

# Working together for you

Your guide to Council Tax

2017/18



How the County Council, City Council, Fire and Police services spend your money - a guide for residents and Business Rate payers.

# Introduction



**Steve Count**

Leader of Cambridgeshire  
County Council



**Lewis Herbert**

Leader of Cambridge  
City Council



**Sir Peter Brown**

Chairman of Cambridgeshire and  
Peterborough Fire Authority



**Jason Ablewhite**

Cambridgeshire Police & Crime  
Commissioner

The Council Tax you pay goes towards the cost of providing a wide range of services provided by Cambridgeshire County Council, Cambridge City Council, Fire and Police services.

To most people the face of local government is the face they see at a local level - the librarian, the home help, the refuse collector, the fire fighters, police officers and teachers, to name but a few.

The Councils provide services and support for schools, care for the elderly, maintain the roads, parks and open spaces, recycle rubbish, care for the environment, offer leisure facilities and provide affordable housing as well as administering Housing Benefit and support for Council Tax.

At a time of continuing significant financial constraints and change, we have all worked together to produce this booklet, giving you all the information you need about your Council Tax for the coming financial year. We hope it will make understanding your bill much easier.

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The cost to produce the booklet is subsidised via local advertising.

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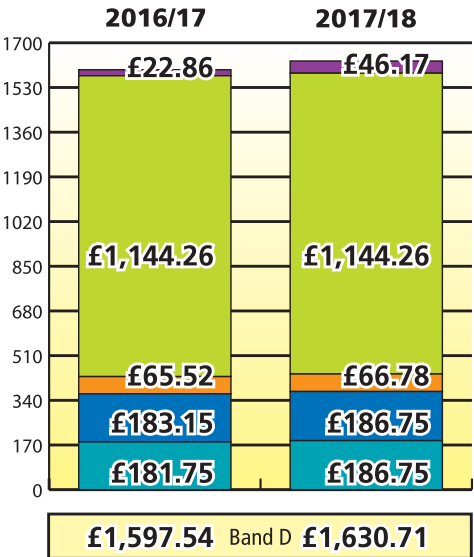
# Your Council Tax

\*Cambridgeshire County Council has levied an Adult Social Care (ASC) Precept, which is ringfenced to adult social care services.

	Cambridgeshire Police & Crime Commissioner £m	Fire Authority £m	County Council £m	Cambridge City Council £m
Gross spending	132.4	29.6	780.4	95.8
Income	-1.4	-1.6	-120.0	-78.8
<b>Net expenditure</b>	<b>131.0</b>	<b>28.0</b>	<b>660.4</b>	<b>17.0</b>
<b>Government funding</b>				
Business Rates	-	-3.5	-62.1	-4.8
Non ring-fenced Grants	-	-6.1	-30.6	-7.1
Ring-fenced Grants	-1.0	-	-305.5	-
Police Grant	-78.4	-	-	-
<b>Internal funding</b>				
Use of / addition to Reserves	-	-	-	2.7
<b>Council Tax Requirement</b>	<b>51.6</b>	<b>18.4</b>	<b>262.2</b>	<b>7.8</b>
Council Tax at Band D	186.75	66.78	1,190.43	186.75

**Total Band D Council Tax £1,630.71, of which £46.17 is ASC Precept\*.**

## Where your money goes



- Cambridgeshire County Council
- Cambridgeshire and Peterborough Fire Authority
- Cambridgeshire Police & Crime Commissioner
- Cambridge City Council
- Cambridgeshire County Council - ASC Precept

## Data Protection - Processing Personal Data

Cambridge City Council is registered as Data Controller under the Data Protection Act 1998 for the purpose of processing personal data in the performance of its legitimate business. Any information held by the Council will be processed in compliance with the principles set out in the Act.

The Council is responsible for ensuring the confidentiality of personal data that it holds. It also has a duty to protect the public funds it administers and to this end may use the information you have provided to us to prevent and detect fraud.

This may include sharing the information with other persons or bodies responsible for auditing or administering public funds or appointed as collection agencies responsible for collecting local taxes on the Council's behalf or for data matching

Further information relating to the Data Protection Act 1998 is shown on our website or can be sent to you on request. You can contact the Council's Data Protection Officer at the address on page 46.

If you have concerns about the processing of your personal data by Cambridge City Council, you may contact the Council's Data Protection Officer or the Office of the Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

For more information please go to:  
[www.cambridge.gov.uk/data-protection](http://www.cambridge.gov.uk/data-protection)

# Which services do we provide?

We spend over £3.5 million on funding childcare places for 2-year-old children from deprived families

The average cost of providing an adult aged over 65 with social care this year will be nearly £17,000

It costs over £680,000 a week to dispose of household waste in Cambridgeshire

It costs around £32,000 to complete a full gritting run

## Cambridgeshire County Council

### Children, Families and Adults Services

- Supporting over 30,000 young children aged 0-5 through our network of 40 children's centres
- Working with more than 250 schools to ensure over 85,000 children get the high quality education to which they are entitled
- Supporting around 3,300 children with statements of special educational need and helping to support those who have some level of special educational needs
- Providing more than 1,000 disabled children and young people with short breaks, specialist holiday and access clubs, and funding 200 children to receive more than 50,000 hours of individual support and 4,500 overnight stays
- Safeguarding children at risk of harm and supporting vulnerable families to improve their situation
- Looking after children in care, finding them adoptive parents and supporting around 500 children at any one time in foster and residential care
- Providing social care services to over 14,000 people, including caring for over 2,900 people after discharge from hospital, 1,600 people with learning disabilities, 800 with physical disabilities and over 500 people with sensory impairments
- Caring for over 7,800 older people in their own homes, using over 1.4 million hours of care

### Economy, Transport and Environment Services

- Maintaining 2,800 miles of roads, 2,400 miles of footways, 1,500 bridges and 59,000 street lights
- Providing for approximately 3.2 million single Park and Ride bus journeys and 3.75 million journeys on the Cambridgeshire Guided Busway
- Transporting around 15,000 children to school every day
- Managing over 300,000 tonnes of waste, of which over 55% is recycled
- Intervening in rogue trader cases involving over 18 victims and in excess of £225,000
- Gritting around 1,300 miles of roads and footpaths in winter weather
- Helping 2,000 people benefit from adult learning
- Delivering 74 local highway improvements working with local communities
- Welcoming 2.5 million visitors each year to our libraries
- Registering 15,500 births, marriages, civil partnerships and deaths

### Corporate Services

- Handling 185,000 enquiries plus 121,000 non phone contacts
- Receiving over 3,000,000 unique web site visitors
- Managing 1,200 Freedom of Information Requests and 150 Subject Access Requests annually
- Running a £1m innovation fund supporting community organisations to make a positive impact on people's lives, and helping to prevent the need for high cost Council services

### Public Health

- Commissioning Health Checks for about 18,000 people aged 40-74
- Helping nearly 2,500 people to quit smoking through CAMQUIT
- Commissioning 30,000 appointments with sexual health and contraception services
- Commissioning health visitor services which visit and support around 7000 families with new babies
- Providing public health advice to the local NHS and the Health & Wellbeing Board
- Working with Public Health England to prevent the spread of infectious diseases

## Cambridgeshire and Peterborough Fire Authority

- Prevention - promoting fire safety across the county
- Protection - minimising risk in businesses through education, engagement and enforcement
- Emergency Response - dealing with more than 10,000 emergencies a year

The Cambridgeshire Police service is one of the lowest costing forces in the UK

## Cambridgeshire Police

- Keeping people safe
- Safeguarding the vulnerable - identify and act to protect the most vulnerable
- Supporting the victims of crime
- Attacking criminality - with specific focus on those that prey on the vulnerable
- Responding to the public - answering around 8,500 999 calls and 30,000 101 calls every month

## Cambridge City Council

### Cultural, Environmental, Regulatory & Planning Services

#### • Community, Arts and Recreation

Providing and managing community centres, neighbourhood community development activity, children and young people's services, arts and sports development, recreation and swimming facilities and the Council's outdoor event programme. Managing the Council's relationship with Cambridge Live, the organisation responsible for running the Corn Exchange and Cambridge Folk Festival.

#### • Economic Development

Management of commercial properties and the local markets.

#### • Environmental Health & Protection

Monitoring and enforcing food hygiene standards. Control of pests, diseases, noise and air pollution. Licensing of taxis, liquor and gambling.

#### • Planning & Development Control

Dealing with planning and building control applications. Managing and planning for growth in the City.

#### • Climate Change and Sustainability

Working to reduce the Council's own production of CO2 and to reduce the impact of climate change on Cambridge.

#### • Streets & Open Spaces

Managing the City's parks and open spaces, keeping them and the streets clean. Provision and management of play areas, allotments, residential moorings and public toilets.

#### • Waste Management

Collection of household and trade waste and promoting recycling through the shared waste service created with South Cambridgeshire District Council.

#### • Other Services

Including CCTV and the City's cemeteries and crematorium.

### Highways & Transport

#### • Parking Services

Provision of off-street car parks.

#### • Sustainable Transport Initiatives

Encouraging cycling and walking. Support for public transport, including Taxicard and Dial-a-Ride.

### Housing Services

#### • Private Sector Housing

Encouraging and enabling the private sector to maintain the standard of its properties and promoting energy efficiency.

#### • Development

Working to enable the provision of new affordable housing.

#### • Homelessness

Working to prevent homelessness and reduce rough sleeping.

#### • Other Services

Including housing advice, maintaining the housing needs register and providing more choice in social housing, tackling anti-social behaviour and promoting community safety.

### Central Services to the Public

#### • Elections

Running local and national elections and maintaining the electoral register.

#### • Local Tax Collection

Collecting Council Tax for our own services and on behalf of the County Council, the Fire Authority, the Police & Crime Commissioner and national Business Rates Collection.

#### • Housing Benefit and Council Tax Support

Payment of Housing Benefit and Local Housing Allowance and Council Tax Support to those on a low income, whether they are working or not. This includes pensioners.

# Cambridge City Council - 'One Cambridge - Fair for All'

Our vision is for 'One Cambridge – Fair for all', a place where there is opportunity for everyone, not just the wealthy few. We want to create a city in which social justice and equality blend with a vigorous, healthy economy and the prosperity that brings.

Our budget for the year ahead is geared to helping us achieve that vision. In spite of major financial challenges from a number of sources, including rapidly reducing government funding, we intend to do all that we can to avoid cuts to frontline services and to focus on helping those people in greatest need.

This year, we will allocate £100k, on top of the £200k we invested last year, to alleviate poverty in the city with measures set to include:

- Helping the lowest income families to reduce fuel and water poverty;
- Cookery classes for families with low incomes who have to stretch tight budgets;
- Financial literacy work with young people and adults;
- Outreach work in health centres serving some of the city's most disadvantaged people, by Cambridge Citizens Advice Bureau.

Over the next five years we will build at least 500 new council homes in Cambridge using the £70 million granted by the government as part of the Cambridgeshire and Peterborough devolution deal, and our own Right to Buy receipts from council house sales, to help tackle the housing crisis.

We will do all we can to support those people who have been affected by changes to national social housing and welfare policy, many of whom live in our 7,000 council homes.

We will continue to tackle homelessness by using a two year government grant of £390k and look to address poor quality accommodation in some local private sector housing. We will work to expand our Town Hall Lettings Service which helps small-scale landlords to rent their property to local people.

Environmental matters remain a focus and we will introduce initiatives to invest in cutting the council's energy bills and carbon emissions.

To pay for these initiatives we have agreed an efficiency plan with government setting out what we will do over the next four years to become more productive and efficient. We plan to save £1.7m by 2022 from the council's annual net budget of approximately £20million.

We will do this by:

- Focusing on what is important to service users, doing that well and sharing services with neighbouring councils, where possible, to reduce costs and create more resilient teams;
- Reducing the number of council offices and reusing other assets;

- Making major capital investments such as the redevelopment of the council's 100 year old Mill Road depot and the rebuilding of Park Street car park with opportunities for more housing on both sites;

- Exploring income generating opportunities such as the new vehicle maintenance garage and fleet operation at Waterbeach to help pay for services;

- Investing in technology to improve productivity and reduce costs;

- Investing money wisely so it does not sit in bank accounts earning very little but works to generate a better return for taxpayers.

We will also invest more of our savings in ways that will generate a good return for taxpayers such as in commercial property.

To test whether residents think we are doing a good job we commissioned an independent organisation to carry out a survey on our performance last year. This gave us a good deal of positive feedback and shows that our focus on delivering good quality services is being recognised by residents.

The survey showed increasing levels of satisfaction with the council - up nearly 20% since the last time it was conducted five years ago. While we will never be complacent, this positive feedback from residents means a lot to us and it is something to be proud of, particularly given the financial challenges we face.

Over the past year we have also taken a leading role in the Greater Cambridge City Deal and successful negotiations with government on devolution for Cambridgeshire and Peterborough. These initiatives will help to provide sustainable prosperity with much needed new housing and new jobs, including apprenticeships.

I know that some people are really struggling to make ends meet right now. Cambridge faces a housing crisis and the cost of living is high. We are here to help. As you will see on your Council Tax bill, Cambridge City Council collects your payments on behalf of a number of organisations and the proportion of your money that comes to us is comparatively small. Please take a moment to read the list of services we provide below which will give you a good idea of the wide range of services that we provide using your money.



**Councillor Lewis Herbert**  
*Leader of Cambridge  
City Council*

# Here's a summary of the services your Council Tax helped to pay for in 2016/17:

## • Emptying your bins and improving your recycling services

In 2016 we collected just over 20,000 tonnes of materials for recycling from the blue and green bins and recycling points across the city. Some 55 tonnes of bulky rubbish were also collected at community clear-up days.

## • Keeping streets and open spaces clean and tidy

In 2016 we removed 44 abandoned cars and 30 untaxed vehicles from 459 cases that we investigated and responded to 906 reports of graffiti. We also responded to 2,131 incidents of fly-tipping. We collected waste from over 900 litter bins and more than 200 dog fouling bins across the city. We routinely maintained over 1million square metres of grass on parks and open spaces.

## • Providing a range of leisure facilities including indoor and outdoor swimming pools

In 2016 investments at Christ's Pieces Tennis courts and work with Park Tennis for free tennis courses proved popular. New run routes around Cherry Hinton Hall, Coldhams Common and Jesus Green were also launched. Swimming numbers at Jesus Green Lido greatly increased and the Sports Zone at the Big Weekend saw record attendances. Ping Pong tables around the City remain well used and StreetGames ran over 300 sessions with more than 5,000 attendances.

## • Providing community centres, community development activities and a community grants programme

Council-run community centres continued to offer activity programs, places to meet and a range of spaces available for hire. The community grants programme for 2016/17 allocated some £900,000 to voluntary and community groups for projects reducing social and economic disadvantage for city residents with the highest needs.

## • Dealing with anti-social behaviour (ASB) and calls about noise nuisance

Last year we dealt with 303 cases of anti-social behaviour, 154 of which involved intensive casework. Our Environmental Health team received 1,856 complaints relating to noise nuisance and served a total of 35 abatement notices, with six successful prosecutions where notices had not been complied with.

## • Managing car parks and the Shopmobility service

In 2016 we continued to invest in our car parks to improve the user experience and our efficiency by increasing the availability of cashless parking, installing energy efficient lighting and carrying out essential repairs. A review of our pricing policy was undertaken to make better use of the car

parks, encourage electric vehicles and to discourage long-stay parking – to help make the city cleaner and greener.

## • Providing housing advice and support

In 2016 the Council and its partners prevented or relieved homelessness for 787 households.

## • Planning for new developments and growth in the city and determining planning applications

In 2016 we dealt with just over 1,500 planning applications. Our new Local Plan for Cambridge, which will provide a vision for growth and guide new development until 2031, is being independently examined. This new plan will be in place in this year.

## • Organising elections and managing the electoral register

In 2016 we organised elections to the city council and for the Cambridgeshire Police & Crime Commissioner, as well as the Referendum on the UK's Membership of the European Union. We also published the register of electors, enabling 87,084 people to exercise their right to vote.

## • Responding to your enquiries

Our Customer Service Centre handled over 260,000 telephone calls, 50,000 face-to-face enquiries, 50,000 email transactions and dealt with 559 complaints last year. The council continued to use its customer feedback system to help identify improvements.

## • Responding to Freedom of Information requests

In 2016 we responded to 760 requests for information under the Freedom of Information Act - an increase over the previous year.

## • Collecting local taxes and administering housing benefit and support for council tax

We were responsible for collecting £66.5m in Council Tax from 55,624 households and £101.5m in Business Rates from 4,129 businesses. We paid £38.6m in Housing Benefit and £6.2m in Council Tax support. In total, there are approximately 8,250 people who receive financial help with paying their rent or Council Tax.

The majority of the money to pay for these services comes from government grant, fees and charges, property rents, and a share of local business rates, the balance is met from Council Tax. In addition, we are landlord to just over 7,000 council houses and rents from these are kept separately to pay for housing services.

# Cambridge City Council's Spending Plans 2017/18

## 2016/17 Council Budget

*Net  
Expenditure  
£'000*

1,514	Central Services to the Public
7,871	Cultural and Related Services
8,444	Environmental and Regulatory Services
4,299	Planning and Development Services
-4,269	Transport Planning, Policy and Strategy and Parking Services
3,191	Housing Services (Excluding Housing Revenue Account)
2,536	Corporate and Democratic Costs
-5,826	Commercial Property and other Trading
-5,423	Capital Accounting Adjustments
-899	Interest
1,343	Pension deficit costs and other central pension charges
1,853	Revenue Funding of Capital
1,401	Adjustments for previous year's Business Rates Collection
87	Adjustments for previous year's Council Tax Collection

### **16,122 Net Expenditure**

	<i>Funding</i>
-4,709	Business Rates (net of tariff)
-1,954	Revenue Support Grant
-6,323	New Homes Bonus
	<i>Internal Funding</i>
7,120	Net Movement in Earmarked Reserves
-2,817	Movement in General Fund Reserves

### **7,439 Amount we will raise from the Council Tax**

**Council Tax per  
Band D Property  
£**  
181.75

### **Per Band D Property**

	<i>add amounts collected on behalf of other bodies</i>
1,167.12	Cambridgeshire County Council
183.15	Cambridgeshire Police and Crime Commissioner
65.52	Cambridgeshire and Peterborough Fire Authority

### **1,597.54 Total Council Tax Charge**



## 2017/18 Council Budget

<i>Expenditure before Income and Grants £'000</i>	<i>Income and Grants £'000</i>	<i>Net Expenditure £'000</i>
1,654	(681)	973
8,486	(1,200)	7,286
15,835	(6,379)	9,456
9,705	(5,147)	4,558
6,744	(10,251)	(3,507)
44,259	(40,626)	3,633
2,630	0	2,630
1,350	(7,350)	(6,000)
140	(6,155)	(6,015)
0	(972)	(972)
1,835	0	1,835
2,347	0	2,347
755	0	755
32	0	32

<b>95,772</b>	<b>(78,761)</b>	<b>17,011</b>
---------------	-----------------	---------------

(4,789)	(4,789)
(1,104)	(1,104)
(5,962)	(5,962)

5,013	5,013
(2,330)	(2,330)

<b>95,772</b>	<b>(87,933)</b>	<b>7,839</b>
---------------	-----------------	--------------

£

186.75

1,190.43  
186.75  
66.78

**1,630.71**

## Council Tax

The actual Council Tax you have to pay depends on which property band your home is in. 60% of properties in Cambridge are in bands A to C, and will therefore pay less than the Band D amount given above. See the table on page 15.

## Notes

The expenditure for each service includes depreciation charges for buildings and equipment. These charges are deducted in 'Capital Accounting Adjustments'.

# How Cambridge City Council's budget has changed

It costs the City Council £95.8 million to deliver all the services listed on page 7. However, after taking into account income, such as fees and charges for services, property rents and housing benefit subsidy, the net expenditure on services is £17 million.

This net expenditure is met by the Council Tax, central government grants, general and earmarked reserves and a local share of business rates. The business

rates retention scheme is designed to enable local authorities to benefit directly from supporting local business growth and the resulting growth in business rates income. The City Council is able to keep a half of its share of any growth in local business rates.

The main changes, from 2016/17, in the Council's funding and expenditure are set out in the following table.

Changes in funding:	£000's
Increase in Council tax income due to new properties and council tax increase	400
Changes in grant and business rate funding	-1,131
Net adjustments to Reserves	1,620
	<b>889</b>
Changes in budget:	
Inflation	800
Adjustments for previous years business rates collection	-646
Increased income - rents, fees and other charges	-478
Other savings	-257
Capital plan funding changes	494
Other changes	976
	<b>889</b>



# Valuation Bands & Charges

The amount of Council Tax you have to pay depends on which property band your home is in - although your final bill will be less if you qualify for Council Tax Benefit or other reductions. The following table shows the amount of Council Tax in Cambridge City for each property band for 2017/18. Figures for 2016/17 are also shown for comparison purposes.

Cambridge City Council Tax charges for 2017/18					
Council Tax (£) 2016/17		Valuation Band	Range of values 1 April 1991	Council Tax (£) 2017/18	
For two or more adults	For one adult (25% discount)			For two or more adults	For one adult (25% discount)
1,065.03	798.77	A	Up to 40,000	1,087.14	815.36
1,242.53	931.90	B	40,001 to 52,000	1,268.33	951.25
1,420.04	1,065.03	C	52,001 to 68,000	1,449.52	1,087.14
1,597.54	1,198.16	D	68,001 to 88,000	1,630.71	1,223.03
1,952.55	1,464.41	E	88,001 to 120,000	1,993.09	1,494.82
2,307.56	1,730.67	F	120,001 to 160,000	2,355.47	1,766.60
2,662.57	1,996.93	G	160,001 to 320,000	2,717.85	2,038.39
3,195.08	2,396.31	H	Over 320,000	3,261.42	2,446.07



## Contacts

If you wish to know more about the Council's finances, please contact the:

Head of Finance  
Cambridge City Council  
PO Box 700  
Cambridge  
CB1 0JH

[finance@cambridge.gov.uk](mailto:finance@cambridge.gov.uk)

You can also obtain further details on the Council's finances on our website  
[www.cambridge.gov.uk](http://www.cambridge.gov.uk)



*Chief Constable, Alec Wood, pictured with Police and Crime Commissioner, Jason Ablewhite.*



I have spent much of the year out and about, meeting as many people as possible in order to get a firm understanding of the issues faced by people living, working and travelling in the county.

My job is to hold Cambridgeshire Constabulary to account on behalf of the public, set police and crime objectives, and issue crime and disorder reduction grants. I am responsible for the police budget but I do not run the police force. That is the job of Chief Constable, Alec Wood, who is responsible for delivering an effective and efficient police service.

Cambridgeshire is one of the fastest growing counties in the country both in terms of its economy and its population and remains one of the lowest cost forces in the country at just 43p per person per day. With 76% of officers on front line services, I am pleased that the latest HMIC Efficiency report in 2016 recognised the good work and positive steps that the Constabulary's officers and staff are doing every day to make Cambridgeshire a safe place.

This year will bring lots of challenges and new areas of responsibility. We need to think innovatively about how we work with others to provide the

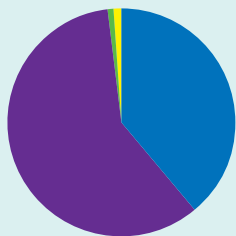
public with effective, joined up services and continue to transform the way we work through collaboration and new technology.

I am a big fan of keeping things simple so my new Police and Crime Plan focuses on four key themes: victims, offenders, communities and transformation. The Plan has people at the heart of it: focussing on the most vulnerable members of society, putting victims at the centre, bringing offenders to justice and deterring them from re-offending.

A copy of the full plan can be found on my website at [www.cambridgeshire-pcc.gov.uk](http://www.cambridgeshire-pcc.gov.uk).

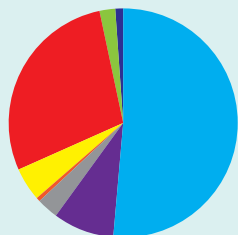
Both the Chief Constable and I remain committed to providing a police service we can trust and be proud of. To achieve that we need to embrace all the new opportunities available to us and continually seek out new ways to deliver our services. It is only by working together that we can keep Cambridgeshire safe.

**Jason Ablewhite**  
*Police and Crime Commissioner*



### Where the money comes from

	£m	%
Council tax	51.6	39.0%
Police grant	78.4	59.2%
Other grants	1.0	0.8%
Other income	1.4	1.1%
Reserves	0.0	0.0%
<b>Total</b>	<b>132.4</b>	<b>100%</b>



### What the money is spent on

	£m	%
Employees	68.6	51.8%
Police officer pensions	11.6	8.8%
Premises	3.8	2.9%
Transport	0.9	0.7%
Supplies and services	6.2	4.7%
Collaborated Units	37.8	28.5%
PCC Grants	2.3	1.7%
Capital financing	1.2	0.9%
<b>Total</b>	<b>132.4</b>	<b>100%</b>

## The budget

The 2017/18 budget will see a 1.28 percent reduction in policing grant on the previous year, which is £1.02 million less in terms of money. Despite ongoing budget pressures, the total number of police officer posts in the Constabulary establishment is budgeted to remain virtually the same, going from 1,352 in 2016/17 to 1,349 in 2017/18.

We have been able to balance the budget with a 1.97% increase in the policing element of the council tax for 2017/18, meeting our commitment to achieve value for money policing and ensure frontline services continue to be protected.

Looking further ahead we face similar budget reductions over the next few years with an estimated additional £8.8 million of savings to be found by 2020/21.

## Capital programme

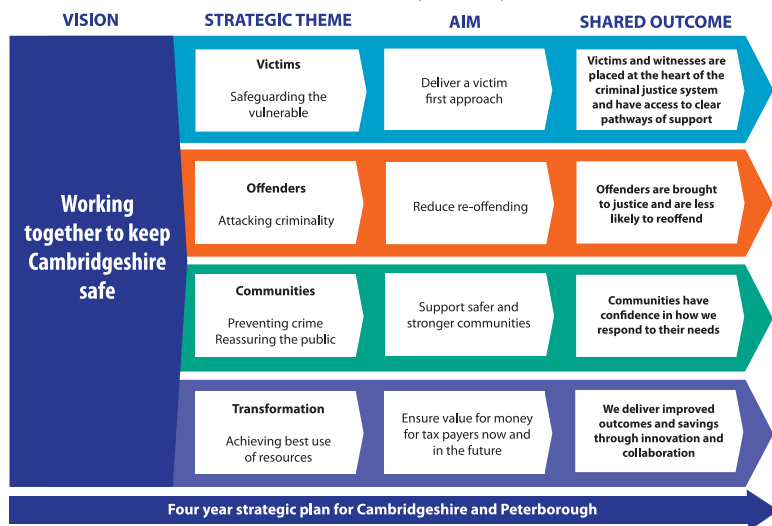
The Commissioner has a capital programme (premises and other assets) for 2017/18 of £1.2 million which includes historical and new commitments such as:

- Programme Metis, ICT, finance and communications projects to replace current systems with updated and integrated ones
- Major repairs to buildings and the replacement of the vehicle workshop
- Replacement of vehicles
- Collaborated Unit projects

## Workforce

Despite another year of funding reduction, police officer numbers have remained virtually the same. The total number of police officers budgeted for will be 1,349 in 2017/18 with 1,047 of these being local policing officer posts. A total of 803 police staff and 150 PCSOs have been included in the budget. Our target for Special Constables remains at 300. Through collaborating with Bedfordshire Police and Hertfordshire Constabulary, Cambridgeshire Constabulary also have access to additional officers if needed.

## Police and Crime Plan – Community Safety and Criminal Justice



### Reserves

General reserves are held in the event of the occurrence of any unforeseen high impact policing operations. The Commissioner will have estimated general reserves of £7.2m (5.5 per cent of net budget) at the end of 2016/17.

Earmarked Reserves have been built up over the last few years specifically for the financing of capital (via the Capital Reserve). The Capital Reserve has been applied to fund legacy schemes (schemes approved

pre-2013) and use of the Capital Reserve in this way reduces the pressure on the revenue costs required to fund the capital programme. An ICT Development Reserve was created in 2015/16 to ensure that the necessary resources are available for the replacement of the Airwaves police communications system by the Emergency Services Network; the balance on this reserve currently stands at £458k. The Budget Assistance reserve which stood at £9.8m as at 31 March 2016 will also be used to assist with the financing of capital projects.

### Contacts

If you need to contact the Office of the Police and Crime Commissioner, please write to:

**The Chief Executive  
Office of the Cambridgeshire Police and  
Crime Commissioner  
PO BOX 688  
Huntingdon  
PE29 9LA**

Follow the Commissioner:

Twitter **@PCCCambs**

Facebook **@CambsPCC**

Instagram **pcccambs**

To receive regular local policing updates, register at **[www.ecops.org.uk](http://www.ecops.org.uk)**

To subscribe to the Commissioner's monthly newsletter visit: **[www.cambridgeshire-pcc.gov.uk/newsletter-signup/](http://www.cambridgeshire-pcc.gov.uk/newsletter-signup/)**

Telephone: **0300 333 3456**

Email: **[cambs-pcc@cambs.pnn.police.uk](mailto:cambs-pcc@cambs.pnn.police.uk)**  
**[www.cambridgeshire-pcc.gov.uk](http://www.cambridgeshire-pcc.gov.uk)**



Cambridgeshire and Peterborough Fire Authority is responsible for providing an efficient and effective fire and rescue service. This is achieved by responding to 999 emergencies along with balancing resources across fire safety in the home and at work.

Cambridgeshire Fire and Rescue Service continues to be one of the lowest financing fire and rescue services in the country, yet continually strives to improve the service it provides to the public.

## Background

The Fire Authority has continued to face significant financial challenges for the past few years. The grant funding received from the Government was reduced by **46.6 per cent** over the previous Comprehensive Spending Review (CSR) (2013 – 2016) and will be further reduced for the current CSR by a further **13.5 per cent**.

## What does it mean?

The budget has been prepared for the next four to five years after making a number of assumptions, which are:

- A 1.92 per cent increase in council tax for 2017/18
- A reduction of £3.9 million in government funding over the next four years (including inflationary pressures)
- An increase of 1 per cent per year due to inflation.

In summary, the Authority will receive revenue support and business rate contributions of **£7.4 million**.

This is a reduction of **£1.3 million** from the grant received in 2016/17, equivalent to **12.3 per cent**.





## What is the money spent on?

	2016/17 £m	Inflation £m	Other Variations £m	2017/18 £m
Employees	21.811	0.217	-0.226	21.802
Premises	1.279	0.122	0.000	1.401
Supplies and Services	4.709	0.043	-0.499	4.253
Transport	0.436	0.002	0.000	0.438
Agency Costs	0.142	0.001	-0.001	0.142
Capital Financing	1.788	0.015	-0.226	1.577
<b>Gross Expenditure</b>	<b>30.165</b>	<b>0.400</b>	<b>-0.952</b>	<b>29.613</b>
Income	-1.718	-0.013	0.105	-1.626
<b>Net Expenditure</b>	<b>28.447</b>	<b>0.387</b>	<b>-0.847</b>	<b>27.987</b>

## Where does the money come from?

Business rates	3.504	-	0.036	3.540
Non ring-fenced Government Grant	8.129	-	-0.989	7.140
Council Tax requirement	17.086	0.069	0.618	17.773
<b>Total</b>	<b>28.719</b>	<b>0.069</b>	<b>-0.335</b>	<b>28.453</b>

## Budget

The Fire Authority has approved a budget of £28 million for 2017/18. This is equivalent to a Band D council tax contribution of £66.78, which equates to £1.28 a week.

The Fire Authority will have estimated general reserves of £2.2 million at the end of 2016/17. This is to fund excessive operational costs that might arise.

For more information about your fire service visit [www.cambsfire.gov.uk](http://www.cambsfire.gov.uk).

## Contacts

If you need more information about the Fire Authority, please contact:

**Director of Resources**  
**Cambridgeshire Fire & Rescue Service**  
**Fire Headquarters**  
**Hinchingbrooke Cottage**  
**Brampton Road**  
**Huntingdon**  
**PE29 2NA**

Phone: **01480 444619**

Email: **[budget@cambsfire.gov.uk](mailto:budget@cambsfire.gov.uk)**

**[www.cambsfire.gov.uk](http://www.cambsfire.gov.uk)**





# Vision and Priorities



**Introduction from the  
Leader - Councillor  
Steve Count**

Cambridgeshire faces major challenges in making the savings required to balance the budget. The demand on services continues to grow due to population increases, demography and inflation, at the same time, the main grant from Government is reducing, disappearing entirely by 2020. By 2022 we will need to have made a further £101 million in savings, having already made more than £186 million over the last five years.

Together with other councils and organisations we have lobbied hard to bring extra money from Government to Cambridgeshire, which has had considerable success, such as extra funding for housing and infrastructure, but nothing to improve County Council position yet. In addition to this we have set a budget which calls for transformation at pace to improve services and make savings, and we remain committed to strengthening our consultation



with residents to help inform future budget decisions.

Government still recognises the pressures on Adult Social Care, announcing a continuation of the Adult Social Care Precept (see description overleaf) which can only be used on social care. This has allowed the Council, like last year, to vote in favour of increasing the Adult Social Care precept by 2%, but freeze again this year any increase in general Council Tax at 0%.

## Our county and services

We are the fastest growing county in the country and an economic success that the UK needs in order to keep the national economy on track. However, this means more demands on our services such as social care, transport and schools.

One of our top priorities is providing care for the most vulnerable, which makes up the largest proportion of the Council's spend, and we will continue to do that to the best of our ability. We have a welcome duty to look after those who use our social care services and the hundreds of children we look after.

With advances in medicine and people living longer, more demand is put on social care. The latest figures suggest the welcome news that number of people who are 85 and over will increase by almost 24% over the next five years and those aged 90 and over by 35%. This is great news but it does on average mean increased calls on more expensive care packages.

A growing and ageing population though welcome, combined with less money from Government, results in an increased strain on resources. Although we have to change the way we deliver our services and manage the challenges that brings, we will strengthen the impact of the preventative work we do with people, working with them to prevent an escalation



cycling not only reduces congestion and boosts the economy but also helps improve health.

Although we are one of the lowest funded authorities in the country for education we are investing heavily in improving school facilities. The Council's capital spend is expected to be £1.3 billion over the next ten years, most of which is spent on creating new schools or improving current ones, to ensure Cambridgeshire can manage and provide for the increase in pupils.

of need for our high cost services. We will use our reducing resources differently and our preventative activity will have a very different focus to now.

We recognise that some people will require ongoing support over the course of their lifetime and, where people need our most specialist and intensive services, we will continue to support them. We will strive to make sure that the support provided both improves the quality of their life and is cost effective.

The Council is also focused on maintaining transport links for our residents and businesses as the population grows. We are progressing schemes to bring better rail links to Fenland as well as lobbying Government to improve the A47. We are part of the Greater Cambridge City Deal which is looking to revolutionise transport in and around Cambridge. We are helping push forward improvements to the congested and accident blighted A14, while also tackling congestion bottlenecks such as King's Dyke near Whittlesey and the creation of the Ely Southern bypass.

Cambridgeshire is seen as a leading area in the UK for cycling, helping to keep Cambridgeshire fit and healthy, which is vitally important. We are investing in meeting the public health challenges we face around smoking, obesity, levels of physical activity and mental health. We do not view our public health responsibilities in isolation but look to find ways of supporting them through our other services. Investing millions of pounds in encouraging

With these unprecedented pressures we have had to make difficult decisions while still doing our best for the communities we serve. We have looked to protect vital services while working more closely with partners, parish councils and community groups. We have invested in a Transformation Programme, changing the way we do things to save money, work smarter and help protect frontline services as much as we can.

We are sharing services with other councils which is saving millions every year while ensuring we can still deliver services that are important to people. For example our back office functions, our directors Public Health, Children Families and Adults as well as sharing a Chief Executive with Peterborough City Council, alone saving the authority around £100,000 a year.

We are being more commercially minded, reducing management and using assets such as former council





have supported and seen the growth of community initiatives such as Time Banking and Time Credits where people are helping neighbours, families and residents. Not only is this bringing communities closer together but has real benefits in reducing isolation as well as reducing referrals to GPs and other health services.

The Council is part of Cambridgeshire communities and is here to serve the people of the County. We will continue to talk and listen to our residents and continue transforming to find better ways of working while meeting the financial challenge we face.

buildings either to benefit communities or bring in extra income. The Council has through leaner working practises been able to lease out a property in Cambridge that it used to occupy, which brings in additional income of £1.5 million a year. We are using some of the land we own to provide much needed housing, with any profits going back to Cambridgeshire taxpayers rather than developers.

This year we have had to make some challenging decisions to make the £32million in savings needed. We have listened to residents in making some of these decisions, seeking transformational alternatives for generating savings in order to protect library services and reinstate gritting routes and street lighting. We have also made £2.7 million available for investments in reducing congestion, increasing road and footpath maintenance and mental health services.

Cambridgeshire is a great county in which people help one another. We are working closely and learning from our communities on how some services can be better delivered at a more localised level. We

## Adult Social Care Precept

The Secretary of State for Communities and Local Government has made an offer to adult social care authorities. ("Adult social care authorities" are local authorities which have functions under Part 1 of the Care Act 2014, namely county councils in England, district councils for an area in England for which there is no county council, London borough councils, the Common Council of the City of London and the Council of the Isles of Scilly.)

The offer is the option of an adult social care authority being able to charge an additional "precept" on its council tax for financial years from the financial year beginning in 2016 without holding a referendum, to assist the authority in meeting expenditure on adult social care. Subject to the annual approval of the House of Commons, the Secretary of State intends to offer the option of charging this "precept" at an appropriate level in each financial year up to and including the financial year 2019-20.

## Do you want to know more?

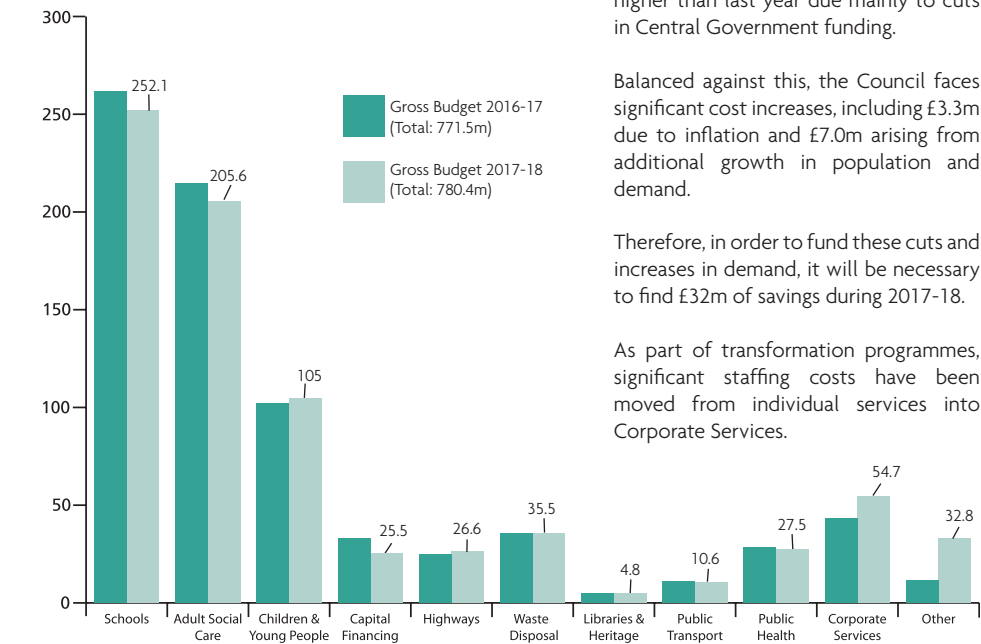
The County Council's Business Plan is available online at **[www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)**

telephone: **0345 045 5200**  
e-mail: **[LGSS.Finance@cambridgeshire.gov.uk](mailto:LGSS.Finance@cambridgeshire.gov.uk)**



# Revenue spending on services

Which services do we provide, for how much, and how does that compare to last year?



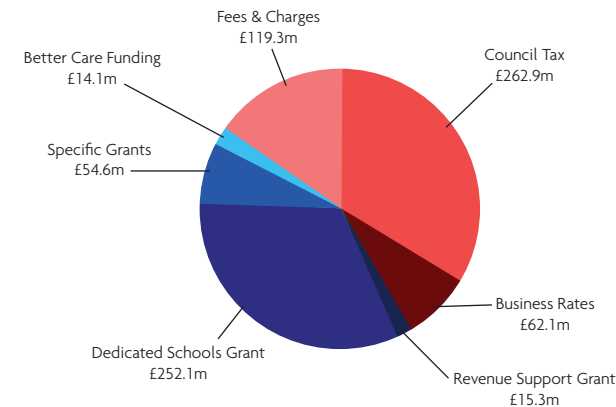
Despite taking on nearly £23m new functions, gross non-school expenditure in the coming year will only be 3.7% higher than last year due mainly to cuts in Central Government funding.

Balanced against this, the Council faces significant cost increases, including £3.3m due to inflation and £7.0m arising from additional growth in population and demand.

Therefore, in order to fund these cuts and increases in demand, it will be necessary to find £32m of savings during 2017-18.

As part of transformation programmes, significant staffing costs have been moved from individual services into Corporate Services.

## Where the county's money comes from



Only 34% of the money which we spend on providing our services comes from Council Tax. This amounts to £263m of the total Council Tax collected by your billing authority in the following proportions:

Cambridge £50m  
East Cambs £35m  
Fenland £34m  
Hunts £72m  
South Cambs £73m

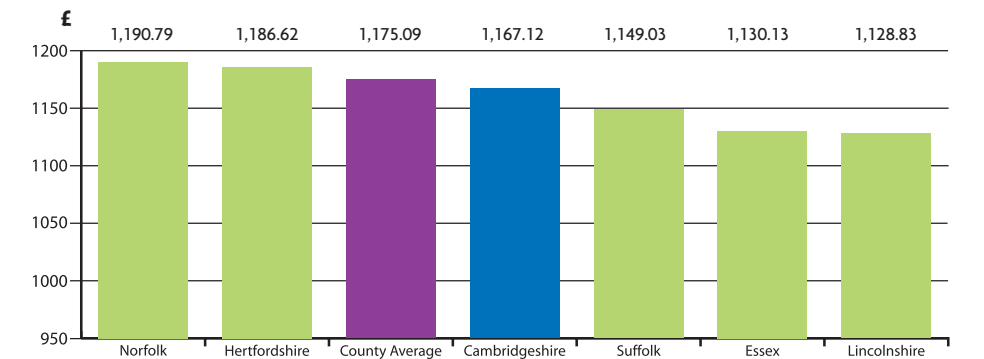
This equates to £407 per head of population.

Blue toned segments are money from Central Government.  
Red toned segments represent money raised within Cambridgeshire.

Overall the Council Tax rise for the County Council element is 2.00%: 45p per week at Band D. The County Council element for all bandings will be as follows:

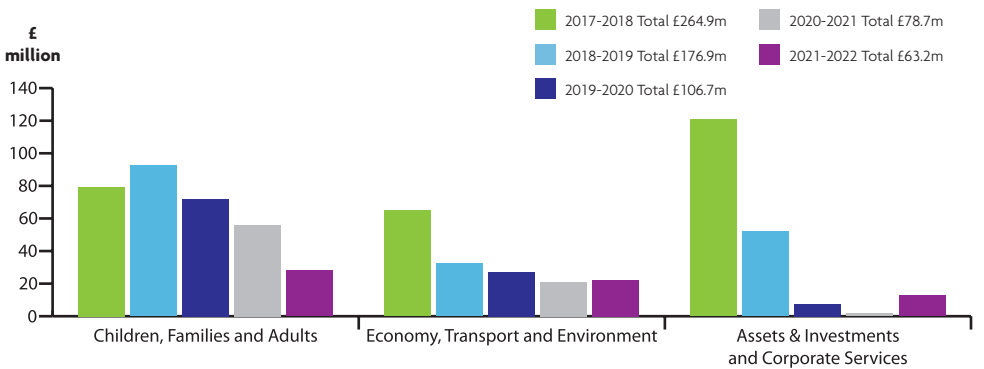
A	B	C	D	E	F	G	H
£793.62	£925.89	£1,058.16	£1,190.43	£1,454.97	£1,719.51	£1,984.05	£2,380.86

### Comparison with other neighbouring county councils 2016/17 Band D Council Tax



### What investments are we making for the future?

The capital programme will see the following investments in new or updated infrastructure over the next 5 years:



The capital programme will be funded by a mixture of capital grants, contributions from developers, planned asset sales and borrowing to make up the deficit.

# Council Tax

## explanatory notes

The Council Tax helps to pay for a wide range of local services like policing and refuse collection. It applies to all domestic properties, including houses, bungalows, flats, maisonettes, mobile homes and houseboats, whether owned or rented.

There is one bill per property whether it is owned or rented. The people who live in the property will normally have to pay the Council Tax.

### Council Tax Valuation Bands

Valuation Band	Range of Values £	Proportion of Band D Tax Payable
A	Up to and inc. £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	1
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	More than £320,000	2

Properties have been allocated to one of eight bands according to their open market capital value at 1 April 1991. Your Council Tax bill tells you which band applies to your property. You will find more details about the valuation bands on our website or by contacting us.

### Appeals

The grounds for appeal about 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 (this is explained below) in the value of the property.
- Where you start or stop using part of your home to carry out a business, or the balance between domestic and business use changes.

- Where the Valuation Officer has altered the banding without a proposal having been made by a taxpayer.
- Where you become the taxpayer in respect of a property for the first time. (Your appeal must be made within six months, but if a Valuation Tribunal has already made a decision on the same appeal, it cannot be made again).

A material increase in value may result from building, engineering or other work carried out on the property. In these cases, revaluation does not take place until after a sale or when a national revaluation exercise takes place - 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 property, a change in the physical state of the local area or adaptation to make the property suitable for use by someone with a physical disability. In these cases, revaluation should take place as soon as possible.

Appeals about banding should be sent directly to the Valuation Office Agency who can be contacted at Listing Officer, Council Tax East, Valuation Office Agency, Ground Floor, Ferrers House, Castle Meadow Road, Nottingham, NG2 1AB. Telephone: 03000 501501 or e-mail: [cteast@voa.gsi.gov.uk](mailto:cteast@voa.gsi.gov.uk)

You may also appeal if you disagree with some aspect of a Council Tax bill, if you do not think you are liable for the Council Tax for that property, or you think an exemption or a discount should be applied. You must first appeal to your local authority and provide detailed reasons for your appeal to allow the matter to be reconsidered. There is a further right of appeal to the Valuation Tribunal against the Council's decision, and more information can be found at **[www.valuationtribunal.gov.uk](http://www.valuationtribunal.gov.uk)**

Making an appeal does not allow you to withhold payment of Council Tax owed, whilst being considered. If your appeal is successful you will be entitled to a refund of any tax you have overpaid.

## Discounts

The full Council Tax bill assumes that there are two, or more, adults living in a property. If only one adult lives in a property (as their main home) the Council Tax payer can apply to have the bill reduced by 25%.

The following people will not be counted when looking at the number of adults living in a property, if they meet certain conditions. This means that the Council Tax payer may qualify for a discount even if there is more than one adult living in the property.

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

## Discounts for Annexes

Since 1st April 2014 annexes that are not exempt from Council Tax, that form part of a main dwelling, being used by the person(s) liable to pay Council Tax for that dwelling (as part of the main property or is the sole or main residence of a relative of those person(s)), may be eligible to a further 50% reduction in Council Tax liability on top of any existing discount.

If you think you may be entitled to a discount, you should contact your local Council at the address shown on the contacts page at the back of this booklet.

If your Council Tax bill shows that a discount has been allowed, you must tell your local council of any change of circumstances that affect your entitlement; for example a second resident reaches the age of 18. If you fail to do so, you may have to pay a penalty.

## Discounts for Empty Properties

The Council is responsible for setting the period and amount of discount that is awarded on empty properties; information on the discounts that you can receive is available from our website.

## People with Disabilities

If you, or someone who lives with you, need a special room, additional bathroom or kitchen, or extra space in your property to meet special needs arising from a disability, you may be entitled to a reduced Council Tax bill.

These reductions ensure that disabled people do not pay more tax on account of space needed because of a disability. For further details please contact the Council at the address shown in the contacts section at the back of this booklet.

If your home has any special fixtures that have been added for a disabled resident which may affect the overall value of the property and you do not think they have been taken into account in the valuation band, you should contact the Valuation Officer at the address shown in the Appeals section on page 31.

## Council Tax instalment scheme

Your bill will normally ask you to pay the Council Tax over ten monthly instalments. However, you now have the option to pay over twelve months.

If you would prefer to pay over twelve months rather than the usual ten please contact your local Council at the address shown on the contacts page at the back of this booklet.



## Exempt Properties

Some properties may be exempt from Council Tax. If you own or occupy a property that is described below and your bill does not show that an exemption has been granted, please contact your local Council Tax Office for advice by using any of the methods shown on the contacts page at the back of this booklet. It is important that you check with your Council whether a local scheme is in operation.

### Class

#### *An unoccupied property that is:*

- B** owned by a charity (exemption allowed for up to six months only)
- D** left empty by someone who has gone to prison
- E** unoccupied dwelling previously occupied by a person now in permanent residential care
- F** left empty where the liable person has died and the deceased's executors or personal representatives are now liable (up to 6 months after grant of Probate)
- G** empty because occupation is forbidden by law
- H** waiting to be occupied by a minister of religion
- I** left empty by someone who has moved to receive personal care by reason of old age, disablement or illness
- J** left empty by someone who has moved out to provide personal care to another person
- K** owned by a student and was last occupied by a student
- L** where a mortgagee is in possession
- Q** the responsibility of a bankrupt's trustee
- R** a site for an individual caravan or mobile home, or a mooring
- T** difficult to let because it is linked to, or in the grounds of, another property and may not be let separately from that other property without breaching planning permission. The liable person must, however, live in the other property to qualify.

#### *An occupied property:*

- M/N** where all the residents are students
- P** where at least one liable person is a member of a visiting force
- S** where all the residents are less than 18 years of age
- U** where all the residents are severely mentally impaired
- V** where at least one liable person is a foreign diplomat
- W** which is annexed to a family home and occupied by that family's elderly or disabled relatives.

Forces barracks and married quarters are also exempt (Class O). Their occupants will contribute to the cost of local services through a special arrangement.

**These categories are only broad descriptions of the available exemptions. If you believe an exemption should apply to your bill, please contact your local Council Tax Office for advice.** Please remember, while you are waiting for the outcome of an application, you must continue to pay your current bill. If this causes any problem, please contact us immediately. **If your circumstances change you must tell your local Council within 21 days of the change, otherwise you may have to pay a penalty.**

## Local Council Tax Support Schemes

Council Tax Support is a reduction to a Council Tax bill and can be awarded to people on low incomes. Each local authority has been required to develop its own local scheme since April 2013. Further details of the local Council Tax Support scheme can be found on page 34.



# Council Tax Support/Reduction and Housing Benefit

Do you struggle to pay your rent or Council Tax? If you are on a low income, we may be able to help with Housing Benefit or Council Tax Support/Reduction. Even if you are working, you could still get help. The amount will depend on:

- The amount of Council Tax or rent you pay
- The needs of your family
- Your and any partner's income
- Your and any partner's savings
- Other people who live with you

Any Council Tax Support/Reduction you are awarded will be used by the Council to reduce your Council Tax bill. If you are receiving Housing Benefit or Council Tax Reduction/Support, it is important that you tell us immediately if your circumstances or

those of people living with you change. If you do not report changes, it can cause an overpayment and we will look to recover overpayments because you did not tell us of a change.

Sometimes these changes may result in more help, so it is important that you always let us know of changes straight away and we can make sure your benefit is correct. Details of how to let us know are on page 47 and you may be able to tell us about some changes via our website.

In order to keep the information we hold up to date, we will regularly check details of your claim with you and will also match this information with other departments, agencies and financial institutions such as banks and building societies.

## Universal Credit

As part of their welfare reforms, the government is replacing most benefits with a monthly payment called Universal Credit.

Currently, only working age single people who would normally claim Jobseekers Allowance can claim Universal Credit. But over the next few years, it will gradually be rolled out and extended to more groups of people.

You will not be affected by this if you have reached state pension age.

Universal Credit is a single monthly payment which is paid directly to the person that makes the claim and replaces:

- Income based Jobseekers Allowance
- Income based Employment and Support Allowance
- Working Tax Credit
- Child Tax Credit
- Housing Benefit
- Income Support

Remember, Universal Credit does not apply to people who have reached state pension age and does not cover Council Tax Support/Reduction, this will still be dealt with by your Council.

### What do you need to do to prepare?

- Open a bank account with a credit union, bank or building society. Credit Union accounts can offer you affordable loans, a variety of savings accounts such as regular or young savers schemes.
- Start paying your rent by direct debit as the Universal Credit amount towards your rent will be paid directly to you and not your landlord.
- Be familiar with using the internet because most Universal Credit claims and the reporting of changes is made online. Contact us for details of how we can help with training or PC access.
- Plan your budgets. Universal Credit will be paid monthly in arrears unlike Housing Benefit which is paid weekly, fortnightly or 4-weekly. Start by spreading your bills and spending over the month.
- Ask for help. Please contact us for help. Our details are at the back of this booklet or you can visit **[www.gov.uk/universal-credit](http://www.gov.uk/universal-credit)**.

# Non-Domestic Rates

## explanatory notes

### Non-Domestic Rates

Non-Domestic Rates, or business rates, collected by local authorities are the way that those who occupy non-domestic property contribute towards the cost of local services. Under the business rates retention arrangements introduced from 1st April 2013, authorities keep a proportion of the business rates paid locally. This provides a direct financial incentive for authorities to work with local businesses to create a favourable local environment for growth since authorities will benefit from growth in business rates revenues. The money, together with revenue from council tax payers, revenue support grant provided by the Government and certain other sums, is used to pay for the services provided by local authorities in your area. Further information about the business rates system, including transitional and other reliefs, may be obtained at **[www.gov.uk](http://www.gov.uk)**.

### Rateable Value

Apart from properties that are exempt from business rates, each non-domestic property has a rateable value which is set by the valuation officers of the Valuation Office Agency (VOA), an agency of Her Majesty's Revenue and Customs. They draw up and maintain a full list of all rateable values, available at **[www.gov.uk/government/organisations/valuation-office-agency](http://www.gov.uk/government/organisations/valuation-office-agency)**. The rateable value of your property is shown on the front of your bill. This broadly represents the yearly rent the property could have been let for on the open market on a particular date. For the revaluation that came into effect on 1st April 2017, this date was set as 1st April 2015.

The valuation officer may alter the value if circumstances change. The ratepayer (and certain others who have an interest in the property) can appeal against the value shown in the list if they

believe it is wrong. Full details on your rights of appeal are available from the Valuation Office Agency. Your billing authority can only backdate any business rates rebate to the date from which any change to the list is to have effect.

The Valuation Office Agency will continue to fulfil their legal obligations to alter rating assessments if new information comes to light indicating the valuation is inaccurate. Further information about the grounds on which appeals may be made and the process for doing so can be found on the **[www.gov.uk](http://www.gov.uk)** website or obtained from your local valuation office.

### National Non-Domestic Rating Multiplier

The local authority works out the business rates bill by multiplying the rateable value of the property by the appropriate multiplier. There are two multipliers: the standard non-domestic rating multiplier and the small business non-domestic rating multiplier. The former is higher to pay for small business rate relief. Except in the City of London where special arrangements apply, the Government sets the multipliers for each financial year for the whole of England according to formulae set by legislation. The current multipliers are shown on the front of your bill.

### Business Rates Instalments

Payment of business rate bills is automatically set on a 10-monthly cycle. However, the Government has put in place regulations that allow businesses to require their local authority to enable payments to be made through 12 monthly instalments. If you wish to take up this offer, you should contact your local authority as soon as possible. Please see the contacts page at the back of this booklet for contact details.

## Revaluation 2017 and Transitional Arrangements

All rateable values are reassessed at a general revaluation. The 2017 revaluation takes effect from 1st April 2017. Revaluations make sure each ratepayer pays their fair contribution and no more, by ensuring that the share of the national rates bill paid by any one ratepayer reflects changes over time in the value of their property relative to others. Revaluation does not raise extra money for Government.

Whilst the 2017 revaluation will not increase the amount of rates collected nationally, within this overall picture, over 7 out of 10 ratepayers will receive a reduction or no change in their bill and some ratepayers will see increases.

For those that would otherwise see significant increases in their rates liability, the Government has put in place a £3.6 billion transitional relief scheme to limit and phase in changes in rate bills as a result of the 2017 revaluation. To help pay for the limits on increases in bills, there also have to be limits on reductions in bills. Under the transitional scheme, limits continue to apply to yearly increases and decreases until the full amount is due (rateable value times the appropriate multiplier). The scheme applies only to the bill based on a property at the time of the revaluation. If there are any changes to the property after 1st April 2017, transitional arrangements will not normally apply to the part of a bill that relates to any increase in rateable value due to those changes. Changes to your bill as a result of other reasons (such as changes to the amount of small business rate relief) are not covered by the transitional arrangements.

The transitional arrangements are applied automatically and are shown on the front of your bill. Further information about transitional arrangements and other reliefs may be obtained from your local authority or the [www.gov.uk/introduction-to-business-rates](http://www.gov.uk/introduction-to-business-rates). More information on the 2017 revaluation can be found at [www.gov.uk/introduction-to-business-rates/revaluation](http://www.gov.uk/introduction-to-business-rates/revaluation)

## Unoccupied Property Rating

Business rates will not be payable in the first three months that a property is empty. This is extended to six months in the case of certain industrial properties. After this period rates are payable in full unless the unoccupied property rate has been reduced by the Government by order. In most cases the unoccupied property rate is zero for properties owned by charities and community amateur sports clubs. In addition, there are a number of exemptions from the unoccupied property rate. Full details on exemptions can be obtained from your local authority. If the unoccupied property rate for the financial year has been reduced by order, it will be shown on the front of your bill.

The Government has introduced a temporary measure for unoccupied new builds from October 2013. Unoccupied new builds will be exempt from unoccupied property rates for up to 18 months (up to state aid limits) where the property comes on to the list between 1st October 2013 and 30th September 2016. The 18 month period includes the initial 3 or 6 month exemption and so properties may, if unoccupied, be exempt from non-domestic rates for up to an extra 15 or 12 months.

## Partly Occupied Property Relief

A ratepayer is liable for the full non-domestic rate whether a property is wholly occupied or only partly occupied. Where a property is partly occupied for a short time, the local authority has discretion in certain cases to award relief in respect of the unoccupied part. Full details can be obtained from your local authority.

## Small Business Rate Relief

Ratepayers who occupy a property with a rateable value which does not exceed £50,999 (and who are not entitled to other mandatory relief or are liable for unoccupied property rates) will have their bills calculated using the lower small business non-domestic rating multiplier, rather than the national

non-domestic rating multiplier. In addition, generally, if the sole or main property is shown on the rating list with a rateable value which does not exceed £15,000, the ratepayer will receive a percentage reduction in their rates bill for this property of up to a maximum of 100%. For a property with a rateable value of not more than £12,000, the ratepayer will receive a 100% reduction in their rates bill.

Generally, this percentage reduction (relief) is only available to ratepayers who occupy either (a) one property, or (b) one main property and other additional properties providing those additional properties each have a rateable value which does not exceed £2,899. The rateable value of the property mentioned in (a), or the aggregate rateable value of all the properties mentioned in (b), must not exceed £19,999 outside London or £27,999 in London on each day for which relief is being sought. If the rateable value, or aggregate rateable value, increases above those levels, relief will cease from the day of the increase. The Government has introduced additional support to small businesses. For those businesses that take on an additional property which would normally have meant the loss of small business rate relief, the Government has confirmed that they will be allowed to keep that relief for a period of 12 months.

An application for Small Business Rate Relief is not required. Where a ratepayer meets the eligibility criteria and has not received the relief they should contact their local authority. Provided the ratepayer continues to satisfy the conditions for relief which apply at the relevant time as regards the property and the ratepayer, they will automatically continue to receive relief in each new valuation period.

Certain changes in circumstances will need to be notified to the local authority by a ratepayer who is in receipt of relief (other changes will be picked up by the local authority). The changes which should be notified are-

- (a) the ratepayer taking up occupation of an additional property, and
- (b) an increase in the rateable value of a property

occupied by the ratepayer in an area other than the area of the local authority which granted the relief.

## Charity and Community Amateur Sports Club Relief

Charities and registered Community Amateur Sports Clubs are entitled to 80% relief where the property is occupied by the charity or the club, and is wholly or mainly used for the charitable purposes of the charity (or of that and other charities), or for the purposes of the club (or of that and other clubs). Your local authority has discretion to give further relief on the remaining bill. Full details can be obtained from your local authority.

## Relief for Local Newspapers

The Government is providing funding to local authorities so that they can provide a discount worth up to £1,500 a year for 2 years from 1st April 2017, to office space occupied by local newspapers. This is up to a maximum of one discount per local newspaper title and per hereditament, and up to state aid limits. The relief will be delivered through local authority discretionary discount powers (under section 47(3) of the Local Government Finance Act 1988). Eligibility criteria for this relief is set out in a guidance note: "The case for a business rates relief for local newspapers", which can be obtained at: [www.gov.uk/government/consultations/the-case-for-a-business-rates-relief-for-local-newspapers](http://www.gov.uk/government/consultations/the-case-for-a-business-rates-relief-for-local-newspapers)

## Local Discounts

Local authorities have a general power to grant discretionary local discounts. Full details can be obtained from your local authority.

## State Aid

The award of such discounts is considered likely to amount to state aid. However it will be state aid compliant where it is provided in accordance with the De Minimis Regulations EC 1407/2013. The De Minimis Regulations allow an undertaking to receive

up to £200,000 'de minimis' aid over a rolling three year period. If you are receiving, or have received, any 'de minimis' aid granted during the current or two previous financial years (from any source), you should inform the local authority immediately with details of the aid received.

## Hardship Relief

The local authority has discretion to give hardship relief in specific circumstances. Full details can be obtained from your local authority.

## Rating advisers

Ratepayers do not have to be represented in discussions about their rateable value or their rates bill. However, ratepayers who do wish to be represented should be aware that members of the Royal Institution of Chartered Surveyors (RICS - website [www.rics.org](http://www.rics.org)) and the Institute of Revenues, Rating and Valuation (IRRV - website [www.irrv.org.uk](http://www.irrv.org.uk)) are qualified and are regulated by rules of professional conduct designed to protect the public from misconduct. Before you employ a rating adviser, you should check that they have the necessary knowledge and expertise, as well as appropriate indemnity insurance. Take great care and, if necessary, seek further advice before entering into any contract.

## Information Supplied with Demand Notices

Information relating to the relevant and previous financial years in regard to the gross expenditure of the local authority is available either within this booklet or on your local authority's website. A hard copy is available on request by contacting your local council (see back of this booklet for contact details).

## Rate relief for businesses in rural areas

Certain types of properties in a rural settlement with a population below 3,000 may be entitled to relief. The property must be the only general store, the only post office or a food shop and have a rateable value of less than £8,500, or the only public house or the only petrol station and have a rateable value of less than £12,500. The property has to be occupied. An eligible ratepayer is entitled to relief at 50% of the full charge whilst the local authority also has discretion to give further relief on the remaining bill. The 2016 Autumn Statement confirmed the doubling of rural rate relief from 50% to 100% from 1st April 2017. Local authorities will be expected to use their local discount powers to grant 100% rural rate relief to eligible ratepayers from 1st April 2017. Full details can be obtained from your local authority (see back of this booklet for contact details).

**The Valuation Office Agency (VOA), have completed the revaluation of rateable values.**

## What you need to do

- 1. GO TO:** [www.gov.uk/voa/revaluation](http://www.gov.uk/voa/revaluation) to view your Rateable value.
- 2. FIND:** your property by postcode or address.
- 3. REVIEW:** the information to make sure all your property information held by the VOA is correct.

## What you need to know

- To make sure the new valuations are accurate and consistent, the VOA uses property information and rental evidence.
- Your local council will use this value to calculate your business rate bill from 1 April 2017.
- **If your rateable value is below £15,000, you may be eligible for small business rate relief of up to 100%. Please contact your local Council for further details.**

It will only take a few minutes to do this. If you think the information held about your property is incorrect, ask the VOA to update your records. If you do not do this, you risk paying too much in business rates.



**For more  
information visit...**

[www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)  
[www.cambridge.gov.uk](http://www.cambridge.gov.uk)  
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Banding/Valuation  
enquiries Valuation  
Office Agency  
**03000 501 501**



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audiotape or in  
another language,  
please call  
**01223 457790.**



**Help stop fraud**

If you know somebody  
who you think is claiming  
benefit incorrectly, help us to stop  
them by calling our Benefits Fraud  
Hotline: **0800 328 0572**

## Useful contacts in Cambridgeshire

### Cambridge City Council

Mandela House, 4 Regent Street, Cambridge CB2 1BY  
Customer Services is open 9.00am-5.15pm Monday-Friday  
Main Switchboard 01223 457000

If you are hearing impaired, you can contact Cambridge City Council using the RNID Type Talk service. Please pre-fix the full number (including STD code) with 18001 to speak to us (i.e. 18001 01223 457000).

Council Tax 01223 457790

Housing Benefit and Council Tax Support Teams 01223 457762

Telephone payments 01223 457779

Business Rates enquiries 01223 457705/06

### Cambridgeshire and Peterborough Fire Authority

Hinchingsbrooke Cottage, Brampton Road, Huntingdon PE29 2NA  
Fire Service Headquarters: 01480 444500

**In an emergency dial: 999**

### Cambridgeshire Police & Crime Commissioner

PO Box 688, Huntingdon, PE29 9LA  
Office of the Cambridgeshire Police and Crime Commissioner:  
0300 333 3456

**Constabulary non emergency number: 101**

**In an emergency dial: 999**

### Cambridgeshire County Council

Shire Hall, Castle Hill, Cambridge CB3 0AP

**General Enquiries: 0345 045 5200**

Libraries: 0345 045 5225

Road Maintenance: 0345 045 5212

Schools/Education: 01223 706 399

Street Lighting: 0800 783 8247

Trading Standards (consumer protection): 0345 404 0506

Waste Management: 0345 045 5207

Social Services (adult services): 0345 045 5202

Social Services (children's services): 0345 045 5203

Social Services (out of hours): 01733 234 724

## Changes to payments in person at Council Offices

**From 1st April 2017**, staff at our cashiering windows, will not be able to take credit card payments.

Customers who want to make payments by credit card, at our Council Offices, can either use one of our automated payment kiosks or make a payment online by using the free to use computers in our offices.

**All** other types of payments can continue to be made in person.



## Do it online

Visit us at our website  
[www.cambridge.gov.uk](http://www.cambridge.gov.uk)

- ✓ View your Council Tax account
- ✓ Tell us about a change of circumstances
- ✓ Tell us you have moved
- ✓ Apply for a discount or Exemption
- ✓ Make a payment 24/7
- ✓ Set up or amend a Direct Debit



## citizens advice

### Cambridge and District Citizens Advice

Free, confidential, independent, professional advice on a wide range of issues such as money, employment, housing, benefits, relationships and much more.

Find us at: 66 Devonshire Road, Cambridge CB1 2BL  
Phone: 03448 487 979 [www.cambridgecab.org.uk](http://www.cambridgecab.org.uk)

## Fair processing of data

We are required by law to protect the public funds that we administer. This means that we may share information you provide to us with other bodies responsible for auditing or administering those funds, in order to prevent and detect fraud. For further information on our fair processing of data policy, please write to us at the address shown on page 46 or log onto our website at: [www.cambridge.gov.uk/fair-processing-of-data](http://www.cambridge.gov.uk/fair-processing-of-data)

# A new way to access your account details...



Remember that this information leaflet is a general guide to the services we provide and how your money is spent. It is not a full and authoritative statement of the law. We have made every effort to ensure that the information in the leaflet is correct at the date of issue.