

Exeter

What do I get for my money?

How your money is spent on local services

Exeter City Council **Devon County Council**
Devon & Cornwall Police Authority **Devon & Somerset Fire & Rescue Authority**



Working save you

Providing better-value quality services

All public services have to make big savings over the next few years. At the same time we must continue to provide vital local services and support the most vulnerable in our communities.

This means working harder than ever to cut costs and get the most from every penny we spend. By working together in partnership, we can use our budgets more effectively and deliver better value for money for everyone.

This booklet explains what services we provide and how much they cost.

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together to money



Every £1 of council tax you pay is shared in the following way for services:

8p to **Exeter City Council** for services like refuse collection and kerbside recycling, housing, planning, street cleaning, leisure

11p to **Devon & Cornwall Police Authority** for law and order and crime reduction

5p to **Devon & Somerset Fire & Rescue Authority** for services like fire prevention, fire and rescue



76p to **Devon County Council** for services like:

- education
- roads
- care for the elderly and disabled
- child protection
- youth services
- libraries
- recycling centres and disposal of waste

This year for an average band D property your council tax will be £1,474.85
It is divided up like this:

Who gets your money? Your bill is divided up like this (band D)	Council tax £ (subject to rounding)	Increase this year
Devon County Council	1,116.36	0%
Exeter City Council	124.84	0%
Devon & Cornwall Police Authority	159.73	2%
Devon & Somerset Fire & Rescue Authority	73.92	3%

Council tax help and advice

Are you paying too much council tax? Don't pay more than you have to!

Discounts and exemptions

A full council tax bill is calculated on the assumption that there are two people over the age of 18 living in the property. If you are the only adult living in the home then the bill will be reduced by a quarter (25%).

Even if you do not live on your own, you may still be entitled to a discount because some people living with you may be exempt, for example full time students, patients resident in hospital or people being looked after in care homes.

If either you or someone who lives with you has a disability, and your home has been adapted to meet this need, you may qualify for a reduction in your council tax bill.

In some circumstances, council tax may not be payable at all. These include properties where ALL occupiers are students or have a severe mental impairment or are under the age of 18. Also if your property is unoccupied and unfurnished, it may qualify for up to six months exemption.

If you need further advice, please contact Exeter City Council on **01392 265486**.

Aged 60 or over?

Care Direct can also provide advice on whether you are receiving the help you are entitled to. Contact them on **0845 155 1007**.

On a low income or you have children?

Your bill may be reduced if you have a low income. To find out if you qualify and how we can help please call the Exeter City Council take up line on 01392 265252 or visit us online at exeter.gov.uk/benefits.

If you have children you might be eligible for tax credits. To find out more contact the tax credit helpline on **0345 300 3900** or visit hmrc.gov.uk/TAXCREDITS

Housing Benefit changes

If you rent your home from a private landlord (not a Housing Association), receive Housing Benefit and your claim is based upon Local Housing Allowance, there are important changes to the amount of benefit that can be paid to you from April 2011. For information about the changes and how they may affect you, please check the Exeter City Council website at exeter.gov.uk/benefits, phone customer services on **01392 265440** or email housing.benefit@exeter.gov.uk

Contact us

Phone: **01392 265440**

Email: housing.benefit@exeter.gov.uk

Or visit us online: exeter.gov.uk



Working together for local communities

Your councils, police and fire service are working together with local communities to create more efficient services, boost economic regeneration, and care for vulnerable people.

Boost to the economy

The City Council continues to work hard to support and grow the local economy. This year sees the opening of a brand new John Lewis department store in Exeter, bringing jobs and money into the city and strengthening Exeter's reputation and position as the strongest retail centre west of Bristol. This will complement the £8m Waitrose store which opened just before Christmas and significant new retail openings in Princesshay and the High Street.

Working closely with Devon County Council, the environment around John Lewis and Sidwell Street will be transformed to prioritise pedestrians and

reduce the dominance of the road layout.

A major refurbishment of the King William Street Car Park will see the introduction of pay-on-exit facilities.

To the east of the city, Sainsbury's is creating a huge distribution centre close to the new Science Park, in which the City Council has a key stake.

Central Library investment

With plans for a major £3.7million redevelopment of the Central Library, Devon County Council has carried out a public consultation to find out which services are most popular and how people would improve the library.



The County Council is working with Exeter City Council on plans to open up the library to Rougemont Gardens so that it has better connections with the Royal Albert Memorial Museum, the Phoenix Arts Centre and Exeter Castle, forming a diverse cultural quarter.

Increasing the size of the children's library, installing Wi-Fi throughout the building, a study area, café and a 24-hour return service are other suggestions that could turn Exeter Central into a flagship library that offers first-class modern information, learning and computer facilities.

Bus station site

Continuing to improve on the City Centre, attention now focuses on Sidwell Street and the bus station site in Paris Street. The City Council is working with partners to plan the regeneration of this key part of the city centre and to explore how the right quality and mix of new development, including new bus station facilities, can be brought forward in the current economic climate.

Investing in faster broadband to boost growth

Devon and Somerset County Councils have won more than £30 million from the government to roll out superfast broadband across the two counties. Devon County Council is contributing capital funds to that sum and is working to secure private sector investment, aiming for an extra £100 million from the industry which will contribute to the infrastructure delivering superfast broadband.

Businesses and communities are being asked to register their interest in receiving improved broadband connectivity, to show the private sector that there is real demand and to secure investment. This is our one big opportunity to shape the future of our digital communications; it's vital everyone gets involved, registers their interest and helps get us connected and up to speed.

To find out more about getting connected visit: connectingdevonandsomerset.co.uk
Or you can call the survey hotline on **0844 4636887**.

Leading museum better than ever

Exeter now has a truly national museum in an attractive regional city. Since re-opening to the public in December, visitors have been flocking to the impressive Royal Albert Memorial Museum (RAMM) to see its vastly improved galleries and stunning architecture. RAMM really does celebrate Exeter's cultural heritage.

Pumping money into housing

Everyone in Exeter should have a home and the City Council is working hard with its housing partners to realise this, with over 200 new affordable homes provided last year alone. In 2011, residents moved into the City's first newly built council houses in more than 20 years. The homes not only help reduce the number of people on the Council's waiting list but also provide the highest standard of environmentally friendly design, helping the planet and reducing fuel bills.

£12 million in extra support for vulnerable people

Devon residents will benefit from an additional £12 million to provide extra support for vulnerable people living in their own homes.

Preventative services that help people avoid the need for hospital admission or more intensive care at a later date will receive a cash boost.

The County Council is expanding its social care reablement service, which provides short-term support to help people regain skills and manage tasks on their own, reducing the dependence on more regular or longer-term social care.

In addition, investment in new technologies and equipment will help vulnerable people with basic tasks so that they can continue to live a fuller life at home.



New 101 number for police

Devon and Cornwall Police has introduced **101**, a new telephone number for non-urgent crime, as part of an ongoing commitment to make it easier for the public to get in touch.

The public can call **101** when a crime has already happened, to give information about a crime, or to speak to a local officer.

Members of the community who are deaf, hard of hearing or have a speech impairment can textphone **18001 101** to contact the police in a non-emergency.

The number, which replaces **08452 777444**, can be called from anywhere in the country.

Licensed premises checked

Firefighters have been visiting licensed premises in Exeter to ensure that their fire safety precautions are up to standard.

Crews visited pubs, clubs, restaurants and other premises where alcohol is served to check that the owners have completed the appropriate risk assessments and are managing the potential fire risks within the building.

The project is being carried out as part of an approach to target certain groups of premises in order to make them safer. The scheme follows similar visits to small industrial and commercial units.

More information on fire safety regulations is available at: communities.gov.uk/fire/firesafety/firesafetylaw/

Cycle race boosts economy

According to an independent report on the 2011 Tour of Britain, an additional £3.1 million was spent in the county on the day of the Devon stage of Britain's premier cycle race last September.





The race began spectacularly in Exeter's Cathedral Yard before heading out of the city and towards Dartmoor. More than 125,000 spectators lined the 110-mile route, which wound its way back through the county to finish in Exmouth.

More than half a million UK TV viewers watched the highlights of the Devon stage and it was also broadcast across Europe, Africa, Australia, New Zealand and the USA.

Joint fire and police open day

People have been able to get a close-up view of how the police and fire service work, at the first open day of its kind in Exeter.

Teams from police and fire offered fire safety advice, mocked up road traffic collisions and held breathing apparatus demonstrations at Middlemoor Fire Station.

Celebrating 2012!

The Olympics will be a major feature of the year. As the second city to host the Olympic torch relay in May, Exeter has the opportunity to show the world everything that it has to offer, with a thrilling show on the Cathedral Green as the event's climax. The year will also see the Queen's Diamond Jubilee and communities are working with the City Council to plan celebrations for the big day.



How your council tax is spent

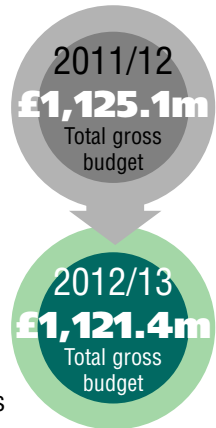
by Devon County Council 2012/13

Devon County Council plans to spend £1,121.391m (gross) this year on providing services to over 750,000 people in Devon. £795.202m (£800.974m 2011/12) of this comes from income we receive from government grants, fees and charges which leaves a council tax requirement of £326.189m (£324.1m 2011/12).

Within these figures is £0.282m (£0.256m 2011/12) relating to the Environment Agency Flood Defence Levy. This levy supports gross expenditure of £13.547m (£15.964m 2011/12). The change in the gross expenditure and levy is due to the Government Spending Review and national priorities of some projects. The total Local Levy raised has increased by 10%.

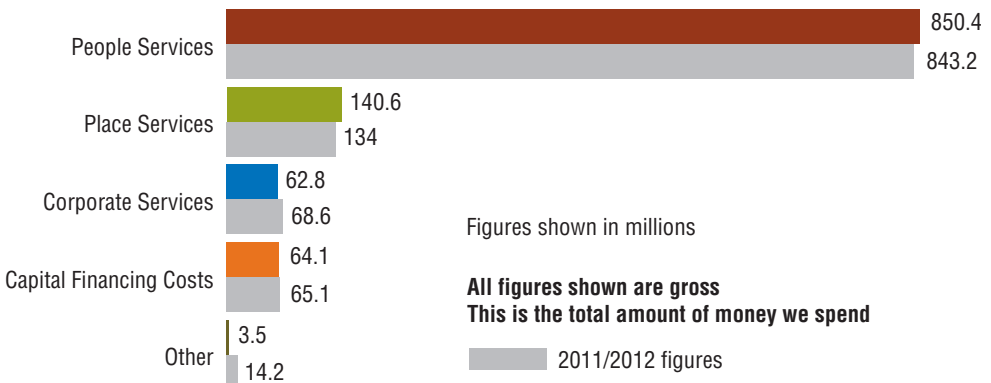
Changes in spending

The continued reduction in government funding means a further drop in financial resources from last year. However a one-off £8.2m grant from the Government to fund the council tax freeze will allow extra investment in care for the vulnerable and vital road maintenance. The council tax will remain frozen for the second year running which means a 0% rise in council tax and Band D remains unchanged at **£1,116.36**.



How does this compare to last year?

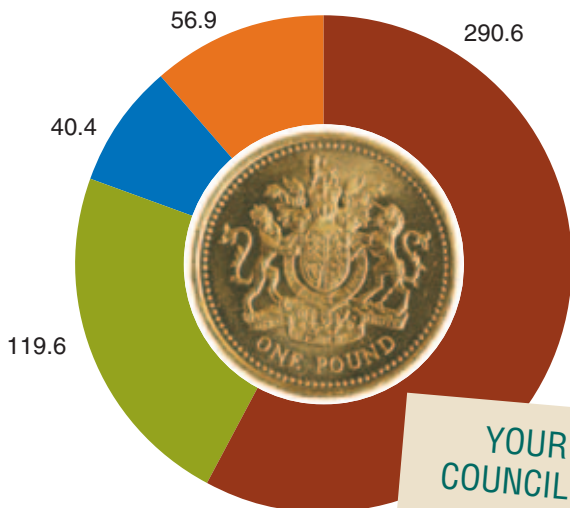
The graph below shows how our gross spending plans for 2012/13 compare to 2011/12.



Spending plans 2012/13

This page shows how we are planning to spend our budget this year on services covering the whole of Devon.

The chart and receipt below illustrates our spending in net figures. Net figures differ from gross figures because the net budget is the amount we spend, less any income from certain grants, charges and fees.



Figures shown in millions

The decrease in this year's budget is due to:

- Reduction in funding from government
- Cutting back office and management costs
- Rationalisation of buildings and office space

Item	£M
People Services	£290.6m
Including: education, care for the elderly and disabled, child protection and youth services	
Place Services	£119.6m
Including: libraries, roads, recycling centres and waste disposal	
Corporate Services	£40.4m
Other	£56.9m
Total for services	£507.5

For more details: devon.gov.uk

How your council tax is spent

by Devon & Cornwall Police Authority 2012/13

The part of the council tax that covers police services will increase by 2% in 2012/13. As there was no rise in 2011/12, this increase means that, for a Band D property, the police element of the annual council tax bill will increase by £3.13 from £156.60 in 2010/11 to £159.73 in 2012/13. As most properties in Devon are Band C or below the majority of taxpayers will pay no more than £3 extra for policing in 2012/13.

Spending Plans	2011/12 (£ millions)	2012/13 (£ millions)
Gross Expenditure	304.0	295.1
Funding other than council tax		
Central government funding	-203.2	-190.2
Other income	-5.1	-6.6
Council tax requirement	95.7	98.3

2011/12
£304.0m
Total gross budget

2012/13
£295.1m
Total gross budget

2012/13 is the second year of a four year plan to reduce our spending by almost £50 million. This plan is based on a reduction in the number of police officers, as they retire or move to other forces. It also includes significant reductions in overheads and fewer police staff.

For 2012/13 the government offered the Police Authority a one-off grant of £2.9 million, equivalent to a 3% increase in council tax, to allow it to freeze the council tax. However the grant was for one year only.

With the existing requirement to save £50 million in mind, the Authority looked very carefully at the impact of losing this grant in future years. It concluded that it would seriously impact on the Force's ability to respond to calls, investigate crime and carry out local policing across all parts of Devon, Cornwall and the Isles of Scilly.

In order to minimise the future impact on policing services provided to local communities the Authority decided to decline the grant and raise the police precept by 2%, which is equivalent to a rise of six pence per week for a Band D property.

On 15 November 2012 you will be able to vote for your first Police and Crime Commissioner (PCC). This single directly elected individual will replace the Police Authority. Until then the Authority continues to influence the way Devon, Cornwall and the Isles of Scilly are policed. Find out more about PCCs and the preparation work on our website.

The Local Policing Plan will be available from 31 March on the Police Authority website:
dcpa.police.uk

How your council tax is spent

by Devon & Somerset Fire & Rescue Authority 2012/13

Devon & Somerset Fire & Rescue Authority is responsible for the governance arrangements for Devon & Somerset Fire & Rescue Service.

Spending Plans	2011/12 (£ millions)	2012/13 (£ millions)
Gross expenditure	79.6	82.2
Income from specific grants, fees and charges	(3.4)	(3.5)
Council tax freeze grant	(1.1)	(1.1)
Central government funding	(30.9)	(31.5)
Council tax requirement	44.2	46.1

2012/13
£82.2m
Total gross budget

2011/12
£79.6m
Total gross budget

Changes in spending

In 2012/13 the spending requirement for the Devon & Somerset Fire & Rescue Authority will be £2.4m more than in 2011/12. These changes are a result of the following:

Classification of Spend	Changes to expenditure (£ millions)	Changes to income (£ millions)
Contractual pay and price increases	1.4	(0.1)
Invest to save incentives & services/essential spending pressures	3.8	-
Budget savings	(1.2)	(0.4)
One-off provisions included in 2011/12 budget	(1.1)	-
Total changes	2.9	(0.5)

The Authority requires a council tax level of £73.92 for a Band D household. This represents an increase of 3% compared to the 2011/12 figure.

Changes to the Fire Service

Whilst the Fire Service grant allocation for 2012/13 has seen a small increase, the Government has announced more severe reductions in 2013/14 and 2014/15. For more information on how the Authority intends to deliver significant reductions by those years, view our Draft Corporate Plan at dsfire.gov.uk

How your council tax is spent

by Exeter City Council 2012/13

Exeter City Council plans to spend £108.11m (gross) this year on providing services. £103.34m of this comes from income we receive from grants and fees and charges which leaves a Council Tax Requirement of £4.77m (£4.74m 2011/12).

Changes in spending

Although the Council's gross budget will increase next year its overall net budget which is used to calculate the level of council tax will reduce. The Council has decided to 'freeze' its council tax for the second year running which means that council tax band D remains unchanged from last year at £124.84.

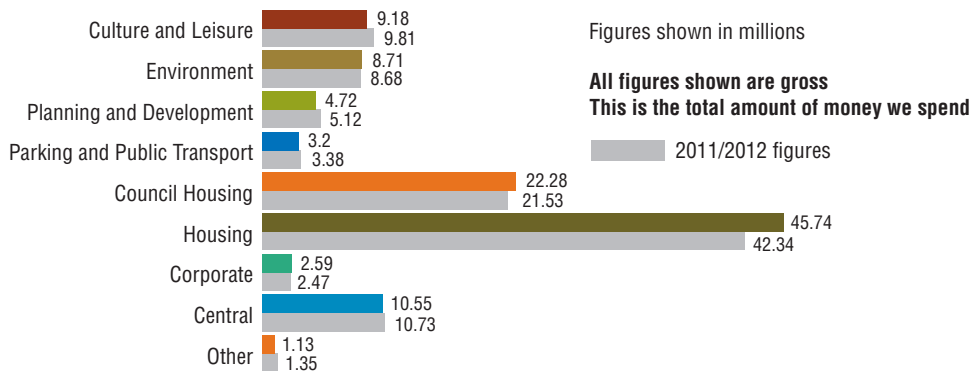
The decrease in this year's budget is due to:

The Council is receiving a reduction in funding from central government which means that it has to make savings to ensure that council tax remains unchanged. The savings will be achieved by the Council reducing its management costs and by making further back office efficiencies.



How does this compare to last year?

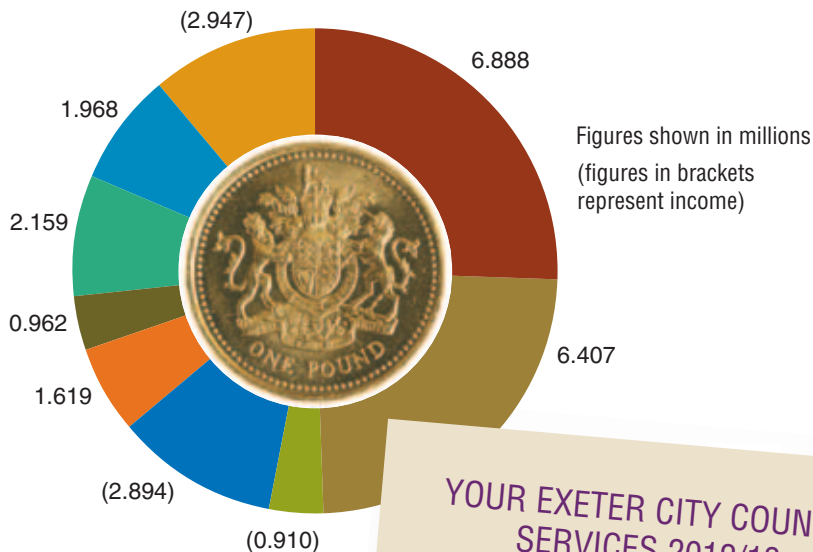
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The one-off government grant

...of £118,000 for freezing council tax in 2012/13 disappears in 2013/14. The City Council will then be faced with further budget reductions or council tax increases on top of those already required. This is an added pressure for future years.

YOUR EXETER CITY COUNCIL SERVICES 2012/13

Item	(£000)
Culture and Leisure Services	6.888
Environmental Services	6.407
Planning and development	(0.910)
Parking and public transport	(2.894)
Housing	1.619
Benefits administration/payments	0.962
Corporate and democratic core	2.159
Central services to the public	1.968
Other income & expenditure	(2.947)
Total for services	13.252

For more details: [exeter.gov.uk/council budgets](http://exeter.gov.uk/council_budgets)

Exeter City Council

01392 277888


 communications@exeter.gov.uk

 exeter.gov.uk


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Civic Centre, Paris Street EX1 1JN

Devon County Council

0845 155 1015

 customer@devon.gov.uk

 devon.gov.uk

 The Information Centre,
Devon County Council, County Hall,
Topsham Road, Exeter EX2 4QD

 Follow us on Twitter
twitter.com/devoncc

Devon & Cornwall Police Authority

Police non-emergency: **101**

(Textphone 18001 101 if you are deaf, hard of hearing or speech impaired)


 devon-cornwall.police.uk

Spending and budget enquiries:

01392 225555

 dcpa.police.uk


 polauth@devonandcornwall.pnn.police.uk


 Devon & Cornwall Police Authority,
Endeavour House, Woodwater Park,
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Devon & Somerset Fire & Rescue Authority

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 dsfire.gov.uk

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**This booklet is available on request
in large print, Braille or audio.**

If English is not your first language, we can also
arrange for it to be produced in another language.

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