



Rutland  
County Council

# Living in Rutland

Guide To Council Services 2014-2015



INSIDE:  
Your 14/15 Council Tax Bill | Council Update

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If you follow the local media or are a regular visitor to the council website, you'll be aware that a huge amount of progress has been made on key council projects during the past year:

Most of the work to upgrade our broadband infrastructure is now complete, with approximately 91% of the county able to access much faster download speeds than they could previously. In fact, some villages like North Luffenham have seen their download speeds jump from 6Mbps to somewhere between 70-80Mbps. We have more work to do and expect to see progress on the remaining areas during the next 12 months.

We've also spent a great deal of time supporting local businesses. Oakham Enterprise Park is up and running, and although there is still a great deal of work to do, some of the first tenants are in with plenty more in the pipeline. The Worklink employment bus that runs early in the morning and late at night is proving popular, with some routes carrying hundreds of passengers to and from work each month. And who could forget the Business Summit we organised in January, when over 40 local companies attended to talk to the council about what we could do to make their lives easier.

Our military community is now firmly settled at Kendrew Barracks and we welcome any new personnel that have arrived during 2013 to Rutland. The council is currently preparing for changes at St Georges Barracks in North Luffenham as 16 Royal Artillery leave for Thorney Island and

are replaced in the future by 2 Armoured Medical Regiment and 1 Military Working Dogs Regiment (Royal Army Veterinary Corps).

As with every council in the country, we're paying particular attention to our finances but are as well prepared as we can be for challenges ahead. Work has already taken place to find more efficient ways of delivering some of our social care services, and during the next six months, you'll see a great deal of publicity for a review of some of our biggest budgets. We're going through them all with a fine toothcomb to make sure we get the best value for money and that we're delivering the services our community wants.

Finally, Councillors (at Special Council in February) voted to freeze council tax so your bill remains the same for the next 12 months. We hope you find this booklet useful and if you have suggestions about topics for inclusion next year, please email [enquiries@rutland.gov.uk](mailto:enquiries@rutland.gov.uk)

## Contact us

### Rutland County Council Customer Service Team

Phone: (01572) 722 577

Fax: (01572) 758 307

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

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

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

### Council Offices Opening Hours:

Monday 08:30 - 16:45

Tuesday 09:00 - 16:45

Wednesday 08:30 - 16:45

Thursday 08:30 - 16:45

Friday 08:30 - 16:15

### Telephone Enquiries

Monday 08:30 - 17:00

Tuesday 09:00 - 17:00

Wednesday 08:30 - 17:00

Thursday 08:30 - 17:00

Friday 08:30 - 16:30



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

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Mrs Stubbs, Oakham resident

\* Or you can order your prescription directly with your doctor, if you prefer, and we will collect it for you and keep your medicines ready for you to pick up  
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# The Financial Challenge facing the Council

The reality is that with government funding reducing and the cost of providing our most important services increasing, we're having to find new ways to balance the books. Some examples of the pressures faced during 2014/15 include:

- Fostering service - there has been an increasing demand for teenage foster placement in 2013/14 which has resulted in the need to find external placements at greater cost.
- Increase in high cost physical disability cases.

The council has taken an extremely careful approach to our budget in recent years and we have done everything we can to protect frontline services for those who rely on them. However, this approach cannot last forever and more difficult decisions are likely in the future.

**For 2014/15, the Council's financial position looks stable:**

- We have a level of reserves above the minimum recommended level of £2m;
- Our agreed budget results in the achievement of a surplus;
- An increase in council tax is not required to balance the budget in 2014/15;
- The Council continues to make savings wherever possible





Rutland Adult Learning

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## Rutland Adult Learning Service

Rutland Adult Learning Service (RALS) provides training, qualifications and adult learning opportunities in and around Rutland. We offer:

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- **English, maths and ICT** courses, including GCSE English and maths.
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To find out more, get in touch using the details below:

Call: 01572 772599

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

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



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# Finance Overview

During the next few pages of this booklet, you can find out more about the council budget for 2014/2015 and also our plans for future years (as far as 2018/19).

For a number of years now, we've been publishing our Medium Term Financial Plan which helps residents understand the current budget situation and how decisions we take now impact on future years.

We have a predicted year end General Fund reserve of £8.1 million, which is likely to be used to support our current spending plans over the coming years in light of what we expect to be a continued reduction in national government funding.

These reserves allow us to properly consider how we focus our reducing income upon key services required by the community. If our predictions hold true, and there is more risk and uncertainty than ever around the public sector funding position, the end result of this careful budget management, in 2018/2019, is that we will be spending £1.5m more than the resources we have available each year. This position cannot be sustained - but we still have time to improve that situation and that work has already started.

## Want to know more?

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

### Information available here includes:

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

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





# 2 minutes is all it takes

## **Improving the lives of older people**

Rutland Community Spirit is a BIG Lottery funded charity set up in 2008 to provide practical and dependable support for vulnerable or isolated people over the age of 60.

We have been able to help over 500 older people living in Rutland to live more independently and become involved in a range of social activities and events.

### **Services we offer**

- One to one support • Social events • Day trips • Good Neighbour Schemes
- Access to First Contact Rutland • First Contact Mobile

### **First Contact Rutland**

First Contact is an independent element of Rutland Community Spirit that enables practitioners and people working with vulnerable adults make multi-agency referrals through a single point of contact. We can help vulnerable individuals stay safe and independent in their own home.

### **First Contact Rutland Mobile**

First Contact Mobile is an information bus which tours the county offering adults in rural areas access to information and support from social services and statutory health and voluntary organisations.

### **First Contact Mobile services:**

- Assistance to claim benefits that individuals may be entitled to
  - Falls assessments and advice on falls prevention
  - Home safety and security advice from the Police
  - Repairs, adaptations and specialist equipment for homes
- Energy saving improvements to help them keep warm and reduce energy bills
- Information on activities and groups in their local community
- Information on community transport schemes
- Housing advice



**Rutland**  
County Council

**tel: 01572 720282**  
**[www.ruralcc.org.uk](http://www.ruralcc.org.uk)**



**LOTTERY FUNDED**



# Summary of Rutland's Budget 2014/15

Councillors agreed (Monday 17 February 2014) a £32.79 million budget to deliver council services across Rutland during 2014/15.

Members also approved the Medium Term Financial Plan. This is an important planning document which shows a five year plan that estimates that reserves will be £4.9 by 2018/19.

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

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

<b>Portfolio</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
People	13.94	14.86	15.26	15.69	16.04
Places	11.15	11.30	11.43	11.61	11.80
Resources	5.29	5.33	5.41	5.50	5.59
LCTS*	0.10	0.10	0.10	0.10	0.10
Inflation Contingency	0.24	0.48	0.73	0.99	1.26
Savings		(0.50)	(0.60)	(0.90)	(1.50)
<b>Net Cost of Services</b>	<b>30.72</b>	<b>31.57</b>	<b>32.33</b>	<b>32.99</b>	<b>33.29</b>
Capital Financing	2.18	1.93	1.91	1.89	1.87
Interest Receivable	(0.11)	(0.11)	(0.16)	(0.20)	(0.28)
<b>Total Net Spend</b>	<b>32.79</b>	<b>33.39</b>	<b>34.08</b>	<b>34.68</b>	<b>34.88</b>

\*Local Council Tax Support

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



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## Do you have room in your home and in your life to foster a child from Rutland?

### We need foster carers now for:

- Children aged 0-18 who may need care for a few days, weeks, months or sometimes for a longer period of time
- Children with disabilities, including for short breaks
- Mother and baby placements

Foster carers can be single or couples and it doesn't matter whether or not you have your own children. As a Rutland foster carer you receive training, practical and financial support.

If you're interested in joining our team please call us now on: 01572 720942 or email [enquiries@rutland.gov.uk](mailto:enquiries@rutland.gov.uk)



We are also looking for people who can offer safe and secure temporary accommodation to young people preparing them to live independently



## Sources of Funding

Rutland County Council receives three main sources of funding to make up the net budget, Council Tax, Central Government funding and Retained Business Rates.

The table below shows the expected level of Central Government Funding, Council Tax and Retained Business Rates over the next few years as detailed in the Medium Term Financial Plan. You will see that we plan to increase our current levels of reserves during 2014/15. The levels of reserves over the following four years will be used, in addition to finding further savings, to offset the reduction in core funding and grants.

Based on current projections, by the end of the 2018/19 financial year the council will hold £4.9 million reserves (our recommended minimum level is £2 million).

	2014/15	2015/16	2016/17	2017/18	2018/19
	£m	£m	£m	£m	£m
<b>Total Net Spend</b>	32.79	33.39	34.08	34.68	34.88
(see page 9)					
Revenue Support Grant	5.06	3.74	2.83	2.20	1.76
Specific Non-Ringfenced Grants	1.64	2.07	2.06	2.16	2.21
Council Tax Freeze Grant	0.21	0.42	0.42	0.42	0.42
Retained Business Rates	4.08	4.20	4.33	4.48	4.64
Local Tax Payers	20.46	20.66	21.29	21.89	22.44
Collection Fund Surplus	0.50	-	-	-	-
Transfers from Earmarked Reserves	0.16	0.08	0.02	0.02	0.02
Reversal of Depreciation	1.93	1.93	1.93	1.93	1.93
(Surplus) / Deficit For Year	(1.25)	0.29	1.20	1.58	1.46
Balance Brought Forward	(8.14)	(9.39)	(9.10)	(7.90)	(6.32)
Balance Carried Forward	(9.39)	(9.10)	(7.90)	(6.32)	(4.86)



It's bang on...  
**to buckle up**

# Digital Rutland Update

More than 9000 properties in the county now have access to fibre broadband thanks to the Digital Rutland project led by Rutland County Council.

During 2013, all ten telephone exchanges were upgraded and speeds of up to 80Mbps are now possible for many homes and businesses.

If you live in an area already connected, then you'll need to contact your/an Internet Service Provider (ISP) if you want to sign up for fibre broadband. This will not happen automatically.

If you are still in the 400-500 premises that are in the area covered by Digital Rutland but present more of a challenge due to your rural nature, don't worry we've not forgotten about you.

Work will continue during 2014 to get the best speeds possible and we advise keeping an eye on the local media or visiting the dedicated Digital Rutland area of the council website at [www.rutland.gov.uk/digitalrutland](http://www.rutland.gov.uk/digitalrutland)



# Council support for business in Rutland

The council has a busy Economic Development team who are always on hand to support local businesses when required and help make sure the council works closely with them.

It's important for the whole community that the council works hard in this area as getting as close to full employment as possible reduces pressures on the council and council tax as we do not have to support larger numbers of unemployed residents.

2013 has been one of the most productive years for Rutland County Council and our relationship with local business owners. Here's a snapshot of what we've been doing:

## **Oakham Enterprise Park**

Since acquiring the former prison at Ashwell early in 2013, the council has been working flat out to transform it into a new business park. The razor wire has started coming down, the old accommodation blocks have been demolished, and we already have our first tenants. See the opposite page for more details

## **Worklink**

If you live in one of the big cities then it's unlikely that you will have the same challenges getting to work as people in Rutland do. What options are there for those who start work at 6.30am but rely on public transport, or work the late shift and want to head home at Midnight?

During 2013, the council was delighted to launch the Worklink bus services operating between Oakham, Stamford, Melton, Corby and South Luffenham. Timed to match popular shift patterns, the services have carried thousands of passengers since their introduction.

Find out more at [www.rutland.gov.uk/worklink](http://www.rutland.gov.uk/worklink)

## **Growth Summit**

We started 2014 asking local businesses how the council can do more to help them. Over 40 companies attended (see picture below) and we received great feedback. We'll be looking to take their points on board during the rest of the year and beyond.



# Oakham Enterprise Park

## Opportunities for business

The Oakham Enterprise Park site features a great choice of office and industrial units, at affordable prices, suitable for a range of small to medium sized businesses.



The business units at Oakham Enterprise Park (OEP) have started to be added to the property website Rightmove. If you are interested in renting a unit, or are simply curious, take a look at the flexible range of accommodation that we have to offer:

There are already a number of tenants in place at OEP and the council continues to receive enquiries from companies interested in finding out more.

The council is a member of the Greater Cambridge/ Greater Peterborough Enterprise Partnership and successfully bid for an interest free loan from the Partnership to support the acquisition of the site.

For more information please contact the OEP Business Manager on 07767 618345 or email [oakhamenterprisepark@rutland.gov.uk](mailto:oakhamenterprisepark@rutland.gov.uk)

# Vale Judo and Sport England

Oakham Enterprise Park is not just for business, local sports clubs can also take advantage of the facilities on offer:

During early 2014, Sport England approved a £500,000 funding bid from the council to redevelop the old prison sports hall to create the Active Rutland Centre.

This will provide much needed community sports facilities and local club Vale Judo already occupy one sports hall. Work is expected to start in June and be completed by the end of October.

For more information please contact the Sports Development Manager at Rutland County Council on 01572 722 577.



# Recycling and Waste Services

## Recycling & Waste Services

The Council would like to say a big THANK YOU to local residents - during 2012/13 we recycled 60% of all our waste! This puts us in the top ten for recycling rates of all local authorities across the country.

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



Please **do not** include any other items such as plastic toys or items of clothing as these can cause problems at the sorting centre and can lead to a whole load of our recycling being rejected.

## Re-using and Recycling larger items

If you have large items to dispose of that are suitable to be re-used by someone else then the Melton and District Furniture Project may be able to provide a free collection. The project covers the majority of Rutland and they can be contacted on **01664 410 380**. For more information please visit [www.meltonfurnitureproject.co.uk](http://www.meltonfurnitureproject.co.uk).

Items that are not suitable for re-use can be collected as part of the Council's Bulky Waste Collection service. There is a charge for this service although exemptions are available for those receiving Council Tax or Housing Benefit. Please contact Customer Services for further details.

 **recycle for Rutland**  
[www.recycle4rutland.org.uk](http://www.recycle4rutland.org.uk)





# Recycling and Waste Services

## Composting at Home

Everyone knows about the humble compost bin and how it can transform kitchen and garden waste into lovely compost for your garden.

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

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



## Civic Amenity Sites (waste tips)

We have introduced an automatic number plate recognition scheme at both Civic Amenity Sites. This replaces the previous paper permit system. New users (or those changing their vehicle or personal details) should contact Customer Services in order to register their vehicle with the Council.

The Cottesmore site is open 7 days a week; North Luffenham is open from Friday to Monday (closed Tuesday, Wednesday and Thursday). From April to September both sites open at 10am and close at 6pm. From October to March opening hours change to 10am to 4pm.

## Christmas 2014 and New Year bin collections

Your collection day may change over the Christmas and New Year period.

Monday 22, Tuesday 23 and Wednesday 24 December - collections stay the same

**Christmas Day** - collect on Tuesday 23 December

**Boxing Day** - collect on Wednesday 24 December

**New Years Day** - collect on Friday 2 January.



**It is your responsibility to make sure you know when you need to put your bin out for collection.** This information will also be available on the council website. Please contact Customer Services if you are unsure when your bin will be collected.

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

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Leighfield Park

**Leighfield Park offers a range of traditionally styled properties to suit those looking for a quality home in rural surroundings.**

Properties have solar PV (photovoltaic) panels fitted as standard so homebuyers can benefit from reduced energy bills.

Allotments are also available for all residents in order to encourage a sustainable lifestyle and community. Larkfleet Group's development will provide the town with new high-quality housing together with improved sporting, recreation and shopping facilities.

Leighfield Park, Oakham Heights, Oakham LE15 6US  
Telephone: 01572 722262  
Sales Office and Showhome open daily 10am – 5pm

**LarkfleetHomes**

[www.larkfleethomes.co.uk](http://www.larkfleethomes.co.uk)

# Feel right at home with Barchester care homes

At Barchester, we pride ourselves on our genuine warmth and friendliness – it's all part of the first-class care and support that we provide to local people.

If you'd like to take a look around, your local Barchester care home will be happy to help.

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Stamford, PE9 3TJ

Call Wendy:  
01780 778 584

**Tixover House**  
Tixover Grange, Tixover,  
Rutland, PE9 3QN

Call Alan:  
01780 778 583



  
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## We look forward to welcoming you at Barnsdale Lodge

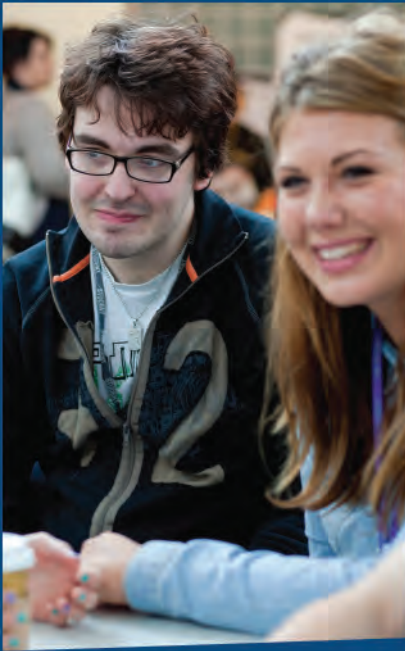
Barnsdale Lodge Hotel is set in a unique rural location in the heart of the glorious Rutland countryside with views of undulating hills and Rutland Water.

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- Country walks
- Vicenté Beauty treatment & relaxation room



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## Adoption

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[www.spaceforachild.com](http://www.spaceforachild.com)  
Email: [spaceforachild@leics.gov.uk](mailto:spaceforachild@leics.gov.uk)



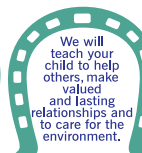
**Edith Weston Primary School  
is now federated with  
Brooke Hill Academy, Oakham**



**Edith Weston Primary School**

**Our school values are: PRIDE**

**Politeness Respect Independence Determination Enjoyment**



Visits to the school are welcome.  
[www.edithwestonprimaryschool.co.uk](http://www.edithwestonprimaryschool.co.uk)  
[Office@edithweston.rutland.sch.uk](mailto:Office@edithweston.rutland.sch.uk)  
**01780 720025**

# School Term Dates



To enable you to plan your holidays and/or childcare, we are publishing term dates for the 2014/15 school year in this guide. We hope you find this useful.

## Term 1

Schools open Thursday 28 August 2014  
Schools close Friday 17 October 2014

## Term 2

Schools open Monday 3 November 2014  
Schools close Friday 19 December 2014

## Term 3

Schools open Monday 5 January 2015  
Schools close Friday 13 February 2015

## Term 4

Schools open Monday 23 February 2015  
Schools close Friday 27 March 2015

## Term 5

Schools open Monday 13 April 2015  
May Bank Holiday Monday 4 May 2015  
Schools close Friday 22 May 2015

## Term 6

Schools open Monday 1 June 2015  
Schools close Thursday 16 July 2015

## Teacher Training Days

Schools have to select 2 training days in addition to the above dates.



Together we are stronger!

Rutland Parent Carer Voice is the official voice of Rutland parents and carers of children and young people from birth to the age of 25 with special and additional needs and we are recognised as the strategic partners working alongside the local authority to represent the views and opinions of parents and carers.

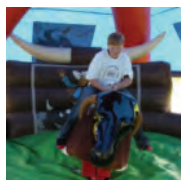
We attend meetings, courses and events whilst trying to keep everyone abreast of what is happening in and around Rutland using Facebook, Twitter and the website as well as sending out letters and emails. We help to promote any consultations around

children/young people with additional and special needs as well as carers. We also have meetings at least three times a year, on various topics, in various locations around the county giving everyone the opportunity to attend the meetings.



July saw the opening of Rutland's first Outdoor Gym. This was the end result of months of careful planning and hard work between Rutland Parent Carer Voice, the Aiming High team at Rutland County Council and Anglian Water.

Another first for Rutland was the Learning Disability Awareness Event held on 24th August.



This was a joint venture between 3 groups - Rutland Parent Carer Voice, Rutland Mencap and Rutland Rotaract Family Support Centre. It

was a morning of fun filled activities from basketball skills to riding on a rodeo bull and enjoying the experience of going down a massive inflatable slide. There was also the opportunity to get information from various stalls such as Boots, Rutland Healthwatch and Child and Adolescent Mental Health Services (CAMHS).

### If you would like to:

- Find out more about the Rutland Parent Carer Voice (RPCV)
- Join others having a say about the services provided for our children and young people with additional and special needs
- Raise any issues - good or bad that you feel need bringing to the attention of Rutland County Council because if it is an issue for you it may well be for someone else too.

Then please contact us via:

07777 635353

PO Box 10175 Oakham Rutland LE15 0FT

[rutlandparentcarervoice@yahoo.co.uk](mailto:rutlandparentcarervoice@yahoo.co.uk)

[www.rutlandsevenfamilies.co.uk/rutland-parent-carer-voice](http://www.rutlandsevenfamilies.co.uk/rutland-parent-carer-voice)

[facebook.com/RPCVOICE](https://facebook.com/RPCVOICE) • [twitter.com/RPCVOICE](https://twitter.com/RPCVOICE)



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Fineshade Wood is located just off the A43, 20 minutes drive from Uppingham. Sat nav: NN17 3BB  
forestry.gov.uk/toplodge  FineshadeWood

\*please check the website for seasonal opening hours



[forestry.gov.uk/visit](http://forestry.gov.uk/visit)

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Rutland, Leics. LE15 9EU  
T: 01572 822729 F: 01572 821745  
E: [inspirations@wellandvale.co.uk](mailto:inspirations@wellandvale.co.uk)



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*"I don't want to move into a care home. Thanks to Lifeline, I won't have to."*





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18th - 31st May 2014

For more information visit [www.activerutland.org.uk](http://www.activerutland.org.uk)  
or call 01572 758154



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CONTACT THE MANAGER

TEL: 01572 717682 • EMAIL: [info@beltonhouse.co.uk](mailto:info@beltonhouse.co.uk)  
[www.beltonhouse.co.uk](http://www.beltonhouse.co.uk)



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visit [www.superceramicservices.com](http://www.superceramicservices.com)

# Uppingham Theatre

We have some wonderful shows coming to Uppingham Theatre in 2014 so please come along and visit. Here is just a taste of what's in store...

## DRAMA

### Hedda Gabler

Fri 31 January at 7.30pm

One of the most notorious heroines in theatre finds her world closing in

### Sherlock Holmes

Wed 12 February at 7.30pm

Holmes returns to Baker St to resolve 'the last act' of his epic career

### The Seagull

Wed 30 April at 7.30pm

Fresh adaptation of Chekhov, hilarious with an emotional punch

## COMEDY

### Chris Cox

Fri 10 January at 7.30pm

Stunning, leaves other magicians scratching their heads.

### The Noise Next Door

Fri 17 January at 7.30pm

Unstoppably funny and uniquely talented improc comedy troupe

## SPEAKERS

### Robert Powell

Sun 9 March at 7.30pm

On the Extraordinary Life & Times of Rudyard Kipling



## MUSIC

### Keyboard Festival

Sat 1 & Sun 2 February

Featuring nearly 200 pianists in recitals, workshops and ensembles, featuring Ballet Rambert's Youth Dance Company. Plus a recital by Britain's foremost concert pianist, Leon McCawley

### Zimbe!

Tues 25 March at 7.30pm

Full of music that is fun, moving and infectiously tuneful, from native Ghana and Zimbabwe



## MUSICALS

### Sweet Charity

Wed 9 to Sat 12 April at 2.30/7.30pm

Rutland Music Theatre takes you back to the days of flower power and free love

### Into The Woods

Wed 21 to Fri 23 May at 7.30pm

Intertwining the plot of several Brothers Grimm fairy tales, we follow well known characters taken from classic fairytales

## CHILDREN'S

### Just So Stories

Thur 24 April at 2.00/4.00pm

Four of Rudyard Kipling's best-loved tales brought to vivid life.

### Pirate Gran

Tues 6 May at 2.00/4.00pm

Meet Gran. She bakes, She knits. You'd never guess she was a Pirate!



Box Office: 01572 820820 Online at [www.uppthearts.co.uk](http://www.uppthearts.co.uk) Visit Uppingham Bookshop

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# Rutland Library Service

Rutland Libraries are FREE to join and offer a range of services including:

- BookStart Rhymetimes and Storytimes for under 5's
- DVD, and CD hire
- Book, audio book and large print loans
- FREE eBook downloads
- Children's fiction and information books to borrow
- FREE loaning of 'Monomouse' electronic magnifiers, and energy monitors
- FREE Internet access in all branches
- Books on Prescription service
- Author events and activities
- Photocopying, printing and fax facilities
- Online Reference resources including Britannica, Dictionary of National Biography, Oxford Reference, GoCitizen, and the British Newspaper Archive online
- Practise your driving test online for FREE with TheoryTest Pro
- Mobile Library – visits villages throughout the county fortnightly
- Home Library Service – find out about FREE home deliveries for those unable to visit the library
- FREE Ancestry.com access in all libraries. A full local studies research collection with free Ancestry access is located at Rutland County Museum

Oakham Library also offers enhanced services:

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

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

Contact Oakham Library on **01572 722918** or email [libraries@rutland.gov.uk](mailto:libraries@rutland.gov.uk)

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



# Rutland County Museum

Although Rutland County Museum is located in the smallest county in England, be prepared for big surprises. The variety of the amazing objects on display, and our hands-on activities, trails and regular workshop sessions for younger visitors, allows us to claim that we have something for everyone - whatever your age! Visitors from around the globe have enjoyed our exhibitions and events so if you've been before or never got round to popping in we hope to welcome you very soon. Admission is FREE!



# Oakham Castle

Oakham Castle is famous for being the home of Rutland's historic collection of over 200 horseshoes...but did you know that the Great Hall is one of the finest surviving examples of Norman architecture in England? We can proudly boast that you won't see anything like it anywhere else. Visit Oakham Castle, and always receive a warm welcome to this unique site, situated in the very heart of Oakham, just off the Market Place. Admission is FREE!



Keep an eye on the council website for details of our exciting bid to the Heritage Lottery Fund

Find out about our great events and activities for both children and adults at the museum and castle by giving us a call or visiting our website.

Rutland County Museum, Catmose Street, Oakham, Rutland, LE15 6HW.  
Tel. 01572 758440 • [www.rutland.gov.uk/museum](http://www.rutland.gov.uk/museum)

## Opening hours for Rutland County Museum & Oakham Castle

Mon, Wed, Thurs, Fri & Sat : 10.00am - 4.00pm | Sun & Tues - Closed | Bank Holidays - Closed

## Get Married At Oakham Castle

Oakham Castle is a truly beautiful and magnificent setting for civil ceremonies. Your ceremony will take place in the 12th Century Great Hall of the Castle. Oakham Castle can seat up to 125 guests, yet is flexible enough to provide an intimate setting for small weddings with just a few friends and family. Ceremonies can take place on any day except Christmas Day, Boxing Day, New Year's Day and Good Friday.

For more information please visit [www.rutland.gov.uk/castle](http://www.rutland.gov.uk/castle) or ring 01572 722577

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



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



# Paying your Council Tax

## Make a payment by Direct Debit

- Suitable for Council Tax and Business Rates



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

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

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

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

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

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

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

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

## Make a payment by ALLPAY

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

Advantages of choosing allpay:



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

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



# Rutland County Council D. C.



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

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

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

Name and full postal address of your Bank or Building Society

To: The Manager  
Bank/Building Society

Address

Postcode

Name(s) of Account Holder(s)

Bank/Building Society account number

--	--	--	--	--	--	--	--

Branch Sort Code

--	--	--	--	--	--

SUN (Service User Number)

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

Council Tax Reference Number

Instruction to your Bank or Building Society

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

Signature(s)

Date

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



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

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

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

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

Please tick your preferred payment date

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

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

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

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

## The Direct Debit Guarantee



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

# Making Payments continued

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

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

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

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

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

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

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

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

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

## Make a Payment at the Post Office

- Suitable for Council Tax and Sundry Invoices

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

## Make a Payment at the County Museum Oakham

- Suitable for Council Tax

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

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

# Make life easier with e-billing

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

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**IT SAVES PAPER**

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**YOU CAN VIEW IT ANY TIME**

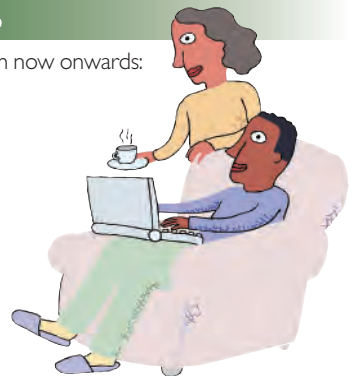
**IT'S BETTER FOR THE ENVIRONMENT**

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

provide your name;

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

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



# Parking in Rutland

## Car Parks

Rutland County Council maintains a number of pay and display car parks in Oakham and Uppingham. Charges apply in most car parks between 08:00am and 6:00pm Monday to Saturday, with the exception of Catmose Car Park in Oakham on Monday to Friday. Catmose car park is the Council Office car park, which members of the public can park in for half hour stays in the visitor area if calling in on Council business or between the hours of 10am-6pm for longer periods where charges apply. It's free to park on a Sunday and Bank Holidays in all Council owned car parks. Disabled badge holders may also park for free in any parking bay on any day in any car park.

## Season Tickets

Regular users of the long stay car parks in Oakham can purchase an annual season ticket from the Council. The cost of a season ticket represents a discount on the cost of the daily parking tariff rate.

A list of the car parks, details of their locations, current tariffs and season ticket application form can be found on the Council website: [www.rutland.gov.uk/parking](http://www.rutland.gov.uk/parking)

## Residents Parking

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

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

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

## Civil Parking Enforcement

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

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



## ENERGY ACTION for RUTLAND



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Trained assessor providing impartial, tailored advice on:

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

**Energy Action for Rutland has helped over 600 households since January 2012**



**Saving residents an average of £230 a year**

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





## New Horizons Care

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(such as rock climbing, outdoor activities, shopping, and more)
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(such as school PE lessons, cross curricular lessons)



For more information and advice, please contact us.

**HELPING YOU TO A BRIGHTER FUTURE.**

t: 01536 762332

e: [info@newhorizonscare.co.uk](mailto:info@newhorizonscare.co.uk)

w: [www.newhorizonscare.co.uk](http://www.newhorizonscare.co.uk)

5 The Point, Market Harborough,

Leicestershire LE16 7QU



# ARE YOU REGISTERED TO VOTE



## Make sure you are registered to vote so you can have your say!

For details on how to register to vote and how to vote by post or proxy Contact the Elections Team for further information or visit

[www.aboutmyvote.co.uk](http://www.aboutmyvote.co.uk)



**Rutland**  
County Council

Rutland County Council, Catmose,  
Oakham, Rutland, LE15 6HP  
telephone: 01572 720954  
email: [elections@rutland.gov.uk](mailto:elections@rutland.gov.uk)  
web: [www.rutland.gov.uk/elections](http://www.rutland.gov.uk/elections)

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Focus Eye Clinic, 3A Market Street, Oakham, LE15 6DY  
t: 01572 720072 • [www.focus eyeclinic.co.uk](http://www.focus eyeclinic.co.uk)



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If you would like to arrange a visit or apply for a place, please contact the school office 01780 720184 or e-mail [office@northluffenham.rutland.sch.uk](mailto:office@northluffenham.rutland.sch.uk)



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- Email: [www.rutlandcab.org.uk](http://www.rutlandcab.org.uk)
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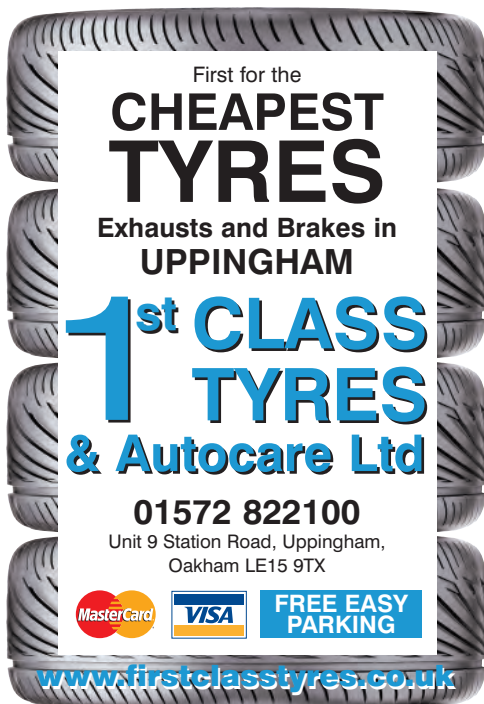
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# Oakham Town Council Expenditure

Where the parish council budget requirement exceeds £140,000 Rutland County Council is required to provide a breakdown of the Parish's expenditure and income. For 2014/15 this applies to Oakham Town Council.

<b>EXPENDITURE</b>	<b>Actual 2012/13</b>	<b>Budget 2013/14</b>	<b>Estimate 2014/15</b>
General Administration	80,070	83,800	84,000
Contracts and Grants	61,175	66,500	73,200
Planning and Parks	92,370	49,500	46,370
Other Expenditure	63,233	26,560	30,296
<b>TOTAL EXPENDITURE</b>	<b>296,848</b>	<b>226,360</b>	<b>233,866</b>
<b>INCOME</b>			
Non Precept Income	<b>68,098</b>	<b>13,883</b>	<b>14,283</b>
Local Council Tax Support Grant		<b>16,424</b>	<b>16,424</b>
<b>Total Resources Required</b>	<b>228,750</b>	<b>196,053</b>	<b>203,159</b>
Precept (base level Band D unchanged)	208,666	196,053	203,159

Note: The overspend of £20,084 in 2012-13 was funded from Oakham Town Council's Reserves.

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

## How much is the Council Tax?

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

	<b>Band A</b>	<b>Band B</b>	<b>Band C</b>	<b>Band D</b>	<b>Band E</b>	<b>Band F</b>	<b>Band G</b>	<b>Band H</b>
	£	£	£	£	£	£	£	£
RUTLAND COUNTY COUNCIL	953.67	1112.62	1271.56	1430.51	1748.40	2066.29	2384.18	2861.02
LEICESTERSHIRE POLICE AND CRIME COMMISSIONER	117.65	137.26	156.87	176.48	215.70	254.92	294.13	352.96
LEICESTERSHIRE FIRE AUTHORITY	39.50	46.08	52.67	59.25	72.42	85.58	98.75	118.50
<b>TOTAL :-</b>	<b>1110.82</b>	<b>1295.96</b>	<b>1481.10</b>	<b>1666.24</b>	<b>2036.52</b>	<b>2406.79</b>	<b>2777.06</b>	<b>3332.48</b>

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

PARISH	Parish Precept	Band 'D'	Band A	Band B	Band C	Band D	Band E	Band F	Band G	Band H
	2014/2015	Equivalent								
	£	£	£	£	£	£	£	£	£	£
ASHWELL	2,895.76	20.98	1,124.81	1,312.28	1,499.75	1,687.22	2,062.16	2,437.09	2,812.03	3,374.44
AYSTON	0.00	0.00	1,110.82	1,295.96	1,481.10	1,666.24	2,036.52	2,406.79	2,777.06	3,332.48
BARLEYTHORPE	73.91	0.39	1,111.08	1,296.26	1,481.45	1,666.63	2,037.00	2,407.35	2,777.71	3,333.26
BARROW	37.12	0.87	1,111.40	1,296.64	1,481.87	1,667.11	2,037.58	2,408.05	2,778.51	3,334.22
BARROWDEN	10,011.03	38.21	1,136.29	1,325.68	1,515.06	1,704.45	2,083.22	2,461.98	2,840.74	3,408.90
BEAUMONT CHASE	0.00	0.00	1,110.82	1,295.96	1,481.10	1,666.24	2,036.52	2,406.79	2,777.06	3,332.48
BELTON-IN-RUTLAND	6,145.67	36.97	1,135.47	1,324.71	1,513.96	1,703.21	2,081.71	2,460.19	2,838.68	3,406.42
BISBROOKE	1,379.55	13.19	1,119.61	1,306.22	1,492.82	1,679.43	2,052.64	2,425.84	2,799.04	3,358.86
BRAUNSTON- IN-RUTLAND	9,779.53	49.08	1,143.54	1,334.13	1,524.73	1,715.32	2,096.51	2,477.68	2,858.86	3,430.64
BROOKE	0.00	0.00	1,110.82	1,295.96	1,481.10	1,666.24	2,036.52	2,406.79	2,777.06	3,332.48
BURLEY	0.00	0.00	1,110.82	1,295.96	1,481.10	1,666.24	2,036.52	2,406.79	2,777.06	3,332.48
CALDECOTT	2,715.03	24.63	1,127.24	1,315.12	1,502.99	1,690.87	2,066.62	2,442.37	2,818.11	3,381.74
CLIPSHAM	0.00	0.00	1,110.82	1,295.96	1,481.10	1,666.24	2,036.52	2,406.79	2,777.06	3,332.48
COTTESMORE	24,690.32	35.33	1,134.37	1,323.44	1,512.50	1,701.57	2,079.70	2,457.82	2,835.94	3,403.14
EDITH WESTON	5,607.53	14.85	1,120.72	1,307.51	1,494.30	1,681.09	2,054.67	2,428.24	2,801.81	3,362.18
EGLETON	798.46	15.56	1,121.19	1,308.06	1,494.93	1,681.80	2,055.54	2,429.27	2,802.99	3,363.60
EMPINGHAM	13,918.09	34.03	1,133.51	1,322.43	1,511.35	1,700.27	2,078.11	2,455.94	2,833.78	3,400.54
ESSENDINE	5,679.83	35.30	1,134.35	1,323.42	1,512.48	1,701.54	2,079.66	2,457.78	2,835.89	3,403.08
EXTON	9,792.72	40.62	1,137.90	1,327.55	1,517.21	1,706.86	2,086.17	2,465.46	2,844.76	3,413.72
GLASTON	117.35	1.42	1,111.77	1,297.06	1,482.36	1,667.66	2,038.26	2,408.84	2,779.43	3,335.32
GREAT CASTERTON	4,809.63	27.57	1,129.20	1,317.40	1,505.61	1,693.81	2,070.22	2,446.61	2,823.01	3,387.62
GREETHAM	4,630.40	18.85	1,123.39	1,310.62	1,497.86	1,685.09	2,059.56	2,434.02	2,808.48	3,370.18
GUNTHORPE	0.00	0.00	1,110.82	1,295.96	1,481.10	1,666.24	2,036.52	2,406.79	2,777.06	3,332.48
HAMBLETON	3,465.74	36.45	1,135.12	1,324.31	1,513.50	1,702.69	2,081.07	2,459.44	2,837.81	3,405.38
HORN	0.00	0.00	1,110.82	1,295.96	1,481.10	1,666.24	2,036.52	2,406.79	2,777.06	3,332.48
KETTON	40,214.30	53.02	1,146.17	1,337.20	1,528.23	1,719.26	2,101.32	2,483.37	2,865.43	3,438.52
LANGHAM	14,251.92	23.78	1,126.67	1,314.46	1,502.24	1,690.02	2,065.58	2,441.14	2,816.69	3,380.04
LEIGHFIELD	0.00	0.00	1,110.82	1,295.96	1,481.10	1,666.24	2,036.52	2,406.79	2,777.06	3,332.48
LITTLE CASTERTON	2,362.41	22.01	1,125.49	1,313.08	1,500.66	1,688.25	2,063.42	2,438.58	2,813.74	3,376.50
LYDDINGTON	7,345.95	35.00	1,134.15	1,323.18	1,512.21	1,701.24	2,079.30	2,457.35	2,835.39	3,402.48
LYNDON	0.00	0.00	1,110.82	1,295.96	1,481.10	1,666.24	2,036.52	2,406.79	2,777.06	3,332.48
MANTON	5,743.84	34.70	1,133.95	1,322.95	1,511.94	1,700.94	2,078.93	2,456.91	2,834.89	3,401.88
MARKET OVERTON	8,812.61	42.93	1,139.44	1,329.35	1,519.26	1,709.17	2,088.99	2,468.80	2,848.61	3,418.34
MORCOTT	2,683.93	15.60	1,121.22	1,308.09	1,494.97	1,681.84	2,055.59	2,429.32	2,803.06	3,363.68
NORMANTON	0.00	0.00	1,110.82	1,295.96	1,481.10	1,666.24	2,036.52	2,406.79	2,777.06	3,332.48
NORTH LUFFENHAM	7,473.42	26.07	1,128.20	1,316.24	1,504.27	1,692.31	2,068.38	2,444.45	2,820.51	3,384.62
OAKHAM	203,159.12	52.66	1,145.93	1,336.92	1,527.91	1,718.90	2,100.88	2,482.85	2,864.83	3,437.80
PICKWORTH	0.00	0.00	1,110.82	1,295.96	1,481.10	1,666.24	2,036.52	2,406.79	2,777.06	3,332.48
PILTON	0.00	0.00	1,110.82	1,295.96	1,481.10	1,666.24	2,036.52	2,406.79	2,777.06	3,332.48
PRESTON	1,298.78	13.60	1,119.89	1,306.54	1,493.19	1,679.84	2,053.14	2,426.43	2,799.73	3,359.68
RIDLINGTON	755.59	7.94	1,116.11	1,302.14	1,488.16	1,674.18	2,046.22	2,418.26	2,790.29	3,348.36
RYHALL	26,827.30	45.19	1,140.95	1,331.11	1,521.27	1,711.43	2,091.75	2,472.06	2,852.38	3,422.86
SEATON	3,741.72	33.28	1,133.01	1,321.84	1,510.68	1,699.52	2,077.20	2,454.86	2,832.53	3,399.04
SOUTH LUFFENHAM	8,678.68	40.10	1,137.55	1,327.15	1,516.74	1,706.34	2,085.53	2,464.71	2,843.89	3,412.68
STOKE DRY	0.00	0.00	1,110.82	1,295.96	1,481.10	1,666.24	2,036.52	2,406.79	2,777.06	3,332.48
STRETTON	1,800.00	14.19	1,120.28	1,307.00	1,493.71	1,680.43	2,053.86	2,427.29	2,800.71	3,360.86
TEIGH	47.98	1.66	1,111.93	1,297.25	1,482.58	1,667.90	2,038.55	2,409.19	2,779.83	3,335.80
THISTLETON	75.25	1.65	1,111.92	1,297.24	1,482.57	1,667.89	2,038.54	2,409.17	2,779.81	3,335.78
THORPE BY WATER	0.00	0.00	1,110.82	1,295.96	1,481.10	1,666.24	2,036.52	2,406.79	2,777.06	3,332.48
TICKENCOTE	48.82	1.33	1,111.71	1,296.99	1,482.28	1,667.57	2,038.15	2,408.71	2,779.28	3,335.14
TINWELL	970.07	9.30	1,117.02	1,303.19	1,489.37	1,675.54	2,047.89	2,420.22	2,792.56	3,351.08
TIXOVER	0.00	0.00	1,110.82	1,295.96	1,481.10	1,666.24	2,036.52	2,406.79	2,777.06	3,332.48
UPPINGHAM	82,781.11	55.51	1,147.83	1,339.13	1,530.44	1,721.75	2,104.37	2,486.97	2,869.58	3,443.50
WARDLEY	0.00	0.00	1,110.82	1,295.96	1,481.10	1,666.24	2,036.52	2,406.79	2,777.06	3,332.48
WHISSENDINE	19,041.01	34.16	1,133.59	1,322.53	1,511.46	1,700.40	2,078.27	2,456.13	2,833.99	3,400.80
WHITWELL	26.15	0.98	1,111.47	1,296.72	1,481.97	1,667.22	2,037.72	2,408.21	2,778.69	3,334.44
WING	5,085.12	34.06	1,133.53	1,322.45	1,511.38	1,700.30	2,078.15	2,455.99	2,833.83	3,400.60

# Local Council Tax Support

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

## How does LCTS differ from CTB?

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

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

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

## How do I claim?

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

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

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

## When should I claim?

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

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

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

## Local Council Tax Support - Appeals

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

# Housing Benefit

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

One bedroom for you and your partner (if you have one),

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

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

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

## If your circumstances change

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

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

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

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

## Fraud

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

Fraud costs all taxpayers money. If you suspect somebody of Housing Benefit or Local Council Tax Support fraud, then call the free, 24-hour, confidential hotline on **0800 085 5029**. If you suspect that someone is incorrectly claiming a Council Tax discount or Exemption (such as single occupier discount), please call us on **01572 722577**.

# Glossary of Terms

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

## Environment Agency

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

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

2013/14 Last Year			2014/15 This Year	
Midlands £m	Anglian £m		Midlands £m	Anglian £m
34.3	35.6	Gross Expenditure	37.7	44.7
1.9	3.4	Net Expenditure	1.9	3.1
1.9	1.6	Levies Requirement	1.9	1.7

The total Levy payable by Rutland in 2014/15 is £40,562 (£40,875 2013/14)

## Changes in Spending 2013/14 to 2014/15

	%	£m	£m
<b>Budget Requirement Last Year (2013/14)</b>			<b>29.70</b>
Council-wide/Corporate/Capital	25%	1.34	
Peoples Directorate	(7%)	(1.00)	
Places Directorate	1%	0.07	0.41
<b>Budget Requirement This Year (2014/15)</b>			<b>30.11</b>

## How the Council Tax is Calculated

	2013/14		2014/15	
	£m	Tax at Band D	£m	Tax at Band D
Net Spending (including other grant income)	29.70		30.11	
Revenue Support Grant	(5.81)		(5.06)	
Retained Business Rates	(4.08)		(4.09)	
Collection Fund Surplus	(0.13)		(0.50)	
<b>Rutland County Council</b>	19.68	1,430.51	20.46	1,430.51
<b>Town and Parish Councils</b>	0.53	38.70	0.55	38.43
	20.21	1,469.21	21.01	1,468.94
<b>Leicestershire Police Authority</b>	2.40	173.87	2.53	176.48
<b>Leicestershire Fire Authority</b>	0.80	58.38	0.85	59.25
	23.41	1,701.46	24.39	1,704.67
Council Tax Base	13,761.31		14,305.63	

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

## Capital Expenditure

Estimate 2013/14 £m		Estimate 2014/15 £m
3.15	Peoples Directorate	0.75
8.92	Places Directorate	2.96
0.03	Resources Directorate	
12.10	<b>Total</b>	<b>3.71</b>
Funded by:		
9.27	Capital Grants / Contributions	3.05
0.02	Capital Receipts	-
0.42	Revenue Contribution	
2.13	Prudential Borrowing	0.66
0.26	SCE(R) Supported borrowing	-
12.10	<b>Total</b>	<b>3.71</b>

## Reserves, Balances and Loans

### Financial Reserves (Forecast)

	31/03/14 £'000	Movement in Year £'000	31/03/15 £'000
General Fund	8.14	1.25	9.39
Balances held by Schools	0.94	(0.18)	0.76

### Loans Outstanding (Estimated)

	31/03/14 £'m	Movement in Year £'m	31/03/15 £'m
Source	21.4		21.4
Local Enterprise Partnership	0.6		0.6
<b>Total Loans Outstanding</b>	<b>22.0</b>		<b>22.0</b>

Loans are only used for Capital investment

## How Does Rutland Spend The Money?

2013/14 Last Year				2014/15 This Year				
Gross Expend	Income	Govt. Grant	Net Expend	Gross Expend	Income	Govt. Grant	Net Expend	Net Expend £ Per Head
£ million				£ million				
<b>Peoples Directorate</b>								
13.08	-	(13.08)	-	11.40	-	(11.40)	-	
1.05	(0.20)	-	0.85	1.18	(0.00)	-	1.18	31.45
1.77	(0.01)	(0.05)	1.71	1.56	(0.04)	(0.04)	1.48	39.45
4.24	(0.78)	-	3.46	4.26	(0.81)	-	3.44	92.09
1.19	(0.11)	(0.81)	0.26	0.15	(0.02)	-	0.13	3.60
6.68	(1.58)	-	5.10	6.57	(1.55)	-	5.03	134.37
2.18	(0.08)	-	2.10	2.26	(0.10)	-	2.16	57.63
1.04	-	(1.04)	-	1.07	-	(1.07)	-	
<b>31.23</b>	<b>(2.76)</b>	<b>(14.98)</b>	<b>13.49</b>	<b>28.45</b>	<b>(2.52)</b>	<b>(12.51)</b>	<b>13.41</b>	<b>358.59</b>
<b>Places Directorate</b>								
0.17	-	-	0.17	0.21	-	-	0.21	5.57
5.93	(0.72)	-	5.21	5.63	(0.74)	-	4.89	130.76
1.18	(0.60)	-	0.57	1.00	(0.60)	-	0.39	10.49
0.51	(0.08)	-	0.42	0.46	(0.09)	-	0.37	9.87
2.46	(0.22)	-	2.24	2.56	(0.23)	-	2.32	62.11
0.52	(0.08)	-	0.44	0.20	(0.14)	-	0.07	1.80
1.04	(0.23)	-	0.81	1.02	(0.19)	-	0.83	22.12
0.78	0.00	-	0.79	0.82	(0.00)	-	0.82	21.87
0.15	(0.09)	-	0.06	0.06	-	-	0.06	1.68
<b>12.72</b>	<b>(2.03)</b>	<b>-</b>	<b>10.69</b>	<b>11.96</b>	<b>(2.00)</b>	<b>-</b>	<b>9.96</b>	<b>266.26</b>
<b>Resources Directorate</b>								
1.24	(0.01)	-	1.23	1.94	(0.35)	-	1.59	42.41
0.10	-	-	0.10	0.10	-	-	0.10	2.77
6.89	-	(6.74)	0.15	5.34	-	(5.19)	0.15	3.91
0.13	-	-	0.13	0.20	(0.13)	-	0.07	1.79
0.05	-	-	0.05	0.05	(0.00)	-	0.05	1.27
0.40	(0.20)	(0.05)	0.16	0.52	(0.16)	(0.05)	0.31	8.36
0.07	-	-	0.07	0.07	-	-	0.07	1.97
3.52	(0.32)	-	3.19	2.99	(0.02)	-	2.97	79.32
0.30	-	-	0.30	-	-	-	-	-
-	-	(1.63)	(1.63)	-	-	(1.85)	(1.85)	(49.43)
<b>12.70</b>	<b>(0.52)</b>	<b>(8.43)</b>	<b>3.75</b>	<b>11.21</b>	<b>(0.66)</b>	<b>(7.09)</b>	<b>3.46</b>	<b>92.39</b>
<b>56.66</b>	<b>(5.30)</b>	<b>(23.41)</b>	<b>27.93</b>	<b>51.61</b>	<b>(5.18)</b>	<b>(19.60)</b>	<b>26.82</b>	<b>717.24</b>
2.20	-	-	2.20	2.18	-	-	2.18	58.42
(0.43)	-	-	(0.43)	1.25	(0.16)	-	1.10	29.29
<b>58.43</b>	<b>(5.30)</b>	<b>(23.41)</b>	<b>29.70</b>	<b>55.05</b>	<b>(5.34)</b>	<b>(19.60)</b>	<b>30.11</b>	<b>804.96</b>
-	-	(5.81)	(5.81)	-	-	(5.06)	(5.06)	(135.24)
-	(4.08)	-	(4.08)	-	(4.09)	-	(4.09)	(109.24)
-	(0.13)	-	(0.13)	-	(0.50)	-	(0.50)	(13.30)
58.43	(9.50)	(29.22)	19.69	55.05	(9.92)	(24.66)	20.46	547.17
0.53	-	-	0.53	0.55	-	-	0.55	14.70
<b>58.96</b>	<b>(9.50)</b>	<b>(29.22)</b>	<b>20.21</b>	<b>55.60</b>	<b>(9.92)</b>	<b>(24.66)</b>	<b>21.01</b>	<b>561.87</b>



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- Mediation

For more information please contact **Tel: 0116 254 3011**

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# Council Tax Demand - Explanatory notes

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

## Council Tax Valuation Band

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

## Council Tax Bands

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

## Discounts

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

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

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

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

# Second Homes

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

## Class

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

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

## Local Discounts

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

### Class of Property

### Description

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

## Long Term Empty Properties

Long Term Empty properties usually fall under the following class:

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

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

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

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

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

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

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

# Discretionary Discounts

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

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

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

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

## Exempt Dwellings

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

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

Please note that this is not an exhaustive list of criteria and is only meant as a brief guide. To apply for any Exemption, we may ask you to complete an application form and you will be required to provide evidence to support your claim.

Please note that any Exemption is granted based on the qualifying criteria being met. An Exemption may be withdrawn where there is a change of liability or when the circumstances change and it is no longer appropriate/applicable.

# Band Reduction for Disabled Persons

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

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

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

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

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

## Data Matching

Rutland County Council has a duty to protect the public funds which it administers and has a responsibility to ensure that payments/discounts are only given to those who are actually entitled to them.

As part of a national data matching exercise, we have been required to supply Council Tax information to the Audit Commission. The information we have supplied includes Council Tax payers' names and addresses, and the discounts being claimed. The Audit Commission intends to compare the information we have supplied with the Electoral Register.

If it appears that a Council Tax discount is being claimed incorrectly, we will make further enquires to establish whether or not the discount should be cancelled.

The Council can impose a penalty if a Council Tax payer claims a discount which they are not entitled to.

Please contact the Council immediately on 01572 722577 if you have forgotten to tell us that you are no longer entitled to a Council Tax discount or if your circumstances have changed and you are not sure about your discount entitlements. We may share the information you provide with other departments within the Council.

Council Tax banding queries or appeals should be made directly to the Valuation Office Agency (VOA). The VOA is a separate body to the Council and is part of HM Revenue and Customs.

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

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

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

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

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

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

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

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

You may wish to appeal if you consider that you are not liable to pay Council Tax - e.g. because you are not the resident or the owner of a property or because your property is exempt. If you wish to appeal on these grounds, you must first notify this Council, in writing, so that we have an opportunity to consider the case and any of the additional information that you may be able to provide. If you remain dissatisfied after a review, you then have the right to appeal to an independent Valuation Tribunal - the details of which we will provide, if necessary.

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

From 1st April 2014, the Government have introduced a new reduction for adjoining annexes that are separately banded. If you receive a separate bill for your annexe, please contact us as you may be paying too much Council Tax. We may ask to inspect the property as there are qualifying criteria which must be met. More information is available on our website.

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

You can now choose whether you would like to extend your payment plan to March 2015 for the 2014/15 financial year. (The amount of instalments that you can have will depend upon when you begin making payments. This is because the year's balance must be paid within the financial year - i.e. it must end by March 2015).

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

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

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

## We are here to help you

If you have a query, any comments or suggestions about the services we provide, please do not hesitate to contact us. You can either write to the council offices, call our Customer Services Team on 01572 722577 or email us at [enquiries@rutland.gov.uk](mailto:enquiries@rutland.gov.uk)

# Local Financial Crisis Support

## Help for People Experiencing Financial Crisis

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

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

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



## Who can apply?

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

### The scheme will not provide:

- Additional income for those who are unable to manage their budget within their means, where expenditure is high and can be reduced
- Carpets, curtains or household ornaments
- Support for those who fail to comply with the requirements to obtain their income through the appropriate channels, e.g. they fail to meet the Job Centre requirements for looking for work

## How can I make a claim?

Applications can be made directly to the Council, at our offices, or by telephone on (01572) 722577. Alternatively, visit the Citizens' Advice Bureau in Oakham High Street or telephone: 0845 1203705.

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*D G Norman Agricultural Engineers has been established since 1982 and specialises in service, repairs and sales of all types of agricultural machinery.*

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[www.dgnorman.co.uk](http://www.dgnorman.co.uk)

# Family Information Service

If you are a member of a family with a child or young person aged 0-19, you'll know how hard it can be to find reliable information about the many services out there offering support on all aspects of family life.

The Family Information Service (FIS) is a one-stop-shop for parents, carers, family members and professionals working with children, young people and families.

## We can tell you about:

- Things to do and places to go
- Education Services
- Parenting Support
- Disabilities and additional needs support
- Aiming High (Short Breaks)
- Finding suitable childcare
- Clubs and classes
- Money, childcare costs and benefits
- Health Services and staying healthy



Find out about local services by searching our comprehensive website: [www.fis.rutland.gov.uk](http://www.fis.rutland.gov.uk) or contact us directly: Email: [fis@rutland.gov.uk](mailto:fis@rutland.gov.uk) or Phone: 01572 722577





## Emergency Food for Local People in Crisis

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

### How Rutland's foodbank works

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

### The Rutland foodbank opening times are:

Monday - 1.00pm to 3.00pm - Jules, in Oakham, and Uppingham Parish Church

Wednesday - 1.00pm to 3.00pm - next to Jules, at 38A Melton Road Oakham

Friday - 10.00am to 12.00noon - Jules, in Oakham, and Uppingham Parish Church

For more information about the foodbank - what it does, how you can donate, and how to volunteer, please either:

visit their website at: <http://rutland.foodbank.org.uk/>

email: [info@rutland.foodbank.org.uk](mailto:info@rutland.foodbank.org.uk)

or telephone: 07582783363



# Useful Notes

A series of horizontal dotted lines for writing notes.

# your voice counts

**Have your say on local health  
and social care services**

Healthwatch is your local consumer champion for health and social care services. Working on your behalf to ensure your views are heard and acted on.

**Contact us to:**

- tell us about your experiences of care
- find out how to access the right services

**Get in touch:**

☎ 0116 2574 999

✉ [info@healthwatchrutland.co.uk](mailto:info@healthwatchrutland.co.uk)

[www.healthwatchrutland.co.uk](http://www.healthwatchrutland.co.uk)



# COUNCIL TAX Information 2014-15



**POLICE & CRIME  
COMMISSIONER  
for Leicestershire**

Your voice in Leicester,  
Leicestershire & Rutland

**Challenging times often lead to new and better ways of resolving problems – which is why we have made changes to how we are now tackling crime in Leicester, Leicestershire and Rutland.**

We have used innovative thinking and new technology both to speed up and also to improve our police operations and service delivery. We have used our funding wisely to help us tackle crime, protect the vulnerable and reduce anti-social behaviour. We have tapped deeply into the expertise of our officers, staff, volunteers and community safety partners. And we have also drawn upon the experiences of those who live and work in the Force area who have shared their views with us to help make our streets even safer.

We now commission outcomes (not services) which will support the delivery of the Police and Crime Plan. This includes introducing early interventions to drive down criminality by stopping it from happening in the first place. Peer mentoring, support for troubled families and drug interventions are three examples of effective activities that help to keep people out of the criminal justice system, thus lowering the burden on our police force. Efforts like these play a significant part in helping to keep frontline officers and staff on the beat tackling crime and disorder.

New technology is making us more efficient and effective, helping us to deliver a better service where, and when, people need it most.

The refreshed Police and Crime Plan is the blueprint for the future. It has a clear focus on: the reduction of offending and reoffending; the need to provide appropriate support to victims and witnesses; ensuring safer communities; and ensuring the protection of vulnerable people. With clear targets against which police performance can be monitored, it also sets out how the necessary budgetary savings will be delivered.

In 2014-15, the biggest challenge to achieving our ambitious reductions in offending will be doing so within a budget that will reduce by £5m in 2015/16 and £15m by the end of 2016/17. That is why we plan to drive down crime with the help of modern IT, the multi-skilling of our officers and staff and better coordination between local service providers. In turn, we will rely less on old, under-used and expensive-to-run buildings. **We are ready for the challenge.**

**Sir Clive Loader**

*Police and Crime Commissioner*

**Simon Cole**

*Chief Constable*



## COULD YOU MAKE A DIFFERENCE?

We would like to attract more volunteers so that within the next three years we have around 1,000 members of the community supporting our work in some way. This will include increasing the number of police support and student volunteers and Special Constables while enhancing their roles and duties in support of frontline policing. A Police Volunteer Cadet Scheme will also be launched across the Force area with at least 25% of places going to young people from disadvantaged backgrounds.

Find out more at [www.leics.police.uk](http://www.leics.police.uk)

## TACKLING THE ISSUES THAT MATTER

The hugely successful Operation Tiger will see identified anti-social behaviour hotspots patrolled, thereby improving the service to victims. It will help to solve problems at a local level thus helping to reduce overall demand, and will see the development of two dedicated task-forces – one for urban and one for rural areas to tackle the issues that matter where you live.



## BOOSTING POLICE STRENGTH

A three-year investment plan will have a positive impact on the community, by protecting local policing and increasing the number of Police Community Support Officers (PCSOs) by a further 28, in order to support the Force in its work to tackle anti-social behaviour, crime and disorder.

## THE YOUTH COMMISSION

The Commissioner's Youth Commission is now well-established and has embarked on its second phase to ensure that young people in the area are engaged with the police and helping to shape police service delivery, thereby reducing the risk of them becoming either a victim or a perpetrator of crime.

## FACT FILE – POLICE PERFORMANCE

Recorded crime fell by nearly 40% between 2002-3 and 2012-13, while the population has increased by around 10% between 2001 and 2011. Disappointingly, like many other forces, in the last ten months there has been a slight increase in the overall number of crimes committed, which may be due to the difficult financial situation which many households are facing. Work is well underway to address this increase.

### RECORDED CRIME

### CRIME SOLVED

Compared to the same period the year before	RECORDED CRIME			CRIME SOLVED		
	1/4/13-31/1/14	Change	Target	Number	%	Target
All Crime	50,850	+2.6% (1,307)	-5%	14,164	27.9%	N/A
Domestic Burglary	3,501	+3.1% (105)	-13%	524	15.0%	25%
Violence against Person with Injury	4,114	+14.0% (505)	-2%	2,125	51.7%	50%
Domestic Violence with Injury	1,388	+5.2% (68)	N/A	723	52.1%	50%
Theft of Motor Vehicle	949	+8.1% (71)	-10%	205	21.6%	23%
Theft from Motor Vehicle	4,560	+6.3% (269)	-14%	329	7.2%	9%
Hate Crime	742	+8.3% (-67)	N/A	353	47.6%	55%

Details of further aims and targets for the future can be found in the Police and Crime Plan.

"My targets for the future will be both stretching and difficult, but not impossible to achieve. Not every target will be met at every point, but I do believe they will drive an enhanced performance. This will support my vision of Leicestershire Police being amongst the most effective police services in the country."

#### Sir Clive Loader

It is our duty to protect communities, to ensure that victims' needs are met, and to ensure that police service delivery meets your expectations.

That's why we will focus on:

- Reducing offending and re-offending
- Supporting victims and witnesses
- Making communities and neighbourhoods safer, and
- Protecting the vulnerable

## THE FINANCIAL CHALLENGE

In rising to and meeting this challenge we will, together with our staff and partners, transform the way we protect our communities and deliver more than £20m in revenue savings by 2016/17.

Taking this and inflation into account, the Commissioner set the overall budget for 2014-15 at £172.595m, a reduction on the previous year. To help sustain frontline policing in the future, the amount of council tax local people pay towards policing has been increased slightly and Band D householders will pay £176.48 towards the cost of local policing, an increase of £2.61 per annum.

Our vision for Leicestershire Police is radical, challenging and designed to deliver the agreed policing priorities within the resources available.



The Budget Requirement is set out below:

	13/14	14/15
<b>Budget Requirement</b>	<b>£m</b>	<b>£m</b>
Gross Spending	185.1	182.9
Less income	-11.6	-10.3
<b>Total Budget Requirement</b>	<b>173.5</b>	<b>172.6</b>
<b>Where the Money Comes From (Funding)</b>		
Police Grant	71.9	70.0
Revenue Support Grant/ Business Rates	43.3	41.3
Council Tax Support and Freeze Grants*	8.9	8.9
Victims and Restorative Justice Funding	-	0.5
Collection Fund Surplus	0.1	0.8
<b>From the Tax Payer</b>	<b>49.3</b>	<b>51.1</b>
<b>Total Funding</b>	<b>173.5</b>	<b>172.6</b>
<b>Band D Council Tax</b>	<b>£173.87</b>	<b>£176.48</b>

\*Council Tax Support and Freeze Grants maintained at previous levels, no freeze grant applicable for 2014/15.

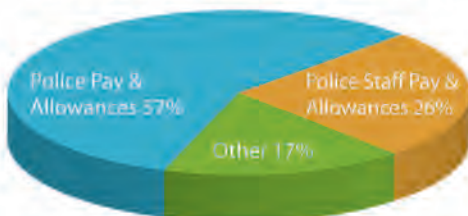
The decrease in the Budget Requirement is due to the following:

	£m
PCSO Growth	0.6
Pay and Price Increases	6.5
Pay Increments	1.0
Reduction in Specific Grants	1.6
Increase in use of Reserves	-0.6
Efficiency Savings	-10.0
<b>Net decrease</b>	<b>-0.9</b>

The Police and Crime Commissioner owns assets valued at £59.2m.

The external debt outstanding is £14.6m.

## HOW THE MONEY IS SPENT



The budget allows for 1,971 police officers at March 2015 and 251 PCSOs.

## CAPITAL SPENDING

	£m
Property	2.9
Vehicles	1.5
IT and Other	3.4
<b>Total</b>	<b>7.8</b>
<b>Funded from</b>	
Borrowing	5.0
Capital Grant	1.6
Other Grants and receipts	1.2
<b>Total</b>	<b>7.8</b>



## ABOUT THE POLICE AND CRIME COMMISSIONER

Elected by the public, the Commissioner represents local people, holding the police to account on their behalf. The Commissioner is not involved in operational policing which remains solely the responsibility of the Chief Constable, Simon Cole.

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

**Tel:** 0116 229 8980

**or write to:**

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

**or email:**

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

**Why not follow us on Twitter:** @clive\_loader or @LeicsPCC



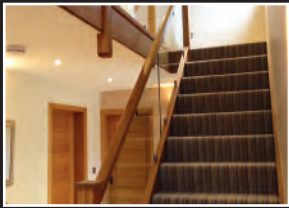
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