

# Your council tax explained 2011/12

Fire Authority information is included in this booklet.



This booklet forms part of your demand notice

# Performance Summary

## Council tax frozen and red tape cut as essential services are protected.

For three years now, Herefordshire Council and NHS Herefordshire have worked to a shared vision to achieve efficient, excellent and value for money services to improve the life chances, quality of life and health and wellbeing of local people.

Herefordshire Council is responsible for the delivery of several hundred different services, from education, social care, highways repairs and maintenance, street cleansing to domestic waste collection, libraries and trading standards. People in Herefordshire are healthy, safe, and our children get a good education.

The council is committed to looking after older and more vulnerable people. However, there is growing pressure on these services because the older section of the population is growing faster than almost anywhere else in the country. The responsibilities for safeguarding children, and the need to keep the road network in repair following two severe winters, have also stretched the council's finances.



The economic situation is putting pressure on the finances of local families; therefore the council is to freeze council tax, cut management costs and slash red tape but safeguard most frontline services. This is despite unprecedented cuts to the government's financial settlement for local authorities.

The council has approved a strategy designed to save £10.3 million in the coming financial year and at least

£5.8 million in the following year. However, it means 250 jobs will go across the council over the next two years. Other public sector bodies are going through a similar process. Herefordshire Council, NHS Herefordshire and Hereford Hospitals Trust will save £33 million over the next ten years through sharing several central functions and the savings will be invested in order to protect essential services.

The cut in government funding affects concessionary bus travel but the Council will temporarily use some of its financial reserves to support bus services and free travel for bus pass holders. The council will continue to allow carers of disabled pass holders to travel for free. As part of wider funding reductions, the council will need to work hard to protect supported bus services and aims to consult communities about their priorities over the summer.

The budget also means that, unlike many other areas of the country, Herefordshire will hold on to its existing libraries although the mobile library service is undergoing a review.

The council has invested in its community protection team, which is committed to tackling anti-social behaviour, and has successfully prosecuted where fly tipping has occurred. The team is quick to sort out abandoned vehicles, fly posting, littering and dog fouling. Anti-social behaviour has been cut and the fear of crime in Herefordshire has reduced.

The council has retained weekly household waste collection services and the new wheeled bin recycling service has been well received by residents.



*The community protection team*

Herefordshire people generally enjoy better health than the average for the rest of the country and can also expect to live longer. The council and NHS Herefordshire are working to challenge the links between social deprivation and poor health with particular emphasis on promoting healthy lifestyles and packages of care for older people and children.

We have pooled our budgets with NHS Herefordshire in several service areas including managing adaptations and equipment to help people live independently at home after they have come out of hospital, or to support disabled children at school.

Further joint working with NHS Herefordshire means we provide 24-hour care services for older people with mental health problems in their own homes. This gives them the choice of

living at home, prevents unnecessary hospital admissions, reduces long-term residential or nursing care admissions and improves support for family carers.

Other areas where our joint arrangements deliver effective services include homecare, a roving night service and using technologically advanced home monitoring systems to support care. We offer a 24-hour telephone link to give people confidence that we are on hand to help when needed.

The experience in Herefordshire is that instead of public service agencies working alone, they can, by sharing more services and working in true partnership, make much stronger progress on issues that residents feel are most important, such as quality of life, health and wellbeing.



# About your council tax

The following pages show how your Council Tax for 2011/12 is calculated and how it will be used to support the many services the council provides. Also included are explanatory notes for the Council Tax demand notice and information about how to obtain Council Tax Benefits and Rebates.

- Your Council Tax makes an important contribution to the funding of Herefordshire Council, your Town or Parish Council and the Police and Fire Authority, all of whom provide services to the people of Herefordshire.
- The council's budget is only partly funded by council tax, with 41.1% being funded by central government.
- As a result of government measures to reduce the national deficit, the total government funding that the council will receive for 2011/12 has been significantly reduced.
- The council's priority is to protect front line services wherever possible by reducing administration costs.
- In pursuit of this priority, 2011/12 will see further close working partnerships between NHS Herefordshire and the Hereford Hospitals Trust. This will be evidenced by a new joint venture company which is being set up to provide shared business support functions.
- The council's net budget for 2011/12 is £146,313,400, a budget that incorporates more than £10 million in efficiency savings and enables the council to freeze council tax at 2010/11 levels.
- The required savings include meeting escalating costs in some areas. In line with national trends, Children's Services are seeing increasing numbers of children needing to be looked after by the council. Also, at the other end of the demographic scale, the increasing number of elderly people in the county continues to add to social care pressures.
- The council and its two NHS partners are developing a new Integrated Care Organisation (ICO) which from 1 April will bring together acute healthcare, community services and adult social care.
- The object of the ICO is to provide an efficient single point of contact service delivery and avoid duplication of administration and assessment. The focus will be on providing care as close as possible to people's homes, rather than in an institutional setting, and to shift the emphasis from diagnosis and treatment to prediction and prevention.

Budget Changes	£million
<b>2010/11 Net budget</b>	<b>142.8</b>
Adjustment For Grants Paid Through Revenue Support Grant	12.8
Capital Financing Costs	0.9
Non-Pay Inflation	3.0
Other Service Pressures	1.9
Efficiencies and Savings	(10.3)
General Grants (Including £2.15m Council Tax Freeze Grant)	(2.8)
Reserves Movement	(2.0)
<b>2011/12 Net Budget</b>	<b>146.3</b>

# How will the money be spent?

	2011/12		
	Gross Expenditure	Income	Net Expenditure
	£000's	£000's	£000's
<b>Service Requirements:</b>			
Adult Social Care	71,295	22,440	48,855
Children and Young People's Services	140,273	116,615	23,658
Waste Collection & Disposal	15,010	2,383	12,627
Community Services <i>(including Leisure, Parks &amp; Libraries)</i>	9,369	1,339	8,030
Corporate <i>(including Customer Services and Property)</i>	29,816	7,694	22,122
Highways & Transportation	16,457	6,532	9,925
Capital Financing Costs <i>(net)</i>	16,850	873	15,977
Environmental Health and Trading Standards	3,806	2,252	1,554
Planning	3,597	2,127	1,470
Private Sector and Strategic Housing	2,676	1,331	1,345
Economic & Social Regeneration	3,311	800	2,511
Costs of Council Tax and Benefit Administration	53,658	52,108	1,550
Reserves Movement	-	500	(500)
General Grants	-	2,810	(2,810)
<b>Total Net Expenditure</b>	<b>366,118</b>	<b>219,804</b>	<b>146,314</b>
Parish Councils' Requirements			2,558
<b>Total Budget Requirement</b>			<b>148,872</b>
<b>Met From:</b>		%	£000's
Herefordshire Council's Council Tax Charge		57.9	86,123
Redistributed Business Rates		30.9	45,979
Revenue Support Grant		9.5	14,212
Parish and Town Councils' Council Tax Charge		1.7	2,558
		<b>100.0</b>	<b>148,872</b>

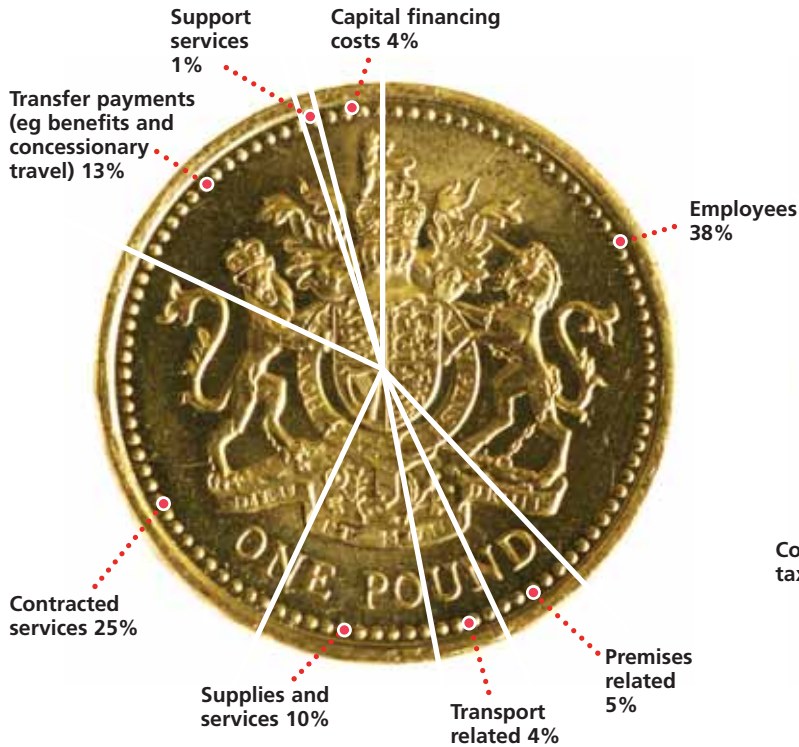
## How is the Council Tax bill calculated?

	2010/11 Total £000's	2011/12 Total £000's	2011/12 amount per band D property £	2011/12 amount per person £
<b>Total Budget Requirement</b> (before Parish or Town Councils)	<b>142,844</b>	<b>146,314</b>	<b>2,047.32</b>	<b>802.16</b>
Less:				
Redistributed Business Rates	50,282	45,979	643.36	252.08
Revenue Support Grant	7,302	14,212	198.87	77.92
<b>Herefordshire Council's Charge</b>	<b>85,260</b>	<b>86,123</b>	<b>1,205.09</b>	<b>472.16</b>
Add:				
Parish and Town Councils' Charge	2,488	2,558	35.80	14.03
Hereford & Worcester Fire and Rescue Authority	5,210	5,263	73.64	28.85
West Mercia Police Authority	12,645	12,772	178.72	70.02
<b>Council Tax</b>	<b>105,603</b>	<b>106,716</b>	<b>1,493.25</b>	<b>585.06</b>

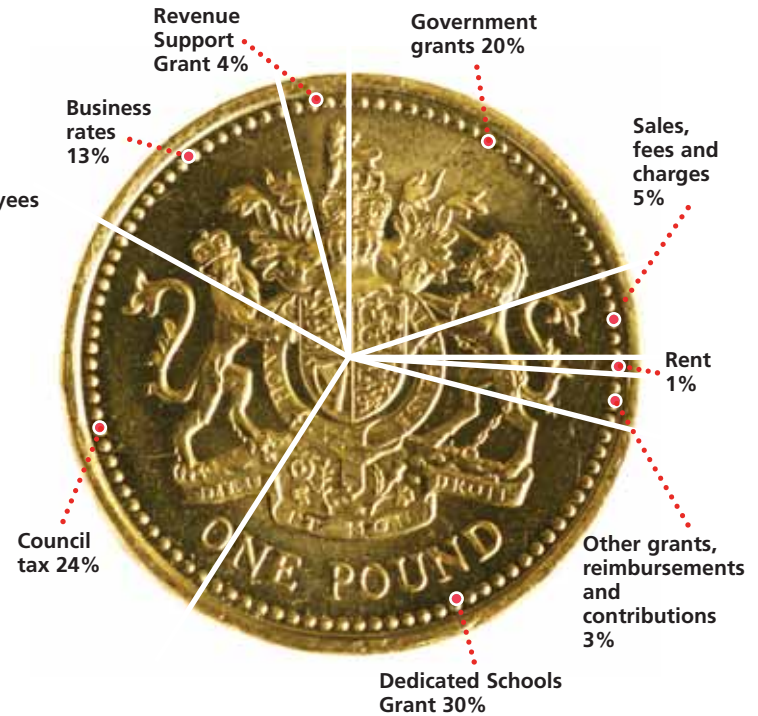
*The net expenditure is divided by 71,466 (the number of homes in Herefordshire calculated as if all were in Band D). This gives a basic charge of £1,205.09. The amount of the bill will vary once the Police and Fire authority charges are added and also the individual parish or town council charge is added; these amounts are shown on your bill. It will also vary if your home is other than Band D. If Band A you need to multiply the total by 6/9; Band B by 7/9; Band C by 8/9; Band E by 11/9; Band F by 13/9; Band G by 15/9 and Band H by 2. The population base used to calculate the cost per person was 182,400 (a population forecast for mid-2011).*

# Where the money goes (2011/12)

## Gross Expenditure



## Total Gross Expenditure is funded by:



# Flood defence and land drainage

The Herefordshire Council budget includes a provision to meet the special levies of the Environment Agency and Internal Drainage Boards (I.D.B.s).

## Net requirements (special levy)

	2010/11	2011/12
	£000's	£000's
Environment Agency - West Midlands	73	73
River Lugg I.D.B.	110	110
Lower Wye I.D.B.	4	4
Lower Severn I.D.B.	7	7
<b>Total</b>	<b>194</b>	<b>194</b>
<b>Total per Head</b>	<b>£1.07</b>	<b>£1.06</b>
<b>Total per Band D Equivalent</b>	<b>£2.74</b>	<b>£2.71</b>

The **Environment Agency** is the leading public body for protecting and improving the environment in England and Wales. Their job is to make sure that air, land and water are looked after by everyone in order to create a cleaner and healthier environment.

**Internal Drainage Boards** manage water levels and land drainage and undertake flood risk management works on ordinary watercourses (other than 'main rivers'). This involves the maintenance of rivers, drainage channels and pumping stations, facilitating drainage of new developments and advising on planning applications. IDBs also look after Sites of Special Scientific Interest plus other designated environmental areas.

FLOOD DEFENCE AND LAND DRAINAGE LEVIES OVER £100,000 RIVER LUGG IDB		
	2010/11	2011/12
	£	£
Environment Agency Precept	16,153	15,914
Board Costs/Salaries/Admin	49,121	54,917
Maintenance of Watercourses (Including Conservation Costs)	122,807	117,233
<b>Total expenditure</b>	<b>188,081</b>	<b>188,064</b>
Drainage Rates and Other Income	(78,285)	(78,268)
<b>Levy payable by the Council</b>	<b>109,796</b>	<b>109,796</b>



# Spending by parish and town councils

The parish councils' requirement for 2011/12 totals £2,558,423, an average of £35.80 per Band D property. The table below shows the precept for each parish for 2011/12.

PARISH	2010/11 Precept £	2011/12 Precept £	Band D Equivalent £	PARISH	2010/11 Precept £	2011/12 Precept £	Band D Equivalent £
Abbeystead & Bacton Group	4,750	4,750	28.90	Kington Town	56,310	58,000	57.00
Aconbury	100	100	2.64	Kinnersley and District Group	2,600	2,800	11.11
Acton Beauchamp Group	2,500	2,800	15.86	Lea	5,600	5,600	20.42
Allensmore	600	600	2.39	Ledbury Town	263,195	265,773	71.96
Almeley	6,250	6,250	23.87	Leintwardine Group	13,000	14,500	31.71
Ashperton	3,150	3,150	26.10	Leominster Town	183,901	218,279	53.02
Aston Ingham	1,750	1,750	8.29	Linton	5,800	5,800	12.53
Avenbury	2,500	1,750	15.70	Little Birch	2,300	2,300	23.69
Aymestrey	2,582	2,634	16.13	Little Dewchurch	5,500	6,500	36.99
Ballingham, Bolstone & Hentland Group	4,000	4,000	14.04	Llangarron	4,000	4,500	9.47
Bartestree & Lugwardine Group	21,000	21,000	25.04	Llanwarne & District Group	1,400	1,400	5.10
Belmont Rural	45,000	45,000	32.09	Longtown Group	5,532	5,531	13.24
Birley with Upper Hill	1,827	1,827	13.31	Lower Bullingham	10,335	10,639	16.36
Bishop's Frome	18,000	18,000	54.08	Luston Group	7,900	7,900	21.21
Bishopstone & District Group	3,885	3,885	18.59	Lyonsall	4,000	4,500	15.55
Bodenham	8,150	8,150	17.52	Madley	8,000	9,000	20.73
Border Group	6,750	7,000	22.38	Marden	17,500	17,500	31.76
Bosbury and Coddington	3,750	4,750	12.30	Marstow	3,500	4,500	26.29
Brampton Abbots & Foy Group	2,000	1,500	6.61	Mathon	5,934	6,279	40.18
Bredenburg & District Group	1,700	1,700	10.27	Malvern Hills Conservators (Mathon)	4,180	4,180	26.75
Breinton	6,250	6,500	16.04	Middleton-on-the-Hill and Leysters Group	2,750	3,000	17.13
Bridstow	4,750	4,750	11.57	Monkland and Stretford	2,000	2,300	26.79
Brilley	2,750	2,750	22.06	Moreton on Lugg	16,000	17,000	56.80
Brimfield and Little Hereford Group	8,000	9,000	17.35	Much Birch	7,000	6,000	15.01
Brockhampton	1,600	2,800	32.36	Much Cowarne Group	3,500	3,500	16.38
Brockhampton Group	11,000	11,385	33.86	Much Dewchurch	2,000	3,000	10.77
Bromyard & Winslow Town	139,000	141,700	91.04	Much Marcle	4,685	4,685	15.40
Burghill	10,970	10,200	14.38	North Bromyard Group	3,000	4,000	12.41
				Ocle Pychard	2,850	2,850	10.57
				Orcop	4,500	5,000	28.37

## PARISH AND TOWN COUNCILS WITH PRECEPTS OVER £100,000

### BROMYARD AND WINSLOW TOWN COUNCIL

	2010/11 £	2011/12 £
Administration	98,296	95,230
Park & open spaces	15,200	9,700
Public works	2,400	800
Grants	5,750	4,450
Burial committee	3,000	3,200
Mayor's allowance	1,350	1,850
Civic Centre	8,204	20,520
Youth fund	2,000	-
Closed churchyard	2,800	2,950
Elections	-	3,000
<b>NET REQUIREMENT - PRECEPT</b>	<b>139,000</b>	<b>141,700</b>
<b>BAND D EQUIVALENT PROPERTIES</b>	<b>1,545.61</b>	<b>1,556.47</b>
<b>COUNCIL TAX CHARGE</b>	<b>£89.93</b>	<b>£91.04</b>

### HEREFORD CITY COUNCIL

	2010/11 £	2011/12 £
Administration	255,685	316,872
Parks and open spaces	40,000	-
City centre management	157,300	179,458
Other specific expenditure	73,485	91,730
Civic and ceremonial events	29,570	41,665
Grants and donations	88,000	98,000
Allotments	11,700	14,175
<b>TOTAL EXPENDITURE</b>	<b>655,740</b>	<b>741,900</b>
Interest received	-	(3,750)
Contributions to reserves	48,300	(25,810)
<b>NET REQUIREMENT - PRECEPT</b>	<b>704,040</b>	<b>712,340</b>
<b>BAND D EQUIVALENT PROPERTIES</b>	<b>17,497.70</b>	<b>17,702.32</b>
<b>COUNCIL TAX CHARGE</b>	<b>£40.24</b>	<b>£40.24</b>

Callow & Haywood Group			
	4,400	4,400	20.54
Clehonger	8,000	8,000	14.96
Clifford	4,000	4,000	15.70
Colwall	60,106	55,758	47.20
Malvern Hills Conservators (Colwall)			
	31,350	31,350	26.54
Cradley	25,000	24,000	30.16
Credenhill	16,000	16,800	24.80
Cusop	6,000	6,500	36.55
Dilwyn	11,545	11,545	37.07
Dinedor	5,600	5,600	43.99
Dinmore	-	-	0.00
Dormington & Mordiford Group			
	8,700	9,155	29.01
Dorstone	1,700	1,700	9.43
Eardisland	12,600	15,000	64.72
Eardisley Group	7,000	7,000	14.03
Eastnor & Donnington			
	3,500	3,500	23.95
Eaton Bishop	5,000	5,000	25.70
Ewyas Harold Group			
	18,190	19,854	43.75
Fownhope	16,000	16,000	36.70
Foxley	1,750	2,500	14.30
Garway	3,570	3,938	22.95
Goodrich & Welsh Bicknor Group			
	5,250	5,600	21.22
Hampton Bishop	7,000	7,000	35.32
Hampton Charles	-	-	0.00
Hatfield and District Group			
	2,000	1,800	8.41
Hereford City	704,040	712,340	40.24
Holme Lacy	10,750	11,400	56.60
Holmer & Shelwick			
	6,000	6,250	10.86
Hope Mansell	1,000	1,800	13.31
Hope under Dinmore Group			
	3,000	3,000	18.25
How Caple, Sollershope & Yatton Group			
	4,250	4,250	27.35
Humber, Stoke Prior & Ford Group			
	3,500	3,500	12.03
Huntington	610	600	12.30
Kentchurch	5,400	5,400	45.58
Kilpeck Group	7,750	7,750	36.74
Kimbolton	5,065	4,450	21.32
Kings Caple	4,000	4,400	28.90
Kingsland	7,000	7,000	14.64
Kingstone & Thruxton Group			
	8,000	8,000	17.97
Kington Rural and Lower Harpton Group			
	2,200	2,200	8.81

Orleton	14,300	14,300	39.66
Pembridge	18,000	18,000	38.56
Pencombe Group	5,750	5,750	28.69
Peterchurch	11,708	11,708	27.78
Peterstow	3,000	3,000	15.59
Pipe and Lyde	1,400	1,400	9.57
Pixley & District	3,500	4,000	17.39
Putley	4,300	4,300	38.38
Pyons Group	5,895	5,895	16.82
Richard's Castle	3,000	3,000	23.21
Ross-on-Wye Town			
	200,000	200,000	55.22
Ross Rural	3,000	3,000	6.73
Sellack	1,300	1,300	11.28
Shobdon	9,200	9,950	31.76
St. Weonards	1,650	3,300	21.39
Stapleton Group	5,250	5,000	33.34
Staunton-on-Wye and District Group			
	2,500	2,500	12.15
Stoke Edith			
	-	-	0.00
Stoke Lacy	6,000	5,000	30.69
Stretton Grandison Group			
	1,500	1,750	7.93
Stretton Sugwas	3,000	3,000	18.36
Sutton	18,500	18,500	47.58
Tarrington	10,000	10,000	41.66
Thornbury Group	2,700	3,000	16.25
Titley and District Group			
	3,750	3,825	16.83
Upton Bishop	8,364	8,364	31.13
Vowchurch & District Group			
	5,000	5,400	16.67
Walford	12,500	12,500	18.68
Wellington	13,500	13,500	32.29
Wellington Heath	7,300	7,300	31.03
Welsh Newton & Llanrothal Group			
	6,530	6,530	44.73
Weobley	7,654	8,139	16.13
Weston Beggard	600	600	7.08
Weston-under-Penyard			
	6,000	6,000	12.26
Whitbourne	10,000	9,000	26.97
Whitchurch & Ganarew Group			
	5,000	7,000	13.58
Wigmore Group	12,000	12,000	32.31
Withington Group			
	15,000	15,000	23.36
Woolhope	5,150	5,275	23.47
Wyeside Group	4,200	4,200	13.06
Yarkhill	2,000	3,000	21.70
Yarpole Group	8,300	8,300	24.67
<b>Total</b>	<b>2,488,463</b>	<b>2,558,423</b>	<b>3,367.31</b>
<b>Average</b>			<b>35.80</b>

<b>LEDBURY TOWN COUNCIL</b>			
<b>2010/11 £</b>			
<b>2011/12 £</b>			
<b>ENVIRONMENT AND LEISURE COMMITTEE</b>			
Amenity and recreation areas	22,755	24,220	
Burial grounds	39,640	47,735	
Recreation and environment	7,665	4,338	
Town and tourism	28,400	30,830	
<b>FINANCE AND GENERAL PURPOSES COMMITTEE</b>			
Administration	111,730	116,470	
Listed buildings	51,611	52,053	
Grants and charities	22,407	22,800	
<b>PLANNING AND ECONOMIC DEVELOPMENT COMMITTEE</b>			
Emergency planning	1,000	1,000	
Jobs fair / business forum	1,000	1,000	
<b>TOTAL EXPENDITURE</b>	<b>286,208</b>	<b>300,446</b>	
Estimated working balance	(23,013)	(34,673)	
<b>NET REQUIREMENT - PRECEPT</b>	<b>263,195</b>	<b>265,773</b>	
<b>BAND D EQUIVALENT PROPERTIES</b>	<b>3,677.78</b>	<b>3,693.60</b>	
<b>COUNCIL TAX CHARGE</b>	<b>£71.56</b>	<b>£71.96</b>	
<b>LEOMINSTER TOWN COUNCIL</b>			
<b>2010/11 £</b>			
<b>2011/12 £</b>			
Administration / accommodation	91,183	90,221	
Allotments	6,500	5,000	
Amenity / environment	13,200	10,550	
CCTV	8,700	9,100	
Festive lights	17,000	15,000	
Grants / community support	34,100	40,850	
Civic	7,100	11,540	
Closed churchyard	7,500	4,000	
Elections	1,000	2,000	
Sport / leisure / recreation	9,000	11,450	
Tourist Information Centre	-	30,000	
Contingency	4,500	3,000	
<b>TOTAL EXPENDITURE</b>	<b>199,783</b>	<b>232,711</b>	
Projected income	(15,882)	(5,932)	
Carried forward from 2010/11	-	(8,500)	
<b>NET REQUIREMENT - PRECEPT</b>	<b>183,901</b>	<b>218,279</b>	
<b>BAND D EQUIVALENT PROPERTIES</b>	<b>4,099.76</b>	<b>4,116.81</b>	
<b>COUNCIL TAX CHARGE</b>	<b>£44.86</b>	<b>£53.02</b>	
<b>ROSS-ON-WYE TOWN COUNCIL</b>			
<b>2010/11 £</b>			
<b>2011/12 £</b>			
Administration	31,150	33,200	
Amenities	66,700	106,600	
Community centre	14,000	14,000	
Donations and grants	24,725	23,525	
Civic	2,900	2,900	
Salaries	40,175	45,000	
Corn Exchange	36,500	36,500	
Weather station	1,170	-	
Town plan enhancement	25,000	-	
<b>TOTAL EXPENDITURE</b>	<b>242,320</b>	<b>261,725</b>	
Income	(20,905)	(20,405)	
Reserves	(21,415)	(41,320)	
<b>NET REQUIREMENT - PRECEPT</b>	<b>200,000</b>	<b>200,000</b>	
<b>BAND D EQUIVALENT PROPERTIES</b>	<b>3,601.66</b>	<b>3,621.66</b>	
<b>COUNCIL TAX CHARGE</b>	<b>£55.53</b>	<b>£55.22</b>	

# Investing for the future

Herefordshire Council plans to spend £55.5 million on capital projects during 2011/12. Capital expenditure creates new community assets (e.g. schools, roads and bridges) and improves existing assets. The indicative capital programme for the following three financial years based on funding allocations is set out below.

The majority of funding is by capital grants from Central Government. The Council also uses capital receipts from the sale of assets to fund new capital projects. The Council could use additional borrowing to fund specific projects if appropriate and prudent to do so, but there is no new scheme borrowing proposed in 2011/12.



<b>Planned Capital Investment</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
<b>Investment by directorate: -</b>			
Children's Services	23,402	4,849	4,849
Resources	6,229	7,028	-
Deputy Chief Executive	482	208	-
Adult Social Care	1,123	-	-
Sustainable Communities	23,413	15,336	9,792
Public Health	289	-	-
Other	539	224	147
	<b>55,477</b>	<b>27,645</b>	<b>14,788</b>
<b>Which is funded by:-</b>			
Government Grants and Contributions	40,297	19,834	14,641
Capital Receipts Reserve	4,260	-	-
Prudential Borrowing	10,920	7,811	147
	<b>55,477</b>	<b>27,645</b>	<b>14,788</b>
<b>Main Capital Schemes:-</b>			
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
Capital Highway Maintenance	10,348	9,985	9,792
Targeted Capital Fund 14-19	7,090	-	-
Academy-Wyebridge Replacement School	5,166	-	-
Primary School Capital Grant	5,566	-	-
Corporate Accommodation	4,784	7,028	-
Herefordshire Superfast Broadband Pilot	1,000	5,000	-

# Council tax demand notice - explanatory notes

## LIABILITY

There will only be one council tax bill per dwelling and it will be payable by the first person(s) who fits the description when looking down the list below:

- a) a resident freeholder (owner)
- b) a resident leaseholder
- c) a resident statutory or secure tenant
- d) a resident with a contractual licence to occupy
- e) a resident who is not included in any of the above
- f) the owner (this applies where the property is unoccupied)

If two or more people fit the same description they will be jointly and severally liable for the whole charge.

Joint and several liability also applies to married couples and couples living together as husband and wife. Since 1st April 2004, full time students are no longer jointly and severally liable for payment.

## COUNCIL TAX VALUATION BANDS

Your property's valuation band, which is shown on your council tax bill, is based upon its estimated open market value at **1st April 1991**, taking into account any significant change to the property since then. It is necessary to choose a single 'valuation date' to ensure all properties are treated alike. Properties are placed in one of the eight bands listed below. The amount of council tax payable will depend upon the band in which the property is placed, e.g. a property in band A



would pay two thirds (6/9ths) of the amount of the property in band D (9/9ths).

### Valuation bands & range charge factor

A	Up to £40,000	6/9
B	£40,001 to £52,000	7/9
C	£52,001 to £68,000	8/9
D	£68,001 to £88,000	9/9
E	£88,001 to £120,000	11/9
F	£120,001 to £160,000	13/9
G	£160,001 to £320,000	15/9
H	over £320,000	18/9

Please note that all council tax banding assessments are available on the Valuation Office Agency Website at [www.voa.gov.uk](http://www.voa.gov.uk).

### EXEMPT DWELLINGS

Some dwellings are exempt, including properties occupied only by students, persons under the age of 18 or severely mentally impaired persons.

An annexe is also exempt if it is occupied, as their main residence, by a dependant relative of someone who is a resident in the main dwelling.

Vacant properties are also exempt which:

- Are unfurnished (exempt for up to six months)
- Are owned by a charity (exempt for up to six months)
- Require or are undergoing structural repair (exempt for up to a year from the date the property first became empty and in need of structural repair)
- Are left empty by someone who has gone to prison
- Are left empty by someone who has moved permanently to receive personal care in a hospital, a home, or elsewhere
- Are left empty by someone who has moved in order to provide personal care for another person
- Are waiting for probate or letters of administration to be granted (and for up to six months after)

- Have been repossessed
- Are the responsibility of a bankrupt's trustee
- Are empty because their occupation is forbidden by law
- Are waiting to be occupied by a minister of religion
- Form part of a single property which includes another dwelling and which may not be let separately from that other dwelling without a breach of planning control
- Are left empty and the owner is a student who last lived in the dwelling as their main home

Forces barracks and married quarters are also exempt; their occupants will contribute to the cost of the local services through special arrangement. If you think your property may be exempt you should contact the council tax office at the address shown at the end of the council tax explanatory notes. Alternatively call in at any of the information centres shown on the last page of this booklet.



## PEOPLE WITH DISABILITIES

If you, or someone who lives with you, need a room, or an extra bedroom, or kitchen, or extra space in your property to meet special needs arising from a disability, you may be entitled to a reduced council tax bill. The bill may be reduced to that of the property in the band immediately below the band shown on the valuation list. If your home is in band A, the regulations allow for a reduction of 1/9th of the band D charge.



If you think you may qualify you should contact the council tax office at the address shown at the end of the council tax explanatory notes. Alternatively call in at any of the information centres shown on the last page of this booklet.

## DISCOUNTS

The full council tax bill assumes that there are two adults living in a dwelling. If only one adult lives in a dwelling (as their main home), the council tax bill will be reduced by a quarter (25%). People in the following groups do not count towards the number of adults resident in a dwelling:

- Full time students, student nurses, apprentices and youth training trainees.
- Patients resident in a hospital or a care home.
- People who are severely mentally impaired.
- People staying in certain hostels or night shelters.
- 18 or 19 year olds who are at, or have just left, school.
- Certain care-workers working at home, for low pay.
- People caring for someone with a disability who is not a spouse, partner, or child under 18.
- Members of visiting forces and certain international institutions.
- Members of religious communities.
- People in prison (except those in prison for non-payment of council tax or fines).

Regulations were introduced from 1st April 2004 with regard to second homes, and empty properties that

have been vacant for over 6 months. The Government has given the discretion to local authorities in England, to reduce the second home discount to a minimum of 10% of the full charge and completely remove the discount in relation to empty properties. Herefordshire Council decided to allow 10% discount with regard to second homes and levy the full charge in case of empty properties. If you think you may be entitled to a discount you should contact the council tax office at the address shown at the end of the council tax explanatory notes. Alternatively, call in at any of the information centres shown on the last page of this booklet.

If your bill indicates that a discount has been allowed, you must tell the Council Tax Office of any changes of circumstances which affects your entitlements. This must be done within 21 days of your becoming aware of the event and if you fail to do so you may be required to pay a penalty of £70.

## APPEALS

The grounds for appeal about valuation bands are restricted to the following cases:

- Where you believe that the banding should be changed because there has been a material increase or material reduction (this is explained later) in the dwelling's value, or;
- Where you start or stop using part of your dwelling to carry out a business or the balance between domestic and business use changes, or;
- Where the listings officer has altered a list without a proposal being made by a tax payer, or;
- Where you become the tax payer in respect of a particular dwelling for the first time (your appeal must be made within six months, but if the same appeal has already been considered and determined by a valuation tribunal it cannot be made again)

A material increase may result from building, engineering or other work carried out on the dwelling. In these cases revaluation does not take place until after a sale – so the person appealing would usually be the new owner or resident.

A material reduction in value may result from the demolition of any part of the dwelling, any change in the physical state of the local area or an adaptation to make the dwelling suitable for someone with a physical disability. In these cases revaluation should take place as soon as possible.

Appeals in respect of valuation bands must be made within six months of moving to a property or being advised of a new band, and in writing, to the Listings Officer whose address is District Valuer and Valuation Officer, Block A, Government Buildings, Whittington Road, Worcester, WR5 2LB. Telephone Worcester (01905) 687600.

You may also appeal if you consider that you are not liable to pay the

council tax, for example because you are not the resident or owner or because your property is exempt, or that a mistake has been made in calculating your bill. If you wish to appeal on these grounds you must notify the Council Tax Office, in writing, in order that the case can be reconsidered. Making an appeal does not allow you to withhold payment of council tax owing in the meantime. If your appeal is successful you will be entitled to a refund of any overpaid council tax. Further details of the appeals procedures (including the role of valuation tribunals) may be obtained from the council tax office.

### HOW TO CONTACT THE COUNCIL TAX BILLING TEAM:

The Council Tax Section,  
PO Box 224, Hereford, HR1 2XW

Tel: 01432 260360

Email: [counciltax@herefordshire.gov.uk](mailto:counciltax@herefordshire.gov.uk)

*If you wish to see the service standards for the collection of council tax please visit the council's website at [www.herefordshire.gov.uk](http://www.herefordshire.gov.uk) or contact the council tax office by one of the methods above.*

# Don't pay more council tax than you have to!

Over 15,000 households in Herefordshire are already getting help with their council tax and rent, through benefits paid by the council. Our claim form includes an application for Free School Meals.

## Cut your Council Tax

Housing Benefit for rent and rebates on council tax are available which can reduce your bill by up to 100%

- Council Tax Benefit is available if you have a low income. You can make a claim if you are working, retired or unable to work. The amount you can get depends on your savings, your weekly income and your family circumstances.
- Second Adult Rebate (an alternative type of council tax benefit) can help reduce your bill by up to 25% (or even 100% for some student households). It is available if you are the only

person in your home who pays the council tax and there is at least one other person aged 18 or over living with you, who is not your partner, or a lodger, or paying you rent. The amount of rebate you can get is then based on the gross income of the other adults in your home.

To find out how much benefit or rebate you could get contact the Benefits Section with your details who will be pleased to give you free confidential advice.

### Extra help for pensioners

Have you claimed Pension Credit yet? If you want to find out more about Pension Credit please phone

the local pensions service for Herefordshire on 0845 6060265.

### Where to go for help and advice

You can call in and pick up a form to claim benefits (and free school meals) from one of the Council's Info Offices. Details of where these are located, with opening times, are shown on the back cover of this booklet or you can visit our website at [www.herefordshire.gov.uk](http://www.herefordshire.gov.uk)

### How to contact the benefits team:

The Benefits Section, PO Box 224, Hereford, HR1 2XW

Tel: 01432 260333

E-mail: [benefits@herefordshire.gov.uk](mailto:benefits@herefordshire.gov.uk)

*Herefordshire Council Benefits Service aims to provide a modern, efficient, effective and secure benefits service which is customer focused, tackles poverty and isolation and minimises barriers to work. If you wish to see our Service Standards for Housing and Council Tax Benefits administration and payment please visit the Council's website at [www.herefordshire.gov.uk](http://www.herefordshire.gov.uk) or contact the benefits service by one of the methods above*



HEREFORD & WORCESTER  
**HWFR**  
FIRE AND RESCUE SERVICE

# Your Fire & Rescue Authority

We have not increased our Council Tax charge this year so just £73.64 from a Band D Council Tax will again go to fund the services provided by Hereford & Worcester Fire and Rescue Authority (FRA). The FRA is made up of 25 Herefordshire Councillors and Worcestershire County Councillors who oversee our budget and give strategic direction to how we deliver our services to you.

**This contribution amounts to just 20p each day per Band D household.**

For this, you receive round the clock reassurance that in the event of an emergency, the Fire and Rescue Service will be on hand to help you. We also spend thousands of hours in your local communities, educating people about the risk of





fires and other emergencies including road traffic collisions. In addition we work extensively with other local partners to protect the young and vulnerable including the fitting of free smoke alarms.

We provide our services from a total of 27 fire stations and a headquarters building. There are five Wholetime Stations; Hereford, Worcester, Kidderminster, Bromsgrove and Redditch which are crewed 24 hours a day. We also operate stations in Malvern, Droitwich and Evesham, which are staffed during the day with crews on call from home at night.

There are a further 19 retained duty (on-call) stations that are crewed by firefighters who are on-call to provide 24 hour cover to their communities, often in addition to their regular employment and respond in a few minutes from their place of main employment or home.

Your contributions help fund a total of 328 full-time operational staff, 369 retained (on-call) firefighters, 25 control room staff who take emergency calls and mobilise our crews, and over 100 support staff who ensure our service runs effectively and efficiently<sup>1</sup>. As part of the nation's resilience against large scale incidents

### COUNCIL TAX 2010-11

In 2011-12 the Fire and Rescue Authority will spend £31.2m providing a comprehensive emergency service to the communities of Herefordshire & Worcestershire. £10.4m will come from the government in the form of grants and the (£20.8m) balance from council tax-payers.

GROSS EXPENDITURE	2010/11	2011/12
	£m	£m
Employees (including Pension Costs)	23.324	23.326
Running Costs	6.950	7.105
Capital Financing	2.205	2.400
Income	(0.170)	(0.169)
<b>Core Budget</b>	<b>32.309</b>	<b>32.662</b>
Special Grant - Urban Search & Rescue	(0.868)	(0.868)
Special Grant - New Dimensions Training	(0.080)	(0.080)
Special Grant - Fire Control Project	(0.238)	0.000
Special Grant - Council Tax Freeze	0.000	(0.519)
<b>GROSS EXPENDITURE</b>	<b>31.123</b>	<b>31.195</b>

we also host specialist equipment including one of 20 national Urban Search and Rescue specialist units.

In 2010 we received 12,919 emergency calls and attended 8,751 incidents. Throughout the year, we rescued 17 people unharmed from fires, 49 people unharmed from road traffic collisions and rescued 212 unharmed people from other situations.

In our area in particular there are also calls for rope and water rescues and to assist when chemicals are spilled. We have highly trained specialist teams to deal with these specific types of emergencies.

In 2010 we completed 3,196 Home Fire Safety Checks and fitted 6,871 smoke alarms in areas where we have identified people who are at greater risk. We also carried out 473 education visits in local schools.

### How are we performing?

We are committed to delivering an excellent service and we will continue to strive to ensure that our communities are made safer from the dramatic and sometimes tragic consequences of fire and other hazards.

### BUDGET REQUIREMENT & COUNCIL TAX PRECEPT

	2010/11	2011/12
	£m	£m
Gross Expenditure	31.123	31.195
Transfer to General Balances	0.271	0.000
<b>Net Budget Requirement</b>	<b>31.394</b>	<b>31.195</b>
Less : Business Rates	(9.315)	(7.950)
Less : Revenue Support Grant	(1.353)	(2.457)
Gross Precept Requirement	20.726	20.788
Less : Surpluses on Collection Funds	(0.083)	(0.031)
Net Precept Requirement	20.643	20.757
Tax-base	280,317	281,861
Band D Equivalent	£73.64	£73.64



We are a consistently high-performing authority with a good record of improvement and financial prudence. In a report published in December 2010, the Audit Commission confirmed that Hereford & Worcester FRA had:

- Its best ever annual performance in terms of the lowest total number of incidents, in addition to delivering a number of five year performance records in key areas
- Focused on achieving priorities through redirecting resources which had improved our front-line services whilst achieving efficiency savings

#### WHY SPENDING HAS CHANGED

	£m
<b>Net Budget Requirement 2010/11</b>	<b>31.394</b>
Less one-off Strengthening of Balances 2010/11	(0.271)
Deletion of Assistant Chief Fire Officer post	(0.140)
Savings from 2010/11 Pay Freeze	(0.150)
Non-Pay Inflation	0.328
Impact of Asset Management Plan and Vehicle Strategy	0.201
Additional On-Call Firefighter Training & Property Maintenance	0.150
Council Tax Freeze Grant	(0.519)
Net Other Changes	0.202
<b>Net Budget Requirement 2011/12</b>	<b>31.195</b>

- A track record of performing within budget whilst achieving good service performance.

We remain one of the highest performing combined authorities yet in 2010/11 received a lower government grant per head than any other combined authority in England.

#### What will your money go towards this year?

This year, your money will help us to procure and replace the necessary equipment and vehicles to ensure the safety of our communities and our firefighters.

We will continue to deliver safety advice, particularly to vulnerable people within our communities. We will continue to work with other emergency services, agencies and schools to make our communities safer and help improve community well-being.

The development of our environmental strategy will help us to reduce our impact on the environment, improve sustainability and focus on carbon reduction.

Ultimately, your Council Tax will go towards ensuring our firefighting and rescue response to emergency calls remains effective, and that we continue to perform well.

## Further help and advice is available from:

### Customer Service Centre - Ross

Ross Library, Cantilupe Road, Ross-on-Wye,  
HR9 7AN Tel: 01432 260500

#### Opening hours

Monday	8.45am – 5.15pm
Tuesday	8.45am – 7.00pm
Wednesday	8.45am – 5.15pm
Thursday	8.45am – 5.15pm
Friday	8.45am – 5.15pm
Saturday	9.30am – 4.00pm
Sunday	Closed

### the Bromyard Centre

1 Cruxwell Street, Bromyard, HR7 4EB  
Tel: 01432 260500

#### Opening hours

Monday	8.15am – 9.30pm
Tuesday	9.00am – 9.30pm
Wednesday	8.15am – 9.30pm
Thursday	9.00am – 9.30pm
Friday	8.15am – 9.30pm
Saturday	9.00am – 4.00pm
Sunday	9.00am – 4.00pm

### the Hereford Centre - Garrick House

Widemarsh Street, Hereford, HR4 9EU  
Tel: 01432 260500

#### Opening hours

Monday	8.45am – 5.15pm
Tuesday	8.45am – 5.15pm
Wednesday	8.45am – 5.15pm
Thursday	8.45am – 5.15pm
Friday	8.45am – 4.45pm
Saturday	9am – 1pm
Sunday	Closed

### Customer Service Centre - Leominster

11 Corn Square, Leominster, HR6 8YP  
Tel: 01432 260500

#### Opening hours

Monday	8.45am – 5.15pm
Tuesday	8.45am – 5.15pm
Wednesday	8.45am – 5.15pm
Thursday	8.45am – 5.15pm
Friday	8.45am – 4.45pm
Saturday	Closed
Sunday	Closed

### Info Shop - Ledbury

St Katherines, High Street, Ledbury,  
HR8 1EA Tel: 01432 260500

#### Opening hours

Monday	8.45am – 5.15pm
Tuesday	8.45am – 5.15pm
Wednesday	8.45am – 5.15pm
Thursday	8.45am – 5.15pm
Friday	8.45am – 4.45pm
Saturday	Closed
Sunday	Closed

### the Kington Centre

64 Bridge Street, Kington, HR5 3DJ  
Tel: 01432 260500

#### Opening hours

Monday	9.00am – 4.00pm
Tuesday	9.00am – 6.00pm
Wednesday	9.00am – 12.00pm
Thursday	9.00pm – 4.00pm
Friday	9.00am – 4.00pm
Saturday	9.00am – 12.00pm
Sunday	Closed

If you need help to understand this document, or would like it in another format or language, please call 01432 260500 or send an e-mail to: [counciltax@herefordshire.gov.uk](mailto:counciltax@herefordshire.gov.uk)

# [www.herefordshire.gov.uk](http://www.herefordshire.gov.uk)