



# Working together

Your guide to council tax spending in 2009/10



## Wycombe District Council

If the service you are looking for isn't listed, please visit us online at [www.wycombe.gov.uk](http://www.wycombe.gov.uk) or phone our switchboard on **01494 461 000**.

Anti-social behaviour	01494 421 087	<a href="mailto:asb@wycombe.gov.uk">asb@wycombe.gov.uk</a>
Benefits - council tax benefit & housing benefit	01494 421 325	<a href="mailto:benefits@wycombe.gov.uk">benefits@wycombe.gov.uk</a>
Building control	01494 421 410	<a href="mailto:building_control@wycombe.gov.uk">building_control@wycombe.gov.uk</a>
Business rates (NNDR)	01494 421 060	<a href="mailto:localtax@wycombe.gov.uk">localtax@wycombe.gov.uk</a>
Community safety	01494 421 404	<a href="mailto:communitysafety@wycombe.gov.uk">communitysafety@wycombe.gov.uk</a>
Council tax	01494 421 324	<a href="mailto:localtax@wycombe.gov.uk">localtax@wycombe.gov.uk</a>
Electoral services	01494 421 223	<a href="mailto:elections@wycombe.gov.uk">elections@wycombe.gov.uk</a>
Green spaces	01494 421 821	<a href="mailto:groundsmaintenance@wycombe.gov.uk">groundsmaintenance@wycombe.gov.uk</a>
Housing - applications	01494 421 609	<a href="mailto:housingneeds@wycombe.gov.uk">housingneeds@wycombe.gov.uk</a>
Housing - repairs	01494 463 690	<a href="mailto:repairs@wycombe.gov.uk">repairs@wycombe.gov.uk</a>
Housing - sheltered and supported	01494 421 674	<a href="mailto:housing_support@wycombe.gov.uk">housing_support@wycombe.gov.uk</a>
Housing - tenancies and rents	01494 421 657	<a href="mailto:tenanciesandrents@wycombe.gov.uk">tenanciesandrents@wycombe.gov.uk</a>
Museums - Wycombe Museum	01494 421 895	<a href="mailto:museum@wycombe.gov.uk">museum@wycombe.gov.uk</a>
Parking	01494 421 417	<a href="mailto:parking@wycombe.gov.uk">parking@wycombe.gov.uk</a>
Planning applications and appeals	01494 421 539	<a href="mailto:planning@wycombe.gov.uk">planning@wycombe.gov.uk</a>
Recycling and rubbish collections	01494 421 415	<a href="mailto:wastecleansing@wycombe.gov.uk">wastecleansing@wycombe.gov.uk</a>

## 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> / <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	0129 638 2307	<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	0129 638 3212	<a href="mailto:tsd@buckscc.gov.uk">tsd@buckscc.gov.uk</a>

## Out of hours emergency numbers

Roads & highways	01296 486 630
Social Services	01494 675 802

## Buckinghamshire Fire & Rescue Service

General enquiries	<b>In an emergency dial 999</b>	
Minicom	01296 744 400	<a href="mailto:enquiries@bucksfire.gov.uk">enquiries@bucksfire.gov.uk</a>
Fax	01296 432 333	
	01296 744 600	
Fire safety in the home	01296 744 477	<a href="mailto:cs@bucksfire.gov.uk">cs@bucksfire.gov.uk</a>
Fire safety in the workplace	01628 470 640	<a href="mailto:marlowfiresafety@bucksfire.gov.uk">marlowfiresafety@bucksfire.gov.uk</a>
Fire safety training	01296 717 441	<a href="mailto:ictu@bucksfire.gov.uk">ictu@bucksfire.gov.uk</a>
Recruitment	01296 744 670	<a href="mailto:recruitment@bucksfire.gov.uk">recruitment@bucksfire.gov.uk</a>

## Police

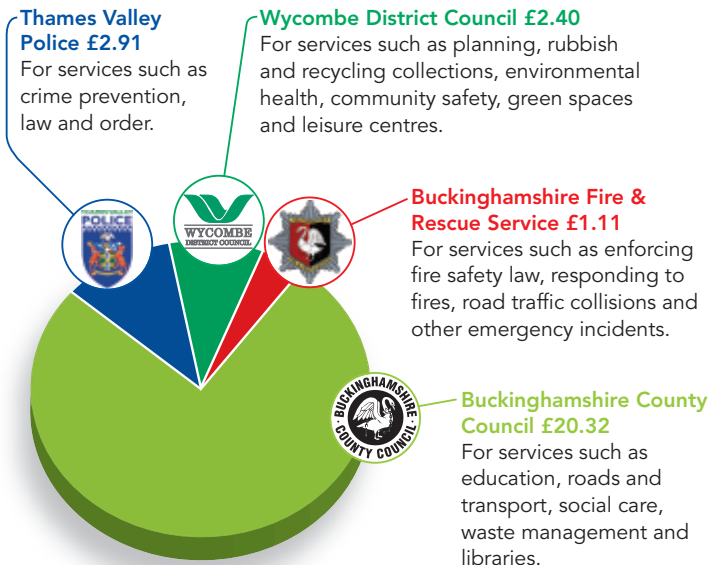
Crimestoppers	0800 555 111
Thames Valley Police-non emergency	0845 8 505 505

We all use local public services. Some services are funded by government grants, while others are paid for by collecting council tax. This leaflet contains information from three of the authorities which provide local public services and are funded by your council tax - Wycombe District Council, Buckinghamshire County Council and Buckinghamshire Fire & Rescue Service. We hope that this combined leaflet will give you a clearer picture of how your council tax is spent.

## How much do I pay?

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

You pay your council tax to Wycombe District Council and this money is then shared with other local service providers.



## Parish/town council

Most people may pay an additional sum to cover the services provided by their town or parish council. These vary according to local needs. All parish council charges are shown on page 6.

Budget details of the larger parishes and town councils that are planning to spend more than £140,000 are shown on page 6.

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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, Wycombe District Council worked with neighbouring authorities and Buckinghamshire County Council to achieve several important efficiency savings, 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:

- 1.3% of Wycombe 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
Wycombe District Council	£585,000	£ 9	£22
Buckinghamshire County Council	£8,540,000	£41	£53
Buckinghamshire & Milton Keynes Fire & Rescue Authority	£568,000	£ 2	£ 2

### Our performance

We are striving to improve the efficiency and effectiveness of the local public services that you receive from us. We publish an Annual Report that sets out how we have performed over the previous year, as well as an overview of our plans and targets for the coming year.

Our Annual Report is available to download from our website. Please visit: [www.wycombe.gov.uk](http://www.wycombe.gov.uk) and click on Corporate information - Our performance.

To request a copy of the Report:

Phone our Policy and Research team on 01494 421 324

Email [performance@wycombe.gov.uk](mailto:performance@wycombe.gov.uk)

Collect a copy from our offices in High Wycombe, Marlow or Princes Risborough.

## Wycombe District Council

For council tax enquiries:  
Phone 01494 421 324  
Email [localtax@wycombe.gov.uk](mailto:localtax@wycombe.gov.uk)

For council tax benefit and housing benefit enquiries:  
Phone 01494 421 325  
Email [benefits@wycombe.gov.uk](mailto:benefits@wycombe.gov.uk)

Contact details for some of our other services are listed on page 2.



Did you know that you can find out about council tax and benefits on our website? Visit: [www.wycombe.gov.uk/council](http://www.wycombe.gov.uk/council)

The most frequently asked questions about our services are answered on our website; some of our services are also available online. Visit us online at [www.wycombe.gov.uk](http://www.wycombe.gov.uk) to find out more.

If you don't have access to the internet, you can visit us at our main office on Queen Victoria Road in High Wycombe, or at our information centres in Marlow and Princes Risborough.

## Buckinghamshire County Council

County Hall Walton Street Aylesbury Bucks HP20 1UA  
Phone 0845 3708090  
Email [customerservices@buckscc.gov.uk](mailto:customerservices@buckscc.gov.uk)  
[www.buckscc.gov.uk](http://www.buckscc.gov.uk)



## Buckinghamshire Fire & Rescue Service

Stocklake Aylesbury Bucks HP20 1BD  
Phone 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)



This leaflet is available in different formats on request by phoning Wycombe District Council on 01494 421 324

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو براے مہربانی ہم سے رابطہ کیجئے۔