

Working Together in South Hams

A-Z guide to South Hams Council services inside

How your money is spent on local services 2009/10



South Hams District Council
Devon County Council
Devon & Somerset Fire and Rescue Authority
Devon & Cornwall Police Authority

Providing quality services and value for money

We believe by working together we can provide better local services for everyone. Partnership also means our budgets are used more effectively when producing information like this, saving on production costs.

The following pages explain how we are performing, our priorities for the future and how we are spending your money providing local services.

Help and advice if you are on a low income **4**

South Hams District Council **5 – 16**

A-Z of local services **17 – 22**

Devon County Council **23 – 31**

Devon & Somerset Fire and Rescue Authority **32 – 35**

Devon & Cornwall Police Authority **36 – 39**



How we spend your money

We all use public services in the South Hams. Some of these are provided by authorities covering the whole of Devon and others are provided by your district council. Some of the funding for these services comes from a government grant. The balance is raised by collecting council tax or business rates.

The money you pay is collected by South Hams District Council and helps to fund:

■ 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

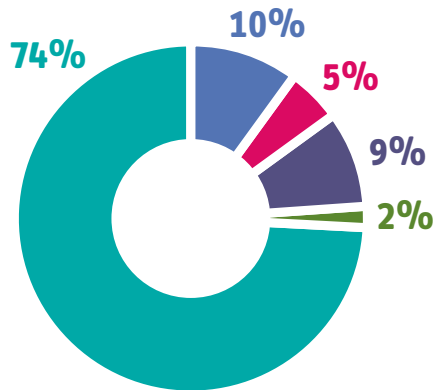
for services like fire prevention, fire and rescue

■ South Hams District Council

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

■ Town/parish councils

For an average band D property, your weekly council tax bill would be £28.42 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	20.99	59p
Devon & Cornwall Police Authority	2.87	13.5p
Devon & Somerset Fire and Rescue Authority	1.33	5p
South Hams District Council	2.51	0
Town/parish councils*	0.72	1p
Total per week	28.42	78.5p

*The figure for town/parish councils is an average. What you pay will depend on your own town or parish council's precept (see table on page 9)

On a low income? Need help and advice?

If you are on a low income you may qualify for council tax benefit. This benefit is available to owner-occupiers as well as people living in rented property. If you want to apply please contact your local district council for an application form (details on the back cover).

If you are on a low income or you have children, you are probably eligible for Tax Credits. You can get a claim form by phoning the tax credit helpline on **0845 300 3900** or you can claim online at **www.taxcredits.inlandrevenue.gov.uk**

If you are aged 60 or over you could claim Pension Credit. Contact the Pension Service to find out more **0800 99 1234**.

CAREdirect can also give you advice about whether you are receiving all the help you are entitled to. Contact CAREdirect on **0845 155 1007**.

If you are disabled or care for someone who is disabled there are a wide range of benefits available to you. Information can be obtained from your local Citizens Advice Bureau or your district council.

Staff at your local Citizens Advice Bureau can advise you about whether there are other benefits you may be able to apply for. They can also help you fill in the forms.

Telephone numbers are available through yellow pages or visit **www.citizensadvice.org.uk**

Having problems making ends meet?

South West Pound is a not-for-profit company that provides free financial support to people who need it. Whether it is because you are struggling to pay bills and would like to pay monthly but do not have a bank

account or you just want to check your monthly spending, South West Pound can give you access to affordable loans, budgeting advice, bank accounts as well as savings and education.

We have a team of dedicated Outreach Workers who are on hand to visit customers at their home or at a mutually convenient place.

South West Pound works closely with local Credit Unions so any money saved or borrowed is sourced locally and therefore continues to benefit the local economy.

To find out more phone **0800 316 9296**.

Community Legal Service Direct

- struggling to repay debts?
- facing eviction?
- unsure about your rights at work?
- trouble with benefits and tax credits?
- problems with your child's school?

Community Legal Service Direct makes it easier to find quality legal information.

It provides free information direct to the public on a range of common legal problems.

Community Legal Service Direct consists of:

- a national helpline: **0845 345 4 345** (calls charged at local rate)
- a website: **www.clsdirect.org.uk**
- a series of free legal information leaflets

All help and advice given is confidential and independent.

Call **0845 345 4 345** for free legal help and advice.

Click **www.clsdirect.org.uk** for free legal information.

South Hams District Council

Statement from the Leader of South Hams District Council

Change is all around us and there is little doubt that the year ahead will be challenging. Some people are facing uncertainty about their jobs and worrying about the effects of the economic downturn on their lives. We understand this and are endeavouring to do our best for residents.

To benefit all our residents we have kept our portion of the council tax for the coming year at the current level. Plus it will not cost you any more to park in the South Hams next year because we have frozen our car parking pay and display charges.

To help people buy local we have introduced a pilot scheme for residents' concessionary parking permits, enabling people to park free-of-charge in any council-operated car park daily between 4pm and 10am.

We can offer advice and support to local businesses and have made a commitment to pay our bills within 10 days. We also run events for people who have lost their jobs, bringing together a range of services including Job Centre Plus, Business Link and Citizens Advice Bureau.

If people who are experiencing difficulties paying their rent, council tax or mortgage contact us quickly, we can help before the situation gets out of hand.

We are making a significant capital investment of £1.9 million improving public open spaces throughout the district. A detailed assessment of parks, sports and play facilities was undertaken last



year which formed the basis of allocating funding. Working with local communities we are now looking at areas in more detail to provide the right type of facility for different locations.

When it comes to recycling, South Hams residents are amongst the best in the country. We've achieved a 57.07% recycling rate which means we're second in England. That's not all – South Hams residents also send the least amount of waste per household to landfill.

We have always tried to keep levels of council tax low – well below the national average. Despite a disappointing Government grant settlement, we have worked hard to produce a balanced budget at no extra cost to the tax payer.

I hope you continue to find that South Hams District Council provides you with value for money services.

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 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	2008/2009	2009/2010		
	Net Spending £000	Total Spending £000	Total Income £000	Net Spending £000
Central Corporate & democratic management, council tax collection & benefits, elections, emergency planning, land charges	3,009	9,296	(6,048)	3,248
Cultural & related Support for the arts, parks, leisure centres, countryside management, tourism	2,181	2,516	(309)	2,207
Environmental Beach & water safety, cemeteries, coast protection, environmental health, flood defence, street & beach cleaning, waste collection	5,088	7,556	(1,879)	5,677
Highways, roads & transport Car & boat parking, Dartmouth Lower Ferry, Salcombe Harbour, public transport	(1,112)	3,878	(5,267)	(1,389)
Housing Housing the homeless, housing advice, housing benefits, housing strategy, renovation grants	1,268	18,788	(17,396)	1,392
Planning & development Building control, community development, development control, economic development, employment estates, environmental initiatives	1,289	3,877	(2,859)	1,018
Non-recurring items	78	15	-	15
Inflation provision	620	500	-	500
Service totals	12,421	46,426	(33,758)	12,668
Net contributions from reserves	(882)	(1,242)	(100)	(1,342)
External interest	(1,150)	-	(930)	(930)
Budget requirement for South Hams	10,389	45,184	(34,788)	10,396
Town and parish precepts	1,373	1,420	-	1,420
Total budget requirement	11,762	46,604	(34,788)	11,816

Why has our spending changed?

	£000
South Hams District Council's Budget Requirement 2008/09	10,389
Inflation and other services pressures	978
Service development	108
Reduced investment interest	246
Review of reserves	(419)
Budget savings	(797)
Review of fees and charges	(109)
South Hams District Council's Budget Requirement 2009/2010	10,396

Where does the money come from?

	2008/09 £000	2009/10 £000	Per head of population £
Budget needed	11,762	11,816	141.20
Financed by:			
Central Government funding:			
Formula Grant	5,452	5,480	65.48
Council tax collected in previous years in excess of budgeted amount	70	0	0.00
Balance to be found from council tax payers towards the expenditure of:			
Parish & town councils	1,373	1,420	16.97
South Hams District Council	4,867	4,916	58.75
Total financing	11,762	11,816	141.20

How many staff do we employ?

We have budgeted for 440 full time equivalent staff in 2009/10.

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 £10 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 affordable housing, new employment estates 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 2008/09		Estimate 2009/10		
Net expenditure £'000	Description	Total expenditure £'000	Total income £'000	Net expenditure £'000
60	Finance & administration	69	(6)	63
15	Planning & infrastructure	15	-	15
72	Properties (Town Hall)	72	(16)	56
72	Parks & open spaces	98	(26)	72
115	Community & The Watermark	324	(204)	120
-	Tourist Information Centre	30	(9)	21
20	Civic and democratic	25	(1)	24
354	Total	633	(262)	371

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 2008/09		Estimate 2009/10		
Net expenditure £'000	Description	Total expenditure £'000	Total income £'000	Net expenditure £'000
98	Finance & administration	98	-	98
82	Properties	91	(18)	73
9	Cemetery	14	(7)	7
50	Tourist Information Centre	124	(61)	63
(2)	Interest received	-	(2)	(2)
(12)	Other items	41	(46)	(5)
225	Total	368	(134)	234

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	2008/09 precept £	2009/10 precept £	2009/10 Tax band D £
Ashprington	3,400	3,400	13.65
Aveton Gifford	9,743	11,244	29.51
Berry Pomeroy	5,335	5,335	13.90
Bickleigh	60,000	55,000	41.62
Bigbury	7,040	7,250	18.34
Blackawton	7,998	8,150	25.64
Brixton	11,250	11,250	14.57
Buckfastleigh West	3,100	3,100	28.44
Buckland-Tout-Saints	1,646	1,000	9.82
Charleton	2,500	3,000	11.40
Chivelstone	3,150	3,125	17.13
Churchstow	3,300	3,500	16.61
Cornwood	10,228	10,980	25.68
Cornworthy	3,650	4,150	23.13
Dartington	17,817	17,817	24.76
Dartmouth	121,724	127,810	45.18
Dean Prior	2,186	2,144	27.60
Diptford	4,500	4,900	20.89
Dittisham	3,500	3,500	10.79
East Allington	6,600	8,500	29.01
East Portlemouth	4,500	4,500	29.64
Ermington	7,500	8,000	23.10
Frogmore & Sherford	4,500	4,500	19.51
Halwell & Moreleigh	4,410	4,630	25.81
Harberton	6,500	6,500	12.58
Harford	750	830	21.33
Holbeton	6,059	6,059	20.92
Holne	4,733	5,200	41.61
Ivybridge	353,636	371,233	93.56
Kingsbridge	94,556	98,770	42.82
Kingston	6,500	6,500	32.63

Parish/town	2008/09 precept £	2009/10 precept £	2009/10 Tax band D £
Kingswear	12,000	12,000	15.19
Littlehempston	2,184	2,184	20.49
Loddiswell	10,500	11,000	27.29
Malborough	9,500	9,500	20.48
Marldon	12,170	12,170	13.91
Modbury	22,000	22,000	32.02
Newton & Noss	39,245	39,245	34.74
North Huish	1,500	1,500	8.56
Rattery	3,820	4,000	20.13
Ringmore	3,200	3,200	26.47
Salcombe	42,000	43,200	23.30
Shaugh Prior	9,000	9,000	30.81
Slapton	7,000	7,300	30.06
South Brent	36,000	37,260	35.68
South Huish	3,606	3,606	7.81
South Milton	2,650	4,000	16.80
South Pool	2,350	2,500	23.15
Sparkwell	7,251	7,639	17.07
Staverton	9,860	10,304	31.30
Stoke Fleming	12,822	12,822	24.04
Stoke Gabriel	14,000	14,000	21.36
Stokenham	23,616	24,765	23.54
Strete	6,900	7,183	23.46
Thurlestone	13,378	13,779	19.47
Totnes	225,432	234,449	81.18
Ugborough	11,500	11,500	16.15
Wembury	19,953	21,000	14.93
West Alvington	3,570	3,500	13.71
Woodleigh	700	700	7.20
Yealmpton	23,130	23,000	25.05
Total	1,373,148	1,420,183	

The tax for other bands is calculated as a proportion of Band D as follows:

Band A = 6/9; Band B = 7/9; Band C = 8/9; 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

Council tax bills can be reduced under some circumstances. A full council tax bill assumes that two adults live in the home but you can get a discount of 25% if you live alone.

Even if you don't live alone you may still be entitled to a discount because we don't count some residents when we calculate the discounts (we 'disregard' them). They include:

- full time students, student nurses, apprentices and Youth Training trainees
- patients resident in hospital
- people who are being looked after in care homes
- someone with enduring mental health problems*
- people staying in certain hostels or night shelters
- 18 or 19 year olds for whom child benefit is still payable
- care workers working for low pay – usually for charities
- carers who look after someone with a disability (who is not their spouse, partner or child under 18) for at least 35 hours per week*
- members of visiting forces and some international institutions
- members of some religious communities (e.g. monks and nuns)

■ people in prison (unless they're there for not paying council tax or a fine)

■ Diplomats.

If all the people in a property are disregarded under at least one of these categories the discount will be 50%.

Have a home here but live elsewhere

A discount of 10% will apply where a property is furnished (no-one lives there as their main home or sole residence).

Except in circumstances where:

- your property is unoccupied because you have to live elsewhere as part of your conditions of employment – you may be entitled to a 50% discount
- your property is available for short term holiday letting for more than 140 days in any one year it will attract a business rate and not council tax.

* Our leaflet 'Paying less council tax' provides more details.





Local discounts

Councils now have the discretionary power to grant discounts to cover exceptional circumstances not covered by the legislation e.g. flooding.

Reduction for disabilities scheme

This scheme ensures that if you need additional space in your property, because one of the residents has a disability, you are not penalised by having to pay additional council tax. This could happen because the extra space you need might increase the value of your property.

Normally the reduction is the equivalent of one band i.e. if your property is in band 'D' you pay the equivalent of band 'C' etc. If your property is in band 'A' (the lowest band), the charge is reduced by one sixth.

To qualify

1. A person with a disability must live in your home – they do not have to be the council tax payer.
2. There must be at least one of the following features in the property:
 - a room other than a kitchen, bathroom or toilet used predominantly by, and for meeting the needs of, the person with a disability e.g. a room set aside for the storage of dialysis equipment

- an additional bathroom or kitchen used predominantly by, and for meeting the needs of, the person with a disability additional space inside the dwelling to allow the use of a wheelchair.

You must be able to show that the additional room or space is needed because of the person's disability and that they would not need it but for the fact that they have a disability. In this sense the room or space must be 'extra'. But you do not need to have specially adapted a room or to have built a new room.

Exemptions

Council tax is not payable at all under some circumstances.

They include:

1. Where ALL the occupiers are:
 - students
 - people under the age of 18
 - people with enduring mental health problems
 - diplomats.
2. On a separately assessed annexe (such as a 'Granny Flat') where the occupier is a dependant relative of the people living in the main part of the property.

3. Where a home is unoccupied and

- is unfurnished and requires structural or major repair works – for up to 12 months
- is unfurnished – for up to six months from the date the furniture was removed. (NB if the property is sold the new owner will not be entitled to a further six month exemption – full council tax will be payable once the initial six months period has expired)
- the previous occupier has moved to receive personal care elsewhere
- probate or letters of administration have yet to be granted following the death of the previous occupier
- it is left empty by someone who has moved out in order to provide personal care for another person
- it is left empty by students (where all the previous occupiers were students)
- it has been repossessed
- it is the responsibility of a bankrupt's trustee

- it is owned by a charity
- it is left empty by someone who has gone into prison (unless they're there for not paying their council tax or fines)
- it is empty because its occupation is not permitted by law
- it is empty because a planning condition prevents occupancy
- it is waiting to be occupied by a minister of religion.

Properties where the persons who would otherwise be liable to pay council tax are members of visiting forces (where they are neither British citizens nor ordinarily resident in the U.K.) are also exempt.

The legislation covering these matters is quite complicated and this information only sets out the broad principles. If you would like further information please e-mail rev.bens@southhams.gov.uk or telephone Totnes (01803 861275).



Becoming more efficient South Hams District Council



The Government considers 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 2008-09 financial year'.

Councils are required to have regard to economy, efficiency and effectiveness in their actions. An efficiency saving occurs when the cost of an activity falls, but its effectiveness is not reduced. By the end of March 2009, efficiency savings achieved since April 2008 are forecast to be: £452,000.

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

Forecast cumulative efficiency savings for 2008-09	£452,000
Forecast cumulative efficiency savings for 2008-09 as a percentage of baseline expenditure	2.6%
Forecast cumulative efficiency savings for 2008-09 divided by council tax base (Saving per Band D dwelling)	£12
National average for similar authorities (Saving per Band D dwelling)	£22

Note: council tax base= number of Band D equivalent dwellings.

For further explanation on the council's requirement by Government to report the value of efficiency savings please use the following website:

www.communities.gov.uk/localgovernment/efficiencybetter/deliveringefficiency/counciltaxnotices/

Achievements and opportunities for improvement in the South Hams

The council is involved in many projects and schemes across the South Hams many of which are in partnership with other groups. Listed under each of the council priorities are a selection of achievements and opportunities for further improvement through future or ongoing projects.

Affordable Housing:

Achievements:

- the acquisition of 15 houses for homelessness accommodation (cost of £1.5m) has significantly reduced the level of families in B&B.
- the integration of Housing Advice into Revenue and Benefits services has created a major front line service dealing with the more vulnerable in society.

Opportunities:

- the council is developing a pilot project with Dartington Housing Association to buy five properties in the district and let them out at around 20% less than the equivalent market rent
- in partnership with the Citizens Advice Bureau (CAB) the council has agreed to fund a specialist (CAB trained) debt advisor. This will help enhance homeless prevention.

Good Jobs:

Achievements:

- council secured funding in 2008 to produce a Migrant Worker handbook, which provides useful signposting resource covering employment, finance, emergency services, housing and accommodation, health and well-being and education and training. The handbook is available

in English, French, Spanish, Portuguese, Flemish, Polish, Hungarian, Slovakian and Albanian.

Opportunities:

- to increase prosperity: promotion and tourism business growth development – a new Area Tourism Public/Private Partnership has been introduced. Members of the partnership will be able to share important skills, experience and resources
- the South Hams Strategic Partnership (which consists of public, private and voluntary partners) has pledged their support for a Learning and Skills Council initiative. The Skills Pledge is a public commitment by employers to develop the skills of their workforce.

Retains the district's character:

Achievements:

- South Hams has been awarded (June 2008) Blue Flag status for four beaches in Bantham, Blackpool Sands, Challaborough and Bigbury-on-sea. The cost of this has been sponsored by Tourism Businesses. The Blue Flag is an exclusive eco-label.

Opportunities:

- the council has adopted a Public Space Strategy which will guide a range of partnership work to manage the South Hams' distinctive landscape and public access areas
- the council has a Design and Conservation Panel, which draws on the expertise of architects and lecturers to guide improvement of schemes. Preserving the local distinctiveness in South Hams' settlements with new developments is critical.



A clean district:

Achievements:

- South Hams District Council is second in the league table for 2007/08 for recycling 57.07% (which equates to 19,000 tonnes of waste saved from landfill).

Opportunities:

- adopted Climate Change Strategy and the council has been accepted onto the Carbon Trust's carbon management programme, which will enable the authority to reduce energy use to save money and contribute to the climate change agenda.

An accessible council:

Achievements:

- grant assistance was granted to Harbertonford Village Hall towards the cost of extending the village hall and upgrading its disabled facilities. £15,000 or 50% of the total project cost, whichever is lesser was awarded.

Opportunities:

- the council's customer services team and specialist officers held a series of outreach events which provided the chance for residents to ask questions about council services. Events took place in key locations in Ivybridge, Kingsbridge and Dartmouth. This is an ongoing initiative

- community action days which is an ongoing joint initiative with the Police, Fire, housing associations and the council. Involves officers visiting homes in the district in addition to events at local community centres, so residents can express their views on what they think will make their community a better place to live in.

Value for money:

Achievements:

- the council was awarded £1 million Housing & Planning Delivery Grant; which is a great achievement and is deciding on how best to spend in accordance with the council's priorities.

Opportunities:

- the Watermark (based in Ivybridge) opened April 2008 which is a large multi-purpose space for events and conferences ideal for business or community group meetings. The building offers: library, creative programme of reading activities, IT workstations, broadband access, IT courses and programme of entertainment and range of community events.

More information on projects, strategies and policies on how the council is working towards improving the well-being of the people of the South Hams, can be found on the council's website: www.southhams.gov.uk

What are the council's priorities

The Council's aim is 'To improve the well-being of the people of the South Hams' by concentrating on six 'priorities'.

Affordable housing	To secure a supply of housing for local people at affordable levels
Good jobs	To create the conditions for the growth and maintenance of quality economic activity
Retain the district's character	To maintain the district's distinctive environment whilst enabling access and sensitive development
A clean district	To maintain a clean environment
An accessible council	To work with others to improve access to key services
Value for money	To improve core service performance in a cost-effective way

The council in addition to the six priorities will also target the following three cross cutting themes:

- Climate change
- Needs of younger people
- A healthier community

About the South Hams area

To understand what services you receive from the council tax you pay, it is useful to know the facts and figures of the geographic area of the South Hams. This information provides a clearer picture of the constraints and opportunities that are faced.

- Population = 83,500
- Total number of households in the area = 41,827
- Number of second homes = 4,162 (represents 10% of total households)

The South Hams is a largely rural and sparsely populated area on Devon's south coast which comprises of:

- 133 sq miles of Area of Outstanding Beauty (AONB)
- 4,890 acres of Sites of Special Scientific Interest (SSSI)
- 60 miles of coastline

Contact us

South Hams District Council is responsible for providing many services. These responsibilities are detailed in the A-Z section on page 17-22 along with those provided by Devon County Council.

Write to us or visit us:

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

Phone us: **01803 861234**

Email us: **customer.services@southhams.gov.uk**

Visit our website: **www.southhams.gov.uk**

Fax us: **01803 866151**

Your handy A-Z guide

A

Abandoned Vehicles	01803 861234
Adoption – see Children and Families	0845 155 1013
Adult and community education	0845 155 1014
Affordable Housing	01803 861234
Affordable Housing Assistance	01803 861234
After school care	0845 155 1019
Air Quality	01803 861234
Alcohol Licences	01803 861234
Amusement machines	01803 861234
Animal Boarding licences	01803 861234
Area of Outstanding Natural Beauty (AONB)	01803 861384
Asbestos Removal	01392 382846

B

Beaches – dogs	01803 861234
Beach Cleaning	01803 861234
Birth, marriages and deaths – see Registration	0845 155 1002
Blue badge scheme – see Disability Information Service	0845 155 1005
Building Control	01803 861234
Bulky Waste Collections	01803 861234

Bus passes (Devonwide) – see Roads and Transport	0845 155 1004
Bus timetables – see Roads and Transport	0845 155 1004
Business	01803 861234
Business Rates (NNDR)	01803 861234
Business Support and Development	01803 861234

C

Car Parking – Off-Street	01803 861234
Caravan and Camping sites licences	01803 861234
Caravan and Park Home Sites licences	01803 861234
Care Direct	0845 155 1007
Care services and Carers support – see Care Direct	0845 155 1007
Child care	0845 155 1013
Child protection	0845 155 1013
Civic amenity sites (recycling centres) – see Recycling and Waste	0845 155 1010

Devon County Council services
South Hams District Council services
Other services

Your A-Z of local services

Coast and Countryside	01803 861234
Community Development	01803 861234
Community Grants	01803 861234
Community legal service	0845 345 4345
Community Safety	01803 861234
Complaints (County Council)	0845 155 1015
Concessionary fares – see Roads and Transport	0845 155 1004
Conservation	01803 861234
Consumer protection – see Consumer Direct	0845 404 0506
Council meetings (County) – see General Enquiries	0845 155 1015
Council Tax	01803 861275
Council tax benefit	01803 861234
Councillors (County) – see General Enquiries	0845 155 1015
Cycling – see Roads and Transport	0845 155 1004



D

Dartmouth Lower Ferry	01803 861234
Day care – see Care Direct	0845 155 1007
Deaths – see Registration	0845 155 1002
Development Control	01803 861234
Devon Records Office	01392 384253
Disability information service	0845 155 1005
Disabled badges (parking) – see Disability Information Service	0845 155 1005
Dog Breeding licence	01803 861234
Dogs – aggressive	0845 277 7444
Dogs – fouling	01803 861234
Dogs – stray	01803 861234
Drainage	01803 861234
Drainage and sewerage – see Roads and Transport	0845 155 1004

E

Economic Development	01803 861234
Education services	0845 155 1019
Electoral Services	01803 861234
Emergency Planning	01803 861234
Environmental Health	01803 861234

F

Family support	0845 155 1013
Farmers Markets	01803 861234
Flooding (Floodline)	0845 988 1188
FlyTipping (confidential answer phone)	01803 861262
Food Safety	01803 861234
Footpaths (rights of way) – see Roads and Transport	0845 155 1004
Fostering	0845 155 1013
Forward Planning	01803 861234
Freedom of Information – In the first instance contact the relevant service department.	

G

Gambling licence	01803 861234
Gritting (roads and paths) – see Roads and Transport	0845 155 1004
Gully cleansing – see Roads and Transport	0845 155 1004

H

Hazardous waste disposal – see Recycling and Waste	0845 155 1010
Health care – see Care Direct	0845 155 1007
Health visitors – see Care Direct	0845 155 1007



Home care and support – see Care Direct	0845 155 1007
House-to-house collections licence	01803 861234
Housing grants and loans	01803 861234
Housing benefit	01803 861234
Housing Advice	01803 861234

J

Job vacancies (all Devon councils)	01392 383034
---------------------------------------	---------------------

L

Land Charges	01803 861234
Landfill sites – see Recycling and Waste	0845 155 1010
Learning disabilities – see Disability Information Service	0845 155 1005
Libraries	0845 155 1001

Your A-Z of local services

M

Marriages – see Registration	0845 155 1002
Meals on wheels – see Care Direct	0845 155 1007
Mobile libraries – see Libraries	0845 155 1001

N

Noise	01803 861234
Nursery schools – see Children and Families	0845 155 1013

O

Old people's homes – see Care Direct	0845 155 1007
On-street parking enforcement	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 – see Roads and Transport	0845 155 1004

Parking (on street) – see Roads and Transport	0845 155 1004
Parks & Open Spaces	01803 861234
Pavements – see Roads and Transport	0845 155 1004
Pedestrian crossings – see Roads and Transport	0845 155 1004
Pest Control	01803 861234
Pet Shop Licence	01803 861234
Planning	01803 861234
Play groups	0845 155 1013
Pot holes – see Roads and Transport	0845 155 1004
Public footpaths – see Roads and Transport	0845 155 1004
Public transport – see Roads and Transport	0845 155 1004





R

Recycling advice	0845 155 1010
Recycling centres	0845 155 1010
Recycling Sacks	01803 861199
Recycling Helpline	01803 861199
Registration of births, marriages and deaths	0845 155 1002
Residential homes – see Care Direct	0845 155 1007

Respite care – see Care Direct	0845 155 1007
Riding Establishments – licensing	01803 861234
Rights of way (footpaths) – see Roads and Transport	0845 155 1004
Roads and Transport	0845 155 1004
Road maintenance – see Roads and Transport	0845 155 1004
Road safety	01392 446124

S

Salcombe Harbour	01548 843791
Salting and gritting – see Roads and Transport	0845 155 1004
Schools	0845 155 1019
School transport	0845 155 1019
Sheltered housing – see Care Direct	0845 155 1007
Shopmobility – see Disability Information Service	0845 155 1005
Social services – see Care Direct	0845 155 1007
Special educational needs	0845 155 1019
Street Collections	01803 861234
Street lighting – see Roads and Transport	0845 155 1004
Street Naming and Numbering	01803 861234
Student grants	0845 155 1019

T

Taxis (licensing)	01803 861234
Theatre and Cinema licence	01803 861234
Toilets / Public Conveniences	01803 861234
Tourism	www.visitsouthdevon.co.uk
Trade Waste Services	01803 861234
Trading standards - see Consumer Direct	0845 404 0506
Traffic management - see Roads and Transport	0845 155 1004
Trees	01803 861234

V

Vandalism and graffiti 01803 861234

W

Waste Collection 01803 861199

Winter road maintenance - see Roads and Transport 0845 155 1004

Y

Youth service 01392 382049



Devon County Council

Supporting Devon's economy

We know the current financial situation is putting huge pressure on people, communities and local businesses across Devon.

As the largest council in Devon responsible for 85% of your local services, we believe it is essential to use our resources wisely to help the county and its people to weather the current storm as well as get in shape for the recovery that will follow.

This means doing all we can to support vulnerable people and families, to continue to invest in major projects that will bring employment and other opportunities to people across the county, and to back local businesses to keep our economy moving.

Investing in our future

The County Council is taking immediate action to support the local economy and boost economic activity. £48 million is already being invested in local projects across Devon funded by the sale of Exeter airport (see "Investing in your community"). The money is being used to support a wide range of projects and has been split to create an **Economic Development Fund**, a **Green Fund** to promote carbon reduction

and environmental projects and a **Major Projects Fund** for projects of significant importance to Devon. In addition, a **Local Projects Fund** is supporting smaller projects which can make a big difference to towns and villages and a **Community Fund** for projects that develop provision for young and older people.

These investments are being used to attract match funding from other sources which will bring even more money into the county.

In addition, an extra £5 million has been allocated over the next three years for major schemes in Devon. This includes £1.4 million for Skypark, located just east of Exeter, which is expected to generate around 7,500 jobs, and £1.7 million to identify priority sites for future economic growth. A further £450,000 is promised for Renewable Energy for Devon which is a County Council led project offering capital grants to communities and small businesses to install renewable energy technologies, £700,000 will go towards developing the county's ICT infrastructure and £750,000 is earmarked to develop the community infrastructure in coastal towns.

Praised as top performing

The independent Audit Commission has just awarded us the highest possible 4**** ranking and said we continue to "improve well". Singled out for particular praise is our sound financial management, value for money, use of resources and ability to attract external funding.

The assessment follows an inspection of all our key services including those for older people, children and families and looking after the environment.



Saving local post offices

Fifteen communities have had the future of their village shops secured thanks to funding from the County Council.

The shops, which are the only remaining shops in those villages, are being given annual grants of £5,000 for the next three years plus free business advice enabling them to be sustainable in the long term. All 15 faced possible closure after last year's changes to the Post Office network.

Skills and training

Over £1.7 million is also to be given to various projects and schemes over the next 2 years to promote local business growth and create skills and training opportunities. This money comes from the business rates paid by companies and organisations in Devon which goes to central government and is then re-distributed to local authorities through the Local Authority Business Growth Incentive scheme.

£250,000 is allocated for Skills and Worklessness projects which encourage the unemployed into training opportunities; the Devon Rural Network is to receive £50,000, and £100,000 will go towards South West Forest, a rural regeneration project based on woodlands and wood products which includes the creation of community woodlands across northern Devon.

Prompt payment

To help local businesses immediately, we have speeded up our payment to County Council suppliers and other creditors by reducing it from the standard 30 days down to 20 days. The council pays out approximately £400 million to suppliers per annum, so paying our bills promptly is expected to help the cash flow of local businesses considerably.

Other funding opportunities

To strengthen the economy further and help secure more investment into the county we will also look at other funding opportunities. The County Council is trying to secure European Union funding to support environmental, social and economic projects in the county over the next five years. £80 million is currently available in the South West from the European Regional Development Fund to promote innovation, enterprise, business growth and new technologies.

Supporting local food producers

We are helping the food and drink sector by running a series of business workshops covering topics such as developing websites, eMarketing, eCommerce as well as more traditional business support. Grant funding is also available to help local businesses take advantage of the latest technology.



Supporting the economy at the heart of communities is our key priority



Helping Devon residents

In addition to helping businesses, the County Council is looking at ways to help Devon residents. This includes extra support for South West Pound and local Credit Unions.

South West Pound is an independent not-for-profit company which provides people with a single access point to get the financial assistance they need to move towards financial security.

It offers free advice to anyone experiencing financial worries and services include money advice, bank account support, budgeting support, and access to affordable loans, savings plans and financial capability education.

Last year, South West Pound helped 1,700 people to save £79,000 by a combination of reducing interest payments on debts, finding benefits that people were entitled to and helping people to find an affordable loan. They have also helped people to better manage £2.6 million of personal debt.

We are also trying to make sure that people get the benefits to which they are entitled, in particular older people and parents who have children with special needs. Over the last 3 years, work in this area has ensured an additional £20 million was claimed by those who needed it. The County Council will continue to support this and has committed £850,000 to benefit advice and support schemes over the next 3 years.

Investing in your community



We have reinvested funds from the successful sale of Exeter International Airport. £48 million has been made available to allow hundreds of projects to take off. Just some of the projects in the South Hams which benefited from the first round of allocations included:

Totnes Community Bus

Totnes Community Bus has been awarded £16,500 towards the purchase of a new vehicle. The current service runs between 9.30am to 4.15pm with volunteer drivers running a route from the town centre to outlying parts of the town, including the doctors and hospital.

The service is extremely well used and has carried over 110,000 passengers in the past six years.

Flavel Centre, Dartmouth

£10,000 has been awarded to the Flavel Centre to improve its facilities. The centre is very popular with local people and this success has made it necessary to make improvements.

They will include, new furniture, a moveable stage, illuminated posters for the reception area to advertise events and improving the acoustics and storage facilities.

Ivybridge Town Football Club

Ivybridge Town FC were celebrating after £85,000 was awarded to pay towards an upgrade to their football ground. The money is going towards paying for floodlights, a perimeter fence on all four sides of the pitch, a 100 seater spectator stand, shared standing on three sides of the pitch and refurbishment of the changing facilities and club house.

There are over 250 young people on the books of the football club from Ivybridge and the neighbouring divisions. The club also supports 14 teams across all ages including a ladies side.

It is also planned for the newly refurbished club house to be used as an alternative venue for the many sports and social clubs in the Ivybridge area.



Junior footballers at Ivybridge



The Watermark Centre Ivybridge

Improving life for all

New library for Ivybridge

The brand new £1.4million library at Ivybridge, the first in Devon to use self-issue technology, officially opened its doors in April last year. The state-of-the-art library, in the Watermark Centre, also offers residents a wide range of other services including more public computers, a wider range of books and media for all ages, browsing and listening facilities and an adjoining learning suite.

Kingsbridge Library improved

Kingsbridge Library is new and improved for 2009, with better heating in the foyer, a new carpet in the main part of the library and new shelving in the central area.

Investing in your roads

Millions have been invested in highway maintenance and enhancements by Devon County Council in and around the South Hams.

In Totnes the County Council has improved pavements in parts of Fore Street and High Street.

Extensive work has also been carried out on the A381 which included stabilisation of the stretch between Totnes and Newton Abbot.

Improving schools

Marldon Church of England Primary School now has two new classrooms, which means that staff and pupils no longer have to go outside to access parts of the building.

Work has begun on a £7 million new eco school for **Dartington**. The new school will replace the existing primary and is being built on a site close by. It will be an eco-friendly building which is set to be one of the first zero carbon primary schools in the country when it is completed by Christmas 2009. £250,000 will also be spent on improving pedestrian access to the school.

Money for Youth Nights projects

An initiative in the South Hams which encourages young people to use local leisure centres on a Friday night secured funding from Devon County Council for a further year. The Youth Nights project, which has been running in Dartmouth, Ivybridge, Kingsbridge and Totnes, has been credited with reducing 'youth related offences' by 27% on the previous year, and 'youth-related' criminal damage by 42%. There were also substantial reductions in recorded youth-related assaults and drugs offences.

Local councillors making a difference

Every year, Devon County Council allocates a budget to each county councillor to spend in their locality. This means that councillors, who have a good knowledge of their local area, can spend money to maximum effect by making one-off donations to support local community projects. Here are some of the projects that were supported last year in the South Hams.

The **Under 9s football** team at Dartmouth Leisure Centre was given money to hire football pitches for its popular matches.

The kitchen of the **Dartmouth Rest Room** was given a facelift. The Rest Room is an important meeting place in the town.

The County Council helped both **Kingswear** and **Dartmouth Rowing Clubs**. Kingswear used funding to buy four extra life jackets, and put their plans to start teaching young people aged nine and upwards into action. Dartmouth Rowing Club was also helped to encourage more young people to take up the sport.

Dartmouth Caring, based at the Medical Practice in Victoria Road has set up a Users' Group and a Carers' Support Group – providing support closer to home for those who find it difficult to get to the hospitals in Torbay and Plymouth.

The lime kiln and flower beds near the holiday park in **Challaborough Bay** have been restored with new trees and shrubs.

Diptford is benefiting from a new computer club and Diptford residents with computer skills have volunteered to hold teaching sessions at the club.



New Eco-school Dartington

Solid. Stable. Dependable.

A Budget for Devon and you

The current economic downturn means testing times ahead for many families, communities and businesses across Devon. At the same time, the public finances available to keep vital local services in place and to help people through the bad times are set to get ever tighter.

Despite this, I am clear the County Council must use all its resources to help ease the burden by continuing to support local people and invest in communities while keeping the burden of council tax as low as possible for everyone.

Our years of prudent financial management and experience mean we're in a strong position.

Others agree. The Audit Commission, when awarding us the highest possible 4 star ranking, praised our sound financial management, use of resources and ability to attract external funding.

This year we have kept our increase in council tax to 2.89%, well below the national average.

This will be used to keep important local services in place whilst cutting costs and reducing waste.

Value for Money and Efficiency Gains

Devon County Council is a top performing authority that makes the best use of its resources to deliver high quality and efficient services. In setting its 2009/10 Budget the Council has targeted the achievement of £15.2m in efficiency savings. These savings represent further improvements in value for money, building on the savings achieved in 2008/09 as shown in the table below:

Forecast Efficiency Savings 2008/09	
Total Forecast Savings 2008/09	£14,759,000
Forecast Savings – % of 2007/08 baseline expenditure	3.0%
Forecast Savings per Band D dwelling	£52
Average Forecast Savings per Band D dwelling for all County Councils	£53

The local economy is a top priority and we have targeted an additional £5.75 million for economic regeneration on top of a £175 million capital investment programme to build new schools, roads and other infrastructure.



This is all despite an unfair level of grant from Government which leaves Devon with £40 per person less than the average for counties, which amounts to £30million less for services around the county.

The County Council will continue to fight your corner. But, now more than ever, we must come together to help Devon communities ride out the storm and put the county in the best possible position to recover quickly from recession and emerge stronger and more united.

Brian Greenslade
Leader of Devon County Council

Financial information for 2009/10

The following information explains how our finances will be spent to provide services to 767,400 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 £729.78	Band C £973.04	Band E £1,337.93	Band G £1,824.45
Band B £851.41	Band D £1,094.67	Band F £1,581.19	Band H £2,189.34

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 2008/09 was £1,063.89. The Band D tax for 2009/10 is £1,094.67 which represents a 2.89% increase on the 2008/09 figure.

Devon County Council's funding comes from:	£million	£ per head of population
Budget needed	506.0	659
Less national funding:		
Revenue Support Grant	28.7	37
Area Based Grant	36.4	47
Business Rates	124.3	162
Amount paid by Council Tax Payers	316.6	413

Changes in spending from 2008/09	£000
Budget Needed in 2008/2009	450,768
Pay and prices increases in 2009/2010	19,234
Reclassification of Area Based Grant	34,673
Capital Financing net change	8,260
To fund statutory requirements and other service pressures:	
- Children and Young People	7,379
- Adult and Community Services	5,789
- Environment, Economy and Culture	3,484
- Other	1,755
Contributions from Earmarked Reserves	-4,781
Efficiency savings and service reductions	-20,540
Budget Needed for 2009/2010	506,021

Borrowing

At 31 March 2008 the County Council owed £613.9 million to external lenders. Our 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 and Torbay Councils will be contributing approximately 31% towards the cost of paying back the money that was borrowed before that date.

Spending

2009/10 Budget summary

This money is spent on:

	2008/09		£million	2009/10		£million
	Total spending £m	Total income (1) £m	Net spending £m	Total spending £m	Total income (1) £m	Net spending £m
Directorate Spending:						
- Children and Young People	586.3	485.4	100.9	646.1	525.0	121.1
- Adult and Community Services	263.5	99.3	164.2	261.3	76.8	184.5
- Environment, Economy and Culture	142.6	37.1	105.5	149.7	34.9	114.8
- Chief Executive's	19.9	4.7	15.2	17.7	1.3	16.4
- Finance and IT	14.8	4.3	10.5	17.7	7.0	10.7
- Personnel and Performance	8.3	2.2	6.1	9.5	3.3	6.2
Payments to Outside Bodies	0.6		0.6	0.6		0.6
Capital Financing Costs	54.1	12.1	42.0	54.2	4.0	50.2
Other services (2)	17.4		17.4	17.9		17.9
Total	1,107.5	645.1	462.4	1,174.7	652.3	522.4
Net Contribution from Reserves	-11.6		-11.6	-16.4		-16.4
Budget Needed	1,095.9	645.1	450.8	1,158.3	652.3	506.0

Notes

1. Income includes specific government grants of £497.6m (£478.5m in 2008/09).
2. Spending on other services includes projects funded from reserves.
3. The budget requirement net of Area Based Grant is £469.589m.

Capital spending 2009/10

Our planned capital spending in 2009/10 is £174.642 million. This includes £76.373 million on Children and Young People; £81.622 million on the Environment, Economy and Culture, £3.642 million

on Adult and Community Services, £1.772m in Finance, IT and Trading and £11.233m on services managed from the Chief Executives Office.

Devon & Somerset Fire and Rescue Authority

Taking the Service forward

A new Chief Fire Officer has been appointed to lead Devon & Somerset Fire & Rescue Service.

The Fire Authority has appointed Lee Howell, the former head of Suffolk Fire & Rescue Service, and he took up the post early in 2009.

Mr Howell works with senior colleagues and Authority members to ensure firefighters are equipped to respond to emergency incidents and help protect the public from harm.

Preventing incidents from happening through education campaigns and enforcement of fire safety regulations is also a primary focus for the Service.

People saved from flooding

Torrential rain and freak weather conditions brought the rescue role of the fire service into the spotlight this year.

Widespread flooding incidents across Devon and Somerset led to firefighters carrying out rescues of people from vehicles and flooded properties. During periods of high demand, the Service's control rooms were receiving hundreds of calls within hours from people concerned about rising floodwater.

In Ottery St Mary, a localised hailstorm left more than 2ft of compacted ice on the ground and led to fire crews rescuing dozens of people from their flooded homes.

The Service is investing in additional training and equipment for its firefighters to carry out water rescues safely as a response to the growing number of flooding incidents that crews are being asked to attend.



Investing in the future

Two brand new fire stations are being built in Exeter and are due to become operational towards the end of 2009. The £5 million investment will ensure that the city has two full-time fire stations for the first time since the end of the Second World War, supported by a retained station at Topsham.

The Service is also investing £2.2 million on five new high-reach fire appliances which will join the fleet this financial year. The ladders on the hydraulic platforms have a reach of 34 metres and enable firefighters to safely fight fires from height.

Last year, the Service formally recognised its links with one of the most remote fire stations in the country. Lundy Island became an official fire station and the Service supplied the island's first fire appliance, a 4x4 vehicle equipped with a water tank.



© Express and Echo

Malcolm Swallow talking to students at a Learn 2 Live event

Driving home the message

Working with other partner agencies to reduce deaths and injuries from road traffic collisions is another important role that is being taken on by firefighters.

The Service is involved in many initiatives designed to educate motorists, particularly young drivers, who are most at risk of being involved in crashes.

One of the most hard-hitting projects is the Learn 2 Live roadshow, during which people who have been involved in serious road traffic collisions talk about their experiences. Thousands of teenagers are due to attend events across the county this year.

Stay safe from fire

- Fit and maintain a smoke alarm on each level of your home.
- Test it weekly – A working smoke alarm can give you valuable time to get out, stay out and call 999.
- Don't remove the batteries – even if your smoke alarm keeps going off accidentally while you are cooking.

Home safety visits

Devon & Somerset Fire & Rescue Service offers free advice and guidance on how to avoid fires and what to do if you are unfortunate enough to experience one. This service may include the fitting of a free smoke alarm. To request a free home safety visit, call freephone **0800 73 11 822**.

For advice on fire safety and prevention, call our helpline on **01392 872288**, text **078 0000 2476**, visit our website **www.dsfire.gov.uk**, or email **firekills@dsfire.gov.uk**. In an emergency, call **999**.

Becoming a retained duty system firefighter

Devon & Somerset Fire & 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**.

Financial information for 2009/10

This is only the third year of the combined Devon & Somerset Fire & Rescue Authority, following the voluntary merger in April 2007 of the former Devon Fire and Rescue Service and Somerset Fire and Rescue Service. The Authority is responsible for the governance arrangements for Devon & Somerset Fire & 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 2008/9 of 2.1%, and an indication that its settlement for 2010/11 will be 2.3%. The government's Comprehensive Spending Review 2007 (CSR 2007) requires local authorities to deliver efficiency savings every year.



The new fire appliance on Lundy Island

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 2009/10 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.

The changes between last year's budget and 2009/10 are shown in the table below:

Changes in spending between 2008/9 and 2009/10	£ million
Budget for 2008/09	70.302
Pay awards and other price increases	1,693
Unavoidable changes arising from earlier years	572
High priority essential service needs	329
Efficiency savings	(237)
Support from the Authority's reserves	-
Budget needed for 2009/10	72,659

From where does the money come?

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

Funding sources in 2009/10	£ million	£ per head of population
Budget needed	72.659	43
Less national funding:		
Revenue support grant	5.725	3
Business rates	24.804	15
Amount paid by council tax payers	42.130	25

By setting its budget at £72.659m, the level of spending in 2009/2010, the Authority requires a council tax level of £69.18 for a Band D household which equates to £1.33 per week.

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

Valuation Band	Range of values
A	£46.12
B	£53.81
C	£61.49
D	£69.18
E	£84.55
F	£99.93
G	£115.30
H	£138.36

This represents an increase of 3.9% compared to the 2008/09 figure.

Capital spending 2009/10

Our planned capital spending in 2009/2010 will be £8.738 million. The programme is comprised of £5.312 million for building projects and £3.426 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 & Rescue Authority	
Measure	Outcome
Forecast efficiency savings by March 2009	£1,205,000
Forecast efficiency savings by March 2009 as % of 2007/08 Baseline Expenditure	1.8%
Impact of forecast efficiency savings by March 2009 for Band D	£2.00
Average impact of forecast savings by March 2009 for authorities of same type	£2.00

It is the aim of the Authority that resources released through our efficiency savings are retained and reallocated according to our local priorities. However, for 2008/2009 efficiencies were required in order to set a balanced budget following an adverse grant settlement. The main efficiencies achieved in 2008/2009 were as a result of changes

to crewing arrangements (£562,000), economies of scale savings from the merger of the former Devon Fire and Rescue Service and Somerset Fire and Rescue Service (£325,000), reductions in the number of fire appliance mobilisations (£140,000), and better procurement (£63,000).

Devon & Cornwall Police Authority

Our priorities

The Police Authority is an important link between the local community and the police service. Its 19 members work with the Chief Constable of Devon and Cornwall Constabulary who has overall responsibility for the day-to-day operation of the Force.

Our key roles are:

- To listen to communities to gauge local opinion and to respond by influencing policing priorities.
- To set and monitor demanding targets for the Constabulary to reduce crime and antisocial behaviour, increase detection rates, and improve public satisfaction and confidence in the police service.
- To agree the police budget and spending plans for the year ahead and set the police element of the council tax.

Our achievements in 2008/9

You asked... to see more police officers on the streets

We responded... by providing the Chief Constable with the funding and support to return 200 police officers to visible, community-based roles. This comes at a time when some police authorities are actually cutting the number of frontline officers.

You said... that you are kept waiting too long when calling the non-emergency police number

We responded... by setting the Constabulary a target to ensure that at least 94% of people are satisfied with the ease of contacting someone within the police who can help them. We will continue to press the Constabulary to maintain its record of answering at least 90% of non-emergency calls in 30 seconds or less.

You asked... for us to keep council tax increases down

We responded... Devon & Cornwall Police Authority asked for an extra 18p per household per week in 2008/9 to maintain its record strength of 3,500 police officers plus 362 police community support officers. This was the first year of a three-year initiative to increase frontline policing and improve performance. In 2009/10 a major savings programme will mean that the increase in council tax will be considerably lower.



Delivering improvements over the long term

The Police Authority has endorsed the Chief Constable's vision for Devon and Cornwall Constabulary to be one of the top 10 performing police forces in England and Wales within three years:

- having the lowest level of serious acquisitive crime, such as burglary;
- experiencing the lowest level of serious violent crime;
- achieving the highest total crime detection rate;
- gaining the highest victim satisfaction rate.

The targets are designed to strike a balance between national priorities and the needs of our local communities. The aim is to provide an efficient and effective service which is responsive to public demand.

The Policing Pledge

Devon and Cornwall Constabulary launched its Policing Pledge in December 2008, setting out minimum standards in 10 areas of policing. Its aim is to give communities a stronger voice and the means to challenge us if they are not receiving the standard of service they expect. We want to meet the needs of our local communities, provide a good service, and ensure that witnesses and victims receive the best possible treatment and respect. The Policing Pledge is available from local libraries, police stations and on line at: www.devon-cornwall.police.uk

For further information visit the Police Authority website at: www.dcpa.police.uk or telephone us on **(01392) 268333**.

Contacting the police

Enquiries other than emergencies **08452 777444**

- To report a crime
- For information and advice

Emergency **999**

If life is threatened, if people are injured, if offenders are nearby, if immediate action is required.

Minicom **01392 452935**

Textphone for use by the hard of hearing and speech impaired.

www.devon-cornwall.police.uk

For information and advice, to report a non-emergency crime on line, and to contact your local officers.

Crimestoppers **0800 555 111**

Call anonymously to give information about crime.

Keyholder Scheme **0901 470 0440**

Allows you to register a nominated keyholder, for police to contact should any situation bring your home or business property to their notice – 24 hours a day, 365 days per year. Further information available on the Force website, from police stations or your neighbourhood officers.

Financial information

The Police Authority has a responsibility to ensure the provision of an effective and efficient policing service. It has to consider the policing needs of local, regional and national communities, the requirements of central government and the resources the Chief Constable needs to provide a balanced service.

Proposed day-to-day spending

For 2009/10 the Police Authority has approved day to day revenue spending of £277.348m. This is equivalent to around £163 per head; 67% of the funding comes as grants from central government and the rest is paid by local council taxpayers. The budget will increase by 3.5% but because of the way council tax works this translates into a 4.94% increase in the police element of the council tax. Some ¾ of this increase is due to the cost of improving front line policing by 200 officers. The table below shows the police element of the council tax for each band.

Valuation Band	Range of values
A	£99.48
B	£116.06
C	£132.64
D	£149.22
E	£182.38
F	£215.54
G	£248.70
H	£298.44

For an average household in Devon and Cornwall, this is equivalent to around an extra £6.25 per year or 12p extra per week. Overall, the police element of the council tax is still the lowest in the south west and well below the national average.



The focus of the police service in Devon, Cornwall and the Isles of Scilly is to provide the best possible service to the public within available resources. A three-year plan has been established to improve performance and meet the demand for more visible policing. To achieve this, 200 police officers are moving from support functions to the frontline and a major business transformation programme will modernise our procedures and ensure that we are more efficient.

The period 2009/10 is the second year of the plan and significant savings are forecast to contain overall costs and to enable reinvestment in frontline police officers. This year the Police Authority also faces the additional impact of the downturn in the national economy. The total level of savings required in 2009/10 is £5.521m.

Devon and Cornwall Constabulary has a good record of making efficiency savings. A plan is in place to save £25m over the three-year period 1 April 2008 to 31 March 2011.

Balance of funding	2009/10 (£m)	2008/09 (£m)
Government funding	186.414	181.868
Council tax	90.934	86.217
Approved budget	277.348	268.085

Why we will need to spend more in 2009/10	£m
Budget 2008/09	268.085
Inflation	7.345
Continuity commitments	3.443
Increase in frontline capacity and other service developments	3.632
Efficiency plan and savings	(5.521)
Change in use of reserves	0.364
Budget 2009/10	277.348

Staffing targets	March 2010	March 2009
Police officers	3,500	3,500
Police community support officers	362	362
Police staff	2,253	2,354
Total	6,115	6,216

Capital spending

Capital spending covers replacing and improving long-term assets such as buildings and shorter-term assets such as vehicles and technology-related equipment and systems. For 2009/10 the programme will be £22.648m. Debt repayments on borrowing are paid from the revenue budget and the estimated level of outstanding debt as of March 2009 is around £24.7m, well within the national guidelines for prudent capital financing.

The year ahead

The Annual Policing Plan for 2009/10 contains detailed information on the services provided by your local police. You can view the plan on the Force website at www.devon-cornwall.police.uk or the Authority website at www.dcpa.police.uk. (We can supply copies in Braille or other languages on request). The Authority website also has more about the Authority's role and its members.

Working together for you

South Hams District Council

01803 861234

- e-mail: enquiries@southhams.gov.uk
- website: www.southhams.gov.uk
- write to: **South Hams District Council, Follaton House, Plymouth Road, Totnes TQ9 5NE**

Devon County Council

0845 155 1015

- e-mail: customer@devon.gov.uk
- website: www.devon.gov.uk
- write to us: **The Information Centre, Devon County Council, County Hall, Topsham Road, Exeter EX2 4QD**

Devon & Cornwall Police non-emergency and general enquiries

08452 777444

- website: www.devon-cornwall.police.uk

Devon & Cornwall Police Authority

01392 268333

- website: www.dcpa.police.uk
- e-mail: polauth@devonandcornwall.pnn.police.uk
- write to us: **Devon & Cornwall Police Authority, PO Box 229, Exeter EX2 5YT**

Devon & Somerset Fire and Rescue Authority

01392 872200

- e-mail: comments@dsfire.gov.uk
- website: www.dsfire.gov.uk
- write to us: **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 1005**

