

What do I get for my **money?**

A guide to how your money is spent
on local services in the **South Hams**

**A-Z of all your local
services inside**

Helpful hints and advice

**Financial information
for 2010/11**



Your services, your guide

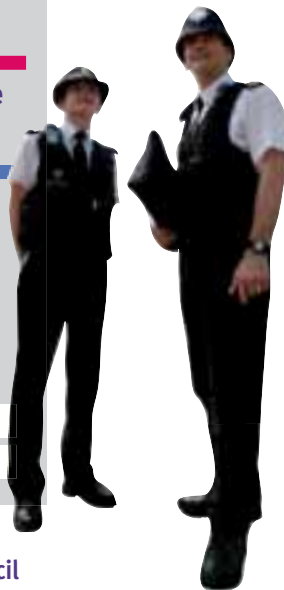
Contents

- 4 Struggling to pay your council tax?
- 5 South Hams District Council
- 17 A-Z of local services
- 23 Devon County Council
- 32 Devon & Somerset Fire and Rescue Authority
- 36 Devon & Cornwall Police Authority

This booklet costs 16p to produce

Welcome to your guide about how we spend money in your local area on public services for you. We believe in providing good services, which are local and available to everyone.

This booklet explains what services we provide, what our plans are for the future and how well we are doing.



Public services are used by us all. In Devon these are managed and run by a range of authorities, both local to your area and county wide. Money is collected by your local council and helps pay for these services.

DEVON COUNTY COUNCIL

for services like care for the elderly and disabled people, education, roads, recycling centres and disposal of waste, libraries, Trading Standards

DEVON & CORNWALL POLICE AUTHORITY

for services like crime prevention, law and order

DEVON & SOMERSET FIRE AND RESCUE AUTHORITY

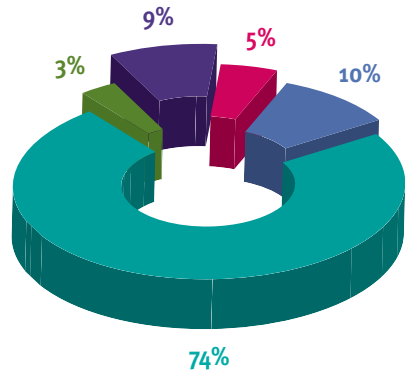
for services like fire prevention, fire and rescue

SOUTH HAMS DISTRICT COUNCIL

for services like refuse collection and kerbside recycling, housing, leisure, street cleaning and planning

TOWN/PARISH COUNCILS

For an average band D property, your weekly council tax bill would be £29.11 and divided up like this:



Who gets your money? Your weekly bill is divided up like this	Council tax £ (subject to rounding)	Increase per week (subject to rounding)
Devon County Council	21.41	42p
Devon & Cornwall Police Authority	3.00	14p
Devon & Somerset Fire and Rescue Authority	1.38	5p
South Hams District Council	2.58	7p
Town/parish councils*	0.74	2p
Total per week	29.11	70p

*The figure for town/parish councils is an average. What you pay will depend on your own town or parish council's precept. In the South Hams, town/parish precepts range from £500 – £373,807 – see the table on page 9.

Struggling to pay your council tax?

If so, this page is for you! Here you will find information on how to get council tax benefit and details of free financial support.

On a low income?

Available to owner-occupiers and people living in rented property. Please contact your local District Council for an application form and see if you are entitled. Details on the back cover.

On a low income or you have children?

You might be eligible for Tax Credits. To find out more contact the Tax Credit helpline on **0845 300 3900** or visit hmrc.gov.uk/taxcredits

Aged 60 or over?

You could claim pension credit. Contact the Pension Service to find out more **0800 99 1234**.

Care Direct can also provide advice on whether you are receiving the help you are entitled to. Contact them on **0845 155 1007**.

Are you disabled or do you care for someone who is disabled?

For further information on the benefits available to you and support with completing forms, speak to your local Citizens Advice office. Numbers are listed in the phone book and on their website: citizensadvice.org.uk
You can also contact your District Council.

Having problems making ends meet?

South West Pound can help...

by providing free financial support to people who need it. Whether you are struggling to pay the bills or simply want to check your monthly spending, South West Pound can provide you with support and access to affordable loans, budgeting advice and bank accounts as well as savings advice.

To find out more phone **0800 316 9296** or visit devonpound.co.uk



Need information and advice about your legal rights?

Speak to Community Legal Advice

It provides free information on a range of common legal problems. For further details

■ Contact **0845 345 4 345** for FREE legal help and advice or to obtain information leaflets. Calls charged at local rate

OR

■ Visit communitylegaladvice.org.uk

All help and advice given is confidential and independent.

Statement from the Council Leader



Standing still is not an option for South Hams District Council and we continue to push forward with innovative changes to

achieve positive results for our residents.

The economic downturn continues to affect us all and the next year will present many challenges but we are committed to providing high quality, value for money, local services to all who live and work in the district.

Using resources efficiently is an important element in providing the high quality services our residents expect. The Audit Commission rated South Hams as 'good' in its appraisal of how we use our resources. The national 'Place Survey' rated the South Hams as one of the best places to live in the UK and the council is working hard to keep it that way.

We are very proud that the South Hams continues to lead the way when it comes to recycling. For the second year running South Hams' residents have sent the least amount of waste per household in England to landfill. We continue to be in the top five recyclers in the country, with a recycling rate of 58% – the best in Devon! Thank you to everyone for helping achieve this.

Our £1.9 million investment in improving public open spaces has achieved some excellent results including refurbished tennis courts and skate parks. Working with local communities, we are continuing to transform parks and play areas across the district.

In this tough economic climate it makes sense to share resources with other local authorities. South Hams is one of the councils leading the way in introducing shared services. Already we share a Chief Executive with West Devon Borough Council plus the key services of council tax collection, council tax and housing benefit, environmental health and personnel. Both authorities have jointly saved around £1 million over three years: showing the way forward in uncertain financial times. Recently the Government recognised the achievements made and has cited our shared service arrangements as an example to other local authorities of what can be achieved.

We care about our businesses because they are part of the lifeblood of our communities. This is why we are fighting hard to petition the Government to step in and save our local traders from the overwhelming burden of the proposed business rates revaluation.

We have worked hard to produce a balanced budget and keep our share of the council tax low and well below the national average. I hope you will continue to find that South Hams District Council provides you with value for money services.

**Cllr John Tucker
Leader, South Hams District Council**

About the council tax

To work out how much we have to collect from you, the taxpayer, we calculate how much money we need to provide the services you receive and then deduct Government grants.

This figure is then divided by the tax base (the number of chargeable dwellings after allowing for discounts and exemptions etc.)

to give the amount you pay to the district council in council tax. The requirements (precepts) of Devon County Council, Devon & Cornwall Police Authority, Devon & Somerset Fire and Rescue Authority and your parish or town council have been added to arrive at your total bill. The following sections tell you about the spending plans of South Hams District Council, how this differs from the previous year and how much of this expenditure is supported by your council tax.

Where will the money be spent?

Services	2009/2010	2010/2011		
	Net Spending £000	Total Spending £000	Total Income £000	Net Spending £000
Central Corporate and Democratic Management, Council Tax Collection and Benefits, Elections, Emergency Planning, Land Charges	3,248	9,682	(6,602)	3,080
Cultural and Related Support for the Arts, Parks, Leisure Centres, Countryside Management, Tourism	2,207	2,374	(269)	2,105
Environmental Beach and Water Safety, Cemeteries, Coast Protection, Environmental Health, Flood Defence, Street and Beach Cleaning, Waste Collection	5,677	7,483	(1,945)	5,538
Highways, Roads and Transport Car and Boat Parking, Dartmouth Lower Ferry, Salcombe Harbour, Public Transport	(1,389)	4,012	(5,152)	(1,140)
Housing Housing the Homeless, Housing Advice, Housing Benefits, Housing Strategy, Renovation Grants	1,392	21,170	(19,916)	1,254
Planning and Development Building Control, Community Development, Development Control, Economic Development, Employment Estates, Environmental Initiatives	1,018	3,794	(2,709)	1,085
Non-recurring items	15	-	-	-
Inflation Provision	500	120	-	120
Service totals	12,668	48,635	(36,593)	12,042
Net contributions from Reserves	(1,342)	(867)	(110)	(977)
External interest	(930)		(375)	(375)
Budget requirement for South Hams	10,396	47,768	(37,078)	10,690
Town and Parish Precepts	1,420	1,475	-	1,475
Total budget requirement	11,816	49,243	(37,078)	12,165



Why has our spending changed?

	£000
South Hams District Council's Budget Requirement 2009/10	10,396
Inflation and other service pressures	699
Service development	20
Reduced investment interest	555
Review of reserves	39
Budget savings	(825)
Review of fees and charges	(194)
South Hams District Council's Budget Requirement 2010/2011	10,690

Where does the money come from?

	2009/10 £000	2010/11 £000	Per head of population £
Budget needed	11,816	12,165	144.87
Financed by:			
Central Government funding: Formula grant	5,480	5,549	66.08
Council Tax collected in previous years in excess of budgeted amount	0	30	0.36
Balance to be found from Council Tax payers towards the expenditure of:			
Town and parish councils	1,420	1,475	17.57
South Hams District Council	4,916	5,111	60.86
Total financing	11,816	12,165	144.87

How many staff do we employ?

We have budgeted for 449 full time equivalent staff in 2010/2011.

Borrowing by South Hams District Council

The council has no external debt and is expected to maintain its debt-free status in the coming year.

Capital projects

In addition to revenue expenditure, the council proposes to spend approximately £12 million over the next two years on capital projects (i.e. spending on assets that have a lasting value such as land, buildings and vehicles). Projects include investment in housing, improvements to public open spaces and various other initiatives to ensure the effective delivery of the council's corporate priorities. The capital programme is funded from a variety of sources which include grants, asset sales and reserves.

Parish and town councils

Which services do parish and town councils provide?

Parish and town councils have limited powers. They can provide or contribute towards the provision of certain facilities such as community halls, recreational facilities, public conveniences, crematoria and cemeteries.

Parish and town councils also have the right to represent parish interests in relation to certain planning applications, bye-laws, or an intention to provide a cemetery. Parish and town councils can finance these functions by

levying a precept. Precepts for all 61 parishes/towns within the South Hams are shown on the following page.

Details of parish precepts exceeding £140,000

If a parish or town council requires a precept in excess of £140,000 to fund its spending plans, it has a statutory duty to publish details of its expenditure. The following town councils have exceeded this threshold:

Analysis of budget requirement of Ivybridge Town Council

Estimate 2009/10		Estimate 2010/11		
Net expenditure £000	Description	Total expenditure £000	Total income £000	Net expenditure £000
63	Finance and Administration	75	(2)	73
15	Planning and Infrastructure	16	-	16
56	Properties (Town Hall)	75	(18)	57
72	Parks and Open Spaces	98	(30)	68
120	Community and The Watermark	347	(213)	134
21	Tourist Information Centre	-	-	-
24	Civic and Democratic	27	(1)	26
371	Total	638	(264)	374

For further details please contact the Town Clerk, Ivybridge Town Council, Town Hall, Erme Court, Leonards Road, Ivybridge, Devon, PL21 0SZ. Tel: (01752) 893815

Analysis of budget requirement of Totnes Town Council

Estimate 2009/10		Estimate 2010/11		
Net expenditure £000	Description	Total expenditure £000	Total income £000	Net expenditure £000
98	Finance and Administration	115	(2)	113
73	Properties	98	(19)	79
7	Cemetery	17	(7)	10
63	Tourist Information Centre	107	(52)	55
(2)	Interest Received	-	(1)	(1)
(5)	Other Items	28	(44)	(16)
234	Total	365	(125)	240

For further details please contact the Town Clerk, Totnes Town Council, The Guildhall Offices, 5 Ramparts Walk, Totnes, Devon, TQ9 5QH. Tel: (01803) 862147

Parish and town council precepts

Parish/town	2009/10 precept £	2010/11 precept £	2010/11 Tax band D £
Ashprington	3,400	3,000	12.04
Aveton Gifford	11,244	11,581	30.41
Berry Pomeroy	5,335	5,400	14.16
Bickleigh	55,000	65,000	48.90
Bigbury	7,250	7,450	18.46
Blackawton	8,150	8,220	24.36
Brixton	11,250	11,250	16.90
Buckfastleigh West	3,100	3,100	28.25
Buckland-Tout-Saints	1,000	1,000	9.70
Charleton	3,000	4,500	16.89
Chivelstone	3,125	3,125	17.06
Churchstow	3,500	3,500	16.18
Cornwood	10,980	11,938	27.64
Cornworthy	4,150	4,150	23.20
Dartington	17,817	17,817	24.57
Dartmouth	127,810	134,200	46.82
Dean Prior	2,144	2,304	30.28
Diptford	4,900	5,300	22.25
Dittisham	3,500	7,000	20.95
East Allington	8,500	8,500	28.50
East Portlemouth	4,500	4,500	28.33
Ermington	8,000	8,400	24.13
Frogmore and Sherford	4,500	4,600	19.58
Halwell and Moreleigh	4,630	4,630	25.35
Harberton	6,500	7,250	14.12
Harford	830	950	25.85
Holbeton	6,059	6,245	20.75
Holne	5,200	5,280	39.87
Ivybridge	371,233	373,807	93.41
Kingsbridge	98,770	102,555	44.27
Kingston	6,500	6,500	33.01
Kingswear	12,000	15,000	18.83
Littlehempston	2,184	2,293	21.21
Loddiswell	11,000	12,100	29.69
Malborough	9,500	10,000	20.91
Marldon	12,170	12,220	13.91
Modbury	22,000	23,000	32.75
Newton and Noss	39,245	39,245	34.28



Parish/town	2009/10 precept £	2010/11 precept £	2010/11 Tax band D £
North Huish	1,500	1,500	8.47
Rattery	4,000	4,000	19.75
Ringmore	3,200	3,200	24.61
Salcombe	43,200	46,900	25.38
Shaugh Prior	9,000	9,000	30.92
Slapton	7,300	7,900	31.03
South Brent	37,260	38,500	36.68
South Huish	3,606	4,250	9.30
South Milton	4,000	4,500	18.63
South Pool	2,500	3,000	27.76
Sparkwell	7,639	7,984	16.11
Staverton	10,304	10,304	30.98
Stoke Fleming	12,822	12,822	23.17
Stoke Gabriel	14,000	14,000	20.30
Stokenham	24,765	25,090	23.89
Strete	7,183	7,183	23.44
Thurlestone	13,779	14,468	19.92
Totnes	234,449	239,569	81.09
Ugborough	11,500	12,000	16.67
Wembury	21,000	21,500	15.27
West Alvington	3,500	3,675	13.91
Woodleigh	700	500	5.07
Yealmpton	23,000	25,734	27.85
Total	1,420,183	1,474,489	

The tax for the various bands is calculated as follows:

Band A = 6/9: Band B = 7/9: Band C = 8/9: Band D = 9/9:

Band E = 11/9: Band F = 13/9: Band G = 15/9: Band H = 18/9



Are you paying too much council tax?

Don't pay more than you have to!

Discounts

A full council tax bill is calculated on the assumption that two adults live in a property. If you are the only adult living in the home then you can get a 25% discount.

Even if you do not live alone you may still be entitled to a discount because some people living with you may be exempt, for example full time students, patients resident in hospital or people being looked after in care homes.

If you, or someone who lives with you, needs a room, extra bathroom, kitchen or space to meet the needs of the disabled person, you may be entitled to a reduction in your bill.

Exemptions

In some circumstances, council tax may not be payable at all. These include properties where ALL occupiers are students or have enduring mental health problems or are under the age of 18; a separately assessed annex occupied by a dependant relative of the people living in the main part of the property; an unoccupied home (subject to other conditions being met).

Properties that become unoccupied and unfurnished may qualify for up to six months exemption.

The legislation covering discounts and exemptions is quite complicated. If you need further help or advice, please contact customer services on **01803 861234**.

If you have a limited income

We may be able to reduce your bill if you have a limited income. Broadly speaking the higher your bill the more likely it is you will be entitled to some help.

We can't reduce your bill if you have more than £16,000 in savings (unless you receive Pension Credit Guarantee Credit). However, we can reduce your bill regardless of whether you already receive a 25% discount because you live alone.

We do not count some income when calculating how much help you can get – this includes any child benefit, war pension, attendance allowance, disability living allowance, maintenance you receive for a child, or between £5 and £42.10 per week of any earned income (depending on your circumstances). We may also be able to make an allowance if you pay child care costs.

To find out if you could qualify for help towards your council tax bill please contact customer services on **01803 861234** or go to the council's website **www.southhams.gov.uk**

Benefiting from change

Last year the revenue and benefits services for South Hams District Council and West Devon Borough Council were brought together into one ‘shared service’.



A move which has not only improved the service received by residents but also saved more than £300,000 so far.

Both councils serve large rural communities and face similar challenges in providing residents with easier access to services. It was recognised that a more efficient and cheaper service could be provided by combining two services into one.

South Hams has a very good record for dealing promptly with new housing and council tax benefit claims together with one of the best collection rates for council tax in the South West. Combining this expertise with West Devon’s very good record when it comes to collecting business rates made good sense.

In 2008, South Hams took an average of 16 days to process new claims – about half the time taken by councils nationally. A new system was introduced which enables people to make a claim from the comfort of their own home.

Instead of long and sometimes complicated paper forms, a council officer can now enter all the information required straight into a computer and also check details without the need to take personal documents away. This innovative system has now been very successfully introduced in West Devon.

As with anything new, it will take a few months to fully integrate the two services and there will be set-up costs to offset against the initial savings. In the longer term, through learning from each other, both councils are aiming to provide even better, more cost effective services to residents.

If you think you might be eligible for housing and/or council tax benefit, please contact Customer Services on 01803 861234 to register a claim. You will then be given an appointment for a council officer to visit you to help you make your claim.



Customer First

'Putting the customer at the heart of everything we do'



We aim to resolve your enquiry the first time you contact us



We aim to answer telephone calls within 20 seconds



We aim to ensure that when you visit our offices you are seen by a member of Customer Services within 5 minutes



We aim to acknowledge your email by the next working day and respond within 5 working days



We aim to deal with your written enquiry within 10 working days or keep you informed if we are unable to do so



We aim to not only provide help and information on our services but assist you in accessing all public services

By setting standards, we hope to ensure that all customers will receive a consistently good level of service.

Be accessible to all

We understand that everyone is different and we will do all we can to ensure you can access our services. For example:

- We take services out to rural areas through our outreach surgeries.
- We offer information in large print and different formats.
- We can assist you in completing application forms.
- We offer a private area for discussion if your query is confidential.
- We equip our offices with induction loops.
- We provide interpreting and translation services.
- We can arrange home visits for those with mobility problems who are unable to visit our offices.

Improve what we do by listening to you

We know that some of the best suggestions on how to improve our services come from our customers.

This is our opportunity to listen and we are committed to being open and honest about what we do. Most importantly we will say sorry when things go wrong and learn from our mistakes.

It is easy to make a compliment, comment or complaint either on-line or by using the contact details below.

Please contact us:

By phone: 01803 861234

By fax: 01803 866151

By web: www.southhams.gov.uk

By email: customer.services@southhams.gov.uk

By visiting: Follaton House, Plymouth Road, Totnes, TQ9 5NE



South Hams
District Council



What have we done?

Money

Produced an information guide for residents and businesses trying to cope with the difficult economic circumstances. Launched our 'Pink Pig' campaign encouraging people to find out about benefit entitlement. Enabled each district councillor to allocate a total of £1,000 towards sustainable projects within their ward.



Customer Services

Outreach events re-branded as 'South Hams Connect' have brought together more than 25 partner organisations helping them take their services into towns and villages across the South Hams and making it easier for residents to access the services they need.

Satisfaction

The council began a £2million programme to improve public open spaces plus allocated £1million to re-vamp play spaces and provided a new BMX stunt bike facility. Salcombe Harbour was awarded 'Leading light Status' in recognition of its good practice.

A £2million programme to improve public green areas, re-vamp play spaces and give a face lift to key parks and green spaces is well underway.

Environment and Economy

In partnership with the Woodland Trust and Natural England, the council is encouraging landowners to plant 62,000 trees on land close to Langage Power Station, through the MOREwoods scheme. Aiming to cut its carbon footprint and reduce energy bills, the council has joined the Carbon Trust's Local Authorities Carbon Management (LACM) programme. Many council services are now available online, reducing people's need to travel to access services. Sustainable development is encouraged through the council's planning policies. The council supports and promotes sustainable tourism and business initiatives, in particular the acclaimed Green Tourism Business Scheme. A £2million programme to improve public green areas, re-vamp play spaces and give a face lift to key parks and green spaces is well underway. Local communities have been involved in helping to make the best use of these spaces.



Planning and Policy

The council earmarked £1.37million to fund new and innovative ways to provide affordable homes for local people and is working with Tor Homes and the Homes and Communities Agency on a £4.85 million development of 48 homes at Staddiscombe, Plymstock.

Housing

With Devon Warm Zones the council held energy awareness days to help people save energy and fuel costs. Grants and loans are also available for home owners to improve their property's energy efficiency. Landlords are able to apply for an Empty Property Assistance Grant of up to 75% of the eligible works required offered in exchange for the landlord joining the council's Direct Lets scheme for a minimum three year period.

Revenue and Benefits

The housing advice team was integrated with revenue and benefits to improve the service received by customers. Campaigns were launched to raise awareness of the benefits available and initial benefit claims are processed more quickly with officers carrying out home visits.

Food and Safety

Investigated and successfully prosecuted a publican who failed to comply with food safety regulations.



How are we doing?

The council works hard to provide services for all who live, work and visit the district.

We aim to deliver good quality services to all our customers, but there may be times when services are not of the standard that customers expect. To help avoid or minimise this, the council will look at the service and take on board comments from customers to see how the service could be improved or enhanced.

All local authorities have to provide information on ‘how have we performed’. Many new measures were introduced in 2008/09 and have no targets (as baseline year). Where targets have been set (as similar to previous measures) performance can be assessed. Information has also been provided on a selection of work that has taken place ‘what have we done?’ (see pages 13 and 14).

To find out more about the council’s work, visit www.southhams.gov.uk

Ref	Indicator Description	2008/09 Actual	Target
Money			
NI 179	Value for Money (VfM) – total net value of ongoing cash-releasing vfm gains since start of financial year	£842,000	£452,000
Note: An estimate has to be provided in October and then an actual to be provided in July e.g. October 2008= £452,000 and July 2009= £842,000. So for the 2008/09 financial year the reported figure= £842,000 see page 16 for more information.			
PI 9	Percentage of Council Tax collected	98.87%	99.00%
PI 10	Percentage of Non-domestic Rates Collected	98.19%	99.00%
Satisfaction (data was gathered from the Place Survey which was sent out to a random selection of households to gauge public satisfaction)			
NI 1	% of people who believe people from different backgrounds get on well together in their local area	87.7%	N/a
NI 5	Overall/general satisfaction with local area	94.1%	N/a
NI 6	Participation in regular volunteering	34.4%	N/a
NI 138	Satisfaction of people over 65 with both home and neighbourhood	94.8%	N/a
NI 140	Fair treatment by local services	84.3%	N/a
Environment & Economy			
P1	Employment Estates – Occupancy levels (%)	95.7%	90%
NI 192	Percentage of household waste sent for reuse, recycling and composting	57.90%	55%
Housing			
NI 156	Number of households living in temporary accommodation	55	63

Key: ■ Good ■ Average ■ Poor ■ Data only

NI=National indicator, PI= Local indicator



Value for Money

The Government and South Hams District Council consider efficiency to be an issue of fundamental importance for local services.

Efficiency is about spending better – making money go further and offering better value to council tax payers. The resources released through efficiency are retained by councils for them to reallocate according to local priorities, whether for investment in service improvements or to hold down council tax.

Councils are measured through a National Indicator (NI) set by Government: NI 179 ‘Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2009-10 financial year’. By the end of March 2010, efficiency savings achieved since April 2008 are forecast to be £1,050,000.

The value of efficiency savings achieved by 31st March 2009 and forecast to be achieved by 31st March 2010.

Efficiency authority	By March 2009 (2008-9)	By March 2010 (2009-10)
South Hams District Council	£842,000	£1,050,000
Devon County Council	£15,811,000	£30,408,000
Devon & Somerset Fire and Rescue Authority	£1,587,000	£2,493,000
Devon & Cornwall Police Authority	£10,001,000	£20,880,000

The value of gains forecast to be achieved by March 2010 for an average Band D dwelling compared to national average for similar authorities in England.

Efficiency authority	Estimated saving per Band D dwelling	National average for similar authorities
South Hams District Council	£28	£41
Devon County Council	£106	£98
Devon & Somerset Fire and Rescue Authority	£4	£4
Devon & Cornwall Police Authority	£34	£54

Assessment: Each year, councils are assessed by the Audit Commission on their use of resources and given a score out of 4 (4 being ‘performing strongly’ and 1 being ‘inadequate performance’). In December 2009, South Hams District council scored 2 for Use of Resources and scored a 3 in the overall assessment of the council (which looks at processes, making efficiency savings, improving services and performance overall). The assessment recognised the good work of the council.

Your handy A-Z guide



Devon County Council services

South Hams District Council services

Other services

A

Abandoned vehicles	01803 861234
Adoption	0845 155 1013
Adult and Community Education/Learning	0845 155 1014
Adult Services	0845 155 1007
Affordable housing	01803 861234
Affordable housing assistance	01803 861234
After school care	0845 155 1013
Air quality	01803 861234
Alcohol licences	01803 861234
Anti-social behaviour	01803 861234
Area of Outstanding Natural Beauty (AONB)	01803 861384
Asbestos removal	0845 155 1010

B

Beach cleaning	01803 861234
Beaches (dogs)	01803 861234
Births (registering)	0845 155 1002
Blue Badge Scheme	0845 155 1007
Building control	01803 861234
Bulky waste collections	01803 861234
Business rates (NNDR)	01803 861234
Business support	01803 861234
Business support and development	01803 861234
Bus passes	01392 383688
Bus timetables	01392 383688



C

Care Direct	0845 155 1007
Car parking (off street)	01803 861234
Child care	0845 155 1013
Child protection	0845 155 1013
Children and Families	0845 155 1013
Children's centres	0845 155 1013
Civic amenity sites (recycling centres)	0845 155 1010
Coast and countryside	01803 861234
Community development	01803 861234
Community grants	01803 861234
Community Legal Advice	0845 345 4345
Community safety	01803 861234
Complaints, complaints and general feedback (Devon County Council)	0845 155 1015
Complaints (District Council) – In the first instance contact the relevant service department	
Compost bins	01803 861234
Concessionary fares	01392 383688
Conservation	01803 861234
Consumer protection	0845 404 0506
Councillors (Devon County Council)	0845 155 1015
Councillors (District Council)	01803 861234
Council meetings (Devon County Council)	0845 155 1015
Council meetings (District Council)	01803 861234
Council tax	01803 861234
Council tax benefit	01803 861234
Cycling	0845 155 1004

D

Dartmouth Lower Ferry	01803 752342
Day care	0845 155 1007
Deaths (registering)	0845 155 1002
Development control	01803 861234
Disability Information Service	0845 155 1005
Disabled Badges (parking)	0845 155 1005
Dog breeding	01803 861234
Dog Warden	01803 861234
Drainage:	
Private land – owner responsible	
To enforce	01803 861234
Public highway	0845 155 1004
Public sewers, South West Water	0800 169 1144



E

Economic development	01803 861234
Education Services	0845 155 1019
Electoral registration and elections	01803 861234
Emergency (Ambulance, Fire, Police)	999
Emergency planning	01803 861234
Environment Agency (general)	0870 850 6506

F

Family Support	0845 155 1013
Farmers' markets	01803 861234
Fire (non emergency)	01392 872200
Floodline (Environment Agency)	0845 988 1188
Fly-tipping	01803 861262
Food safety	01803 861234
Footpaths (Rights of Way)	0845 155 1004
Fostering	0845 155 1013
Forward planning	01803 861234
Freedom of Information – In the first instance contact the relevant service department	



G

Gas (smell gas?)	0800 111 999
Gritting	0845 155 1004
Gully cleansing	0845 155 1004

H

Hazardous waste disposal	0845 155 1010
Health Care:	
Care Direct	0845 155 1007
NHS Direct	0845 46 47
Health visitors	0845 155 1007
Home care and support	0845 155 1007
Housing advice	01803 861234
Housing benefit	01803 861234
Housing grants and loans	01803 861234



J

Job vacancies
(Devon County Council)

01392 383034

Job vacancies
(District Council)

01803 861234

M

Marriages (registering)

0845 155 1002

Meals on Wheels

0845 155 1007

Moorings

see Salcombe Harbour

L

Land charges

01803 861234

Landfill sites

0845 155 1010

Learning disabilities

0845 155 1005

Libraries (including
mobile libraries)

0845 155 1001

Licensing

01803 861234

N

Noise nuisance

01803 861234

Nursery schools

0845 155 1013



O

Old people's homes	0845 155 1007
On-street parking	01803 861234
Out of hours number for South Hams District Council	01803 867034
Out of school activities	0845 155 1013

P

Parent and toddler groups	0845 155 1013
Parenting skills and courses	0845 155 1013
Park and Ride	0845 155 1004
Parking (on street)	0845 155 1004
Parks and open spaces	01803 861234
Pavements	0845 155 1004
Pedestrian crossings	0845 155 1004
Pest control	01803 861234
Planning	01803 861234
Play areas	01803 861234
Playgroups	0845 155 1013
Police (non emergency)	0845 277 7444
Pollution	01803 861234
Postal voting	01803 861234
Potholes	0845 155 1004
Public footpaths	0845 155 1004
Public Transport	0845 155 1004
Public Transport (Traveline)	0871 200 2233

R

Record Office (historic records)	01392 384253
Recycling and Waste (not domestic refuse)	0845 155 1010
Recycling helpline	01803 861199
Recycling sacks	01803 861199
Registration of births, marriages, civil partnerships and deaths	0845 155 1002
Residential homes	0845 155 1007
Respite care	0845 155 1007
Rights of Way (footpaths)	0845 155 1004
Road maintenance	0845 155 1004
Road safety	0845 155 1004
Roads and Transport	0845 155 1004





Tourism	www.visitsouthdevon.co.uk
Trade Waste Services	01803 861234
Trading Standards	0845 404 0506
Traffic management	0845 155 1004
Trees	01803 861234

S

Salcombe Harbour	01548 843791
Salting and gritting	0845 155 1004
Schools and Education	0845 155 1019
School Transport	0845 155 1019
Sheltered housing	0845 155 1007
Shopmobility	0845 155 1005
Social Services:	
Office hours	0845 155 1007
Out of hours emergency number	0845 600 0388
South West Pound (financial assistance and advice)	0800 316 9296
South West Water	0800 169 1144
Special Educational Needs	0845 155 1019
Street cleaning	01803 861234
Street lighting	0845 155 1004
Street naming and numbering	01803 861234

T

Tax Credit helpline	0845 300 3900
Taxis (licensing)	01803 861234
Toilets/public conveniences	01803 861234

V

Vandalism and graffiti	01803 861234
Voting	01803 861234

W

Waste and recycling collection	01803 861199/ 01803 861234
Winter road maintenance	0845 155 1004

Y

Youth Service	0845 155 1013
---------------	---------------

School admission deadlines for places in 2011/12

Primary between:

1st Nov 2010 – 15th Jan 2011

Secondary between:

1st Sept 2010 – 31st October 2010

Apply via: devon.gov.uk/admissionsonline

Tel: 0845 155 1019

Devon County Council



Ambitious plans to boost the economy, create jobs and opportunities, give more support to older people, improve roads, cut waste and protect the environment have now been launched by Devon County Council.

After consulting with businesses, community groups and local residents, we have adopted five key priorities which the County Council will deliver over the next four years.

We recognise the tough financial climate ahead and pledge that the County Council will be a leaner more businesslike council, delivering better value for you, the council tax payer without compromising frontline services.

See the next few pages for more details about our plans and some of the work we have already done in your area.

Our contract with the people of Devon

We will improve quality of life and ensure a sustainable future for all by supporting strong, safe and caring communities and ensuring everyone has the opportunity for a fulfilling and prosperous life.

DID YOU KNOW

The County Council invests £1.3 billion a year in the local economy and provides important frontline services that matter to local people.



Helping Devon do business

Devon's economy is vulnerable in times of downturn. We will help businesses to start up and expand, in order to create jobs and make Devon's economy more competitive and resilient, using our heritage to support tourism.

Our infrastructure needs to be able to support Devon's economic development. We will ensure our road networks are improved, promote green travel and reduce congestion to help unlock our economic potential.

DID YOU KNOW

The County Council used 18,500 tonnes of salt on Devon's roads between December and mid January; nearly double the amount used in a normal winter.



We pledge:

- More support for business to improve skills and productivity
- Major road improvements including junction 29 of the M5 and the Kingskerswell bypass
- 200-300 new jobs and 40,000 sq ft of business space in the first phase of the SkyPark and Science Park developments
- To reduce the number of potholes on our roads by 30%





Flavel Centre gets a makeover

The Flavel Centre in Dartmouth has had a £10,000 refurbishment, thanks to money from the sale of Exeter Airport. The popular theatre and cinema refurbished its lounge and bar area, so trebling its size to make the entertainment experience even more enjoyable for its audience and providing an improved viewing space for artists and their work.

The Flavel cinema, theatre and library is highly successful with over 500,000 visits since its opening in 2005. People come from all parts of South Devon for the comedy nights and performance events, giving a huge boost to Dartmouth's economy.

Helping Totnes to flourish

The public in Totnes have been asked in a recent public exhibition what they think of future plans to manage the traffic flow through the town. The plans are part of an ongoing enhancement scheme carried out by the County Council for the town.

Totnes is a unique place which has much to offer both the local community and tourists. These ongoing works should create a safe and vibrant town where local businesses flourish.

Support for people and communities



We will do more to help people and families in need by helping elderly people live independent lives, protecting vulnerable children and adults, and caring for carers.

Skills shortages affect parts of Devon and our schools are not fairly funded. We will help ensure that everyone, especially people who are disadvantaged, has the opportunity to gain the knowledge and skills they need to reach their full potential.

We pledge:

- 60% of all children will leave school with five or more good GCSEs including English and maths
- Training places for all 14-19 year olds at local skills centres
- 600 more specialist care beds and support for 2,500 more older people at home
- Help for 8,000 families who have children with additional needs

DID YOU KNOW

Devon's population is getting older – in 10 years time there will be 20% more people aged 65 or over.



New children's centres open

Three new children's centres have been opened in Kingsbridge, Ivybridge and Dartmouth. They are part of a multi-million pound investment programme by Devon County Council to develop 43 children's centres across the county.

Children's centres provide co-ordinated services and support for children up to five and their families.

They bring together professionals involved in looking after the needs of young children, with the aim of promoting positive ways of learning, healthy lifestyles and the early identification of any problems which may adversely affect a child later on.

Building schools for the future

A new £9 million secondary school will be built in Dartmouth following the success of a major County Council bid. The bid for funding from the Government is for £80 million to build five new schools in Devon from the Building Schools for the Future programme. The County Council will contribute another £7 million.

Work is also well under way on a new £2 million English and Literacy Centre at Kingsbridge Community College as part of a separate investment by the County Council. Both projects will provide a 21st century learning environment for the students.



handsUp

FOR FAIRER SCHOOL FUNDING

Our schools currently receive £375 less per pupil than the national average!

Support our campaign:

fairfundingfordevonschools.org.uk



Reduce waste and improve recycling

Devon has a unique and beautiful environment and we must all work together to tackle pollution and reduce the use of our natural resources to ensure we protect it for future generations.

We will reduce waste to landfill, assist people to recycle more and lead by example by cutting our own carbon emissions.

DID YOU KNOW

We processed over 105,000 TVs and 34,000 fridges/freezers at one of our 28 recycling centres last year



Devon is the third best recycling county in England

Figures released by DEFRA show that Devon recycles 14% more than the English county average – an impressive 51.6% of household waste was recycled last year. This places Devon as third best performer across the country, significantly above the national average of 37.6%.

In addition to this, our 28 recycling centres and rural skip sites have an impressive 73% recycling rate!

We pledge:

- To work together to reach our recycling target of 57%
- To complete the Exeter Waste to Energy Plant, producing enough energy to power 2,000 homes
- To reduce the County Council's carbon emissions by 2.1% per year



Delivering better value for money

Tough times lie ahead and delivering more for less is the challenge for us.

We need to get the most from every penny of your money we spend and not waste it on creating expensive new tiers of bureaucracy.

I promised that we would take tough decisions on cuttings costs while protecting and improving frontline services, and keep the council tax rise as low as possible.

The first budget set by the new administration is the lowest ever for Devon County Council at 1.98%. It recognises the difficult financial times many in Devon have been suffering. It does not ask for a penny more than we need to maintain vital services like social care, schools, roads and libraries.

The £1.2 billion budget will mean a Band D council taxpayer will be asked for just £21.69

more this year to fund county services – just 42p per week.

Extra investment includes:

- £2.92 million to care for Devon’s most vulnerable children
- £2.7 million for adult and social care
- £2.25 million for roads following Devon’s worst winter for 30 years

The budget also ensures vital investment in Devon’s economy to help the county battle out of recession.

We have striven to put our own house in order by freezing members’ allowances for another year and our Chief Executive has taken a pay cut.

We have just paid back £20 million of debt, saving us £800,000 a year in interest charges. We are also increasing our reserves by £8.15 million to ensure we are in good shape to meet the difficult financial times that lie ahead.

John Hart
Leader Devon County Council

Efficiency savings

Devon County Council is committed to working more efficiently to make best use of its resources and deliver high quality services. The Council has set an efficiency target of £20.931 million for the 2010/11 financial year. This represents a further improvement in value for money, building on the savings it has already made as shown below:

Forecast Efficiency Savings	
Efficiency savings achieved 2008/09	£15,811,000
Estimated cumulative efficiency savings 2009/10	£30,408,000
Estimated cumulative efficiency savings per Band D dwelling	£106
Average estimated cumulative savings per Band D dwelling for all County Councils	£98

Financial information for 2010/11

The following information explains how our finances will be spent to provide services to 776,600 people in Devon.

Where the money comes from

The amount of council tax you pay varies, depending on the valuation category of your property, which will have been decided by the

Valuation Office. The categories are referred to as bands.

The following list shows you how much council tax Devon County Council charges for each band.

Band A £744.24	Band C £992.32	Band E 1,364.44	Band G £1,860.60
Band B £868.28	Band D £1116.36	Band F £1,612.52	Band H £2,232.72

In addition, your council tax bill will include charges from your District Council, the Fire Authority and the Police Authority. You may also pay a charge to your Town or Parish Council.

The Band D tax for 2009/10 was £1,094.67. The Band D tax for 2010/11 is £1,116.36 which represents a 1.98% increase on the 2009/10 figure.

Devon County Council's funding comes from:	£million	£ per head of population
Budget needed	539.3	694
Less Area Based Grant	54.7	70
Budget Requirement	484.6	624
Less Other General Grants		
Revenue Support Grant	20.5	27
Business Rates	140.7	181
Amount paid by Council Tax Payers	323.4	416

Changes in spending from 2009/10	£million
Budget Needed in 2009/2010	506.0
Pay and prices increases in 2010/2011	3.8
Reclassification of Grant	19.5
Capital Financing net change	2.9
To fund statutory requirements and other service pressures:	
– Children and Young People	8.1
– Adult and Community Services	8.0
– Environment, Economy and Culture	4.4
– Other	-6.5
Contributions to Earmarked Reserves	14.0
Efficiency savings and service reductions	-20.9
Budget Needed for 2010/2011	539.3

Borrowing

At 31 March 2010 it is estimated that the County Council will owe £589.6 million to external lenders. Borrowing is used for building and renovating schools, care centres and highways. The money is paid back over the life of the asset, just like buying a house on a mortgage.

Because some of the money was borrowed before local government reorganisation in 1998, Plymouth City Council and Torbay Council will be repaying £54.5 million of the outstanding amount which represents their share of the borrowing which existed before that date and that is still to be repaid.

Spending

2010/11 Budget summary. This money is spent on:

	2009/10			2010/11		
	Total spending £m	Total income (1) £m	Net spending £m	Total spending £m	Total income (1) £m	Net spending £m
Directorate Spending (3):						
– Children and Young People	646.1	525.0	121.1	626.7	511.7	115.0
– Adult and Community Services	261.3	76.8	184.5	278.5	63.7	214.8
– Environment, Economy and Culture	149.7	34.9	114.8	128.4	21.9	106.5
– Office of the Chief Executive	17.7	1.3	16.4	10.2	1.0	9.2
– Corporate Resources	27.2	10.3	16.9	34.0	12.4	21.6
Payments to Outside Bodies	0.6		0.6	0.6		0.6
Capital Financing Costs	54.2	4.0	50.2	64.9	1.7	63.2
Other services (2)	17.9		17.9	10.8		10.8
Total	1,174.7	652.3	522.4	1,154.1	612.4	541.7
Net Contribution from Reserves	-16.4		-16.4	-2.4		-2.4
Budget Needed	1,158.3	652.3	506.0	1,151.7	612.4	539.3

Notes

1. Income includes specific government grants of £503.6 million (£497.6 million in 2009/10).
2. Spending on other services includes projects funded from reserves.
3. Changes to Directorate structures and PFI financing requirements means that direct comparison of Directorate spending across years is not possible.

Capital spending 2010/11

Our planned capital spending in 2010/11 is £175.401 million. This includes £75.703 million on Children and Young People; £86.058 million on the Environment, Economy and Culture, £5.088 million on Adult and Community Services and £8.552 million on other services.

Devon & Somerset Fire and Rescue Authority

Service launches Operation Home Alone

Devon & Somerset Fire and Rescue Service has launched a major campaign aimed at people who live alone and could be at risk of fire.

The campaign follows several fatal fires last year which involved people living alone.

Members of local groups and the public are being asked to provide details of people they know who may be at risk from fire, such as the elderly, to the fire service.

The Service will then write to them to offer a free home safety visit. The Service does not 'cold call' people to offer fire safety advice without making a prior appointment.

People who have any concerns about their friends or neighbours are asked to contact the fire service on **0800 73 11 822**, quoting 'Home Alone.'



Campaigning for a change in the law

Following a fire in which two children tragically died in Torquay in October 2009, the Service has joined a campaign to change national legislation.

The Service will work with professional bodies, key partners and politicians to press for a law that all rented homes are fitted with smoke alarms.

Figures show that in 2007, there were 331 fire fatalities throughout the UK and there was no working smoke alarm in the properties where 222 of these people died.

Exeter's new fire stations are operational

Firefighters are now responding to emergency incidents from the two new fire stations in Exeter.

The £5 million investment has provided the city with two wholtime fire stations for the first time since the Second World War, supported by the retained fire station at Topsham.

The Danes Castle Fire Station has been re-built on the same site as the former Exeter Fire Station, which was demolished. A brand new fire station has also been built near the police headquarters at Middlemoor.

Stay safe from fire

There are five key things that you can do to protect your home and family from fire:

- 1** Fit a smoke alarm on each level of the property. When a fire starts, there is little time to escape so an early warning is vital. Battery operated smoke alarm units should be replaced after 10 years. Or consider installing a mains powered alarm.
- 2** Test alarms weekly – a smoke alarm can buy valuable time, if it's working.
- 3** Plan your escape route – make sure you and your family know the quickest way out in the event of fire. Consider an alternative route in case your usual one is blocked.
- 4** Stay safe in the kitchen. This is the area where most house fires start. It only takes a minute to check electrical appliances are switched off. And never leave cooking unattended.
- 5** Ask the experts. Devon & Somerset Fire and Rescue Service offers free home fire safety visits to identify potential fire risks and advise what to do to reduce or prevent them. This may even include the free installation of a smoke alarm. To request a free home fire safety visit, call freephone **0800 73 11 822**.

If a fire does break out in the home, then Get out, Stay out and Call **999**.

The £5 million investment has provided the city with two wholtime fire stations for the first time since the Second World War, supported by the retained fire station at Topsham.



A home fire safety visit being carried out

Fire safety advice

For more information about fire safety, visit www.direct.gov.uk/firekills or contact Devon & Somerset Fire and Rescue Service on **01392 872288**, text **078 0000 2476**, visit our website www.dsfire.gov.uk, or email firekills@dsfire.gov.uk

Becoming a retained duty system firefighter

Devon & Somerset Fire and Rescue Service is recruiting retained firefighters in many towns and villages across the two counties.

Retained firefighters are men and women who have other jobs or are homemakers but carry an alerter and are paid to take on their firefighting and rescue role when an incident occurs. For more information on becoming a retained firefighter, telephone **01392 872346**.



Devon & Somerset Fire and Rescue Authority is responsible for the governance arrangements for Devon & Somerset Fire and Rescue Service, including the responsibility for setting its revenue and capital budgets in order to meet local and national priorities.

The central government Department for Communities and Local Government (CLG) has provided the Authority with an increase in its grant allocation for 2010/11 of 2.35%. The government’s Comprehensive Spending Review 2007 (CSR 2007) requires local authorities to deliver efficiency savings every year. Whilst the

Authority is conscious of the need to limit any increase in council tax, it also acknowledges the importance of maintaining and developing the functions required to deliver an efficient and effective service to the public.

How has the budget changed?

In setting the 2010/11 budget, the Authority has to meet unavoidable commitments, such as pay and price increases, and has also included a limited number of essential spending items in order to deliver its Corporate Plan and the requirements of the government’s National Framework document. Priority for new funding is directed at ‘spend to save’ initiatives that will deliver efficiencies in future years.

The changes between last year’s budget and 2010/11 are shown in the table below:

Changes in spending between 2009/10 and 2010/11	£ million
Budget for 2009/2010	72.659
Pay awards and other price increases	0.407
Commitments	1.691
High priority essential service needs and invest to save	0.886
Efficiency savings	(0.508)
Budget needed for 2010/2011	75.135

From where does the money come?

The funding of the Authority's services comes from a number of sources.

Funding sources in 2010/11	£ million	£ per head of population
Budget needed	75.135	44
Less national funding:		
Revenue support grant	3.962	2
Business rates	27.283	16
Amount paid by council tax payers	43.890	26

By setting its budget at £75.135m, the level of spending in 2010/11, the Authority requires a council tax level of £71.77 for a Band D household which equates to £1.38 per week.

The table below shows the fire element of council tax for each valuation band:

This represents an increase of 3.74% compared to the 2009/10 figure.

Valuation Band	Range of values
A	£47.85
B	£55.82
C	£63.80
D	£71.77
E	£87.72
F	£103.67
G	£119.62
H	£143.54

Capital spending 2010/11

Our planned capital spending in 2010/11 will be £6.847 million. The programme is comprised of £3.241 million for building projects and £3.606 million for replacement vehicles and equipment.

Efficiency Information

Efficiency is about spending better – making money go further and offering value for money to council tax payers. The outcomes of our efficiency measurements are in the table below:

Devon & Somerset Fire and Rescue Authority	
Measure	Outcome
Forecast cumulative efficiency savings for 2009/10	£2.493m
Outturn cumulative efficiency savings for 2008/09	£1.587m
Forecast cumulative savings for 2009/10 per Band D dwelling	£4.00
Average impact of forecast savings by March 2010 for authorities of same type	£4.00

It is the aim of the Authority that resources released through our efficiency are retained and reallocated according to our local priorities such as Community Fire Safety.



Your money, your police service

Who we are

The Police Authority is a body of local people, independent from, but working closely with the constabulary, with responsibility for ensuring you receive a high quality service that is fair and accessible to all. The Police Authority has responsibility for the overall policing budget and works to ensure that the service you receive is effective and provides value for money.

Priorities for 2010/11

The aim of the police is to be one of the ten best Forces in the country by 2012. We will be working with the Force towards their goal of improving

DID YOU KNOW

The total daily cost of policing in Devon and Cornwall is around 50 pence per head.



customer satisfaction and confidence, delivering on the service you can expect.

We will be taking a number of steps to further reduce costs. We are, however, committed to protecting the level of policing service delivered across Devon, Cornwall and the Isles of Scilly despite any savings that we need to make.

To ensure the services provided to the public are as good as possible, we need to invest in the systems that the Force use, to increase efficiency. These important service developments will help focus the police on providing the service you tell us you want.

Devon & Cornwall Police Authority

Financial Plans for 2010/11

2010/11 is the final year of our three-year financial strategy that has resulted in over 200 officers being returned to frontline duties – something you called for. This investment has been delivered along with significant savings of nearly £15m in the last three years.

Devon & Cornwall Police Authority is rated as “performing well” in an independent audit of its financial management. This good management has provided financial stability for the Force whilst limiting council tax increases to the minimum needed to maintain the service.

What we will need to spend in 2010/11	2009/10 (£ millions)	2010/11 (£ millions)
Net expenditure	279.40	289.70
Less: use of reserves and balances	-2.00	-3.20
Budget requirement	277.40	286.50
Where does the money come from?		
Funding provided by central government	186.40	191.20
Amount paid by council tax payers	91.00	95.30

Savings of £5.0m will impact in 2010/11 but they do not cover the full funding gap. The total cost of inflation; nationally agreed pay awards; and other unavoidable cost increases is higher than the increase in our government grant. An increase of 4.95% (14p per week) in the police element of the council tax is needed to close the gap and enable us to maintain the level of policing service for the people of Devon, Cornwall and the Isles of Scilly.

Why we will need to spend more in 2010/11	(£ millions)
Budget 2009/10	277.40
Inflation and pay commitments	10.30
Other commitments	1.10
Service development	3.90
Efficiency plan and savings	-5.00
Change in use of reserves	-1.20
Budget 2010/11	286.50

Planned spending on long term assets such as buildings, vehicles and technology is £20.1million. The estimated level of outstanding debt as at 31 March 2010 is £28.8million.

How much will it cost me?

The table below shows the police element of the council tax for each band.

Band A £104.40	Band C £139.20	Band E £191.40	Band G £261.00
Band B £121.80	Band D £156.60	Band F £226.20	Band H £313.20

For an average Band D household in Devon and Cornwall this is equivalent to around an extra £7 per year or 14p per week.

Increasing the efficiency of our work

The Authority and the Force have a good track record of improving efficiency and performance. Crime rates in Devon and Cornwall have fallen by 25% since 2005 and detection rates are increasing progressively.

All councils are required to measure and report the value of efficiency savings that they have achieved since April 2008. An efficiency saving occurs when the cost of an activity falls but its effectiveness is not reduced. In 2009/10 we

DID YOU KNOW

The police element of the council tax in Devon and Cornwall is still the lowest in the south west and well below the national average.



improved our processes so that our officers and staff are working more productively. We will continue to make changes in 2010/11 to cut costs and improve the way we work. 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.

Efficiency savings

Efficiency savings achieved in the period 1 April 2008 to 31 March 2009	£10,001,000
Total forecast efficiency savings for the period 1 April 2008 to 31 March 2010	£20,880,000

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 for a band dwelling for all police authorities.

Efficiency savings for Band D dwelling

Total forecast efficiency savings for the period 1 April 2008 to 31 March 2010 per band D dwelling for Devon & Cornwall Police Authority	£34.48
Total forecast efficiency savings for the period 1 April 2008 to 31 March 2010 per band D dwelling – national average for all police authorities*	£53.79

* the average efficiency savings for the period 1 April 2008 to 31 March 2010 per band D dwelling impact in rural police authorities is £40.86





The service you can expect

Devon and Cornwall Police are signed up to the national Policing Pledge, giving you a clear indication of what you can expect from your police force. As part of the Pledge the police will:

- Always treat you fairly with dignity and respect, and ensure you have fair access to their services at a time suitable for you.
- Aim to answer 999 calls within 10 seconds and give an estimated time of arrival. In urban areas, they aim to get to you within 15 minutes and in rural areas within 20 minutes.
- Answer all non-emergency calls promptly, and if you are vulnerable or upset, or calling about a neighbourhood priority, they will aim to be with you within 60 minutes.
- If you have been a victim of crime, agree with you how often you would like to be kept informed of progress in your case and for how long.
- Acknowledge any dissatisfaction you report within 24 hours of receiving it and discuss how it will be handled, what will be done and how quickly.

If the police fail to meet the Pledge, they will explain why it has not been possible on that occasion to deliver the high standards to which they aspire and which you deserve.

Contacting the police and the Police Authority


If you need to contact the police in an emergency phone **999** (if you are deaf/hearing impaired text **80999**). For non-emergencies call the police on **08452 777444** (local rate number) or visit the police website www.devon-cornwall.police.uk


For more information about Devon & Cornwall Police Authority and for key documents such as the Local Policing Plan visit the Authority's website at www.dcpa.police.uk Alternatively you can contact us on **01392 268333** or at **PO Box 229, Exeter, EX2 5YT**.

South Hams District Council

01803 861234

 customer.services@southhams.gov.uk

 www.southhams.gov.uk


South Hams District Council,
Follaton House, Plymouth Road,
Totnes TQ9 5NE

Out of hours emergency contact number:
01803 867034

Devon County Council

0845 155 1015

 customer@devon.gov.uk

 www.devon.gov.uk


The Information Centre,
Devon County Council, County Hall,
Topsham Road, Exeter EX2 4QD

 Follow us on Twitter:
www.twitter.com/devoncc

Devon & Cornwall Police non-emergency and general enquiries

08452 777444

 www.devon-cornwall.police.uk

Devon & Cornwall Police Authority spending and budget enquiries

01392 268333

 www.dcpa.police.uk

 polauth@devonandcornwall.pnn.police.uk



Devon & Cornwall Police Authority,
PO Box 229, Exeter EX2 5YT

Devon & Somerset Fire and Rescue Authority

01392 872200

 comments@dsfire.gov.uk

 www.dsfire.gov.uk


Devon & Somerset Fire and Rescue
Authority HQ, The Knowle,
Clyst St George, Exeter EX3 0NW

**This booklet is available on request
in large print, Braille or audio.**

If English is not your first language we
can also arrange for it to be produced
in another language.

Phone **0845 155 1015**



Printed on recycled paper