



Rutland  
County Council

# Living in Rutland

Guide To Council Services 2015-2016



INSIDE:  
Your 15/16 Council Tax Bill | Council Update

\*'Living in Rutland' is funded 100% by the featured advertisers.

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2014 was another busy year for the Council, as we moved forward with a number of important projects and initiatives.

Over the past 12 months we have:

- Completed a review of the services provided by our People Directorate, which accounts for 47% of our expenditure and impacts on individuals, families and the community. (The People First review is now being implemented and during 2015/16 further, more detailed consultation will take place on some of the proposed changes)
- Developed a transport Interchange in Oakham, while extending the cycle and footpath network across Rutland
- Developed Oakham Enterprise Park (OEP) to the point where 90% of business units are now occupied.
- Relocated Rutland Adult Learning and Skills Service to brand new, state-of-the-art facilities at OEP
- Begun work on a brand new community sports facility
- Gained approval for our Local Plan through to 2026
- Continued the roll out of Superfast broadband through our Digital Rutland project

We have also worked closely with local 'blue light' services. In January 2015, the police front counter service in Oakham completed a move to our Catmose offices, meaning residents can now access police and local authority services in one shared location. We have also made provisions within our budget to support Leicestershire Fire and Rescue Service - offering £75,000 funding in each of the next two financial years to preserve frontline services in Rutland. This decision was made following careful consideration and - should they accept our offer - will give the Fire Authority time to look at alternative cost-saving measures.



Our Customer Care Standards are available by using the above contact details  
We also publish information and updates via Twitter - find us by searching for [@rutlandcouncil](#)

There is more to come as 2015 will see changes in the way we provide care and support to those most in need. The Better Care Fund is £2.2 million of existing health funding that is being targeted through a programme of joint health and social care interventions. It will see a mix of sustained and new services working to reduce hospital admissions, avoid delayed discharges and support older people to live independently and age well - ensuring residents receive the right care, in the right place, at the right time.

2015 will also see us continuing the work with Leicester hospitals and our GPs to support health and social care integration through the Better Care Together project, which covers Leicester, Leicestershire and Rutland.

Considerable challenges lie ahead in 2015 as we face increased demand for some services against a backdrop of reduced funding. However, we have worked hard to ensure we are in a strong financial position that will allow us to balance our budget over the medium term and implement the necessary changes in a measured way.

Councillors therefore voted in February to freeze council tax for a fifth consecutive year; so the Rutland County Council element of your bill remains unchanged for the next 12 months.

We hope you find this booklet useful. If you have any comments or suggestions about topics for inclusion next year, please email [enquiries@rutland.gov.uk](mailto:enquiries@rutland.gov.uk)

## Contact us

### Rutland County Council Customer Service Team

Phone: (01572) 722 577 Fax: (01572) 758 307

Online: [www.rutland.gov.uk](http://www.rutland.gov.uk)

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

Post: Rutland County Council, Catmose,  
Oakham, Rutland, LE15 6HP

Twitter: [@rutlandcouncil](#)

### Council Offices Opening Hours:

Mon 08:30 - 16:45 Tue 09:00 - 16:45

Wed 08:30 - 16:45 Thur 08:30 - 16:45 Fri 08:30 - 16:15

### Telephone Enquiries

Mon 08:30 - 17:00 Tue 09:00 - 17:00

Wed 08:30 - 17:00 Thur 08:30 - 17:00 Fri 08:30 - 16:30

# The Financial Challenge Facing the Council

Like all local authorities, Rutland County Council continues to face significant financial challenges. However, we are better-placed than most to be able to deal with these pressures, which include:

- Meeting the anticipated costs of implementing the government's Care Act and the move to care in the home and independent living
- Continually reducing central government funding; Only five Unitary Councils currently receive less government funding than Rutland, with Leicester City receiving around 2.5 times more per household
- Increased demand from a growing older population requiring new ways of delivering services, plus withdrawal of government funding

Our budget for 2015/16 results in a deficit but prudent financial management in previous years means that we can draw upon our reserves and plan for a controlled reduction in expenditure. We do not need to implement hasty cuts and can avoid the kind of emergency measures put forward by other local authorities, although it must be stressed that the need for savings cannot be deferred indefinitely .

## **For 2015/16, the Council's financial position is strong but challenging:**

- The budget includes the full Better Care Fund allocation of £2.2m although some of this money will be spent by Health partners
- The People First review aims to save £1.5m - £2m starting in 2015/16 while investing in some new services to meet changing needs
- In total, we have identified £786k of savings for the coming year
- An increase in council tax is not required in 2015/16
- From 2016/17 onwards, the financial position is more uncertain



# Finance Overview

Within the next few pages of this booklet, you can find out more about the council budget for 2015/2016, along with our plans for future years (as far as 2019/20).

For a number of years, we have published our Medium Term Financial Plan (MTFP) which outlines the current budget situation and how decisions we take now will impact on future years.

We have a predicted year end General Fund reserve of £8.2 million, which is likely to be used to support our current spending plans over the coming years in light of what we expect to be a continued reduction in national government funding.

These reserves allow us to properly consider how we focus our reducing income upon key services required by the community. If our predictions hold true, in 2018/2019, we will have reserves of just under £5.1m but we will be spending c£1.5m more than the resources we have available. This position cannot be sustained but we will use this period to rebalance that situation. Work on this has already started.

## Want to know more?

You can view a lot of financial information, including every transaction that the council makes, on our website: [www.rutland.gov.uk/opendata](http://www.rutland.gov.uk/opendata)

### Information available here includes:

- Annual Governance Report
- Audit & Inspection Letters
- Budget Summary
- Medium Term Financial Plan
- Scheme for Financing Schools
- Section 52 (Schools) Statement
- Statement of Accounts
- Data files of all transactions the council makes

If you still can't find the information you are looking for then please contact us and our Finance team will do their best to assist you.



# Summary of Rutland's Budget 2015/16

Councillors agreed (Monday 23 February 2015) a £35.41 million budget to deliver council services across Rutland during 2015/16.

Members also approved our Medium Term Financial Plan. This is an important planning document which shows a five year plan which estimates that reserves will be £1.66m by 2019/20.

This is important for any council as it covers any unexpected costs such as flooding, dealing with an emergency, or an unexpected expensive social care case.

A Summary of the Medium Term Financial Plan is included below:

<b>Portfolio</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
People	15.65	16.04	16.46	16.80	17.18
Places	12.37	12.48	12.62	12.84	13.11
Resources	5.71	5.67	5.71	5.82	5.92
Fire Authority Support	0.08	0.08	-		
Inflation Contingency	-	0.26	0.54	0.83	1.12
People First Savings	(0.30)	(0.60)	(0.83)	(1.10)	(1.10)
Net Cost of Services	33.51	33.93	34.50	35.19	36.23
Capital Financing	2.02	1.99	1.97	1.94	1.91
Interest Receivable	(0.12)	(0.16)	(0.20)	(0.28)	(0.28)
<b>Total Net Spend</b>	<b>35.41</b>	<b>35.76</b>	<b>36.27</b>	<b>36.85</b>	<b>37.86</b>

Please turn to the following page 11 for the sources of funding over the same period.

## Sources of Funding

Rutland County Council receives three main sources of funding to make up the net budget: Council Tax, Central Government funding and the 50% of Business Rates that we are allowed to retain.

The table below shows the expected level of Central Government Funding, Council Tax and Retained Business Rates over the next few years as detailed in the Medium Term Financial Plan. You will see that we plan to reduce our current levels of reserves during 2015/16. The levels of reserves over the following four years will be used, in addition to finding further savings, to offset the reduction in core funding and grants.

Based on current projections, by the end of the 2019/20 financial year the council will hold £1.66 million reserves.

	2015/16	2016/17	2017/18	2018/19	2019/20
	£m	£m	£m	£m	£m
<b>Total Net Spend</b>	35.41	35.76	36.27	36.85	37.86
(see page 9)					
Revenue Support Grant	4.03	3.05	2.42	1.98	1.58
Specific Non-Ringfenced Grants	0.33	0.16	0.14	0.11	0.10
New Homes Bonus	0.81	1.09	1.26	1.44	1.56
NHS Support for Social Care	2.05	1.74	1.84	1.95	1.95
Care Act Funding	0.29	0.29	0.29	0.29	0.29
Council Tax Freeze Grant	0.22	0.22	0.22	0.22	0.22
Retained Business Rates	4.25	4.39	4.50	4.65	4.81
Local Tax Payers	20.69	21.31	21.98	22.62	23.25
Capital met from Direct Revenue	(0.88)	-	-	-	-
Transfers to Earmarked Reserves	1.17	0.15	0.10	0.10	0.10
Reversal of Depreciation	1.85	1.85	1.85	1.85	1.85
(Surplus) / Deficit For Year	0.60	1.51	1.67	1.64	2.15
Balance Brought Forward	(9.23)	(8.63)	(7.12)	(5.45)	(3.81)
Balance Carried Forward	(8.63)	(7.12)	(5.45)	(3.81)	(1.66)

# Oakham Castle

Oakham Castle is one of the finest surviving examples of Norman architecture anywhere in England and provides a unique glimpse into Rutland's past.

2014 was a fantastic year for the Castle. As well as hosting HRH The Prince of Wales and The Duchess of Cornwall during their Royal Visit to Rutland, it was confirmed in August that Oakham Castle would receive a grant of £2.2million from the Heritage Lottery Fund.



This money is being used to carry out extensive restoration work, introduce an exciting new events programme, provide better information and signage and improve facilities for weddings and family events. Visitors to the Castle will have noticed that some restoration work is already underway and the level of activity is set to increase throughout this year. As a result, the Great Hall will be closed at intervals between May and December 2015 while we work to conserve and restore this beautiful site. Please call ahead to check opening hours in order to avoid any disappointment.

Work is due to be completed in spring 2016, providing a significant boost for tourism and a range of fantastic educational opportunities for local schools.

Oakham Castle is situated in the very heart of Oakham, just off the Market Place, and admission is free. Find out about our great events and activities for both children and adults at the castle by giving us a call or visiting our website.

Tel: 01572 758 440 [www.rutland.gov.uk/castle](http://www.rutland.gov.uk/castle)



# Digital Rutland



# Superfast fibre

www.openreach.co.uk

After much anticipation, Rutland County Council is pleased to announce that we have submitted an application to Broadband Delivery UK (BDUK) and the UK's National Competence Centre (NCC) to commence survey work in areas that are yet to benefit from Superfast Fibre Broadband as part of the Digital Rutland project.



Once approved, residents will start to see BT personnel and contractors carrying out work in these areas, with the first services anticipated to become available by the end of December 2015. More detailed information about captured areas and timescales will be announced in due course, once the survey work has been completed.

The Council recognises these timescales may be later than previously planned. However, owing to the complex nature of the deployment in certain areas and the availability of BT resources we have not been able to provide these services sooner.

For more information and updates about the Digital Rutland project, please visit: [www.digitalrutland.co.uk](http://www.digitalrutland.co.uk)

## Business Update Newsletter

Businesses in Rutland can now receive regular, up-to-date information about funding and training opportunities by way of a new electronic newsletter:

Business Update is produced by Rutland County Council's Economic Development Team and issued quarterly to businesses throughout the local area - providing details of training workshops, grant schemes and loan opportunities, along with other useful information to help support businesses.

Subscription is completely free and anyone wanting to receive the newsletter can sign up by emailing: [economicdevelopment@rutland.gov.uk](mailto:economicdevelopment@rutland.gov.uk)



**YOUR VOTE MATTERS**

**MAKE SURE YOU'RE IN**



2015 is an election year, with residents going to the polls on 7th May to choose their national and local representatives. All 26 wards in Rutland could be contested and the counts for both the County Council and Parish Council elections will be held in Oakham.

You can find details of your local polling station online at [www.rutland.org.uk](http://www.rutland.org.uk) and our website will be updated regularly with election information over the coming weeks and months.

Your vote matters. If you are not registered you cannot cast your vote in the forthcoming elections and won't be able to have a say on the issues that affect you. For details of how to register to vote and how to vote by post or proxy contact our Elections team on: 01572 720 954, email: [elections@rutland.gov.uk](mailto:elections@rutland.gov.uk) or visit: [www.aboutmyvote.co.uk](http://www.aboutmyvote.co.uk)



## A NETWORK LINKING **BUSINESSES** WITH THE **ARMED FORCES COMMUNITY**



BFRS brings the business world together with the Armed Forces Community during their transition to civilian life and beyond.

**Visit us online and at our career events.**

Media Partner  
**Equipped**  
Magazine & online

**Find out more:**  
[www.bfrss.org.uk](http://www.bfrss.org.uk) | 0116 254 5477

# Recycling and Waste Services

## Recycling & Waste Services

Rutland County Council would like to thank local residents for your efforts to recycle household waste. As a result of your separating and sorting, Rutland recycled more than 60% of all waste during 2013/14. This means we have the 7th highest household recycling and composting rate of all local authorities across England.

Remember, you can recycle all types of paper, card, plastic packaging (not black plastic), metal packaging, batteries and cartons in your grey bin. Residents who produce a large amount of recycling can apply for an additional grey bin free of charge.

	<b>mixed glass</b> bottles & jars		<b>mixed paper</b>
	<b>telephone directories</b>		<b>cardboard</b>
	<b>cartons</b>		household metal packaging
	<b>large tins</b>		<b>batteries</b>
	household plastic packaging		<b>plastic bags</b>

Please **do not** include any other items such as plastic toys or items of clothing as these can cause problems at the sorting centre and can lead to an entire truck load of our recycling being rejected. Materials such as these can be taken to one of our Civic Amenity Sites. Textiles can also be taken to a textile bank at certain bring sites. Further information can be found at [www.rutland.gov.uk](http://www.rutland.gov.uk)

## Re-using and Recycling larger items

If you need to dispose of a large item that can be re-used by someone else then the Melton and District Furniture Project may be able to collect it for free. The project covers the majority of Rutland and can be contacted by calling **01664 410 380**. For more information, please visit [www.meltonfurnitureproject.co.uk](http://www.meltonfurnitureproject.co.uk)

Items that are unsuitable for re-use can be disposed of using the Council's Bulky Waste Collection service. There is a charge for this service although exemptions are available for those receiving Council Tax or Housing Benefit. Please contact our Customer Support team for further details.



 **recycle** for Rutland

# Recycling and Waste Services

## Composting at Home

Everyone knows that the humble compost bin can transform kitchen and garden waste into lovely compost for your garden or allotment.

But did you know that a wormery can do all this and more? You can put almost all types of cooked and uncooked food waste in a wormery and in return you will get a plentiful supply of liquid plant feed and nutrient-rich compost.

Composting at home is easy to do and helps reduce the amount of waste sent to landfill. Rutland residents can buy home composters and wormeries at special reduced rates. For more information please call **0845 130 6090** or visit [www.rutland.getcomposting.com](http://www.rutland.getcomposting.com)



## Civic Amenity Sites (local waste tips)

Rutland County Council has introduced Automatic Number Plate Recognition schemes at both the County's Civic Amenity Sites. This has replaced the previous paper permit system and new users (or those changing their vehicle or personal details) should contact Customer Services to register.

The Cottesmore site is open seven days a week; North Luffenham is open from Friday to Monday (closed Tuesday, Wednesday and Thursday). From April to September both sites open at 10am and close at 6pm. From October to March opening hours change to 10am to 4pm.

Vehicles are allowed access to the sites up to five minutes before closing time. All vehicles must be off site by closing time.

## Christmas 2015 and New Year bin collections

Please be aware that your regular bin collection may change over the Christmas and New Year period.

### Usual Collection Day

Monday 21st December  
Tuesday 22nd December  
Wednesday 23rd December  
Christmas Eve  
Christmas Day  
Monday 28th December  
Tuesday 29th December  
Wednesday 30th December  
New Year's Eve  
New Year's Day

### Collection Will Take Place

Saturday 19th December  
Monday 21st December  
Tuesday 22nd December  
Wednesday 23rd December  
Thursday 24th December  
Tuesday 29 December  
Collection unchanged  
Collection unchanged  
Collection unchanged  
Thursday 31 December



**Please make a note of these dates as it is your responsibility to know when you need to put your bin out for collection.** This information will also be available on the Council website. Please contact Customer Services directly if you are unsure when your bin is due for collection.

Green bin collections become less frequent during the winter months. Please check our website or contact Customer Services for further details. Green bin collections may be cancelled during periods of severe weather.

# School Term Dates

So that you can plan your holidays and make any childcare arrangements, we are publishing term dates for the 2015/16 school year in this guide. We hope the information below is useful.

## Term 1

Schools open Thursday 27 August 2015  
August Bank Holiday Monday 31 August 2015  
Schools close Friday 16 October 2015

## Term 2

Schools open Monday 2 November 2015  
Schools close Friday 18 December 2015

## Term 3

Schools open Monday 5 January 2016  
Schools close Friday 12 February 2016

## Term 4

Schools open Monday 22 February 2016  
Schools close Thursday 24 March 2016  
Good Friday Friday 25 March 2016

## Term 5

Schools open Monday 11 April 2016  
May Bank Holiday Monday 2 May 2016  
Schools close Friday 27 May 2016

## Term 6

Schools open Monday 6 June 2016  
Schools close Tuesday 19 July 2016

## Other Information

Schools have to select two extra teacher training days in addition to these term dates.



Want to know about local events?  
Want ideas on where to eat in Rutland?  
Want suggestions on places to visit close by?

Visit [www.discover-rutland.co.uk](http://www.discover-rutland.co.uk) for all this and more

# Presenting the 6th Rutland Food & Drink Festival

**Saturday 12th  
September 2015**

Cookery Demonstrations | Yummy Food Stalls

In conjunction with:

Live music | Beach |

Craft stalls &

Children's activities

**Rutland  
DAY**



10am - 6pm | Sykes Lane, Rutland Water, near Empingham

[www.discover-rutland.co.uk](http://www.discover-rutland.co.uk)

# Rutland Library Service

Rutland libraries are FREE to join offer a range of fantastic services, including:

- BookStart Rhymetimes and Storytimes for under 5s
- DVD and CD hire
- Book, audio book and large print loans
- FREE eBook downloads
- Children's fiction and information books to borrow
- FREE Internet access
- Books on Prescription service
- Author events and activities
- Photocopying, printing and fax facilities
- Practise your driving test online for FREE with TheoryTest Pro
- Mobile Library - visiting villages throughout the county every fortnight
- Home Library Service - FREE home deliveries for those unable to visit the library
- FREE ancestry.com access in all libraries. A full local studies research collection with free ancestry access is located at Rutland County Museum



Oakham Library also offers the following enhanced services:

- Information & enquiry service
- FREE printing and IT use for jobseekers on Mondays and Wednesdays
- FREE IT drop-in session on Monday mornings with our Volunteer IT Tutor
- FREE National Careers Service information, advice, and guidance sessions every Tuesday with New College Stamford (assistance with CV writing, job searching, interview techniques, careers advice, training and more)

For opening hours and more information please see [www.rutland.gov.uk/libraries](http://www.rutland.gov.uk/libraries)

Contact Oakham Library on **01572 722 918** or email [libraries@rutland.gov.uk](mailto:libraries@rutland.gov.uk)

Email [history@rutland.gov.uk](mailto:history@rutland.gov.uk) for local and family history enquiries



# Rutland County Museum

Rutland County Museum provides local people and visitors to the area with a fascinating look at our county's past. There are a huge variety of amazing objects on display, plus regular hands-on activities, trails and workshop sessions for younger visitors - meaning there really is something for everyone.

This year has also seen the launch of a brand new website, cataloguing 100s of objects and artefacts that are not currently on show. To learn more visit [www.rutlandcountymuseum.org.uk](http://www.rutlandcountymuseum.org.uk) or email: [museum@rutland.gov.uk](mailto:museum@rutland.gov.uk).



Rutland County Museum is open Mondays, Wednesdays, Fridays and Saturdays, 10am to 4pm, and admission is FREE.

Find us on Facebook and Twitter | [www.facebook.com/rutlandcountymuseum](http://www.facebook.com/rutlandcountymuseum) and [www.twitter.com/rutlandmuseum](http://www.twitter.com/rutlandmuseum)

## Getting Married at Oakham Castle

Oakham Castle is a beautiful setting for civil ceremonies. The Castle can seat up to 125 guests, yet is flexible enough to provide an intimate setting for small weddings with just a few friends and family. For more information please visit [www.rutland.gov.uk/castle](http://www.rutland.gov.uk/castle) or call **01572 722 577**

## Rutland Registration Service

For the important moments in your life: Marriages, Same Sex Marriages, Civil Partnerships, Births, Deaths and Citizenship Ceremonies.

**Superintendent Registrar**  
Tel: 01572 758370

**Registrar of Births, Deaths  
Marriages and Civil Partnerships**  
Tel: 01572 758380

Monday	9.00 to 12.00	Monday	12.00 to 3.30
Tuesday	1.30 to 4.30	Tuesday	9.00 to 12.00
Wednesday	9.00 to 12.00 1.00 to 4.00	Wednesday	9.00 to 1.30
Thursday	Closed	Thursday	Closed
Friday	1.30 to 4.30	Friday	9.00 to 12.00
Saturday	By Appointment	Saturday	By Appointment



Photograph by Tom Millington [www.sharpimage.co.uk](http://www.sharpimage.co.uk)

The Superintendent Registrar deals with all matters concerning marriages and civil partnerships; and the issue of certificates from older registers.

The Registrar registers births, deaths, marriages and civil partnerships.  
[www.rutland.gov.uk/registerars](http://www.rutland.gov.uk/registerars) | [registerars@rutland.gov.uk](mailto:registerars@rutland.gov.uk)

# Paying your Council Tax

## Make a payment by Direct Debit

- Suitable for Council Tax and Business Rates



Now is a great time to arrange to pay your Council Tax or Business Rates by Direct Debit.

It's convenient, it's safe and once you've set it up you don't have to do anything else - your bank or building society will do the work. Furthermore, Direct Debit payments are protected by guarantee, so you need not worry.

You can apply for a Direct Debit payment of Council Tax on the 1st, 15th or 24th of each month and on the 1st for Business Rates.

Direct Debit is the safest and most reliable way to pay because

- Once it is set up each month's instalment is paid on time, year on year and regardless of adjustments made to your instalments. We will of course advise you of any changes to your instalment amounts beforehand.
- You can forget queuing to pay, payments are made for you by your bank or building society on an agreed date.
- You are always in control, and have a money back guarantee in the unlikely event of a mistake being made; your money will be refunded to you immediately, by your bank.
- Paying by Direct Debit is also much cheaper for us to administer, which benefits everyone in Rutland.

We have made it easy for you to set up a Direct Debit

- Complete the form in the middle of this booklet and return it to us
- Phone us on 01572 722577 and set it up straight away over the phone
- Download a form at [www.rutland.gov.uk](http://www.rutland.gov.uk) and click on payment options then follow the link

Visit [www.thesmartwaytopay.co.uk](http://www.thesmartwaytopay.co.uk) for more interactive information about Direct Debit or call us on 01572 722577

## Make a payment by ALLPAY

If you choose this option you will receive an ALLPAY payment card through the post.

Advantages of choosing allpay:



- you can make a payment at your local PayPoint or Post Office at any location in England.
- it supports local businesses
- PayPoint outlets accept cash up to £200 for free (some may accept debit cards but may charge for this)
- Post Offices accept cash, cheque or a debit card up to £999.99 for free
- Over 25 outlets in Rutland, many open weekends or evenings until late
- Find your local outlet at [www.allpay.net/outlets](http://www.allpay.net/outlets)

Please note that cash or cheque payments are not accepted at the Council Offices either in person or via the post.



# Rutland County Council D. C.



Please fill in the whole form and send it to: -

Rutland County Council D. C.  
Revenues Section, Catmose, OAKHAM,  
Rutland. LE15 6HP

# Instruction to your Bank or Building Society to pay by Direct Debit

Name and full postal address of your Bank or Building Society

To: The Manager  
Bank/Building Society

Address

Postcode

Name(s) of Account Holder(s)

Bank/Building Society account number

Branch Sort Code

SUN (Service User Number)

7	2	4	1	8	3
---	---	---	---	---	---

Council Tax Reference Number

--

Instruction to your Bank or Building Society

Please pay Rutland County Council D. C. Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Rutland County Council D.C. and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

--

--

Date

--

Banks and Building Societies may not accept Direct Debit Instructions from some types of account

**----- This is not part of the instruction to your Bank or Building Society and must be detached by Rutland County Council D. C. before submission to the Payer Bank. -----**

Customer's Name \_\_\_\_\_  
Address \_\_\_\_\_

Post Code \_\_\_\_\_  
Telephone Number (You do not have to provide this, but it will help if we need to contact you) \_\_\_\_\_

Address of Property (If Different) \_\_\_\_\_  
\_\_\_\_\_  
Property Reference Number \_\_\_\_\_

Please tick your preferred payment date

1 <sup>st</sup>	15 <sup>th</sup>	24 <sup>th</sup>
-----------------	------------------	------------------

Email address for e-billing: \_\_\_\_\_

**----- This guarantee should be detached and retained by the Payer -----**

**If you would like us to send your bill to you by email please provide the email address to use:**

## The Direct Debit Guarantee



- This Guarantee is offered by all Banks and Building Societies that accept instructions to pay Direct Debit.
- If there are any changes to the amount, date or frequency of your Direct Debit, Rutland County Council D C, will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Rutland County Council D C to collect a payment, confirmation of the amount and date will be given to you at the time of request.
- If an error is made in the payment of your Direct Debit, by Rutland County Council D C or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when Rutland County Council D C ask you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

# Making Payments continued

## Make an Internet Payment - [www.rutland.gov.uk](http://www.rutland.gov.uk)

- Suitable for Council Tax, Business Rates, Sundry Invoices and Housing Benefit Overpayments and other fees and charges for services.

The service is available 24 hours a day 365 days a year. To use this service you will need a **Credit Card** (a small fee is payable) or **Debit Card**. Please have your bill and card details to hand.

## Make a Payment by ATP (Automated Telephone Payments) - 01572 722744

- Suitable for Council Tax, Business Rates, Sundry Invoices and Housing Benefit Overpayments.

The service is available 24 hours a day 365 days a year. (\* System may be unavailable for a short while during the early hours ie: 1am for system updates.) To use this service you will need a **Credit Card** (a small fee is payable) or **Debit Card**. Please have your bill details and card details to hand.

## Make a Payment by Telephone - Office Hours Only - 01572 722577

- Suitable for Council Tax, Business Rates, Sundry Invoices, Housing Benefit Overpayments, Planning Fees and other fees and charges.

To use this service you will need a **Credit Card** (a small fee is payable) or **Debit Card**. Please have your bill details and card details to hand.

## Make a Payment at the Post Office

- Suitable for Council Tax and Sundry Invoices

Please take your ALLPAY card or bar-coded invoice and your payment to your local Post Office. Please ensure that you retain your receipt in the event of an enquiry.

## Make a Payment at the County Museum Oakham

- Suitable for Council Tax

This service is available during Museum opening hours. You will need your account number and a **Credit Card** (a small fee is payable) or **Debit Card** (cash and cheques will not be accepted).

Please note, we do not accept cash or cheque payments either in person at the Council Offices or via the post. If you need further information on how to make a payment please contact our Customer Services Team.

# Make life easier with e-billing

Sign up to receive your Council Tax or Business Rates bill by email from now onwards:

**IT'S FASTER**

**IT SAVES PAPER**

**IT SAVES ON POSTAGE COSTS**

**YOU CAN VIEW IT ANY TIME**

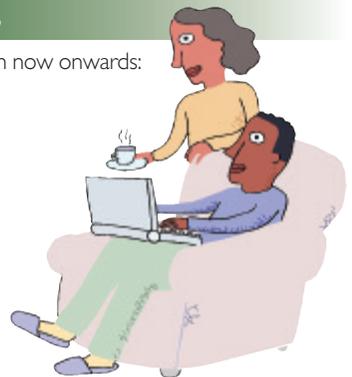
**IT'S BETTER FOR THE ENVIRONMENT**

Simply email us at: [localtaxation@rutland.gov.uk](mailto:localtaxation@rutland.gov.uk)

provide your name;

Council Tax or Business Rates account number or property address;  
and email address for e-billing.

Please remember to let us know if you change your email address.



# Parking in Rutland

## Car Parks

Rutland County Council maintains a number of pay and display car parks in Oakham and Uppingham. Charges apply between 8am and 6pm Monday to Saturday, with the exception of Catmose Car Park in Oakham. Catmose car park is the Council's office car park. Members of the public can park for free in a designated visitor's area for up to half an hour, if calling in on Council business. Otherwise, charges apply between 10am and 6pm. It is free to park on a Sunday and Bank Holidays in all Council owned car parks. Motorcyclists and disabled persons with Blue Badges may park for free in any parking bay, on any day, in any car park.

Regular users of long stay car parks in Oakham can purchase a discounted weekly ticket at the pay and display machines or an annual season ticket from the Council.

In Uppingham, the car park pay and display machines offer short stay and day rate charges and take coins only. Off-street parking in Uppingham is limited so the addition of on-street free parking at Gainsborough Road and Seaton Road helps residents and employees in the town with their parking needs.

A list of the car parks, details of their locations and current tariffs can be found on the Council website [www.rutland.gov.uk/parking](http://www.rutland.gov.uk/parking) The council also plans to introduce the option to pay for parking by mobile phone in 2015.

## Residents Parking

Town centre residents of Oakham and Uppingham, who live within the designated residents parking permit areas and do not have sufficient off-street parking, may be able to apply for a permit(s) to park in the on-street permit holder bays within their town of residence. The permit scheme is not open to visitors or businesses, although all on-street permit holder bays in Uppingham allow for 2 hour parking for non-residents.

To ensure that permits are only issued to eligible residents, a completed form and certain documentation is required when applying for a permit. Full details of who is eligible to apply and the application process are available on the Council website or from the Council offices in Oakham (telephone: 01572 722 577).

If you have a disabled persons' badge or ride a motorcycle you may park in the on-street residents permit holder bays for as long as you wish.

## Parking Enforcement

In addition to the public pay and display car parks, the Council is responsible for the enforcement of parking restrictions on the County roads. The Council enforces the restrictions through a team of civil enforcement officers (CEOs). Parking regulations that are regularly enforced include; parking on single and double yellow lines, in disabled persons parking bays and at bus stops. The CEOs also enforce parking in taxi ranks, residents permit holder bays and limited waiting parking bays to ensure proper use of these areas and improve traffic management for the benefit of the whole community.

Find out more information on the council website at [www.rutland.gov.uk/parking](http://www.rutland.gov.uk/parking)



# Rutland Adult Learning and Skills Service (RALSS)

Learn for life. Rutland Adult Learning and Skills Service (RALSS) provides opportunities for adults to improve their skills through a wide range of academic and vocational courses - some of which are FREE.

RALSS in partnership with Peterborough Regional College also offers apprenticeships and workplace learning qualifications in areas such as:

- Support Teaching and Learning in Schools
- Health and Social Care
- Customer Service
- Accounting
- Marketing and Communications
- Early Years and Childcare
- Business Administration
- Catering and Hospitality
- Social Media
- Hairdressing



If you are an employer we can advertise for an apprentice for you and there is a grant of £1,500 to help smaller businesses to take on an apprentice. If you are interested in an apprenticeship then please contact us to see what opportunities are available. Please email [WBL@peterborough.ac.uk](mailto:WBL@peterborough.ac.uk) for more information about apprenticeships.



Qualifications gained through adult learning play an important role in seeking employment and RALSS has recently moved to brand new, state-of-the-art facilities at Oakham Enterprise Park.

There are also Community Learning courses available, such as languages and IT, some of which are FREE.

Enjoy a wide range of courses, excellent teaching and results well above the national average. For more information or details about courses, please visit [www.rals.org.uk](http://www.rals.org.uk), call 01572 758122 or email [adultlearning@rutland.gov.uk](mailto:adultlearning@rutland.gov.uk)



## Need Help?

The Citizens Advice Bureau is a charity offering Free, Confidential, Independent and Impartial advice on a range of common problems, including:

- Debt and Budgeting
- Benefits and Tax Credits
- Housing and Repossession
- Employment Rights

They can also offer support in relation to Age Discrimination, Youth Courts, Bailiffs and Relationship breakdowns - just about anything. Rutland Citizens Advice is located in the centre of Oakham, close to the bus station:

### Rutland Citizens Advice

56 High Street, Oakham, Rutland LE15 6AL

### Opening Times

Monday	10am - 6pm
Tuesday	10am - 4pm
Wednesday	10am - 4pm
Thursday	10am - 4pm
Friday	10am - 4pm

You can seek advice in person or by calling 01572 723 494. Alternatively, please visit [www.rutlandcab.org.uk](http://www.rutlandcab.org.uk)



# Oakham Town Council Expenditure

In accordance with Council Tax Regulations 2003 where the parish council budget requirement exceeds £140,000 Rutland County Council is required to provide a breakdown of the Parish's expenditure and income. For 2015/16 this applies to Oakham Town Council.

<b>EXPENDITURE</b>	<b>Actual 2013/14</b>	<b>Budget 2014/15</b>	<b>Estimate 2015/16</b>
General Administration	78,950	84,000	85,852
Contracts and Grants	65,057	73,200	73,540
Planning and Parks	36,946	46,370	43,600
Other Expenditure	18,556	30,296	25,310
<b>TOTAL EXPENDITURE</b>	<b>199,509</b>	<b>233,866</b>	<b>228,302</b>
<b>INCOME</b>			
Non Precept Income	<b>26,088</b>	<b>14,283</b>	<b>7,963</b>
Local Council Tax Support Grant	-	<b>16,424</b>	<b>16,424</b>
<b>Total Resources Required</b>	<b>173,421</b>	<b>203,159</b>	<b>203,915</b>

For further information contact Oakham Town Council on 01572 723627 or visit [www.oakhamtowncouncil.gov.uk](http://www.oakhamtowncouncil.gov.uk)

# How much is the Council Tax?

The Council Tax in respect of an individual property is made up of the amounts required by Rutland County Council, Leicestershire Police and Crime Commissioner, Leicestershire and Rutland Combined Fire Authority, and your Parish or Town Council, if you have one. The amounts are as follows:

	Band A	Band B	Band C	Band D	Band E	Band F	Band G	Band H
	£	£	£	£	£	£	£	£
RUTLAND COUNTY COUNCIL CHARGE	953.67	1112.62	1271.56	1430.51	1748.40	2066.29	2384.18	2861.02
LEICESTERSHIRE POLICE AND CRIME COMMISSIONER	120.00	140.00	160.00	180.00	219.99	259.99	299.99	360.00
LEICESTERSHIRE FIRE AUTHORITY	40.29	47.00	53.72	60.43	73.86	87.29	100.72	120.86
<b>TOTAL :-</b>	<b>1113.96</b>	<b>1299.62</b>	<b>1485.28</b>	<b>1670.94</b>	<b>2042.25</b>	<b>2413.57</b>	<b>2784.89</b>	<b>3341.88</b>

# How much is the Council Tax? Continued...

PARISH	Parish Precept	Band 'D'	Band A	Band B	Band C	Band D	Band E	Band F	Band G	Band H
	2015/2016	Equivalent								
	£	£	£	£	£	£	£	£	£	£
ASHWELL	3,395.76	24.82	1,130.51	1,318.92	1,507.34	1,695.76	2,072.59	2,449.42	2,826.26	3,391.52
AYSTON	0.00	0.00	1,113.96	1,299.62	1,485.28	1,670.94	2,042.25	2,413.57	2,784.89	3,341.88
BARLEYTHORPE	73.91	0.23	1,114.11	1,299.80	1,485.48	1,671.17	2,042.53	2,413.90	2,785.27	3,342.34
BARROW	37.12	0.88	1,114.55	1,300.30	1,486.06	1,671.82	2,043.33	2,414.84	2,786.36	3,343.64
BARROWDEN	10,011.03	37.70	1,139.09	1,328.94	1,518.79	1,708.64	2,088.33	2,468.03	2,847.72	3,417.28
BEAUMONT CHASE	0.00	0.00	1,113.96	1,299.62	1,485.28	1,670.94	2,042.25	2,413.57	2,784.89	3,341.88
BELTON-IN-RUTLAND	6,145.67	36.56	1,138.33	1,328.06	1,517.78	1,707.50	2,086.93	2,466.38	2,845.82	3,415.00
BISBROOKE	642.55	6.06	1,118.00	1,304.33	1,490.67	1,677.00	2,049.66	2,422.32	2,794.99	3,354.00
BRAUNSTON- IN-RUTLAND	10,029.53	48.86	1,146.53	1,337.62	1,528.71	1,719.80	2,101.97	2,484.15	2,866.32	3,439.60
BROOKE	0.00	0.00	1,113.96	1,299.62	1,485.28	1,670.94	2,042.25	2,413.57	2,784.89	3,341.88
BURLEY	0.00	0.00	1,113.96	1,299.62	1,485.28	1,670.94	2,042.25	2,413.57	2,784.89	3,341.88
CALDECOTT	3,115.03	28.76	1,133.13	1,321.99	1,510.84	1,699.70	2,077.40	2,455.11	2,832.82	3,399.40
CLIPSHAM	0.00	0.00	1,113.96	1,299.62	1,485.28	1,670.94	2,042.25	2,413.57	2,784.89	3,341.88
COTTESMORE	24,690.32	32.46	1,135.60	1,324.87	1,514.13	1,703.40	2,081.92	2,460.46	2,838.99	3,406.80
EDITH WESTON	5,607.53	16.88	1,125.21	1,312.75	1,500.28	1,687.82	2,062.88	2,437.95	2,813.02	3,375.64
EGLETON	798.46	15.54	1,124.32	1,311.71	1,499.09	1,686.48	2,061.24	2,436.02	2,810.79	3,372.96
EMPINGHAM	13,918.09	34.37	1,136.87	1,326.35	1,515.83	1,705.31	2,084.26	2,463.22	2,842.17	3,410.62
ESSENDINE	8,779.83	53.34	1,149.52	1,341.11	1,532.69	1,724.28	2,107.44	2,490.62	2,873.79	3,448.56
EXTON	11,862.72	49.89	1,147.22	1,338.42	1,529.63	1,720.83	2,103.23	2,485.63	2,868.04	3,441.66
GLASTON	117.35	1.39	1,114.89	1,300.70	1,486.52	1,672.33	2,043.95	2,415.58	2,787.21	3,344.66
GREAT CASTERTON	4,809.63	27.95	1,132.59	1,321.36	1,510.12	1,698.89	2,076.41	2,453.94	2,831.47	3,397.78
GREETHAM	5,130.40	20.99	1,127.95	1,315.95	1,503.94	1,691.93	2,067.90	2,443.89	2,819.87	3,383.86
GUNTHORPE	0.00	0.00	1,113.96	1,299.62	1,485.28	1,670.94	2,042.25	2,413.57	2,784.89	3,341.88
HAMBLETON	3,812.31	40.62	1,141.04	1,331.21	1,521.39	1,711.56	2,091.90	2,472.24	2,852.59	3,423.12
HORN	0.00	0.00	1,113.96	1,299.62	1,485.28	1,670.94	2,042.25	2,413.57	2,784.89	3,341.88
KETTON	38,125.00	50.17	1,147.41	1,338.64	1,529.88	1,721.11	2,103.57	2,486.04	2,868.51	3,442.22
LANGHAM	15,251.92	25.75	1,131.13	1,319.65	1,508.17	1,696.69	2,073.72	2,450.76	2,827.81	3,393.38
LEIGHFIELD	0.00	0.00	1,113.96	1,299.62	1,485.28	1,670.94	2,042.25	2,413.57	2,784.89	3,341.88
LITTLE CASTERTON	2,362.41	21.67	1,128.41	1,316.47	1,504.54	1,692.61	2,068.74	2,444.87	2,821.01	3,385.22
LYDDINGTON	7,345.95	34.46	1,136.93	1,326.42	1,515.91	1,705.40	2,084.37	2,463.35	2,842.32	3,410.80
LYNDON	0.00	0.00	1,113.96	1,299.62	1,485.28	1,670.94	2,042.25	2,413.57	2,784.89	3,341.88
MANTON	5,743.84	34.49	1,136.95	1,326.45	1,515.94	1,705.43	2,084.40	2,463.39	2,842.37	3,410.86
MARKET OVERTON	8,812.61	43.44	1,142.92	1,333.41	1,523.89	1,714.38	2,095.34	2,476.32	2,857.29	3,428.76
MORCOTT	2,683.93	15.28	1,124.15	1,311.50	1,498.86	1,686.22	2,060.93	2,435.64	2,810.36	3,372.44
NORMANTON	0.00	0.00	1,113.96	1,299.62	1,485.28	1,670.94	2,042.25	2,413.57	2,784.89	3,341.88
NORTH LUFFENHAM	7,473.42	23.58	1,129.68	1,317.96	1,506.24	1,694.52	2,071.07	2,447.63	2,824.19	3,389.04
OAKHAM	203,915.12	53.40	1,149.56	1,341.15	1,532.75	1,724.34	2,107.52	2,490.70	2,873.89	3,448.68
PICKWORTH	0.00	0.00	1,113.96	1,299.62	1,485.28	1,670.94	2,042.25	2,413.57	2,784.89	3,341.88
PILTON	0.00	0.00	1,113.96	1,299.62	1,485.28	1,670.94	2,042.25	2,413.57	2,784.89	3,341.88
PRESTON	1,298.78	13.29	1,122.82	1,309.96	1,497.09	1,684.23	2,058.49	2,432.77	2,807.04	3,368.46
RIDLINGTON	835.59	8.49	1,119.62	1,306.22	1,492.83	1,679.43	2,052.63	2,425.83	2,799.04	3,358.86
RYHALL	26,827.30	45.96	1,144.60	1,335.37	1,526.13	1,716.90	2,098.42	2,479.96	2,861.49	3,433.80
SEATON	3,741.72	33.00	1,135.96	1,325.29	1,514.61	1,703.94	2,082.58	2,461.24	2,839.89	3,407.88
SOUTH LUFFENHAM	10,178.68	46.82	1,145.17	1,336.04	1,526.90	1,717.76	2,099.47	2,481.20	2,862.92	3,435.52
STOKE DRY	0.00	0.00	1,113.96	1,299.62	1,485.28	1,670.94	2,042.25	2,413.57	2,784.89	3,341.88
STRETTON	1,800.00	13.99	1,123.29	1,310.50	1,497.72	1,684.93	2,059.35	2,433.78	2,808.21	3,369.86
TEIGH	47.98	1.60	1,115.03	1,300.86	1,486.70	1,672.54	2,044.21	2,415.88	2,787.56	3,345.08
THISTLETON	1,015.25	21.41	1,128.23	1,316.27	1,504.31	1,692.35	2,068.42	2,444.50	2,820.57	3,384.70
THORPE BY WATER	0.00	0.00	1,113.96	1,299.62	1,485.28	1,670.94	2,042.25	2,413.57	2,784.89	3,341.88
TICKENCOTE	48.82	1.27	1,114.81	1,300.61	1,486.41	1,672.21	2,043.80	2,415.40	2,787.01	3,344.42
TINWELL	1,070.07	10.27	1,120.81	1,307.61	1,494.41	1,681.21	2,054.80	2,428.40	2,802.01	3,362.42
TIXOVER	0.00	0.00	1,113.96	1,299.62	1,485.28	1,670.94	2,042.25	2,413.57	2,784.89	3,341.88
UPPINGHAM	85,076.11	56.89	1,151.89	1,343.87	1,535.85	1,727.83	2,111.78	2,495.74	2,879.71	3,455.66
WARDLEY	0.00	0.00	1,113.96	1,299.62	1,485.28	1,670.94	2,042.25	2,413.57	2,784.89	3,341.88
WHISSENDINE	19,041.01	34.73	1,137.11	1,326.63	1,516.15	1,705.67	2,084.70	2,463.74	2,842.77	3,411.34
WHITWELL	26.15	0.88	1,114.55	1,300.30	1,486.06	1,671.82	2,043.33	2,414.84	2,786.36	3,343.64
WING	5,085.12	33.06	1,136.00	1,325.33	1,514.67	1,704.00	2,082.66	2,461.32	2,839.99	3,408.00

# Local Council Tax Support

From April 2013, Council Tax Benefit (CTB) was abolished to be replaced by a Local Council Tax Support (LCTS) scheme. All authorities in England who previously administered the national Council Tax Benefit scheme will have their own scheme - there will be differences in the schemes adopted by each Council.

## How does LCTS differ from CTB?

If you are above the state pension-age it doesn't differ and your reduction will continue to be calculated in the same way as before.

However, if you are below the state pension-age (i.e. working-age) there are changes and these are summarized below:

- If the property you live in is in Council Tax band E, F, G, or H we will restrict the support to the charge for a band D property. You will have to pay the difference,
- The maximum support given will be 75% of the charge (or of the equivalent band D charge, as above). You will have to pay the other 25% in addition to anything else,
- Child Benefit will be counted as an income in any assessment,
- The earnings' disregard for working additional hours is increased to £20.00 a week,
- There will be no support for a single person who previously received CTB for a second adult living with them who was on a low income. (This was previously known as a Second Adult Rebate),
- There will be no support for a person if their total capital (plus their partner's capital) is above £10,000. If their capital is below this, but above £6,000, we will add £1 a week to their income for each £200 of capital.

## How do I claim?

Unlike CTB you cannot claim through the Jobcentre Plus or the Pension Service. A claim must be made directly to the Council.

- You can download a Local Council Tax Support claim form from our website; or
- Contact the Council's Customer Services Team and we will send you a claim form.

If you need help with the claim form and are unable to come to our offices please contact us.

## When should I claim?

You should claim as soon as you believe that you may be entitled because we normally only pay from the Monday following the date that you claim. In certain circumstances we can pay from an earlier date. More information about backdating is available on our website.

## What if I still have some Council Tax to pay?

The Council is providing a discretionary fund for the most vulnerable claimants and those suffering severe financial hardship. If you still have some Council Tax to pay, you can apply for further help by completing a LCTS Discretionary Discount form. Please contact us if you would like a form or you can download one from our website.

## Local Council Tax Support - Appeals

Once we have decided upon the amount of Local Council Tax Support (LCTS) that you are to receive, or that you are not entitled to LCTS, if you believe that we have made a mistake, you can appeal against that decision. Our decision letter will tell you how to appeal and the timeframe involved.

# Housing Benefit

If you are working-age and rent from a Housing Association (or Social Landlord) then, from 1 April 2013, the Government brought in a 'size criteria'. This means that if you have more bedrooms than the criteria deem is necessary, then you will have to pay more towards your rent. The 'size criteria' is:

- One bedroom for you and your partner (if you have one),
- One bedroom for every two children of the same sex who are aged under 16,
- One bedroom for every two children of either sex who are aged under 10,
- One bedroom for any other person who lives with you,
- One bedroom for any carer who stays overnight, but doesn't usually live with you.

In addition to anything that you already pay, if you have one bedroom too many, you will pay an additional 14% of your rent. If you have two or more bedrooms too many, you will pay an additional 25% of your rent.

You should contact your landlord immediately if you are affected by the criteria, in order to discuss any steps that you can take.

## If your circumstances change

You must notify the Council if your circumstances change in any way that affects your liability to pay Council Tax - including if you claim Local Council Tax Support.

A change of address, a student finishing their studies, or somebody moving in or out of your home (affecting a single occupier discount) are examples of changes which you need to tell us about. A change may mean that you pay less Council Tax.

Those claiming Local Council Tax Support need to tell us about changes in their household, their income and/or capital. Tell us promptly to prevent us from paying you too much support (which you will have to pay back). We can advise you whether you also need to tell the Department for Work and Pensions (DWP) of your change in circumstance.

Our contact details are available on all of the letters which we send.

## Fraud

Rutland County Council has a specialist team to prevent and investigate Housing Benefit and Local Council Tax Support fraud.

Fraud costs all taxpayers money. If you suspect somebody of Housing Benefit or Local Council Tax Support fraud, then call the free, 24-hour, confidential hotline on **0800 854 440**, go online at **[www.gov.uk/report-benefit-fraud](http://www.gov.uk/report-benefit-fraud)** or write to **NBFH, PO Box 224, Preston PE1 1GP**.

If you suspect that someone is incorrectly claiming a Council Tax discount or Exemption (such as single person discount), please call the Council on **01572 722577**.

Callers can remain anonymous and all information received will remain confidential. Callers are requested to give as much information as possible - including descriptions of possible offenders, the names of those involved, dates of changes, etc.

All accusations of fraud are investigated and, in respect of fraudulent claims for local Council Tax Support, criminal proceedings will follow if necessary.

# Glossary of Terms

Gross Expend	The money paid out for a service.
Income	Fees, charges and contributions received for a service.
Govt. Grant	Government grants received from Central Government.
Net Expend	Expenditure minus government grants and income.
Net Expend Per Head	The net expenditure for each person in Rutland.
Revenue Support Grant	Government grant that supports overall expenditure.
Town & Parish Councils	Rutland County Council collects Council Tax on behalf of town, parish councils and parish meetings. The County Council has no involvement in setting the tax
Collection Fund	This reflects variations between the planned and actual Council Tax collected in previous years. Rutland's high collection rate is used to minimise subsequent Council Tax increases.
Surplus	The total amount to be collected from Council Tax payers for Rutland CC, Town and Parish Councils and Parish meetings.
Rutland County Council Precept	
Capital Expenditure	Projects which will give benefit over a number of years, eg window and boiler replacements at schools, safety improvements to roads.
General Fund	The money held by the Council to meet any unexpected demands after the budget is set, eg special educational needs.

## Environment Agency

The Council Tax (Demand Notices) (England) Regulations 2011

The Environment Agency levies local councils to pay for flood defence costs. The Agency has supplied the following information about its revenue expenditure and levies for the Trent and Anglian Regions.

2014/15 Last Year			2015/16 This Year	
£m	£m		£m	£m
44.7	37.7	Gross Expenditure	42.8	51.2
3.1	1.9	Net Expenditure	2.6	2.6
1.7	1.9	Levies Requirement	1.7	1.9

The total Levy payable by Rutland in 2015/16 is £41,246 (£40,562 2014/15)

## Changes in Spending 2014/15 to 2015/16

	%	£m	£m
<b>Budget Requirement Last Year (2014/15)</b>			<b>30.11</b>
Council-wide/Corporate/Capital	10.15%	0.64	
Peoples Directorate	0.10%	0.01	
Places Directorate	10.84%	1.08	
		1.73	
Reserves		(2.84)	(1.11)
<b>Budget Requirement This Year (2015/16)</b>			<b>29.00</b>

## How the Council Tax is Calculated

	2014/15		2015/16	
	£m	Tax at Band D	£m	Tax at Band D
Net Spending (including other grant income)	30.11		29.00	
Revenue Support Grant	(5.06)		(4.06)	
Retained Business Rates	(4.09)		(4.25)	
Collection Fund Surplus	(0.50)		-	
<b>Rutland County Council</b>	20.46	1,430.51	20.69	1,430.51
<b>Town and Parish Councils</b>	0.55	38.43	0.56	38.78
	21.01	1,468.94	21.25	1,469.29
<b>Leicestershire Police Authority</b>	2.53	176.48		180.00
<b>Leicestershire Fire Authority</b>	0.85	59.25		60.43
	24.39	1,704.67	21.25	1,709.72
Council Tax Base	14,305.63		14,459.99	

The Tax at Band D is calculated by dividing the budget requirement by the Council Tax Base

## Capital Expenditure

Estimate 2014/15 £m		Estimate 2015/16 £m
0.75	Peoples Directorate	3.15
2.96	Places Directorate	5.89
	Resources Directorate	0.57
3.71	<b>Total</b>	9.61
Funded by:		
3.05	Capital Grants / Contributions	8.44
	Revenue Contribution	0.88
0.66	Prudential Borrowing	0.29
3.71	<b>Total</b>	9.61

## Reserves, Balances and Loans

### Financial Reserves (Forecast)

	31/03/15 £'000	Movement in Year £'000	31/03/16 £'000
General Fund	9.23	(0.58)	8.65
Balances held by Schools	0.75	(0.41)	0.34

### Loans Outstanding (Estimated)

	31/03/15 £'m	Movement in Year £'m	31/03/16 £'m
Source			
Public Works Loan Board	21.4		21.4
Local Enterprise Partnership	0.6		0.6
<b>Total Loans Outstanding</b>	<b>22.0</b>		<b>22.0</b>

Loans are only used for Capital investment

## How Does Rutland Spend The Money?

2014/15 Last Year					2015/16 This Year				
Gross Expend	Income Grant	Govt. Expend	Net Expend	Expend	Gross	Income Grant	Govt. Expend	Net Expend	Net
£ million					£ million				
					£ Per Head				
<b>Peoples Directorate</b>									
11.40	-	(11.40)	-	Schools Budget	9.30	-	(9.30)	-	
1.18	-	-	1.18	Directorate Management	1.41	-	-	1.40	37.55
0.04	-	-	0.04	Better Care Fund	2.26	-	-	2.26	60.43
1.32	(0.04)	(0.04)	1.24	Stronger Families	1.22	(0.07)	(0.08)	1.07	28.59
3.88	(0.81)	-	3.07	Inclusion	4.18	(0.81)	(0.20)	3.17	84.70
0.15	(0.02)	-	0.13	Lifelong Learning	0.92	(0.03)	(0.63)	0.25	6.62
6.48	(1.55)	-	4.93	Vulnerable People	6.43	(1.74)	-	4.69	125.33
2.05	-	-	2.05	Children and Customer Care	2.33	-	(0.02)	2.31	61.66
1.07	-	(1.07)	-	Public Health	1.27	-	(1.27)	-	-
-	-	(0.62)	(0.62)	NHS Support and Care Act Funding	-	-	(2.34)	(2.34)	(62.57)
<b>27.56</b>	<b>(2.41)</b>	<b>(13.13)</b>	<b>12.01</b>		<b>29.31</b>	<b>(2.66)</b>	<b>(13.85)</b>	<b>12.80</b>	<b>342.31</b>
<b>Places Directorate</b>									
0.21	-	-	0.21	Directorate Management	0.18	-	-	0.18	4.81
5.51	(0.74)	-	4.77	Highways and Transportation	5.80	(0.86)	-	4.94	132.05
1.00	(0.60)	-	0.39	Planning and Development Control	1.19	(0.62)	(0.06)	0.51	13.69
0.61	(0.09)	-	0.53	Environmental Health and Trading Standards	0.75	(0.07)	(0.04)	0.64	17.03
2.95	(0.23)	-	2.72	Waste, Street Cleaning and Grounds Maintenance	3.01	(0.22)	-	2.79	74.58
0.20	(0.14)	-	0.07	Economic Development and Tourism	0.47	(0.45)	-	0.02	0.44
1.02	(0.19)	-	0.83	Cultural and Leisure Services	1.19	(0.29)	-	0.90	24.00
0.82	-	-	0.82	Asset Management	0.91	(0.08)	-	0.83	22.24
0.39	(0.11)	-	0.28	Other	0.35	(0.11)	-	0.24	6.30
<b>12.72</b>	<b>(2.11)</b>	<b>-</b>	<b>10.62</b>		<b>13.83</b>	<b>(2.69)</b>	<b>(0.10)</b>	<b>11.04</b>	<b>295.13</b>
<b>Resources Directorate</b>									
1.76	(0.35)	-	1.41	Corporate Management and Democracy	1.83	(0.35)	-	1.47	39.36
0.10	-	-	0.10	External Audit and Inspection	0.08	-	-	0.08	2.01
6.89	-	(6.74)	0.15	Council Tax and Housing Benefits	5.24	-	(5.19)	0.05	1.24
0.20	(0.12)	-	0.08	Council Tax and Benefits Administration	0.20	-	(0.10)	0.10	2.56
0.17	(0.00)	-	0.17	Contracts and Commissioning	0.39	-	-	0.38	10.29
0.52	(0.16)	(0.05)	0.31	Other Central Services	0.36	(0.16)	(0.05)	0.15	3.98
0.07	-	-	0.07	Probation, Magistrates, Coroner and Flood Defence Levies	0.08	-	-	0.08	2.14
3.16	(0.02)	-	3.14	Central Support Costs	3.39	(0.03)	-	3.35	89.69
-	-	-	-	Capital Expenditure met from Direct Revenue	0.88	-	-	0.88	23.53
-	-	-	-	People First Savings	(0.30)	-	-	(0.30)	(8.02)
-	-	(1.23)	(1.23)	Government Grants	-	-	(1.36)	(1.36)	(36.34)
<b>12.88</b>	<b>(0.65)</b>	<b>(8.02)</b>	<b>4.21</b>		<b>12.14</b>	<b>(0.56)</b>	<b>(6.71)</b>	<b>4.88</b>	<b>130.43</b>
<b>53.18</b>	<b>(5.16)</b>	<b>(21.16)</b>	<b>26.83</b>	<b>Net Spending on Services</b>	<b>55.28</b>	<b>(5.91)</b>	<b>(20.65)</b>	<b>28.72</b>	<b>767.87</b>
2.18	-	-	2.18	Capital Financing Costs	2.02	-	-	2.02	54.01
1.10	-	-	1.10	Contribution to Balances / (from) General Fund	-	(1.74)	-	(1.74)	(46.58)
<b>56.46</b>	<b>(5.16)</b>	<b>(21.16)</b>	<b>30.12</b>	<b>BUDGET REQUIREMENT</b>	<b>57.30</b>	<b>(7.65)</b>	<b>(20.65)</b>	<b>29.00</b>	<b>775.30</b>
-	-	(5.06)	(5.06)	Revenue Support Grant	-	-	(4.06)	(4.06)	(108.57)
-	(4.09)	-	(4.09)	Retained Business Rates	-	-	(4.25)	(4.25)	(113.65)
0.55	-	-	0.55	Town and Parish Councils	0.56	-	-	0.56	14.97
-	(0.50)	-	(0.50)	Collection Fund Surplus	-	-	-	-	-
<b>57.01</b>	<b>(9.75)</b>	<b>(26.21)</b>	<b>21.01</b>	<b>RUTLAND COUNTY COUNCIL PRECEPT</b>	<b>57.86</b>	<b>(7.65)</b>	<b>(28.96)</b>	<b>21.25</b>	<b>568.05</b>

# Data Protection

The Data Protection Act 1998 gives legal rights to individuals (data subjects) in respect of personal data held about them. The Act is designed to cover the collecting, storing, processing and distribution of personal data. It gives rights to individuals about whom information is recorded. Each individual has the right to access personal data, prevent processing likely to cause damage or distress and prevent processing for the purposes of direct marketing.

For more information about the Act, to view the Council's Data Protection Policy and for information about how to request a copy of the information the Council holds about yourself, visit the Council's website at [www.rutland.gov.uk](http://www.rutland.gov.uk)

## Using your personal information - Fair Processing Notice

The information you have provided will be used in accordance with the Data Protection Act 1998 and other relevant legislation.

i. In order to provide you with the service you require there may be occasions when your information is shared with those who carry out work on our behalf.

If you agree to your information to be shared between departments of the Council for the purpose of service provision by telephone, post, email and SMS, please let us know by telephoning the Council Offices on 01572 722577 or email [enquiries@rutland.gov.uk](mailto:enquiries@rutland.gov.uk)

ii. Sometimes we may need to ask other agencies or organisations for relevant information about you to fulfil our legal responsibilities or to provide services.

iii. We may pass your information to other agencies or organisations as allowed or required by law, for example:

- to enable them to carry out their statutory duties
- where it is necessary to prevent harm to yourself or other individuals
- to help with the prevention of fraud

iv. Rutland County Council may check internal records to verify information provided by customers

For further information on how your information is used, how we maintain the security of your information and your rights to access information we hold on you, please contact: [www.rutland.gov.uk](http://www.rutland.gov.uk)

## Freedom of Information

The Freedom of Information Act gives a general right of access to all types of recorded information held by public authorities. It sets out exemptions from that right and places a number of obligations on public authorities.

Anyone wishing to make a request to a public authority for information must be informed whether the authority holds the information, and subject to exemptions, must be supplied with that information. Some information is already available on the Council's website, for example, information about the calculation of the Council Tax charge, Business Rates Data Sets and statistical data relating to the recovery of unpaid Council Tax.

For more information about the Act, to view the Council's FOI Publication Scheme and for details of how to make a Freedom of Information request please visit the Council's website at [www.rutland.gov.uk](http://www.rutland.gov.uk)

## Compliments, Comments and Complaints

Rutland County Council provides a wide range of services to nearly 40,000 local people. Impacting on almost every aspect of life, these services include education, social care, roads, libraries and museums.

We always strive to provide services which are responsive and combine quality with value for money but can only achieve this if we listen to the views of local people who use them.

Rutland County Council is keen to receive your comments on service generally, not just in relation to complaints. We would welcome any views you have about our services, for example, if you feel a service is working particularly well we would like to know this.

You can email your compliment, comment or complaint to [letusknow@rutland.gov.uk](mailto:letusknow@rutland.gov.uk)

To view our Compliments, Comments and Complaints Policy, for details of alternative ways to inform the Council of your opinion and details of what happens to the information you provide, please visit our website at [http://www.rutland.gov.uk/customer\\_services/compliments,\\_comments\\_and\\_comp.aspx](http://www.rutland.gov.uk/customer_services/compliments,_comments_and_comp.aspx)

# Council Tax Demand - Explanatory notes

These notes should be read in conjunction with your bill and forms part of the demand notice.

## Council Tax Valuation Band

Each taxable dwelling has been allocated one of eight valuation bands, according to their estimated open market capital value at 1st April 1991. Your demand states which band applies to your dwelling - the amount charged is based on that band. Further detail relating to the construction and operation of the band is given below. Details of your rights to appeal against your banding (to the Valuation Office) are also contained within this booklet.

## Council Tax Bands

Valuation Band	Range of Values	Ratio to Band D
A	Up to and including £40,000	6/9
B	£40,001 to £52,000	7/9
C	£52,001 to £68,000	8/9
D	£68,001 to £88,000	9/9
E	£88,001 to £120,000	11/9
F	£120,001 to £160,000	13/9
G	£160,001 to £320,000	15/9
H	Over £320,000	18/9

## Discounts

For Council Tax purposes, certain people are not counted when deciding the number of adults who are resident in a dwelling. The list of people who may be 'disregarded' comprises of:

- Full time students, student nurses, apprentices and certain trainees
- Patients who are permanently resident in hospital
- People who are being looked after in Care Homes
- People who are severely mentally impaired (SMI)
- 18 and 19 year olds who are at, or have just left, school
- Care workers receiving low pay and employed by a charity
- Members of visiting armed forces and certain international institutions
- Members of religious communities (monks and nuns) who are dependent upon the community to meet their basic needs
- Persons being detained - this could be in prison (except those in prison for non payment of Council Tax or a fine) or under the Mental Health Act
- Foreign diplomats and their non-British spouses

For more information regarding the qualifying criteria for the above, or if you think that you may be entitled to a discount, please contact the Council offices or visit our website. We may ask you to complete an application form and you will be required to provide evidence which supports your claim.

If your bill indicates that a discount has been awarded, you must tell us of any change in circumstances which may affect this entitlement, within a period of 21 days of it coming to your knowledge. Failure to do so could result in a penalty of £70.00.

# Second Homes

Rutland County Council does not offer a discount for properties classed as second/holiday homes. These usually fall under the following classes:

## Class

- A** The property is no-one's main home and is furnished, but occupation *is* restricted by planning conditions preventing occupation for a continuous period of at least 28 days in the relevant year.
- B** The property is no-one's main home and is furnished, but occupation *is not* restricted by planning conditions preventing occupancy for a continuous period of at least 28 days in the relevant year.

In order to consider where your main home is, we may ask you to complete a 'Sole or Main Residence Questionnaire'.

## Local Discounts

Since 1st April 2013, Local Authorities have been able to set their own rate of discount for certain classes of property. Rutland County Council has set its local discounts for classes as follows:

### Class of Property

### Description

- C** Unoccupied and substantially unfurnished (vacant) dwellings - exempt for 1st vacant month and then a discount of 50% of the Council Tax charge. This is effective from the vacation date, or completion date for new dwellings. (After the initial 6 months, a full 100% charge is payable and, should the property remain vacant for a period of more than 2 years, a Long Term Empty premium is payable).
- D** Unoccupied and substantially unfurnished (vacant) properties which require, or have undergone, major repair works or structural alterations in order to make the property habitable. Such properties will receive a 50% discount for a maximum period of 12 months - or up to 6 months after the works are finished - whichever is soonest. They will then incur a full Council Tax charge. (Should the property remain, or have been, vacant for a period of more than 2 years, a Long Term Empty premium is payable).

## Long Term Empty Properties

Long Term Empty properties usually fall under the following class:

**Class C** The property is unoccupied and substantially unfurnished (vacant)

After 6 months, a property is classed as 'Long Term Empty'. A charge of 100% of the Council Tax payable is levied on such properties.

Properties which have remained vacant for a period of 2 years or more will be subject to an additional charge. The maximum premium that local authorities are permitted to levy is an additional 50% of the Council Tax charge.

Rutland County Council has decided to levy an additional charge of 10% of the Council Tax payable. This is known as a 'Long Term Empty premium'.

The reason for the introduction of this charge is to encourage property owners to bring their properties back into use and to provide housing facilities to meet the demands on the local housing stock.

Please note that the vacant discounts/charges relate to the status of the property and not to individual ratepayers. This means that if you become liable for a property which has already been vacant, you will only benefit from the remaining discount period and could be liable for a levy charge if the property has been empty in excess of 2 years.

Occupation periods of less than 6 weeks are not counted if a discount is being claimed again, so, you will only be granted the remainder of any discount period or may be subject to an immediate levy charge.

# Discretionary Discounts

Local Authorities are allowed to award a discretionary discount, under Section 13A of the Local Government Finance Act 1992, to individual Council Tax payers whose circumstances are exceptional and the Local Authority considers it appropriate to do so.

Rutland County Council requires that anyone making an application for a discretionary discount provides the following information:

- the reason for the claim;
- the amount being claimed;
- the reasons for being in the position where a claim is required; and
- any supporting evidence in respect of the claim.

If you believe that your situation is exceptional and you would like to apply for a discount (above that which you already receive), then please contact the Council offices or you can download an application form from our website.

## Exempt Dwellings

Some properties are exempt from paying Council Tax. You may not have to pay Council Tax for properties which prove that they meet the following criteria:

- B** Unoccupied dwelling owned and previously used by a charity for charitable purposes - exempt for a maximum of 6 months.
- D** Unoccupied dwellings where the taxpayer is being detained.
- E** Unoccupied dwellings where the taxpayer is a permanent resident in hospital/care home and they do not intend to return to the property.
- F** Unoccupied dwellings where the taxpayer has died – exempt until 6 months after Probate has been granted. Please inform us when Probate is granted, otherwise there is a risk of receiving a large bill when we obtain the information.
- G** Unoccupied dwellings in which occupation is prohibited by law.
- H** Vacant dwellings waiting to be occupied by a minister of religion.
- I** Unoccupied dwellings where the taxpayer is receiving care elsewhere and their main home has therefore altered.
- J** Unoccupied dwellings where the taxpayer is providing care elsewhere and therefore their main home has altered.
- K** Unoccupied dwellings left empty by a student meeting the relevant criteria.
- L** Unoccupied dwellings which have been taken into possession by a mortgage lender.
- M** Occupied as a student Hall of Residence.
- N** Occupied dwellings occupied only by students meeting the relevant criteria.
- O** Armed forces accommodation owned and provided by the Ministry of Defence.
- P** Visiting armed forces accommodation.
- Q** Unoccupied property where the Trustee in bankruptcy would be the liable person.
- R** Unoccupied caravan pitches and boat moorings - where the caravan or boat has been removed.
- S** Dwellings occupied solely by persons under 18 years of age.
- T** Certain unoccupied annexes which are attached to the main property with interlinking access and of which occupation is restricted under a planning condition.
- U** Dwellings occupied solely by severely mentally impaired persons (an application form is available and must be signed by the applicants' doctor. The applicant must also be in receipt of certain benefits, which are detailed on the application form, and we will require proof of these).
- V** Dwellings where at least one person who would otherwise be liable is a foreign/non-British diplomat.
- W** An annex dwelling which is occupied by a dependent relative.

Please note that this is not an exhaustive list of criteria and is only meant as a brief guide. To apply for any Exemption, we may ask you to complete an application form and you will be required to provide evidence to support your claim. Please also note that any Exemption is granted based on the qualifying criteria being met. An Exemption may be withdrawn where there is a change of liability or when the circumstances change and it is no longer appropriate/applicable.

# Band Reduction for Disabled Persons

The details below refer to reductions in Council Tax where at least one person in the property has a permanent disability.

Where it is demonstrated that one of the below alterations has been made to a property, to assist an occupant who has a disability, we can reduce the Council Tax charge by one band. If your property is in a band A (the lowest band) you can still receive a reduction.

- A room (other than a kitchen, bathroom, or toilet) which is used by the disabled person, because of their additional needs, and relating to their disability.
- An additional kitchen or bathroom which has been added for the use of the disabled person.
- The inside of the property has been adapted to allow for the use of a wheelchair.

When considering whether a reduction should apply, the Council must decide whether, if the extra feature was not available, the person with the disability would find it impossible or extremely difficult to live in the property, their health would suffer, or the disability would become more severe.

The extra room need not be specially built, but could be an existing room that has been adapted. We may ask you to complete an application form and supply evidence to support your claim, such as photographs, receipts for works completed or details of any grants received to enable the work to be carried out. It would also help us to have some information about the disability to enable us to understand why the alterations were required and the ways in which they benefit the disabled person.

## Annexes

From 1st April 2014, if you have an annex which is occupied and used as part of your main home (OR is occupied by a close relative of the person liable for the Council Tax of the main home) which is separately banded for Council Tax, then you may be entitled to a 50% reduction in the annex's charge (- the full charge will remain unchanged for the main dwelling).

We may ask to inspect the property to verify the situation and we will also need to know the relationship between the person liable for the council tax at the main property and the person who is occupying the annexe. This to ensure that the qualifying criteria set out in the regulations for such a reduction are met.

Please note that vacant annexes will be subject to the usual vacant charges or exemption, where the qualifying criteria in these circumstances are met.

## Council Tax Band Appeals

Council Tax banding queries or appeals should be made directly to the Valuation Office Agency (VOA). They are responsible for the band of all properties in England and Wales. The VOA is a separate body to the Council - it is part of HM Revenue and Customs.

The grounds for appeal concerning/against Council Tax banding are restricted to the following cases:

- Where you believe that the banding should be changed because there has been a material increase or material reduction in the dwelling's value;\*
- Where you start, or stop, using part of your dwelling to carry out a business, or the balance between domestic and business use changes;
- Where the Listing Officer has altered a list without a proposal having been made by the taxpayer;
- Where you become the taxpayer in respect of a dwelling for the first time. (Your appeal must be made within 6 months, but if the same appeal has already been considered and determined by a Valuation Tribunal, it cannot be made again)

\*A material increase in value may result from building, engineering or other work carried out on the dwelling. In these cases, revaluation does not take place until after a sale - so the person appealing would usually be the new owner or resident.

A material reduction in value may result from the demolition of any part of the dwelling, any change in the physical state of the local area or an adaptation to make the dwelling suitable for use by someone with a physical disability. In these cases revaluation should take place as soon as possible.

## How To Appeal

If you are dissatisfied with the valuation band that your property has been allocated, then you should contact:

The Listing Officer; Valuation Office Agency, Ground Floor; Ferrers House, Castle Meadow Road, Nottingham, NG2 1AB. Telephone 03000 501501, fax 03000 500975, email: cteast@voa.gsi.gov.uk

Banding appeals can be made free of charge. If you decide to employ an agent to appeal on your behalf, you must ensure that they have the necessary knowledge and expertise.

For more information visit the Valuation Office Agency website at [www.voa.gov.uk](http://www.voa.gov.uk)

## Liability Appeals

You may wish to appeal against the Council Tax charge if you consider that you are not liable to pay Council Tax - for example, because you are not the resident or the owner of a property or because you believe that your property is exempt.

## How To Appeal

If you wish to appeal on liability grounds, you must first notify this Council, in writing, so that we have an opportunity to consider the case and any of the additional information that you may be able to provide. The Council will have two months in which to respond to you. If you remain dissatisfied after a review, you then have the right to appeal to an independent Valuation Tribunal - the details of which we will provide, if necessary. (They can also be found on the internet).

If the Council fails to respond within the 2 months, you may then appeal directly to the independent Valuation Tribunal.

If the Tribunal accept the appeal it will be lodged and a hearing date set. The Tribunal will write to both parties to advise of the hearing date and will ask the Council for information about the case. The Council will be required to provide copies of correspondence and details of how the case has been handled. You will be issued with a copy of the paperwork, by the Tribunal, prior to the hearing date.

Please be aware that your bill remains payable as directed - even if you have an appeal outstanding.

Should the account progress through the stages of Recovery action, the Magistrates will not be able to consider an appeal at the Liability Court Hearing. Having an outstanding appeal will not be accepted as a valid defence against the issue of a Liability Order.

## Instalments - 10 or 12 - and e-billing

You can now choose whether you would like to extend your payment plan to March of the financial year. (The amount of instalments that you can have will depend upon when you begin making payments. This is because the year's balance must be paid within the same financial year - i.e. it must end by March).

The total overall balance for the year will remain the same, regardless of how many instalments you have but, if you opt for more instalments, your monthly payable amount will be reduced.

If you would like to spread your instalments to March instead of to January, you must specifically request this. Please contact us either by telephone or email to [localtaxation@rutland.gov.uk](mailto:localtaxation@rutland.gov.uk) quoting your Council Tax account number.

Council Tax bills can be sent by e-mail instead of through the post. If you would like to choose this option, please contact the offices by telephone: (01572) 722577, or email [localtaxation@rutland.gov.uk](mailto:localtaxation@rutland.gov.uk). Please use "e-billing request" as your e-mail subject title and provide your name, your property's address and your account number.

# Local Financial Crisis Support

## Help for People Experiencing Financial Crisis

Rutand County Council now runs a Local Financial Crisis Support scheme, which was previously administered by the Department for Works and Pensions.

Rutland's Local Financial Crisis Support scheme will provide support for emergency situations such as:

- Flood
- Fire damage
- Cash flow crisis due to starting work and not being paid
- Reconnection of fuel supply after being cut-off
- Fleeing domestic violence
- Homelessness
- Leaving Care and starting to live independently



### Who can apply?

It is expected that most applicants will have applied for, or be receiving, other welfare benefits, and they will be experiencing extreme and severe hardship - having no access to any other sources of support.

#### The scheme will not provide:

- Additional income for those who are unable to manage their budget within their means, where expenditure is high and can be reduced
- Carpets, curtains or household ornaments
- Support for those who fail to comply with the requirements to obtain their income through the appropriate channels, e.g. they fail to meet the Job Centre requirements for looking for work, fail to attend interviews, don't sign the appropriate claim forms

### How can I make a claim?

An application form must be completed. These can be downloaded from the Council's website at [www.rutland.gov.uk](http://www.rutland.gov.uk) or collected from the Council Offices. Alternatively, contact the Citizens' Advice Bureau, their details are on page 39 of this booklet. They can assist you with an application.

### What information do you need?

Please complete the form as fully as possible, including details of the amount/items you are requesting. If we do not have all the information about the circumstances the application may be refused. We may ask you to provide evidence, for example; bank statements or doctors letters, to evidence your circumstances. It must be demonstrated that the award is required; we cannot make assumptions. The decision is based on the information stated on the application form, the details obtained during our verification enquiries and any evidence provided with the application.

# Energy Action for Rutland

**Are you worried about rising household bills? Help is at hand from Energy Action for Rutland!**

Energy Action for Rutland is a highly successful county-wide service providing free energy advice to residents.

We can arrange for a trained assessor to visit you at home, providing impartial advice on:

- Home energy efficiency improvements
- Saving money by changing how you use energy in your home
- Tracking your electricity use with monitoring kits
- Advice on switching energy suppliers
- Available funding and support

Energy Action for Rutland has helped more than 600 households since January 2012 and can help you too, with residents saving £230 a year on average. Regardless of whether or not you own the property you are entitled to a free home visit, so why not let us help you save money?

**ENERGY ACTION for RUTLAND**



**keeping you healthy, saving you money**



Find out more. Call **01572 722 622** or visit [www.rutland.gov.uk/energyaction](http://www.rutland.gov.uk/energyaction)



# Affordable Housing

There are currently a number of new build affordable housing sites being developed across Rutland, meaning more people in the county will soon be able to rent affordable accommodation if they are eligible.

Social housing offers low rents on a secure basis and the quality of social housing here in Rutland is exceptional. Properties range from family-sized homes in local villages to flats in our market towns and represent a solution to people in housing need or who may be struggling with costs.



Eligibility is based largely on whether a person lives, works or has family ties within the county and our Housing Options team is on hand to guide you through the application process.

If you are looking for affordable accommodation or need to move from your current residence please contact Rutland County Council's Housing Options Team on **01572 722 577** or by emailing: [housingoptions@rutland.gov.uk](mailto:housingoptions@rutland.gov.uk)

As well as providing information about the application process, eligibility criteria and how to register on the waiting list, Housing Options can help local residents with any queries relating to their housing situation or tenancy. For more information, contact **01572 722 577** or visit: [www.rutland.gov.uk/housing.aspx](http://www.rutland.gov.uk/housing.aspx)



# Food for Local People in Crisis

During 2013, the Rutland Foodbank opened its doors to help vulnerable local people who are experiencing crises.

## How Rutland's foodbank works

Food, and other basic personal items, are locally donated, sorted and stored. Frontline specialist staff help to identify vulnerable people who are in need of the foodbank's support. Those clients receive emergency food from the foodbank and are also signposted to further support to ensure that they are claiming all of the help that they are entitled to.

## The Rutland foodbank opening times are:

Monday - 12 noon to 3.00pm – r/o 40 Melton Road, Oakham and Uppingham Parish Church

Wednesday - 12 noon to 3.00pm – r/o 40 Melton Road, Oakham

Friday - 10.00am to 12.00noon – r/o 40 Melton Road, Oakham, and Uppingham Parish Church

For more information about the foodbank - what it does, how you can donate, and how to volunteer, please either visit their website at: <http://rutland.foodbank.org.uk/>; or email: [info@rutland.foodbank.org.uk](mailto:info@rutland.foodbank.org.uk); or telephone: 07582783363

## How to make a donation

Food is currently collected at Tesco supermarket in Oakham and the Co-op on Burley Road, Oakham. Food donations are also accepted at the Oakham or Uppingham Centres and you can also donate money.

## The foodbank shopping list:

Milk (UHT or powdered)

Sugar (500g)

Fruit Juice (Carton)

Soup

Pasta Sauces

Sponge pudding (Tinned)

Tomatoes (Tinned)

Cereals

Rice pudding (Tinned)

Tea bags/instant coffee

Instant mash potato

Rice/Pasta

Tinned meat/fish

Tinned vegetables

Tinned fruit

Jam

Biscuits or snack bars



# COUNCIL TAX Information 2015-16



**POLICE & CRIME  
COMMISSIONER  
for Leicestershire**

Your voice in Leicester,  
Leicestershire & Rutland

**In line with evolving public needs we have introduced changes to the way policing is delivered in Leicestershire, which has seen some of the 15 Local Policing Units merging to form eight Neighbourhood Policing Areas.**

Dedicated Neighbourhood Teams will continue to be based in the heart of our communities, focusing on local level problems. Most crime investigation, arrests and crime recording will be handled by other specialist units to allow local team members more time on the beat.

A new Patrol and Resolution Team will attend emergency and urgent incidents while non-emergency issues will be dealt with through a new Managed Appointment Unit that will liaise with the public to book appointments, usually on the same day.

The Force also has a responsibility to work with specialist agencies to tackle national issues such as threats from terrorism, civil emergencies, organised crime and large-scale cyber incidents, as part of what is called the Strategic Policing Requirement set out by the Home Secretary.

In the midst of this we are facing one of our toughest budgets ever. Prudent financial management in previous years will enable us to maintain and safeguard the frontline policing services that help protect and reassure our neighbourhoods across Leicester, Leicestershire and Rutland. However it is imperative we invest now to secure our capabilities against pressing issues such as internet crime and the dangers this poses to vulnerable people including children. This is why we have earmarked up to an additional £2m over the next two years from

our reserves to work with partners and be spent on key areas such as safeguarding children and vulnerable adults.

In the year ahead our funding from Central Government will reduce by £5.7m (4.7%) and therefore we must continue to reorganise the way we deliver our services to ensure that they are based on risk and need. Importantly, this will not reduce the quality of response residents receive but it will see us work more efficiently and effectively. This approach includes more emphasis on innovative technology to increase officer visibility, co-ordinating work with other local service providers and removing the financial drain caused by redundant or under-used buildings enabling reinvestment in more urgent areas of frontline policing.

**The financial decisions we make now will help us to sustain policing in the future and negotiate the increasing demands being placed on our services. We remain focused on our key roles - keeping neighbourhoods and communities safe, and protecting the vulnerable. We are confident that with the ongoing support of our partners we will deliver improved outcomes.**

**Sir Clive Loader**  
*Leicestershire Police and Crime  
Commissioner*

**Simon Cole**  
*Chief Constable*



## THE FINANCIAL CHALLENGE

**Since 2009/10 the Force has delivered more than £38m in savings as a direct response to the Government's austerity measures. In 2016/17 the Force is required to remove a further £6.1m from the budget – £2.1m of which has already been identified as part of a reorganisation which will see a new target operating model developed during 2015 and £4m of which remains to be identified.**

Complementary to these scheduled savings, the Commissioner wants to support the momentum of the efficiency work and has agreed with the Chief Constable that the Force will produce a series of proposals to identify £2.5m of revenue savings to be implemented in financial year 2016/17.

The Commissioner has set the overall budget for 2015/16 at £168.5m, a reduction on the previous year of £4.1m. To help sustain the base budget in the future to enhance community safety, the amount of council tax local people pay towards policing has been increased slightly and Band D households will now pay an extra £3.51 a year – an increase of less than 7p a week. This will generate an additional income of £1.038m for the Force.

“Although the way our services are delivered will change this robust financial plan is designed to safeguard the priorities of the public both now and in the future.”

## PARTNERSHIP WORKING

While visible policing remains important to public confidence, emergent crimes which threaten our vulnerable young people – child sexual exploitation, grooming and cyber bullying – are invisible and require a different approach.

To meet this challenge we have committed up to £2m from our reserves to develop innovative ways to protect the vulnerable and target offenders, possibly pooling local budgets with statutory partners and other colleagues. Our partnership relationships, joint working arrangements, information sharing and collective risk assessments are vital to the success of this work.

## POLICE PERFORMANCE

Recorded crime in Leicester, Leicestershire and Rutland is at its second lowest in a decade, despite seeing a 3% increase in recorded crime during the most recent financial year. But the population of the Force area has increased by 10% in the last decade, which means that the increase in recorded crime is, in reality, a reduction per head of population.

Reported incidents of anti-social behaviour have halved over the past five years from 48,804 in 2008/09 to 24,445 in 2013/14. In addition, the public remain confident in the Force with over 90% feeling that we do a fair, good or very good job.

“We remain committed to protecting our communities and meeting the needs of victims of crime while delivering a police service that reassures residents and makes them feel safer.”





The Budget Requirement is set out below:

	14/15	15/16
<b>Budget Requirement</b>	<b>£m</b>	<b>£m</b>
Gross Spending	182.9	180.8
Less income	-10.3	-12.3
<b>Total Budget Requirement</b>	172.6	168.5
<b>Where the Money Comes From (Funding)</b>	<b>£m</b>	<b>£m</b>
Police Grant	70.0	65.7
Revenue Support Grant/ Business Rates	41.3	39.9
Council Tax Support and Freeze Grants*	8.9	8.9
Victims and Restorative Justice Funding	0.5	-
Collection Fund Surplus	0.8	0.8
<b>From the Tax Payer</b>	51.1	53.2
<b>Total Funding</b>	172.6	168.5
<b>Band D Council Tax</b>	£176.48	£180.00

\*Council Tax Support and Freeze Grants maintained at previous levels, no freeze grant applicable for 2015/16.

The decrease in the Budget Requirement is due to the following:

	£m
Pay and Price Increases	7.3
Pay Increments	1.9
Increase in Specific Grants	-1.1
Increase in use of Reserves	-2.6
Efficiency Savings	-9.6
<b>Net Decrease</b>	<b>-4.1</b>

The Police and Crime Commissioner owns assets valued at £57.0m.  
The external debt outstanding is £14.2m.

## HOW THE MONEY IS SPENT



The budget allows for 1,839 police officers and 251 PCSOs at March 2016.

## CAPITAL SPENDING

	£m
Property	2.5
Vehicles	1.5
IT and Other	4.9
<b>Total</b>	<b>8.9</b>
<b>Funded from</b>	
Borrowing	6.1
Capital Grant	1.3
Other Grants and receipts	1.5
<b>Total</b>	<b>8.9</b>

Policing Precept By Band:	£
Band A	120.00
Band B	140.00
Band C	160.00
Band D	180.00
Band E	219.99
Band F	259.99
Band G	299.99
Band H	360.00



## ABOUT THE POLICE AND CRIME COMMISSIONER

Publicly elected, the Commissioner champions the interests of local people. Commissioning services to improve outcomes is an extremely important part of his role. Sir Clive currently has the second highest commissioning budget out of all 41 PCCs. The funding he provides to initiatives is predominantly around preventing young people from entering the criminal justice system.

Within his role the PCC also holds the Police to account on behalf of the public. Operational policing decisions remain the responsibility of the Chief Constable.

Find out more about the work of the Commissioner by visiting the website at: [www.leics-pcc.police.uk](http://www.leics-pcc.police.uk) or get in touch using the contact details below:

**Tel:** 0116 229 8980

**or write to:**

Office of the Police and Crime Commissioner for Leicestershire, Force Headquarters, St Johns, Enderby, Leicester, LE19 2BX

**or email:**

[police.commissioner@leics.pcc.pnn.gov.uk](mailto:police.commissioner@leics.pcc.pnn.gov.uk)

**Why not follow us on Twitter:**

@clive\_loader or @LeicsPCC



**POLICE & CRIME COMMISSIONER**  
for Leicestershire

Your voice in Leicester,  
Leicestershire & Rutland