

Adoption & Fostering - Freephone 0800 028 2158

We find homes for vulnerable children. If you think you can help, please get in touch for more information.

Bus Timetables 01905 765765

Up-to-date details of bus times and routes.

Carers Unit - Freephone 0800 389 2896

Support and advice for anyone who looks after someone else's needs.

Consumer Relations 01905 766368

Responsible for managing all types of representations (comments, compliments and complaints) about County Council services.

Countryside Service 01905 766493

Information about our sites, guided tours, walks, activities and events.

County Museum 01299 250416

Find out what's on at the museum, based in the historic Hartlebury Castle, near Kidderminster.

Family Information Service 01905 790560

Information and advice for families with children aged 0 to 19 years of age. All information is free and impartial.

Highways & Transport 0845 607 2005

For enquiries about highways management and maintenance, including road works, reporting potholes, requesting a dropped kerb or yellow lines.

Libraries & Learning 01905 822722

Discover where your local library is, events and activities taking place, and adult learning classes.

Public Rights of Way 01905 768214

For enquiries about public rights of way, including footpaths, bridleways and byways.

Useful County Council Contact Numbers

Record Office 01905 766351

For everything you could want to know about Worcestershire's history, contact the Record Office.

Registration Service 0845 603 2859

Make enquiries about civil weddings, births, deaths, baby naming and renewal of vows ceremonies.

School Admissions 01905 822700

Find out about allocation of school places at first, primary, middle and high schools in the county.

School Transport 01905 765765

Details about transport available to and from schools across Worcestershire.

Student Finance Direct 0845 607 7577

Support and advice on financial matters for higher education students.

Social Care 0845 607 2000

A single point of contact for social care enquiries, including support at home, residential care and home adaptations.

Street Lighting 'Lights Out Line' - Freephone 0800 137 352

Report faults and problems with street lighting so we can manage them.

Trading Standards: Consumer Direct 0845 404 0506

Specialist advice on all kinds of consumer issues - from buying cars to faulty household appliances.

Trading Standards: Business Advice 0845 330 3313

Business guidance on Trading Standards legislation - from keeping animals to labelling of foods and selling fireworks.

Waste & Recycling

0845 607 2007

For information and advice about reducing, re-using and recycling your waste.

Youth Support

01905 765463

Information about youth centres, youth activities and our Worcestershire Youth Cabinet.



Your County Councillors

Log on to www.worcestershire.gov.uk/postcodesearch to find out who your County Councillor is and how to contact them to discuss your local concerns and issues.





Quality and value for **everyone**

Worcestershire County Council has continued to be recognised in the past year as a high achieving authority. A new Audit Commission assessment known as Comprehensive Area Assessment (CAA) awarded us '3 out of 4' for both main categories of our organisational assessment - managing performance and use of resources.

As well as receiving national recognition, we have also kept our Council Tax, low for around 240,000 households in Worcestershire. In fact, we continue to have one of the lowest Council Taxes compared to other County Councils without responsibility for the fire service.

Council Tax collected in Worcestershire makes up 70.8 per cent of our budget, excluding funding for schools. The rest of our budget is allocated by central Government, including the money we receive to fund schools.

Our share of the Council Tax bill will increase by 2.5 per cent for 2010-11. That equates to an increase of £25.34 for a Band D property, rising from £1,013.72 to £1,039.06.

Read on for information about the work your council has done in the last year and how we worked towards our 2005-09 priorities...





Priority: Improving Community Safety

Our road safety education programme in primary schools has delivered cycling training to 3,500 children and pedestrian training to 4,500 children.

The number of people killed or seriously injured on Worcestershire's roads fell by 22 per cent last year and the number of children killed or seriously injured fell by 31 per cent.

Our Trading Standards team gave advice or took action on over 5,900 consumer complaints for goods and services worth more than £1 million.

The team also visited 2,400 business premises to check for compliance with trading legislation and to follow up consumer complaints.

Priority:

Improving Highways, Footways & Transport Services

We spent £36 million on highway maintenance in 2009-10.

In the 2009-10 winter, our 31 gritters went out over 100 times and used around 20,000 tonnes of grit to cover an estimated 95,000 miles, keeping our roads as clear as possible during the coldest winter in 30 years.

Since the 2007 floods, we have improved the drainage in almost 300 locations to great local benefit and have plans to carry out work in many more.

Last year, 22,520 potholes were identified and repaired.

around
**430 potholes
repaired**
every week





Priority: Raising Standards in Schools

Worcestershire has over 75,000 children being educated in 246 schools, which are supported by 13,000 teaching specialists and support staff. Over £260 million of funding was delegated to these schools.

In 2009, Worcestershire schools recorded their best ever GCSE and A Level results.

Transport is provided for 10,000 pupils each day at a cost of approximately £13.5 million per year.

Our Children's Services team currently manages over £57 million worth of education building projects.

246 schools
in Worcestershire

Priority: Enhancing Services to Young People

Worcestershire now has 29 children's centres with five more planned in 2010.

Our Aiming High for Disabled Children programme gained funding worth £873,400 in 2009-10 to enhance short breaks provision to over 200 families of children with disabilities.

£110,000 of funding was secured to develop natural play facilities at Worcester Woods Country Park, which also became the first Accredited Country Park in the UK.

Our Fostering team placed 112 children and young people with foster carers during last year and approved 29 new carers for the county. These figures include children living with relatives or close friends who became foster carers specifically for children they had a close connection with.





Priority: Supporting Older People to Live Independent Lives

We supported over 8,000 older people to live independently in their own homes last year and home care services made over 25,000 visits per week to people's homes.

25,000

home care visits every week



Our Choice and Control programme builds on existing schemes that allow individuals to choose and buy the type of social care they prefer. Around 2,000 people now use this type of service giving them greater flexibility.

Arrangements for safeguarding vulnerable adults were reviewed and strengthened during last year and we handled over 50 new adult protection referrals a month.

Adult social care was rated as "performing well" by the Care Quality Commission.

Priority: Strengthening Worcestershire's Economy

During last year, the Worcestershire Economy Action Group was set up to tackle the local effects of the national recession. We worked with partners to secure millions of pounds for the county:

- £2 million from the Future Jobs Fund to create more than 300 job opportunities for young people
- £1.5 million of European LEADER funding to support rural communities
- £880,000 of Connections To Opportunities cash to pay for a three-year programme to help people back into employment, delivered via the voluntary and community sector
- £250,000 of Rural Enterprise Grants to help local businesses to grow.

Our Voluntary & Community Sector (VCS) Grants Scheme awarded more than £75,000 to VCS groups for older people's activities, community arts and celebrating diversity.



Improving Worcestershire



Besides working towards our six priorities, we also did a lot of other work during last year to improve Worcestershire:

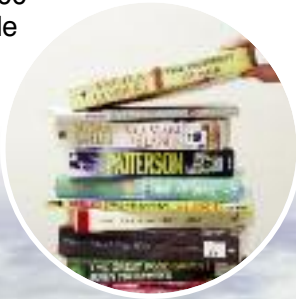
Libraries and Learning Service

Over 3,000,000 visits were made by 100,000 people to Worcestershire libraries and we refurbished three of our 21 library buildings last year to improve their facilities.

Work on the ground-breaking Worcester Library and History Centre began in autumn 2009, which will be Europe's first joint public and academic library.

Museum and Heritage Services

Our Record Office was visited 8,000 times a month on average last year, while over 32,000 visits were made to our museum services throughout the year.



Waste

A state of the art sorting facility was completed in November 2009. The EnviroSort plant is expected to process in excess of 68,000 tonnes of material in 2010-11, thereby reducing the amount of waste sent to landfill.

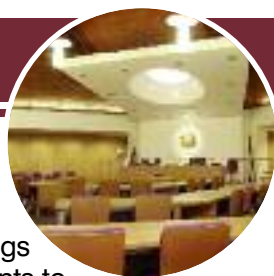
Around 2,000 subsidised compost bins were bought by Worcestershire residents as part of our campaign to reduce the amount of waste sent to landfill.

Sustainability

We were a Beacon Authority for Tackling Climate Change and more than 80 organisations learnt from our expertise during our Beacon year.

More than 200 schools in Worcestershire are involved in the Eco-Schools programme, which puts 'sustainability' at the heart of school life. Fifty-four have now been awarded the prestigious Green Flag award.





Customer Services

The Worcestershire Hub received an average of 90,500 calls per month from April to December 2009, a 43 per cent increase compared with April to December 2008. This was mainly due to the recession and increased demand for council services. Actions are in place to respond to this with further work planned in 2010.

Consumer Relations

The Consumer Relations Unit managed over 1,000 representations (comments, compliments and complaints) during last year for Worcestershire residents.

Council meetings

Full Council meetings are open for residents to attend and details are published on www.worcestershire.gov.uk/meetings. Alternatively, all Full Council meetings are recorded and made available to watch as webcasts on www.worcestershire.gov.uk/webcasts

Find out more

Visit www.worcestershire.gov.uk for everything you need to know about your County Council.



How the money is spent

Summary of gross expenditure, income and staffing

The planned costs of services are shown below:

2009-10 Net Exp £m	Services	2010-11			Council Tax for a Band D property £	Staffing
		Gross Exp £m	Income £m	Net Exp £m		
0.0	Schools budget	368.4	368.4	0.0	0.00	8,304
86.5	Children's Services, excluding schools	122.3	37.4	84.9	285.46	1,392
141.5	Adult and Community Services, including libraries	197.7	40.5	157.2	528.40	1,845
35.0	Highways and public transport	37.0	2.5	34.5	115.90	478
23.6	Waste disposal	37.9	13.8	24.1	80.99	15
2.9	Planning and economic development	3.4	0.4	3.0	10.21	63
26.6	Net cost of council borrowing	30.8	0.1	30.7	103.25	0
-15.8	Other services	22.5	50.9	-28.4	-95.52	841
300.3	Total cost of services	820.0	514.0	306.0	1028.69	12,938
-2.9	Addition to or use of general reserves	3.1	0.0	3.1	10.37	-
297.4	Net budget requirement	823.1	514.0	309.1	1039.06	12,938

Where the money comes from to pay for the 2010-11 budget

The Government calculates our general grant according to relative circumstances and ability to raise money from Council Tax.

Worcestershire's general grant is £90.159 million or £161 per person, compared to the shire county average of £185 per person for

county councils without responsibility for the fire service.

We also receive a number of other grants from the Government for specific purposes. The most significant is the Dedicated Schools Grant (DSG) that provides the funding for schools and can only be used for this purpose.

Your County Council's Budget

The cost of providing our services in 2010-11, net of specific grants, is £306 million which, after adding £3.1 million to general reserves, amounts to £309.1 million to be funded from general Government grant and local taxation, as follows:

Council Tax (70.8%)

£218.9 million

General Government Grant (29.2%)

£90.2 million

Net Budget

£309.1 million

Council Tax (70.8%)

£392

£/person

General Government Grant (29.2%)

£161

Total £/person

£553

Why spending has changed from 2009-10

The council faces additional cost pressures in respect of inflation and increases in the demand for services such as the extra numbers of people needing social care. There are also additional costs associated with the Personal Care at Home Bill that

requires councils to provide free personal care for those people with the highest need from October 2010. Some inflationary costs experienced by local authorities are significantly higher than the general rate of inflation.

Efficiency measures and other reductions offset these cost pressures and result in our net budget requirement rising by £10.2 million over last year, as shown in the table below.

	£m
Net budget requirement 2009-10	297.4
Add back use of general reserves in 2009-10	2.9
Impact of lower 2009-10 pay award	-1.4
Revised starting position 2010-11	298.9
Inflation	5.7
Adult Social Care service pressures	3.0
Potential statutory requirements: Personal care at home	1.5
Financing borrowing costs for capital expenditure	3.9
Looked after children service pressures	1.0
Efficiency measures	-4.0
Savings from spending less and doing less	-4.5
Better Outcomes, Lean Delivery programme	0.5
Addition to general reserves in 2010-11	3.1
Net budget requirement 2010-11	309.1

In addition, the DSG funding for schools will be £4,028 per pupil, an increase of 4.2 per cent.

Staffing

During 2010-11 we expect to employ the equivalent of 12,938 full-time staff. This includes an increase in school-based staff, new posts funded by specific Government grants and the planned reduction in staff numbers as part of the council's efficiency measures.

Council Tax

The Council Tax contribution towards our 2010-11 budget for a Band D property is £1,039.06, a rise of 2.5 per cent or £0.49 per week from last year. The illustration below shows how much you will pay for our services for each property band.

Capital investment

We plan to invest £116.2 million during 2010-11 in capital projects such as building and refurbishing schools, improvements to roads and information and communications technology.

Borrowing

We borrow money to pay for some of our capital investment. The total borrowing at 31 March 2010 is estimated to be £233 million.



General balances

We plan to keep a general reserve of around £14 million to pay for emergencies and other unforeseen expenditure.

Looking ahead

Over the period 2011 to 2014, it is forecast that our overall funding will be reduced by around 15 per cent as public expenditure is constrained nationally. Building on our excellent track record in achieving value for money, as recognised by the Audit Commission in their Annual Assessment, we are already working towards reducing costs and working more efficiently under the Better Outcomes, Lean Delivery (BOLD) programme.

We will strive to make the savings required through more efficient ways of working, service reform and doing less to spend less. We will be consulting with residents and putting even more emphasis on achieving value for money and maintaining low Council Tax in the years ahead.



**Get involved
and...**

win
one of three
£50 prizes

It's never been easier!

Be the first to find out about public sector consultations by signing up to the Consultation Portal. You can receive email alerts about consultations that interest you.

You decide what you want to be consulted about and how; through questionnaires, online discussions or even e-petitions.

To take part visit
www.haveyoursay.whub.org.uk

Join Worcestershire Viewpoint

Worcestershire Viewpoint is the county's new Citizens' Panel partnership for public sector organisations.

Members tell us what they think about public services by completing two surveys a year, so their views help us to make decisions.

To join Worcestershire Viewpoint, just visit www.worcestershire.gov.uk/viewpoint, call 01905 766715 or email viewpoint@worcestershire.gov.uk

If you sign up before Friday 9th April 2010, you can be entered into a free prize draw to win one of three £50 high street vouchers - so you can help us and support local retailers too!

Face-to-face with your councillors

Ever wanted to discuss an issue with your councillor but didn't know how to? Then go to a Community Forum meeting in your area - it gives you the chance to do just that.

We work with district, town and parish councils, the police, NHS Worcestershire and voluntary groups to hold forums in a venue near you.

Find out where and when by calling the Area Democracy team on 01905 766103 or keep an eye on your local press for details.

We're looking forward to hearing from you!

(Full terms and conditions are available at www.worcestershire.gov.uk/viewpoint)



Delivering excellence through the Worcestershire Partnership



Your Fire & Rescue Authority

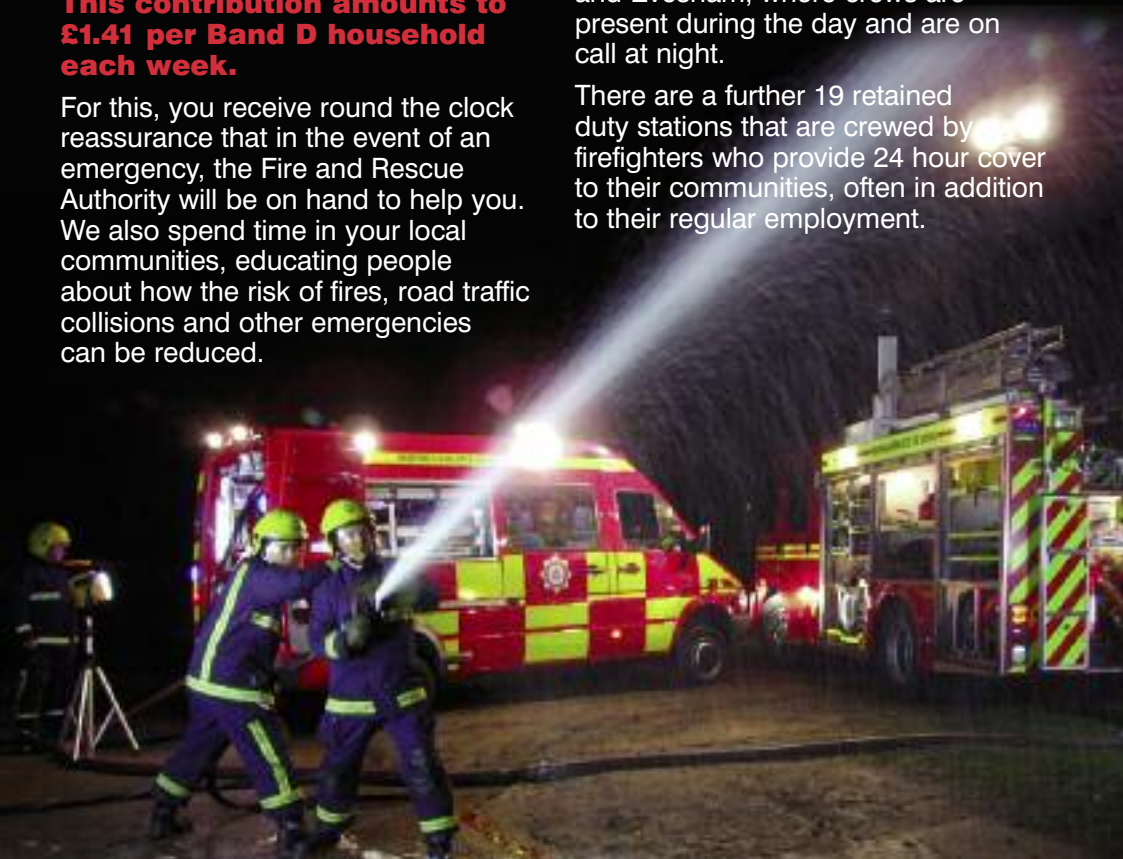
This year, just **£73.64** from a Band D Council Tax bill will go to fund the services provided by Hereford & Worcester Fire and Rescue Authority (FRA). The FRA is made up of 25 County Councillors who manage our budget and coordinate and plan how we deliver our services to you.

This contribution amounts to £1.41 per Band D household each week.

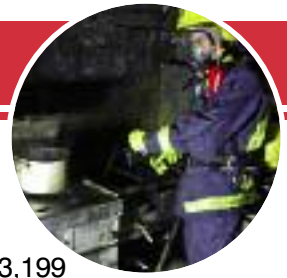
For this, you receive round the clock reassurance that in the event of an emergency, the Fire and Rescue Authority will be on hand to help you. We also spend time in your local communities, educating people about how the risk of fires, road traffic collisions and other emergencies can be reduced.

We provide our services from a total of 27 fire stations and a headquarters building. There are five Wholtime Stations based in Hereford, Worcester, Kidderminster, Bromsgrove and Redditch. These are crewed 24 hours a day. We also operate three Day-Crewed Stations in Malvern, Droitwich and Evesham, where crews are present during the day and are on call at night.

There are a further 19 retained duty stations that are crewed by volunteer firefighters who provide 24 hour cover to their communities, often in addition to their regular employment.



Hereford & Worcester



Your contributions help fund a total of 330 full-time operational staff, 385 retained firefighters and officers, 25 control room staff who take emergency calls and mobilise our crews, and 142 support staff who ensure our service runs effectively and efficiently. We also host one of 20 national Urban Search and Rescue specialist units.

In 2009 we received 13,670 emergency calls and attended 8,693 incidents. Throughout the year, we rescued 16 people from fires, 43 people from road traffic collisions and rescued 235 people from other situations.

In our area in particular, there are also calls for rope rescues, for tackling grass and heath fires in open areas, and to assist when floods strike. We have highly trained specialist teams to deal with these specific types of emergencies.

In 2009 we completed 2,653 Home Fire Safety Checks and fitted 3,199 smoke alarms in areas where we have identified people who are at greater risk. We also carried out 570 education visits in local schools.

How are we performing?

We are a consistently high-performing authority, and have been highly rated by the Audit Commission through a number of independent assessments to look at how we deliver our services, how we use our resources, and our plans for the future.

Whilst efficiencies over the last two years appear lower than average, over the last five years they equal 10 per cent (against an average of 9 per cent).

Gross expenditure	2009-10 £m	2010-11 £m
Employees (including pension costs)	23.400	23.324
Running costs	6.360	6.950
Capital financing	1.916	2.205
Income	(0.170)	(0.170)
Core budget	31.506	32.309
Special Grant - Urban Search and Rescue	(0.859)	(0.868)
Special Grant - New Dimensions Training	(0.080)	(0.080)
Special Grant - Fire Control Implementation	(0.056)	(0.178)
Special Grant - Fire Control Initial Staff Pool	(0.060)	(0.060)
Gross expenditure	30.451	31.123

Performance & priorities

A recent Audit Commission report, published in December 2009, confirmed that:

- People in Herefordshire and Worcestershire are at low risk from the dangers of fire and last year the Fire and Rescue Authority attended the lowest number of fires ever recorded in the two counties.
- Accidental house fires, fire deaths and injuries have been reducing rapidly for a few years - at one of the fastest rates nationally.
- The authority is providing an effective and improving fire and rescue service to communities and provides value for money.
- Arson is not a widespread problem in most parts of the county and the work of the Fire and Rescue Authority has lessened the occurrence by half in the last three years.

Budget requirement and Council Tax precept	2009-10 £m	2010-11 £m
Gross expenditure	30.451	31.123
Transfer to General Balances	0.000	0.271
Net budget requirement	30.451	31.394
Less: Business Rates	(8.560)	(9.315)
Less: Revenue Support Grant	(1.976)	(1.353)
Gross precept requirement	19.915	20.726
Less: Surpluses on Collection Funds	(0.036)	(0.083)
Net precept requirement	19.879	20.643
Tax-base	277,754	280,317
Band D equivalent	£71.57	£73.64

Why spending has changed	£m
Net budget requirement 2009-10	30.451
National pay awards & cost pressures	0.144
Impact of Asset Management Plan and Vehicle Strategy	0.289
Property and IT maintenance etc	0.161
Cash releasing efficiencies	(0.083)
Net other changes	0.161
Gross expenditure 2010-11	31.123
Strengthening of balances	0.271
Net budget requirement 2010-11	31.394



What will your **money** go **towards** this year?

This year, your money will help us continue the development and delivery of our Community Safety Strategy. We will work with other emergency services, agencies and schools to make our communities safer and help improve community well-being.

We will improve the safety of the community by targeting at risk groups, improving the environment within which we live and by working and engaging with the people we service.

The development of our road safety strategy will continue and will focus on how we work with local partners to reduce the number of people killed or seriously injured on our roads.

Your Council Tax will also go towards ensuring our firefighting and rescue response to emergency calls remains effective, and that we continue to perform well against the standards set by the Government.



Wychavon District Council's Budget

How we'll spend **Wychavon's** cash in 2010-11

We have agreed a net expenditure for 2010-11 of £12.968 million. This results in a Council Tax increase of just 1.94%. We are continuing to make significant efficiencies

and other savings in order to balance the books. In addition, we are limiting our capital (or investment) spending to only committed or essential items.

How our budget compares to last year

	£'000
Budget requirement 2009-10	12,536
Inflation	160
Reduced allowance for staff vacancies	205
Efficiency savings	(573)
Reduced investment income	225
Estimated investment loss	180
Reduced use of reserves	235
Budget requirement 2010-11	12,968

The Council Tax levy for 2010-11 is £108.44 for a Band D property. In addition there will be a special expenses levy in some parts of the district to cover work such as grass cutting in those areas. On average, this equates to £1.42 for a Band D property.

We have set our budget based on our five priorities. The table below shows how we spent the money last year and how we'll spend it in 2010-11.

brackets = negative figures

How we spend the money	2009-10			2010-11		
	Exp. £'000	Inc. £'000	Net. £'000	Exp. £'000	Inc. £'000	Net. £'000
Our five priorities:						
Safer	1,134	620	514	982	543	439
Greener	8,856	1,680	7,176	9,145	1,708	7,437
Healthier	2,790	909	1,881	2,980	1,040	1,940
Stronger	33,606	29,169	4,437	38,363	36,058	2,305
Successful	9,403	6,376	3,027	6,623	3,744	2,879
Total service expenditure and income	55,789	38,754	17,035	58,093	43,093	15,000
LESS Capital charges	(3,327)	-	(3,327)	(1,500)	-	(1,500)
Interest and investment income	-	530	(530)	-	305	(305)
Estimated investment loss	-	-	-	180	-	180
Earmarked reserves	-	96	(96)	-	45	(45)
Use of balances and reserves	-	546	(546)	-	362	(362)
Total net expenditure	52,462	39,926	12,536	56,773	43,805	12,968
Financed by Government	-	-	(7,540)	-	-	(7,772)
Collection fund surplus	-	-	-	-	-	(50)
Balance funded by Council Tax	-	-	4,996	-	-	5,146

Council Tax levy at Band D

£106.38

£108.44

Your services 2010-11

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Wychavon District Council's Budget

Breaking the bill down

Average charge for each Council Tax band for 2010-11

	A £	B £	C £	D £	E £	F £	G £	H £
Worcestershire County Council	692.71	808.16	923.61	1039.06	1269.97	1500.87	1731.77	2078.13
West Mercia Police Authority	119.15	139.01	158.86	178.72	218.44	258.15	297.87	357.44
Hereford & Worcester Fire & Rescue Authority	49.10	57.28	65.46	73.64	90.01	106.38	122.74	147.28
Wychavon District Council	72.29	84.34	96.39	108.44	132.54	156.64	180.73	216.88
*Average special levy	0.95	1.10	1.26	1.42	1.74	2.05	2.37	2.84
*Average parish precept	26.15	30.50	34.86	39.22	47.94	56.65	65.37	78.44
Total Council Tax bill (av)	960.35	1120.39	1280.44	1440.50	1760.64	2080.74	2400.85	2881.01

*Parish precepts/special levies are based on average charges. Depending on where you live, you may be required to pay slightly more or less than the sums shown.

Town council precepts Town and parish councils' spending plans are carried out without any income from Government grants. The town council precepts and Band D Council Tax are shown below. This is before a special levy is applied.

Pershore Town Council	Net expenditure	
	2009 - 10 (£)	2010 - 11 (£)
Administration	44,542	47,276
Maintenance of grounds, parklands and buildings	57,993	68,503
Community initiatives	44,521	35,156
Precept	147,056	150,935
Band D Council Tax	53.04	53.95

Evesham Town Council	Net expenditure	
	2009 - 10 (£)	2010 - 11 (£)
Recreation and amenities	104,370	89,995
Tourism	102,750	102,100
Finance and administration	155,070	177,810
Precept	362,190	369,905
Band D Council Tax	44.85	45.10

Droitwich Town Council	Net expenditure	
	2009 - 10 (£)	2010 - 11 (£)
Community and amenities	71,024	67,081
Resources	264,440	266,301
General contingency	7,000	6,000
Building maintenance reserve	10,000	8,000
Use of reserve	(57,236)	(43,297)
Precept	295,228	304,085
Band D Council Tax	33.93	34.80

Becoming more efficient

Councils are required to have regard to economy, efficiency and effectiveness in their actions. For several years now councils have been required to report the value of efficiencies made. An efficiency saving occurs when the cost of an activity falls, but its effectiveness is not reduced.

The table below shows the value of efficiency savings achieved since April 2008 ie. actual savings achieved by the end of March 2009 and those forecast to be achieved by the end of March 2010:

	By March 2009	By March 2010
Wychavon District Council	£626,000	£1,429,000
Worcestershire County Council	£8,570,000	£14,577,000
Hereford & Worcester Fire & Rescue Authority	£0	£631,000
West Mercia Police Authority	£9,965,000	£14,298,000

The table below shows the value of gains forecast to be achieved by March 2010 in terms of Council Tax for the average Band D dwelling and compares that with the average figure for similar authorities across England, as determined by central government:

	Saving per Band D dwelling	National average for similar authorities
Wychavon District Council	£30	£41
Worcestershire County Council	£70	£98
Hereford & Worcester Fire & Rescue Authority	£2	£4
West Mercia Police Authority	£33	£54

Environment Agency Midlands Region

The Environment Agency, as a levying body for its Flood Defence functions, provides the following information.

Severn Trent Regional Flood Defence Committee

	2009-10 '000s	2010-11 '000s
Gross Expenditure	£56,100	£63,822
Levies Raised	£3,075	£3,000
Total Council Tax Base	2,889	2,908

Flood defence money is spent on flood defence schemes, maintenance of the river system and a flood warning system.

Changes in the Gross Budgeted expenditure between the years are mainly due to an enhanced capital programme based on national prioritisation.

The local flood defence levy included in the County Council's budget for 2010-11 is £0.2m (2009-10 £0.2m).

Council Tax valuation

Most owned or rented dwellings are subject to Council Tax. How much you pay depends on the value of your property. The Inland Revenue has placed each dwelling in one of the eight valuation bands shown below. These are based on the price a property would have fetched if it had been sold on 1 April 1991. Any increase or fall in a dwelling's value since then will not affect your Council Tax band.

Please note that the Inland Revenue has assessed the value of properties, **not** the district council.

Your Council Tax bill tells you which band your dwelling is in. You can appeal against your valuation if:

- There is a material increase or reduction in the value of the dwelling
- You start or stop using part of the dwelling for business

- You have just moved, but you must appeal within six months of your move
- The Listing Officer alters the band.

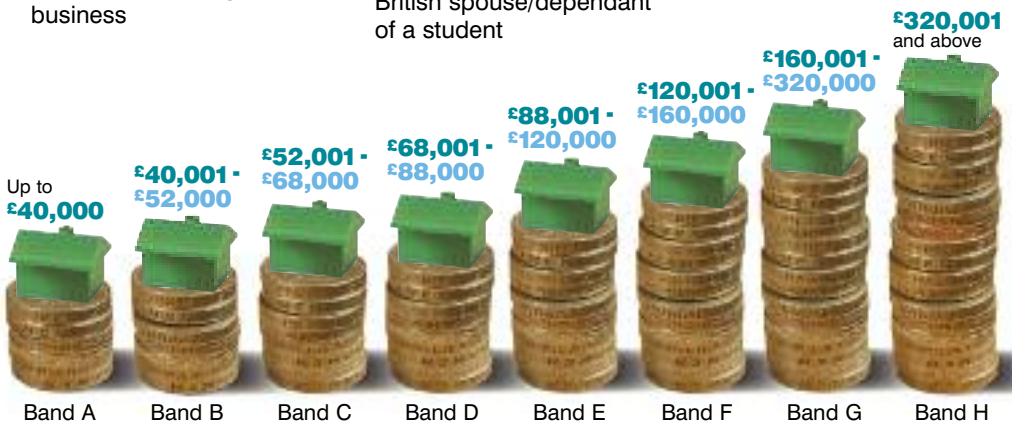
If you think your band is too high contact the Listing Officer at Government Buildings, Whittington Road, Worcester WR5 2LB or ring 01905 687600. You can inspect the Valuation List at the same address or at one of the Wychavon Community Contact Centres.

Discounts

The full Council Tax bill assumes that two adults live in a dwelling. If you are the only adult living in a property, your Council Tax bill will be reduced by 25%. You may also be eligible for a discount if you or someone who lives with you is:

- A full time student, student nurse, apprentice, Youth Training trainee or a non-British spouse/dependant of a student

- Permanently resident in hospital or a care home
- Severely mentally impaired
- Staying in certain hostels or night shelters
- 18 or 19 years old and is at, or has just left, school
- A charity careworker on low pay
- Caring for someone with a disability who is not a spouse, partner or child under 18
- A member of visiting overseas forces, certain international institutions or certain religious communities
- In prison (except those in prison for non-payment of Council Tax or a fine)
- A diplomat or member of an international organisation with UK headquarters



Where a dwelling is no-one's main home, the bill will be reduced by 10%. This can apply to unoccupied furnished dwellings and second homes.

If you think you're entitled to a discount that is not shown on your bill please contact us. If your bill, shows that an exemption or discount has been applied and your circumstances have changed, please let us know straight away. If you don't, you may have to pay a penalty of £70. If you continue to fail to provide the correct information, you may have to pay a further penalty of £280.

Exempt dwellings

The list below is a summary of properties that are exempt from Council Tax. These include properties that are:

- Unoccupied and unfurnished, including new dwellings - exempt for a period of up to six months, a 100% charge applies after six months
- Uninhabitable, unoccupied and unfurnished and in need of, or undergoing, structural alteration or repairs - exempt for up to one year then 100% charge applies
- Empty and owned by a charity - exempt for up to six months then 100% charge applies

- Left empty by students or school leavers
- Left empty by someone who has gone into prison, or moved into hospital, a residential care home or elsewhere to receive care
- Left empty by someone who has moved elsewhere in order to provide care for someone
- Empty and waiting for probate or letters of administration to be granted - exempt for up to six months after the grant is made then 100% charge applies
- Left empty by someone who is bankrupt or properties repossessed by a mortgage lender
- Occupied only by people under 18 or by people who are severely mentally impaired
- Student halls of residence or where **all** the residents are students
- An unused caravan pitch or boat mooring
- Not allowed to be occupied by law
- Waiting to be occupied by a minister of religion
- Part of a dwelling, such as an annex or granny flat, which is empty and may not be let separately

- Occupied by members of visiting forces, certain international organisations, a foreign diplomat or member of an international organisation with UK headquarters
- Owned by the Ministry of Defence and held available for occupation by serving personnel
- Any part of a property, such as an annex occupied by a dependent relative of the family in the other part. The relative must be over 65, severely mentally impaired or substantially & permanently disabled

Contact us if you think your property may qualify for an exemption.

People with disabilities

If you, or someone who lives with you, need extra space in your property because of a disability, such as an extra bathroom or kitchen, you may be entitled to a reduced Council Tax bill. Contact us for more information.

If your home has any special features which have been added for a disabled resident and which increase its value, these features should be ignored when your property is valued for Council Tax purposes. If you think your property has been valued incorrectly you should contact the Valuation Office.

Council Tax and housing benefits

If you are liable to pay Council Tax or pay rent you can apply for benefit. Your benefit will be calculated based on the following:

- Your capital, including savings (if you and/or your partner have over £16,000 you will not qualify unless you receive pension credit guarantee)
- Your income including tax credits, earnings, other state benefits
- The amount of Council Tax or rent you pay
- Your family circumstances, eg. age of the claimant and/or partner, how many dependent children, whether anyone is disabled.

Even if your income is high, if you share a house with other adults, except for a partner, who have low incomes you may be able to claim Council Tax second adult rebate.

MANY PEOPLE LOSE BENEFIT because they delay making a claim. Benefit cannot normally be backdated SO DO NOT DELAY get in touch and complete an application form NOW.

Appeals

You can appeal if you consider that you are not liable to pay Council Tax, for example, because you are not the resident or owner, or because your property is exempt, or we've made a mistake calculating your bill. If you wish to appeal on these grounds you must notify us in writing, and we will review the situation.

Making an appeal does not allow you to withhold payment of tax owing in the meantime. If your appeal is successful you will be entitled to a refund of any overpaid tax.

If you make an appeal and you are still not satisfied you can then appeal to a Valuation Tribunal. Details are available on request from us or the Listing Officer (valuation appeals only), or the Tribunal Office, The Hollies, Newport Road, Stafford, ST16 1BY, 01785 254321.

Business Rates

Information about Business Rates is shown on the separate explanatory leaflet enclosed with the Business Rates bill. If you have not received this leaflet and would like a copy please contact us.

Enquiries about your bill

If you have any questions about your Council Tax or non-domestic rates bill, Council Tax Benefit or Housing Benefit contact us:

Write to: South Worcestershire Shared Services (Revenues and Benefits), PO Box 11, Pershore, Worcestershire WR10 1PU

Ring: 01905 822733

Email: revenues@swrbss.org

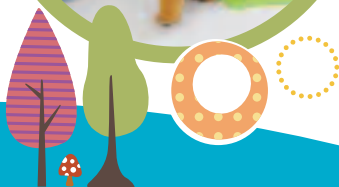
Website: www.wychavon.gov.uk

This leaflet forms part of the Council Tax demand notice and national non-domestic rate bill for 2010-11.



Children's Centres in Worcestershire

for children under 5 and their families



- * Information and support for parents
- * Access to adult learning
- * Stay and Play
- * Health clinics
- * Information on job opportunities

To find your local **Children's Centre**, contact the **Family Information Service** on

01905 790560

You can also visit www.worcestershire.gov.uk/childrenscentres

Sure Start Children's Centres
Worcestershire



worcestershire
county council

Family Information Service

Got children? Need information?

01905 790 560

- Childcare and free places for 3 and 4 year old children
- Clubs and activities
- People and services that can support children, young people and their families
- Working with children, young people and their families

**If you don't know who to ask...
ask the Family Information Service!**



Find out more online:

www.worcestershire.gov.uk/familyinfo



worcestershire
county council

This document can be made available in other languages and alternative formats (large print, audio tape, computer disc and Braille) on request from the Worcestershire Hub on telephone number 01905 765765 or by emailing worcestershirehub@worcestershire.gov.uk

Need more information about your **Council Tax?**



The Hub'll help

For information or advice about your Council Tax, or any other council service, contact your local Hub centre



Council Tax 01905 822733
Benefits 01905 822744
Business Rates 01905 822755

Droitwich Community Contact Centre
44 High Street, Droitwich Spa WR9 8ES

Evesham Community Contact Centre
Abbey Road, Evesham WR11 4SB

Pershore One Stop Shop
Civic Centre, Queen Elizabeth Drive, Pershore WR10 1PT



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