

Your Guide to

Council Tax

Budget & 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 2010-11



About this booklet

Council Tax
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 Monday to Thursday from 8.30am (9am Wednesday) to 5.15pm and on Friday from 8.30am 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 2010/11, please phone 01522 553648 and leave a message, email finance@lincolnshire.gov.uk or visit www.lincolnshire.gov.uk/finance

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 Parishes. 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.

Penalties

You must notify us of a change in circumstances within 21 days. Failure to do so could result in a penalty of £70 being imposed.

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 may have to pay a 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)



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

Council Tax Explained

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

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 non-British dependants or partners 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.

Penalties

You must notify us of a change in circumstances within 21 days. Failure to do so could result in a penalty of £70 being imposed.

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 the facility 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.

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 or you are working, 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.

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.

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 2010-11

	Band A	Band B	Band C	Band D	Band E	Band F	Band G	Band H
COUNTY	710.46	828.87	947.28	1,065.69	1,302.51	1,539.33	1,776.15	2,131.38
POLICE	119.52	139.44	159.36	179.28	219.12	258.96	298.80	358.56
SHDC	104.69	122.13	139.58	157.03	191.93	226.82	261.72	314.06
TOTAL	£934.67	£1,090.44	£1,246.22	£1,402.00	£1,713.56	£2,025.11	£2,336.67	£2,804.00

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

This year the District will spend £54 million on providing you with a range of services. These include:

- Providing weekly refuse and recycling services throughout the District
- Providing affordable housing and homelessness accommodation, including housing advice
- Inspecting food premises
- Processing planning applications
- Processing Housing Benefit and Council Tax Benefit applications

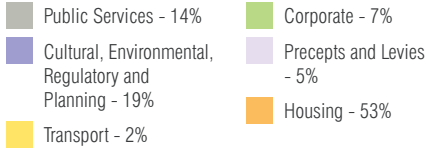
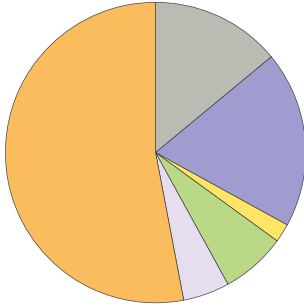
The Council continues to operate in a very challenging financial environment. We are delivering efficiencies so that we can protect frontline services. A key project this year for us is to merge the following services with East Lindsey District Council: Information and Communication Technology, Human Resources, Finance, Benefits & Revenues and Customer Services.

Most of the money to pay for services comes from Government Grants and fees and charges, leaving £4.4m 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 spending. This means a household paying Band D Council Tax will pay £157.03 (£3.02 per week) to fund a very wide range of SHDC services.

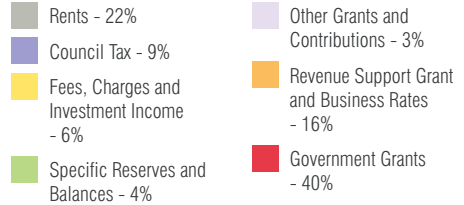
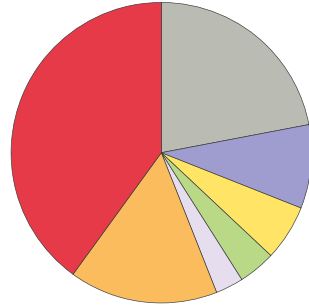


Budget

Where the money is spent on services



Where the money comes from



Financial Reserves and Liabilities

	Balance 1/4/09 £000	In Year Adjustments £000	Balance 31/3/10 £000	In Year Adjustments £000	Balance 31/3/11 £000
Reserves and Balances					
Revenue:					
- General Fund and Specific Reserves	4,821	(44)	4,777	(1,493)	3,284
- Housing Revenue Account	1,848	(609)	1,239	(244)	995
Total Reserves and Balances	6,669	(653)	6,016	(1,737)	4,279
External Borrowing	0	0	0	0	0
Total Liabilities	0	0	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 2009/10	5,031	
Increase in District Council Net Expenditure	185	6.55
Increase in Internal Drainage Board Levies	17	0.60
Increase in Parish Precepts	16	0.57
Decrease in Interest and Investment Income	161	5.70
Investment in Merged Services (paid for from Reserves - see next line)	874	30.96
Change in Reserves	(807)	(28.58)
Other Adjustments	85	3.01
Increase in External Support	(386)	(13.67)
Change in Collection Fund	29	1.03
Change in number of Band D equivalent homes		(1.42)
Net Expenditure 2010/11 and Council Tax Change	5,205	4.75*

* This is made up of £3.90 for the increase in South Holland's share of the Council Tax and £0.85 for the increase in the average Council Tax charged for parish spending and special expenses (see back page).

Total Council Tax Budget Requirement

2009/10 Net Expenditure £000		2010/11 Net Expenditure £000
5,031	District Council Tax Requirement	5,205
29,119	Lincolnshire County Council Tax Requirement	30,087
4,875	Lincolnshire Police Authority Council Tax Requirement	5,061
39,025	Total cost met by Council Tax payers	40,353
82,600	Population	83,400
£472.46	Total cost per head	£483.85



Budget

District Council Tax Budget Requirement

2009/10		2010/11		
Net Expenditure £000		Gross Expenditure £000	Income £000	Net Expenditure £000
	SERVICE EXPENDITURE			
1,142	Central Services to the Public	7,883	6,677	1,206
8,423	Cultural, Environmental, Regulatory & Planning Services	11,201	3,038	8,163
392	Highways & Transport Services	982	517	465
(532)	Local Authority Housing (HRA)	12,961	13,319	(358)
989	Other Housing Services	17,761	16,826	935
1,659	Corporate & Democratic Core	2,762	41	2,721
12,073	Net Cost of Services	53,550	40,418	13,132
2,659	Precepts of Local Precepting Authorities			2,692
(305)	Interest and Investment Income			(144)
434	Other adjustments			519
(930)	Movement to/(from) Reserves & Balances			(1,737)
13,931	To be met from Grants & Tax payers			14,462
	FUNDING			
(1,810)	Less Government Grants			(1,437)
(7,084)	Less Redistributed Non-Domestic Rates			(7,843)
(6)	(Surplus)/Deficit from Collection Fund			23
5,031	Met by District and Parish Council Tax			5,205
4,289	South Holland District Council			4,433
195	Spalding Special Expenses			209
547	Town and Parish Precepts			563



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 automated 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.

2009/10 Levy £000	Internal Drainage Board	2010/11 Levy £000
118	Black Sluice	120
22	Kings Lynn	22
114	North Level	126
1,093	South Holland	1,093
765	Welland & Deepings	768
2,112		2,129

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 2010/11 will be £2.129 million. This amounts to 15% of the Council's total budget.



Our performance 2008/09

In January 2009 we underwent a Comprehensive Performance Assessment (CPA) Inspection by the Audit Commission. We were able to demonstrate such a degree of improvement from our position in 2004 when we were judged as 'Fair' that we moved up two places to the highest bracket for local authorities and were awarded an 'Excellent' rating that reflected our improvement in performance.

We are one of only seven district councils nationally that have gone from 'Fair' to 'Excellent' as a result of re-categorisation. This has been a remarkable achievement and is down to the commitment and dedication of our staff and councillors and the support of the partners with whom we work.

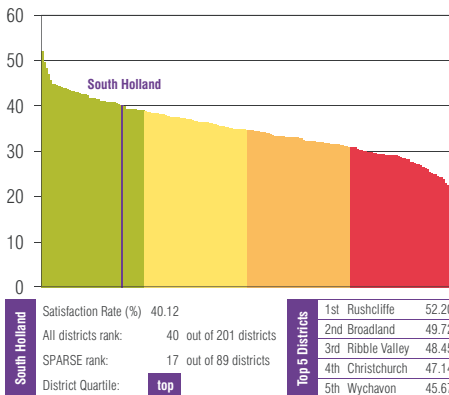
In 2008/09 a new set of National indicators was introduced that focus on outcomes and value for money, some of which were gathered through the new national Place Survey.

Our results for 2008/09 can be found in greater detail in our Annual report 2009 on the council website www.sholland.gov.uk

We were delighted to see, through the Place Survey, that our customers placed us in the top quartile¹ of councils that provide good value for money.

¹Sparsity Partnership for Authorities delivering Rural Services (SPARSE) comparison data from the Rural Services Network

Percentage who strongly or tend to agree local council provides value for money



Your Priorities 2010-2015

Although the pressure on our finances is greater this year, the priorities which form the core of our plans remain essentially the same. However, because of the harder challenge of balancing the budget, how we maintain our capacity to deliver has become a priority in its own right. In arriving at the priorities, we have taken into account:

- The views which have been expressed by local people
- The impact of the recession on our finances
- The Sustainable Community Strategy for Lincolnshire and South Holland
- National and regional policies that effect us
- Demographic data and the challenges facing South Holland

1. 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 build more housing through



our Housing Community Interest Company, the first of its kind. The situation in the housing market reinforces the need for affordable housing to be a priority. Our focus more than ever will be on delivering this through influence, partnership and innovation.

2. Care of our Villages and Towns

Local people have voted us top in the country for the way we collect refuse and recycling. We will continue to do this every week, clean our streets and look after the environment of our towns and villages.



Providing good quality basic services will continue to be core to what we do. However, the focus for improvement in the medium term will be dealing with concerns about nuisance, anti-social behaviour and the perceived lack of things for young people to do. We will continue to develop the way we work with our partners, particularly the police, parish councils and the county youth service, to make sure problems are prevented as far as possible and dealt with when they become an issue.

3. A Secure and Diverse Economy

In the current economic climate it is even more important that we work closely with the county council and our other partners. This is not only to protect and improve the employment and economic prospects of residents but to be ready for the end of recession and also recovery. We researched and published our new economic development strategy in 2009. Based on feedback from local people and businesses. We will continue to support the local economy by providing buildings and small industrial units for businesses to locate into and bring higher value jobs into our economy. We will continue to work with the Learning and Skills Council and Further Education providers to improve opportunities for vocational training.



4. Improving Health through Cultural and Sporting 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, and our cultural strategy is improving opportunities for leisure and recreation in the area. We will continue to assess our plans for this as and when, economic conditions enable options to be brought forward.



5. Improving Access to Services

We will continue to improve access to services, focusing on our Customer Services Centre, taking services out to our communities and using new technology to offer alternative ways of connecting with services. Our aim is to make it easy for people to contact us through a variety of channels to suit their lifestyle and circumstances.



6. 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 supported and equipped to do this. We will build on the success of work in Holbeach and Donington to establish Portfolio Holders of Place across the district. These key figures will be catalysts for action, helping people to influence issues which impact on their life by getting involved in developing plans for their communities.



7. Maintaining our Capacity to Deliver

This has always been very important and we are pleased that the Audit Commission has categorised us as one of the top performing district councils in the country for the way we manage our finances and use our resources. Estimates for revenue income remain down and cuts are predicted in public expenditure nationally. The focus for attention will be on establishing merged services with East Lindsey District Council and delivering cash savings through improved efficiency. South Holland's share of the investment in this project will largely come from our Reserves. Significant savings are anticipated from 2011/12 onwards. We will manage our people, partnerships, information and communication technology and other assets to deliver our priorities and the most essential services to agreed standards and performance targets.



Efficiency savings

Lincolnshire authorities – making your money go further

In 2009-10 (the financial year now coming to an end), South Holland District Council, Lincolnshire County Council, Lincolnshire Fire and Rescue and Lincolnshire Police Authority expect to achieve 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 your part of Lincolnshire, for example:

- South Holland District Council's 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
 - Working in partnership with public sector
 - Carbon Reduction
- Lincolnshire County Council has, by increased recycling, achieved a reduction in the amount of waste sent to landfill.
- Lincolnshire Fire and Rescue has achieved savings on its contracts and improved its staffing arrangements.

- Lincolnshire Police Authority has achieved savings of £1.7 million from a programme of workforce modernisation and savings of more than half a million pounds in procurement activities.

All councils are required to measure and report the value of efficiency savings they have achieved since April 2008.

The table below therefore shows:

- Efficiency savings achieved by the end of March 2009 (financial year 2008-09)
- Total efficiency savings forecast to be achieved by the end of March 2010 (financial years 2008-09 and 2009-10)
- The value of the savings forecast to be achieved by March 2010 for the average Band D dwelling
- A comparison of that with the average figure for similar authorities across England.

Each year, councils are assessed by the Audit Commission on their use of resources and given a score out of 4 (4 being 'performing excellently' and 1 being 'performing poorly').

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 - 2;
 Lincolnshire Fire and Rescue - 2;
 Lincolnshire Police Authority - 2.

	Savings by March 2009	Total savings by March 2010	Total savings by Band D dwelling*	National average for similar authorities*
South Holland District Council	£390,000	£731,000	£26	£41
Lincolnshire County Council	£25,001,000	£38,473,000	£166	£98
Lincolnshire Fire and Rescue	£1,023,000	£1,582,000	£7	£4
Lincolnshire Police Authority	£9,357,000	£11,362,000	£49	£54

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

County council spending

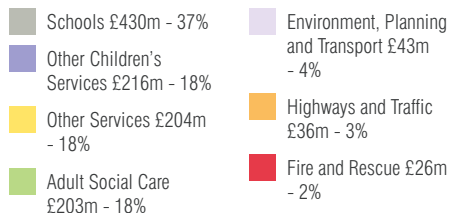
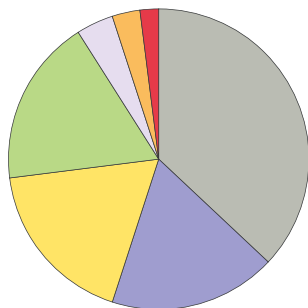
Lincolnshire County Council's part of the Council Tax you pay will increase by 2.5% this year (2010/11). That is an extra £26.01 over the year for a property in Band D (the fourth highest of the eight valuation bands, and the one generally used to give an "average" figure). The increase will range from £17.34 for a Band A property up to £52.02 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) are increasing in 2010/11 by 3.5%.

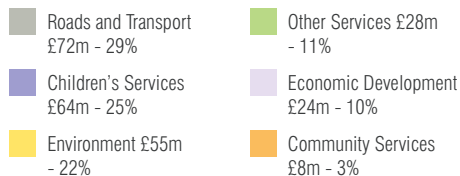
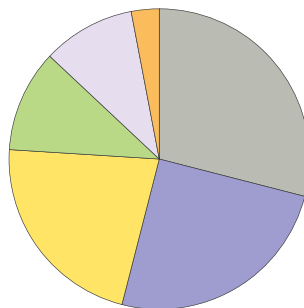
These increases will enable spending to continue on many of the vital day-to-day services which the council provides - for example, care of older people, waste disposal, road maintenance, and the fire and rescue service - and to improve priority services.

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 £250.5 million capital programme over the year will include £71.4 million for road schemes, £24 million on economic development and tourism, and £64 million for Children's Services, including £56.7 million on school buildings.

2010/2011 Spending on services £1,158m



2010/2011 Capital investment £251m



NOTE: The expenditure figures in the two charts above are funded by government grants, the Council Tax 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 more than 698,000 residents across England's fourth largest county. It has been improving services faster than average and came 19th out of 388 councils in England for the number of performance indicators that have gone up in the last 3 years.

The Audit Commission recently gave Lincolnshire County Council a score of 3 under the new 'Organisational Assessment'. This means that overall the council is 'performing well' and is the best score it has ever achieved.

The council has reset its priorities around the needs of residents under a new Sustainable Community Strategy, which sets out the goals for Lincolnshire up to 2030. Our priorities under the Strategy are...

Vibrant communities where people enjoy life

87% of people over 65 are satisfied with their home and neighbourhood as a place to live, which is above the regional and national average.

When compared to the whole of England, crime rates in Lincolnshire are low. The percentage of the population of Lincolnshire who see anti-social behaviour as a problem (13.7%) is also less than the regional and national average for England.

The Lincolnshire Fire and Rescue service was rated as 'performing well' in December 2009.

Opportunities for good health

People in Lincolnshire are living longer. Since 2004 life expectancy for both men and women has increased by up to a year, with the most significant rises in West Lindsey, Lincoln and North Kesteven. The Care Quality Commission has awarded Adult Social Care a grade 3 score, which means it is 'performing well'.

Rich, diverse environments, heritage and cultures that residents and visitors enjoy

Lincolnshire is the second best performing county

council in the country for recycling household waste, with more than 50% of all household waste recycled. The council is reducing carbon emissions by 5,000 tonnes a year and has set a target to reduce them by 20% by 2013.

One of the healthiest and most sustainable economies in Europe

Over the last few years, the council has helped create more than 3,000 jobs. It is also responding to the recession by promoting large-scale projects such as the development of the Lincoln Castle area to promote tourism.

In education, a higher-than-average proportion of secondary schools in Lincolnshire are rated as good or better. None are seen as inadequate.

Results at 5 A*-C GCSE grades including English and maths show a pass rate of more than 56%, up 3.5% on last year and 6.3% above the national average. While 4.4% of 16 to 18-year-olds are not in education, employment or training, this is better than the average for the country.

Good connections between people, services, communities and places

Road safety in Lincolnshire has improved in the last year, with the number of people killed or seriously injured on the roads falling by 12% compared with the previous year.

The Road Safety Partnership has won a government award for its '2 Fast 2 Soon' project, which has helped to reduce casualties in the 17 to 24 age bracket by almost a third.

Organisations working together

As a result of better ways of working, including more effective partnerships, Lincolnshire County Council managed to save more than £17 million in 2008/09, while maintaining or improving services. This exceeded the target of £12.7 million.

Through a number of innovative partnership activities, the county council and all the district councils in Lincolnshire aim to make efficiency savings totalling £60 million by March 2011.

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

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

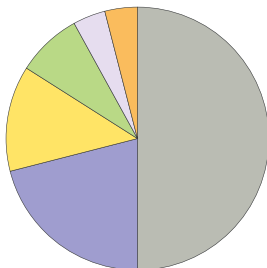
Increase explained

The council's net spending is £17.8 million more in 2010/11 than the previous year.

The increase in spending is due to:	£m
Emerging pressures contingency	8.0
Highways and Traffic	2.2
Impact of capital programme on annual charges	2.3
Increase in Landfill Tax	1.6
Adult Social Care demography cost pressures	4.0
Increased home to school transport costs	1.6
Invest to save - major projects	3.7
New ways of working	2.1
Price increases	1.4
Decrease in area based grant	1.6
Other cost pressures	8.3
Service developments	2.4
Efficiency savings	-21.4
Total increase in spending	17.8

How the money for service developments is being spent

The overall increase of £17.8 million includes £2.4 million to develop and improve important services. It will be shared as shown below:



- Adult Social Care £1.2m - 50%
- Fire and Rescue £0.2m - 8%
- Highways and Traffic £0.5m - 21%
- Culture and Adult Education £0.1m - 4%
- Children's Services £0.3m - 13%
- Graduate Training Scheme £0.1m - 4%

Where the money comes from

The table below shows how we get our total income of £1,158 million:

	2010/11 £m	2010/11 %
Specific government grants	536	46.3
Charges and other income	126	10.9
Central government grants		
– formula grant	192	16.6
– area based grant	54	4.7
Council Tax	250	21.5
Total	1,158	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 2009/10	Amount 2010/11
Band A	£693.12	£710.46
Band B	£808.64	£828.87
Band C	£924.16	£947.28
Band D	£1,039.68	£1,065.69
Band E	£1,270.72	£1,302.51
Band F	£1,501.76	£1,539.33
Band G	£1,732.80	£1,776.15
Band H	£2,079.36	£2,131.38

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 2009 we owed £347.7 million. Annual repayments on that borrowing remain well within the council's prudent limit of 10% 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 will also make a contribution of £0.596 million for 2010/11 (£0.595 million for 2009/10).

What you actually pay for services

2010/11	Spending £m	Income £m	Spending minus income £m	Estimated cost for each resident £
Schools	446	446	0	0.00
Other Children's Services	234	107	127	174.52
Adult Social Care	217	62	155	212.85
Cultural, Libraries and Adult Education Services	23	4	19	26.74
Highways and Traffic	53	2	51	70.54
Environment, Planning and Transport	25	6	19	25.75
Waste Management	25	0	25	34.05
Fire and Rescue	29	2	27	37.15
Other services	109	30	79	109.02
*Capital projects adjustment-see note below	-10	1	-11	-15.28
Area based grant	0	54	-54	-74.58
Total planned spending	1,151	714	437	600.76
Contributions to/from savings	7	2	5	7.19
Budget Requirement	1,158	716	442	607.95

2009/10	Spending £m	Income £m	Spending minus income £m	Estimated cost for each resident £
Schools	440	440	0	0.00
Other Children's Services	208	78	130	182.29
Adult Social Care	226	75	151	212.53
Cultural, Libraries and Adult Education Services	25	5	20	27.46
Highways and Traffic	52	2	50	70.82
Environment, Planning and Transport	25	7	18	25.33
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		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

*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 (-) in front of a figure shows that income has been received and therefore taken off total spending.

Local Policing Summary

Engaging to Ensure Effective Policing

Message from the Chairman of the Police Authority

Lincolnshire Police Authority is committed to achieving the best possible value for taxpayers' money while ensuring that the Chief Constable has the resources to deliver effective and efficient policing.

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.

We continue to be disadvantaged by a Government funding formula that favours metropolitan Forces at the expense of shire Forces such as ours. Since our formula grant is the lowest per head of population of all shire Forces, the contribution that our council tax payers make to overall spending on policing is above the national average. This is an unfair and unacceptable situation which we have raised frequently in discussion with Home Office ministers who are now reviewing possible changes to the way in which formula grant is allocated to Police Authorities around the country. However, if any changes are made, they are unlikely to be implemented in the immediate future.

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 £174.06. For 2010/11 it will be £179.28, equating to a weekly increase of 10p.*

Our mission statement 'Engaging to Ensure Effective Policing' is more than just words. The Authority has extensive consultation with the public throughout the year, particularly with regard to the level of council tax contribution to the policing budget.



Barry Young
Chairman of the
Police Authority

The Authority and the Chief Constable recognise the challenges faced by everyone in what seem like ever more difficult economic circumstances. We have responded by continuing to make efficiency savings, some achieved through collaborative ventures with other East Midlands Authorities and Forces which have resulted in us being able to provide more for less. I am happy to say that the quality of the service which we are now able to provide and which we aim to improve still further is reflected in the results of independent surveys which show increasing levels of public confidence in Lincolnshire Police.

We are determined to pursue our policy of continuous improvement through making maximum use of our limited resources and achieving further efficiency savings. For 2010/11, this has enabled us to restrict the increase in the policing part of the Council tax to 3%. For a Band D tax payer, this is equivalent to an increase of £5.22 per annum or roughly 10 pence per week.

Staff numbers

We employ:

- 1,195 Police Officers
- 987 Police Staff
- 149 Police Community Support Officers (PCSOs)
- 149 Special Constables

Local Policing Summary

Money matters

The main increases (£ million)

Employees.....	2.2
Premises.....	-0.1
Transport.....	0.0
Supplies and Service	0.1
Agency / Contracted Services and Capital Financing	0.5

Sub total 2.7

Provisions and Contributions..... 0.2

Total increase in expenditure 2.9

Capital Programme 2010/11 (£ million)

Property.....	1.6
Information Communications Technology ..	4.6
Vehicles.....	1.3
Replacement Equipment.....	1.4

Total 8.9

How we are funded (£ millions)

	2009/10	2010/11
Government Grant	42.4	44.0
Other Specific Grant	8.9	9.0
Business Rates	21.8	22.3
Council Tax	40.4	42.0
Miscellaneous	7.1	5.6

Total 120.6 122.9

Where the money is spent

	2009/10	2010/11
Employees	94.4	96.5
Running Costs	25.6	25.7
Contingency	0.6	0.5
Other	—	0.2

Total 120.6 122.9

Performance information

Targets for 2009/2010

Central to our aim of building trust and confidence is an increase in the number of people who agree that police and local councils deal effectively with crime and anti-social behaviour in their area. We wanted to improve the agreement rate by 8% to 46% by March 2010. Latest British Crime Survey figures show the agreement rate has risen to 44.9%.

We wanted to reduce the number of incidents and crimes that cause fear and concern. At the beginning of 2010 these incidents and crimes were DOWN by 2%.

We said we would ensure that Neighbourhood Policing Teams could spend at least 80% of their time working in their own area. We ACHIEVED this. In fact the teams spend 92% of their time in their own area.

We also wanted a reduction in the number of burglaries, robberies and vehicle crime. We ACHIEVED a reduction in these crimes of 6%.

We said we would work towards a reduction in serious sexual offences. We ACHIEVED a reduction of 2%.

We ACHIEVED our aim of answering 90% of emergency calls within ten seconds. We answer 92% of non-emergency calls within 30 seconds.

We promised to try to respond to urgent incidents in urban areas within 15 minutes. Latest figures show we attended 86% of those incidents within 15 minutes.

In rural areas 80% of urgent incidents were attended within 20 minutes.

We said we would improve road safety, measured by the number of people who

Local Policing Summary

were killed or injured on our roads. Latest available figures show that, compared with a similar period last year, there has been a slight reduction (less than 1%) in the number of casualties, and one less fatality.

We wanted to improve the overall satisfaction levels with the service we give to victims of crime. We ACHIEVED this with a satisfaction level of 80% – a 2% increase.

Policing Pledge - Increasing Success!

You can be CONFIDENT about :-

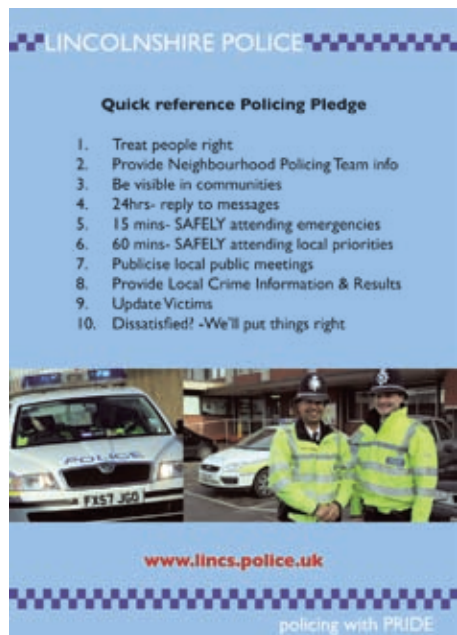
- Accessing all local neighbourhood policing team information through leaflets, posters and online through a local postcode search - www.lincs.police.uk
- Finding out when, where and how to get involved or give us your view on local issues in your area and finding out about neighbourhood policing activities that have taken place because your communities said they were important to them.
- Providing local officers with mobile data technology to help them stay out on the streets and be visible in communities as much as possible.
- Being able to contact your neighbourhood policing team directly via their mobile telephones. Even when you leave a message, it can be picked up by the whole policing team so that any one of your local contacts can call you back as soon as possible, regardless of duties.
- Lincolnshire Police taking your dissatisfaction seriously by improving systems to help our staff find out what has happened, how to put it right and learn from your experience.

0300 111 0300

is the new non-emergency single number for all calls to the Force, with all the old numbers gradually being phased out over the coming months. It has been introduced to improve ease of access to Lincolnshire Police.

The 0300 numbers were introduced to eliminate public confusion over call costs. Unlike other non-geographic numbers, calls to 0300 numbers must be included in fixed line and mobile call packages and in some cases will be free, even from mobiles (if the package has inclusive free calls).


All calls to the 0300 number will be answered by call-takers in the central Force Command and Control Centre based just north of Lincoln at Nettleham. The calls will be answered by local people who will be able to offer local advice and deal with queries quickly and efficiently and will know exactly where to direct the calls.



LINCOLNSHIRE POLICE

Quick reference Policing Pledge

1. Treat people right
2. Provide Neighbourhood Policing Team info
3. Be visible in communities
4. 24hrs- reply to messages
5. 15 mins- SAFELY attending emergencies
6. 60 mins- SAFELY attending local priorities
7. Publicise local public meetings
8. Provide Local Crime Information & Results
9. Update Victims
10. Dissatisfied? -We'll put things right



www.lincs.police.uk

policing with PRIDE

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: 0300 111 0300



Holbeach Police Station

Edinburgh Walk
Holbeach
Spalding
Lincolnshire
Tel: 01406 425123
Fax: 01406 425440

SPALDING

Inspector: Insp Paul Timmins

Estates

Sgt Stuart Brotherton 07500 920146
PC Craig Lockton 07500 920426
PCSO Kimberley Marlowe 07944 776953
PCSO Alan Browne 07939 984477
PCSO Ryan Ellis 07824 895812
PCSO Paul Coupland 07939 984199

North Rural

Sgt Stuart Brotherton 07500 920146
PC Ian Coulson 07939 984188
PCSO Sally Pusey 07939 985765
PCSO Abbotts 07939 896354

Local Policing Summary

South Rural

Sgt Stuart Brotherton 07500 920146
Pc Nigel Smith 07939 887180
PCSO Adam Ballard 07939 887634

Town Centre

Sgt Stuart Brotherton 07500 920146
PC Paul Smith 07939 896204
PCSO Amanda Waterfield 07939 985606
PCSO Tracy Mason 07939 990146

Holbeach East

Sgt Duncan Ashwell 07500 920352
PC Laura Griggs 07900 137749
PCSO Fylippa Bennett 07944 776795
PCSO Ben Harrington 07900 111518

Holbeach West

Sgt Duncan Ashwell 07500 920352
PC Peter Holland 07944 776955
PCSO Bev Robinson 07944 776822

Holbeach Town

Sgt Duncan Ashwell 07500 920352
PC Ian Braid 07939 887991
PCSO Jane Gardner 07939 984083
PCSO Ian Cripps 07824 895810



Other contacts

Crime Stoppers 0800 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 Bureau 08701 224422

Council Tax amounts for 2010/11

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 2009/10 £	Parish Spending 2010/11 £	Parish	Tax Base (in Band D homes)	Council Tax for Band D £
6,500	6,500	Cowbit	419	15.51
59,339	61,060	Crowland	1,391	43.89
8,000	8,000	Deeping St Nicholas	586	13.65
15,000	16,500	Donnington	879	18.77
13,000	13,000	Fleet	712	18.25
22,500	24,500	Gedney	747	32.79
4,000	4,000	Gedney Hill	226	17.69
13,000	13,500	Gosberton	957	14.10
154,823	159,376	Holbeach	3,373	47.25
600	600	Little Sutton (Parish Meeting)	39	15.38
56,000	59,000	Long Sutton	1,673	35.26
18,000	15,000	Lutton	414	36.23
35,300	35,600	Moulton	1,183	30.09
32,500	36,000	Pinchbeck	1,771	20.32
5,000	6,500	Quadring	432	15.04
195,490	208,880	Spalding (Special Expenses)	8,909	23.44
1,000	100	Surfleet	455	0.21
52,000	53,000	Sutton Bridge	1,378	38.46
4,000	4,100	Sutton St Edmunds	213	19.24
5,750	6,000	Sutton St James	345	17.39
11,500	11,000	Tydd St Mary	356	30.89
17,000	17,000	Weston	645	26.35
12,000	13,000	Whaplode	1,129	11.51
£742,302	£772,216	Total Parish Spending		
		Average Parish Charge		£27.35

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 2010/11, the only Parish Council whose precept this relates to is Holbeach and so the details are shown here. Based on a tax base of 3,373 in the Holbeach area, a precept of £159,376 represents a charge of £47.25 on the residents of Holbeach for a Band D property compared to a charge of £46.03 in 2009/10.

2009/10		2010/11		
Net Expenditure £		Gross Expenditure £	Income £	Net Expenditure £
	Income			
(8,255)	Council Property	500	8,555	(8,055)
(2,976)	Allotments	5,404	8,528	(3,124)
(11,231)	Total	5,904	17,083	(11,179)
	Expenditure			
17,509	Cemetery - Park Road and Hallgate	27,469	10,488	16,981
58,610	Carter's Park/ Parish Playing Field/Stukeley Gardens/ Churchyard	55,544	40	55,504
12,500	Closed Churchyard Holbeach St John/ Village Playing Fields and Halls	11,826	0	11,826
7,152	Grants	7,431	0	7,431
70,283	General Expenses	89,213	10,400	78,813
166,054	Total	191,483	20,928	170,555
154,823	Excess of Expenditure over Income			159,376
154,823	Precept			159,376

BENEFIT FRAUD

We're closing in...

0800 0851 737

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 our freephone number shown opposite or visit www.sholland.gov.uk/benefitfraud