

Your Guide to

Council Tax

Budgets & Performance

Local Policing Summary

Efficiency Savings

Could you be paying less Council Tax?
Isn't it time you found out? See pages 4-6



South Holland

Council Tax 2009-10



Translation available

-  Доступный перевод
-  Tłumaczenia dostępne
-  a traduce dostupni

About this booklet

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Explained

South Holland District
Council Performance

Lincolnshire
County Council

Lincolnshire
Police Authority

We can provide this document in other formats.

South Holland District Council

For enquiries about any services provided by South Holland – including benefits, business rates and Council Tax – please contact our Customer Services Team.

South Holland District Council
Priory Road
Spalding
Lincolnshire
PE11 2XE

Tel: 01775 761161 (for our 24 hour / 7 day a week payment line use 0845 603 17 14)

Email: info@sholland.gov.uk

Website: www.sholland.gov.uk

You can also call in and see us – we're open weekdays from 8.30am (9am Wednesday) to 4.45pm and at the Long Sutton Market House between 9.30am to 5pm on Tuesdays and 9.30am to 2pm on Fridays (closed for lunch between 12 noon and 1pm).

Lincolnshire County Council

County Offices
Newland, Lincoln
LN1 1YL

General Enquiries: 01522 552222

Fax: 01522 516137

Email: customer_services@lincolnshire.gov.uk

Minicom Service: 01522 552055

Website: www.lincolnshire.gov.uk

If you want any more information on the County Council's budget for 2009/10, please phone our Resources Directorate on 01522 553648 or email countytreasurer@lincolnshire.gov.uk

Lincolnshire Police Authority

Deepdale Lane
Nettleham
Lincoln
LN5 7PH

Tel: 01522 558022

Fax: 01522 558739

Email: police.authority@lincs.pnn.police.uk

Website: www.lincolnshire-pa.gov.uk

Lincolnshire Police General Enquiries

Tel: 01522 532222 (your call may be recorded)

Emergencies: 999 and ask for police

Minicom/textphone: 01522 558140

Website: www.lincs.police.uk



Council Tax Explained

Who gets your Council Tax?

South Holland District Council collects the Council Tax. However, we keep less than one ninth of it. We pay the rest over to the County Council, the Police Authority and Parish and Town Councils. For more details, please see the table on page 7.

What is Council Tax and who has to pay it?

Council Tax is a tax on people's homes. Council and police services are paid for by income from Government grants, Council Tax, fees and other charges.

Owner occupiers and their partners usually have to pay the Council Tax bill. Where homes are rented, the tenants and their partners will have to pay. In the case of empty homes, it's normally the owner who has to pay.

However, it's the owners of these properties who pay Council Tax:

- Residential care homes, nursing homes and hostels or
- Those occupied by
 - a minister of religion or a religious community
 - more than one household or
 - resident staff or asylum seekers.

What are valuation bands – can you appeal?

The Valuation Office, an executive agency of HM Revenue and Customs, has given each property a valuation band, between A and H, according to its market value in April 1991.

If your property was built after April 1991, it will be valued as if it had existed then.

Band Market Value (at April 1991)

A	Up to £40,000
B	£40,001 - £52,000
C	£52,001 - £68,000
D	£68,001 - £88,000
E	£88,001 - £120,000
F	£120,001 - £160,000
G	£160,001 - £320,000
H	More than £320,000

You can appeal against the valuation band if:

- It's within 6 months of you becoming the tax payer or
- The value changes because of demolition work, a conversion, a change of use or any other physical change to the property's location.

You must carry on paying your Council Tax while your appeal is being considered.

For more information about valuation bands or appeals, contact:

The Listing Officer
Valuation Office Agency
Queensgate House
12 Silver Street
Lincoln
LN2 1EW

Tel: 01522 340300

Website: www.voa.gov.uk

If your initial appeal fails, you have further avenues of appeal, which will be explained to you by the Valuation Office.



ARE YOU PAYING TOO MUCH?

The information in this booklet about discounts, exemptions, people with disabilities and Council Tax Benefit is intended as a guide only. In most cases there are additional qualifying conditions that have to be met. Please contact us for further details.

Council Tax Discounts

You may be able to get a discount or, in some cases, a full exemption if no-one lives in the property. The discount on furnished properties, which are no-one's sole or main residence, is 10%. You cannot get a discount on properties which have been unfurnished and unoccupied for more than 6 months. You can get a 25% discount on your bill if there is only one person aged 18 or over living in your home. People under 18, or in one of these groups, listed below, are NOT included when counting the number of people living in your home for Council Tax purposes:

- Most full-time students, student nurses and some apprentices
- The partner of a student or the dependant of a student who is not a British citizen and is not allowed to work in this country or claim benefits
- People who are long-term patients in hospital or who live in care homes
- People who are severely mentally impaired
- 18 and 19-year-olds still eligible for child benefit
- School and college leavers (from April to October if they are under 20 years old)
- Low-paid care workers (usually employed by charities)
- Residents of hostels for the homeless or night shelters

- Carers looking after someone who is not their partner and not a child of their own who is under 18 years old
- Members of religious communities
- Members of visiting armed forces and international institutions
- Diplomats
- People in prison (except for those in prison for non-payment of fines or Council Tax).

Please contact us if:

- You think you should be getting a discount or
- You are getting a discount and your circumstances have changed so that you should no longer get it.

We can charge a penalty to anyone who fails to tell us about a relevant change in circumstances.

Council Tax Exemptions

Generally, you don't have to pay Council Tax on the classes of property in this list because they are exempt. Some classes do have time limits though and you will have to pay a full charge after the exemption runs out. Please note that time limits run from when the circumstances of the exempt class first started to apply, and they don't re-start if the property changes hands.

Classes of exempt EMPTY property:

Class A - is unfurnished and needs major repairs or is undergoing structural alterations to make it habitable (exempt for up to 12 months only)

Class B - owned by a charity (exempt for up to 6 months only)

Class C - unoccupied and unfurnished (exempt for up to 6 months only)

Class D - the tax payer is in prison (except for those in prison for non-payment of fines or Council Tax)



Are you missing out?
Could you be paying less Council Tax?
Isn't it time you found out?

Council Tax Explained

Class E - the tax payer has left it to go and live in a care home

Class F - the tax payer has died (exempt for up to 6 months after probate granted)

Class G - can't be lived in by law

Class H - held for a minister of religion

Class I - the tax payer has gone to live elsewhere to receive personal care

Class J - the tax payer has gone to live elsewhere to provide personal care

Class K - left empty by a student

Class L - the mortgagee has possession

Class Q - the tax payer is trustee to a bankrupt

Class R - unused caravan pitch or boat mooring or

Class T - unoccupied annexe to an occupied property.

Classes of exempt OCCUPIED property:

Class M - student halls of residence

Class N - all occupiers are students, school or college leavers or dependants of students

Class O - UK armed forces accommodation

Class P - visiting forces accommodation

Class S - all occupiers are under 18

Class U - all occupiers are severely mentally impaired

Class V - main residence of a person with diplomatic privilege or immunity or

Class W - the annexe to a property occupied by a dependent relative.

Please contact us if:

- You think your property should be exempt from Council Tax or
- We have made your property exempt and your circumstances have changed so that it should no longer be exempt.

We can charge a penalty to anyone who fails to tell us about a relevant change in circumstances.

People with Disabilities

You can get your bill reduced by one valuation band if you have one of these four facilities:

- A second bathroom
- A second kitchen
- A special room or
- Enough floor space to use a wheelchair indoors and it is necessary to meet the needs of anyone living in your home who is disabled.

We will ask you to renew your application each year if you qualify for this reduction.

Please contact us if:

- You think you should be getting a disabled band reduction or
- You are getting a disabled band reduction and your circumstances have changed so that you should no longer get it.

Are you finding it hard to pay?

Please read the information in this booklet about discounts, exemptions, disabled band reductions and benefits that you can claim to help reduce your bill. We can give you help and advice about any of these things if you need it. If you don't qualify or already receive some help, and are still finding it hard to pay, please contact us as soon as possible to discuss your payments. You should continue to pay as much as you can in the meantime.

The Citizens Advice Bureau (CAB) gives free impartial advice to people struggling with various debts. It has offices in Holbeach, Long Sutton and Spalding. The CAB Debt Line is 01775 762255.



Have you thought about claiming Council Tax Benefit?

Don't pay more Council Tax than you need to. Council Tax Benefit can reduce your bill by as much as 100% if one of these applies:

- You are getting the Guarantee Credit element of Pension Credit
- You are getting either Income Based Job Seekers Allowance or Income Support
- The income we have to take into account is low enough for you to qualify **and** savings and investments when valued are below £16,000.

Even if you own your own home, you may still be able to get this benefit if your income is low enough to qualify.

Please claim benefit from us quickly because normally we can only give it from the Monday after we get your first request for benefit. Our contact details are shown on the right. We do need a lot of information and evidence but please don't be put off by this – it's necessary to stop fraud. If you give us everything we need at the start, we promise to give your claim priority and work out your correct benefit entitlement more quickly.

There is a situation where, even if you don't qualify for benefit in your own right, you can get a different kind of benefit reduction. This is where someone on a low income is living with you and stopping you getting a discount – we call this second adult rebate.

Housing Benefit (help with your rent)

If you rent your home and have a low income, you could get Housing Benefit to help you pay your rent. The claim process is the same as for Council Tax Benefit so please read the section above.

Contacting us about changes and corrections

Please tell us if:

- We've sent the bill to the wrong person
- You've moved house
- We've calculated your bill wrongly
- We've calculated your benefit wrongly
- You should receive
 - a discount
 - an exemption
 - a disabled band reduction
 - benefit
- You should no longer receive
 - a discount
 - an exemption
 - a disabled band reduction
 - as much benefit.

To contact us about Benefits, Business Rates and Council Tax, please get in touch with our Customer Services Team.

South Holland District Council
Priory Road
Spalding
Lincolnshire
PE11 2XE

Tel: 01775 761161

Email: info@sholland.gov.uk

Home visits can be arranged where necessary.

In common with all local authorities, South Holland District Council has a duty to protect the public funds it administers. We are required to participate in data matching exercises, carried out by the Audit Commission's National Fraud Initiative, to prevent and detect fraud.

Council Tax Explained

Your Council Tax this year 2009-10

	Band A	Band B	Band C	Band D	Band E	Band F	Band G	Band H
COUNTY	693.12	808.64	924.16	1,039.68	1,270.72	1,501.76	1,732.80	2,079.36
POLICE	116.04	135.38	154.72	174.06	212.74	251.42	290.10	348.12
SHDC	102.09	119.10	136.12	153.13	187.16	221.19	255.22	306.26
TOTAL	£911.25	£1,063.12	£1,215.00	£1,366.87	£1,670.62	£1,974.37	£2,278.12	£2,733.74

Please see the front of your bill or the back page of this booklet for the parish charges or special expenses

South Holland District Council

The District Council provides a wide range of services to you and your family. This year, the District will spend £48 million on providing you with a range of services. These include:

- Providing weekly refuse and recycling services throughout the District
- Supporting all day travel through bus passes
- Keeping your villages and towns clean and tidy
- Providing affordable housing and homelessness accommodation, including housing advice
- Inspecting food premises
- Processing planning applications
- Processing Housing Benefit and Council Tax Benefit applications

We recognise that we cannot make a difference to the District and its people unless we

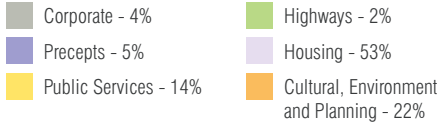
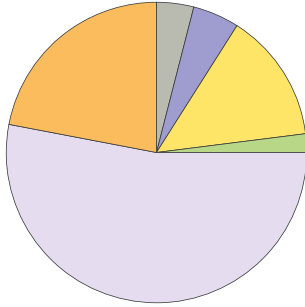
actively involve you in our service delivery at both a strategic and grass roots level. We are constantly seeking to improve our knowledge of the needs of the District and its citizens through consultation and engagement. We ensure resources are directed at priority areas.

The Council is now operating in a very challenging financial environment and we are increasing the emphasis on demonstrating Value for Money so that services achieve a proper balance between cost, customer satisfaction and performance.

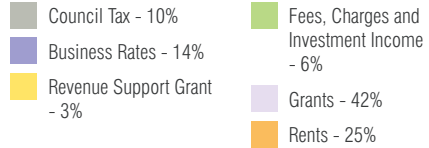
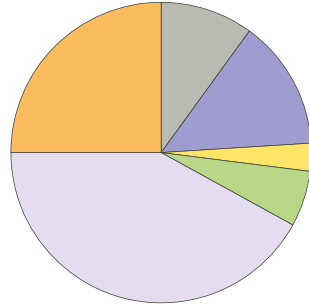
Most of the money to pay for services comes from Government Grants and fees and charges, leaving £4.2 million to come from Council Tax. South Holland District Council is responsible for collecting Council Tax for the County Council and the Police Authority as well as for our services. 11% of your council tax is for District Council Tax spending. This means a household paying Band D Council Tax will pay £153.13 (£2.95 a week) to fund a very wide range of SHDC services.

Budget

Where the money is spent on services



Where the money comes from



Financial Reserves and Liabilities

	Balance 1/4/08 £000	In Year Adjustments £000	Balance 1/4/09 £000
Reserves and Balances			
Revenue:			
- General Fund and Specific Reserves	5,215	-684	4,531
- Housing Revenue Account	1,376	252	1,628
Total Reserves and Balances	6,591	-432	6,159
External Borrowing	0	0	0
Total Liabilities	0	0	0



Why has the Council Tax increased from last year?

	Change in Expenditure & Income £000	Change in Council Tax (Band D) £
Net Expenditure 2008/09	4,825	
Increases		
Commercial Vehicles Contract	203	3.89
Utilities	106	2.03
Maintenance of Buildings, Plant and Grounds	146	2.80
Drainage Board Levies	64	1.23
Parish Precepts	37	0.71
Reduction in Land Charges, Planning & Building Control Fees	317	6.08
Capital Investment	246	4.71
Reduced Investment Income	330	6.32
Additional Recycling	98	1.88
Decreases		
Employee Budgets	-252	-4.83
Increased Government Grants	-589	-11.29
Movements to/(from) Specific Reserves	-479	-9.18
Other Adjustments	-21	-0.40
Net Expenditure 2009/10 and Council Tax Change	5,031	3.95

Total Council Tax Budget Requirement

2008/09 Net Expenditure £000		2009/10 Net Expenditure £000
4,825	District Council Tax Requirement	5,031
28,219	Lincolnshire County Council Tax Requirement	29,119
4,579	Lincolnshire Police Authority Council Tax Requirement	4,875
37,623	Total cost met by Council Tax payers	39,025
82,100	Population	82,600
£458.26	Total cost per head	£472.46



Budget

District Council Tax Budget Requirement

2008/09		2009/10		
Net Expenditure £000		Gross Expenditure £000	Income £000	Net Expenditure £000
	SERVICE EXPENDITURE			
1,009	Central Services to the Public	7,291	6,149	1,142
7,727	Cultural, Environmental & Planning	11,507	3,084	8,423
463	Highways, Roads & Transportation	916	524	392
-175	Local Authority Housing (HRA)	13,036	13,568	-532
1,015	Other Housing Services	13,804	12,815	989
1,655	Corporate & Democratic Core	1,722	63	1,659
11,694	Net Cost of Services	48,276	36,203	12,073
-153	Surplus from Trading Operations			0
2,572	Precepts for Local Precepting Authorities	2,659	0	2,659
-601	Interest and Investment Income	0	305	-305
-610	Other Corporate Income and Expenditure	434	0	434
365	Movement to/(from) Reserves & Balances	-930		-930
13,267	To be met from Grants & Tax payers			13,931
	FUNDING			
-1,031	Less Government Grants			-1,810
-7,403	Less Redistributed Non-Domestic Rates			-7,084
-8	(Surplus)/Deficit from Collection Fund			-6
4,825	Met by District and Parish Council Tax			5,031



INTERNAL DRAINAGE BOARDS

Drainage Boards are long established bodies providing vital services to the local community via a complex system for flood defence and land drainage. Board membership includes elected members representing the occupiers of the land in the District and members nominated by local authorities to represent other interests.

There are five Drainage Boards operating in the South Holland District and they are responsible for maintaining and updating these systems to allow thousands of people to live and work within their areas.

Drainage is essential to life in South Holland, and it relies on the operation of pumping stations. Historically water was moved by windmills but today fully automatic diesel and electrically powered pumps have enabled engineers to have far more control over the drainage.

Watercourses and their associated banks provide a variable habitat for many types of

flora and fauna, and every effort is made to ensure the protection of existing drains, and where possible, enhance the conservation value of the drains.

2008/09 Levy £000	Internal Drainage Board	2009/10 Levy £000
115	Black Sluice	118
21	Kings Lynn	22
114	North Level	114
1,055	South Holland	1,093
742	Welland & Deepings	765
2,047		2,112

Drainage rates are collected from agricultural and horticultural businesses, along with a levy from the District Council. The income covers the costs of maintenance and improvement within the Board's area.

The Council contributes to 5 Drainage Boards. The total levy that we will have to pay them in 2009-10 will be £2.11 million. This amounts to 15% of the Council's total budget.



Performance

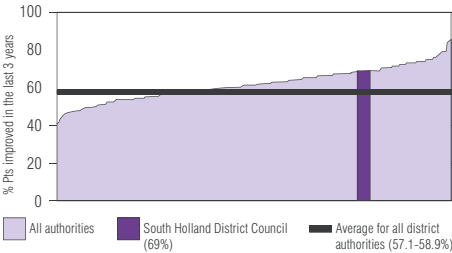
Our performance 2007-2008

We monitor our performance every year against a range of indicators devised by the Government and targets that we set ourselves.

A recent report by the Audit Commission said that:

- South Holland District Council (SHDC) is ranked 70th out of 388 for the percentage of all performance indicators (PI's) that have improved in the last 3 years.
- SHDC has 69% of PI's improved in the last 3 years (10% higher than the average range for all district authorities).

Proportion of performance indicators that have improved in the last three years



- SHDC has 39% of PI's in the top quartile for all district authorities.

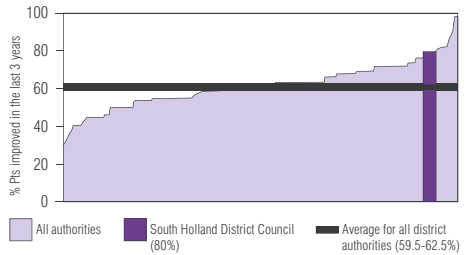
Percentage of indicators that are in the "best" quartile



For the group of indicators that relate to waste and recycling, cleanliness and land use, the report states that:

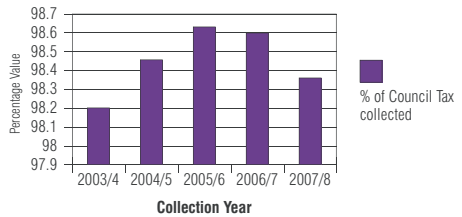
- SHDC is ranked 23rd out of 388 for the percentage of PI's that have improved in the last three years
- SHDC has 80% of PI's improved in the last 3 years (18% higher than the average range for all district authorities).

Proportion of this group of performance indicators that have improved in the last three years



BV9 is the performance indicator which measures the percentage of Council Tax collected. We have always achieved well above average collection rates for this indicator and the graph below shows our performance for the past 5 years.

BV9 % of Council Tax collected



We publish a range of performance information on our website – please go to www.sholland.gov.uk for further details.

Your Priorities 2009-2014

Our corporate plan for 2009/14 sets the agenda and spending priorities for delivering the longer term vision to 2030 for South Holland to be a thriving, living and working rural community. This has been developed following extensive consultation and assessment of needs. We want to see South Holland continuing to grow in population, housing and economy in a sustainable way. This plan explains what our priorities are and what we are going to do to deliver them. We have listened to a wide range of opinions in arriving at the priorities and we hope that this plan fairly reflects everything we have heard. The priorities over the next five years are:

Affordable homes

We are one of only a handful of local authorities building council properties and we are pleased to be recognised as an authority that is leading in this area. We will continue to work on innovative ideas to achieve more housing for the District, such as the newly formed Housing Community Interest Company, the first of its kind. The situation in the housing market reinforces affordable housing as an important priority.



Care of villages and towns

Providing good quality services, which are important for a sense of wellbeing, will continue to be a top priority – such as keeping streets clean and tidy and looking after the environment, our towns and villages. The appearance of the area and perceptions of anti-social behaviour contribute to fear of crime. We will continue to work with our partners to make sure problems are prevented as far as possible and dealt with when they become an issue.



A secure and diverse economy

In the current economic climate it is even more important that we work closely with the county council and other sub-regional and regional partners to protect and improve the employment and economic prospects of residents. We will refresh our economic development strategy in 2009 and continue to focus on land assembly, key developments and inward investment. This supports the local economy by providing buildings and small



industrial units for businesses to locate into, bringing higher value jobs into our economy. We will continue to work with the Learning and Skills Council and Further Education sector to improve opportunities for vocational training.

Improving health through cultural and sports opportunities

In order to achieve our ambition for a healthy community, we will encourage active recreation. Our long-term vision of providing modern, attractive, fit for purpose leisure facilities remains at the heart of this priority because of the strong relationship with health outcomes, and our cultural strategy is improving opportunities for leisure and recreation in the area. We will continue to assess our plans in the light of the current economic downturn and review which projects and actions come forward first.



Access to services

Informed communities are empowered communities. We will ensure that people have access to the information and services they need so that they can make informed choices. We know there is much to do here and will continue to improve access to services, focusing on our Customer Services Centre, taking services out to our communities and using new technology to improve access. Our aim is to make it easy for people to contact us through a variety of channels to suit their lifestyle and circumstances.



Democratic community leadership

It is imperative that the council places leadership at the heart of everything we do and has a strong voice where there are opportunities to influence decisions made outside South Holland that affect the district. We will continue to make sure that our councillors, who are the elected representatives of their communities, provide clear and accountable leadership within those communities and are equipped to do this. We will support councillors to be catalysts for action, dealing with issues in their local area and empowering communities to get involved in developing plans for action and influencing local issues which impact on their life.



Efficiency savings

Lincolnshire authorities – making your money go further

In 2008/09, South Holland District Council, Lincolnshire County Council and Lincolnshire Fire and Rescue achieved important efficiency savings, making your money go further and keeping Council Tax increases to a minimum.

Efficiency savings occur when the cost of providing a service falls but the quality of the service is not reduced.

In South Holland, for example:

- We have a new efficiency and value for money strategy that has the following key areas:
 - Review staffing structure to increase productivity
 - Reduce waste
 - Pursue Value for Money
 - Greater use of technology
 - More effective procurement
 - More effective use of assets
 - Closer alignment of resources with priorities
 - Working in partnership with public sector.
- Lincolnshire County Council is once again set to exceed its 3% savings target through projects like improved partnership working and better buying arrangements.
- Lincolnshire Fire and Rescue has increased efficiency by revising shift systems, managing staff sickness, better buying arrangements, and filtering out false alarm calls.

All councils are required to measure and report the value of efficiency savings they have achieved since April 2008. The table below shows the value of savings we expect to make by the end of March 2009:

	Savings by March 2009
South Holland District Council	£501,000
Lincolnshire County Council	£18,551,000
Lincolnshire Fire and Rescue	£1,371,000

The above figures may include efficiency savings we are allowed to carry forward from previous years.

To put these figures into perspective, the efficiency savings forecast to be achieved by March 2009 represent:

- 2.5% of South Holland District Council's net spending in 2007/08
- 4.7% of Lincolnshire County Council's net spending in 2007/08
- 4.8% of Lincolnshire Fire and Rescue's net spending in 2007/08

(Net spending is what councils spend on services excluding certain grants.)

The table below shows the value of savings forecast to be achieved by March 2009 for the average Band D dwelling and compares that with the average figure for similar authorities across England:

	Saving per Band D dwelling	National average for similar authorities
South Holland District Council	£18	£22
Lincolnshire County Council	£82	£53
Lincolnshire Fire and Rescue	£6	£2

Figures show efficiency savings divided by the number of Band D equivalent homes in that area.

Each year, councils are assessed by the Audit Commission on their use of resources and given a score out of 4 (4 being "performing strongly" and 1 being "inadequate performance").

As this booklet went to press, the latest scores for your local authorities, reflecting their effectiveness in making efficiency savings and improving services, were: South Holland District Council - 3; Lincolnshire County Council - 3; Lincolnshire Fire and Rescue - 3.

County council spending

Lincolnshire County Council's part of the Council Tax you pay will increase by 1.75% this year (2009/10). That is an extra £17.91 over the year for a property in Band D (the fourth highest of the eight valuation bands, and the one generally used to give an "average" figure). The increase will range from £11.94 for a Band A property up to £35.82 for a property in Band H.

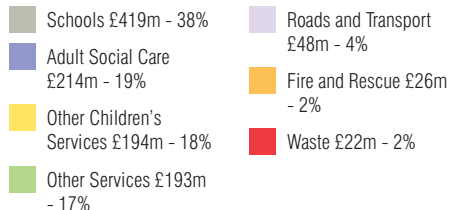
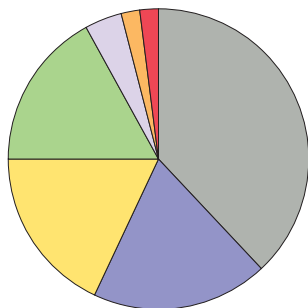
Besides Council Tax, the council's other main source of income is in the form of grants from the Government. The general grants (those not allocated for specific purposes) have increased in 2009/10 by 4.9%.

These increases will enable spending to continue on many of the vital day-to-day services which the council provides – for example, care of older people, waste disposal, road maintenance, and the fire and rescue service – and to improve priority services.

Alongside the spending on these day-to-day services, the council will continue its long-term investment in improving and maintaining the county's assets, particularly its schools and roads. A £239.6 million capital programme over the year will include £102.1 million for road schemes, £28.9 million on economic development and tourism, and £71 million for Children's Services, including £60.4 million on school buildings.

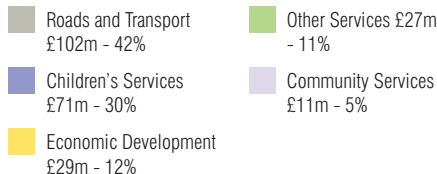
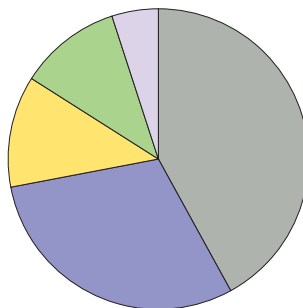
2009 / 2010

Spending on services £1,116m



2009 / 2010

Capital investment £240m



NOTE: The expenditure figures in the two charts above are funded by the Council Tax, government grants and contributions from outside sources (fees and charges).

The services we provide

YOUR COUNTY COUNCIL – YOUR MONEY – YOUR SERVICES

Lincolnshire County Council provides vital services to 692,800 residents across England's fourth largest county.

Our budget for running and investing in those services is over £1 billion a year, and the Audit Commission says we are "performing well" in how we use it.

It also says we are "improving well" with our overall performance, which includes:

EDUCATING CHILDREN

We educate 96,593 children in 363 schools, and look after 543 children and young people in public care.

Lincolnshire's high performing schools place the county in the best 25% nationally for secondary school exam performance.

LOOKING AFTER THE ENVIRONMENT

We provide 12 Household Waste Recycling Centres to help reduce waste going to landfill.

From April to December 2008, over 65% of waste collected through Household Waste Recycling Centres was sent for reuse, recycling or composting.

ENSURING SAFE AND EFFICIENT TRAVEL

We look after about 5,600 miles of roads, plus footpaths and cycleways, and work with partners to keep all road users safe and help reduce accidents.

The number of people killed or seriously injured on our roads has fallen by 45% over the last 10 years.

GETTING YOU WHERE YOU WANT TO GO

We financially support bus services providing 27 million passenger journeys (including travel by students and pupils) each year.

These bus journeys save about 40,000 tonnes of carbon dioxide on equivalent car journeys.

KEEPING LINCOLNSHIRE PROSPEROUS

We are continuing to work hard securing new jobs in Lincolnshire, and have helped create a total of 3,157 new jobs since April 2006.

The county and district councils are also working with Siemens to safeguard a further 1,900 jobs.

TAKING CARE OF YOU

We currently provide 806 people with direct payments, help support 2,172 carers and provide home care to 6,968 people.

More people now have greater choice and control over their support, with 9.3% of service users and carers organising their own support through direct payments.

SUPPORTING CULTURE AND LEARNING

We offer learning, culture and entertainment through 61 libraries and 9 museum/visitor sites.

Between April and December 2008, there were more than two million visits to library services, plus over 600,000 uses of heritage services.

KEEPING YOU SAFE

With 38 fire stations, we are always working to improve fire safety.

Our Arson Task Force partnership helped reduce the number of arson incidents by 24% in 2008 compared with 2007.

TACKLING CRIME

We work in partnership to tackle crime and disorder, anti-social behaviour and substance misuse.

Violent crime in Lincolnshire from April to December 2008 was 5% down on last year, with criminal damage and thefts of vehicles both 10% lower.

LOOKING OUT FOR YOU

We ensure a fair, reliable and safe trading environment in Lincolnshire.

Between April and December 2008, Trading Standards dealt with 5,152 complaints and enquiries and tested 868 food and other products.

For more information about the council's performance, please visit
www.lincolnshire.gov.uk/businessplan

All the figures shown above are based on the latest information available at the time this booklet was produced.

Your Council Tax

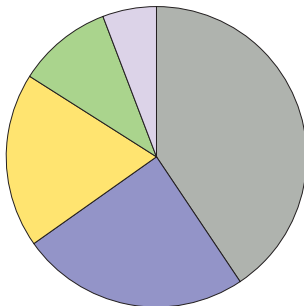
Increase explained

The council's net spending is £15.4 million more in 2009/10 than the previous year.

The increase in spending is due to:	
Pay awards and price increases	£8.5 million
Adult Social Care cost pressures	£5.2 million
Other cost pressures	£6.0 million
Service developments including highways maintenance and asset/traffic management; social care improvements; crime and disorder reduction; fire and rescue developments	£6.9 million
Costs of capital investments	£5.8 million
Transfer to reserves	-£0.5 million
New efficiency savings	-£16.5 million
Total increase in spending	£15.4 million

How the money for service developments is being spent

The overall increase of £15.4 million includes £6.9 million to develop and improve important services. It will be shared as shown below:



<p>■ Sustainable Community Strategy £2.8m - 40.6%</p> <p>■ Social Care for Adults £1.7m - 24.6%</p> <p>■ Other Developments £1.3m - 18.8%</p>	<p>■ Children's Services £0.7m - 10.2%</p> <p>■ Roads and Transport £0.4m - 5.8%</p>
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Where the money comes from

The table below shows how we get our total income of £1,116 million:

	2009/10 £m	2009/10 %
Specific government grants	495	44.4
Charges and other income	141	12.6
Central government grants		
– formula grant	182	16.3
– area-based grant	34	3.0
– Supporting People grant	22	2.0
Council Tax	242	21.7
Total	1,116	100

Our share of the Council Tax

Lincolnshire County Council's share of the Council Tax you pay (but not the amounts you pay for district councils, parish/town councils and the Lincolnshire Police Authority) is shown in the table below:

	Amount 2008/09	Amount 2009/10
Band A	£681.14	£693.12
Band B	£794.71	£808.64
Band C	£908.24	£924.16
Band D	£1,021.77	£1,039.68
Band E	£1,248.83	£1,270.72
Band F	£1,475.89	£1,501.76
Band G	£1,702.95	£1,732.80
Band H	£2,043.54	£2,079.36

Our borrowing

Like most local authorities, we borrow money to pay for long-term investment in the county's roads, schools and buildings. On 31 March 2008 we owed £300.5 million. Annual repayments on that borrowing remain well within the council's prudent limit of 5% of total income.

What your services cost

Flood defence

The Environment Agency is responsible for protecting people and property against flooding from the sea and main rivers. The majority of its funding comes from the Department for the Environment and Rural Affairs (Defra), but Lincolnshire County Council is also making a contribution of £0.595 million for 2009/10 (£0.568 million for 2008/09).

What you actually pay for services

2009/10	Spend £m	Income £m	Spend minus income £m	Estimated cost for each resident £
Schools	440	453	-13	-18.93
Other Children's Services	208	65	143	201.22
Adult Social Care	226	75	151	212.53
Cultural, Libraries and Adult Education Services	25	5	20	27.46
Roads	37	1	36	51.65
Planning, Environment and Transport	40	8	32	44.50
Waste Management	22	0	22	30.59
Fire and Rescue	30	2	28	39.11
Other Services	86	25	61	85.65
* Capital projects adjustment - see note below	-4	2	-6	-8.99
Area Based Grant and Supporting People Grant		56	-56	-77.99
Total planned spending	1,110	692	418	586.80
Contributions to/from savings	6	0	6	8.00
Budget requirement	1,116	692	424	594.80

2008/09	Spend £m	Income £m	Spend minus income £m	Estimated cost for each resident £
Schools	426	426	0	0.00
Other Children's Services	202	75	127	180.58
Adult Social Care	229	76	153	217.57
Cultural, Libraries and Adult Education Services	23	5	18	25.53
Roads	35	1	34	48.90
Planning, Environment and Transport	34	7	27	37.92
Waste Management	22	0	22	32.08
Fire and Rescue	30	2	28	40.19
Other Services	80	45	35	49.17
* Capital projects adjustment - see note below	-5	3	-8	-12.12
Area Based Grant and Supporting People Grant		34	-34	-48.34
Total planned spending	1,076	674	402	571.48
Contributions to/from savings	6	0	6	8.82
Budget requirement	1,082	674	408	580.30

* The difference between what we spend on capital projects and the charges which we must include in spending on services.

NOTE: The use of a minus sign (-) in front of a figure shows that an income has been received and therefore taken out of total spending.

Securing our future

Message from the Chairman of the Police Authority

Lincolnshire Police Authority is responsible for ensuring and overseeing effective and efficient policing for the county. The policing objectives which it sets for the Force depend on affordability but, as far as practicable, are designed to meet national demands and local priorities, as identified through extensive consultation with the public.

Funding for Lincolnshire Police comes from central Government grants, non domestic rates and the policing precept part of Council tax which is set by the Authority. Most of Lincolnshire's Government grant is based on a formula which favours metropolitan Forces at the expense of shire Forces such as ours. We continue to engage with the Policing Minister and his Home Office officials to find ways in which to improve our relative position but our formula grant remains the lowest per head of population of all shire Forces. The inevitable result of this is that the contribution which our Council Tax payers make to overall spending on policing remains above the national average.

Lincolnshire Police Authority is an independent body of 17 local people. The Authority receives a portion of the Council Tax bill for the Police Service and is responsible for deciding on the annual increase. *The contribution for policing for a Band D property last year was £165.78. For 2009/10 it will be £174.06, equating to a weekly increase of 16p.*

This is a situation which, over time, our negotiations with Government are aimed at rectifying.

Our plans for policing in 2009/10 are summarised in this leaflet. They are less ambitious than last year but reflect the reality and seriousness of the present economic climate which affects us all. The emphasis in the immediate future will be very much on building trust and confidence by concentrating resources on safer neighbourhoods, protecting the public and improving standards of service generally. The dropping by the Home Office of many of the bureaucratic requirements imposed on the Policing Service by central Government over recent years will enable us to focus our efforts on what really matters.

This reallocation of resources, coupled with the efficiency savings which our plans for closer partnership and collaborative working should produce, have enabled us to restrict the increase in the policing precept part of the Council tax for 2009/10 to 4.99%. For a band D Council Tax payer this is equivalent to an increase of £8.28 per annum.



Barry Young
Chairman of the
Police Authority

Staff numbers

We employ:

1,188 Police Officers

935 Police Staff

149 Police Community Support Officers (PCSOs)

Local Policing Summary

Money matters

The main increases (£ million)

Employees.....	3.6
Premises.....	0.8
Transport.....	0.2
Supplies and Service	0.8
Agency / Contracted Services and Capital Financing	0.8
Sub total	6.2

Provisions and Contributions..... -1.4

Total increase in expenditure **4.8**

Capital Programme 2009/10 (£ million)

Property.....	1.5
Information Communications Technology ..	4.1
Vehicles.....	1.2
Replacement Equipment.....	0.3
Total	7.1

How we are funded (£ millions)

	2008/09	2009/10
Government Grant	41.0	42.4
Other Specific Grant	8.8	8.9
Business Rates	21.3	21.8
Council Tax	38.3	40.4
Miscellaneous	6.4	7.1
Total	115.8	120.6

Where the money is spent

	2008/09	2009/10
Employees	90.8	94.4
Running Costs	23.6	26.2
Contingency	1.0	–
Sustainable Services Investment	0.4	–
Total	115.8	120.6

Performance information

Our target for 2008: to reduce the number of incidents and crimes that cause fear and concern. To date these incidents and crimes are DOWN by 13% on last year, which means there were more than 1,400 fewer incidents.

We wanted to achieve an 85% satisfaction rate with our service. In the latest figures, 84.4% of you were satisfied with the service we provide.

We wanted at least 70 % of you to be satisfied with the way we kept you informed about your case or enquiry. We are pleased that the latest figure is 77%.

Last year we said we would improve community safety by focussing on reducing the number of offences and crimes that cause the most harm. To achieve this we wanted there to be no increase in the number of offences of violence against people, with 50% of offenders being caught and punished. To date there have been more than a hundred fewer violent crimes – a fall of 2%.

We also wanted a reduction in the number of burglaries, robberies, and thefts of and from vehicles, with more offenders being caught and punished. Although the number of these crimes has increased by nearly 4.5%, we are working hard with local people to tackle this.

There is currently a national increase in these crimes. But it should be remembered that Lincolnshire is still one of the safest counties in which to live.

We said that we would improve road safety, measured by the number of people who were killed or seriously injured on our roads, in particular young people and motorcyclists.

Local Policing Summary

The number of casualties has reduced so far this year, with 88 fewer people being killed or seriously injured.

We said we would improve our efficiency and productivity by making the best use of our resources. One way to measure this was the number of days that people were not able to work due to sickness. We aimed to keep our sickness level down to eight days a person. The average sickness rate currently stands at six days, which is one of the best in the country.

Building trust and confidence

Policing Plan for Lincolnshire 2009/12

In Lincolnshire we are building a policing service which is at the heart of local communities and which puts the needs of the public first. We have developed a set of values that underpin our work, which we call "Policing with Pride".

Professionalism

Respect

Integrity

Dedication

Empathy

We believe that the right way to increase trust and confidence is to concentrate on three priority areas:

- **Safer Neighbourhoods** – working closely with communities, listening to people and working alongside them to help solve problems that concern them.
- **Protecting the Public** – ensuring that people, particularly the most vulnerable,

are able to live their lives free from fear and are protected from those who would prey upon them.

- **Improving our Services** – improving the quality of everything we do, concentrating particularly on those things that matter most to you.

Independent Advisory Groups

We constantly strive to improve our understanding of the diverse cultures and backgrounds of the people within the communities we police. Independent Advisory Group members act as 'critical friends' giving advice on how their particular knowledge and experience impacts on how they perceive policing.

For information about joining your local group, call 01522 558717.

Are you Special?



Join the Policing Family in Lincolnshire – we are currently recruiting special constables. Being a special constable is a great way to give something back to your community, develop new skills or learn what being a police officer is really like.

Contact Lincolnshire Police recruitment team on 01522 558235.

Local Policing Summary

Neighbourhood policing teams in South Holland

Made up of Police Officers, Police Community Support Officers (PCSOs) and Special Constables, Neighbourhood Policing Teams aim to tackle low level crime and antisocial behaviour in partnership with local people and various other authorities and agencies.

Your Neighbourhood Policing Team invite you to tell them about the local issues affecting your community. You can talk to a team member by calling their mobile phone number listed opposite.

To get more involved in helping to improve your neighbourhood, contact your team and ask about your local Neighbourhood Panel. You can also attend local street briefings, drop in surgeries and other events. For more information either contact your team, check out your local media or visit www.lincs.police.uk

Spalding Police Station

Westlode Street
Spalding
Lincolnshire
PE11 2AF

Tel: 01775 722233
Fax: 01775 768418

The teams should not be contacted in order to report a crime:

In an emergency, call 999 for example if your personal safety is under threat or you are reporting a crime in action:

Non Emergency calls: 01522 532222.

Holbeach Police Station

Edinburgh Walk
Holbeach
Spalding
Lincolnshire

Tel: 01406 425123
Fax: 01406 425440

Holbeach East Rural

Area covered includes Gedney Hill, Long Sutton, Sutton Bridge, Sutton St Edmund, Sutton St James, Throckenholt, Tydd Gote and Tydd St Mary.

PC Laura Griggs 07900 137749
Community Beat Manager

PCSO Fylippa Bennett 07944 776795

PCSO Ben Harrington 07900 111518

PCSO Ian Cripps 07824 895810

Holbeach Town and Rural

Area covered includes Fleet Hargate, Holbeach, Holbeach Drive, Holbeach Hurn, Holbeach St Marks and Holbeach St Matthew.

PC Iain Braid 07939 887991
Community Beat Manager

PCSO Jane Gardner 07939 984083

PCSO Jen Hemingway 07944 776993



Local Policing Summary

Holbeach West Rural

Area covered includes Moulton, Moulton Chapel, Weston, Weston Hills and Whaplode.

PC Peter HollandTBA
Community Beat Manager

PCSO Bev Robinson.....07944 776822

Spalding Estates

Area covered includes the Abattoir, the hospital, Millfield Nurseries, the Nature Reserve and Springfield Nursery.

PC Mark Eggar07939 984498

PCSO Ryan Ellis.....07939 985765

PCSO Kimberley Marlowe079447 76953

PCSO Alan Browne TBA

PCSO Paul Coupland.....07939 984199

Spalding North Rural

Area covered includes Cowbit, Crowland, Deeping St Nicholas, Hop Pole, Tongue End and Whaplode Drove.

PC Paul Wade07939 984188

PCSO Alan Spillett07939 896354

Spalding South Rural

Area covered includes Donington, Gosberton, Gosberton Clough, Pinchbeck, Pinchbeck West, Quadring and Surfleet.

PC Nigel Smith07939 887180

PCSO Adam Ballard07939 887634

PCSO Colin Abbotts.....07825 100366

Spalding Town

Area covered includes the town centre, Spalding Castle and Spalding St Johns.

PC Paul Smith.....07939 896204
Community Beat Manager

PCSO Adam Brown07939 985606

PCSO Tracey Dodd.....07939 990146

Other contacts

Crime Stoppers0800 555 111

Call free and in confidence

Victim Supportline 01476 562858/
08453 030900

Domestic Violence Services

www.dvhelp.co.uk

Women's Aid South Holland (WASH).....
.....01476 5611131

Local Criminal Justice Board

www.justicelincs.gov.uk

Neighbourhood Watch..... 01522 558399/
01522 558131

Citizens Advice Bureau08701 224422



Council Tax amounts for 2009/10

You can see from your Council Tax bill how much you have to pay, how it is made up and how it has changed since last year. On page 7 of this booklet we have shown this year's Council Tax amounts for homes in each of the valuation bands, A to H. Those figures do not include the parish charges which are shown in this table.

We have only shown here the Band D amounts of extra Council Tax needed to cover the spending of Parish Councils and parish meetings, or the special expenses for Spalding. Charging each area separately in this way means that parish precepts and special expenses are paid for by those living in the area where the money is spent.

Parish Spending 2008/09 £	Parish Spending 2009/10 £	Parish	Tax Base (in Band D homes)	Council Tax for Band D £
6,250	6,500	Cowbit	419	15.51
57,938	59,339	Crowland	1,394	42.56
8,000	8,000	Deeping St Nicholas	587	13.62
15,000	15,000	Donington	873	17.18
13,000	13,000	Fleet	715	18.18
22,500	22,500	Gedney	744	30.24
4,000	4,000	Gedney Hill	226	17.69
13,000	13,000	Gosberton	949	13.69
149,659	154,823	Holbeach	3,363	46.03
600	600	Little Sutton (Parish Meeting)	39	15.38
50,000	56,000	Long Sutton	1,653	33.87
15,000	18,000	Lutton	414	43.47
34,300	35,300	Moulton	1,175	30.04
34,000	32,500	Pinchbeck	1,752	18.55
7,500	5,000	Quadring	438	11.41
181,710	195,490	Spalding (Special Expenses)	8,782	22.26
1,000	1,000	Surfleet	456	2.19
45,000	52,000	Sutton Bridge	1,361	38.20
4,000	4,000	Sutton St Edmund	213	18.77
5,750	5,750	Sutton St James	343	16.76
9,000	11,500	Tydd St Mary	358	32.12
16,500	17,000	Weston	638	26.64
12,000	12,000	Whaplode	1,116	10.75
£705,707	£742,302	Total Parish Spending		£26.50
		Average Parish Charge		

Holbeach Parish Council - Precept

If a Parish Council issues a precept in excess of £140,000, it needs to provide to its local residents a breakdown of how the precept is made up. This is a requirement of the Council Tax & Non-Domestic Rating (Demand Notices) (England) Regulations 2003.

In 2009/10, the only Parish Council whose precept this relates to is Holbeach and so the details are shown here. Based on a tax base of 3,363 in the Holbeach area, a precept of £154,823 represents a charge of £46.03 on the residents of Holbeach for a Band D property compared to a charge of £44.91 in 2008/09.

2008/09		2009/10		
Net Expenditure £		Gross Expenditure £	Income £	Net Expenditure £
-8,250	Income			
	Surplus on Council Property	300	8,555	-8,255
-1,350	Surplus on Allotments	5,146	8,122	-2,976
-9,600	Total	5,446	16,677	-11,231
	Expenses			
15,780	Cemetery - Park Road and Hallgate	27,997	10,488	17,509
64,620	Carter's Park/ Parish Playing Field/Stukeley Gardens/ Churchyard	58,650	40	58,610
11,070	Closed Churchyard Holbeach St John/ Village Playing Fields and Halls	12,500	-	12,500
6,480	Grants	7,152	-	7,152
61,309	General Expenses	82,848	12,565	70,283
159,259	Total	189,147	23,093	166,054
149,659	Excess of Expenditure over Income			154,823
149,659	Precept			154,823

BENEFIT FRAUD

We're closing in...

Fraud Investigators are working in this area with the help of calls to our hotline
Do you suspect someone of benefit fraud?

Please call us in confidence on Freephone 0800 0851 737
or visit www.sholland.gov.uk/benefitfraud