



# Working together

Your guide to Council Tax spending in 2009-2010



### Aylesbury Vale District Council

Telephone lines are open Monday - Friday; from 8.45am to 5.15pm Monday to Thursday and 4.45pm on Friday. All dialling codes are 01296 unless otherwise stated:

If the service you are looking for isn't listed below, please ring our switchboard on 01296 585858 or email us on [customerservices@aylesburyvaledc.gov.uk](mailto:customerservices@aylesburyvaledc.gov.uk)

Benefits	585618	<a href="mailto:benefits@aylesburyvaledc.gov.uk">benefits@aylesburyvaledc.gov.uk</a>
Business rates (NNDR)	585096	<a href="mailto:businessrates@aylesburyvaledc.gov.uk">businessrates@aylesburyvaledc.gov.uk</a>
Car parks	585381	<a href="mailto:parkingservices@aylesburyvaledc.gov.uk">parkingservices@aylesburyvaledc.gov.uk</a>
Electoral registration	585807	<a href="mailto:electoralreg@aylesburyvaledc.gov.uk">electoralreg@aylesburyvaledc.gov.uk</a>
Environmental Health helpline (inc noise, pollution & food safety)	585605	<a href="mailto:envhealth@aylesburyvaledc.gov.uk">envhealth@aylesburyvaledc.gov.uk</a>
Housing advice	585167	<a href="mailto:housingneedsandadvice@aylesburyvaledc.gov.uk">housingneedsandadvice@aylesburyvaledc.gov.uk</a>
Licensing - taxi/alcohol/food/entertainments	585560	<a href="mailto:licensing@aylesburyvaledc.gov.uk">licensing@aylesburyvaledc.gov.uk</a>
Litter, graffiti, abandoned vehicles, fly-posting	585235	<a href="mailto:contractservices@aylesburyvaledc.gov.uk">contractservices@aylesburyvaledc.gov.uk</a>
Planning applications	585426	<a href="mailto:devcon@aylesburyvaledc.gov.uk">devcon@aylesburyvaledc.gov.uk</a>
Refuse & recycling collections	585510	<a href="mailto:contractservices@aylesburyvaledc.gov.uk">contractservices@aylesburyvaledc.gov.uk</a>

### Out of hours emergency numbers

- Car parks, flooding, council buildings 07785 705766
- Environmental health issues 585093
- Homelessness advice 01494 675802

### Buckinghamshire County Council

Lines open Monday to Friday 8am to 6:30pm. If the service you are looking for isn't listed, please ring our switchboard on 0845 370 8090. Typetalk facility available - please ask.

Adult Learning	0845 045 4040	<a href="mailto:studentenquiries@buckscc.gov.uk">studentenquiries@buckscc.gov.uk</a>
Customer Services	0845 370 8090	<a href="mailto:customerservices@buckscc.gov.uk">customerservices@buckscc.gov.uk</a>
Education / Schools	0845 370 8090	<a href="mailto:customerservices@buckscc.gov.uk">customerservices@buckscc.gov.uk</a> or <a href="mailto:schoolsweb@buckscc.gov.uk">schoolsweb@buckscc.gov.uk</a>
Fly Tipping	0845 330 1856	<a href="mailto:illegaldumpingcosts@buckscc.gov.uk">illegaldumpingcosts@buckscc.gov.uk</a>
Libraries	0845 230 3232	<a href="mailto:library@buckscc.gov.uk">library@buckscc.gov.uk</a>
Public Transport	0845 230 2882	<a href="mailto:passtrans@buckscc.gov.uk">passtrans@buckscc.gov.uk</a>
Road & Highways	0845 230 2882	<a href="mailto:hoc@buckscc.gov.uk">hoc@buckscc.gov.uk</a>
Rubbish - the tip	01296 382307	<a href="mailto:Waste_strategy@buckscc.gov.uk">Waste_strategy@buckscc.gov.uk</a>
Social Services	0845 370 8090	<a href="mailto:customerservices@buckscc.gov.uk">customerservices@buckscc.gov.uk</a>
Trading Standards	01296 383212	<a href="mailto:tsd@buckscc.gov.uk">tsd@buckscc.gov.uk</a>

### Out of hours emergency numbers

- Roads & Highways 01296 486630
- Social Services 01494 675802

### Buckinghamshire Fire & Rescue Service In an emergency: dial 999

General enquiries:	744400	<a href="mailto:enquiries@bucksfire.gov.uk">enquiries@bucksfire.gov.uk</a>
Minicom	432333	Fax 744600.
Fire safety in the home	744477	<a href="mailto:cs@bucksfire.gov.uk">cs@bucksfire.gov.uk</a>
Fire safety in the workplace	744482	<a href="mailto:aylesburyfiresafety@bucksfire.gov.uk">aylesburyfiresafety@bucksfire.gov.uk</a>
Fire safety training	717441	<a href="mailto:ictu@bucksfire.gov.uk">ictu@bucksfire.gov.uk</a>
Recruitment	744670	<a href="mailto:recruitment@bucksfire.gov.uk">recruitment@bucksfire.gov.uk</a>

### Police

In an emergency dial 999

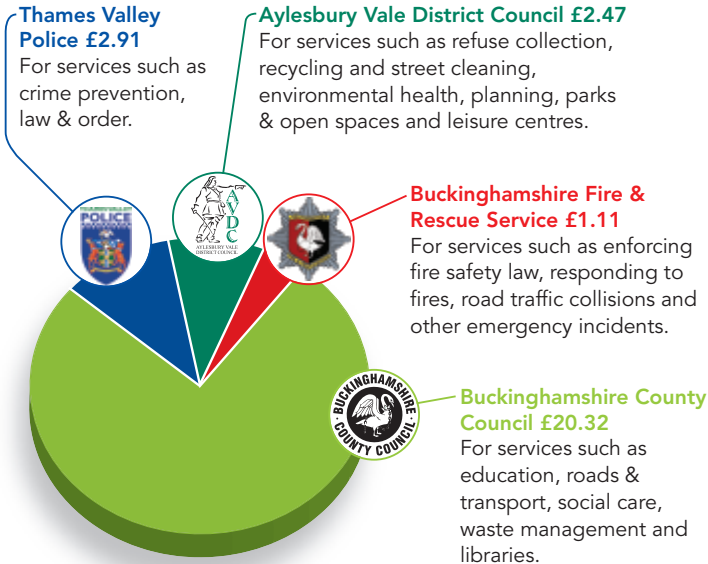
Crime stoppers	0800 555 111
Thames Valley Police - non emergency	08458 505505

We all use local public services. Some are funded by government grant, which includes contributions from business rates - the rest is paid by collecting council tax. For the first time the five councils in Buckinghamshire and Buckinghamshire Fire & Rescue Service have worked together to produce council tax information into one leaflet. We hope it will make understanding your bill easier.

## How much do I pay?

This is how much council tax you pay each week\* for local services provided in your area. We hope you'll agree it represents good value for money.

You pay your council tax to AVDC, but not all the money goes to us.



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People may pay an additional sum to cover the services provided by their town or parish council. Budget details of the larger parishes and town councils that are planning to spend more than £140,000 are shown on page 6. \*Average household (band D property)

01296 425334

01296 425334

Phone us for a free copy of this leaflet in large print or tape on 01296 585089.



Buckinghamshire Fire & Rescue Service is run by Buckinghamshire & Milton Keynes Fire Authority, which comprises 14 councillors from Buckinghamshire and seven from Milton Keynes. It serves a population of around 720,000.

You can count on us to respond to your 999 call for help in an emergency - and we are working harder than ever to prevent fires and other emergencies from happening in the first place.



Our vision is to make Buckinghamshire and Milton Keynes safer by working with the other emergency services and national and local government partners to reduce death, injury and damage to property, the environment and our heritage from fire and other emergencies.

This year we will continue to focus on four key community safety objectives and on improving the performance of our emergency response. The objectives are to make you safer:

- In your home
- At work and in public places
- On the roads
- In your community

### Where the money comes from

This year we will spend £28,219,783 (£39.22 per head of population) on providing services to you. Government grant accounts for £2.97 per head of population, business rates £12.87 and council tax £23.38.

### Safety tip:

Keep internal doors shut - if you have a fire, this will slow down the rate at which it spreads through your home.

	2008-2009	2009-2010
Government grant	£ 1,385,456	£ 2,136,807
Business rates	£ 9,952,408	£ 9,257,746
Council tax	£ 15,913,283	£ 16,825,230
Reserves	£ 202,000	£ 0
<b>Total</b>	<b>£27,453,147</b>	<b>£28,219,783</b>

Our budget is 2.79 per cent higher than last year's. To fund essential improvements and priorities, and to compensate for an increase in government funding of only 0.5 per cent - £56,689 - we have had to increase the rate at which our share of your council tax is charged by 4.99 per cent.

Our charge to a band D council tax payer is £57.69 for the year. This is an increase of £2.74 on last year, when your council tax contributed £15,913,283 to our budget of £27,453,147.

## Where the money goes

	2008-2009	2009-2010
Employees	£ 23,839,410	£ 23,860,517
Premises	£ 1,118,965	£ 1,256,514
Transport	£ 1,915,288	£ 1,890,392
Supplies and services	£ 2,742,718	£ 2,742,097
Cross-border charges	£ 60,000	£ 61,080
Capital charges	£ 920,962	£ 773,983
Income	-£ 3,144,196	-£ 2,364,800
<b>Total</b>	<b>£27,453,147</b>	<b>£28,219,783</b>

**Total borrowing figure for 2008/09: £6,452,000**

This year's budget allows for committed expenditure including the nationally negotiated pay award, and inflation on contracts such as fuel costs.

We employ 743 people - 351 wholtime fire-fighters, 228 retained firefighters, 23 emergency control room staff, 122 people who work in a variety of support services including community safety, fire safety, workshops, finance, human resources, planning, information technology and procurement, and 19 people based at stations such as cooks, cleaners and administrative support staff.

## Safety tip:

Make an escape plan - talk to your family NOW about how you would all get out of your home if there was a fire.



**Safety tip:**

Smoke alarms save lives - but only if they work. Test your smoke alarms once a week. Push the button, not your luck.

Employee costs take account of a planned reduction in the number of our wholetime firefighters and the phased enhancement of the number of retained firefighters. Included within employee costs are the National Insurance contributions required by employers and the pension contributions set nationally for firefighters and locally for non-firefighting staff. A significant proportion of our employee costs is used for training staff to ensure that they are well prepared for any event and are skilled to the appropriate level.

We have reviewed our capital programme and will fund the essential repairs and maintenance of our fire stations and maintain the replacement programme for fire appliances and equipment. We will manage the reduction in income as a result of other brigades buying fuel from other suppliers and the downturn in the economy leading to a reduction in training income from businesses.

**Making you safer**

- Are you aged 65 or over?
- Do you live on your own?
- Are you sharing with non-family members?
- Do you receive a benefit?

If you have answered "Yes" to one or more of these four questions, we can help make you safer. Let us carry out a FREE home safety check to help you minimise the risk of a fire.

It's a basic assessment of the fire risks in your home, carried out by our staff. It takes about 20 to 30 minutes, depending on the size of your home. We will need you to be present to answer a few questions for us.

We will fit FREE 10-year smoke alarms where necessary. Smoke alarms give you a vital early warning in the event of a fire in your home.

Ring us on 01296 744477, email us at [cs@bucksfire.gov.uk](mailto:cs@bucksfire.gov.uk) or fill in the online form at [www.bucksfire.gov.uk](http://www.bucksfire.gov.uk)

We will arrange a convenient time to come and see you to carry out the check. Please don't put this off - do something about it now!

**Safety tip:**

If in doubt, get out, stay out and call us out by ringing 999. Things and buildings can be replaced - people can't.

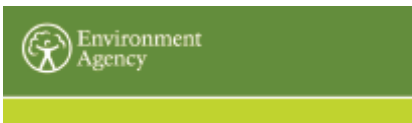
## Fire safety leaflets in other languages

Buckinghamshire contains a diverse mix of communities, religions and cultures - and Buckinghamshire Fire & Rescue Service acknowledges the importance of providing appropriate access to information and services for all its communities.

Fire safety leaflets in English and 30 other languages are available to download from our website at: [www.bucksfire.gov.uk/bucksfire/languages](http://www.bucksfire.gov.uk/bucksfire/languages)

We will regularly update this part of our website to make more leaflets available.

The languages currently available are Albanian, Amharic, Arabic, Bengali, Bulgarian, Chinese, Czech, English, Farsi, French, Greek, Gujarati, Hindi, Hungarian, Italian, Japanese, Korean, Latvian, Lithuanian, Polish, Portuguese, Punjabi, Romanian, Russian, Slovak, Somali, Spanish, Tamil, Turkish, Urdu, Vietnamese and Welsh.



### Thames & Anglian regions

The Environment Agency has powers in respect of flood defences along 5,200 kilometres and 1,314 kilometres of main rivers in the areas of the Thames and Anglian Central Regional Flood Defence Committees respectively.

Flood defence money is spent on the construction of new flood defence schemes, the maintenance of the

river system and existing flood defences together with the operation of a flood warning system.

The majority of funding for flood defence comes directly from the Department of the Environment, Food and Rural Affairs (Defra). However, where there are schemes which do not attract central funding, the agency may seek funding from county and metropolitan councils, unitary authorities and London boroughs in the form of a local levy. This is shared on the basis of band D equivalents between all contributing bodies within the committee area.

2008/09 '000s	Thames Regional Flood Defence Committee	2009/10 '000s
£88,357	Gross expenditure	£96,798
£10,000	Levies raised	£10,000
<b>4,952</b>	<b>Total council tax base</b>	<b>4,988</b>

2008/09 '000s	Anglian Central Regional Flood Defence Committee	2009/10 '000s
£18,763	Gross expenditure	£21,518
£926	Levies raised	£972
<b>641</b>	<b>Total council tax base</b>	<b>626</b>

Changes in the gross budgeted expenditure between the years is due mainly to increased amounts of grant in aid, and changes in the national prioritisation of works in the Thames and Anglian Central regions respectively.

To report an incident, such as pollution contact us on the **incident hotline**, phone: 0800 807060 (Freephone, 24 hour service) For further information about **flood warnings** in a particular area, phone: 0845 988 1188 (24 hour service), or visit our website, [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

## Becoming more efficient

In 2008-09, Aylesbury Vale has worked with neighbouring authorities and Buckinghamshire County Council to deliver several important efficiency projects, which have enabled significant improvements in service delivery.

All councils are required to measure and report the value of efficiency savings they have achieved since April 2008. An efficiency saving occurs when the cost of an activity falls, but its effectiveness is not reduced. To put these figures into perspective, the efficiency savings forecast to be achieved by March 2009 represent:

- 1.1% of Aylesbury Vale District Council's spending in 2007-08
- 3.6% of Buckinghamshire County Council's spending in 2007-08
- 2% of Buckinghamshire & Milton Keynes Fire Authority's spending in 2007-08

The table below shows the expected value of efficiency savings achieved and the value of gains forecast to be achieved by March 2009 for the average band-D dwelling and compares that with the average figure for similar authorities across England:

	Expected value of efficiency savings	Saving per band-D dwelling	National average for similar authorities
Aylesbury Vale District Council	£ 436,000	£ 7	£22
Buckinghamshire County Council	£8,540,000	£41	£53
Buckinghamshire & Milton Keynes Fire & Rescue Authority	£ 568,000	£ 2	£ 2

### How good is our council tax and business rate collection?

We are regularly one of the most successful councils in England for collecting council tax and in the top ten councils for collecting business rates.

Our high collection rates of both council tax and business rates are a major factor in allowing us to keep our council tax increase to 5p a week for the average band-D property.

#### **Council tax collected: 2007-08**

Aylesbury Vale - 98.9% Average council - 97.4%

#### **Business rates collected: 2007-08**

Aylesbury Vale - 99.6% Average council - 98.8%

## Making a Teleclaim - it's as easy as A B C!

Teleclaim is an easier way to claim housing and council tax benefit. It's quick, easy to use and helps us to process your claim more quickly. You don't have to fill in any forms or visit our offices.

- A. Simply call us on 01296 585618 and we will call you back at an arranged time, usually later the same day or the next working day. We'll tell you exactly what information we need from you before we return your call.
- B. When we call you back, you'll need to have this information ready for us. We'll take it down over the phone and fill in the application form for you. We'll tell you what documents we may need to see and make an appointment to visit you at home.
- C. When we visit (usually on the next working day), we'll ask you to sign the application form and show us any documents we need to see as proof for your claim.

It's that simple - call us on 01296 585618 or email [benefits@aylesburyvaledc.gov.uk](mailto:benefits@aylesburyvaledc.gov.uk)

**Make sure that you make a claim if you think you are entitled to.**



### Aylesbury Vale District Council

Department of Corporate Resources  
66 High Street Aylesbury Bucks HP20 1SD

Phone: 01296 585299 Fax: 01296 427937

Minicom: 01296 585055

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

[www.aylesburyvaledc.gov.uk](http://www.aylesburyvaledc.gov.uk)



### Buckinghamshire Fire & Rescue Service

Stocklake Aylesbury Bucks HP20 1BD

Tel: 01296 744400

In an emergency dial 999

Email: [enquiries@bucksfire.gov.uk](mailto:enquiries@bucksfire.gov.uk)

[www.bucksfire.gov.uk](http://www.bucksfire.gov.uk)



### Buckinghamshire County Council

County Hall Walton Street  
Aylesbury Bucks HP20 1UA

Tel: 0845 3708090

Email: [customerservices@buckscc.gov.uk](mailto:customerservices@buckscc.gov.uk)

[www.buckscc.gov.uk](http://www.buckscc.gov.uk)

## Help the environment, view your bill online

Reduce paper waste by viewing future council tax bills online instead of through the post. To find out more, phone us on **01296 585299**, or go online at: <https://ebilling.aylesburyvaledc.gov.uk>.

Please have your council tax account number to hand.

## Sign it and forget it with Direct Debit

There are no cheques to write or paperwork and postage each month as payments are taken directly from your bank account. To find out more, phone us on **01296 585299**, or visit our website:

[www.aylesburyvaledc.gov.uk/council-tax](http://www.aylesburyvaledc.gov.uk/council-tax) and click on **How do I pay my council tax?**

## Easier ways to pay

Our 24-hour automated payment line makes it easier to pay your council tax by credit or debit card. To use this, phone us on **01296 585820**, or you can pay on-line by visiting our website:

<https://epayments.aylesburyvaledc.gov.uk/avdcwebpayhome.htm>