

Your Services Your Council Tax

How the County Council, City Council,
Fire and Police services spend your
money - a guide for residents and
Business Rate payers
2016/17



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



Sir Graham Bright
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.

Contents

3	Council Tax and services
8	Cambridge City Council
17	Cambridgeshire Police and Crime Commissioner
20	Cambridgeshire and Peterborough Fire Authority
25	Cambridgeshire County Council
31	Council Tax explanatory notes
34	Help with your Council Tax and Rent
35	Non-Domestic Rates explanatory notes
38	Adult Social Care Precept
46	Contact details
47	Cambridge City Council latest news
48	Online services

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

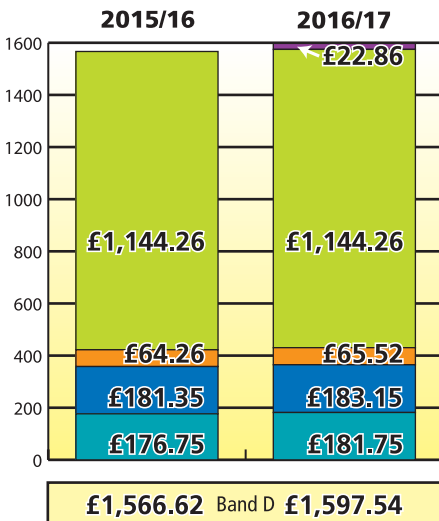
Your Council Tax

How Council Tax is calculated

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

	Cambridgeshire Police & Crime Commissioner fm	Fire Authority fm	County Council £m	Cambridge City Council £m
Gross spending	133.9	30.3	771.5	94.9
Income	-1.4	-1.8	-88.9	-78.8
Net expenditure	132.5	28.5	682.6	16.1
Government funding				
Business Rates	-	-3.6	-60.9	-4.7
Non ring-fenced Grants	-	-7.1	-49.1	-8.3
Ring-fenced Grants	1.0	-	-318.0	-
Police Grant	79.4	-	-	-
Internal funding				
Use of / addition to Reserves	-2.0	-	-	4.3
Council Tax Requirement	50.1	17.8	254.5	7.4
Council Tax at Band D	183.15	65.52	1,167.12	181.75
Total Band D Council Tax £1,597.54, of which £22.86 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

Which services do we provide?

We spend over £4 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 £12,000

It costs over £660,000 a week to dispose of household waste in Cambridgeshire

It costs around £28,000 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 80,000 children get the high quality education to which they are entitled
- Supporting around 3,000 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
- Investing £1.65 million every year in public transport services where local communities have developed the solution
- Providing for approximately 3.2 million single Park and Ride bus journeys and 3.65 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 1,220 Freedom of Information Requests and 144 Subject Access Requests

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.

• Property

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.

• Other Services

Such as the City's cemeteries and crematorium.

Transport

• Parking Services

Provision of off-street car parks.

• Sustainable Transport Initiatives

Encouraging cycling and walking. Support for public transport.

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.

Other City Council Services

• 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 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.

An introduction from Councillor Lewis Herbert, Leader of Cambridge City Council

At Cambridge City Council we are focused on providing you with the quality local services you need while making sure we balance our budget. We face competing demands; we have less money to deliver your services, yet the number of people wanting to use them grows annually.

The amount of financial support we get from the Government has reduced greatly year after year. This year, the Government is cutting its core funding support to the council by £1.06m – a reduction of 15% this year and now 53% less grant than 2010-11. That means we have to prioritise what we do and who we do it for, and become more and more efficient.

We live in a wealthy city but there are still too many people in Cambridge struggling to get by in the face of spiralling housing costs and too many jobs paying below the Living Wage. We believe that people in greatest need deserve the council's help and support the most, and that is why we will continue to give priority to, and invest in, measures that tackle poverty and projects that share the benefits of our prosperity more fairly.

We are also determined to protect priority frontline services that all our residents and businesses need, make our council assets work harder, deliver a better financial return and work with our excellent team of staff to change the way services are delivered to improve efficiency. This means that we have to make major changes to the way we do things.

Wherever possible, we are doing this behind the scenes so that the impact on you is minimised. We are working with South Cambridgeshire and Huntingdonshire councils to share service delivery, cutting management costs and overheads, and building stronger single delivery teams. We are now sharing waste collection, recycling, computing, CCTV, building control and legal services with them, and in the coming months we will add more shared services.

We are also investing in innovative ways of providing other services to protect those priorities at less cost, to strengthen our financial future. Last year, we set up Cambridge Live to run the Corn Exchange, the Folk Festival and summer events, and this year the "Visit Cambridge and Beyond" destination management organisation will forge a new future for tourism-related services.

We are reducing our office space and costs because as we change the way we work we have fewer staff to accommodate in Cambridge.

We are investing your council's reserves in the development of our existing property holdings to increase the future income we generate from these assets. These developments will generate income that we need to protect services and, on several sites, will deliver more housing below market rents to help tackle the city's housing crisis. Delivering more affordable housing remains a central council target.

Remember that the amount of residents' money that goes to the city council is only a small proportion of your overall Council Tax bill. This year, a Cambridge household in an average Band D property will pay £181.75 to the city council, which is just £5 a year more than last year - an increase of 2.8% which is less than 10p per week per home.

While the city council's finances in future years look just as challenging, we will continue to be ambitious in securing and sharing the benefits of growth, and responding in a determined and flexible way to put residents first in all we do.



Councillor Lewis Herbert
Leader of Cambridge
City Council

Here's a summary of the services your Council Tax helped to pay for in 2015/16:

Emptying your bins and improving your recycling services - we collected just over 20,000 tonnes of materials for recycling from the blue and green bins and recycling points across the city. Some 89 tonnes of bulky waste and recyclable materials were also collected at community clear-up days.

Keeping streets and open spaces clean and tidy - we removed 27 abandoned cars and 28 untaxed vehicles from 356 cases that we investigated, and responded to 610 reports of graffiti. We dealt with 1,238 incidents of fly-tipping. We collected waste from over 750 litter bins and 150 dog fouling bins across the city. We maintained over 1 million square metres of grass on parks and open spaces.

Providing a range of leisure facilities including indoor and outdoor swimming pools - investments were made to improve the energy management of facilities. An outdoor gym area was created on the disused roof/ balcony area of Parkside Pools. Jesus Green Lido benefited from some newly created shelters and the installation of a sauna.

Providing community centres, community development activities and a community grants programme - our community centres continued to offer activity programmes, places to meet and spaces available for hire. The community grants programme allocated £900,000 to voluntary and community groups for projects aimed at reducing social and economic disadvantage for city residents with the highest needs.

Dealing with anti-social behaviour (ASB) and calls about noise nuisance - we dealt with 278 cases of anti-social behaviour, 151 of which involved intensive casework. We received 1,897 complaints relating to noise nuisance and served a total of 44 abatement notices, with nine successful prosecutions where notices had not been complied with.

Providing housing advice and support - we increased the council's temporary accommodation provision. Our Single Homelessness Service continued to help more people and has found new homes for 153 people since the scheme started in October 2014.

Planning for new developments and growth in the city and determining planning applications - we dealt with around 1,600 planning applications. Our new Local Plan for Cambridge, which will guide new development until 2031, is being independently examined. This new plan will be in place in 2017.

Managing car parks and the Shopmobility service - we continued to invest in mobility aids and scooters to ensure they are up to date and started to offer season tickets at our multi-storey car parks, giving low-emission vehicles a discount.

Organising elections and managing the electoral register - we organised elections to the city council and the UK Parliament. We also completed the transition to a new voter registration system called Individual Electoral Registration and published the register of electors.

Responding to your enquiries - our Customer Service Centre handled over 275,000 telephone calls, 40,000 face-to-face enquiries, 30,000 email transactions and dealt with nearly 500 complaints.

Answering Freedom of Information requests - we responded to 720 requests for information under the Freedom of Information Act.

Collecting local taxes and administering housing benefit and support for council tax - we were responsible for collecting £63.3m in Council Tax from 53,617 households. We collected £98.5m in Business Rates on behalf of the government from 4,033 businesses. We paid £38.96m in Housing Benefit and £6.3m in Council Tax support. to approximately 8,300 people.

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, £7.4 million, is met from Council Tax. In addition, we are landlord to nearly 7,100 council houses and rents from these are kept separately to pay for housing services.

Cambridge City Council's Spending Plans 2016/17

2015/16 Council Budget

Net Expenditure £'000

1,481	Central Services to the Public
7,398	Cultural and Related Services
7,911	Environmental and Regulatory Services
4,428	Planning and Development Services
-4,093	Transport Planning, Policy and Strategy and Parking Services
2,897	Housing Services (Excluding Housing Revenue Account)
2,384	Corporate and Democratic Costs
-5,335	Commercial Property and other Trading
-4,608	Capital Accounting Adjustments
-861	Interest
1,011	Pension deficit costs and other central pension charges
9,791	Revenue Funding of Capital
3,169	Adjustments for previous year's Business Rates Collection
60	Adjustments for previous year's Council Tax Collection

25,633 Net Expenditure

Funding

-4,677	Business Rates (net of tariff)
-3,012	Revenue Support Grant
-4,963	New Homes Bonus

Internal Funding

-6,317	Net Movement in Earmarked Reserves
394	Movement in General Fund Reserves

7,058 Amount we will raise from the Council Tax

Council Tax per Band D Property £

176.75

Per Band D Property

1,144.26	<i>add amounts collected on behalf of other bodies</i> Cambridgeshire County Council
181.35	Cambridgeshire Police and Crime Commissioner
64.26	Cambridgeshire and Peterborough Fire Authority

1,566.62

Total Council Tax Charge

2016/17 Council Budget

<i>Expenditure before Income and Grants £'000</i>	<i>Income and Grants £'000</i>	<i>Net Expenditure £'000</i>
2,207	-693	1,514
8,932	-1,061	7,871
15,669	-7,225	8,444
9,158	-4,859	4,299
6,002	-10,271	-4,269
43,684	-40,493	3,191
2,536	0	2,536
2,037	-7,863	-5,826
0	-5,423	-5,423
0	-899	-899
1,343	0	1,343
1,853	0	1,853
1,401	0	1,401
87	0	87
94,909	-78,787	16,122

-4,709	-4,709
-1,954	-1,954
-6,323	-6,323

7,120	0	7,120
0	-2,817	-2,817
102,029	-94,590	7,439

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

1,167.12
183.15
65.52

1,597.54

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 below. See 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 £94.9 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 £16.1 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 2015/16, in the Council's funding and expenditure are set out in the following table.

	£000's
Changes in funding:	
Increase in Council tax income due to new properties and council tax increase	381
Changes in grant and business rate funding	334
Reduction in the use of Reserves	-10,226
	-9,511
Changes in budget:	
Inflation	820
Adjustments for previous years business rates collection	-1,768
Increased income - rents, fees and other charges	-833
Other savings	-433
Capital plan funding changes	-7,938
Other changes	641
	-9,511

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 2016/17. Figures for 2015/16 are also shown for comparison purposes.



Cambridge City Council Tax charges for 2016/17

Council Tax (£) 2015/16		Valuation Band	Range of values 1 April 1991	Council Tax (£) 2016/17	
For two or more adults	For one adult (25% discount)			For two or more adults	For one adult (25% discount)
1,044.41	783.31	A	Up to 40,000	1,065.03	798.77
1,218.48	913.86	B	40,001 to 52,000	1,242.53	931.90
1,392.55	1,044.41	C	52,001 to 68,000	1,420.04	1,065.03
1,566.62	1,174.97	D	68,001 to 88,000	1,597.54	1,198.16
1,914.76	1,436.07	E	88,001 to 120,000	1,952.55	1,464.41
2,262.90	1,697.18	F	120,001 to 160,000	2,307.56	1,730.67
2,611.03	1,958.27	G	160,001 to 320,000	2,662.57	1,996.93
3,133.24	2,349.93	H	Over 320,000	3,195.08	2,396.31



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

You can also obtain further details on the Council's finances on our website

www.cambridge.gov.uk



@fencops



Cambridgeshire Police & Crime Commissioner



As Police and Crime Commissioner I am responsible for ensuring that the police force in Cambridgeshire is efficient and effective. My overarching objective, and that of the Constabulary, is to keep people safe.

I do not run the police force. That is the job of Chief Constable, Alec Wood. I hold him to account on behalf of the public for delivery of the Police and Crime Plan within the budget I have set.

Because of increasing funding pressures I have had to make very difficult decisions in relation to the policing part of the council tax. I am pleased to say we have succeeded in balancing the budget with minimal council tax rises and still maintained the same number of front line officers, an achievement very few forces can claim. Reporting on the Constabulary's efficiency, Her Majesty's Inspectorate of Constabulary stated that "Cambridgeshire Constabulary is well prepared to face its future financial challenges" and has "plans in place to make all the expected savings needed

through to 2019." Cambridgeshire efficiency was judged to be good.

Our priorities are set out in the Police and Crime Plan. Our commitment includes:

- Maintaining local police performance
- Delivering policing within the available budget
- Tackling crime and disorder
- Keeping people safe
- Maintain the resilience of protective services

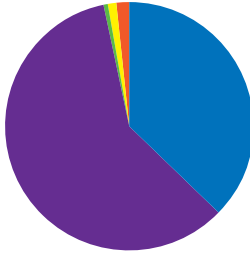
The full Police and Crime Plan can be found on the Office of the Police and Crime Commissioner's website.

www.cambridgeshire-pcc.gov.uk

The Chief Constable and I remain committed to providing an effective and efficient police service that will continue to protect those living in, working in or visiting Cambridgeshire

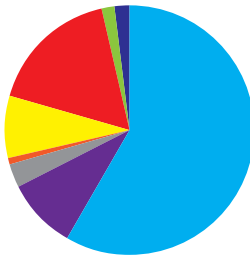
Sir Graham Bright

Where the money comes from



	£m	%
Council tax	50.1	37.4%
Police grant	79.4	59.3%
Other grants	1.0	0.7%
Other income	1.4	1.0%
Reserves	2.0	1.5%
Total	133.9	100%

What the money is spent on



	£m	%
Employees	78.3	58.5%
Police officer pensions	12.4	9.3%
Premises	3.9	2.9%
Transport	1.1	0.8%
Supplies and services	11.1	8.3%
Collaborated Units	22.4	16.7%
PCC Grants	2.3	1.7%
Capital financing	2.4	1.8%
Total	133.9	100%

Keeping people safe

In the past year we have continued to help make Cambridgeshire a safer place:

- The Victims' Hub continues to support all victims of crime, providing specialist support services across the county. Over 10,000 victims of crime have been referred to the Hub since opening and specialist support provided to 6,200
- The Volunteer Police Cadets continue to go from strength to strength with units established in Peterborough, Wisbech and Soham and new units under development in other areas
- The Police and Crime Commissioner issued over £2 million of grants to prevent crime and safeguard the public
- There has been a strong focus on supporting the most vulnerable members of society

Looking to the future

There are a number of major programmes of work that will continue in the year ahead including:

- Continued collaboration with other police forces, particularly Bedfordshire Police and Hertfordshire Constabulary to share resources and improve efficiency
- Continuing to work closely with local authorities and other local agencies in order to ensure there is a joined-up approach to preventing and reducing crime
- Equipping officers with new communication technology, reducing the amount of paperwork and allowing officers to spend more time in their local communities
- Supporting the victims of crime through the Victims' Hub and other victim focussed initiatives

The budget

The 2016/17 budget will see a 0.52 percent reduction in policing grant on the previous year, which is £416,000 less in terms of money. Despite ongoing budget pressures, the total number of police officer posts in the Constabulary establishment is budgeted to slightly increase from 1,343 in 2015/16 to 1,352 in 2016/17.

We have been able to balance the budget with a 0.99% increase in the policing element of the council tax for 2016/17.

Looking further ahead we face ongoing budget reductions over the next few years with an estimated additional £6.6 million of savings to be found by 2019/20.

Capital programme

The Commissioner has a capital programme (premises and other assets) for 2016/17 of £4.8m which includes historical and new commitments such as:

- 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 the significant funding reduction, police officer numbers have slightly increased. The total number of police officers budgeted for will be 1,352 in 2016/17 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 has access to additional officers if needed.

Reserves

General reserves are held in the event 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 2015/16. The Commissioner also maintains earmarked reserves for capital financing, potential risks, new initiatives and to deal with insurance claims. Finally, the Budget Assistance reserve currently stands at £9.8m. The revenue budget for 2016/17 seeks to use £2.0m of this Budget Assistance reserve, to balance the budget while the changes and savings being achieved through organisational and operational support collaboration are realised. Opportunities to replenish this reserve will be sought throughout the Medium Term Financial Plan period as those benefits materialise in later years.

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**

Telephone: **0300 333 3456**

Twitter: @PCCCambs

Email: **cambs-pcc@cambs.pnn.police.uk**

www.cambridgeshire-pcc.gov.uk



**CAMBRIDGESHIRE
& PETERBOROUGH
FIRE AUTHORITY**
Working together to improve community safety

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 costing 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 last four financial years. The reduction for the coming year is **12.2 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 two per cent increase in council tax for 2016/17
- A reduction of £2.8 million in government funding over the next four years
- An increase of one per cent per year due to inflation.

In summary, the Authority will receive revenue support and business rate contributions of **£10.7 million**.



	2015/16 £m	Inflation £m	Other Variations £m	2016/17 £m
Employees	21.406	0.244	0.143	21.793
Premises	1.266	0.005	-0.002	1.269
Supplies and services	5.323	0.007	-0.460	4.870
Transport	0.466	-0.030	-	0.436
Agency costs	0.141	0.001	-0.001	0.141
Capital financing	1.763	-0.001	0.026	1.788
Gross expenditure	30.365	0.226	-0.294	30.297
Income	-1.646	-0.018	-0.180	-1.844
Net expenditure	28.719	0.208	-0.474	28.453
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
Total	28.719	0.069	-0.335	28.453

This is a reduction of **£1 million** from the grant received in 2015/16, equivalent to **8.6 per cent**.

Budget

The Fire Authority has approved a budget of £28.5 million for 2016/17. This is equivalent to a Band D council tax contribution of £65.52, which equates to £1.26 a week.



The Fire Authority will have estimated general reserves of £2.2 million at the end of 2015/16. This is to fund excessive operational costs that might arise.

For more information about your fire service visit 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

www.cambsfire.gov.uk

Vision and Priorities



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

Cambridgeshire has major challenges in making the savings it needs while our population and demand on services continue to grow more than any other county. At the same time the main grant from Government will disappear by 2020 by which point we will need to have made more than £100 million in savings.

This year we have had to make some hard and challenging decisions to make the £41million in savings needed. This comes after saving more than £195 million over the last five years.

Together with other councils and organisations we have lobbied hard to bring extra money from Government to Cambridgeshire.



This year the council voted to freeze Council Tax at 0%. Additionally there is a new initiative brought in by Government which allows the County Council to set a precept specifically for Adult Social Care to help with the rising cost of Social Care. This year the Council has voted to set this at 2%. We have also agreed to strengthen our consultation with residents to help inform future budget decisions.

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

With advances in medicine and people living longer more demand is put on Social Care. The latest figures suggest the 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 does mean more of a strain on social care and increased calls on more expensive care packages.

With these unprecedented pressures we have had to make hard decisions while still doing our best for the communities we serve. We have looked to protect vital services while working much closer with partners, parish councils and community groups. We have been transforming 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 meaning we can still deliver services that are important to



people. For example we have joined with Peterborough City Council to share a Chief Executive, saving the authority around £100,000 a year.

We are being more commercially minded, reducing management and using assets such as former council buildings either to benefit communities or bring in extra income. The Council has leased this year a property in Cambridge that should bring in an income of £1.5 million a year.

We are also looking at using the land we own to provide much needed housing, with any profits going back to Cambridgeshire taxpayers rather than developers.

The Council is also looking at making sure our residents and businesses can get around, even with a growing population. 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.

Keeping Cambridgeshire fit and healthy is vitally important. We are investing in

meeting the public health challenges we face around smoking, obesity, levels of physical activity and mental health. But we do not just look at our public health responsibilities in isolation but look to find ways of supporting them through our other services. Investing millions of pounds in encouraging cycling not only reduces congestion and boosts the economy but also helps improve health. Cambridgeshire is seen as a leading area in the UK for improving cycling.

Our foremost priority has always been to protect the most vulnerable in society, which costs around half of our budget, and we will continue to do that to the best of our ability. We have a duty to look after those who use our social care services and the hundreds of children we look after.

Although we have to change the way we deliver our services and the challenges that brings, we will strengthen the impact of the preventative work we do with people, working with them to prevent need and to prevent an escalation of need for our high



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

We recognise that problems cannot always be solved quickly and some people will require ongoing support over the course of their lifetime. Where people need our most specialist and intensive services, we will support them. We will strive to make sure that the support provided improves both the quality of their life and is cost effective.

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 £1.3billion over the next ten years, most of which is spent on creating new schools or improving current ones to make sure the Cambridgeshire can manage and provide for the increase in pupils.

We have also listened to residents in making some of these tough decisions. We have protected library services and looking at ways of working smarter to make sure services remain available. Councillors listened to residents over extending the time streetlights will remain on at night while also protecting services such as school crossing patrols.

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.

We 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 and referrals to GPs and other health services.

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



Do you want to know more?

The County Council's Business Plan is available online at www.cambridgeshire.gov.uk

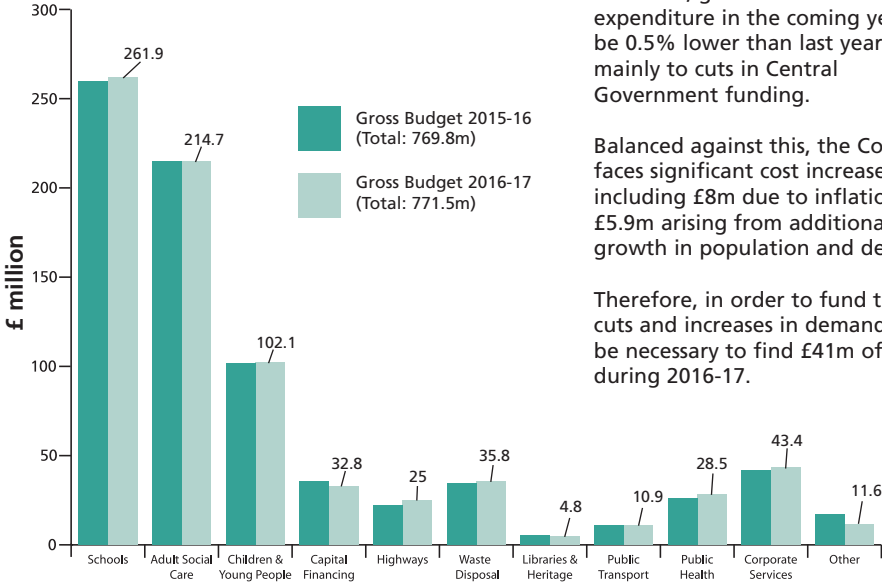
telephone: **01223 715333**

e-mail: corporate.finance@cambridgeshire.gov.uk



Revenue spending on services

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

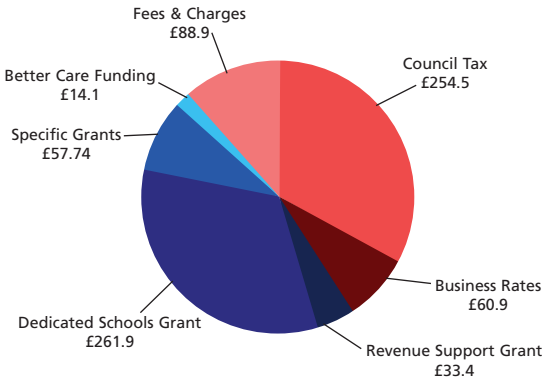


Despite taking on nearly £4m new functions, gross non-school expenditure in the coming year will be 0.5% lower than last year due mainly to cuts in Central Government funding.

Balanced against this, the Council faces significant cost increases, including £8m due to inflation and £5.9m 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 £41m of savings during 2016-17.

Where the county's money comes from



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

Only 33% of the money which we spend on providing our services comes from Council Tax. This amounts to £253m of the total Council Tax collected by your billing authority in the following proportions:

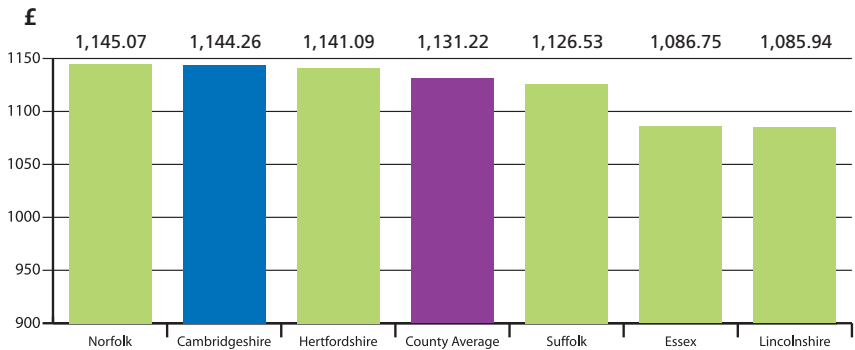
- Cambridge £48m
- East Cams £34m
- Fenland £33m
- Hunts £69m
- South Cams £71m

This equates to £394 per head of population.

Overall the Council Tax rise for the County Council element is 2.00%: 44p per week at Band D. The County Council element for all bandings will be as follows:

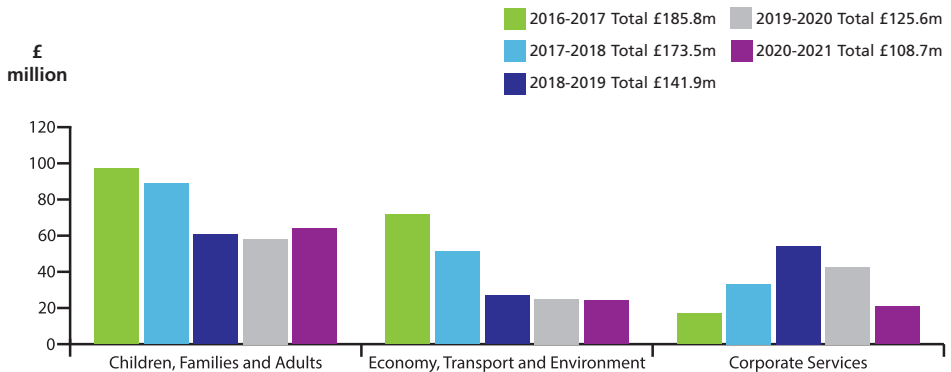
A	B	C	D	E	F	G	H
£778.08	£907.76	£1,037.44	£1,167.12	£1,426.48	£1,685.84	£1,945.20	£2,334.24

Comparison with other neighbouring county councils 2014/15 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

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

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 in the Contacts section on page 46.

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 on page 46.

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 in the Contacts section on page 46.

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 in the Contacts section on page 46 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 of 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 46 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 plan to replace most benefits eventually with a new monthly payment called Universal Credit.

This new benefit is for working age people and starts to be rolled out in the Cambridge and Huntingdon area from February 29th 2016. At first, only single people who would normally claim Jobseekers Allowance will claim Universal Credit instead. You will not be affected by this if you have reached state pension age.

Universal Credit will be a single monthly payment paid directly to the person that claims 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 <https://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.

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. The rateable value of your property is shown on the front of this 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 2010, this date was set as 1st April 2008.

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. Any alterations they make on or after 1st April 2016 can only be backdated to 1st April 2015.

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 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 the local authority as soon as possible.

Revaluation 2017

All rateable values are reassessed at a general revaluation to ensure bills paid by any one ratepayer reflect changes over time in the value of their property relative to others. This helps maintain fairness in the rating system by updating valuations in line with changes in the market. The current rating list is based on the 2010 revaluation. The Government has confirmed that the next revaluation will take place in 2017 based on rental values at 1st April 2015. More information on revaluation 2017 can be found at: www.gov.uk/government/organisations/valuation-office-agency.

In the year of revaluation the multipliers are rebased to account for overall changes to total rateable value and to ensure that the revaluation does not raise extra money for Government. Similarly, the change in the revaluation date to 2017 has no effect on the total amount of revenue raised from business rates.

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 this 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 the local authority.

Small Business Rate Relief

Ratepayers who are not entitled to other mandatory relief or are liable for unoccupied property rates and occupy a property with a rateable value which does not exceed £17,999 outside London or £25,499 in London will – subject to a small number of exemptions – 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 £12,000, the ratepayer will receive a percentage reduction in their rates bill for this property of up to a maximum of 50% for

a property with a rateable value of not more than £6,000. The Government has announced, in the Autumn Statement 2015, that the doubling of the usual level of relief - to a maximum of 100% - will continue for a further year, until 31st March 2017.

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 £2,599.

The rateable value of the property mentioned in (a), or the aggregate rateable value of all the properties mentioned in (b), must not exceed £17,999 outside London or £25,499 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).

The local authority has discretion to give further relief on the remaining bill. Full details can be obtained from the local authority.

Local Discounts

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

Rating advisers

Ratepayers do not have to be represented in discussions about their rateable value or their rates bill. Appeals against rateable values can be made free of charge. 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) and the Institute of Revenues, Rating and Valuation (IRRV - website 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 in the enclosed booklet. This booklet and additional information can be found on the council's website (see contacts page 46 for website address).

Cambridgeshire County Council - 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 a "precept" of up to 2% on its council tax for 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" in relation to each financial year up to and including the financial year 2019-20.

In relation to the financial year beginning in 2016 the Secretary of State has determined (and the House of Commons has approved) a referendum principle of 4% (comprising 2% for expenditure on adult social care and 2% for other expenditure), for adult social care authorities. These authorities may therefore set council tax up to this percentage in 2016 without holding a referendum.

See page 25 for more information.



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 Assessment Team.....01223 457790
 Council Tax Collection Team.....01223 457760
 Housing Benefit and Council Tax Support Teams..01223 457762

Telephone payments.....01223 457779
 Business Rates enquiries.....01223 457705/06

Cambridgeshire and Peterborough Fire Authority

**Hinchingbrooke 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

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

For more information visit...

www.cambridgeshire.gov.uk

www.cambridge.gov.uk

www.cambsfire.gov.uk

www.cambridgeshire-pcc.gov.uk

[www.twitter.com/camcitco](https://twitter.com/camcitco)

www.facebook.com/camcitco

Banding/Valuation enquiries Valuation Office Agency **03000 501 501**

If you would like a copy of the text in this leaflet in large print, Braille, audiotape or in another language, please call



01223 457790

Our bank account is changing!

From 1st April 2016 the Council's bank account is changing; please see the back of your Council Tax bill for our new bank details.

You will need to update bank details you may hold for us within any online banking application that you have used in the past.

If you currently pay by Direct Debit or Standing Order you do not need to take any action as these will be automatically transferred to our new bank.



Do it online

Visit us at our website
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

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



A new way to access your account details...

