

# Your Council Tax



How the money is spent



Clackmannanshire Council

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

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## Introduction

**Your council tax goes towards the huge range of services the Council provides, including schools, social work, libraries, refuse collection, environmental health, police and fire and rescue. Your contribution makes up over £21 million of the money the Council receives each year.**

This booklet shows how Clackmannanshire Council spent its budget last year and how we're planning to spend it in the coming year. It also gives the council tax rates for the coming year and a summary of the Council's accounts for 2009/10. We hope this gives a clear view of how we managed our finances in that year.

In the coming year, we at Clackmannanshire Council plan to spend £118.4 million on services. This is a drop in our grant funding of 2.6%. As I'm sure you are aware, we are facing reduced funding from the government and have a lot of demand for our services.

The challenge for us is to make sure services are targeted so that those who need them most get the help they need. We've taken on board suggestions made by the public in our budget engagement exercise in planning funding for the future.

Thank you for your input and your continued contribution.

**Councillor Rev. Sam Ovens**  
**Leader of Clackmannanshire Council**



## How did we do last year

Last year we spent over £200 million. Some of the things we did with the money:

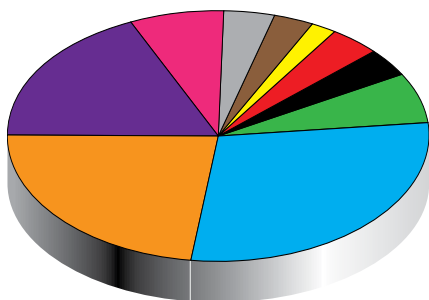
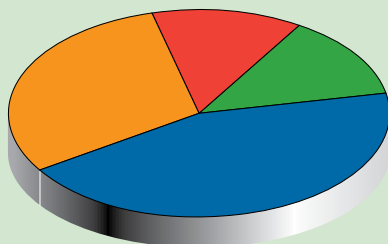
- ◆ We kept 440km of roads and pavements clean
- ◆ We emptied over 2 million bins and recycling boxes for 23,966 households
- ◆ We looked after 17 council-owned car parks
- ◆ We maintained over 9,300 street lights and paid £317,980 to power them
- ◆ We supplied 182,080 free school meals for 958 eligible pupils
- ◆ We educated 6,717 children
- ◆ We provided home care to 1,083 elderly or disabled people



A full copy of the Council's 2009/10 audited accounts is available on Clacksweb and main Council offices.

### Where our money comes from

■ Central Government Grant	£72.6m	44%
■ Business Rates	£21.1m	13%
■ Council Tax	£21.3m	13%
■ Other Income	£49.4m	30%



\*£41.8m of statutory adjustments are recovered from expenditure (being predominantly depreciation), which leaves a surplus of £2.4 million

### Where our money goes \*

■ Education	58.8m	29%
■ Housing	46.6m	23%
■ Social Work	37.1m	18%
■ Cultural and Leisure Services	14.9m	8%
■ Environmental Services	7.9m	3%
■ Roads and Transport	6.4m	3%
■ Joint Boards	8m	4%
■ Planning & Development Services	3.8m	2%
■ Services and Corporate Support	7.4m	3%
■ Interest	13.2m	7%

## 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.**

### Your area

- ◆ Surveys have shown that a high proportion of residents are 'very' or 'quite' satisfied with Clackmannanshire as a place to live, though satisfaction is slightly lower in regeneration areas.
- ◆ The percentage of residents surveyed who cite alcohol and drug abuse as a dislike about the local neighbourhood has decreased, and targets for both categories have been achieved.

### Customer service and accessibility

- ◆ 93% of contact centre and 99% of community access point customers were 'satisfied' or 'very satisfied' with the service received, though the contact centre was slightly below the target of 96%. All services are working towards the Customer Service Excellence standard, with a number having already achieved it.
- ◆ Improvement can be seen in the accessibility of Council buildings, with 73% suitable for disabled people. Disabled Access Reviews are completed for building maintenance work to ensure improvement continues.

### Social Care

- ◆ 35% of people aged 65 and over received more than 10 hours of home care each week in 2009/10, exceeding the target of 30%, and performing better than the Scottish average of 32%.



### Schools

- ◆ The opening of three new secondary schools in 2009/10 means that all secondary pupils at Council schools in Clackmannanshire attend modern buildings designed for learning.
- ◆ 94.3% of pupils achieved Standard Grade passes in English and Maths. The national average is 92.4%.
- ◆ 94.9% of pupils achieved 5+ Standard Grades. The national average is 92.2%.
- ◆ Targets were not met for school exclusions in 2009/10 and new monitoring systems will identify patterns in behaviour and introduce support mechanisms earlier.
- ◆ Residents' satisfaction with how the Council is raising educational attainment and promoting lifelong learning declined in the last survey. Improvements, like the area's new schools, the new college campus and extended community learning opportunities will improve perceptions in this area.

## Performance Summary (continued)

### Waste

- ◆ Excellent performance continues in recycling, improving to 46% of waste being recycled in 2009/10. The Council has been ranked first in Scotland in this indicator for four of the last five years. We are planning to further reduce the cost of refuse collection and disposal.

### Housing

- ◆ With 77% of Council housing meeting the Scottish Housing Quality Standard, Clackmannanshire had the third best result in Scotland in 2009/10.
- ◆ We did not meet the target of 99% of homeless people maintaining their tenancy for over 12 months, achieving a result of 79%, which was also below the Scottish average. Key areas of access, assessment and accommodation are being addressed through the Housing Improvement Plan.

### More efficient

- ◆ Clackmannanshire has performed in the top eight Scottish Councils in the administration cost per benefits case for the last four years. Since 2007/08 the Council has reduced costs from £41 per case to £33, in contrast to the Scottish average which has steadily increased over the same period to £45.
- ◆ Targets have been exceeded for electricity and water consumption and carbon dioxide emissions. Though the target was not achieved for gas usage, future improvements include capturing rain water for street cleansing, low energy IT equipment and thermal insulation.



### How we work

- ◆ The Council's technology, communications and strategy and performance teams have received recognition for effective and efficient service provision, and for joint working initiatives with other organisations.
- ◆ The sickness absence levels of Council employees improved in 2009/10, and the Council as a whole achieved a bronze 'Healthy Working Lives' award.

### Planning

- ◆ In 2009/10 the Council processed 96% of 'householder' and 92% 'non-householder' planning applications within two months. The Council has performed in the top three Scottish Councils for these indicators for the last seven years, being ranked first in Scotland in both categories for the last three years.

## What are the budget pressures on the Council?

As you know there are significant financial pressures on all Councils, including us. The effect of this on Clackmannanshire is that.....

- ◆ We expect less money in the form of government grant to spend on services
- ◆ We expect to spend more on housing and Council tax benefits for Clackmannanshire residents who are out of work.
- ◆ We expect more demand for housing, social care and other services.
- ◆ As people are living longer, more care for the elderly must be put in place.



Public sector funding has been cut significantly, with Clackmannanshire Council getting less in funding than last year from the government. We anticipated this and, last year, we asked for your opinion on Council spending. This has allowed us to spend money on the services which are important to you and save money in areas you feel are less important.

### Your Feedback

Thank you for all your responses. We received hundreds of responses from people in Clackmannanshire. Overall, you felt that we should save money by consolidating Council offices and other buildings that were under-used. You felt that land services and some community services could be better managed by the community. And you made suggestions for services which could be supplied differently. A summary of the results of the budget engagement are available on ClacksWeb.

We have listened to your suggestions and have decided to:

- ◆ move from three main Council buildings to one, within the next two years
- ◆ manage nurseries together with neighbouring primary schools
- ◆ open consultation on merging two under-occupied primary schools
- ◆ merge some teams, redeploying staff to where they are most needed and changing the way we work to do more with less
- ◆ minimise redundancies by reviewing some staff terms and conditions
- ◆ share senior management of Education and Social Services with Stirling Council

## Council Housing

### Spending on our assets (2009/10)

**Capital investment is money we spend on buying, building and improving assets such as land, buildings, roads, machinery and vehicles.**

The Council gets the benefit from capital expenditure over a longer period of time. The Council spent £37.9 million during the year on its capital programme. A summary of what this money was spent on is shown here. Sale of assets and grant income totalled £7.1, we put in £2.5 million from our revenue fund and £28.3 million was funded from borrowing.

#### Income \*

Council house rents	£13.29m
Other income	£95k
	<b>(13,38)</b>

#### Expenditure \* †

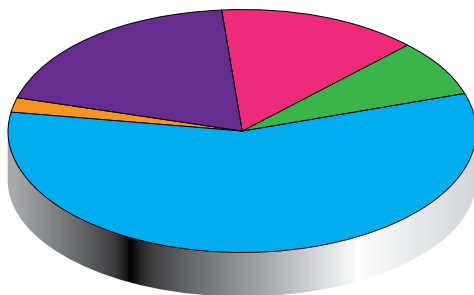
Repair and maintenance	£5.05m
Supervision and Management	£3.56m
Interest	£2.00m
Depreciation	£14.9m
Other costs	£445k
	<b>£26.0m</b>

\* Data from 2009/10 financial year

† £11.2 m of statutory adjustments are recovered from expenditure (being predominantly depreciation), which leaves a deficit of £1.79 million.



We own a total of 5,006 houses and flats. We have earmarked £2,344,000 to spend on building 24 new dwellings in the next two years.





# What we spent on our assets and improving the area in 2009/10

£,000s

Education & Community	
Primary and Nursery Schools	1,478
IT hardware replacement & white boards	179
New Secondary Schools	21,704
Demolition of old Secondary Schools	1,576
Development of Community Facilities	266
Other Education and Community Projects	93
	<b>25,296</b>
Social Services	
Adult Day Care Facilities	663
Other Social Services Projects	18
	<b>681</b>
Roads & Transportation	
Collyland Upgrades and Bends	665
Traffic Management, Speed Reduction	349
Flood prevention	105
Roads & Footpath Improvements	727
Street Lighting	253
Other Roads & Transport Projects	162
	<b>2,261</b>
Environmental, Community & Protection	
Recycling Strategy and Wheeled Bins	553
Parks & Open Spaces	162
Vehicles	593
Other Environmental etc. Projects	36
	<b>1,344</b>
Economic Development	
Kilncraigs Mill Development	690
Alloa Town Centre Development	1,977
Other Economic Development Projects	132
	<b>2,799</b>

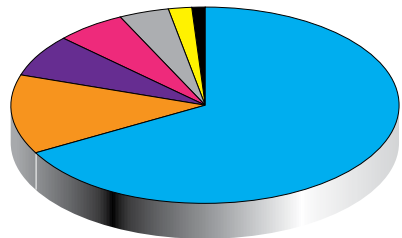
£,000s

Corporate Development, Buildings, IT systems	
Finance & IT Hardware and Software	534
Council Office Improvements	55
	<b>589</b>
Housing	
Structural Works, Roofs and Doors	441
Central Heating and Insulation	739
Kitchens and Bathrooms	2,177
Safe Electrical Systems and Environmental Improvements	599
Conversions, Adaptations, Water Supply Replacement and Area Improvements	659
Westhough Travelling Peoples Site	125
Other Housing Projects	42
	<b>4,782</b>
<b>Total</b>	<b>37,752</b>

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

Buildings, Land and Houses	£332m
Investments	£1.03m
Stock	£12.4m
Cash in the Bank	£9.2m
Money owed to the Council	£0.013m
Money owed by the Council	-£191m
Provisions and future liabilities	-£124m
<b>Net worth</b>	<b>£38m</b>

Education & Community	67%
Social Services	2%
Roads & Transportation	6%
Environmental, Community & Protection	4%
Economic Development	7%
Housing	13%
Corporate Development, Buildings, IT Systems	1%



## How we plan to spend the budget in 2011/12

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 2011/2012. Details of the Council Tax applicable to the other valuation bands are shown on page 3 of this booklet. The expenditure figure used by Government in calculating its support to the Council is £6,071 per house. The Council's proposed spending amounts to £6,368 per house.

**The table below shows how the 2011/12 Council Tax has been calculated and how the Council intends to finance its expenditure.** The estimated net expenditure for each service is also shown.

	2011/12	Change from previous year		
	£000's	£000's	%	
Total Gross Expenditure	135,992	(886)	(0.65)	
Less: Fees and Charges	13,812	(271)	(0.24)	
Total Net Expenditure	122,180	(1,157)	(0.94)	
Net Expenditure Allocated by Service	2011/12 Total Net Expenditure	Change from previous year		Effect on Band D Council Tax (£)
Support Services	5,127	(196)	(3.68)	48
Strategy and Customer Services	7,136	(769)	(9.73)	67
Facilities Management	22,055	2,892	15.09	207
Social Policy	24,695	(74)	(0.30)	232
Education	33,570	(2,097)	(5.88)	315
Community and Regulatory	8,512	(841)	(9.00)	80
Corporate and Democratic Core	195	(294)	(60.12)	2
<b>Joint Boards</b>				
Police Services	7,855	(687)	(8.00)	74
Fire Services	2,658	(339)	(11.31)	25
Valuation Services	412	(19)	(4.41)	4
Miscellaneous Services	1,070	194	22.15	10
Significant Trading Operations	(1,539)	0	0.00	(14)
Interest on Revenue Balances	(200)	53	(20.95)	(2)
Contribution to Balances	600	(322)	(34.92)	6
Loan Charges	10,034	1,342	15.44	94
<b>Total</b>	<b>122,180</b>	<b>(1,157)</b>	<b>(0.94)</b>	<b>1,148</b>
<b>Financed by:</b>				
Government Grants	86,501			
Non-Domestic Rates	12,219			
Contribution from reserves	1,987			
Amount to be met by Council Tax	21,473			
<b>Total</b>	<b>122,180</b>			
Yield of £1 Band D Council Tax	£19,185			
Band D Council Tax	£1,148			
Scottish average Band D Council Tax 2011/12	£1,149			
(Notional Scottish Office figure exc. Water Charges)				
<b>Local Authority Employees</b>	<b>2010/11</b>	<b>2011/12</b>	<b>Decrease</b>	
(Budgeted full-time equivalent)	2,202	2,102	100	

## Your council tax

**For 2011/12 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	Water	Waste	Total
A up to £27,000	£765.33	£122.34	£140.04	£1,027.71
B £27,001 to £35,000	£892.89	£142.73	£163.38	£1,199.00
C £35,001 to £45,000	£1,020.44	£163.12	£186.72	£1,370.28
<b>D £45,001 to £58,000</b>	<b>£1,148.00</b>	<b>£183.51</b>	<b>£210.06</b>	<b>£1,541.57</b>
E £58,001 to £80,000	£1,403.11	£224.29	£256.74	£1,884.14
F £80,001 to £106,000	£1,658.22	£265.07	£303.42	£2,226.71
G £106,001 to £212,000	£1,913.33	£305.85	£350.10	£2,569.28
H over £212,000	£2,296.00	£367.02	£420.12	£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 changed slightly 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. If we don't get your payment by the 15th of the month we will send you a reminder.

### 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](http://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.



## Useful Contacts

### **Clackmannanshire Council:**

**Benefits** - 01259 450000

**Council Tax** - 01259 450000  
[counciltax@clacks.gov.uk](mailto: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](mailto: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.spsec.org.uk](http://www.spsec.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](http://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](http://www.clacksweb.org.uk).**