

**Autumn 2007**

# Talking Point

What your council  
does for you!

# South Holland



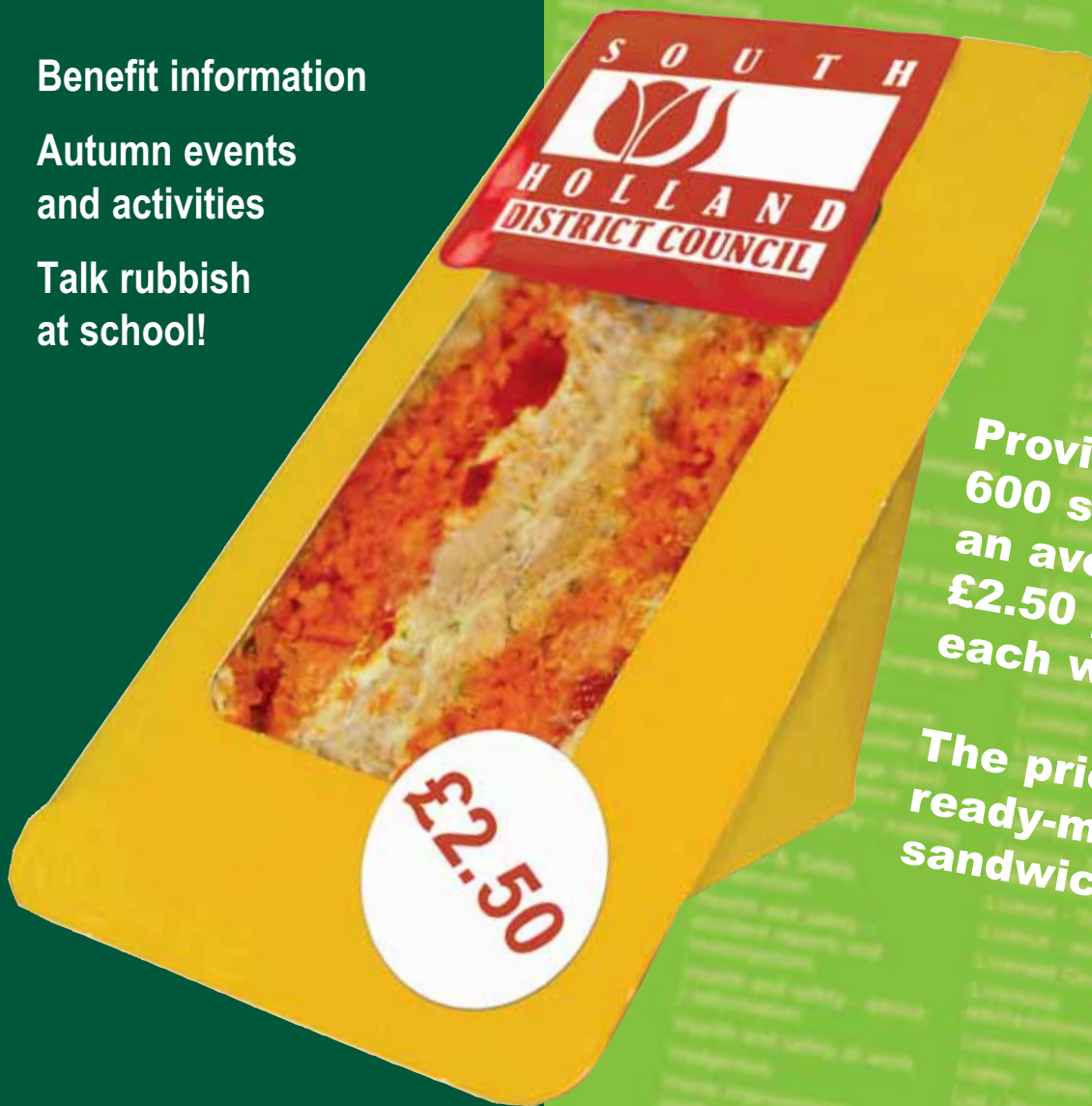
# NOW

Inside :

Benefit information

Autumn events  
and activities

Talk rubbish  
at school!



Providing over  
600 services for  
an average of only  
£2.50 per household  
each week.

The price of a  
ready-made  
sandwich!

Translation available



[www.sholland.gov.uk](http://www.sholland.gov.uk)



INVESTOR IN PEOPLE

This edition of the magazine includes information on our benefits service and 'talking rubbish at school'.

Our Talking Point pages centre around the services we provide for your Council Tax.

Please remember that if any of you have any suggestions on issues we could cover please contact us on 01775 761161

## Contacting South Holland District Council

Telephone: 01775 761161

Fax: 01775 711253

Email: [info@sholland.gov.uk](mailto:info@sholland.gov.uk)

Web: [www.sholland.gov.uk](http://www.sholland.gov.uk)

Address: Council Offices, Priory Road, Spalding, Lincs. PE11 2XE

## South Holland Now for the Blind and Partially Sighted

We can provide this magazine in large print form or on tape. If you, or any of your friends or family, would be interested please call us on 01775 761161 and let us know.

This magazine has been produced by South Holland District Council and printed by Classic Printers on environmentally friendly paper. It costs 11p per copy to produce and distribute.

## Making Sense

Recently our Customer Services team played host to some members of Sense, the charity representing people with sensory impairments and additional physical disabilities.



They came as part of their 'Self Advocacy' scheme and were armed with questions on some aspects of our services.

The visit gave our team a chance to use their skills in, among other areas, sign language and our 'Hearing Loop,' which helps us communicate with people who are hard of hearing. It also gave our guests a chance to

tell us whether they thought our facilities measured up to their needs.

It really was a useful exercise for everyone involved and it

was fun too. It gave our staff a valuable insight in to the day-to-day challenges our visitors face and it gave our visitors an insight in to the way our Customer Services team is rising to meet those challenges.

Sue Larner-Peet from Sense said of the visit:

"We were made to feel really welcome and it was a valuable experience for us all. We came away with plenty of material for discussion in the next few lessons. I was especially pleased to witness the growing confidence of the students in accessing the community."

## How are we doing?

Earlier this month the Audit Commission issued its use of resources assessments.

We were assessed against five themes:

- Financial Reporting
- Financial Management
- Financial Standing
- Internal Control and Value for Money.

238 District Councils were assessed with seven achieving the top score of 4 out of 4.

We achieved 3 out of 4.

Our strongest areas were in Finance and Value for Money, achieving a 3 on every element.

We scored a 2 in Internal Controls so we know that is one of the areas on which we need to improve, as well as in partnership management, fraud and governance.

## Ayscoughfee Garden Band Concerts

Following on from a positive meeting with Paul Walls and Sheila Robson of the Friends of Ayscoughfee, the Council is working closely with them to book a band or bands to play in the gardens in August and September. A full programme of concerts will be returning next year. At the time of going to press we cannot confirm dates or bands for August / September - please watch the local press for details.

## Want to make paying your Council Tax Easier?

### Switch to Direct Debit now!



Just call us any weekday between 8.30am & 4.45pm on 01775 764691 and we can set it up over the phone for you straight away.

Or download a form from [www.sholland.gov.uk/payments](http://www.sholland.gov.uk/payments) where you'll also find information about paying on-line, over the phone or over the internet.

NO MORE CHEQUES  
NO MORE QUEUES  
NO MORE WORRIES

## Holbeach Town Centre questionnaire

In the centre of this issue is a questionnaire designed to provide information that will help to produce a plan for the future of Holbeach. Even if you live or work outside of Holbeach & its' surrounding villages your input into this will be greatly valued.

Ever thought of working for the Council? We are one of the largest employers in South Holland - check our website [www.sholland.gov.uk](http://www.sholland.gov.uk) for details of our latest vacancies.

# Community News

## Benefits - are you satisfied?

Special thanks go to all of those who took part in the Benefits Survey of 2006/07. It was a really useful exercise and has given us some idea of what we are doing well and areas on which we need to work.

The full results are published on our website [www.sholland.gov.uk](http://www.sholland.gov.uk) (follow the link on the home page). Here's a brief overview:

- 79% of you are satisfied with our benefits service overall
- 83% of you are satisfied with the service provided by our staff
- 80% of you are satisfied with the ways for contacting us and with the experience of visiting us.
- your satisfaction with our telephone service stands at 76% whilst 73% of you are satisfied with the time it takes us to give you a decision on your claim
- 66% of you said that you were happy with our claim form - whilst this may seem low, it is a good result as far as this issue is concerned for benefit customers nationally. From the 7 district councils in Lincolnshire for example, South Holland customers gave us the highest score on this point.



## Benefit Fraud - Your loss...their gain...

Whilst we want to encourage people to claim what is rightfully theirs, we also want to make it clear that those people who claim illegally will be caught and firmly dealt with - some recent headlines in the local paper are evidence of that.

Claiming benefits fraudulently (including more than you are entitled to and not reporting changes in circumstances), is not a 'victimless' crime - it's public money that is being stolen and the penalty for this could be imprisonment as well as having to pay it all back.

Call us in confidence FREE at any time of day or night on 0800 0851 737 if you know or suspect someone is committing benefit fraud.



We paid out more than **£14,000,000** in housing and council tax benefit during last year. Furthermore, we cut by 10% the time it took us to decide benefit claims and on average gave a decision in less than 29 days. Whilst this is good news for our customers, the growth in current claims is making this performance hard to maintain and so our target is still to achieve an average of less than 32 days.

Our team of 8 benefit assessors had nearly 6,400 benefit claims in payment by the end of 2006/07, a growth of 3% from the year before. However, we believe that there are still people who are not claiming the benefits that they are properly entitled to.

We jointly hosted an event with Lincolnshire County Council during May which was aimed at people aged 60 or over. This event attracted large numbers and helped raise awareness in that age group of the benefits available to them.

We hope to do more to encourage benefit take up but in the meantime please contact our Benefits Team on 01775 761161 for information on how to claim and possible entitlement

*We can help meet those bills... Don't struggle on paying your rent or council tax when housing benefit and council tax benefit schemes are designed specifically to help you meet those bills. Even people who own their homes outright can still get council tax benefit if they are on a low enough income.*

## Do you have anything to declare?

If you are already receiving housing benefit or council tax benefit, you must tell us in writing if you have had or do have a change in circumstances that could affect the amount of benefit you should get.

We sent you a form for this purpose with your last benefit decision letter - the front tells you all about the sort of things you need to declare to us.

You can also get a copy from our website: [www.sholland.gov.uk](http://www.sholland.gov.uk) or you can just visit our Priory Road, Spalding or Market House, Long Sutton offices with evidence of the change or sign a note and post it to us with proof of the change.



# Talking POINT

# What do we get for our Council Tax?

Most of us pay out a sizeable sum each year in council tax. When asked where the money goes, and what it's for, most people assume our local council gets it all and they name 'waste' and 'recycling collections' as the main services it pays for.

These pages hope to explain where this money actually goes and what it's spent on at SHDC.



Its worth taking into consideration that most properties in our district are actually in Bands A, B or C, which means that most of us pay a lesser amount than the Band D average quoted.

In fact, most households only pay around £2.50 per week in council tax for the services SHDC provide, which is a similar price to a ready-made sandwich!

Nationally, with council tax, authorities are compared on their average Band D amounts, which are the figures the media uses at the time council taxes are set across the country.

For this relatively small amount per week we get over **600 services** and here are just some of them:

Please visit our website - [www.sholland.gov.uk](http://www.sholland.gov.uk) and go to the A-Z for the rest!

The average total this year for Band D amount for this year in South Holland is **£1,287.66** (the money set aside for parishes may differ).

However, out of this, **£987.21** goes to Lincolnshire County Council, **£131.58** goes to the Police and **£23.68** goes to Parishes.

This leaves just **£145.19** per Band D household per year for SHDC - **Only about 11% of the total bill.**

Average household Council Tax - **£1,287.66**

Where your Council Tax goes...

Lincolnshire County  
77% - £987.21

South Holland  
District Council  
11% - £145.19

Police 10% - £131.58

Parish Council  
2% - £23.68



Advice on Energy Efficiency

Benefits

Anti-Social Behaviour Team



Arts in South Holland

Licenses - all types

Markets

Tourist Information

Enforcement of all kinds of local government legislation



Waste collection

Recycling Collection

South Holland Centre

Council Tax

Neighbour Disputes (Council tenants)

Dog Warden

Public Conveniences

Business Rates

Planning - all matters

Removal of Abandoned Vehicles

Noise Complaints



Multiple Occupancy Housing Legislation

Graffiti removal

War Memorials

Street Cleaning



Street Cleaning

Complaints about Food and Food premises

Removal of Fly-tipping

Dealing with Dog Fouling

Affordable Housing



Car Parks

Street Signs

Youth Projects

Electoral register and elections

Council Housing and all associated services

Leisure Facilities

**Providing over 600 services for an average of only £2.50 per household each week.**

**Did you Know... Did you Know...**  
 Did you know that all business rates go straight to Central Government on collection, only part of which comes back through the Government grant allocation system?

We are looking for suggestions for Talking Point - we are asking YOU what you would like us to cover. Call us on 01775 761161 and ask for the Communications Team - you might find yourself as a roving reporter!!

# Events in SOUTH HOLLAND

## Community Events

For listings of your community events visit [www.sholland.gov.uk](http://www.sholland.gov.uk) click on 'Leisure and Culture' and 'What's On' where local events and opportunities for getting your event listed are shown.

Using the 'Get your event listed form', you can electronically submit your event to us for listing on our website.

**Box & Fiddle But Not As You Know It** ☎  
(Phil Alexander & Greg Lawson)  
**Tuesday 2 October**

### Shepeau Stow CP School

Phil and Greg's music spans the world - Scotland, Ireland, Finland, Eastern Europe, Brazil...traditional tunes given a new twist, and original music built from all the influences we have encountered on our musical adventures.

7.30pm

For tickets call 01406 330817

**Spalding Pumpkin Festival**  
**12 October** ☺ ■

### Spalding Town Centre



Delicious pumpkin food, market stalls, window dressing displays, firework display, PARADE!, Live Music, Street Entertainers, face painting, competitions and much more! Go to [www.sholland.gov.uk](http://www.sholland.gov.uk) for more details.

10.00am - 9.00pm

Parade starts at 6.30pm



South Holland District Councils SPART Club! Fun filled activity days for children aged 4-11 in South Holland. Sponsored by Broadgate Homes. SPART will be out and about this Summer and during October half term. £3.50 per session. To book, contact Community Development on 01775 761161.

**Under Milk Wood** ☎  
(OTTIC Touring Theatre)

**Tuesday 6 November**

### Long Sutton Peele School

The final flowering of Dylan Thomas's ripe genius, poetic and wickedly funny! 7.30pm  
For tickets call 01406 366767

**Art on the Map**   
**Open Studios**

**Sat / Sun 6 & 7 October** ☎

**Sat / Sun 13 & 14 October**

**Sat / Sun 1 & 2 December**

Lincolnshire Open Studios is a county wide event offering the opportunity to visit studios and see works where it is made and even while it is being done.

Whether you are interested in arts or crafts, commissioning a new work, buying a special item... there is bound to be something for you.

Contact: Mandy Baker,  
Project Coordinator.  
tel: 01652 618804

email:

[info@artonthemap.org.uk](mailto:info@artonthemap.org.uk)

web: [www.artonthemap.org.uk](http://www.artonthemap.org.uk)

**FISH - Films in** ☎ ■  
**South Holland**

FISH brings the magic of cinema to your community! The mobile cinema equipment fits into most locations to bring a live cinema screening to your village hall, community centre,

For details about events at the South Holland Centre and for bookings, call the Box Office on 01775 764777 between 9.30am to 8.30pm (Monday - Saturday)



Phone for booking details



No booking required



South Holland District Council event

### Holbeach Community Centre

Fridays 27 July, 3, 10, 17 & 31 August, 26 October

### Holbeach St Marks

Thursdays 9 & 16 August

### Crowland Snowden Pavilion

Tuesdays 24 & 31 July, 7, 14, 21 & 28 August & 23 October

### Moulton Chapel Youth Club

Thursdays 23 & 30 August

### South Holland Centre

Mondays 23 & 30 July, 3 September & 24 October

(Please note that full day sessions are only available at Holbeach Community Centre and Spalding venues)



church or school. We have access to a wealth of current and classic film titles for you to screen.



South Holland District Council has funding available to local promoters of the scheme who are keen to see the rural cinema in their village or town. For further information and to receive a 'Promoters Pack' please contact Karl Gernert at [kgernert@sholland.gov.uk](mailto:kgernert@sholland.gov.uk) or call 07949 446728.

**Summer Street** ☺ ■  
**Entertainment**

**Saturdays 18 & 25 August & 1 September**

### Spalding Town Centre

You'll be in for a surprise if you pop into Spalding Town Centre any Saturday during the summer holidays. See stilt walkers, face painters, wacky street theatre, comedy acts as well as local talented community groups.

Sponsored by Broadgates Homes.

FREE EVENT

10.00am - 3.00pm

**Ayscoughfee Craft Activities**

**Ayscoughfee Hall Museum, Churchgate, Spalding**

**Wednesday 15 August** ☎ ■

Design Your Own Wooden Bird House. Children will love painting their very own mini birdhouse

10.00am - 11.30am OR

1.00am - 2.30pm

£4.00 per session. Age 7 +. To book call the South Holland Centre on 01775 764777

**Wednesday 22 August** ☺ ■

Design your own 'Cress Cup Chum'. 10.00am - 3.00pm  
£2.00 per go. Any age. Just turn up!

**Wednesday 29th August** ☎ ■

Design your own cross stitch picture to take home.

10.00am - 11.30am OR

1.00pm - 2.30pm

£4.00 per session

Age 7 +. To book call the South Holland Centre on 01775 764777

**8th South Holland Open Arts Competition and Exhibition** ☎ ■

Applications forms will be available beginning of September. To request an application form please call Amy Wood on 01775 761161.

If you have any events coming up then use the 'Get your event listed form' (details above) to get listed on our website.

## Events at Spalding's South Holland Centre

### **Much Ado About Nothing** Chapterhouse Theatre **Wednesday 22 August**

Shakespeare's best loved comedy in Ayscoughfee Gardens. Bring your own picnic and low back seating.  
7.00pm - Gardens open for picnics from 5.30pm

### **Pete Churchill Quartet**

Spalding Jazz Club promoted by FPMusic  
**Thursday 30 August**  
Jazz pianist and founder of the New London Jazz Voices  
8.00pm - Food available  
7.00pm to 9.00pm



### **The Puppini Sisters** **Friday 21 September**

The Puppini sisters sing both old songs and new in a '50s 'Andrews Sisters' style. Fresh from an appearance at the Glastonbury festival.  
8.00pm

### **Piano Recital by Sharona Joshua**

Promoted by South Holland Concerts  
**Saturday 22 September**  
This 'Romantic Feast' for Chopin lovers.  
7.30pm

### **An amateur production of We Will Rock You!**

Act II  
**Wednesday 26 to Saturday 29 September**  
Act II take to the stage with the West End's smash hit show written by Ben Elton and full of Queen songs  
7.30pm

### **The Mark Nightingale Quartet**

Spalding Jazz Club promoted by FPMusic



**Thursday 27 September**  
8.00pm - Food available  
7.00pm to 9.00pm

### **Minor Spectacular**

Plested and Brown  
**Thursday 4 October**  
Straight from the Edinburgh Festival this comedy fantasy centres around a repair man who fixes far more than just the washing machines!  
7.30pm

### **Poppy Appeal Concert**

The Royal British Legion  
**Friday 5 October**  
With music from the Kirton Brass Band  
7.30pm

### **Gotta Dance!**

Community Dance Festival  
**Saturday 6 October**  
A spectacular dance showcase with styles from street to ballet, contemporary to jazz and everything in between!  
7.30pm

### **Urjah**

Nilima Devi Dance  
**Wednesday 10 October**  
A colourful journey through India's classical dance heritage from short traditional Kathak and Bharatnatyam pieces to modern day influences  
Time - tbc

### **Lincolnshire Folk Harvest**

**Friday 12 to Sunday 14 October**  
A whole weekend of Music, Song and Dance (to coincide with the Pumpkin Festival) including: a Ceilidh, Mini Morris Dancing, Folk Concert, and headlining Jez Low  
Various times throughout the weekend

### **Local News**

St Nicolas Players  
**Thursday 18 to Saturday 20 October**  
St Nicolas Players return with their hilarious autumn show  
7.30pm

### **Jongleurs on the Road**

**Thursday 18 October**  
Stand-up comedy with three comedians and one compere. Bar open throughout  
8.00pm

Events confirmed from  
Monday 13 August to  
Monday 19 November 2007

**Box Office:** 01775 764777  
**To book on-line** visit [www.southhollandcentre.co.uk](http://www.southhollandcentre.co.uk)

### **Around the World In 80 Minutes**

Image International  
**Thursday 23 October**  
This cultural entertainment extravaganza from around the world is in aid of Action Medical Research  
7.45pm

### **Tina May & Nikki Isles (tbc)**

Spalding Jazz Club promoted by FPMusic  
**Thursday 25 October**  
8.00pm - Food available  
7.00pm to 9.00pm



### **Chatsva**

Tavaziva Dance  
**Tuesday 30 October**  
African influenced Tavaziva Dance return with a stunning new contemporary dance piece  
7.30pm

### **An Audience with Peter and Dan Snow**

Battlefield Britain  
**Thursday 1 November**  
Peter 'Swingometer' Snow and his historian son Dan re-visit territory from their first BBC TV series  
7.30pm

### **Stairway to Zeppelin** **Friday 2 November**

An evening of classic Led Zeppelin  
7.30pm

### **Private Peaceful** Scamp Theatre

**Saturday 3 November**  
Michael Morpurgo's 2005 Blue Peter Book of the Year Private Peaceful has been adapted into an award-winning stage production for 8s and over.  
5.30pm

**FILM** - There is a full programme of films for August to November. Look out for our bi-monthly film guide.

### **An Evening of Elgar and Bach**

South Holland Singers  
**Saturday 3 November**  
7.30pm

### **The Am-A-Zing Thing** Lempen Puppet Theatre **Tuesday 6 November**

An original story told with puppets, acting and live music especially for primary school children aged 5 and over  
Time tbc

### **Georgie Fame in Concert** **Wednesday 7 November**

Jazz and Rhythm & Blues legend Georgie Fame comes to Spalding for one night only  
8.00pm

### **West End to Broadway** Polka Dot Productions **Saturday 10 November**

This evening of pure musical magic will include highlights from Grease, Oliver, Les Miserables, Chicago and lots more!  
4.00pm & 7.00pm



### **Gitarrissima**

Promoted by South Holland Concerts  
**Saturday 17 November**  
Five young women guitarists from central Europe create a refreshingly original sound with a programme from Vivaldi to the Wizard of Oz!  
7.30pm

### **The Indians** **Sunday 18 November** 7.00pm

# TALK RUBBISH

01775 761161

info@sholland.gov.uk

www.sholland.gov.uk/environment/waste



## AT SCHOOL!

### WIN brilliant recycled stuff!



Write in, marking your letter 'Recycled Stuff' (our address is on page 2) or email [info@sholland.gov.uk](mailto:info@sholland.gov.uk) and tell us **how you minimise your waste at school.**

10 lucky entrants will win a recycled tyre pencil case, a recycled ruler and pen! Remember we need your name and address and name of your school

### Hey, Lunch-Munchers!

Lots of the waste schools produce comes from all the lunch that gets munched! Start the challenge to create as little rubbish from your lunch as possible.

- Avoid taking your lunch to school in a plastic bag - go for a re-usable airtight container - a lunchbox or an ice cream tub.
- Take a flask or screw-top plastic bottle you can use again. Or choose an aluminium can or glass bottle that can be recycled.
- Don't wrap food in clingfilm. Go for aluminium foil - it can be recycled.
- Fruit and veg are really good for you - and the leftovers can be composted at school or at home.



### Fight waste at school!

Waste is a problem. Fortunately there are things that we can all do about it. We call these the 3Rs- reduce, reuse and recycle.

**Reduce** means cut the amount of stuff you use in the first place so that you have less to throw away

**Reuse** means use things again (and again and again)

**Recycle** means using things that have already been used, to make new things

#### SOME IDEAS ON WHAT YOU CAN DO AT SCHOOL:

##### REDUCE

Aim for 'waste-free lunches'.

Buy snacks with less packaging on them, for example, carrot sticks instead of a packet of crisps.

##### REUSE

Always use both sides of a piece of paper before you recycle it or throw it away.

Encourage the school to use rechargeable batteries and refillable print cartridges.

##### RECYCLE

All schools in South Holland can be provided with a free recycling collection. Please contact us for details.

### SO REMEMBER TO REDUCE, REUSE AND RECYCLE YOUR WASTE.

The last thing that should cross your mind is to throw it in the bin!

## Environment Day 2008!



Following on from the success of last year's event, Environment Day will be returning later on in the year...

**Find out how you can help your local environment!**

Look out for details at a later date.

### Collections over August Bank Holiday

No refuse or recycling collections will take place on Monday 27th August.

All other collections will be as normal	collection would have been due on:	leave out for collection on:
<b>refuse</b> 	Monday 27th August	▶ Saturday 25th August
<b>recycling</b> 	Monday 27th August	▶ Monday 3rd September