

Your Council Tax



How the money is spent



Clackmannanshire Council

www.clacksweb.org.uk

3rd MAY 2012 Council Elections

Don't forget to vote on 3 May at the 2012 Council Elections

Elections are taking place to elect members to the 5 multi-member wards of Clackmannanshire Council.

Remember, voting this year is by Single Transferable Voting (STV) where you rank the candidates as you feel appropriate with a 1, 2, 3 etc on the ballot paper.

To be able to vote, you must be registered. To check you're registered and for more information, see www.clacksweb.org.uk/elections or call us on 450000.

You can also sign up to our Facebook page or follow us on Twitter.



Clackmannanshire Council

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Introduction

Your Council Tax assists the Council meet the costs for the wide range of services we provide including schools, social work, libraries, refuse collection and recycling, environmental health, police, fire and rescue. Your contribution makes up over £21.5 million of the money this Council receives each year.

This booklet shows how Clackmannanshire Council spent its budget last year and how we are planning to spend the budget in the coming year. It also gives the Council Tax rates, which we have frozen again this year, for 2012-13.

In the coming year the Council intends to spend over £120 million on the services we provide to you. Whilst this represents a drop on last years funding, I am pleased that we have managed to commit to delivering more for Clackmannanshire as a result of the Budget Program agreed by this Administration.

I am keen to continue to face future challenges by this Council seeking to ensure that the services provided are the right services you want and targeted at those who need them. It is vital therefore, that the Council continues to take on board suggestions made by you in our Budget Engagement Process and throughout the year, to make our service delivery as best and effective as possible.

I thank you for your input and valued contribution. I very much look forward to working together in Taking Clackmannanshire Forward.

Councillor Gary Womersley
Leader of Clackmannanshire Council



How did we do last year



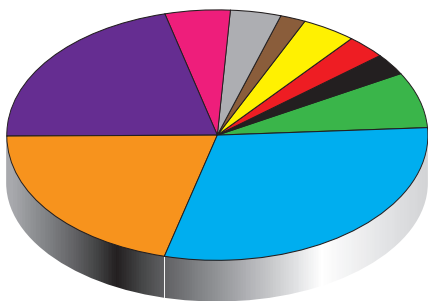
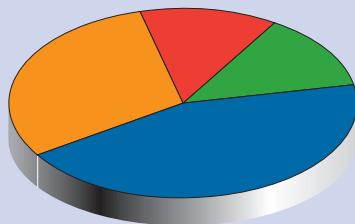
Last year we spent over £174 million. Some of the things we did with the money:

- ◆ We kept 287km of roads and 396km of pavements clean
- ◆ We emptied over 2 million bins and recycling boxes for 23,500 households
- ◆ We looked after 17 council-owned car parks
- ◆ We maintained over 8,616 street lights and paid £280,000 to power them
- ◆ We supplied 711,506 school meals in 24 schools
- ◆ We educated 6,472 children
- ◆ We supported the provision of home care to 1012 elderly or disabled people

A full copy of the Council's 2010/11 audited accounts is available on Clacksweb and main Council offices.

Where our money comes from

Central Government Grant	£77.6m	45%
Business Rates	£20.2m	12%
Council Tax	£21.5m	12%
Other Income	£54.3m	31%



Where our money goes *

Education	53.2m	30%
Housing	37.2m	21%
Social Work	36.5m	21%
Cultural and Leisure Services	8.1m	5%
Environmental Services	6.7m	4%
Roads and Transport	3.9m	2%
Joint Boards	7.2m	4%
Planning & Development Services	4.7m	3%
Corporate and Central Services	5.2m	3%
Interest	11.8m	7%

* (£0.7m) of statutory adjustments are made to expenditure (being predominantly depreciation and pensions), which leaves a deficit of £0.2 million

Performance Summary

Clackmannanshire Council has been a strong performer compared to other Scottish Councils for a number of years and continues to improve in many areas. But we know we can always be more efficient and effective, and work better with other organisations for your benefit. The information below shows a selection of the areas we monitor. You can get more information by contacting us or through Clacksweb.

The area has a positive image and attracts people and businesses .

- ◆ Surveys have shown that 89% of residents are 'very' or 'quite' satisfied with Clackmannanshire as a place to live and the perceptions in regeneration areas have improved.
- ◆ The Council were 2nd out of the 32 Scottish Councils at processing planning applications with 88% within target time.
- ◆ In Street cleanliness ,the Council were 5th in Scotland which was the 2nd best result for a 'semi-rural' Council.

Vulnerable people and families are supported.

- ◆ We were above the Scottish average for the number of hours of homecare provided to older people.
- ◆ We achieved our target for meeting timeframes for mental health appointments.
- ◆ We were ranked 7th for homeless permanent accommodation cases re-assessed as homeless within a year. We continue to improve in this area & performed better than both our target & the Scottish average.
- ◆ We also met our target for the average number of moves for Looked After & Accommodated Children.



Our Communities are more cohesive and inclusive

- ◆ 85% of our Council houses meet all criteria in the Scottish Housing Quality Standard which was 3rd in Scotland and beat our internal target of 79%.
- ◆ We've also made a substantial improvement in school exclusions with targets achieved for both primary & secondary schools.

People are better skilled ,trained and ready for learning & employment

- ◆ Standard grade attainment levels were maintained at the same level as last year & is a key focus for the shared services work with Stirling.
- ◆ We have been in the top 4 Councils for library visits for over 5 years, with an increase in 2010-11, meeting our challenging target & achieving 3rd place.

Performance Summary (continued)

Our Communities are safer

- ◆ The Council maintained strong performance in responding to domestic noise complaints in 2010-11. Our average response time ranked 2nd in Scotland.
- ◆ All 'high risk' food safety inspections were completed within target time for yet another year.
- ◆ Our Road networks targets were met & the conditions of our roads was slightly better than the Scottish average.

Substance misuse and its effects are reduced.

- ◆ Smoking ban inspections were all completed on time as these are combined with other enforcement visits, in accordance with current government guidance.
- ◆ There have been improvements in perceptions of both drug & alcohol abuse in the community, with 27% of the Clacks 1000 stating that alcohol abuse is a dislike about their neighbourhood and 18% stating that drug abuse/dealing is a dislike about their neighbourhood.

Health is improving and health inequalities are reducing

- ◆ Targets were met for attendance at both swimming pools and indoor sports facilities and we were 7th out of the 32 Scottish Councils for indoor facilities.
- ◆ We are very close to our target of providing every school pupil with a minimum of 2 hours of physical education per week, with pupils receiving an average of 1 hr 50 per week in 2010-11.

The environment is protected and enhanced for all.

- ◆ A reduction in Council water consumption was seen in 2010-11, exceeding our target & there was a 3% reduction in electricity consumption.
- ◆ Our refuse disposal costs are 11% below the Scottish average and collection costs are 22% below, achieving 4th place in Scotland.
- ◆ We retained 1st place for recycling, which we've held for many years, increasing to 50% of our waste being recycled or composted, where the Scottish average is 38%.

The Council is effective, efficient and recognised for excellence

- ◆ Tenant arrears reduced from 6.1% to 5.9%, which is below the Scottish average of 6.3%.
- ◆ The cost per case for benefit administration increased slightly following the national trend, though we were below the Scottish average.
- ◆ The cost of Council Tax collection per dwelling increased from £15 to £17.
- ◆ 88% of customers were satisfied or very satisfied with the contact centre, though this was slightly lower than previous years.
- ◆ Budget variance significantly improved from being over £51,000 over-budget to £650,000 under-budget in 2010-11.
- ◆ Sickness absence was reduced for teachers & other local government employees achieving 2nd place for the other employees.
- ◆ The Council achieved a Bronze award at the 2011 Scottish Awards for Business Excellence.

Budget Engagement Process

During Autumn 2010 a range of stakeholder engagement activity was coordinated through the “Money Matters” activities undertaken. A number of face to face events collected the views of young people, partners, community councils, staff, businesses and the general public on the financial challenges the council faces. This resulted in the development of many of the savings initiatives contained within the 2011/12 Revenue Budget .

Many of these savings were phased over more than one year, helping to reduce the savings requirement for the coming years. Not all savings proposals were taken forward during 2011/12 but were recorded in a database for future consideration. This continues to provide a potential source of future savings initiatives for the Council to consider.



In addition, this year's approach to consultation has shifted focus from consultation to more participative community engagement as recommended by the Christie Commission. This recognised that lasting financial sustainability of public services will only be achieved if services are built around people and communities, their needs, aspirations, capacities and skills. On 1 and 2 December 2011, a number of Clacks 1000 focus groups were run across the County. These gathered views on a wide range of areas and included discussions relating to priorities and the impact of budgetary pressures on communities.

The proposed budget for 2012/13 also incorporates the following significant amendments:

- ◆ the removal of planned savings of £700,000 in respect of proposed changes to staff Terms and Conditions
- ◆ a budgeted increase of £162,000 to facilitate the implementation of new terms and conditions for craft workers
- ◆ the establishment of a corporate staff training budget of £33,000 and removal of small service based staff training budgets
- ◆ an increase of £400,000 to offset decreases in the level of DWP support provided in respect of homelessness
- ◆ an increase of £100,000 in the provision for bad debts to reflect the increased risk in the current operating environment
- ◆ an additional £146,000 to maintain sustainable council properties across all council services
- ◆ removal of planned savings of £270,000 in 2012/13 in respect of school transport
- ◆ budget of £273,000 maintained and embedded in respect of Kinship Care.

Council Housing

Spending on our assets (2010/11)

The Council's Housing Services has a responsibility for ensuring that there is an adequate supply of quality, affordable housing in Clackmannanshire. We do this by offering council housing for rent and by supporting and encouraging other organisations to provide housing for renting, leasing or buying. The Council also has a responsibility for those with special needs such as homeless people and travellers.

The housing revenue account deals with expenditure on council houses, for example, repairs and estate management. This is mainly met from rents received.

The following table shows the position for 2010/11.

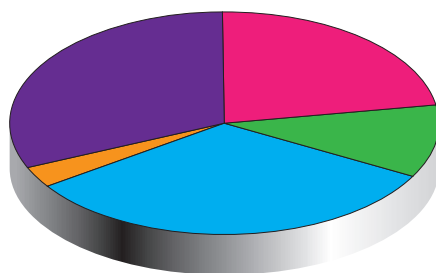
Income *	2010/11 £000s
Council house rents	(13,962)
Other income	(87)
	(14,049)
Expenditure †	
Repair and maintenance	4,922
Supervision and Management	3,509
Interest payable	1,631
Depreciation & Impairment	5,109
Other costs	438
	15,609
Deficit for the year	1,560

* Data from 2010/11 financial year

† (£873,000) of statutory adjustments are recovered from expenditure (being predominantly depreciation), which leaves a deficit of £687,000. The balance in the Housing Revenue Account at the year end is £3,575,000



We own a total of 4,980 houses and flats. We have earmarked £2,238,000 to spend on building 50 new dwellings in the next two years.



What we spent on our assets and improving the area in 2010/11

	£'000s
Education & Community	
Primary and Nursery Schools	818
Demolition of old Secondary Schools	465
Lornhill Academy Sports Facilities	365
	1,648
Social Services	
Adult Day Care Facilities	74
Other Social Services Projects	57
	131
Roads & Transportation	
Roads & Footpath Improvements	642
Traffic Management & Accident Prevention	567
Stirling, Alloa, Kincardine Rail Link	421
Street Lighting	220
Other Roads & Transport Projects	68
	1,918
Environmental, Community & Protection	
Vehicles	568
Recycling Strategy & Wheeled Bins	83
Flood Prevention	73
Parks and Open Spaces	59
Black Devon Landfill Gas Station	38
Contaminated Land Works	35
Other Environmental & Community Works	36
	892
Economic Development	
Alloa Town Centre Development	334
Kilncraigs Mill Development	39
	373

What we own, what we owe, and what we are owed

Buildings, Land and Houses	£328.2m
Investments	£1.4m
Stock	£0.5m
Cash in the Bank	£17.5m
Money owed to the Council	£10.6m
Money owed by the Council	-£147.2m
Provisions and future liabilities	-£114.7m
Net worth	£96.3m

	£'000s
Community Facilities	
Refurbishment of Alloa Town Hall	215
Dumyat Centre Menstrie Alteration & Extension	178
Cochrane Hall Refurbishment	65
Other Community Facilities Projects	9
	467
Corporate & Support Services	
Finance & IT Hardware & Software	169
Customer First Developments	65
	234
Joint Boards	
Police Board Capital Grant	196
General Services Capital Total	5,859
Housing	
Structural Work, Roofs and Doors	208
Central Heating and Insulation	140
Kitchens and Bathrooms	2,511
Safe Electrical Systems and Environmental Improvements	261
Conversions, Adaptations and Water Supply Replacement	344
New Build Housing	14
Other Housing Projects	127
Housing Services Capital Total	3,605
Grand Total	9,464

Summary

Education & Community	18%
Social Services	1%
Roads & Transportation	20%
Environmental, Community & Protection	9%
Economic Development	4%
Community Facilities	5%
Joint Boards	2%
Housing	38%
Corporate & Support Services	3%

How we plan to spend the budget in 2012/13

Your Council has set its budget for the coming year. The Council Tax for a house valued at Band D will be £1,148 in financial year 2012/2013. Details of the Council Tax applicable to the other valuation bands are shown on page 9 of this booklet. The expenditure figure used by Government in calculating its support to the Council is £6,233 per house. The Council's proposed spending amounts to £6,617 per house.

The table below shows how the 2012/13 Council Tax has been calculated and how the Council intends to finance its expenditure. The estimated net expenditure for each service is also shown.

	2012/13	Change From previous year		
	£'000	£'000	%	
Total Gross Expenditure	138,960	-135,992	2.18	
Less: Fees and Charges	14,566	-13,812	5.46	
Total Net Expenditure	124,394	-122,180		
	2012/13 Total Net Expend	Change From previous year		Effect on Band D Council Tax
	£'000	£'000	%	
Net Expenditure Allocated by Service				
Support Services	6,089	962	18.76	56
Strategy and Customer Services	4,591	-2,545	-35.66	42
Facilities Management	23,805	1,750	7.93	220
Social Policy	25,751	1,056	4.28	238
Education	34,283	713	2.12	316
Community and Regulatory	8,601	89	1.05	79
Corporate	471	276	141.54	4
JOINT BOARDS				0
Police Services	7,704	-151	-1.92	71
Fire Services	2,486	-172	-6.47	23
Valuation Services	394	-18	-4.37	4
Miscellaneous Services	1,133	63	5.89	11
Significant Trading Operations	-897	642	-41.72	-8
Interest on Revenue Balances	-160	40	-20.00	-1
Contribution to Balances	700	100	16.67	6
Loan Charges	9,443	-591	-5.89	87
TOTAL	124,394	2,214		1,148
FINANCED BY :				
Government Grants	88,396			
Non-Domestic Rates	11,033			
Contributions from Reserves	3,384			
Amount to be met from Council Tax	21,581			
TOTAL	124,394			
Yield of £1 Band D Council Tax	£18,799			
Band D Council Tax	£1,148			
Scottish average Band D Council Tax 2012/13	£1,149			
(Notional Scottish Office figure excluding Water Charges)				
Local Authority Employees	2011/12	2012/13	Decrease	
(Budgeted full-time equivalent)	2,382	2,140	-242	

Your council tax

For 2012/13 your council tax has stayed the same.

We set council tax to help pay for the services we provide. The level of your charges depend on the valuation band of your property.

If you think your bill is wrong, please contact us and we will check it.

Did you know...

If 1,000 households changed to paying their council tax by Direct Debit this would save the Council over £20,000 per year.

Valuation Band	Council Tax	Water	Waste	Total
A up to £27,000	£765.33	£121.44	£140.94	£1,027.71
B £27,001 to £35,000	£892.89	£141.68	£164.43	£1,199.00
C £35,001 to £45,000	£1,020.44	£161.92	£187.92	£1,370.28
D £45,001 to £58,000	£1,148.00	£182.16	£211.41	£1,541.57
E £58,001 to £80,000	£1,403.11	£222.64	£258.39	£1,884.14
F £80,001 to £106,000	£1,658.22	£263.12	£305.37	£2,226.71
G £106,001 to £212,000	£1,913.33	£303.60	£352.35	£2,569.28
H over £212,000	£2,296.00	£364.32	£422.82	£3,083.14

Valuation band

The Assessor decides the valuation band for your home.

If you have an enquiry about your band, you can contact the Assessor. (details on the back of this booklet)

Changes in circumstances

If you have details of any change of address or circumstances which might affect the amount you pay, for example the number of people living in your home, you should tell the Council. If you fail to tell us of any changes which might affect discounts or exemptions you may be have to pay a £50 penalty.

Water charges

Scottish Water's charges for water and sewerage have remained the same since last year. The Council does not set these charges. Please contact Scottish Water on 0845 601 8855 with any queries.



How to pay your council tax

We prefer you to pay council tax by direct debit. Call us and we will set up your direct debit over the phone and tell you what you will pay each month.

It only takes five minutes to set up over the phone. Advantages to paying by direct debit:

- ◆ only set it up once
- ◆ we can now do it over the phone in under five minutes
- ◆ saves a journey to the office and money on stamps
- ◆ you'll never worry about missing a payment
- ◆ you can pay over 12 months rather than just 10 months

The payment can be set around a time to suit you - we now offer weekly and fortnightly direct debits.

Please just call a member of the revenues team to set it up!

The Council offers variable payment dates and the option to pay council tax over 12 months if you choose this method. Unless you pay by direct debit, council tax is normally paid in 10 monthly instalments from April up to and including to January.

Instalments are shown on your bill. You must make payment on or before the 1st of each month from April up to and including January.

Did you know...

It costs the Council £2 to process a payment made at a CAP / Rent office, but just 4p if you pay by direct debit.



You can also pay:

- ◆ using a debit or credit card by phoning 01259 450000 and giving your account reference
- ◆ online at www.clacksweb.org.uk using a debit or credit card
- ◆ at any Council Collection Office

Council Tax Reductions

You may be able to get help with your council tax if you are on a low income (see separate leaflet available from Council offices).

We will also pay a one-off rebate to homeowners who install specific energy efficiency measures.

How to pay your council tax (continued)

Arrears Action

You need to pay the instalments by the due dates stated on your bill. If you miss one full instalment you will have to bring the account up to date within a week of us asking. If you don't bring your payments up to date you will lose the right to pay by instalments and we could ask you to pay the rest of the bill in full. We will apply to a court to insist you pay your bill and will add a 10% penalty. Court action could lead to your earnings being arrested; your bank account being frozen and you may incur additional charges.

If you have a problem paying your bill, contact us at once so that we can help you. The Council's Money Advice Service offers free, confidential advice if you are in debt. Call 01259 452512 for more information.

Appeal rights

You can appeal to the Director of Finance if you disagree with our decision to ask you to pay council tax or the calculation of your bill. If you remain dissatisfied you have a right of appeal to the Valuation Appeal Committee.

If you make an appeal you must continue to pay your council tax. If your appeal is successful then any overpaid council tax will be refunded or transferred to reduce any other outstanding debt to the Council.



'The Travellers' (photo competition entry 2011)

Useful Contacts

Clackmannanshire Council:

Benefits - 01259 450000

benefits@clacks.gov.uk

Council Tax - 01259 450000

counciltax@clacks.gov.uk

Finance - 01259 450000

Money Advice - 01259 450000

Appeals: Director of Finance,
Greenfield, Alloa.
FK10 2AD.

[web: www.clacksweb.org.uk](http://www.clacksweb.org.uk)

Other organisations:

Assessors: - 01786 892200

The Assessor,
Hillside House,
Laurelhill,
Stirling.
FK8 2NA

[web: www.saa.gov.uk/central](http://www.saa.gov.uk/central)

Citizens' Advice Bureau:

47 Drysdale Street,
Alloa.
FK10 1JA

Tel. 01259 723880

[web: www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Information Commissioner - 0303 123 1113

Information Commissioner's Office
Wycliffe House, Water Lane,
Wilmslow,
Cheshire. SK9 5AF

[web: www.ico.gov.uk](http://www.ico.gov.uk)

Scottish Water - 0845 601 8855

[web: www.scottishwater.co.uk](http://www.scottishwater.co.uk)
[email: services@scottishwater.co.uk](mailto:services@scottishwater.co.uk) or
customer.services@scottishwater.co.uk

National Debtline - 0808 808 400

[web: www.nationaldebtline.co.uk/scotland](http://www.nationaldebtline.co.uk/scotland)

Ombudsman - 08003777330

Scottish Public Services Ombudsman,
4 Melville Street,
Edinburgh, EH3 0BR

[web: www.spssc.org.uk](http://www.spssc.org.uk)

Department of Work and Pensions

[web: www.dwp.gov.uk/contact-us](http://www.dwp.gov.uk/contact-us)
or www.directgov.gov.uk

DATA PROTECTION

In line with the Data protection Act 1988, we will process your information for the purposes of collecting any council tax you owe us. The Council has a duty to manage public funds properly. As a result, we will use the information you provide to make sure all amounts we are owed are paid on time (for example, by identifying people who have not paid their Council Tax and to help people who are entitled to claim benefits).

We may also use the information to prevent and detect fraud. We may share your details for the same purpose with other public organisations, including other Councils, that handle public funds.

We may also share your details with other organisations, including credit reference agencies, for the purpose of confirming who is living at a particular address.

For more information please see our website www.clacksweb.org.uk.