

Your council tax explained

2011/2012

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Your guide to how we spend your council tax

Your council tax explained

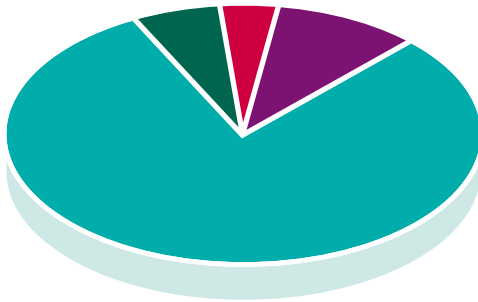
Introduction

We hope you find this booklet informative. It explains how your bill is calculated and how your money helps to pay for your public services in Wiltshire. It provides budget information from Wiltshire Council, Wiltshire Police and Wiltshire Fire & Rescue Service, as well as setting out the charges made by parish and town councils. It includes information inside about paying your council tax bill and the assistance that is available.

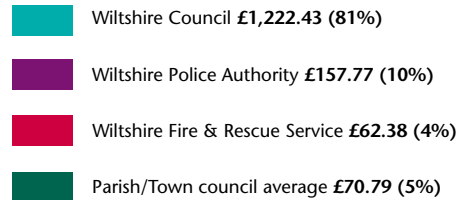
What is council tax?

Your council tax contributes to the funding of Wiltshire Council, your town, parish or city council, Wiltshire Police and Wiltshire Fire & Rescue Service.

Your council tax is collected by Wiltshire Council, but it consists of components (precepts) charged and redistributed to other authorities. The chart below shows how much of your council tax goes to each authority. Figures shown are based on an average Band D charge per year.



Average council tax 2011/12



Total average council tax £1,513.37

See inside for more information about spending plans for each organisation.

All information is correct at time of going to press.

The towns and parishes featured on the front page are those that have a precept greater than £140,000 per year. They are, therefore, required to provide a breakdown of expenditure and income to the public.

How are the bills calculated?

The actual amount of council tax you pay depends on which council tax band your property is in according to the market value of your property as at April 1991. Your council tax bill states which band you are in.

- Band A** Up to £40,000
- Band B** £40,001 to £52,000
- Band C** £52,001 to £68,000
- Band D** £68,001 to £88,000
- Band E** £88,001 to £120,000
- Band F** £120,001 to £160,000
- Band G** £160,001 to £320,000
- Band H** More than £320,000

For more information about valuation bands, including how to appeal, visit www.voa.gov.uk or contact: The Valuation Office Agency, Spring Gardens House, Princes Street, Swindon, SN1 2HX. Tel. **03000 505 150** or email westerngroup.vo@voa.gsi.gov.uk

Payment of your council tax must continue whilst any appeal is in progress.

Paying your bill

Who should pay?

Virtually all homes are subject to council tax. If you are the owner or occupier, you are liable for council tax - it doesn't matter who else lives there. Joint owners are jointly liable for council tax and one bill will be sent addressed to both people. If you move into a property part way through the year, your bill will be calculated from the date of sale and/ or occupation, even if we are not notified until later.

When should I pay?

Your bill will be issued in advance for the whole financial year 1 April to 31 March and will normally be broken down into 10 monthly, two half yearly, or one instalment. The dates when your payment is due are shown on your bill.

If you move into a property, or your bill is recalculated partway through the year, your bill will be divided by the maximum number of instalments available during the remainder of the year.

How can I pay?

The back of your council tax bill shows all the different ways you can pay. Using direct debit is the easiest option and paying by this method reduces the council's administration costs. Please call Wiltshire Council to arrange this payment by this method.

If you do not wish to pay by direct debit the council offers both an automated payment line (0300 4560119) and internet payment facilities (www.wiltshire.gov.uk) both are available 24 hours a day 7 days a week.

What happens if I am late making a payment?

If you are late paying you will be sent a reminder notice and if you pay late on two separate occasions a final notice will be issued for the outstanding amount. Failure to pay either a reminder notice or final notice in full will result in a summons being issued and court costs being added to your account.

Can I appeal against my bill?

If you believe any of the information on the bill is incorrect, you are not the liable person, you have not been billed for the correct period, or you are entitled to a discount or exemption, please contact Wiltshire Council immediately.

How to get help to pay

Can I get help with my bill?

If you are on a low income, depending on how much you have to pay and your personal circumstances, you may qualify for help with paying your council tax. Housing and council tax benefit is available to help pay your rent and/or your council tax.

We can arrange an appointment to help you complete your claim.

- Even if you are in receipt of income support you are still required to complete an application form.
- If you are already in receipt of housing benefit and/or council tax benefit, you must tell us immediately if your circumstances change.

Is there help for disabled people?

If you are disabled, or someone living with you is disabled, and your home has been converted for your or their needs, you may be entitled to a reduction in your council tax, based upon the charge for the valuation band below. If your home is already in Band A you would still be entitled to a reduction.

What should I do if my circumstances change?

If you are entitled to a council tax benefit, discount or reduction it will be shown on your bill. If your circumstances change then you should notify the council immediately. The council will either amend, award or take your benefit, reduction or discount away.

Can I get a discount?

Those awarded a discount will be subject to review and data matching exercises to confirm their entitlement. (Please refer to the 'fair processing statement' on page 7 regarding your data.)

You can get a 25% discount off your council tax bill if you are the only adult living at home. There are also reductions in some circumstances for the following people:

- Full time students, youth training trainees, apprentices and some student nurses
- People permanently resident in hospital or being looked after in care homes
- People staying in certain hostels or night shelters
- 18-19 year olds who are at or have just left school
- People over the age of 18 for whom child benefit is payable
- Care workers on low pay, normally working for charities, and people caring for someone who is not their partner or is a child aged under 18 who has a disability and is unable to look after themselves due to illness or age and is entitled to a qualifying benefit
- People in prison, unless they are there for not paying council tax or a fine
- Foreign spouses or dependants of students
- Members of religious communities
- Members of international headquarters and defence organisations and their dependants.

How can I find out more?

If you think you should get a discount, or would like more information about getting help to pay your bill, please contact Wiltshire Council or visit www.wiltshire.gov.uk

If you receive a discount or benefit and your circumstances change, you must let the council know immediately.

Is my property exempt?

If a property is lived in only by the following then you don't have to pay council tax:

- students or people under 18 years old
- people who are severely mentally impaired
- forces barracks and married quarters (although the occupiers contribute to the costs of local services through a special arrangement)
- elderly or dependent relatives in granny annexes
- Diplomats and members of visiting forces.

Some unoccupied properties remain exempt until they are reoccupied. These include properties that are left empty:

- by someone who has gone into prison, or has moved to receive care in a hospice or home
- by someone who has moved in order to provide personal care to another person, or left empty by students
- awaiting probate or letters of administration (the exemption may be extended for up to six months after probate is granted)
- due to repossession by a bank or building society
- because their occupation is prohibited by law
- awaiting occupation by a minister of religion
- because they are annexes that cannot be let separately
- because they are owned by charities and were last used for charitable purposes.

Empty caravan pitches and houseboat moorings are also exempt, as are properties that are the responsibility of a bankrupt's trustee.

When an exemption expires the following may be granted, but we may need to visit to confirm:

- Unfurnished properties qualify for a 10% discount.
- Unfurnished properties that are considered to be uninhabitable may be exempt for a maximum of 12 months.

Unfurnished properties are exempt for a period of six months from the date the furniture was removed. The initial bill will assume the exemption will last for the whole, or the remainder, of the year. At the end of the exemption period your charge will be amended and a new bill will be issued.

Furnished properties that are not anyone's main home, (i.e. a second home) qualify for the discount of 10% - except where a liable person is required to live in job-related accommodation, when a 50% discount may be granted.

We are here to help you with any enquiry. You can contact the council's offices, by telephone or in person, between 8.30am and 5.30pm every weekday. Further details about contacting the council are provided on the back page of this booklet.

Fair processing statement

We will keep and use your personal information in line with the requirements of the Data Protection Act 1998.

This authority is under a duty to protect the public funds that it administers and, to this end, may use the information you have provided to the authority for the prevention and detection of fraud. It may also share this information with other bodies administering or in receipt of public funds, such as HM Revenues and Customs.

The council participates in data matching exercises through the National Fraud Initiative.

These exercises match the data held by the council with that of other agencies, including other local authorities and government departments to:

- prevent or detect benefit fraud or any other crime
- support national fraud initiatives
- protect public funds.

Wiltshire Council budget and spending plans

Wiltshire Council charges for each council tax band 2011/12

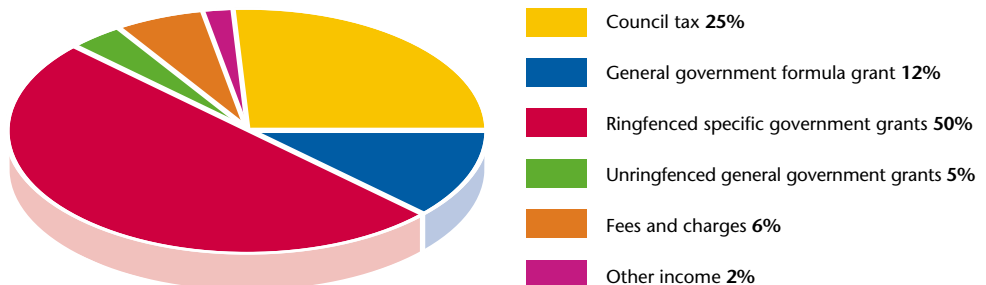
Band A	Band B	Band C	Band D	Band E	Band F	Band G	Band H
£814.95	£950.78	£1,086.60	£1,222.43	£1,494.08	£1,765.73	£2,037.38	£2,444.86

Wiltshire Fire & Rescue Service, Wiltshire Police and your parish/town council make an additional charge to fund their activities.

The council's gross budgeted expenditure for 2011/12 is £868.159m compared to £873.465m for 2010/11.

To fund this only some of our money comes from council tax, the rest comes from other sources, as shown below:

Wiltshire Council funding 2011/12



The budget requirement is the money we need to pay for services once we have taken account of money coming in from fees and charges, specific and general government grants. The budget requirement for Wiltshire Council in 2011/12 is 329.847m.

Wiltshire Council budget requirement 2011/12	£m
Gross budgeted expenditure	868.159
Less:	
Ringfenced specific government grants (schools)	296.524
Ringfenced specific government grants (benefits)	132.000
Fees and charges	53.910
Unringfenced general government grants	36.278
Other income	19.600
Budget requirement	329.847

The budget requirement for 2011/12 will be spent across services as detailed below.

	2010/11 (£m)	2011/12 (£m)
Schools and learning*	11.577	20.140
Targeted services	8.211	7.591
Commissioning and performance*	0.821	2.135
Children's social care	28.493	29.382
Sub-total children and education	49.102	59.248
Older people and physical impairment*	44.482	47.937
Learning disability and mental health*	50.846	61.543
Mental health	19.864	21.623
Supporting people	7.190	7.190
Resources, strategy and commissioning	3.366	3.073
Community leadership and governance	4.397	2.857
Libraries, heritage and arts	6.020	4.832
Sub-total community services	116.301	127.432
Highways and street scenes	26.085	22.822
Transport	21.377	21.151
Car parking	-6.641	-7.181
Waste	27.023	29.060
Leisure	3.980	3.389
Economy and enterprise	4.829	4.129
Development services	1.138	2.038

	2010/11 (£m)	2011/12 (£m)
Strategic housing	2.016	2.949
Management and business	1.339	1.143
Sub-total neighbourhood and planning	81.144	79.498
Knowledge management	0.345	0.350
Public protection and community safety	4.492	3.935
Community safety	0.705	0.584
Emergency planning	0.267	0.234
Sub-total public health and wellbeing	5.104	4.519
Central and core services	19.981	18.237
Finance*	13.477	15.109
ICT	20.214	17.746
Strategic property services	12.886	12.880
Sub-total resources	66.558	63.971
Corporate costs and capital financing	26.159	26.322
Planned investment in services	0.000	3.023
Unringfenced specific and general government grant	0.000	-32.299
Movement on reserves	1.875	-1.867
Sub-total corporate	28.034	-4.821
Budget requirement	346.243	329.847
Funded by:		
Council tax (inc. collection fund surplus)	218.565	220.179
Council tax freeze grant	0.000	5.476
Area based grant	25.236	0.000
Central government formula grant	102.442	104.192
Total funding	346.243	329.847

* Movement between years for these services has been affected by the changes and treatment in government grant.

For further detailed information on our plans for 2011/12 and the next four years please view the Wiltshire Council Business Plan 2011 - 2015 and accompanying Financial Plan 2011 - 2015 which can be found on the council's website.

Town and parish council charges 2011/12

Your town or parish council makes a charge to fund its activities.

The table shows the amount payable in each town or parish for a Band D property.

The total charge shows the total Band D payable for that town or parish.

Town or parish	Charge for 2010/11 Band D (£)	Charge for 2011/12 Band D (£)	Total charge for Band D (£)	Precept 2011/12 (£)
Aldbourne	26.44	24.63	1,467.21	20,000.00
All Cannings	36.17	34.68	1,477.26	9,351.00
Alton	17.36	19.36	1,461.94	2,250.00
Avebury	47.84	47.98	1,490.56	11,500.00
Baydon	36.42	34.73	1,477.31	9,820.00
Beechingstoke	0.00	0.00	1,442.58	0.00
Berwick Bassett and W/Bourne Monkton	6.22	6.17	1,448.75	600.00
Bishops Cannings	21.86	19.71	1,462.29	13,900.00
Broad Hinton and W/Bourne Bassett	14.07	13.95	1,456.53	5,500.00
Bromham	39.83	43.50	1,486.08	35,000.00
Burbage	17.97	42.01	1,484.59	33,094.00
Buttermere	0.00	0.00	1,442.58	0.00
Charlton St Peter and Wilsford	9.23	9.19	1,451.77	800.00
Chilton Foliat	29.82	29.68	1,472.26	5,665.00
Chirton	8.28	11.36	1,453.94	2,000.00
Chute	34.90	34.90	1,477.48	5,770.00
Chute Forest	24.54	30.29	1,472.87	2,600.00
Collingbourne Ducis	44.09	44.52	1,487.10	17,254.00
Collingbourne Kingston	43.56	42.26	1,484.84	9,500.00
Devizes	103.68	104.80	1,547.38	455,881.00
East Kennett	0.00	0.00	1,442.58	0.00
Easterton	42.96	52.49	1,495.07	12,800.00
Easton Royal	35.65	35.84	1,478.42	4,995.00
Enford	31.68	29.70	1,472.28	7,750.00
Erlestoke	48.33	57.05	1,499.63	5,300.00
Etchilhampton	26.14	19.60	1,462.18	1,500.00
Everleigh	36.23	34.70	1,477.28	3,100.00
Fittleton	41.02	37.63	1,480.21	4,000.00
Froxfield	30.98	29.80	1,472.38	4,750.00
Fyfield and West Overton	22.63	22.77	1,465.35	9,000.00
Grafton	16.77	16.64	1,459.22	5,500.00
Great Bedwyn	28.69	25.27	1,467.85	15,000.00
Cheverell Magna (Great Cheverell)	31.10	31.63	1,474.21	8,011.00
Ham	15.99	15.64	1,458.22	1,500.00
Little Bedwyn	15.93	15.89	1,458.47	2,100.00

Town or parish	Charge for 2010/11 Band D (£)	Charge for 2011/12 Band D (£)	Total charge for Band D (£)	Precept 2011/12 (£)
Little Cheverell	20.03	27.53	1,470.11	2,200.00
Ludgershall	66.69	66.49	1,509.07	100,000.00
Manningford	33.38	34.09	1,476.67	6,300.00
Marden	5.94	6.12	1,448.70	350.00
Market Lavington	51.75	53.97	1,496.55	42,800.00
Marlborough	119.48	119.41	1,561.99	389,000.00
Marston	29.77	24.34	1,466.92	2,000.00
Mildenhall	24.74	29.41	1,471.99	6,500.00
Milton Lilbourne	22.82	26.94	1,469.52	7,000.00
Netheravon	47.82	47.67	1,490.25	20,000.00
North Newnton	18.88	15.23	1,457.81	3,000.00
Ogbourne St Andrew	12.59	15.18	1,457.76	2,800.00
Ogbourne St George	22.60	22.35	1,464.93	4,750.00
Patney	5.84	7.38	1,449.96	500.00
Pewsey	56.91	57.19	1,499.77	87,000.00
Potterne	24.66	24.66	1,467.24	15,362.00
Poulshot	32.76	32.75	1,475.33	5,000.00
Preshute	25.82	25.01	1,467.59	2,050.00
Ramsbury	40.23	38.04	1,480.62	35,730.00
Roundway	26.59	30.22	1,472.80	57,682.00
Rowde	55.63	57.96	1,500.54	29,720.00
Rushall	28.70	27.52	1,470.10	2,100.00
Savernake	7.65	7.35	1,449.93	1,000.00
Seend	18.08	18.30	1,460.88	9,681.00
Shalbourne	46.26	0.00	1,442.58	0.00
Stanton St Bernard	17.69	17.70	1,460.28	1,500.00
Stert	9.99	10.00	1,452.58	879.40
Tidcombe & Fosbury	0.00	0.00	1,442.58	0.00
Tidworth	65.33	66.89	1,509.47	142,000.00
Upavon	29.86	29.54	1,472.12	14,500.00
Urchfont	53.08	53.58	1,496.16	27,260.00
West Lavington	29.03	41.02	1,483.60	19,200.00
Wilcot and Huish	14.92	14.92	1,457.50	3,999.00
Woodborough	11.15	8.48	1,451.06	1,200.00
Wootton Rivers	19.74	19.69	1,462.27	2,500.00
Worton	24.74	25.10	1,467.68	7,000.00

Devizes Town Council

How your council tax is spent in Devizes

At Devizes Town Council we provide a wide range of services for the people of the town. These services help to ensure Devizes is a sustainable and active community, which makes it a good place in which to live and work and to visit.

The council delivers many services itself and also helps to fund some services that are provided by others to improve the community that is so important to us. The town council has set a precept of £455,881 for 2011/12 which, for a Band D property, equates to £104.80. This represents an increase of 1.6% on last year.

Our services include the provision of parks, play areas and recreational facilities such as

Hillworth Park, Avon Road, the Greens and Crammer, Leipzig Plantation, allotments and town gardens. In addition, the Town Hall, Corn Exchange, fountain and Market Cross are all looked after by Devizes Town Council.

Continuing to care for these special buildings and spaces is a major responsibility and it is on the running and maintenance of these facilities that the majority of your money is spent.

We are looking forward to starting work finally on Hillworth Park, which is a project made possible by a £1.2 million grant from the Heritage and Big Lottery Funds. It is hoped that the project will be completed by early 2012.

Devizes Town Council budget 2011/12 (£)

Where the money goes	2010/11 (£)	2011/12 (£)
Corporate and central services	249,994	310,760
Culture and heritage (inc commercial properties)	44,986	11,299
Recreation and sport (inc venues)	343,808	320,169
Open spaces and cemetery	227,941	281,583
Tourism	111,783	56,908
Capital	68,000	48,600
Total budgeted expenditure	1,046,512	1,029,319

Where the money comes from	2010/11 (£)	2011/12 (£)
Precept (from council tax payers)	448,506	455,881
Interest	7,500	6,000
Recreation and sport (inc venues)	197,650	187,150
Open spaces and cemetery	105,749	100,284
Grants	Nil	Nil
Commercial properties	287,107	280,004
Total budgeted income	1,046,512	1,029,319

Marlborough Town Council



How your council tax is spent in Marlborough

Due to prudential financial management, the council has been able to maintain the council tax level. This is despite incurring additional expenditure during the year in purchasing Stonebridge Meadows in conjunction with Action for River Kennet. The proposed town council element of the council tax for a Band D property will be £119.41, a slight decrease on the previous year.

This will go towards financing the following additional projects:

- Expansion of the work carried out by the ground staff on the landscaping of the open spaces and the High Street
- Opening the extension to the cemetery
- Additional allotment plots to meet a growing demand on the Stonebridge Lane site
- Development of the plans to refurbish Marlborough Town Hall to make it a focal point for the community fit for the 21st century, whilst respecting its heritage value
- Awarding the freedom of the town to 4.M.I. Battalion, and the celebrations for the Royal Wedding.

Marlborough Town Council budget 2011/12 (£)

Where the money goes	2010/11 (£)	2011/12 (£)
Town hall and properties	152,749	153,203
Open spaces and cemetery	197,364	195,677
Civic and administrative services	190,466	202,768
Transfer to reserves	9246	7,950
Total budgeted expenditure	549,825	559,598

Where the money comes from	2010/11 (£)	2011/12 (£)
Marlborough Town hall and properties	99,883	111,483
Open spaces and cemetery	56,899	58,765
Administration income	500	350
Council tax	392,543	389,000
Total budgeted income	549,825	559,598



Tidworth Town Council

How your council tax is spent in Tidworth

How your council tax is spent in Tidworth for the financial year 2011/12 - Tidworth Town Council decided to limit the precept increase to 3%, resulting in a band D property paying £66.89p per year, an increase of £1.56p per year. Whilst recognising the current economic climate we believe we should continue to improve Tidworth for the benefit of its residents. Tidworth Town Council delivers the following services: ongoing repairs and maintenance of existing assets, a grounds maintenance contract for the upkeep of the civilian cemetery, two play areas, one

recreation ground and other amenity land. To comply with the Disabled Discrimination Act a portable hearing loop has recently been purchased for the community centre.

We have two major projects in progress at the moment. The first is developing a sports ground at Humber Lane and we are proceeding at best speed with this much needed facility. The second project is investigating how we can replace the much used pre-fabricated community centre with a more permanent brick structure. This should come to fruition within the next few years.

Tidworth Town Council budget 2011/12 (£)

Where the money goes	2010/11 (£)	2011/12 (£)
Council properties, fuel and maintenance	12,200	14,200
Christmas lights (purchasing, putting up/down)	7,915	13,886
Play areas, cemetery, bus shelter expenditure	12,105	12,178
Projects	64,062	65,000
Administration (including staff wages)	42,970	35,200
Democratic services	4,170	3,936
Grants to community organisations	6,600	10,100
Total budgeted expenditure	150,011	154,500

Where the money comes from	2010/11 (£)	2011/12 (£)
Precept (from council tax)	138,000	142,000
Interest/ administration	1,000	1,500
Income from council properties	11,011	11,000
Total budgeted income	150,011	154,500

Wiltshire Fire & Rescue Service



Wiltshire Fire & Rescue Service works hard to protect the communities of Wiltshire and Swindon, often working with partners to reduce the risk of fire wherever possible.

We have 24 fire stations - Swindon, Stratton and Salisbury are wholetime; Westlea, Chippenham and Trowbridge are day-crewed; and retained stations can be found in Amesbury, Bradford on Avon, Calne, Cricklade, Corsham, Devizes, Ludgershall, Malmesbury, Marlborough, Melksham, Mere, Pewsey, Ramsbury, Tisbury, Warminster, Westbury, Wilton and Wootton Bassett.

Retained firefighters are men and women who are on-call to the fire service in addition to their other jobs and commitments. We are always looking for people to become retained firefighters in the areas where they live or work - to find out more, call 01380 731144 or visit www.wiltshire.gov.uk

In 2009/10, the service received 11,995 emergency calls, responding to 1,710 fires, and 2,283 special service calls (incidents such as flooding, helping the police, animal rescue etc - this figure includes 425 road traffic collisions). We also dealt with 1,140 co-responder calls, where firefighters support the ambulance service by attending medical emergencies ahead of a paramedic arriving.

We are one of the lowest precepting fire authorities in the country, and are also rated as one of the best for operational performance. The spending review in late 2010 will inevitably affect the way we run the service, but we are determined that any changes will not impact on our emergency response to the people of Wiltshire and Swindon.



Resourcing our key aims to ensure maximum efficiency

Wiltshire and Swindon Fire Authority, which acts as the overall governing body for the Fire & Rescue Service, has 13 members - nine appointed by Wiltshire Council and four by Swindon Borough Council.

These councillors have a statutory duty to provide the financial and other resources necessary to ensure an efficient and effective service. To this end, they set an annual budget, which is funded by:

- a grant from central government
- an allocation of non-domestic rates
- an annual precept on local taxpayers, raised as part of the council tax bill.

The amount you will pay for your Fire & Rescue Service in 2011/12 will be as follows:

Band A	Band B	Band C	Band D	Band E	Band F	Band G	Band H
£41.59	£48.52	£55.45	£62.38	£76.24	£90.10	£103.97	£124.76

Capital expenditure 2011/2012

Capital programme 2010/11	(£)
Property and estates	736,000
Vehicles and equipment	1,661,000
Information communication and technology (ICT)	420,000
Total capital programme	2,817,000

How do we perform?	2009/10 actual	2010/11 target
Expenditure per head of population on the provision of fire and rescue services	£37.68	£38.75
Number of primary fires per 100,000 population (e.g. property fires) - the lower the figure, the better	162.15	180.20
Percentage of fires attended in dwellings where no smoke alarm was fitted - the lower the figure, the better	23.99	35.75

Budget 2010/11 – how the money was spent and where it came from (£)

Employees	19,185,600	76.4%
Premises	1,277,700	5.1%
Transport	794,900	3.2%
Supplies and services	2,567,200	10.2%
Capital financing charges	1,844,600	7.3%
Income	-618,400	(-2.5%)
To/from reserves	75,000	0.3%
Total net expenditure	25,126,600	100%
Council tax	15,517,100	61.7%
Government support	9,586,800	38.2%
Collection fund surplus	22,700	0.1%
Total financing	25,126,600	100%

Budget 2011/12 – how the money will be spent and where it will come from (£)

Employees	19,054,000	76.6%
Premises	1,238,700	5.0%
Transport	751,800	3.0%
Supplies and services	2,535,600	10.2%
Capital financing charges	1,854,300	7.4%
Income	-649,600	(-2.6%)
To/from reserves	95,700	0.4%
Total net expenditure	24,880,500	100%
Council tax	15,666,000	63.0%
Government support	9,110,500	36.6%
Collection fund surplus	104,000	0.4%
Total financing	24,880,500	100%

Wiltshire Police Authority



Wiltshire Police Authority (WPA) and Wiltshire Police serve approximately 635,000 people across the Wiltshire Council and Swindon Borough Council areas. It is the responsibility of Wiltshire Police, led by its Chief Constable, to deliver local policing services across these areas. WPA's role, on behalf of the people of Wiltshire and Swindon, is to ensure that this happens effectively and efficiently.

This council tax report summarises Wiltshire Police performance for the last financial year, the commitments for 2011/12 and a breakdown of the supporting budget.

Developments during 2010/11

Wiltshire remains one of the safest counties in the country with low levels of crime and anti-social behaviour compared to the national average.

Year-on-year crime figures, released in July 2010, showed there were **2,706 fewer crimes in Wiltshire and Swindon. Overall crime dropped by 7%** over the same period in the previous year and this compared favourably with the national decrease in crime over that time. **Amongst the country's 43 police forces, the British Crime Survey (BCS) placed Wiltshire Police as having the second lowest perceived problem of anti-social behaviour and the fifth best for dealing with local problems.**

WPA continues to invest in new technology. New control room systems now help management and staff to pinpoint operational resources. This means officers can be tasked and deployed even more effectively to deal with issues and help keep the public safe.

Officers and staff from the major crime and Special Branch teams are now working together with their counterparts at Avon and Somerset Constabulary in a collaborative venture that gives both forces greater investigative capacity and expertise and more resources for counter terrorism and for responding to major crime. Wiltshire Police will continue to explore further collaborative opportunities during 2011/12 where these can be shown to benefit the public through more efficient service delivery.

Planning for the future

WPA, working with Wiltshire Police, has planned to save around £15 million over the next four years to meet government funding cuts. Our plans are far reaching and require some difficult decisions. However neighbourhood policing delivered at community level remains the cornerstone of the service. Frontline policing stays a top priority, ensuring that officers continue their regular patrols throughout the county. Other key priorities are public safety, protecting vulnerable people and bringing offenders to justice. **No reductions are planned in the number of officers and staff patrolling neighbourhoods or responding to calls.** Finding the very significant savings required will, however, lead to fewer police staff and some reduction in non-front line police officers over the next four years. This may affect some non-urgent service levels.

As part of the planning process, WPA consulted the public, our partners and stakeholders over an 11 week period via a questionnaire that was made widely available. From this consultation exercise 1,334 questionnaires were submitted. These results alongside feedback from public meetings have helped to shape our priorities.

WPA has set an annual budget for 2011/12 of £106.852 million. A breakdown of how this is comprised is shown over the page.

Police funding in 2011/12

In setting the annual policing budget for Wiltshire and Swindon, WPA must balance the reduced financial resources available against our statutory duty to secure an efficient and effective policing service for local taxpayers.

Our website www.wiltshire-pa.gov.uk has full details of our 2011/12 budget and how the funds raised will support the objectives in our Annual Policing Plan.

Below we show where our total funds come from and summarise the council tax bands.

Budget income summary 2011/12

Income	2010/11 £m	2011/12 £m
Business rates	23.614	19.363
Revenue support grant	3.429	5.985
Police grant	42.053	41.619
Collection fund surplus	0.056	0.263
Council tax precept	39.245	39.622
Budget requirement	108.397	106.852

How the money is spent	2010/11 £m	2011/12 £m
Police officers and police staff	96.179	92.573
Training/other employee expenses	1.362	1.220
Premises and transport	9.108	9.194
Capital financing	0.750	0.750
All other costs	12.664	12.365
Less income	-11.666	-9.250
Total revenue budget	108.397	106.852

Spending per household in 2011/12

Band A	Band B	Band C	Band D	Band E	Band F	Band G	Band H
£105.18 (£105.18 2010/11)	£122.71 (£122.71 2010/11)	£140.24 (£140.24 2010/11)	£157.77 (£157.77 2010/11)	£227.89 (£192.83 2010/11)	£262.95 (£227.89 2010/11)	£262.95 (£262.95 2010/11)	£315.54 (£315.54 2010/11)

Contacting Wiltshire Police

- In an emergency dial **999**
- For non-emergencies dial **0845 408 7000**

You can also join Wiltshire Police on Facebook and follow us on Twitter (@wiltshirepolice) to get information, the latest news and appeals.

To keep up-to-date with what the police are doing in your area, have your say on local priorities and get details of local meeting – then register with your local neighbourhood policing team by visiting www.wiltshire.police.uk – click ‘register with us’. Alternatively you can call **0845 408 7000** and ask to be directed to your local policing team.

Neighbourhood Policing Teams (NPTs) address local disorder or anti-social behaviour issues with partner agencies and hold regular community forums to meet residents, discuss their concerns and provide feedback on the action taken.

Strategic priorities 2011/12

It is the authority’s responsibility to ensure that Wiltshire Police continues to provide an effective and efficient service across the whole of the force area.

As part of this commitment, we have set the following strategic priorities for the force for 2011/12:

- Reducing violent crime
- Managing the people who cause the most harm in our communities
- Reducing Anti-Social Behaviour
- Developing sustainable policing

WPA has set Service Standards for the force and will monitor performance throughout the year.

If you have access to the internet you can find full details of all our plans and priorities by visiting our website www.wiltshire-pa.gov.uk. Alternatively you can obtain a written copy by calling us on **01380 734022**.



Information about available services

Information about Wiltshire Council services can be made available on request in other languages including British Sign Language (BSL) and formats such as **large print** and audio. Please contact the council by telephone **0300 456 0100**, by textphone 01225 712500, or email customerservices@wiltshire.gov.uk

如果有需要我們可以使用其他形式（例如：大字體版本或者錄音帶）或其他語言版本向您提供有關威爾特郡政務會各項服務的資訊，敬請與政務會聯繫，電話：0300 456 0100，文本電話：01225 712500，或者發電子郵件至：customerservices@wiltshire.gov.uk

Na życzenie udostępniamy informacje na temat usług oferowanych przez władze samorządowe hrabstwa Wiltshire (Wiltshire Council) w innych formatach (takich jak dużym drukiem lub w wersji audio) i w innych językach. Prosimy skontaktować się z władzami samorządowymi pod numerem telefonu 0300 456 0100 lub telefonu tekstowego 01225 712500 bądź za pośrednictwem poczty elektronicznej na adres: customerservices@wiltshire.gov.uk

دلتشا کونسل (Wiltshire Council) کی سر دسز کے بارے معلومات دوسری طرزوں میں فراہم کی جاسکتی ہیں (جیسے کہ بڑی چھپائی یا آڈیو ہے) اور درخواست کرنے پر دوسری زبانوں میں فراہم کی جاسکتی ہیں۔ براہ کرم کونسل سے 0300 456 0100 پر رابطہ کریں، ٹیکسٹ فون سے 01225 712500 پر رابطہ کریں یا customerservices@wiltshire.gov.uk پر ای میل بھیجیں۔

يمكن، عند الطلب، الحصول على معلومات حول خدمات مجلس بلدية ويلتشرير وذلك بأشكال (معلومات بخط عريض أو سماعية) ولغات مختلفة. الرجاء الاتصال بمجلس البلدية على الرقم ٠٣٠٠٤٥٦٠١٠٠ أو من خلال الاتصال النصي (تلكست فون) على الرقم ٠١٢٢٥ ٧١٢٥٠٠ أو بالبريد الإلكتروني على العنوان التالي: customerservices@wiltshire.gov.uk

Contact us

Wiltshire Council

Browfort, Bath Road,
Devizes, Wiltshire. SN10 2AT

Council tax enquiries/payment

Telephone (council tax): **01380 734733**

Telephone (housing and council tax
benefit): **01380 734736**

Email: revsandbenseast@wiltshire.gov.uk

Website: www.wiltshire.gov.uk/counciltax

Automated payments line: **0300 456 0119**

General enquiries

Website: www.wiltshire.gov.uk

Telephone: **0300 456 0100**

Textphone number: **01225 712500**

Email: customerservices@wiltshire.gov.uk

Devizes Town Council

Town Hall, St John's Street,
Devizes. SN10 1BN

Website: www.devizes-tc.gov.uk

Telephone: **01380 722160**

Email: enquiries@devizes-tc.gov.uk

Marlborough Town Council

Council Offices, 5 High Street,
Marlborough. SN8 1AA

Website: [www.marlboughtown
council.gov.uk](http://www.marlboughtown
council.gov.uk)

Telephone: **01672 512487**

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

Tidworth Town Council

Council Offices,
Tidworth Community Centre, Wylve Road,
Tidworth. SP9 7QH

Website: www.tidworth-tc.gov.uk

Telephone: **01980 847390**

Wiltshire Police

For emergencies call: **999**

For all non-emergency enquiries, please call:
0845 408 7000 (Your call will be recorded)

Website: www.wiltshire.police.uk

Wiltshire Police Authority

PO Box 847, London Road,
Devizes. SN10 2DN

Website: www.wiltshire-pa.gov.uk

Telephone: **01380 734022**

Email: [police.authority@wiltshire.pnn.
police.uk](mailto:police.authority@wiltshire.pnn.
police.uk)

Crime Stoppers

Call: **0800 555 111**

Website: www.crimestoppers-uk.org


Wiltshire Fire & Rescue Service

Fire Service HQ, Manor House,
Potterne, Devizes. SN10 5PP

Website: www.wiltsfire.gov.uk

Telephone: **01380 723601**

Email: enquiries@wiltsfire.gov.uk

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