

How your money is spent on local services 2011/12

Once again all of the District Councils in Norfolk are working together with the County Council and Norfolk Police Authority to produce this booklet to make it easier for you to see what your council tax and business rates pay for. The booklet is bigger this year as we are giving local businesses the opportunity to advertise their services. This means that in these difficult financial times we are able to produce these booklets at a much lower cost than in previous years at less than 1p each. You can help us to reduce costs further by changing to electronic billing – see page 47 for more information.

Look out for your A-Z of Breckland Council services on pages 6 - 9

Although Breckland Council collects the council tax and business rates, what you pay goes towards a whole range of services provided by the County, Police, District and Parish councils, each £1 you pay in council tax is divided as follows:



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.

Breckland Council, Norfolk County Council & Norfolk Police Authority do not warrant the accuracy of any description or statement contained in any advertisement within this booklet nor do they endorse any product or service advertised.

Dear Resident.

The coming year is likely to be a difficult one for us all. Breckland must accommodate a reduction in funding from central government of £1.3m (11%) in 2011-12, and a further reduction of £1.2m in 2012-13. I know residents are also feeling the impact of the current economic situation and, in these difficult times, our priority is to protect the services we provide for you.

To achieve the savings needed, the council is embracing innovative new ways of working so that we can continue to deliver high quality, customer focussed frontline services to residents. A restructuring process began in August 2010 with the appointment of Terry Huggins as Chief Executive for Breckland and South Holland councils. This was the first step in setting up a shared management structure that will save each council in the region of £350,000. Our approach is to protect frontline services and achieve savings by slimming down management and then back-office functions throughout the organisation, reducing senior management costs by sharing posts across the two authorities.

I appreciate that your Council Tax bill is a significant household expense and the council works hard to ensure your money is spent wisely. The Breckland charge for a Band D property is £64.05 – still the lowest district council tax in the country. For approximately £1.23 per week the council provides services including waste

collection and recycling, planning and regeneration, community safety, housing and benefits, economic development, leisure and the arts. In addition to maintaining tight budgetary control, Breckland seeks out additional sources of income to help fund services. Our commercial property portfolio continues to boost council finances, bringing in an income of over £2.5m in the 2009-10 financial year. This is a significant sum which nearly matches the amount we collect through council tax. The council's housing team has secured over £30m investment funding from housing associations and the Homes and Communities Agency, and this will deliver over 200 new homes in the district. Our annual audit letter confirmed that Breckland manages your money carefully, stating that the council has a well managed capital programme, has exceeded planned efficiency savings, and has continued to focus on achieving value for money.

Whilst there will be difficult decisions to be made in the coming months, I can assure you that we will continue to keep the needs of Breckland residents uppermost in our deliberations.

Yours faithfully



William Nunn
Leader of Breckland
Council



Breckland – a better place with a brighter future for everyone

Breckland works hard to provide high quality services to all our residents. On these two pages we have provided an update on some of the services identified by residents as most important to them and their families.

Tackling anti-social behaviour

Residents have told us that the prevention of crime and anti-social behaviour remains one of their top priorities. Crime is low in the district and we are working hard alongside colleagues at Norfolk Constabulary to keep it that way. The Council has a dedicated Operational Partnership Team based in the council offices made up of 4 council employees and 2 police officers. The team has 3 main focuses; dealing with anti-social behaviour, community safety and providing diversionary and educational activities. The emphasis is on crime prevention through early intervention – identifying issues early on and taking measures to prevent escalation.

Projects this year have included –

- Taking the YBYZ (Why be Wise) performance production to Breckland schools to encourage children to think about the consequences of their actions, and give them strategies to deal with peer pressure.
- Piloting a Victim Identification Project; this uses a simple vulnerability test to quickly identify individuals who are at high risk and ensures a fast and appropriate response.



Affordable housing and homelessness prevention

Housing and help for the homeless was another priority identified by residents. Breckland works with households who are homeless or at risk of homelessness and, by increasing the range of preventative options, we've achieved a reduction in the number of people presenting as homeless.

The council recruited a Young Person's Housing Officer who is also trained to carry out family mediation and this has resulted in a 60% reduction in the number of young people becoming homeless. We modernised and improved our hostel in Thetford to work with customers to prepare them for independent living.

Affordable housing projects this year have included;

- 153 new affordable homes have been delivered with £28m of investment funding from housing associations.
- £3.8m funding secured from the Homes & Communities Agency to develop part of the Sweyn Close/Fulmerston Road area of Thetford. This will deliver 66 new homes.

- Promotion of incentives to bring empty homes back into use through grants and loans has successfully brought 60 homes forward for use.

Economic regeneration

The district's main industries are agriculture, advanced engineering and manufacturing, logistics and food processing. Residents have said that economic regeneration issues should be a key priority for the council; our approach is to improve skills, support local businesses and address broadband, energy and water issues.

Projects this year have included;

- Together with partners, Breckland is working to resolve energy issues along the A11 REV (Thetford – Norwich) corridor.
- The council is delivering the innovative new REV ACTIVE project, encouraging businesses to become more energy-efficient and so reduce carbon emissions, save money and facilitate growth.

Recycling opportunities

Residents have identified recycling as their second highest priority. It is also a key priority for the council and our approach is to make recycling easier for residents by providing sufficient facilities and making sure that there is clear, comprehensive information available about what can and cannot be recycled. A key area for 2011 is to work with residents to reduce the amount of residual (non-recyclable) waste.

Projects this year have included;

- Breckland ran a highly successful recycling project enabling residents to recycle unwanted electrical goods. During July and August 66 tonnes of electrical waste was collected and recycled.
- New black bins with shaped slots were introduced for communal facilities. This greatly reduced contamination by ensuring that only the correct items can be put into each compartment.

Promoting Pride in Breckland

Through the 'Pride in Breckland' initiative, the council has set four goals to improve community cohesion; to make the district cleaner and greener, create a sense of respect and ownership, build bridges between different sections of the community and instil a sense of pride in Breckland.

Our approach is to harness the energy and experience within the district, bringing communities together to work on a number of projects. These have included –

- During the 6 week Breckland Blitz, communities banded together, cleaning up graffiti and clearing over a tonne of litter throughout the district.
- The Celebration of Culture brought together the diverse cultures in the district, celebrating different cultural traditions such as food and drink, dance and music.



A-Z of Breckland Council Services

These 4 pages provide an A-Z list of commonly required Breckland services with contact details. If you are unsure of who to speak to, please call our Customer Service Advisors on 01362 656870 or email contactus@breckland.gov.uk

If you require a large text, more comprehensive version of this A-Z please telephone Communications on 01362 656870 or email communications@breckland.gov.uk

A

Abandoned vehicles	Do It Online	contactus@breckland.gov.uk	01362 656878
Accounts payable/receivable		finance@breckland.gov.uk	01362 656870
Affordable housing		strategyandenabling@breckland.gov.uk	01362 656870
Animal welfare licences		healthandsafety@breckland.gov.uk	01362 656870
Anti-social behaviour		community.safety@breckland.gov.uk	01362 656870
Art development		leisure@breckland.gov.uk	01362 656870
Asbestos advice (domestic)		envprotect@breckland.gov.uk	01362 656870
Asbestos (in the workplace)		healthandsafety@breckland.gov.uk	01362 656870

B

Benefits		benefitsenquiries@angliarevenues.gov.uk	01362 656872
Breckland Youth Council		youth@breckland.gov.uk	01362 656870
Building control		building.control@breckland.gov.uk	01362 656873
Bulky collections		contactus@breckland.gov.uk	01362 656878
Bus passes	Do It Online	contactus@breckland.gov.uk	01362 656870
Business development, grants & start-up advice		economic@breckland.gov.uk	01362 656870
Business rates		nndr@angliarevenues.gov.uk	01362 656871
Byelaws		committee@breckland.gov.uk	01362 656870

C

Car parks		car.parks@breckland.gov.uk	01362 656870
CCTV		community.safety@breckland.gov.uk	01362 656870
Change of address	Do It Online	contactus@breckland.gov.uk	01362 656870
Commercial property		commercial.property@breckland.gov.uk	01362 656870
Committee information & agendas		committee@breckland.gov.uk	01362 656870
Common land		committee@breckland.gov.uk	01362 656870
Community car schemes		contactus@breckland.gov.uk	01362 656870
Community development & community projects		community@breckland.gov.uk	01362 656870

Community rangers		contactus@breckland.gov.uk	01362 656878
Community safety		community.safety@breckland.gov.uk	01362 656870
Complaints & compliments	Do It Online	complaints@breckland.gov.uk	01362 656870
Composting		contactus@breckland.gov.uk	01362 656878
Conservation areas		planning@breckland.gov.uk	01362 656873
Consultation		communications@breckland.gov.uk	01362 656870
Contaminated land		envprotect@breckland.gov.uk	01362 656870
Council tax		counciltax@angliarevenues.gov.uk	01362 656871
Council tax benefits		benefitsenquiries@angliarevenues.gov.uk	01362 656872
Council tax payments (debit card)	Do it online		0845 600 1936
Councillors' contact details		contactus@breckland.gov.uk	01362 656870
Customer service centres			01362 656870
Attleborough, Dereham, Swaffham, Thetford & Watton [contact us for opening times & locations]			
contactus@breckland.gov.uk			

D

Dangerous dogs & stolen dogs	Report to Police		0845 456 4567
Dogs - lost & stray;			
reporting dog fouling (24 hours)		info@animalwardenservices.co.uk	01362 858500
Dogs – micro chipping & training advice		env.protection@breckland.gov.uk	01362 656870
Dangerous structures		building.control@breckland.gov.uk	01362 656873
Development control		planning@breckland.gov.uk	01362 656873
Direct debit (Council tax & NNDR)	Do It Online	contactus@breckland.gov.uk	01362 656871
Disability forum		equalities@breckland.gov.uk	01362 656870
Dog bins - emptying	Do It Online	contactus@breckland.gov.uk	01362 656878
Dog fouling - reporting	Do It Online	contactus@breckland.gov.uk	01362 656870
Domestic violence - if you or a friend need help		Olive tree project	01760 722669
Free 24hr National domestic violence helpline			0808 2000 247
Domestic violence - if you are homeless		housing.advice@breckland.gov.uk	01362 656870
Drainage		envprotect@breckland.gov.uk	01362 656870

E

Economic development & tourism		economic@breckland.gov.uk	01362 656870
Elections & electoral registration		elections@breckland.gov.uk	01362 656870
Emergency planning		emgplan@breckland.gov.uk	01362 656870
Energy efficiency		privatesectorhousing@breckland.gov.uk	01362 656870
Environmental education		contactus@breckland.gov.uk	01362 656878
Equal opportunities		equalities@breckland.gov.uk	01362 656870

F

Financial services		finance@breckland.gov.uk	01362 656870
Fly tipping	Do It Online	contactus@breckland.gov.uk	01362 656878
Food complaints & food poisoning		foodteam@breckland.gov.uk	01362 656870
Food safety & food hygiene		foodteam@breckland.gov.uk	01362 656870
Fraud (Council tax/benefit)	Do It Online	contactus@breckland.gov.uk	01362 656871
Freedom of Information		freedomofinformation@breckland.gov.uk	01362 656870

G

Garden waste	contactus@breckland.gov.uk	01362 656878
Gifted & Talented grants	giftedandtalented@breckland.gov.uk	01362 656870
Graffiti	contactus@breckland.gov.uk	01362 656878
Grants for community projects	community@breckland.gov.uk	01362 656870
Grants for disabled facilities	privatesectorhousing@breckland.gov.uk	01362 656870
Grants for home improvements	privatesectorhousing@breckland.gov.uk	01362 656870
Grass cutting	contactus@breckland.gov.uk	01362 656878
Gypsy & Traveller issues	privatesectorhousing@breckland.gov.uk	01362 656870

H

Health improvement	leisure@breckland.gov.uk	01362 656870
Health & safety at work (advice & complaints)	healthandsafety@breckland.gov.uk	01362 656870
Hedge cutting	contactus@breckland.gov.uk	01362 656878
Historic buildings	historicbuildings@breckland.gov.uk	01362 656873
Homelessness (Out of hours emergency service)		01362 697194
Homelessness prevention & housing option services	housing.advice@breckland.gov.uk	01362 656870
Houses in multiple occupation	privatesectorhousing@breckland.gov.uk	01362 656870
Housing advice	housing.advice@breckland.gov.uk	01362 656870
Housing benefit	Do It Online benefitsenquiries@angliarevenues.gov.uk	01362 656872
Housing defects (rented properties)	privatesectorhousing@breckland.gov.uk	01362 656870
House name change	Do It Online contactus@breckland.gov.uk	01362 656870
Housing register / waiting list	ARP Trading Ltd housingregister@arptrading.co.uk	01842 756422

I

Industrial directory	commercial.property@breckland.gov.uk	01362 656870
Industrial units	commercial.property@breckland.gov.uk	01362 656870
Insect, wasp & pest control	info@smpestcontrol.com	01362 794419

J

Job vacancies	recruitment@breckland.gov.uk	01362 656870
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L

Land charges	land.charges@breckland.gov.uk	01362 656873
Landlord accreditation	bla@breckland.gov.uk	01362 656870
Landlord forum	privatesectorhousing@breckland.gov.uk	01362 656870
Leisure	leisure@breckland.gov.uk	01362 656870
Licensing	licensingteam@breckland.gov.uk	01362 656876
Listed buildings	historicbuildings@breckland.gov.uk	01362 656873
Litter bins	Do It Online contactus@breckland.gov.uk	01362 656878
Local Development Framework	planningpolicyteam@breckland.gov.uk	01362 656873

M

Mediation service – housing	housing.advice@breckland.gov.uk	01362 656870
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N

Noise complaints	envprotect@breckland.gov.uk	01362 656870
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Non domestic rates	nndr@angliarevenues.gov.uk	01362 656871
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O

Overview & Scrutiny	scrutiny@breckland.gov.uk	01362 656870
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P

Parish Councils	committee@breckland.gov.uk	01362 656870
Planning applications	planning@breckland.gov.uk	01362 656873
Planning enforcement	enforcement@breckland.gov.uk	01362 656873
Planning policy	planningpolicyteam@breckland.gov.uk	01362 656873
Play areas	contactus@breckland.gov.uk	01362 656878
Press enquiries, marketing & PR	communications@breckland.gov.uk	01362 656870
Pride in Breckland	prideinbreckland@breckland.gov.uk	01362 853296

R

Radon	envprotect@breckland.gov.uk	01362 656870
Recycling	contactus@breckland.gov.uk	01362 656878
Rent & deposit loan scheme	housing.advice@breckland.gov.uk	01362 656870
Renting from a private landlord	housing.advice@breckland.gov.uk	01362 656870
Road sweeping	contactus@breckland.gov.uk	01362 656878
Rodent control	info@smpestcontrol.com	01362 794419

S

Senior railcards	Do It Online	contactus@breckland.gov.uk	01362 656870
Shared ownership housing		housing.advice@breckland.gov.uk	01362 656870
Smell complaints		envprotect@breckland.gov.uk	01362 656870
Smoking complaints (Health Act 2006)		healthandsafety@breckland.gov.uk	01362 656870
Smoke complaints		envprotect@breckland.gov.uk	01362 656870
Sports development		leisure@breckland.gov.uk	01362 656870
Standards & Code of Conduct		standards@breckland.gov.uk	01362 656870
Street cleansing		contactus@breckland.gov.uk	01362 656878
Street naming & numbering		2605Snn@breckland.gov.uk	01362 656873

T

Taxi & private hire licences	licensingteam@breckland.gov.uk	01362 656876
Tree & countryside	treeandcountryside@breckland.gov.uk	01362 656873

V

Village appraisals	community@breckland.gov.uk	01362 656870
Voice magazine	communications@breckland.gov.uk	01362 656870
Volunteering	community@breckland.gov.uk	01362 656870
Voting	elections@breckland.gov.uk	01362 656870

W

Waste collection	contactus@breckland.gov.uk	01362 656878
Welfare burials	privatesectorhousing@breckland.gov.uk	01362 656870
Working time regulations	healthandsafety@breckland.gov.uk	01362 656870

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 or apply on line at www.angliarevenues.gov.uk**

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

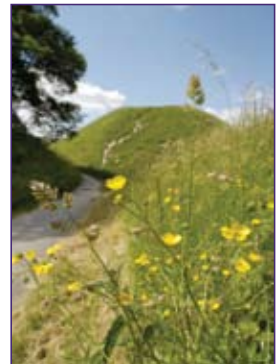
The council tax bill for a furnished dwelling that is no-one's main home is reduced by 10%.

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 or apply on line
at www.angliarevenues.gov.uk

Dear resident,

Norfolk County Council has set its Budget in the wake of the worst economic situation this country has seen in 30 years and a 10.3% reduction (£29.4m) in our central government formula grant.

We are one of the most efficient county councils in the country, but must save £155m over the next three years. We needed your views about how to tackle this – and what part you were willing to play to help us.

I would like to thank those who took part in the County Council consultation, Norfolk's Big Conversation. More than 9,000 people took part and we listened and responded where we could.

For example, we will not change the eligibility criteria for vulnerable adults needing social care, we will continue to invest in a reshaped service for people with sight and hearing problems, we have reduced the level of savings needed in our rural transport services and we will continue to provide transport to school or college for people over 16.

We have also set aside £900,000 funding to commission others who can help local communities build on existing work with young people or develop new ways of supporting them, especially the most vulnerable.

We had already said we wouldn't increase the proportion of the council tax you pay to the County Council, to help everyone struggling to manage household budgets. We had also said we would not close libraries. But we had to make tough choices in other areas and I don't want to pretend they will be without pain.

We said from the start that only radical transformation would do and ultimately I believe we are doing the right thing for Norfolk. Which is why we are streamlining the council, cutting management costs, transforming the way we organise and run services and driving further efficiencies, so that we deliver even better value for your money.



Derrick Murphy

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	2011/12 £m	2010/11 £m
Revenue support grant*	60.6	30.2
Redistributed business rates	196.3	208.0
Precept on district councils**	342.1	338.8
Surplus from collection funds	4.3	2.2
Total funding	603.3	579.2

* Grants previously included as income have been transferred to the revenue support grant, and are also reflected in 'other services' in the table below.

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

Where the money goes*	2011/12 £m	2010/11 £m
Children's Services	154.0	172.6
Community Services - Adult Social Care	220.9	235.0
Community Services - Cultural Services	18.9	20.4
Environment, Transport and Development	118.9	113.9
Fire and Rescue	29.7	31.5
Other services	59.8	4.7
Contributions to other agencies: **		
Environment Agency	0.6	0.6
Eastern Inshore Fisheries and Conservation Authority	0.5	0.5
Total net spend on services	603.3	579.2

* The budgets now reflect our new structure, following a review during 2010/11.

**We collect money from Norfolk residents to pay for these agencies, for which gross spend in 2011/12 is planned to be £95.8m and £1.2m respectively (£115.6m and £1.3m in 2010/11).

The County Council funds schools through the dedicated schools grant (DSG). This year, the Government has combined other grants with the DSG, giving a total of £512.8m (the comparable figure for 2010/11 is £514.7m).

Total gross revenue	2011/12 £m	2010/11 £m
Expenditure	1,480.2	1,581.8
Income/reserves	876.9	1,002.6
Net budget requirement	603.3	579.2

Changes in spending from 2010/11

There has been a net increase in spending (the net budget requirement) of £24.1m. This includes £10.6m for pay and price inflation, £47.3m to pay for committed costs (such as increased demand, new legislation and new responsibilities), less efficiency savings and service reductions of £59.8m. The remaining difference is due to changes in the way we receive grants. For example, some grants previously included as income (see table above) have been transferred to the revenue support grant (see facing page).

What you pay towards County Council services through council tax

Band	£ per year 2011/12	£ per year 2010/11
A	763.38	763.38
B	890.61	890.61
C	1,017.84	1,017.84
D	1,145.07	1,145.07
E	1,399.53	1,399.53
F	1,653.99	1,653.99
G	1,908.45	1,908.45
H	2,290.14	2,290.14

Your bill also includes charges from your district council, the police and, where applicable, your town or parish council.

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 – 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

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 8020
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
School transport	0344 800 8020
Street lighting	0344 800 8008
Park & Ride	0344 800 8020
Trading standards business advice	0344 800 8013
Trading standards consumer advice (working with Consumer Direct)	08454 04 05 06
Waste and recycling	0344 800 8020
General enquiries	0344 800 8020
Fax	0344 800 8012

Our phone lines are open Monday to Friday, 9am to 5pm.
0344 numbers are charged for just like 01 and 02 numbers.

Information about council services is also available at all Norfolk County Council libraries through our Council @ Your Library service.

Cutting costs and being ever more efficient is the first plank in our financial management strategy.

So we will continue to streamline the County Council, cutting management overheads and driving the efficiency agenda, as we deal with the biggest reduction in council spending since the 1970s.

We have made efficiency savings of £104m over the past seven years and in the past two years achieved the third highest level of efficiency savings per household when compared with all other County Councils. We aim to make at least another £31m of efficiency savings in the year ahead.

The County Council will see its staff numbers continue to reduce between now and 2014, as the council of the future delivers less itself and commissions more from others. We have already cut 190 posts in 2010/11 and we will lose the equivalent of another 750 full-time posts in the coming year.

Major projects

We are reducing the amount we borrow to support major capital projects, to save repayment costs. We have set a capital budget of £76.6m for 2011/12 and schemes earmarked to go ahead in the coming year include:

- A new recycling centre for Thetford
- Support for a new housing with care scheme being built in Aylsham
- A contribution towards a new primary school for Cringleford
- Continuing investment in the development of St George's Arts Centre in Great Yarmouth, and the regeneration of the surrounding area.

We will also use part of a £1.28m fire capital grant to pay for 12 new fire engines (six in 2011/12 and six the year after) taking advantage of an existing nationally agreed price.

Policing Norfolk on a reduced Budget

With £24.5 million of savings to be found over the next four years, there are challenging times ahead for policing in Norfolk. It is inevitable that public sector funding reductions will affect the policing services delivered to local people, but Chief Constable Phil Gormley's priority remains the same – keep communities safe and keep Norfolk a low-crime county.

Your investment in Norfolk Constabulary over recent years, along with a radical modernisation programme and carefully considered spending decisions, has enabled the Force to drive down levels of recorded crime whilst simultaneously reducing costs by £19 million in the last three years. Through public support, strong leadership and the hard work and dedication of its officers and staff, the Constabulary has achieved significant results:

- Norfolk remains the safest county in England with a crime rate of 51 crimes per thousand residents;
- Recorded crime has reduced by 30% over the last three years;
- Reports of anti-social behaviour (ASB) reduced by 10% last year;
- Increased detection rates mean more crimes and incidents of ASB are resolved;
- Levels of public confidence and satisfaction in the policing service have improved.



Pictured: Police Authority Chief Executive Chris Harding and Chairman Stephen Bett, and Chief Constable Phil Gormley.

Recent experience of a major modernisation programme, along with strong financial planning, has stood Norfolk Constabulary in good stead for the financial challenges ahead. The Force enjoys a reputation for being high-performing and works hard to maintain that position. The Chief Constable's ambition, at least in the coming year, will be to broadly sustain current levels of performance by seeking to minimise, as far as possible, the impact of the cuts on the delivery of frontline services.

The unavoidable truth is that, with such a high proportion of Constabulary costs relating to staff, numbers of police officers, police community support officers and support staff will have to be reduced. This is mainly being done through a recruitment freeze, which will help to reduce salary bills as those who leave the organisation

are not replaced. The current approach to operational policing in Norfolk is being reviewed to assess its sustainability with fewer staff and to identify options for changes in deployment across Safer Neighbourhood Teams and other areas of frontline policing. Work is also now well underway with Suffolk Constabulary to collaborate on major support service departments, such as Human Resources, Fleet Management and computing, estimated to achieve annual revenue savings across both forces of around £9.8 million.

Ensuring value for money in uncertain financial times

There is no doubting the difficult financial circumstances that the country faces. Equally, there should be no doubt of the continuing commitment of Norfolk Police Authority to ensure, on behalf of local people, that the county's policing service is efficient and effective.

Following consultation with communities and partner agencies, the Police Authority agreed the Budget for 2011/12 on 15 February 2011. Government support for a Council Tax freeze meant raising the Police Council Tax to help bridge the financial gap was not a practical option for the Authority in this year's deliberations. The level of Police Council Tax for 2011/12 will,

therefore, remain the same as last year - £191.16 at Band D.

Over the years, the people of Norfolk have paid a premium to get a high-quality policing service. The Authority's priority now is to monitor the changes to come and ensure that local people continue to get a best value policing service for their money.

In May 2012, the Coalition Government plans to replace police authorities with a directly-elected Police and Crime Commissioner for each police force area. Responsibility for holding the Chief Constable to account will then transfer to that individual, who will be elected by Norfolk's residents.

With so many financial challenges and uncertainties to be faced in the next four years, it is crucial that the current high level of independent policing scrutiny is maintained during and after the transition to the Commissioner. The Police Authority is already working to ensure that all necessary transitional arrangements are in place to help that happen. Next year will see the final budget prepared by Norfolk Police Authority for 2012/13.

Stephen Bett, Chairman



NORFOLK POLICE AUTHORITY

Where the money comes from

	2010-11 £m	2011-12 £m
Government Funding	89.77	90.79
Council Tax	56.92	57.83
Approved Budget	146.69	148.62

How the money will be spent

	2010-11 £m	2011-12 £m
Employees	131.31	126.47
Premises	10.67	5.48
Transport	3.73	4.10
Supplies, Services & Other	18.33	16.94
Capital Financing	1.65	5.39
Contingency	3.12	1.05
Gross total	168.81	159.43
Income	(22.12)	(10.81)
Net Total	146.69	148.62

Capital Spending

In addition to day to day spending, the Authority has approved a capital programme for 2011-2012 of **£7.390 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 2011-12

	£m
Approved Budget 2010-11	146.69
Loss of specific grants into general grant	5.93
Revised Base Budget 2010-11	152.62
Increased pay & price levels	2.30
Ongoing commitments	1.14
External funding changes	1.58
Organisational developments	0.22
Budget reductions & savings	(11.19)
Changes in appropriations to reserves and balances	1.95

Budget 2011-12 **148.62**

Staffing 2011-12

Operational: **2,141**

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

Operational Support: **488**

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

Organisational Support: **442**

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

Total Staffing **3,071**

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 account for overall changes to 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 your local authority

or the website <http://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 your 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 non-domestic 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 your local authority.

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 your local authority.

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 your 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 your local authority.

Hardship Relief

The local authority has discretion to give relief in special circumstances. Full details can be obtained from your 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 of Revenues Rating & Valuation (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 your local authority.

