

Your council tax and business rates explained 2010–2011



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This booklet sets out the council's spending plans and information on council tax and business rates for 2010/11

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or community languages, please contact us:

Telephone: **0117 975 5785** • Fax: **0117 975 5730** • Textphone: **0117 975 5785**
or email: **communication.taxation@bristol.gov.uk** to obtain the version you want

An improving council

Bristol City Council has continued to build on the improvements to services delivered to you. These improvements have been recognised by the latest Comprehensive Area Assessment by the government watchdog the Audit Commission that rated Bristol three out of four, up from a two rating, which is described as “improving well”.

Inspectors particularly highlighted the city council’s efforts to tackle poor performance, its strong partnership working, and community safety.

The Audit Commission found that the council had performed well in the following areas:

- The council’s adult social care services perform well overall.
- The council responded quickly and strongly to the economic downturn, and its recession action plan is effectively focused on the support for those who are most affected.
- The council understands the nature of its changing communities well.
- The council is ambitious about what it wants to achieve for the people of Bristol and consults widely on its priorities.

The council’s budget explained in this booklet helps us to achieve our key priorities:

- Spending your money most efficiently, and coping with cost pressures.
- Improving the environment and looking after your neighbourhood.
- Improving our high-skilled future, and promoting the city’s sustainable economic growth.
- Looking after the most vulnerable people in the city.

For more information on the Audit Commission report visit www.audit-commission.gov.uk/oneplace

How the council works

The people of Bristol are represented on Bristol City Council by 70 elected councillors – two for each of the city's 35 electoral areas (wards). Annually, these councillors elect a leader and executive members from amongst their number to form a cabinet. The Cabinet provides accountable leadership to the city and takes key policy decisions on behalf of the council.

www.bristol.gov.uk/cabinet

All councillors meet throughout the year to agree major policy issues not delegated to the Cabinet including the priorities, budget and council tax set out in this booklet. Councillors also serve on regulatory committees dealing with planning applications, licensing matters and public rights of way. Cabinet, council and regulatory meetings are held in public. Residents and local businesses have a right to make submissions about important issues to these meetings – **www.bristol.gov.uk/meetings**

Delivering services

On a day-to-day basis, services are delivered by officers employed by the council. These employees are led by a Strategic Leadership Team consisting of the Chief Executive, the Deputy Chief Executive and Strategic Directors for Resources; Transformation; Health and Social Care; Children, Young People and Skills; Neighbourhoods and City Development. The city's Director of Public Health – a joint appointment with Bristol NHS – is also a member of the Strategic Leadership Team.

www.bristol.gov.uk/services

www.bristol.gov.uk/management

Monitoring progress

Councillors also serve on scrutiny commissions and select committees that advise the Cabinet and chief officers on policy, monitor services and hold the Cabinet to account for its decisions – **www.bristol.gov.uk/scrutiny**

The public also plays an important role in scrutinising services by taking part in consultations and giving feedback through our “fair comment” system. Visit **www.bristol.gov.uk**

Spending and the council tax 2010/11

The city council has set a council tax of £1,338.95 at band D for 2010/11. This is an increase of 2% over 2009/10. When the amounts required by the police and fire authorities are added to this, a total tax of £1,567.36 will be due for a band D property.

The average council taxpayer in Bristol pays approximately 75% of a band D council tax.

As well as providing for the anticipated effect of inflation, the council's budget for 2010/11 includes a net increase in spending on services of around £4million, after taking account of efficiency savings across all services and other adjustments amounting to some £8.5million. The overall budget is funded by an increase in the general grant from central government, just below the national average increase, the availability of one off resources (mainly reserves and some specific government grants) and the 2% increase in council tax – well within government target levels.

In addition to backing a range of ongoing projects to improve services, the budget includes significant changes which reflect local people's priorities, including:

- An extra £831,000 to pay for existing services that were previously paid for by special government grant that has been phased out
- £300,000 additional income through a review of charges made for some services, eg community support and supported living
- £180,000 saving from reducing the number of senior managers
- An extra £100,000 spending on waste collection and disposal, largely due to the rising cost of landfill tax
- £500,000 investment to develop 14 Neighbourhood Partnerships and Forums across the city, in particular to enable more influence to be exercised in each area
- £250,000 to provide a park keeper for every major park in the city
- £500,000 to develop and implement an energy plan for the city that will enable Bristol to flourish whilst cutting carbon emissions and reducing energy use
- £500,000 to grow the city's digital economy, including assistance to disadvantaged communities and the business sector

How the council tax is calculated

The council decides how much it needs to spend on all the services for the coming year, taking account of the need for services and the impact on the council tax. It then deducts the amount it expects to raise in income from services and the contribution from central government. This leaves the amount that needs to be raised through the council tax. For 2010/11 this is £179.4m.

The sum is then divided by the city's taxbase. This is the total number of properties in each of the eight valuation bands, adjusted to a band D equivalent and to allow for discounts and the predicted collection rate. The taxbase for 2010/11 is 133,977.

Together with the amounts which are required by the police and fire authorities, this produces the total council tax to be set and collected by the council. In 2010/11 the total tax will be made up as shown:



● Council services £1,338.95
 ● Police authority £168.03
 ● Fire authority £60.38

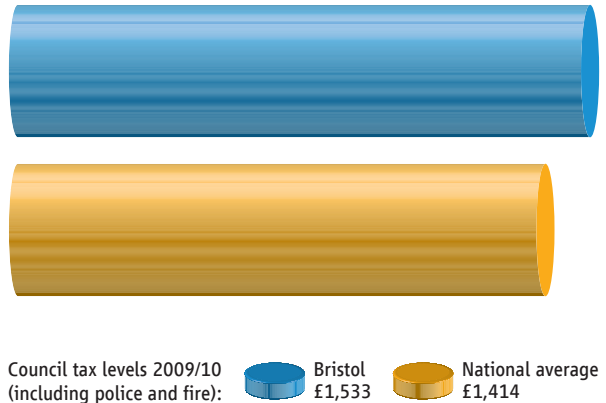
Depending on which valuation band your property has been placed in by the Valuation Office, and subject to any discounts, the amount you will actually be required to pay is set out below.

Band	Proportion of Band D	Bristol City Council	Police authority	Fire authority	Total
		£	£	£	£
A	6/9	892.63	112.02	40.25	1,044.90
B	7/9	1,041.41	130.69	46.96	1,219.06
C	8/9	1,190.18	149.36	53.67	1,393.21
D	9/9	1,338.95	168.03	60.38	1,567.36
E	11/9	1,636.49	205.37	73.80	1,915.66
F	13/9	1,934.04	242.71	87.22	2,263.97
G	15/9	2,231.58	280.05	100.63	2,612.26
H	18/9	2,677.90	336.06	120.76	3,134.72

Further information on the spending plans of the fire and police authorities, including efficiency performance, is included on pages 22–28.

How does Bristol's council tax compare?

Bristol's band D council tax for 2009/10 (including the amounts required by the police and fire authorities) is 39th highest in the country, 8.4% above the national average. This reflects historically high spending relative to government funding levels on education and social services. The tax rate in Bristol, compared to the national picture, in recent years is shown in the diagram.



In terms of the average council tax, based on the total number of chargeable properties, Bristol's tax is around 1% below the national average.

Efficiency performance

All councils are required to measure and report the value of efficiency savings they have achieved since April 2008. The value of efficiency savings achieved by the council by the end of March 2009 was £10m and the amount forecast to be achieved by the end of March 2010 is £19.6m.

In terms of a Band D council tax, the savings forecast to be achieved by March 2010 would equate to £148 which compares to a figure of £169 for similar authorities across England. Targets for efficiency savings are set across the council and enable investment in priorities for service improvement.

Spending on services and government funding

The council's net spending is financed by support from the government, with the balance being met by the council taxpayer. Support from the government is through the formula grant. This is paid to the council as a contribution towards its total spending and comprises the national non-domestic rate (the “business rate”) and a general grant, known as the revenue support grant.

The amount of revenue support grant paid depends on the government's formula for assessing the relative needs of each council. The formula also includes an adjustment which recognises differences in the amount of local income which individual councils have the potential to raise. Individual councils are guaranteed a minimum increase in grant, which is paid for by limiting increases above this level. Bristol's grant for 2010/11 is reduced by £4.2m as Bristol's “contribution” towards the cost of meeting these minimum increases.

Bristol's formula grant for 2010/11 amounts to £166.9m and will meet around 45% of the council's net budget. The grant is 2.5% above the equivalent figure for 2009/10 and compares with a national increase of 2.6%. Spending on schools is funded separately by the government, through the Dedicated Schools Grant.

As well as central government grant, the total amount which council taxpayers are asked to meet also takes into account the council's share of any surplus or deficit on the collection fund in respect of the previous year's council tax:

	£m	£m
Net budget requirement (see following page)		345.3
Less revenue support grant	21.2	
– share of national non-domestic rate	145.7	(166.9)
		178.4
Add collection fund deficit		1.0
Amount to be met by council taxpayers		179.4

How does the council plan to spend the money?

In the year beginning 1 April 2010, the council is planning to spend a total of £345.3m, after taking account of funding from the area based grant, on the provision of services to the citizens of Bristol. The expenditure and income for each of the main services is set out below:

2009/10			Services	2010/11		
Total spend	Income	Net spend		Total spend	Income	Net spend
£m	£m	£m		£m	£m	£m
323.6	243.2	80.4	Children and young people's	337.4	258.3	79.1
164.2	43.1	121.1	Adult community care	200.8	47.2	153.6
37.1	12.1	25.0	Highways and transport	39.9	13.9	26.0
28.6	2.1	26.5	Refuse collection and disposal	28.8	2.8	26.0
45.7	10.3	35.4	Leisure and recreation	41.8	10.1	31.7
168.4	165.3	3.1	Housing and council tax benefits	193.1	190.8	2.3
136.1	76.7	59.4	Other services	114.8	50.8	64.0
903.7	552.8	350.9	Total spend on services	956.6	573.9	382.7
2.1	–	2.1	Contingencies	2.1	–	2.1
15.9	5.0	10.9	Capital financing costs	15.3	3.0	12.3
0.8	–	0.8	Land drainage/flood defence	0.8	–	0.8
922.5	557.8	364.7	Total spend	974.8	576.9	397.9
		(23.9)	Less Area based grant			(47.9)
		(3.2)	Transfer from reserves and balances			(4.7)
		337.6	Net budget requirement			345.3

More detailed information on the council's spending is contained in the Revenue Budget 2010/11. This can also be accessed in the Central Library, or via the council's website at www.bristol.gov.uk/budget

Why has council spending increased over last year?

The council's net spending has been fixed at £345.3 million for 2010/11, after taking account of funding from the area based grant. This compares with the 2009/10 budget of £337.6 million, a net increase of £7.7 million, or 2.3%. The changes from 2009/10 are as follows:

	£m	£m
Budget 2009/10		337.63
Additions:		
Pay and price inflation	5.27	
Net growth in spending on services	12.59	
Increased cost of borrowing for capital purposes	1.44	
		19.30
Reductions:		
Savings from efficiency improvements	(8.51)	
Increased use of balances and reserves	(1.55)	
Other net adjustments	(1.61)	
		(11.67)
Budget 2010/11		345.26

Levies on the council

The Environment Agency and Lower Severn Internal Drainage Board charge the council by way of a levy for flood defence and land drainage. Details are as follows:

	Gross Exp	Total levies requirement	Levy on city council
	£m	£m	£'000
Environment Agency			
– Midlands Region	63.8	3.0	3
(2009/10)	(56.0)	(3.1)	(3)
– South West Region	31.8	3.2	413
(2009/10)	(31.8)	(3.1)	(402)
Lower Severn IDB			
(2009/10)	1.5	0.7	439
	(1.5)	(0.7)	(398)

Facts about your council tax bill

Council tax is based on two adults living in the property.

- ❑ If only one person is resident they may be entitled to a 25% discount.
- ❑ If nobody is resident the bill may be reduced by up to 50%.
- ❑ Some properties could be 100% exempt even if they are occupied.
- ❑ Certain types of people may not be counted as adults living in the property for council tax purposes.

Discounts

Some people are not counted as adults living in the property for council tax purposes, for example:

- ❑ Full-time students, student nurses, apprentices, youth training trainees and foreign language assistants.
- ❑ 18- and 19-year-olds who are at, or have just left, school or college.
- ❑ Patients resident in hospital or who are being looked after in care homes.
- ❑ People who are severely mentally impaired.
- ❑ People in certain hostels or night shelters.
- ❑ Care workers on low pay, usually for charities.
- ❑ People caring for a disabled person who is **not** a partner or child under 18.
- ❑ Members of religious communities.
- ❑ People in detention (except those in detention for non-payment of council tax or a fine).
- ❑ Spouses of students where they are non-British subjects and are prevented by immigration regulations from taking paid employment or claiming benefits.
- ❑ Members and dependants of visiting forces.

You must tell us, within 21 days, of any change of circumstances that may affect your entitlement to an exemption or discount.

Exemptions

Some homes are exempt from council tax. These include properties occupied only by students, people aged under 18, people who are severely mentally impaired, or annexes occupied by a dependant relative. They also include empty properties 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 alteration or major repair (exempt for up to twelve months).

If you own an empty property that you would like to bring back into use, call the Empty Properties Officer for free advice on 0117 914 1200 or 0117 353 2665.

Second homes

If you have an additional furnished property or a second home you may qualify for a discount on bills of 10%. However, there are certain circumstances – for example where the liable person is required to live in job-related accommodation elsewhere as part of their employment – where the discount will be 50%.

Reduction for people with disabilities

If someone in your home needs an extra room or space to meet their special needs arising from a disability, you may be entitled to a reduced council tax bill. Your bill may be reduced by one band or, if your property is in band A, you will be entitled to a reduction equivalent to one-ninth of the band D charge.

Council tax valuation bands

The Valuation Office Agency (VOA), part of the Inland Revenue and not the city council, has put every property into one of eight valuation bands. A full list of these bands is available on the VOA website at www.voa.gov.uk.

Your bill states which band applies to your home. The valuation is based on an estimate of how much it was worth on 1 April 1991.

Valuation band	Range of value: From	To
A	Up to and including	£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	

Appeals

You may appeal against the band in which your property has been placed if you are the new taxpayer for the property (within six months). Grounds are restricted and depend upon certain material changes in the property value. Information can be obtained from the Valuation Office Agency, 4th Floor, City Point, Bristol BS1 6PL. Telephone 0117 930 2200.

You can appeal to the council if you think you are not liable to pay council tax, for example because you are not the resident or owner, or because your property is exempt.

An appeal against your banding or your liability does not allow you to withhold payment. If your appeal is successful you will be entitled to a refund of any overpaid tax.

Council tax benefit

You can claim benefit to help with your council tax if you are on a low income and have less than £16,000 savings.

Second adult rebate can be applied for if you do not have a partner but share your home with someone over 18 who is not paying rent and is on a low income.

If you are already receiving council tax benefit, any new entitlement will be worked out automatically and should be shown on your bill. If you wish to notify us of a change in circumstances, please contact the Benefits section.

Applications should be made as soon as possible as we can only pay benefit from the Monday after the date of your claim. You can apply by telephone, email or in person (see page 19) or for more information visit the council website at www.bristol.gov.uk/benefits

Facts about business rates

Non-domestic rates, or business rates, collected by local authorities are the way that those who occupy non-domestic property contribute towards the cost of local services. Except in the City of London where special arrangements apply, the rates are pooled by central government and redistributed to local authorities as part of the annual formula grant settlement. The money, together with revenue from council tax payers, revenue support grant provided by the government and certain other sums, is used to pay for the services provided by your local authority and other local authorities in your area.

Rateable value

Apart from properties that are exempt from business rates, each non-domestic property has a rateable value which is set by the Valuation Office Agency (VOA), an agency of HM Revenue and Customs. It draws up and maintains a full list of all rateable values, available on their website at **www.voa.gov.uk**

The rateable value of your property is shown on the front of this bill. This broadly represents the yearly rent the property could have been let for on the open market on a particular date. For the revaluation that came into effect on 1 April 2010, this date was set as 1 April 2008.

The valuation officer may alter the value if circumstances change. The ratepayer (and certain others who have an interest in the property) can also appeal against the value shown in the list if they believe it is wrong.

Further information may be found on the VOA website or from:

▣ The Valuation Office Agency (Bristol)

4th Floor, City Point

Temple Gate

Bristol

BS1 6PL

Telephone 0117 930 2200

National non-domestic rating multiplier

The local authority works out the business rates bill by multiplying the rateable value of the property by the appropriate multiplier. There are two multipliers: the standard non-domestic rating multiplier and the small business non-domestic rating multiplier. The former is higher to pay for

small business rate relief. The government sets the multipliers for each financial year for the whole of England according to formulae set by legislation. Between revaluations the multipliers change each year in line with inflation and to take account of the cost of small business rate relief. In the year of a revaluation, the multipliers are rebased to account for overall changes to total rateable value and to ensure that the revaluation does not raise extra money for Government. The current multipliers are shown on the front of the bill.

Revaluation 2010 and transitional arrangements

All rateable values are reassessed every five years at a general revaluation. The current rating list is based on the 2010 revaluation. Five-yearly revaluations make sure each ratepayer pays their fair contribution and no more, by ensuring that the share of the national rates bill paid by any one ratepayer reflects changes over time in the value of their property relative to others. Revaluation does not raise extra money for Government.

Whilst the 2010 revaluation will not increase the amount of rates collected nationally, within this overall picture, over a million properties will see their business rate liabilities reduced and some ratepayers will see increases.

For those that would otherwise see significant increases in their rates liability, the Government has put in place a £2billion transitional relief scheme to limit and phase in changes in rate bills as a result of the 2010 revaluation. To help pay for the limits on increases in bills, there also have to be limits on reductions in bills. Under the transition scheme, limits continue to apply to yearly increases and decreases until the full amount is due (rateable value times the appropriate multiplier). The scheme applies only to the bill based on a property at the time of the revaluation. If there are any changes to the property after 1 April 2010, transitional arrangements will not normally apply to the part of the bill that relates to any increase in rateable value due to those changes. Changes to your bill as a result of other reasons (such as because of changes to the amount of small business rate relief) are not covered by the transitional arrangements.

The transitional arrangements are applied automatically and are shown on the front of the bill. Further information about transitional arrangements and other reliefs may be obtained from Bristol City Council or the website **www.businesslink.gov.uk**

More information on revaluation 2010 can be found at **www.voa.gov.uk**

Unoccupied property rating

Business rates will not be payable in the first three months that a property is empty. This is extended to six months in the case of certain industrial properties. After this period, rates are payable in full unless the unoccupied rate has been reduced by the government by order. In most cases, the unoccupied property rate is zero for properties owned by charities and Community Amateur Sports Clubs. In addition, there are a number of exemptions from the empty rate. Full details on exemptions can be obtained from the local authority. If the unoccupied property rate for the financial year has been reduced by order, it will be shown on the front of this bill.

Partly occupied property relief

A ratepayer is liable for the full non-domestic rate whether a property is wholly occupied or only partly occupied. Where a property is partly occupied for a short time, the local authority has discretion in certain cases to award relief in respect of the unoccupied part.

Small business rate relief

This relief is only available to ratepayers who apply to their local authority and who occupy either:

- a** one property, or
- b** one main property and other additional properties, providing those additional properties each have a rateable value which does not exceed £2,599.

The rateable value of the property mentioned in **a**, or the aggregate rateable value of all properties mentioned in **b**, must not exceed £17,999 outside London or £25,499 in London on every day for which relief is being sought. If the rateable value, or aggregate rateable value, increases above those levels, relief will cease from the day of the increase.

Ratepayers who satisfy these conditions will have the bill for their single or main property calculated using the lower small business non-domestic rating multiplier rather than the ordinary non-domestic rating multiplier that is used to calculate the liability of other businesses.

In addition, if the single or main property is shown on the rating list with a rateable value of up to £12,000, the ratepayer will receive a percentage

reduction in their rates bill for this property up to a maximum of 50% for a property with a rateable value of not more than £6,000.

If an application for relief is granted, provided the ratepayer's circumstances do not change, they will not need to re-apply for relief in each new valuation period.

Certain changes in circumstances will need to be notified to the local authority by the ratepayer (other changes will be picked up by the local authority). The changes which must be notified are:

- a** the ratepayer taking up occupation of a property they did not occupy at the time of making their application for relief; and
- b** an increase in the rateable value of a property occupied by the ratepayer in an area other than the area of the local authority which granted the relief.

Notification of these changes must be given to the local authority within four weeks of the day after the day the change happened. If this happens, there will be no interruption to the ratepayer's entitlement to the relief. A notification that the ratepayer has taken up occupation of an additional property must be by way of a fresh application for relief; notice of an increase in rateable value must be given in writing.

Full details on the eligibility criteria and on how to apply for this relief are available from the local authority.

Charity and registered community amateur sports club relief

These are entitled to 80% relief where the property is occupied by the charity or club and is wholly or mainly used for charitable purposes or as a registered community amateur sports club. The local authority has discretion to give further relief on the remaining bill.

Non-profit making organisation relief

The local authority has discretion to give relief to non-profit making organisations.

Hardship relief

The local authority has discretion to give relief in special circumstances.

Deferred payment of 2009/10 rates liabilities

Ratepayers in 2009/10 were able to defer payment of 3% of their 2009/10 rates bill and, where applicable, 60% of the increase in that bill due to the ending of the 2005 rating list transitional relief scheme. The right to apply for deferral has now ended. For those ratepayers who applied for this scheme, the deferred amount to be collected in 2010/11 and 2011/12 will be included in the bills for each of those years respectively.

Rating advisers

Ratepayers do not have to be represented in discussions about their rateable value or their rates bill. Appeals against rateable values can be made free of charge. However, ratepayers who do wish to be represented should be made aware that members of the Royal Institution of Chartered Surveyors (RICS – website: www.rics.org) and the Institute of Revenues Rating and Valuation (IRRV – website: www.irrv.org.uk) are qualified and are regulated by rules of professional conduct designed to protect the public from misconduct. Before you employ a rating adviser, you should check that they have the necessary knowledge and expertise, as well as appropriate indemnity insurance. Take great care and, if necessary, seek further advice before entering into any contract.

Paying your council tax or business rate



Pay by direct debit and avoid the risk of incurring recovery costs due to late payment.

You are safeguarded by the direct debit guarantee that automatically allows the return of any payment to your bank account if either the city council or your bank makes an error.



You can pay at any of these outlets using your plastic payment card or bar-coded document (such as your bill). A list of the outlets in the Bristol area is available on the council tax website.



You can pay over the phone with a debit or credit card on 0870 707 7776. This is a 24-hour service, available seven days a week.

Details of all the payment methods available are shown on the back of your bill.

Online services

You can access facilities online for:

- seeing a statement of your account giving information about liability, payments, balances and reliefs and e-billing enabling you to receive bills electronically
- enabling you to make payments via the Internet
- seeing detailed information about council tax and business rates via the council website
- e-forms – new interactive forms have been introduced that enable you to advise us if you are moving in or out of a property, applying for a single adult discount or making a general enquiry. In addition, other forms are available for you to download.

How to contact us

- Council tax or business rates

Write to: Local Taxation, PO Box 968, Bristol BS99 1ZG

Helpline: Council Tax 0117 922 2900

Business Rates 0117 922 3300

Fax: 0117 975 5730

Textphone: 0117 357 4444

Website: www.bristol.gov.uk

email: council.tax@bristol.gov.uk

business.rates@bristol.gov.uk

- Council tax benefits

Write to: Benefits Section, PO Box 43, Bristol BS99 1BF

Helpline: 0117 922 2300

Fax: 0117 352 6400

Website: www.bristol.gov.uk

email: www.benefit.enquiry@bristol.gov.uk

2005-2006

Promoting Racial Equality

2006-2007

*Transforming the Delivery of
Services Through Partnerships*

2007-2008

Healthy Schools

2007-2008

*Preventing and Tackling
Anti-social Behaviour*



Contacting the council

Children and young people's services		– Kingsdown	942 6582
Children at risk		– St Pauls Academy	377 3405
– East/central Bristol	903 6774	– Withywood	377 2294
– North Bristol	903 8700	Leisure centres with pools	
– South Bristol (Hartcliffe)	353 2160	– Easton	955 8840
– South Bristol (Knowle)	903 8313	– Henbury	353 2555
– Emergencies		– Horfield	903 1643
out of hours	0145 461 5165	Specialist sports facilities	
Disabled children	903 8250	– City of Bristol	
Family information service	0845 129 7217 or askcyps@bristol.gov.uk	Gymnastics Centre	377 3420
Fostering and adoption service	353 4200	– Portway Rugby	
Free school meals	903 7990	Development Centre	353 2737
Home education	903 9770	Swimming pools	
School governors	903 1396	– Bishopsworth	964 0258
School travel	903 7672	– Bristol South	966 3131
Student finance	903 6666	– Jubilee	977 7900
Work permits	353 3685	Transport and travel	
Youth offending team	903 6480	Bus stops and shelters	922 2855
Youth service	352 5716	Concessionary travelcards, disabled & residents' parking	922 2949
Entertainment		Community transport	922 2949
Colston Hall	922 3686	Cycling and walking	903 6822
Events	922 3148	Night buses	922 4454
Housing		Park and ride	922 2910
Council housing	922 2200	Parking services	922 3091
HomeChoice Bristol	922 2400	Road safety education	922 4383
Housing benefit	922 2300	Roadworks information	903 1212
Parks		Traffic management	903 6822
Allotments	922 3737	Traffic signal faults	0800 854 229
Ashton Court visitor centre	963 9174	Other council numbers	
Conservation	922 3750	Cemeteries and crematoria	
Parks enquiries	922 3719	– Avon View, Brislington, Canford, Greenbank, Henbury, Ridgeway Park and Shirehampton	903 8280
Sports and leisure			
Leisure centres			
– Ashton Park	377 3300		

– South Bristol	903 8330	Lord Mayor’s office	903 1450
Consultation	922 2848	Markets	922 4014
Emergencies out-of-hours	922 2050	Museums	
Empty homes	914 1200	– Blaise Castle House Museum	903 9818
Equalities	922 2329	– Bristol City Museum & Art Gallery	922 3571
Grants		– Georgian House	921 1362
– Community groups	903 6437	– Red Lodge	921 1360
– Historic buildings	922 2966	Pest control, dog wardens, pollution and public safety	922 2500
– Housing repair and improvement (privately owned and rented)		Planning & building regulations	922 3000
– North Bristol	903 8704	Property (estates information)	903 7620
– Central Bristol	903 8980	Records office	922 4224
– South Bristol	377 2532	Register office	922 2800
– Sports	352 5040	Trading standards	922 3604
– Youth and play services	352 5716	Translation and interpreting service	903 6400
Gypsies and travellers	352 5009	Trees	
Harbour master	903 1484	– Preservation orders	922 3097
Health and social care		– Street trees	922 3365
– Care Direct	922 2700	Voting and voter registration	922 3790
– Complaints	987 4222	Other key numbers	
– Emergencies out of hours	0145 461 5165	Benefit fraud hotline	0500 554 535
Homelessness advice and help	914 1188 or 353 4007	Consumer advice	0845 404 0506
Household waste and street maintenance	922 2100	Energy efficiency	0800 512 012
Invest in Bristol	922 2928	Safer Bristol	914 2222
Land charges	922 3506	Tourist information centre	0333 321 0101
Library opening hours and automated renewals	0845 002 0777	Traveline timetable	0871 200 2233
Licensing	914 2500		

Bristol City Council general switchboard: 0117 922 2000

Textphone (for hearing impaired): 0117 357 4444

For details of how to contact your local councillor visit
www.bristol.gov.uk/councillors or call 0117 922 2652.



AVON FIRE AUTHORITY

Public safety through preventing, protecting and responding



Avon Fire & Rescue Service (AF&RS), under the direction of Avon Fire Authority, works in partnership with organisations and agencies to help prevent emergencies. Providing free services to protect all its communities, Avon Fire & Rescue Service targets those most at risk from fire in the home or on the roads. In the event of an emergency AF&RS is fully trained and prepared to respond.

Efficiency information

Avon Fire Authority is required to report the value of efficiency savings that have been achieved since April 2008. During 2008/09 efficiency savings of £1,037,000 were achieved and a further £441,000 is expected to be made during 2009/10, bringing the cumulative efficiency savings achieved to £1,478,000.

The value of these forecast cumulative savings on a Band D Council Tax is £4, which is equal to the national average for similar authorities.

Avon Fire Authority has recently been assessed by the Audit Commission as “Performing well” under the Government’s Comprehensive Area Assessment. The service delivers good value for money and has a solid track record of operating within budget. The efficiency savings achieved were praised, together with providing local tax payers with lower than average Council Tax rates compared to other fire and rescue services across the country. Avon has the sixth lowest Council Tax of the Combined Fire Authorities.

Where each pound goes



For further information please contact: Avon Fire & Rescue Service, Temple Back, Bristol, BS1 6EU Telephone: 0117 926 2061
www.avonfire.gov.uk

Annual budget

Avon Fire Authority has set its budget at £47.086m after allowing for a Government grant increase of 0.5%. This gives a Council Tax of £60.38 per Band D property, an increase of 2.98% on last year, which is equivalent to £1.75 per annum or three pence per week.

The budget includes allowance for the cost of inflation, improvements to our service identified within our Integrated Risk Management Plan (IRMP) and capital funding costs.

Spending plans

	2009/10 (£m)	2010/11 (£m)
Total fire expenditure	48.308	48.916
Use of reserves	-0.500	-0.100
Income	-1.684	-1.730
Total	46.124	47.086
Revenue support grant	4.642	3.155
Share of NNDR*	20.113	21.724
Council tax	21.238	22.097
Collection fund surplus	0.131	0.110
Total	46.124	47.086

The main changes in spending from 2009/10 to 2010/11 are identified below.

Main changes in expenditure	(£m)
2009/10 Budget requirement	46.124
Inflation	0.285
Capital Financing/Lease charges	0.197
Other	0.532
Use of reserves	0.400
Savings	-0.452
Total	47.086

* NNDR - Business rates

Capital requirements

Avon Fire Authority has set a Capital Programme for 2010/11 of £2.765m (excluding slippage), compared with £2.650m for 2009/10. The programme includes vehicle replacement, refurbishment of premises and replacement of computer and communications equipment.

	2010/11 (£m)
Premises	0.720
Vehicles and equipment	1.775
IT and communications	0.270
Total	2.765

For further information visit our website: www.avonfire.gov.uk

Avon & Somerset Police Authority

your police | your voice



Avon and Somerset Police Authority and Constabulary

What matters to you

The Police Authority and Constabulary have worked hard on this year's budget to ensure the financial impact on our communities, through the police part of the council tax, is kept to an absolute minimum while still ensuring the force not only maintains its good performance but also improves.

We have made great strides in reducing crime and bringing offenders to justice, we have achieved the lowest recorded crime rate for a decade and nearly a 10% rise in

people's confidence in policing within Avon and Somerset.

In the coming year we will continue to improve the quality of local policing and further develop trust and confidence in the services we provide. Neighbourhood Policing teams are vital to the success of policing within Avon and Somerset and we will continue to make sure officers and PCSOs are readily accessible to local communities. This, coupled with our attack on serious and organised crime, will help deliver a quality policing service to ensure you feel safe and are safe.

The Budget 2010/11 and what it means to you...

The Police Authority has balanced the need to keep costs as low as possible for residents while reflecting the policing needs of our communities and maintaining frontline policing.

We continue to lobby for a fair deal in the police grant settlement which makes up the majority of Police Authority funding (66%). However the economic situation and anticipated forthcoming public sector spending constraints will have a significant impact on resources available for policing. Each year Avon and Somerset Police Authority loses £12 million a year that it is assessed to need. By the end of the funding cycle (2010/11) the Police Authority will have lost nearly £59 million due to the funding formula. This equates to 272 extra Police Constables or 409 PCSOs who could have been employed every year in Avon and Somerset.

For the 2010/11 police budget we seek to **maintain frontline policing numbers** and existing services.

In order to do this we have had to identify significant efficiency savings. This has been possible due to the work we have done through collaboration and partnerships like our joint venture with Southwest One Limited.

In 2010/2011 the Authority expects to spend £280.72 million (£270.43 million 2009/10) on policing services for you and your local community.

The police council tax precept forms part of the overall council tax you pay and details are shown on the face of your council tax bill. This represents a total cost of £168.03 per year to the average council taxpayer in Avon and Somerset including the rise of £6.77 for 2010/2011.

Down to the detail

The following table shows the main reasons for the changes to the budget from 2009/10 to 2010/11 together with details of how the budget is financed.

	£m
Budget for 2009/10	270.43
One-off adjustments to base budget	1.71
Pay and Price Inflation	6.55
Commitments	4.69
Efficiency Improvements and Savings	(3.16)
Contribution to Balances	0.50
Budget for 2010/11	280.72
This is funded by:	
National Business Rates	85.21
Government Revenue Support Grant	9.47
Home Office Police Grant	111.39
Surplus on earlier years Collection Funds	0.42
Balance to be met by Council Taxpayers	94.23
	280.72

The Revenue Budget 2010/2011

Police Officers	£171,615,600	56.5%
Police Staff	£53,751,100	17.7%
Community Support Officers	£10,860,700	3.6%
Police Pensions	£5,827,200	1.9%
Running Expenses	£31,530,300	10.4%
Capital Funding Costs	£4,905,100	1.6%
Other Costs (net of Savings)	£24,490,400	8.1%
Transfer to Reserves	£500,000	0.2%

The Authority has set a budget requirement after deducting income from specific grants, fees and charges of £280.72m (£270.43m in 2009/10). The table shows that the majority of this is funded by Government and Home Office grants with the balance being met from Council Tax. The resulting increase in the Police Authority Council Tax Precept is 4.2%

Capital Investment

The Authority has agreed a capital programme for 2010/11 of £17.8m (£28.1m 2009/10).

The programme includes continued investment in national information and communication systems, and replacement of police vehicles and equipment.

In addition it also includes the capital costs of progressing the Accommodation Review currently being undertaken by the Authority.

In agreeing the Capital programme, the Authority has approved a borrowing level of £13.5m (£24.5m 2009/10).

Details of the capital programme are as follows:

2009/10	Details of Spend	2010/11
£m		£m
2.7	Information and Communication Systems	6.1
20.5	Estates	7.5
2.5	Transport Services	3.7
0.4	Plant, Machinery and Equipment	0.5
2.0	Support Services Systems	-
28.1	Total Spend	17.8
To be funded from		
3.2	Capital grants	3.2
24.0	Borrowing	13.5
0.7	Revenue Contributions	0.7
0.1	Capital Receipts	0.1
0.1	Other funding	0.3
28.1	Total funding	17.8

Becoming more efficient

All Constabularies are required to have regard to economy, efficiency and effectiveness in their actions. During 2009/10 Avon and Somerset Constabulary has delivered a number of efficiencies, as well as begun further transformation work which will deliver efficiencies in future years. This activity means that we are on track to achieve the target of £26.5m by the end of 2010/11.

The Constabulary is required to measure

and report the value of efficiencies they have achieved since April 2009. An efficiency saving occurs when the cost of an activity falls, but its effectiveness is not reduced.

The table below shows the value of efficiency savings achieved by the end of March 2009 and forecast to be achieved by the end of March 2010:

	By March 2009 £m	By March 2010 £m
Avon and Somerset Police Authority	4.60	12.85
	www.aspolice.uk	

Latest Force Performance against 2009/10 Policing Plan Targets

Indicator	Performance	Change on previous year	Target
Satisfied with the ease of contacting us *	91.4%	+0.2% pts	93%
Satisfied with the action we take at the scene *	79.0%	+0.6% pts	80%
Satisfied with our follow-up service *	70.1%	+2.3% pts	68%
Satisfied with service provided by our staff *	92.8%	+0.9% pts	93%
Satisfied with overall service *	82.9%	+1.3% pts	83%
Satisfaction rate of victims of racist incidents *	73.1%	-5.5% pts	80%
Percentage of complaints resolved locally (where local resolution is suitable) ****	73%	+12% pts	75%
Domestic burglary per 1000 households **	10.6	-15.5%	reduction
Robbery per 1000 population **	1.1	-12.4%	reduction
Theft of motor vehicles per 1000 population **	2.0	-25.2%	reduction
Theft from motor vehicles per 1000 population **	5.3	-24.4%	reduction
Gun crime **	137	+8.3%	reduction
Detection rate for all crimes ****	28.9%	+1.6% pts	28%
Detection rate for domestic burglary ****	12.5%	-1.6% pts	17%
Detection rate for robbery ****	20.8%	+3.2% pts	20%
Detection rate for theft of motor vehicles ****	15.1%	+0.4% pts	17%
Detection rate for theft from motor vehicles ****	7.9%	-3.4% pts	11%
Detection rate for hate crime ****	41.6%	+7.6% pts	42%
Detection rate for violence against person ****	54.3%	+8.0% pts	47%
Detection rate for rape ****	27.0%	+6.3% pts	22%
Percentage of residents who feel that the police understand and deal with matters of local concern ****	47.4%	N/A	47%
Percentage of residents who have confidence in local policing ****	54.0%	N/A	54%
Concern over levels of anti-social behaviour ****	13.3%	+1.0% pts	12.3%
Concern over local drug use/dealing ****	21.6%	-0.8% pts	22.4%
Concern over drunk/rowdy behaviour ****	25.1%	-0.7% pts	25.8%
Fatalities or serious injuries resulting from road traffic collisions	Not available		511 for 2010
999 calls answered within 10 seconds	89%	+4% pts	90%
General calls answered within 40 seconds	84%	+4% pts	75%
Urban emergency incidents attended in 15 min	92.4%	Not available	—
Rural emergency incidents attended in 20 min	87.6%	Not available	—

* 12 Months ending 31st December 2009

** Annual estimate based on Apr-Dec 2009

*** 1st April - 31st December 2009

**** Data from British Crime Survey - at 30 June 2009

Becoming more efficient (continued)

The table below shows the value of gains forecast to be achieved by March 2010 for the average Band D dwelling and compares that with the average figure for similar authorities across England:

	Saving per Band D dwelling	National average for similar authorities
Avon and Somerset Police Authority	£23.12	£53.79

Avon and Somerset Police 2010/11 Objectives

Challenging performance targets have been set in the **Policing Plan** and the Constabulary's performance against these targets will be monitored and publicised by the Authority. The targets reflect the determination of both the Authority and the Constabulary to provide the highest possible quality of policing services and criminal investigation. Also ensuring the communities of Avon and Somerset feel safe and have the highest possible levels of confidence in local policing.

CITIZEN FOCUSED POLICING

- Reduce local disorder and anti-social behaviour (ASB), in particular alcohol-related violence
- Prioritise our Policing Pledge commitments by improving our quality of service and feedback
- Continue to invest in mobile technology and reduce bureaucracy

REDUCING CRIME & BRINGING OFFENDERS TO JUSTICE

- Focus on robbery, domestic burglary, racial and other hate crime, rape, domestic violence, violent crime and vehicle crime
- Build community confidence in the criminal justice process
- Continue to modernise our workforce, improving our capability and capacity to investigate, detect and reduce crime

PROTECTION FROM SERIOUS HARM

- Continue a leading role in the region by disrupting serious and organised crime networks and improving the safety of our roads

Each year all Police Authorities, as well as all Councils, are assessed by the Audit Commission on their use of resources and given a score out of 4 (4 being 'performing strongly' and 1 being 'inadequate performance'). In November 2009 Avon and Somerset Police Authority scored 3, recognising the good performance in managing our finances and in our governance arrangements.

- Continue to tackle major crime, particularly the supply of illegal drugs, offences against children and vulnerable people and knife and gun crime
- Develop and implement counter-terrorism strategies

PEOPLE & RESOURCING

- Ensure the efficient use of financial resources to provide value for money
- Reduce sickness levels
- Continue to collaborate in partnership with other forces and agencies

A glance of 2010/11 targets... A further reduction in burglary of **10%**, robbery **15%** and vehicle crime of **5%**. In terms of detecting crime, the target is to raise the overall rate to at least **29%**. Improving the detection rate of rape to at least **27%**. Regarding satisfaction levels for the ease of contacting us, the target is to raise this from its current level of **93%** to at least **95%**.

To see the Policing Plan in full go to www.aspol.org.uk or call 01275 816377

For further information**Budget questions**

Treasurer to the Police Authority
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Bristol BS20 8JJ
Tel: 01275 816377
www.aspol.org.uk

Policing issues

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