


Your services

Malvern Hills District
in Worcestershire

2010-11



Useful numbers
for County
and District
Council
services

Find out
what your Council
Tax pays for



HOW TO PAY • HELP & ADVICE • BENEFITS INFO • GET IN TOUCH
and much more from your County Council, District Council
and the Fire and Rescue Authority

You can soon recycle more materials



 food tins & drink cans

 plastic bottles & containers

NEW

 paper

 cartons

NEW

 cardboard

NEW

From 5 April you will be able to recycle more items, such as yogurt pots, all cardboard and juice cartons.

For more information on recycling please call 01684 862151 or visit www.malvernhillsgov.uk

welcome

Most of the money for providing services to you comes from central Government and other grants, but in Malvern Hills just under £4,014,884 is collected through Council Tax.

Malvern Hills District Council collects the Council Tax on behalf of all of the authorities shown on the chart. The total amount is then split to provide the services that are part of your everyday life.

This year a Band D household in Malvern Hills will pay £1,477.24 on average to their local authorities - that's just £28.44 a week.



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Achieving a **better future** for the Malvern Hills District

Following on from the 'Excellent' rating Malvern Hills District Council received from the Audit Commission, the independent public services watchdog, the council has continued to improve resident satisfaction and make the district an even better place to live, work and visit.

An independent resident survey, carried out in 2009, revealed that:

- 91% of you are satisfied with the local area as a place to live
- 70% of you feel that you belong to your neighbourhood
- 82% agree that the Malvern Hills district is a place where people from different backgrounds get on well
- 52% of you said that overall you are satisfied with the council.

As well as that positive feedback, over 74% of performance measures have improved in the last twelve months and a recent assessment of council performance within England revealed that MHDC is ranked as being in the top 20 in the country. So, putting that together with the fact we have the 27th lowest Council Tax rate in England, Malvern Hills District Council consistently delivers better outcomes and gives residents real value for their money.



More **achievements**

Over the last twelve months we have:

Boosted the local economy by:

- Supporting the development of 44 new businesses
- Assisting in the high tech growth of the Malvern Hills Science Park
- Encouraging 20% more tourist accommodation to become accredited
- Co-ordinating local festivals and events around the district.

Delivered sustainable development by:

- Engaging with residents to develop a planning framework that meets infrastructure and future housing needs
- Turning around planning applications faster than average
- Providing 177 opportunities for families to access affordable homes
- Obtaining funding for flood defence schemes for Powick, Uckinghall and Kempsey.

Supported children and young people by:

- Encouraging over 265,000 visits by children and young people to our leisure centres
- Increasing the number of junior sports clubs holding a 'quality mark' accreditation by 10%
- Providing more sporting opportunities for 5-16 year olds - leading to a 15% increase in the number of young people taking part in after-school activities.

Managed our waste for a better environment by:

- Reducing landfill waste by recycling 6,067 tonnes of waste - that equates to nearly 10,000 Mini Cooper cars!
- Increasing the recycling rate to 27%
- Cutting fly tipping incidents by 40% from 515 in 2008 to just 360.





Building a **Better** **Future in** 2010-11

We will provide even better value for your money by keeping our costs low; making savings where we can; listening to your views about where we need to improve; and joining up our work with our partners to ensure we are tackling the key issues affecting the district.

We will increase the number of job opportunities in the district by:

- Encouraging more businesses to the Malvern Hills Science Park and Blackmore Park
- Increasing the number of overnight stays in the district by 5% and the average spend per visitor by 10%
- Boosting the number of accredited tourist accommodation by a further 20%
- Drawing up a master plan for the development of each town centre.

We will also

- Work to put in place permanent flood alleviation schemes at Powick, Kempsey, Uckinghall and Upton upon Severn, and lobby Government agencies for flood protection in Tenbury Wells
- Reduce the number of homes and businesses at risk of flooding by 50%
- Produce a robust planning policy that meets infra-structure and housing needs
- Deliver 250 affordable homes within the district.



40%
Recycling
rate

We will work to create a better environment by:

- Reducing the amount of waste sent to landfill to less than 15,000 tonnes per year
- Increasing the recycling rate to 40%
- Continuing to promote the Green Garden Waste scheme.

For teenagers and older people we will:

- Launch a “Seniorcard” for older people to offer local and national discounts on a range of services and products.

- Increase volunteering hours for young people and implement an older persons’ volunteer development programme
- Establish a permanent youth facility for our three major towns
- Support the continued improvement of health facilities in the district

It is important to us that you are involved in our journey towards building a better future. Please follow our progress by regularly checking our website www.malvern hills.gov.uk or you can sign up to receive the **free** residents’ magazine View from the Hills. To subscribe simply email viewfromthehills@malvern hills.gov.uk with the word **SUBSCRIBE** in the subject line.



Malvern Hills District Council

A-Z of what MHDC is responsible for...

To find out more see: www.malvernhillsgov.uk

Or contact the Worcestershire Hub on: **01684 862151**

Affordable housing
Arts and entertainment

Benefits
Housing/Council Tax -
01905 822744

Building regulations

Business Rates
01905 822755

Business support
Community grants
Community plans
Community safety
Compliments and complaints
Concessionary travel scheme
Councillors and committees

Council Tax enquiries
& payments
01905 822733

Ditches, drains and flooding
Dog fouling & dog warden
Electoral services

Fly tipping
Food safety
Grass cutting
Homelessness
Housing
Grants
Licences
Noise nuisance
Parking
Parks and play areas
Planning applications
Enforcement
Pollution
Recycling
Rubbish and waste
Sports & leisure facilities
Street cleaning
Toilets
Tourism and travel
Trade waste
Trees and hedges
Vehicles (abandoned)
Water quality
Welfare and money advice



Useful County Council Contact Numbers

Below are contact numbers for some of Worcestershire County Council's key services. Why not keep them somewhere handy? If the service you require is not listed below, you can get information about our services and make general enquiries by contacting the Worcestershire Hub:

- **01905 765765** (Monday - Friday 8am - 8pm and on Saturday 9am - 5pm)
- **worcestershirehub@worcestershire.gov.uk**
- **www.whub.org.uk**

Alternatively, you can visit one of our 12 customer service centres in person. To find your nearest centre, use one of the contact methods above.

Adoption & Fostering - Freephone 0800 028 2158

We find homes for vulnerable children. If you think you can help, please get in touch for more information.

Bus Timetables 01905 765765

Up-to-date details of bus times and routes.

Carers Unit - Freephone 0800 389 2896

Support and advice for anyone who looks after someone else's needs.

Consumer Relations 01905 766368

Responsible for managing all types of representations (comments, compliments and complaints) about County Council services.

Countryside Service 01905 766493

Information about our sites, guided tours, walks, activities and events.

County Museum 01299 250416

Find out what's on at the museum, based in the historic Hartlebury Castle, near Kidderminster.

Family Information Service 01905 790560

Information and advice for families with children aged 0 to 19 years of age. All information is free and impartial.

Highways & Transport 0845 607 2005

For enquiries about highways management and maintenance, including road works, reporting potholes, requesting a dropped kerb or yellow lines.

Libraries & Learning 01905 822722

Discover where your local library is, events and activities taking place, and adult learning classes.

Public Rights of Way 01905 768214

For enquiries about public rights of way, including footpaths, bridleways and byways.

Useful County Council Contact Numbers

Record Office 01905 766351

For everything you could want to know about Worcestershire's history, contact the Record Office.

Registration Service 0845 603 2859

Make enquiries about civil weddings, births, deaths, baby naming and renewal of vows ceremonies.

School Admissions 01905 822700

Find out about allocation of school places at first, primary, middle and high schools in the county.

School Transport 01905 765765

Details about transport available to and from schools across Worcestershire.

Student Finance Direct 0845 607 7577

Support and advice on financial matters for higher education students.

Social Care 0845 607 2000

A single point of contact for social care enquiries, including support at home, residential care and home adaptations.

Street Lighting 'Lights Out Line' - Freephone 0800 137 352

Report faults and problems with street lighting so we can manage them.

Trading Standards: Consumer Direct 0845 404 0506

Specialist advice on all kinds of consumer issues - from buying cars to faulty household appliances.

Trading Standards: Business Advice 0845 330 3313

Business guidance on Trading Standards legislation - from keeping animals to labelling of foods and selling fireworks.

Waste & Recycling

0845 607 2007

For information and advice about reducing, re-using and recycling your waste.

Youth Support

01905 765463

Information about youth centres, youth activities and our Worcestershire Youth Cabinet.



Your County Councillors

Log on to www.worcestershire.gov.uk/postcodesearch to find out who your County Councillor is and how to contact them to discuss your local concerns and issues.





Quality and value for **everyone**

Worcestershire County Council has continued to be recognised in the past year as a high achieving authority. A new Audit Commission assessment known as Comprehensive Area Assessment (CAA) awarded us '3 out of 4' for both main categories of our organisational assessment - managing performance and use of resources.

As well as receiving national recognition, we have also kept our Council Tax, low for around 240,000 households in Worcestershire. In fact, we continue to have one of the lowest Council Taxes compared to other County Councils without responsibility for the fire service.

Council Tax collected in Worcestershire makes up 70.8 per cent of our budget, excluding funding for schools. The rest of our budget is allocated by central Government, including the money we receive to fund schools.

Our share of the Council Tax bill will increase by 2.5 per cent for 2010-11. That equates to an increase of £25.34 for a Band D property, rising from £1,013.72 to £1,039.06.

Read on for information about the work your council has done in the last year and how we worked towards our 2005-09 priorities...





Priority: Improving Community Safety

Our road safety education programme in primary schools has delivered cycling training to 3,500 children and pedestrian training to 4,500 children.

The number of people killed or seriously injured on Worcestershire's roads fell by 22 per cent last year and the number of children killed or seriously injured fell by 31 per cent.

Our Trading Standards team gave advice or took action on over 5,900 consumer complaints for goods and services worth more than £1 million.

The team also visited 2,400 business premises to check for compliance with trading legislation and to follow up consumer complaints.

Priority:

Improving Highways, Footways & Transport Services

We spent £36 million on highway maintenance in 2009-10.

In the 2009-10 winter, our 31 gritters went out over 100 times and used around 20,000 tonnes of grit to cover an estimated 95,000 miles, keeping our roads as clear as possible during the coldest winter in 30 years.

Since the 2007 floods, we have improved the drainage in almost 300 locations to great local benefit and have plans to carry out work in many more.

Last year, 22,520 potholes were identified and repaired.

around
**430 potholes
repaired**
every week





Priority: Raising Standards in Schools

Worcestershire has over 75,000 children being educated in 246 schools, which are supported by 13,000 teaching specialists and support staff. Over £260 million of funding was delegated to these schools.

In 2009, Worcestershire schools recorded their best ever GCSE and A Level results.

Transport is provided for 10,000 pupils each day at a cost of approximately £13.5 million per year.

Our Children's Services team currently manages over £57 million worth of education building projects.

246 schools
in Worcestershire

Priority: Enhancing Services to Young People

Worcestershire now has 29 children's centres with five more planned in 2010.

Our Aiming High for Disabled Children programme gained funding worth £873,400 in 2009-10 to enhance short breaks provision to over 200 families of children with disabilities.

£110,000 of funding was secured to develop natural play facilities at Worcester Woods Country Park, which also became the first Accredited Country Park in the UK.

Our Fostering team placed 112 children and young people with foster carers during last year and approved 29 new carers for the county. These figures include children living with relatives or close friends who became foster carers specifically for children they had a close connection with.





Priority: Supporting Older People to Live Independent Lives

We supported over 8,000 older people to live independently in their own homes last year and home care services made over 25,000 visits per week to people's homes.

25,000

home care visits every week



Our Choice and Control programme builds on existing schemes that allow individuals to choose and buy the type of social care they prefer. Around 2,000 people now use this type of service giving them greater flexibility.

Arrangements for safeguarding vulnerable adults were reviewed and strengthened during last year and we handled over 50 new adult protection referrals a month.

Adult social care was rated as "performing well" by the Care Quality Commission.

Priority: Strengthening Worcestershire's Economy

During last year, the Worcestershire Economy Action Group was set up to tackle the local effects of the national recession. We worked with partners to secure millions of pounds for the county:

- £2 million from the Future Jobs Fund to create more than 300 job opportunities for young people
- £1.5 million of European LEADER funding to support rural communities
- £880,000 of Connections To Opportunities cash to pay for a three-year programme to help people back into employment, delivered via the voluntary and community sector
- £250,000 of Rural Enterprise Grants to help local businesses to grow.

Our Voluntary & Community Sector (VCS) Grants Scheme awarded more than £75,000 to VCS groups for older people's activities, community arts and celebrating diversity.



Improving Worcestershire



Besides working towards our six priorities, we also did a lot of other work during last year to improve Worcestershire:

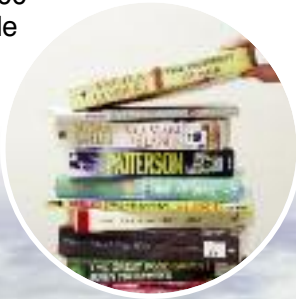
Libraries and Learning Service

Over 3,000,000 visits were made by 100,000 people to Worcestershire libraries and we refurbished three of our 21 library buildings last year to improve their facilities.

Work on the ground-breaking Worcester Library and History Centre began in autumn 2009, which will be Europe's first joint public and academic library.

Museum and Heritage Services

Our Record Office was visited 8,000 times a month on average last year, while over 32,000 visits were made to our museum services throughout the year.



Waste

A state of the art sorting facility was completed in November 2009. The EnviroSort plant is expected to process in excess of 68,000 tonnes of material in 2010-11, thereby reducing the amount of waste sent to landfill.

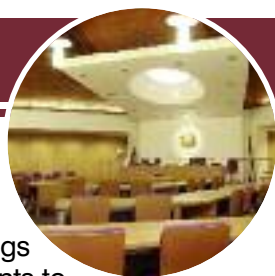
Around 2,000 subsidised compost bins were bought by Worcestershire residents as part of our campaign to reduce the amount of waste sent to landfill.

Sustainability

We were a Beacon Authority for Tackling Climate Change and more than 80 organisations learnt from our expertise during our Beacon year.

More than 200 schools in Worcestershire are involved in the Eco-Schools programme, which puts 'sustainability' at the heart of school life. Fifty-four have now been awarded the prestigious Green Flag award.





Customer Services

The Worcestershire Hub received an average of 90,500 calls per month from April to December 2009, a 43 per cent increase compared with April to December 2008. This was mainly due to the recession and increased demand for council services. Actions are in place to respond to this with further work planned in 2010.

Consumer Relations

The Consumer Relations Unit managed over 1,000 representations (comments, compliments and complaints) during last year for Worcestershire residents.

Council meetings

Full Council meetings are open for residents to attend and details are published on www.worcestershire.gov.uk/meetings. Alternatively, all Full Council meetings are recorded and made available to watch as webcasts on www.worcestershire.gov.uk/webcasts

Find out more

Visit www.worcestershire.gov.uk for everything you need to know about your County Council.



Your County Council's **Budget**

How the money is spent

Summary of gross expenditure, income and staffing

The planned costs of services are shown below:

2009-10 Net Exp £m	Services	2010-11			Council Tax for a Band D property £	Staffing
		Gross Exp £m	Income £m	Net Exp £m		
0.0	Schools budget	368.4	368.4	0.0	0.00	8,304
86.5	Children's Services, excluding schools	122.3	37.4	84.9	285.46	1,392
141.5	Adult and Community Services, including libraries	197.7	40.5	157.2	528.40	1,845
35.0	Highways and public transport	37.0	2.5	34.5	115.90	478
23.6	Waste disposal	37.9	13.8	24.1	80.99	15
2.9	Planning and economic development	3.4	0.4	3.0	10.21	63
26.6	Net cost of council borrowing	30.8	0.1	30.7	103.25	0
-15.8	Other services	22.5	50.9	-28.4	-95.52	841
300.3	Total cost of services	820.0	514.0	306.0	1028.69	12,938
-2.9	Addition to or use of general reserves	3.1	0.0	3.1	10.37	-
297.4	Net budget requirement	823.1	514.0	309.1	1039.06	12,938

Where the money comes from to pay for the 2010-11 budget

The Government calculates our general grant according to relative circumstances and ability to raise money from Council Tax.

Worcestershire's general grant is £90.159 million or £161 per person, compared to the shire county average of £185 per person for

county councils without responsibility for the fire service.

We also receive a number of other grants from the Government for specific purposes. The most significant is the Dedicated Schools Grant (DSG) that provides the funding for schools and can only be used for this purpose.

Your County Council's Budget

The cost of providing our services in 2010-11, net of specific grants, is £306 million which, after adding £3.1 million to general reserves, amounts to £309.1 million to be funded from general Government grant and local taxation, as follows:

Council Tax (70.8%)

£218.9 million

General Government Grant (29.2%)

£90.2 million

Net Budget

£309.1 million

Council Tax (70.8%)

£392

£/person

General Government Grant (29.2%)

£161

Total £/person

£553

Why spending has changed from 2009-10

The council faces additional cost pressures in respect of inflation and increases in the demand for services such as the extra numbers of people needing social care. There are also additional costs associated with the Personal Care at Home Bill that

requires councils to provide free personal care for those people with the highest need from October 2010. Some inflationary costs experienced by local authorities are significantly higher than the general rate of inflation.

Efficiency measures and other reductions offset these cost pressures and result in our net budget requirement rising by £10.2 million over last year, as shown in the table below.

	£m
Net budget requirement 2009-10	297.4
Add back use of general reserves in 2009-10	2.9
Impact of lower 2009-10 pay award	-1.4
Revised starting position 2010-11	298.9
Inflation	5.7
Adult Social Care service pressures	3.0
Potential statutory requirements: Personal care at home	1.5
Financing borrowing costs for capital expenditure	3.9
Looked after children service pressures	1.0
Efficiency measures	-4.0
Savings from spending less and doing less	-4.5
Better Outcomes, Lean Delivery programme	0.5
Addition to general reserves in 2010-11	3.1
Net budget requirement 2010-11	309.1

In addition, the DSG funding for schools will be £4,028 per pupil, an increase of 4.2 per cent.

Staffing

During 2010-11 we expect to employ the equivalent of 12,938 full-time staff. This includes an increase in school-based staff, new posts funded by specific Government grants and the planned reduction in staff numbers as part of the council's efficiency measures.

Council Tax

The Council Tax contribution towards our 2010-11 budget for a Band D property is £1,039.06, a rise of 2.5 per cent or £0.49 per week from last year. The illustration below shows how much you will pay for our services for each property band.

Capital investment

We plan to invest £116.2 million during 2010-11 in capital projects such as building and refurbishing schools, improvements to roads and information and communications technology.

Borrowing

We borrow money to pay for some of our capital investment. The total borrowing at 31 March 2010 is estimated to be £233 million.



General balances

We plan to keep a general reserve of around £14 million to pay for emergencies and other unforeseen expenditure.

Looking ahead

Over the period 2011 to 2014, it is forecast that our overall funding will be reduced by around 15 per cent as public expenditure is constrained nationally. Building on our excellent track record in achieving value for money, as recognised by the Audit Commission in their Annual Assessment, we are already working towards reducing costs and working more efficiently under the Better Outcomes, Lean Delivery (BOLD) programme.

We will strive to make the savings required through more efficient ways of working, service reform and doing less to spend less. We will be consulting with residents and putting even more emphasis on achieving value for money and maintaining low Council Tax in the years ahead.



**Get involved
and...**

win
one of three
£50 prizes

It's never been easier!

Be the first to find out about public sector consultations by signing up to the Consultation Portal. You can receive email alerts about consultations that interest you.

You decide what you want to be consulted about and how; through questionnaires, online discussions or even e-petitions.

To take part visit
www.haveyoursay.whub.org.uk

Join Worcestershire Viewpoint

Worcestershire Viewpoint is the county's new Citizens' Panel partnership for public sector organisations.

Members tell us what they think about public services by completing two surveys a year, so their views help us to make decisions.

To join Worcestershire Viewpoint, just visit www.worcestershire.gov.uk/viewpoint, call 01905 766715 or email viewpoint@worcestershire.gov.uk

If you sign up before Friday 9th April 2010, you can be entered into a free prize draw to win one of three £50 high street vouchers - so you can help us and support local retailers too!

Face-to-face with your councillors

Ever wanted to discuss an issue with your councillor but didn't know how to? Then go to a Community Forum meeting in your area - it gives you the chance to do just that.

We work with district, town and parish councils, the police, NHS Worcestershire and voluntary groups to hold forums in a venue near you.

Find out where and when by calling the Area Democracy team on 01905 766103 or keep an eye on your local press for details.

We're looking forward to hearing from you!

(Full terms and conditions are available at www.worcestershire.gov.uk/viewpoint)



Delivering excellence through the Worcestershire Partnership



Your **Fire & Rescue** Authority

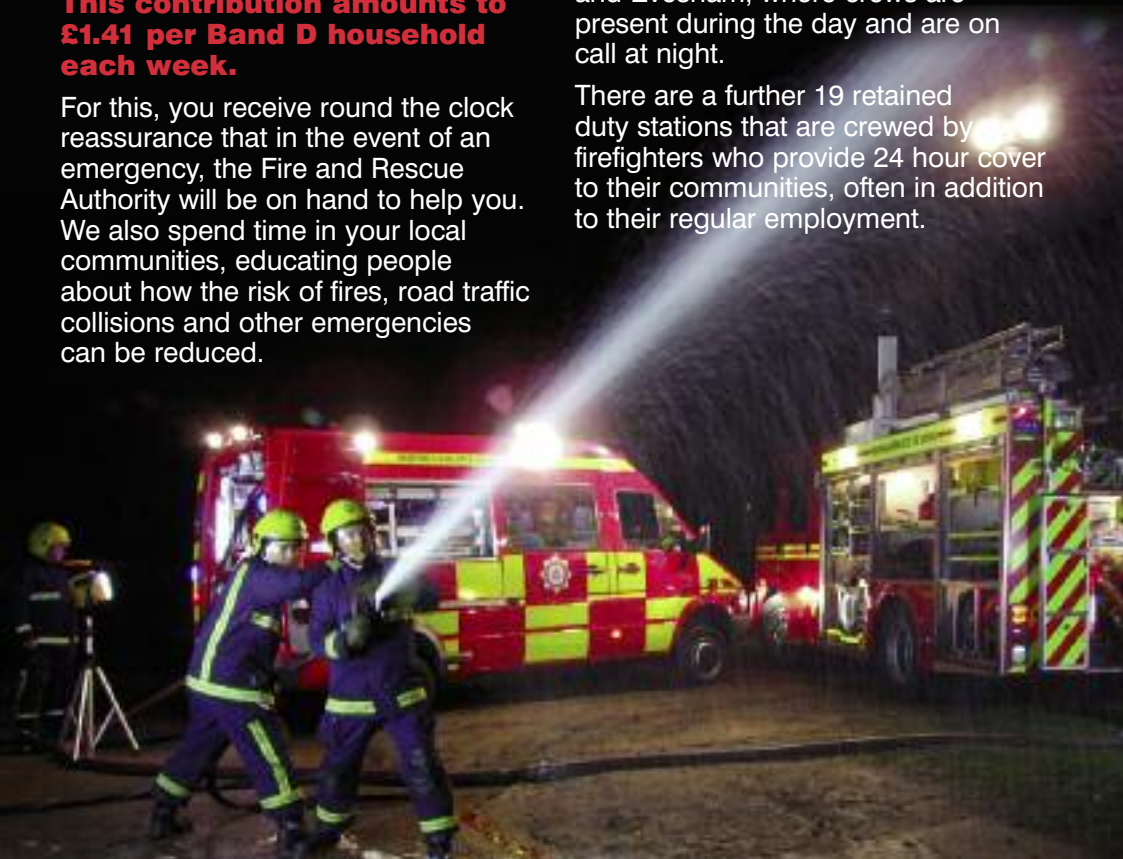
This year, just **£73.64** from a Band D Council Tax bill will go to fund the services provided by Hereford & Worcester Fire and Rescue Authority (FRA). The FRA is made up of 25 County Councillors who manage our budget and coordinate and plan how we deliver our services to you.

This contribution amounts to £1.41 per Band D household each week.

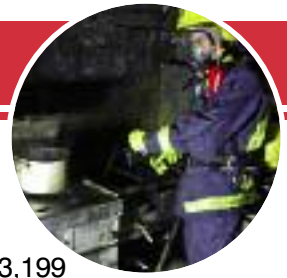
For this, you receive round the clock reassurance that in the event of an emergency, the Fire and Rescue Authority will be on hand to help you. We also spend time in your local communities, educating people about how the risk of fires, road traffic collisions and other emergencies can be reduced.

We provide our services from a total of 27 fire stations and a headquarters building. There are five Wholtime Stations based in Hereford, Worcester, Kidderminster, Bromsgrove and Redditch. These are crewed 24 hours a day. We also operate three Day-Crewed Stations in Malvern, Droitwich and Evesham, where crews are present during the day and are on call at night.

There are a further 19 retained duty stations that are crewed by volunteer firefighters who provide 24 hour cover to their communities, often in addition to their regular employment.



Hereford & Worcester



Your contributions help fund a total of 330 full-time operational staff, 385 retained firefighters and officers, 25 control room staff who take emergency calls and mobilise our crews, and 142 support staff who ensure our service runs effectively and efficiently. We also host one of 20 national Urban Search and Rescue specialist units.

In 2009 we received 13,670 emergency calls and attended 8,693 incidents. Throughout the year, we rescued 16 people from fires, 43 people from road traffic collisions and rescued 235 people from other situations.

In our area in particular, there are also calls for rope rescues, for tackling grass and heath fires in open areas, and to assist when floods strike. We have highly trained specialist teams to deal with these specific types of emergencies.

In 2009 we completed 2,653 Home Fire Safety Checks and fitted 3,199 smoke alarms in areas where we have identified people who are at greater risk. We also carried out 570 education visits in local schools.

How are we performing?

We are a consistently high-performing authority, and have been highly rated by the Audit Commission through a number of independent assessments to look at how we deliver our services, how we use our resources, and our plans for the future.

Whilst efficiencies over the last two years appear lower than average, over the last five years they equal 10 per cent (against an average of 9 per cent).

Gross expenditure	2009-10 £m	2010-11 £m
Employees (including pension costs)	23.400	23.324
Running costs	6.360	6.950
Capital financing	1.916	2.205
Income	(0.170)	(0.170)
Core budget	31.506	32.309
Special Grant - Urban Search and Rescue	(0.859)	(0.868)
Special Grant - New Dimensions Training	(0.080)	(0.080)
Special Grant - Fire Control Implementation	(0.056)	(0.178)
Special Grant - Fire Control Initial Staff Pool	(0.060)	(0.060)
Gross expenditure	30.451	31.123

Performance & priorities

A recent Audit Commission report, published in December 2009, confirmed that:

- People in Herefordshire and Worcestershire are at low risk from the dangers of fire and last year the Fire and Rescue Authority attended the lowest number of fires ever recorded in the two counties.
- Accidental house fires, fire deaths and injuries have been reducing rapidly for a few years - at one of the fastest rates nationally.
- The authority is providing an effective and improving fire and rescue service to communities and provides value for money.
- Arson is not a widespread problem in most parts of the county and the work of the Fire and Rescue Authority has lessened the occurrence by half in the last three years.

Budget requirement and Council Tax precept	2009-10 £m	2010-11 £m
Gross expenditure	30.451	31.123
Transfer to General Balances	0.000	0.271
Net budget requirement	30.451	31.394
Less: Business Rates	(8.560)	(9.315)
Less: Revenue Support Grant	(1.976)	(1.353)
Gross precept requirement	19.915	20.726
Less: Surpluses on Collection Funds	(0.036)	(0.083)
Net precept requirement	19.879	20.643
Tax-base	277,754	280,317
Band D equivalent	£71.57	£73.64

Why spending has changed	£m
Net budget requirement 2009-10	30.451
National pay awards & cost pressures	0.144
Impact of Asset Management Plan and Vehicle Strategy	0.289
Property and IT maintenance etc	0.161
Cash releasing efficiencies	(0.083)
Net other changes	0.161
Gross expenditure 2010-11	31.123
Strengthening of balances	0.271
Net budget requirement 2010-11	31.394



What will your **money** go **towards** this year?

This year, your money will help us continue the development and delivery of our Community Safety Strategy. We will work with other emergency services, agencies and schools to make our communities safer and help improve community well-being.

We will improve the safety of the community by targeting at risk groups, improving the environment within which we live and by working and engaging with the people we service.

The development of our road safety strategy will continue and will focus on how we work with local partners to reduce the number of people killed or seriously injured on our roads.

Your Council Tax will also go towards ensuring our firefighting and rescue response to emergency calls remains effective, and that we continue to perform well against the standards set by the Government.



Malvern Hills District Council's Budget

How we'll spend Malvern Hills' cash in 2010-11

We have agreed to spend £9 million for 2010-11.

Given that the central Government grant has not kept pace with our cost pressures, we have had to make some difficult decisions in order to ensure we can provide the best value for money services. After taking into account our reserves and balances, your tax increase for this year will be 2.50%.

How our budget compares to last year

	£'000
Budget requirement 2009-10	9,035
Pay & prices inflation	235
Investment in services	602
Service and efficiency savings (net)	(616)
Budget requirement 2010-11	9,256

The Council Tax levy for 2010-11 is an average of £1,477.24 for a Band D property.

We have set our budget based on our four priorities. The table below shows how we spent the money last year and how we'll spend it in 2010-11.

Services	2009-10 Net Expenditure £'000	2010-11		
		Expenditure £'000	Income £'000	Net £'000
Community & economic development	1,688	1,941	345	1,596
Environmental & customer services	3,917	4,829	1,092	3,737
Planning & housing services	1,604	2,972	1,426	1,546
Corporate & democratic core	1,826	27,084	24,707	2,377
Total service expenditure & income	9,035	36,826	27,570	9,256
Total MHDC budget requirement	9,035	36,826	27,570	9,256
Use of balances and reserves	72			84
Financed by formula grant	5,090			5,157
Council Tax	3,873			4,015

Council Tax levy at Band D

129.10

132.33

Breaking the bill down

Make up of Council Tax 2010-11

Band	A £	B £	C £	D £	E £	F £	G £	H £
Worcestershire County Council	692.71	808.16	923.61	1,039.06	1,269.97	1,500.87	1,731.77	2,078.13
West Mercia Police Authority	119.15	139.01	158.86	178.72	218.44	258.15	297.87	357.44
Hereford & Worcester Fire & Rescue Authority	49.10	57.28	65.46	73.64	90.01	106.38	122.74	147.28
Malvern Hills District Council	88.22	102.92	117.62	132.33	161.73	191.14	220.55	264.66
Average levies and Parish precepts*	35.66	41.60	47.55	53.49	65.38	77.26	89.15	106.98
Total Council Tax bill (av)	984.84	1,148.97	1,313.10	1,477.24	1,805.53	2,133.80	2,462.08	2,954.49

*Parish precepts/special levies are based on average charges. Depending on where you live, you may be required to pay slightly more or less than the sums shown.

Levies Levies are included in the requirements of the District Council. For Malvern Hills, levies are included to support costs incurred by the Lower Severn Drainage Board and by the Malvern Hills Conservators. These levies are detailed below.

Malvern Hills Conservators The levy for 2010-11 has been frozen at 2009-10 rates. This has been made possible by increases to parking charges, thus helping to alter the balance of the costs of managing the hills between residents and visitors.

Lower Severn Drainage Board	2009-10 (£)	2010-11 (£)
Levies requirement from MHDC	786.39	864.23

	Estimate 2009-10 £'000	Estimate 2010-11 £'000
MHDC levy	340	340
Herefordshire levy	35	35
Other income	210	266
Total income	585	641
Salaries and land management	459	469
Visitor management	21	22
Administration	91	96
Reserve transfers and depreciation	37	37
Total expenditure	608	624
Increase/(decrease) to reserves	(23)	17

Efficiencies & Environment Levy

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.

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

	By March 2009	By March 2010
Malvern Hills District Council	£733,000	£1,421,000
Worcestershire County Council	£8,570,000	£14,577,000
Hereford & Worcester Fire & Rescue Authority	£0	£631,000
West Mercia Police Authority	£9,965,000	£14,298,000

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

	Saving per Band D dwelling	National average for similar authorities
Malvern Hills District Council	£47	£41
Worcestershire County Council	£70	£98
Hereford & Worcester Fire & Rescue Authority	£2	£4
West Mercia Police Authority	£33	£54

In addition, each year councils are assessed by the Audit Commission on managing performance and their use of resources and given a rating out of 4 (4 being an organisation that performs excellently and 1 being one that performs poorly). In December 2009, Worcestershire County Council scored 3 for managing performance and 3 for use of resources, and Malvern Hills District Council scored 3 for managing performance and 3 for use of resources, recognising the strong performance of both councils on making efficiency savings and improving services.

Environment Agency Midlands Region

The Environment Agency, as a levying body for its Flood Defence functions, provides the following information.

Severn Trent Regional Flood Defence Committee

	2009-10 '000s	2010-11 '000s
Gross Expenditure	£56,100	£63,822
Levies Raised	£3,075	£3,000
Total Council Tax Base	2,889	2,908

Flood defence money is spent on flood defence schemes, maintenance of the river system and a flood warning system.

Changes in the Gross Budgeted expenditure between the years are mainly due to an enhanced capital programme based on national prioritisation.

The local flood defence levy included in the County Council's budget for 2010-11 is £0.2m (2009-10 £0.2m).

The **small** print

Council Tax valuation and banding

Most dwellings are subject to Council Tax. There will be one bill per dwelling, whether it is a house, bungalow, flat, maisonette, mobile home or houseboat, and whether it is owned or rented.

HM Revenue and Customs Valuation Office has placed each dwelling in one of eight bands according to its open market capital value at 1 April 1991.

Your Council Tax bill states which band your dwelling is in. You can appeal if:

- There is a material increase or reduction in the value of the dwelling.
- You start or stop using part of the dwelling for business.
- You have just moved, but you must appeal within six months of your move.
- The Listing Officer alters the band.

If you disagree with the banding of your property, contact the Listing Officer at

Government Buildings, Whittington Road, Worcester WR5 2LB or telephone (01905) 687600.

Exempt dwellings

The classes of dwellings that are exempt from Council Tax are:

- Uninhabitable and unfurnished property undergoing structural alteration or repairs. This exemption will apply for a maximum period of 12 months (as long as the property remains unoccupied and unfurnished). After 12 months, a charge applies.
- Unoccupied property owned by a charity, for a period of up to six months since last occupied.
- Unoccupied and unfurnished property for a period of up to six months since the last occupation date or the date that the construction of the property was substantially completed (as long as it remains unoccupied and unfurnished).
- Unoccupied property because the person who would otherwise occupy the property is in prison, is permanently resident in hospital or a nursing home.
- Unoccupied property previously occupied by someone who is now deceased or where probate or letters of administration have not yet been granted, and for a period of up to six months after the date such grant is made. Provided there is no change of ownership.
- Unoccupied property where occupation is prohibited by law.
- Unoccupied property held available for use by ministers of religion from which to carry out their duties.



- Unoccupied property where the person subject to the tax has their sole or main residence elsewhere in order to receive care.
- Unoccupied property where the person subject to the tax has their sole or main residence elsewhere in order to provide care.
- Unoccupied property where the person subject to the tax is a student and has been since he/she last occupied the property.
- Property that has been repossessed under a mortgage.
- Student halls of residence and premises where ALL of the residents are students.
- Property owned by the Ministry of Defence and held available for occupation by serving personnel.
- Property occupied by members of visiting forces or certain international organisations.
- Property left empty by a bankrupt.
- Unused caravan pitch or boat mooring.
- Property occupied only by people under 18 years of age.
- Unoccupied ancillary accommodation (eg. annexes) which may not be let separately without

being in breach of planning regulations.

- Property occupied only by people who are severely mentally impaired.
- Property occupied by a foreign diplomat or a member of an international organisation headquartered in the UK.
- Any part of a property, eg. an annex, which is occupied by a dependent relative of the family in the other part of the building where the relative is either over 65, severely mentally impaired, or substantially and permanently disabled.

This leaflet gives general guidance only and should not be treated as a complete and authoritative statement of Council Tax law as laid down by Parliament or interpreted by the courts.

Discounts

The full Council Tax bill assumes that there are at least two adults living in a dwelling. If only one adult lives in a dwelling (as their main home), the Council Tax bill can be reduced by 25 per cent. Some people are not included when counting the number of adult residents in a dwelling provided they meet the following conditions:

- Full-time students/student nurses.
- Apprentices and Youth Training Trainees.
- Patients permanently resident in hospital.
- People who are being looked after in care homes.
- People who are severely mentally impaired.
- People staying in certain hostels or night shelters.
- 18 and 19 year olds who are at or have just left school.
- Careworkers working for low pay, usually for charities.
- People caring for someone with a disability who is not a spouse, partner or child under 18.
- Members of visiting overseas forces and certain international institutions.
- Members of religious communities (monks and nuns).
- People in prison (except those in prison for non-payment of Council Tax or a fine).
- Diplomats and members of international organisations headquartered in the UK.

Unoccupied properties

The following levels of discount will apply for the 2010-11 financial year:

- Furnished properties which are no-one's main residence - 10 per cent discount.
- Unoccupied/unfurnished properties (following the relevant period of exemption) - No discount.

People with disabilities

If your home has any special features which have been added for a disabled resident and which increase its value, these features should be ignored when your property is valued for Council Tax purposes. If you think your property has been valued incorrectly you should contact the Valuation Office.

Council Tax and Housing Benefit

If you are liable to pay Council Tax or pay rent you can apply for benefit. Your benefit will be calculated based on the following:

- Your capital, including any savings (if you and/or your partner have over £16,000 you will not qualify unless you receive pension credit guarantee).
- Your income including tax credits, earnings, other state benefits.
- The amount of Council Tax or rent you pay.
- Your family circumstances, eg. age of the claimant and/or partner, how many dependent children, whether anyone is disabled.

Even if your income is high if you share a house with other adults (except for a partner) who have low incomes you may be able to claim Council Tax second adult rebate.

MANY PEOPLE LOSE BENEFIT because they delay making a claim. Benefit can not normally be backdated,

SO DO NOT DELAY - complete an application form **NOW**. If you would like an application form or further information please contact us straight away. Telephone 01905 822744 or visit www.whub.org.uk

Appeals

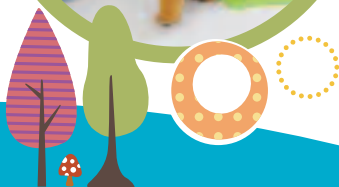
You can appeal if you consider that you are not liable to pay Council Tax. For example, because you are not the resident or owner, or because you think that your property should be exempt, or you believe that your bill has not been calculated correctly. If you wish to appeal on these grounds you must notify the council in writing, and we will readily review the situation.

If you make an appeal and you are still not satisfied that a proper decision has been reached (or you are not notified of a decision within two months of making your appeal) you can then appeal to a valuation tribunal. Details are available on request or contact the Tribunal Office, The Hollies, Newport Road, Stafford ST16 1BY 01785 254321 vtstafford@vto.gsx.gov.uk



Children's Centres in Worcestershire

for children under 5
and their families



- * Information and support for parents
- * Access to adult learning
- * Stay and Play
- * Health clinics
- * Information on job opportunities

To find your local **Children's Centre**, contact the **Family Information Service** on

01905 790560

You can also visit www.worcestershire.gov.uk/childrenscentres

**Sure Start
Children's Centres**
Worcestershire



worcestershire
county council

Family Information Service

Got children? Need information?

01905 790 560

- Childcare and free places for 3 and 4 year old children
- Clubs and activities
- People and services that can support children, young people and their families
- Working with children, young people and their families

**If you don't know who to ask...
ask the Family Information Service!**



Find out more online:

www.worcestershire.gov.uk/familyinfo



worcestershire
county council

This document can be made available in other languages and alternative formats (large print, audio tape, computer disc and Braille) on request from the Worcestershire Hub on telephone number 01905 765765 or by emailing worcestershirehub@worcestershire.gov.uk

Need more information about your **Council Tax**?



The Hub'll help

For information or advice about your Council Tax, or any other council service, contact your local Hub centre



Council Tax 01905 822733
Benefits 01905 822744
Business Rates 01905 822755

Malvern Hills Customer Service Centre
Graham Road, Malvern WR14 2HU

Tenbury Wells Customer Service Centre
Tenbury Library, Teme Street, Tenbury Wells WR15 8AA

Upton-upon-Severn Customer Service Centre,
Upton Library, School Lane, Upton-upon-Severn WR8 0LE



www.whub.org.uk



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you, call 01684 862151**



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