

How your money is spent on local services **2010/11**

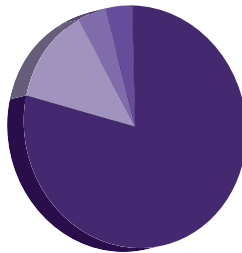
for ways to pay your council tax
and electronic services see page 31



The council tax you pay helps support a wide range of services vital to the wellbeing of Breckland residents; these include wheelie bin collection, street cleaning, schools, roads, libraries, planning, support for local businesses, transport, fire and Police services.

We all live in the district and benefit from many of these services, so every home in the district gets a bill. This booklet explains how each organisation uses the funding it receives from the council tax you pay.

Breckland Council collects council tax payments on behalf of four organisations. The diagram below shows how each £1 of council tax you pay is divided between these organisations:



Norfolk County Council – 79p
Norfolk Police Authority – 13p
Breckland Council – 4p
Town and Parish Councils – 4p

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If you require this leaflet in another format or language, phone 01362 656871 or email counciltax@angliarevenues.gov.uk to discuss your needs.

W przypadku, gdyby niniejsza ulotka potrzebna była w innym formacie lub w innym języku prosimy o kontakt telefoniczny z pod numerem 01362 656871 lub o kontakt przy pomocy poczty elektronicznej counciltax@angliarevenues.gov.uk w celu omówienia swoich potrzeb.

Se desejar obter este folheto com formato diferente ou noutra língua, ligue para: tel: 01362 656871, ou envie um e-mail para: counciltax@angliarevenues.gov.uk a fim de discutir as suas necessidades.



careimages.com

Dear resident

The public sector is facing the aftermath of a global recession, diminishing finances, and increasing numbers of people relying on critical frontline services.

When we asked for your views in November's Your Norfolk magazine, you said you wanted money targeted first towards services that support vulnerable people. But the recession is affecting your finances too, and you want council tax bills kept as low as possible.

So we have agreed our lowest ever increase in the part of the council tax you pay towards Norfolk County Council services – 1.9%.

Meanwhile our costs continue to rise. Extra costs for the year ahead amount to some £45m – only about £12m of which will be covered by government grant – and we need to make £25.6m of savings.

I am confident that we are well placed to meet this challenge – we have an admirable track record of doing more with less, while maintaining services for local people. Our unrelenting focus on value for money will mean even sharper commissioning, tougher purchasing, greater streamlining of the way we work and reducing management costs.

We will, of course, lobby fiercely to get Norfolk its fair share of grant funding, but in the meantime we will continue to serve Norfolk people – improving the services you value most and making your money go even further. ■

Daniel Cox
Leader of Norfolk County Council



Norfolk County Council receives part of its funding from central Government, (including the revenue support grant and redistributed business rates). The rest is met by council tax.

Where the money comes from	2010/11 £m	2009/10 £m
Revenue support grant	30.2	42.4
Redistributed business rates	208.0	183.9
Precept on district councils *	338.8	330.1
Surplus from collection funds	2.2	3.5
Total funding	579.2	559.9

*The precept is equivalent to £1,145.07 for an average Band D property.

Where the money goes	2010/11 £m	2009/10 £m
Children's Services	172.6	166.4
Adult Social Services	235.0	212.8
Planning and Transportation	71.3	67.3
Environment and Waste Management	36.5	34.3
Fire and Rescue	31.5	31.6
Cultural Services	20.4	19.8
Trading Standards	3.3	3.3
Other consumer services	0.5	1.1
Other services	6.9	22.2
Levies to other agencies: **		
Environment Agency	0.7	0.6
Eastern Sea Fisheries	0.5	0.5
Total net spend on services	579.2	559.9

**We collect money from Norfolk residents to pay for these agencies, for which gross spend in 2010/11 is planned to be £115.6m and £1.3m respectively (£110.2m and £1.3m in 2009/10).

The County Council is also spending £439.6m on schools (£423.2m in 2009/10), which is funded by the dedicated schools grant.

Total gross revenue	2010/11 £m	2009/10 £m
Expenditure	1,581.8	1,494.8
Income/reserves	1,002.6	934.9
Net budget requirement	579.2	559.9

Changes in spending from 2009/10

There has been a net increase in spending since last year of £19.3m. This reflects £4.7m for pay and price inflation, £40.2m to pay for committed costs and the increase and development of services, less service reductions and efficiency savings of £25.6m.

What you will pay towards County Council services through your council tax

Band	£ per year 2010/11	£ per year 2009/10
A	763.38	749.16
B	890.61	874.02
C	1,017.84	998.88
D	1,145.07	1,123.74
E	1,399.53	1,373.46
F	1,653.99	1,623.18
G	1,908.45	1,872.90
H	2,290.14	2,247.48

Your council tax will also include charges from your district council and the police. You may also pay a charge levied by your town or parish council.

Value for money

Norfolk County Council made efficiency savings of more than £72m in the five years up to 31 March 2009, significantly above government targets. We are on track to save a further £13.3m by March 2010. Of the £25.6m budget savings planned for 2010/11, £12.7m are from efficiency savings.

Independent watchdog the Audit Commission says the County Council is performing well in its use of resources, giving us a score of three out of four.

Many council taxpayers are entitled to get help paying their bill. If you live alone, you may be eligible for a reduction of 25%. Contact your district, city or borough council for more details.

Contact Norfolk County Council about services throughout Norfolk, including children's services, adult social services, highway maintenance, waste disposal, libraries, museums, fire and rescue, economic development and business advice.

There's so much you can do on our website – as well as finding information, you can apply, enrol, renew, report and buy at www.norfolk.gov.uk

See the full list of online services at www.norfolk.gov.uk/doitonline

For general enquiries, email information@norfolk.gov.uk or text **60046**.

Alternatively, to enquire about a service by making a single call, phone:

Adult and children's social services	0344 800 8014
Adult Education	0344 800 8002
Blue Badge parking permits	0344 800 8015
Education and schools information	0344 800 8001
Highway safety and maintenance	0344 800 8009
Jobs and recruitment	0344 800 8007
Library renewals and enquiries	0344 800 8006
Park & Ride	0344 800 8003
School transport	0344 800 8003
Street lighting	0344 800 8008
Trading Standards business advice	0344 800 8013
Trading Standards consumer advice (working with Consumer Direct)	08454 04 05 06
Waste and recycling	0344 800 8004
For all other enquiries	0344 800 8020
Fax	0344 800 8012
Text phone	0344 800 8011

Our phone lines are open Monday to Friday, 8am to 6pm. 0344 numbers are charged for just like 01 and 02 numbers.

Information about council services is available at all Norfolk County Council libraries through our Council @ Your Library and Council Information Centre (CIC) services. There are also CICs at Broadland District Council, The Priory Centre in Downham Market, King's Court in King's Lynn, Diss Town Council and Fakenham Connect.

How we performed on some of our priorities in 2009/10:

Developing Norfolk's economy

- On behalf of the Norfolk Strategic Partnership, we secured funding for more than 1,000 paid work placements through the Future Jobs Fund.
- We invested £150,000 to create Norfolk's first Credit Union Current Account, so more people have access to banking facilities.

Improving health and well-being

- We increased the use of direct payments, so more people have control over their social care services.
- With partners, we established Norfolk First Support – intensive support for people coming out of hospital, so they can live in their own homes.

Building vibrant, confident and cohesive communities

- Norfolk Celebrating Talent, the county's programme to make the most of the London 2012 Games, has involved more than 30,000 people.

Improving travel and transport

- We secured £5.3m funding for transport improvements in the Nar Ouse Regeneration Area (NORA), King's Lynn.

- We started work on the £3.3m St Augustine's road improvements, which will bring relief to one of Norwich's most congested streets.

Making Norfolk a safe place

- With partners, we helped cut the number of moped and motorcycle casualties – down 9% on the previous year.

Helping children achieve more

- We have made available all ten of the new diplomas for 14 to 19-year-olds, helping to drive down the number of young people not in employment, education or training.
- We provided new buildings at Castle Acre and Earsham primary schools, with work underway at Seething and Mundham, and Hempsall.

Protecting the environment

- We started processing timber at our recycling centres, recycling more than 3,000 tonnes.

Improving Norfolk's cultural heritage and resources

- We completed a £1.3m refurbishment of Great Yarmouth Library.
- We invested more than £150,000 in refurbishing Brundall, Dersingham, Holt, Caister, Stalham and Harleston libraries.

Investing to keep Norfolk the safest county in England

YOUR investment in Norfolk Constabulary over recent years has seen some remarkable achievements. Always one of the lowest crime areas, the county was declared the safest in England in July 2009 and continues to be so with the lowest rate of crime measured per thousand population.*

The combination of a radical modernisation programme together with carefully considered spending decisions led to the Constabulary being declared the most forward-looking, particularly for improving its performance whilst, at the same time, driving down costs.

- **1644 police officers were in post at the end of March 2010 – 84 more than at the same time last year – following a recruitment drive to boost officer numbers higher than ever before.**
- **236 officers, together with 280 Police Community Support Officers and members of the Special Constabulary make up our 52 Safer Neighbourhood Teams. Every home and business in the county is policed by locally-based teams.**
- **Crime has reduced by 30% over the past three years.**
- **Call handling performance both 999 and 0845 non-emergency calls has significantly improved.**

We are committed to delivering a policing service that is based on the needs and demands of the people of Norfolk. The Policing Pledge sets out the standards of service that the public can



expect in their everyday dealings with us and we have prioritised improvements in the way we deal with people, including better treatment for those who are victims of crime and keeping them informed about what we are doing.

- **Norfolk Constabulary now visits all victims of crime as part of an increasingly citizen-focused service which puts the emphasis on people and victims.**

We have re-doubled our efforts to contact the people we serve and to keep in touch. Copies of the Policing Pledge were delivered to all homes during 2009 and our Safer Neighbourhood Teams (SNTs) sought opportunities to meet with people and talk to them about their issues and priorities.

Technology is further assisting these efforts. We are creating a new digital platform that

will improve the accessibility of the SNTs and our services by the provision of a new website. You told us during our research that we could improve our website and that you wanted an easy way of finding out the names of the officers who were based in your locality and to be able to contact them by email. Now you can.

Have you logged on yet to www.norfolk.police.uk?

News from your neighbourhoods and what's happening in the Constabulary is regularly updated on our new site – and you can also find out the levels of crime that is happening in your neighbourhood. Continually checking our performance and finding out the facts are key to our developing relationship with you.

You can also sign up to receive regular updates from us in the form of a monthly newsletter. It will contain information relevant to where you live.

A Budget that delivers value for money

Norfolk Police Authority agreed the Budget for 2010-2011 on 16 February 2010. Police Council Tax will be £191.16 at Band D, an increase of an additional £5.58 per year, or 11 pence per week.

In setting the budget for 2010-2011, the Police Authority - which oversees the performance of the Constabulary on behalf of those who live and work in Norfolk - were seeking to strike a balance between maintaining the work that is driving Norfolk Constabulary to further achievements, yet being sufficiently prudent to manage the uncertainties of public sector finances in future years.

On Council Tax bills for the first time information is shown on efficiency savings. As this compares Norfolk against an average for all authorities including the largest in the country this can be misleading. Norfolk has an impressive record of delivering efficiency savings, £16m since 2008-2009 including the savings included in the 2010-2011 budget.

"So much has been achieved recently by the Constabulary we must invest to keep the momentum of continuous improvement which is delivering real value for money. Yet, at the same time, we are mindful of the current economic climate and the effect that is having on everyone's personal financial circumstances.

"I believe we have made the right decisions in setting the budget, in tune with what we heard from the extensive public consultation we carried out," said Robin Chapman, vice-chairman of the Authority and the lead member for finance. ■

** Norfolk has a crime rate of 57 crimes per thousand population (correct at time of going to print).*



NORFOLK POLICE AUTHORITY
Ensuring an Efficient and Effective Police Service



Stephen Bett
Chairman

Where the money comes from

	2009-10 £m	2010-11 £m
Government Funding	87.58	89.77
Council Tax	55.09	56.92
Approved Budget	142.67	146.69

How the money will be spent

	2009-10 £m	2010-11 £m
Employees	129.39	131.31
Premises	9.28	10.67
Transport	3.59	3.73
Supplies, Services & Other	20.02	18.33
Capital Financing	1.64	1.65
Contingency	3.29	3.12
Gross total	167.21	168.81
Income	(24.54)	(22.12)
Net Total	142.67	146.69

Capital Spending

In addition to day to day spending, the Authority has approved a capital programme for 2010-2011 of **£12.65 million**.

This allows for the replacement and improvement of buildings and for investment in vehicles and technology related equipment and systems. This will be funded by a combination of Government grant, reserves and borrowing. Any debt repayments are paid from the revenue budget.

Why spending increased in 2010-11

	£m
Budget 2009-10	142.67
Increased pay & price levels	3.93
Ongoing commitments	2.14
External funding changes	0.16
Growth & development in services	0.55
Reductions due to efficiency & development	(4.74)
Changes in Contributions to reserves and balances	1.98
Budget 2010-11	146.69

Staffing 2010-11

Operational: 2,194

Those whose primary role (over 50% of their time) is directly to deliver the key aims of the Police Service.

Operational Support: 542

Those whose primary role is to support the delivery of the key aims of the Police Service.

Organisational Support: 486

Those whose primary role is to provide the necessary support to ensure the organisation is fit to deliver effective policing.

Total Staffing 3,222

Dear Resident

I am pleased to provide the foreword to this leaflet, which illustrates the ways in which the Council has sought to deliver on its priorities. All of your councillors and officers at Breckland are committed to promoting the interests of the district and its residents, by continually researching new ways of providing quality services whilst keeping council tax low. This is a commitment that has been recognised by the Audit Commission in our most recent (2008-9) audit, which noted the Council had a consistent record of delivering services within budget without compromising service provision. For example, the Council achieved savings of £801,000 in 2008/09 without adversely affecting service standards.

Value for money for every tax pound spent is the governing principle at the centre of the Council's financial and service management. The Audit Commission also recognised Breckland for having 'proper arrangements to secure economy, efficiency and effectiveness in its use of resources'.

We all face an uncertain economic future and at this difficult time the Council is seeking to do its part in assisting residents. Against a background of recession the Council can give no guarantees but it has an aspiration to maintain the district council tax at 2009/10 rates for up to the next three years. Whilst the Council will continue to deliver efficiencies through new forms of service delivery and tight budgetary control, any commitments to limit increases in taxation must be subject to the overriding

considerations of maintaining the quality of public services and the stability of the public finances.

Breckland has the lowest district council tax in the country, yet its spending on public services is commensurate with authorities of a similar profile while at the same time achieving top quartile performance in a number of areas. For approximately £1.23 per week (council tax band D - £64.05), the services provided by the Council include food safety, waste collection and recycling, planning and regeneration, economic development and the arts and leisure.

Please take a few minutes to read this booklet and find out more about some of the work your Council has undertaken. The Council is constantly researching and collecting the views of residents and using these to shape its work programmes.

Whilst challenging times lie ahead and difficult decisions will have to be made, I can assure you that first and foremost in the deliberations of the Council will be the wellbeing of the people of Breckland. ■



William Nunn
Leader of Breckland Council



Breckland - a better place with a brighter future for everyone

Our Business Plan 2008-14 sets out our plans to meet the needs and aspirations of residents, and address the priorities identified in the Breckland Sustainable Communities Strategy.

Our work is centred on the 5 key themes in the Business Plan:

- ✓ Building Stronger and Safer Communities
- ✓ Prosperous Communities; building healthy, prosperous and sustainable communities.
- ✓ The Environment
- ✓ Delivering the Entrepreneurial Council
- ✓ Your Council – Your Services; tailoring services to meet customer needs

Through customer surveys, public meetings, correspondence and face to face contact with our councillors and officers, we asked which of our services are most important to you and your families. In the following pages, you can see what residents have told us about their priorities, what we have done to meet these and what we plan to do in the future.

Key Theme 1: Building stronger, safer communities

YOU SAID

- 98% of residents told us we should work with the Police to reduce crime; 97% said that tackling anti-social behaviour should also be a top priority for this theme.



- You said that promoting health improvements, CCTV in towns and villages and building a community spirit of pride and belonging in Breckland were also important to you.

What we've done so far

- With the Police and partner agencies we organised a community meeting in Toftwood to address anti-social behaviour problems, enabling all parties to raise and discuss issues. Ongoing follow-up work to address and resolve problems is being undertaken.
- Together with the Light Dragoons and other agencies, we worked with children on ABCs (Acceptable Behaviour Contracts), to engage them in constructive activity and promote positive behaviour.
- With the Police and partners we set up 'Breckland Business Watch' and 'Pubwatch' in 2 Breckland towns, with the intention to roll these out throughout the district.
- We have procured a new £3.5 million digital CCTV system, giving operators and local Police remote access to live and recorded images and enabling officers to respond quickly

to problems or take preventative action. Deployable cameras can be taken out to villages or moved to trouble spots.

- Working with partners, we delivered the 'Safer Workplace, Better Business' project, helping small businesses develop and put in place health and safety procedures.
- 311 people in Breckland successfully completed our Food Hygiene training.
- Through our Pride in Breckland initiative, we worked with groups and individuals on projects throughout the district to bring communities together and promote a sense of pride and belonging. These included organising a 'Welcome Home Parade' for the Light Dragoons, giving away 3000 tree saplings, launching a pond enhancement project and numerous clean-up projects throughout the district.
- The Breckland Partnership secured £220,000 from the 'Migration Impact Fund' to deliver projects that will improve access to services for all communities across the district and will promote integration.



What we're doing next

- We will continue to work with the Police and partners to prevent and address anti-social behaviour problems.
- We will use a range of methods to improve food hygiene standards amongst the very few non-compliant food businesses.



Key Theme 2: Building healthy, prosperous and sustainable communities

YOU SAID

- 93% of residents said we should work to support our local businesses, and 91% said we should help create more quality job opportunities.
- Other priorities you said are important to you included providing activities for

residents of all ages, supporting town centre regeneration, providing affordable housing, supporting the homeless and providing our council tax and benefits service.

What we've done so far

- Through the Breckland Enterprise and Learning Account (BELA), since the scheme began we have given grants of up to £500 to 70 small local businesses to assist their future development and growth.
- We continued our funding to Norfolk & Waveney Enterprise Service (NWES) to provide free, tailored advice and information sessions to our start-up businesses.
- We organised a series of subsidised workshops for businesses, including topics such as website optimisation and improving efficiency and performance.
- We achieved 99.4% take up of Small Business Rate relief, exceeding our target of 90%.
- We organised 158 holiday sports activity sessions in villages, with 1,800 children aged 5-11 years taking part, and ran 12 'Get Back to Sport' courses targeting the 18 – 80 years age group.
- In addition to the rural arts programme, we introduced free holiday activities for 11-16 year olds; over 500 children took part.
- Against a target of 100, we have delivered 160 affordable housing units.
- We secured £6.9 million in 2009-10 to build new housing in the district
- To help prevent young people from becoming homeless, we appointed a dedicated young persons housing advisory officer



Image courtesy of Bury Free Press

- To improve access to housing for people in Norfolk suffering from a physical or sensory disability, we recruited a dedicated member of staff to a 2 year post.

What we're doing next

We will develop the next phase of the successful REV Project, and continue to support the economic growth of the A11 corridor.

We will deliver 120 new affordable housing units and will lift 377 households out of fuel poverty

We will continue to provide free holiday activities, will support dance development in the district and will work with Creative Arts East to reach our more rural areas.

Key Theme 3: The environment

YOU SAID

- 97% of residents said that street cleaning is important to you and 94% stated that tackling nuisance, noise, smell and pollution issues should be a top priority for this theme.

- You said protecting our heritage and historic buildings, controlling new developments and taking measures to tackle climate change are also important issues for the Council to tackle.



What we've done so far

- The 'Spike Club' was established to educate children under 11 years about how they can help the environment, including the importance of putting all rubbish in the bin.
- Road Shows were held in each market town with our contractor, Serco, to highlight their work and show the public just how much litter is collected on a daily basis.
- 5 community litter picks were organised in each of the market towns in Spring Clean week.

- We dealt with over 1,500 nuisance, noise, smells and pollution issues in the last 12 months and, by introducing a new 'fast track' system, we have resolved over 80% of these within a calendar month.
- Working with partners we carried out a number of night-time noise monitoring exercises including a licensed rave, and firework and Halloween events
- We produced a leaflet promoting the sensible feeding of garden birds without attracting rats.
- Through Breckland's new Local Development Framework (LDF) we have set out planning policies that will give the Council powers to protect Breckland's historic buildings and areas of heritage and will provide a framework for new developments over the next 16 years.
- We delivered the British Gas Incentive Scheme, encouraging residents to improve their home insulation in return for a council tax rebate.
- We signed up to the Nottingham Declaration to show our commitment to tackling climate change and, in partnership with other Norfolk Councils, we signed up to the Norfolk Climate Change Strategy.

What we're doing next

- We will identify fly tip hot spot areas and reduce the opportunities for fly tipping at these sites
- We will meet with landowners and representatives from affected parishes to discuss and advise on water drainage issues, to help prevent flooding linked to climate change

- We will start work on a new initiative, 'REV-Active', to help businesses along the A11 corridor reduce costs through resource efficiency and low-carbon initiatives.



Key Theme 4: Delivering the entrepreneurial council and ensuring value for money

YOU SAID

- 98% of residents said that managing our finances well to deliver best value should be a top priority.
- 92% said we should use resources well to meet community need.

What we've done so far

- Breckland entered a Partnership with Capita Symonds to deliver Planning and Building Control Services; this will improve service and reduce cost.
- In our Audit Commission Managing Finances assessment, we were rated as 'performing well' in terms of using our finances well to deliver value for money.

- By using effective procurement procedures, we have made savings of over £100,000.
- We continue to have the lowest district council tax in the country.
- We are delivering the Medium Term Financial Strategy, to ensure the best use of resources over the next 5 years to meet corporate priorities.
- The £2,183,777 income generated by our Commercial Property Portfolio during the 2008-9 financial year helped support services to residents and keep your council tax low.

What we're doing next

We will carry out ongoing value for money reviews of our key services.

We will continue to work with public and private sector partners to maximise commercial opportunities, improving efficiency and bringing in additional income to continually improve services and keep council tax low.

Key Theme 5: Your council, your services; tailoring services to customer needs

YOU SAID

- You told us it is important that you are able to contact us and access information in a variety of ways, on the telephone (92%), face to face (84%) and by using our website (76%).
- You said it is also important to you that we strengthen community consultation and in-

volvement, and that your local councillor acts as a leader and champion for your community.



What we've done so far

- Through improvements we have made to our customer services, over 90% of council tax queries via telephone or face-to-face are now resolved at first point of contact.
- Our Customer Contact Team looked closely at calls received to see if any could have been avoided through clearer correspondence or better information provision on our part. We will use the findings to improve our service to you.
- We piloted extra days and hours at our Customer Service Centres in the market towns, to see if there is a demand for this additional service.
- We now have trained housing benefits officers available to the public at customer service points in Thetford and Dereham, enabling residents to obtain face-to-face advice more easily.
- Residents can now view planning and similar applications online, and can also report fly-tipping using our website.

- Our new choice based lettings system, Breckland Key Select, allows clients greater access and transparency in the allocation of affordable housing via the internet.
- The Breckland Partnership secured £25,000 to deliver Participatory Budgeting projects which will enable local people to decide how public money is spent.
- We set up a Task Force in Attleborough, bringing together key service providers including local County, District and Town Councillors and the Police to discuss and resolve issues of local concern in the town.
- Through a dedicated Task and Finish Group, we worked with Attleborough Town Council and local residents to review the provision of parking in the town.
- We provided tailored training to meet the needs of individual elected members and support and develop their skills as community leaders

What we're doing next

- We will continue to roll out Neighbourhood Forums to the remaining Breckland towns of Dereham, Swaffham and Watton.
- We will introduce electronic petitions.



Council tax banding & appeals

The amount of council tax you pay varies depending on the band that your house, or other dwelling, has been put into by the Valuation Office. These are based on open market values at 1 April 1991.

Council tax payers may appeal to the Valuation Office against the banding on their property:

- when a property is demolished
- when physical changes in the area affect the value of a property.
- when a property is converted into flats

You can also appeal within six months of:

- a valuation change to your property made by the Listing Officer
- a valuation band change to a similar property to yours as a result of a Valuation Tribunal decision
- becoming the new taxpayer.

Making an appeal does not mean you can withhold payment of council tax. If your appeal is successful, future payments will be reduced and any over-payments refunded.

Contact

If you have any queries regarding the valuation or banding of your property, or wish to appeal, please contact:

The Listing Officer
Rosebery Court,
Central Avenue
St Andrews Business Park
Norwich, Norfolk NR7 0HS
Tel: 01603 241000
Fax: 01603 241099
Website: www.voa.gov.uk

Liability, exemptions and discounts for council tax

You can also appeal against the Council's decision that you are liable for council tax, that a property should or should not be exempt, whether a discount should or should not be allowed, or any decision taken by the council in relation to council tax benefit (please refer to section on benefits for further details).

In the first instance, appeals of this nature should be made, in writing, to:

Breckland Council
Breckland House
St Nicholas Street
Thetford
Norfolk IP24 1BT

For benefit appeals, please write to the Benefits Manager at the same address.



Is my property exempt from council tax?

You may be entitled to an exemption from council tax if your property is:

Unoccupied

- uninhabitable or undergoing repair, rendering it uninhabitable (exemption up to 12 months only)
- empty and owned by a charity (exemption up to 6 months only)
- empty and unfurnished (exemption up to 6 months only)
- left empty by a person in detention
- left empty by a patient in a hospital or a care home
- left empty following the death of the resident
- dwelling where occupation is prohibited by law or an Act of Parliament
- empty and held for occupation by a minister of religion from which to perform his/her duties
- left empty by people receiving care
- left empty by people providing care
- left empty by a student who owns the property
- unoccupied and in the possession of the mortgagee
- left empty by a bankrupt
- an empty caravan pitch or boat mooring
- an unoccupied annexe unable to be let separately.

Occupied

- halls of residence
- occupied by full time students and non-British spouses of students

- occupied by the Ministry of Defence for armed forces accommodation
- occupied by a member of a relevant visiting force
- occupied only by persons who are under 18
- occupied only by persons who are severely mentally impaired
- an annexe or similar self-contained property occupied by certain dependant relatives of the resident(s) living in the main dwelling
- dwellings which are the main residence of a person with diplomatic privilege or immunity.

**If you think any of these may apply,
please contact**

01362 656871



Do I qualify for a discount ?

The full council tax assumes there are two or more adults living in a dwelling. If only one adult lives in a dwelling, the council tax is reduced by 25%. People in the following groups may not be liable for council tax and may not count towards the number of adults resident in a dwelling:

- full time students and non-British spouses of students, student nurses, apprentices and Youth Training trainees.
- patients resident in hospital
- people who are being looked after in care homes
- people who are severely mentally impaired
- people who are staying in certain hostels or night shelters
- 18 and 19 year olds who are at or have just left school and child benefit is in payment
- certain types of care workers, usually working for charities
- people caring for someone with a disability who is not a spouse, partner or child under 18
- members of religious communities
- people in detention
- people with diplomatic privileges or immunities
- members and dependants of International Headquarters and Defence organisations
- members and dependants of visiting forces



Circumstances where other discounts may apply

The council tax bill for a furnished dwelling that is no-one's main home is reduced by 10%.

Some job related dwellings may receive a 50% reduction.

Properties which are unoccupied and unfurnished receive a 50% discount.

Reductions for the disabled

The council tax bill may be reduced for dwellings which have a special room set aside for the needs of a resident disabled person. An additional bathroom or kitchen required by the disabled person or sufficient floor space to allow the use of a wheelchair indoors may also qualify.

The relief is equivalent to reducing the valuation band to the one below and ensures that disabled people do not pay more because of a need for extra space.

The reduction includes Band A dwellings.



**If you think any of these may apply,
please contact**

01362 656871

Benefit information

Do you struggle to pay your rent or Council Tax? If you are on a low income, your Council may be able to help you with Housing and/or Council Tax Benefit.

Any Council Tax Benefit you are awarded will be used by the Council to reduce your Council Tax Bill. If you are entitled to Housing Benefit, this would be paid to you to pay to your landlord towards your rent.

You could get benefit, even if you are working. However, if you have more than £16,000 in savings or investments you will not usually qualify. The benefit awarded depends on:

- The amount of Council Tax or rent you pay
- The needs of your family
- Your income
- Your savings
- Anyone else who lives with you

Even if you have claimed before and were unsuccessful, it may be worth applying again. The figures used to calculate benefit change each April, this means you may now qualify.

DON'T DELAY – benefit can only start once you have made your application.

If you find that you do not qualify you may be entitled to second adult rebate if there is someone other than a partner living in your home on a low income.

If you would like more information or a claim form telephone 01362 656872

Benefit Theft - Fraud Prevention

Many people assume that benefit theft applies only to those who are working for 'cash in hand' whilst claiming Jobseeker's Allowance. This is not the case. All benefit theft is crime.

Benefit theft includes deliberately not telling us:

- you are now living with a partner
- about any savings or not telling us the right amount
- children have left home
- you have started work, or about any earnings
- you have inherited money
- you are going abroad, living abroad, or have changed address

There are no exceptions. People who knowingly withhold information or deliberately fail to report a change in their circumstances are benefit thieves. If you suspect someone of being a benefit thief you can report it by telephoning the National Fraud Hotline on **0800 854 440**, or online at <https://secure.dwp.gov.uk/benefitfraud>

It's not if we catch you, it's when. And when we do, you could face a prison sentence.

Non-Domestic Rates

Non-Domestic Rates, or business rates, collected by local authorities are the way that those who occupy non-domestic property contribute towards the cost of local services. Except in the City of London, where special arrangements apply, the rates are pooled by central government and redistributed to local authorities as part of the annual formula grant settlement. The money, together with revenue from council tax payers, revenue support grant provided by the Government and certain other sums, is used to pay for the services provided by your local authority and other local authorities in your area.

Rateable Value

Apart from properties that are exempt from Business Rates, each non-domestic property has a rateable value which is set by the valuation officers of the Valuation Office Agency (VOA), an agency of Her Majesty's Revenue and Customs. They draw up and maintain a full list of all rateable values, available on their website at www.voa.gov.uk

The rateable value of your property is shown on the front of your bill. This broadly represents the yearly rent the property could have been let for on the open market on a particular date. For the revaluation that came into effect on 1st April 2010, this date was set as 1st April 2008.

The valuation officer may alter the value if circumstances change. The ratepayer (and certain others who have an interest in the property) can appeal against the value shown in the list if they believe it is wrong. Further information about the grounds on which appeals may be made and the process for doing so can be found on the VOA website or from your local valuation office.

National Non-Domestic Rating Multiplier

The local authority works out the business rates bill by multiplying the rateable value of the property by

the appropriate multiplier. There are two multipliers; the standard non-domestic rating multiplier and the small business non-domestic rating multiplier. The former is higher to pay for small business rate relief. Except in the City of London where special arrangements apply, the Government sets the multipliers for each financial year for the whole of England according to formulae set by legislation. Between revaluations the multipliers change each year in line with inflation and to take account of the cost of small business rate relief. In the year of revaluation the multipliers are rebased to the account for overall changes to the total rateable value and to ensure that the revaluation does not raise extra money for Government. The current multipliers are shown on the front of your bill.

Revaluation 2010 and Transitional Arrangements

All rateable values are reassessed every five years at a general revaluation. The current rating list is based on the 2010 revaluation. Five-yearly revaluations make sure each ratepayer pays their fair contribution and no more, by ensuring that the share of the national rates bill paid by any one ratepayer reflects changes over time in the value of their property relative to others. Revaluation does not raise extra money for Government.

Whilst the 2010 revaluation will not increase the amount of rates collected nationally, within this overall picture, over a million properties will see their business rate liabilities reduced and some ratepayers will see increases.

For those that would otherwise see significant increases in their rates liability, the Government has put in place a £2 billion transitional relief scheme to limit and phase in changes in rate bills as a result of the 2010 revaluation. To help pay for the limits on increases in bills, there also have to be limits on reductions in bills. Under the transition scheme, limits continue to apply to yearly increases and decreases until the full amount is due (rateable value times the

appropriate multiplier). The scheme applies only to the bill based on a property at the time of the revaluation. If there are any changes to the property after 1st April 2010, transitional arrangements will not normally apply to the part of a bill that relates to any increase in rateable value due to those changes. Changes to your bill as a result of other reasons (such as because of changes to the amount of small business rate relief) are not covered by the transitional arrangements.

The transitional arrangements are applied automatically and are shown on the front of your bill. Further information about transitional arrangements and other reliefs may be obtained from Breckland Council or the website

www.businesslink.gov.uk/businessrates

More information on revaluation 2010 can be found at www.voa.gov.uk

Unoccupied Property Rating

Business rates will not be payable in the first three months that a property is empty. This is extended to six months in the case of certain industrial properties. After this period rates are payable in full unless the unoccupied property rate has been reduced by the Government by order. In most cases the unoccupied property rate is zero for properties owned by charities and community amateur sports clubs. In addition, there are a number of exemptions from the unoccupied property rate. Full details on exemptions can be obtained from the local authority. If the unoccupied property rate for the financial year has been reduced by order, it will be shown on the front of your bill.

Partly Occupied Property Relief

A ratepayer is liable for the full business rate whether a property is wholly occupied or only partly occupied. Where a property is partly occupied for a short time, the local authority has discretion in certain cases to award relief in respect of the unoccupied part. Full details can be obtained from Breckland Council.

Small Business Rate Relief

This relief is only available to ratepayers who apply to their local authority and who occupy either—

- (a) one property, or
- (b) one main property and other additional properties providing those additional properties each have a rateable value which does not exceed £2,599.

The rateable value of the property mentioned in (a), or the aggregate rateable value of all the properties mentioned in (b), must not exceed £17,999 outside London or £25,499 in London on each day for which relief is being sought. If the rateable value, or aggregate rateable value, increases above those levels, relief will cease from the day of the increase.

Ratepayers who satisfy these conditions will have the bill for their sole or main property calculated using the lower small business non-domestic rating multiplier rather than the national non-domestic rating multiplier that is used to calculate the liability of other businesses. In addition, if the sole or main property is shown on the rating list with a rateable value which does not exceed £12,000, the ratepayer will receive a percentage reduction in their rates bill for this property of up to a maximum of 50% for a property with a rateable value of not more than £6,000.

If an application for relief is granted, provided the ratepayer continues to satisfy the conditions for relief which apply at the relevant time as regards the property and the ratepayer, they will not need to re-apply for relief in each new valuation period.

Certain changes in circumstances will need to be notified to the local authority by the ratepayer (other changes will be picked up by the local authority). The changes which must be notified are—

- (a) the ratepayer taking up occupation of a property they did not occupy at the time of making their application for relief, and
- (b) an increase in the rateable value of a property occupied by the ratepayer in an area other than the area of the local authority which granted the relief.

Notification of these changes must be given to the local authority within 4 weeks of the day after the day on which the change happened. If this happens, there will be no interruption to the ratepayer's entitlement to the relief. A notification that the ratepayer has taken up occupation of an additional property must be by way of a fresh application for relief; notice of an increase in rateable value must be given in writing. Full details on the eligibility criteria and on how to apply for this relief are available from Breckland Council.

Charity and Community Amateur Sports Club (CASC) Relief

Charities and registered CASCs are entitled to 80% relief where the property is occupied by the charity or the CASC, and is wholly or mainly used for the charitable purposes of the charity (or of that and other charities), or for the purposes of the CASC (or of that and other CASCs). The local authority has discretion to give further relief on the remaining bill. Full details can be obtained from the local authority.

Non-Profit Making Organisation Relief

The local authority has discretion to give relief to non-profit making organisations. Full details can be obtained from the local authority.

Hardship Relief

The local authority has discretion to give relief in special circumstances. Full details can be obtained from the local authority.

Deferred payment of 2009/10 rates liabilities

Ratepayers in 2009/10 were able to defer payment of 3% of their 2009/10 rates bill and, where applicable, 60% of the increase in that bill due to the ending of the 2005 rating list transitional relief

scheme. The right to apply for deferral has now ended. For those ratepayers who applied for this scheme, the deferred amount to be collected in 2010/11 and 2011/12 will be included in the bills for each of those years respectively.

Rating advisers

Ratepayers do not have to be represented in discussions about their rateable value or their rates bill. Appeals against rateable values can be made free of charge. However, ratepayers who do wish to be represented should be aware that members of the Royal Institution of Chartered Surveyors (RICS – website www.rics.org) and the Institute and Revenues and Rating (IRRV – website www.irrv.net) are qualified and are regulated by rules of professional conduct designed to protect the public from misconduct. Before you employ a rating adviser, you should check that they have the necessary knowledge and expertise, as well as appropriate indemnity insurance. Take great care and, if necessary, seek further advice before entering into any contract.

Rate Relief for businesses in rural areas

Certain types of properties in a rural settlement with a population below 3,000 may be entitled to relief. The property must be the only general store, the only post office or a food shop and have a rateable value of less than £8,500, or the only public house or the only petrol station and have a rateable value of less than £12,500. The property has to be occupied. An eligible ratepayer is entitled to relief at 50% of the full charge whilst the local authority also has discretion to give further relief on the remaining bill. In addition, the local authority can give relief on certain other occupied property in a rural settlement where the rateable value is less than £16,500.

Full details can be obtained from Breckland Council.

Parish/Town Councils are responsible for their own budgets. Those with precept demands of **£140,000** or over are required to give budget details. The following information is given for Attleborough, Dereham, Swaffham, Thetford and Watton taxpayers only.

Parish/Town Council Address	2009/2010 £000	2010/2011 £000
Attleborough Town Council Queens Square, Attleborough NR17 2AF		
Gross Expenditure	285	299
Less Income	(54)	(55)
Net Expenditure	231	244
Dereham Town Council Ruthen Place, Dereham NR19 2TX		
Gross Expenditure	541	541
Less Income	(120)	(99)
Net Expenditure	421	442
Swaffham Town Council 4 London Street, Swaffham PE37 7DQ		
Gross Expenditure	703	689
Less Income	(510)	(491)
Net Expenditure	193	198
Thetford Town Council King's House, Thetford IP24 2AP		
Gross Expenditure	707	738
Less Income	(179)	(196)
Net Expenditure	528	542
Watton Town Council Wayland Hall, Middle Street, Watton IP25 6AG		
Gross Expenditure	227	230
Less Income	(36)	(81)
Net Expenditure	191	149

Public Lighting Levy

The levy for public lighting is included in the precepts shown on council tax bills; this special levy is added to the standard council tax figure. In the case of the towns and parishes in the table below, Breckland maintains the public lighting in these settlements so the lighting levy is included in the Breckland precept on your bill. NB: This levy is a separate charge to the standard council tax. Public lighting in all other towns and villages is maintained by the appropriate town or parish council and is included in the town or parish precept on your bill. Residents in parishes with no public lighting do not pay this levy.

	Total Cost of Public Lighting £	Cost per Band D Property £	Standard Breckland Band D Cost £	Total Cost £
Bawdeswell	440	1.57	64.05	65.62
Dereham	22,660	3.79	64.05	67.84
Thetford	108,380	16.28	64.05	80.33
Watton	33,700	13.82	64.05	77.87

Parish and Town Council Precepts & Council Tax
amounts for Band D

Parish	Precept 2009/10 £	Precept 2010/11 £	Band D 2010/11 £	Parish	Precept 2009/10 £	Precept 2010/11 £	Band D 2010/11 £
Ashill	15,690	18,690	37.94	Croxton	4,668	4,668	26.58
Attleborough	231,170	244,430	69.57	Dereham	420,696	441,900	73.98
Banham	14,700	16,000	31.18	Didlington	0	0	0.00
Bawdeswell	11,000	11,500	40.90	Dunham Great	1,500	1,500	12.42
Beachamwell	3,300	3,300	24.14	Dunham Little	3,500	3,500	32.89
Beeston				Ellingham Great	6,500	6,500	16.05
(With Bittering)	6,250	6,400	32.54	Ellingham Little	3,598	4,000	41.97
Beetley	12,750	13,000	25.71	Elmham North	14,500	16,500	33.36
Besthorpe	6,000	5,500	24.41	Elsing	1,950	1,950	19.44
Billingford	3,740	5,500	63.58	Foulden	5,500	5,500	38.87
Bintree	3,650	3,650	31.20	Foxley	3,800	4,300	38.67
Blo Norton	2,700	2,850	26.46	Fransham	3,000	3,000	18.05
Bradenham	8,000	8,000	31.60	Garboldisham	4,400	5,000	17.23
Brettenham & Kilverstone	3,600	3,600	19.23	Garvestone (Reymerston & Thuxton)	5,750	5,250	21.26
Bridgham	3,300	3,630	30.00	Gateley	0	0	0.00
Brisley	5,000	5,250	47.09	Gooderstone	4,000	4,200	29.68
Buckenham New	5,700	8,000	42.60	Gressenhall	7,426	7,500	19.40
Buckenham Old	15,000	12,218	24.84	Griston	4,100	4,920	26.67
Bylaugh	0	0	0.00	Guist	1,500	1,500	19.82
Carbrooke	10,500	10,500	22.27	Hardingham	2,520	2,700	25.71
Caston	4,750	5,250	29.64	Harling	36,000	37,000	46.24
Cockley Cley	2,000	2,000	40.98	Hilborough	2,600	2,600	31.10
Colkirk	6,500	6,750	27.27	Hockering	6,600	7,700	33.86
Cranwich	0	0	0.00	Hockham Great	6,400	7,000	30.29
Cranworth	5,412	3,362	20.64	Hoe (&Worthing)	1,200	1,200	11.79
Cressingham				Holme Hale	5,400	5,800	31.30
Great	4,250	4,750	51.91	Horningtoft	1,905	1,860	32.92
Cressingham Little (&Thrextan)	900	900	13.70	Ickburgh	0	0	0.00

Parish	Precept 2009/10 £	Precept 2010/11 £	Band D 2010/11 £	Parish	Precept 2009/10 £	Precept 2010/11 £	Band D 2010/11 £
Kempstone	0	0	0.00	Snetterton	1,000	0	0.00
Kenninghall	5,300	5,300	14.58	Southacre	0	0	0.00
Lexham	0	0	0.00	Sparham	1,525	1,025	9.05
Litcham	6,000	6,000	27.41	Sporle			
Longham	3,100	3,500	37.39	(with Palgrave)	6,873	6,773	19.82
Lopham North	2,700	2,500	10.24	Stanfield	1,360	1,500	25.55
Lopham South	2,500	2,500	15.41	Stanford	0	0	0.00
Lynford	0	0	0.00	Stow Bedon	2,000	2,000	16.12
Lyng	5,150	7,000	23.54	Swaffham	193,428	198,000	80.07
Mattishall	35,244	35,244	38.44	Swanton Morley	34,949	37,060	57.17
Merton	790	830	17.04	Thetford	528,900	542,175	81.45
Mileham	5,000	5,000	22.89	Thompson	4,000	4,300	29.45
Mundford	31,500	31,500	65.28	Tittleshall	6,500	5,000	36.79
Narborough	13,000	13,000	33.50	Tuddenham East	4,000	4,000	24.01
Narford	0	0	0.00	Tuddenham North	2,400	2,600	23.36
Necton	24,692	24,692	35.30	Twyford	0	0	0.00
Newton	0	0	0.00	Watton	147,837	149,059	61.12
Ovington	3,060	3,000	32.47	Weasenham			
Oxborough	1,800	1,980	20.97	All Saints	2,500	3,500	53.60
Pickenham North	7,500	7,000	39.68	Weasenham			
Pickenham South	1,000	1,000	28.65	St. Peter	2,900	3,600	53.97
Quidenham	6,700	6,700	39.20	Weeting			
Riddlesworth	0	0	0.00	(With Broomhill)	35,700	35,700	63.43
(& Gasthorpe)				Wellingham	0	0	0.00
Rocklands	3,600	3,800	14.04	Wending	4,100	4,100	35.59
Roudham				Whinburgh			
(& Larling)	6,000	5,000	48.40	& Westfield	5,450	4,000	30.46
Rougham	0	0	0.00	Whissonsett	11,250	11,750	67.37
Saham Toney	14,000	14,000	24.76	Wretham	3,000	3,000	25.02
Scarning	30,000	30,000	33.98	Yaxham	7,190	7,965	28.06
Scolton	3,325	3,340	35.99				
Shipdham	42,500	42,500	57.90				
Shropham	0	0	0.00				

*Precepts to nearest pound.

Breckland Council's Spending Plan

Service

Communications and Corporate Services

Member Services, Monitoring, Emergency Planning, Elections, Register of Electors, Marketing & Communications, Human Resources, Printing & Reprographics

Communities and Benefits

Arts/Cultural Development, Voluntary Sector, Community Cohesion & Development, Community Safety/CCTV, Community Transport, Health Improvement Agency, Licensing, Strategic Sport & Sports Development, Partnership Development, Council Tax and Business Rates Collection, Housing Benefit Administration

Economic and Commercial Services

Asset Management, Commercial Property, Car Parks, Public Lighting, Roads and Footpaths, Economic Development, REV Project, Thetford Growth Point

Environmental Well-Being and Customer Contact

Customer Service Centres, Environmental Awareness, Clean Neighbourhoods, Parks Woods and Open Spaces, Waste Collection

Governance and Corporate Development

Corporate Development, Business Planning, Central Administration, Insurance, Treasury Management, Financial Services, ICT & Business Improvement, Internal Audit, Legal Services, Policy & Performance, Strategic Contract Management, Procurement

Planning, Health & Housing

Planning and Building Control, Environmental Health Services, Social and Private Sector Housing Services

Capital Financing and Other Transfers

General Finance

Transfers to/ (from) Reserves

Breckland Council's Budget Requirement

Parish Precepts

TOTAL BUDGET REQUIREMENT

Financed by

Revenue Support Grant

Business Rate Income

Area Based Grants

Council Tax

TOTAL FINANCING

2009/2010 Budget			2010/2011 Budget		
Gross Expenditure £000	Gross Income £000	Net Expenditure £000	Gross Expenditure £000	Gross Income £000	Net Expenditure £000
2,058	(32)	2,026	1,996	(166)	1,830
43,009	(36,109)	6,900	48,275	(43,319)	4,956
2,620	(3,063)	(443)	2,550	(2,934)	(384)
5,444	(1,693)	3,751	5,968	(1,670)	4,298
1,990	(641)	1,349	1,353	(807)	546
7,033	(2,404)	4,629	6,589	(2,189)	4,400
51	0	51	52	0	52
4,401	(8,525)	(4,124)	3,154	(4,460)	(1,306)
66,606	(52,467)	14,139	69,937	(55,545)	14,392
		2,206			2,275
		16,345			16,667
		2,073			1,434
		8,984			9,875
		275			293
		5,013			5,065
		16,345			16,667

Breckland Council budgets to spend an average of £124.39 per person for each person living in the Breckland District.

We are required to measure and report the efficiency savings we have made since April 2008. An efficiency saving is when the cost of an activity falls, but its effectiveness is improved or stays the same.

The table below shows efficiency savings Norfolk County Council, Norfolk Fire and Rescue, Breckland Council and Norfolk Police Authority were forecast to make by the end of March 2010:



	By March 2009	By March 2010
Norfolk County Council – functions other than fire and rescue	£24,358,000	£38,900,000
Norfolk Fire and Rescue	£279,000	£638,000
Breckland Council	£801,000	£1,912,000
Norfolk Police Authority	£8,047,000	£15,120,000


The table below shows the value of the savings we expect to make by March 2010 for the average Band D dwelling and compares that with the average figure for similar authorities across England:

	Savings per Band D dwelling	National average for similar authorities
Norfolk County Council – functions other than fire and rescue	£132	£98
Norfolk Fire and Rescue	£2	£4
Breckland Council	£45	£41
Norfolk Police Authority	£51	£54

How to pay your Council Tax and Non-Domestic Rate bill


 **Direct Debit** is the easiest way to pay. If you do not already use this convenient method, please contact us on 01362 656871 and choose from one of the following payment dates ~ **5th**, **15th** or **25th** of each month. Please have your account details to hand. Alternatively you can complete the Direct Debit mandate form enclosed with your bill or complete one on either of our websites www.breckland.gov.uk or www.angliarevenues.gov.uk


Payment must be received by the due date shown on your bill for the following methods of payment.

 **Telephone** ~ you can make a payment over the telephone using your **debit card** by telephoning our automated payment line (24 hour) on 0845 600 1936. Please have your **debit card** and **Council Tax or Non-Domestic Rate account number** to hand when making the call. Calls are charged at the local rate.

 **Internet** ~ payment can be made by using the internet. Simply log onto our website at www.breckland.gov.uk or www.angliarevenues.gov.uk and click on 'make a payment'

£ **Standing Order** ~ you can set up a standing order direct with your bank or building society using the following information: Co-operative Bank plc, Breckland Council, sort code: **089014** account ref: **61546464** You will also need to quote your Council Tax or Non-Domestic Rate account number.

 **Person** ~ you can pay with a barcode at any Post Office or at any shop displaying the **PayPoint** symbol. To receive a barcode please contact us on 01362 656871.

 **Post** ~ please send a cheque made payable to **Breckland Council** to **Breckland Council, Elizabeth House, Walpole Loke, Dereham, Norfolk NR19 1EE**. Please ensure you write your Council Tax or Non-Domestic Rate account number on the reverse of the cheque. Post dated cheques are **not** accepted.

Please note - cash is not accepted at any of the Breckland Council offices.

Do It Online

Receive your bill by email, keep track of your account or pay for Council services through our secure websites: www.angliarevenues.gov.uk – www.breckland.gov.uk All of the following services are now available online and can be accessed through either of our websites:

- make a payment using a debit card
- register to view and receive your Council Tax and Non-Domestic Rate bill online
- request a barcode
- advise us of a change of address
- set up a Direct Debit
- report suspected fraud
- request a benefit claim form

Breckland District Council



Council Tax – bill or payment enquiries only

Telephone 01362 656871 Email: counciltax@angliarevenues.gov.uk

Enquiries about the Breckland Council budget or level of council tax:

A copy of the Council's 2010/2011 budget is available for inspection at the Council's offices. If you have any questions about the Council's budget you can contact us on 01362 656870.

Council tax benefit or housing benefit queries:

Telephone 01362 656872 or email benefitsenquiries@angliarevenues.gov.uk if you want to apply for council tax benefit or housing benefit or if you have a query about the benefit you are receiving.

National Benefit Fraud Hotline:

Report suspected fraud by telephone 0800 854 440 or online via <https://secure.dwp.gov.uk/benefitfraud>

Business rates – bill or payment enquiries only:

Telephone 01362 656871. Email: nndr@angliarevenues.gov.uk

General enquiries:

Telephone 01362 656870 or write to us at Breckland Council, Elizabeth House, Walpole Loke, Dereham NR19 1EE.

Opening hours 8.00am - 5.30pm Monday to Thursday, 8.00am - 5.00pm Friday

Norfolk County Council



Contact us about services throughout Norfolk, including children's services (such as schools), adult social services, highway maintenance, waste disposal, libraries, museums, fire and rescue, economic development and business advice.

Website www.norfolk.gov.uk

Email information@norfolk.gov.uk

Text 60046

Address County Hall, Martineau Lane, Norwich, NR1 2DH

General enquiries 0344 800 8020

Fax 0344 800 8012

Text phone 0344 800 8011

See page 6 for our main phone numbers and details of the places across the county where you can speak to us in person.

Norfolk Police Authority



If you want more information about the Police Authority, you would like the information in another language, on tape or in large print, please contact us at: Chief Executive to the Police Authority, Jubilee House, Falconers Chase, Wymondham, Norfolk NR18 0WW

Telephone: 01953 424 455 Fax: 01953 424 462

Email: policeauthority@norfolk.pnn.police.uk

Website: www.norfolk-pa.gov.uk