

Your services

2011/12

Dover District Council

How your council tax pays for the services we provide





Contact information

If you have any comments or questions about the information provided, please contact:

Dover District Council
Telephone: 01304 821199

Write to:
Dover District Council
White Cliffs Business Park
Dover CT16 3PJ

Website: www.dover.gov.uk

Kent County Council
Telephone: 08458 247 247
Email: council.tax@kent.gov.uk

Write to:
Kent County Council, Room 3.08,
Sessions House, Maidstone,
Kent ME14 1XQ

Website: [www.kent.gov.uk/
financialpublications](http://www.kent.gov.uk/financialpublications)

Kent and Medway
Fire and Rescue Authority
Telephone: 01622 692121
Email: KFRSFinance@kent.fire-uk.org
org

Write to:
Kent and Medway Fire and Rescue
Authority Headquarters, Straw Mill
Hill, Tovil, Maidstone, Kent ME15 6XB

Website: www.kent.fire-uk.org

Kent Police Authority
Telephone: 01622 677055
Email: [kpaenquiries@kent.pnn.
police.uk](mailto:kpaenquiries@kent.pnn.police.uk)

Write to:
Kent Police Authority, Gail House,
Lower Stone Street, Maidstone,
Kent ME15 6NB

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

If you have a question about paying your Council Tax bill or claiming Council Tax benefit, please contact your local council (top left box).

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SIGN ME UP

Help us to help the environment

Dover District Council can now
communicate with you electronically.

Where possible, we will send you e-mails rather than write to you
with benefit notifications, council tax bills and other documents.
Some documents cannot, by law, be sent to you electronically,
but a lot can.

Save time, paper and money by signing up to our electronic register.

Email: signmeup@dover.gov.uk

About your Council Tax

Dover District Council, Kent County Council, Kent Police Authority and Kent and Medway Fire and Rescue Authority together deliver most of the local services in your area. If you live in an area with a parish council, it too provides some local services. This leaflet provides information from each of these authorities.



The Council Tax you pay is collected by Dover District Council on behalf of all the above authorities. The total amount is then divided between these authorities (see table on page 3).

We have set our 2011/12 budgets in the most difficult circumstances that we have faced for a very long time. Following the General Election in May 2010, the Coalition Government pledged to remove the £149 billion national deficit over the next four years and it was inevitable that local government would have a significant part to play.

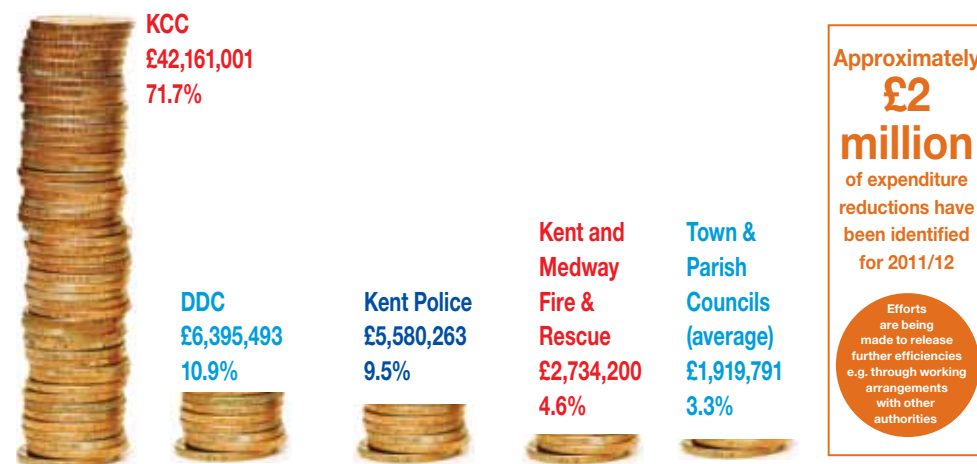
Despite these difficult circumstances, and in light of the continuing economic uncertainty facing many households, all of the four authorities have agreed that Council Tax should be frozen at the same level as 2010/11 for the forthcoming year.



Joint Council Tax breakdown

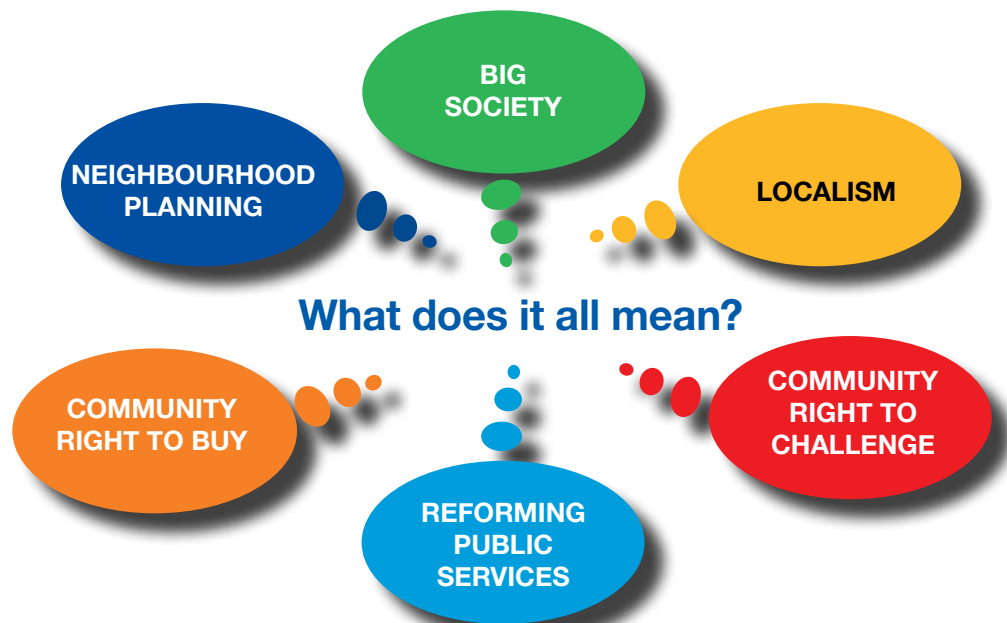
House Band	Kent County Council £	Dover District Council £	Kent Police Authority £	Kent and Medway Fire and Rescue Authority £	Total Council Tax (excluding parish precepts) £
A	698.52	105.96	92.45	45.30	942.23
B	814.94	123.62	107.86	52.85	1,099.27
C	931.36	141.28	123.27	60.40	1,256.31
D	1,047.78	158.94	138.68	67.95	1,413.35
E	1,280.62	194.26	169.50	83.05	1,727.43
F	1,513.46	229.58	200.32	98.15	2,041.51
G	1,746.30	264.90	231.13	113.25	2,355.58
H	2,095.56	317.88	277.36	135.90	2,826.70

Dover District Council collects £58.8m as shown here





Getting involved in your community



It means:

- Giving local people a greater say over the way services are managed and provided and resources used over time.
- Local communities making their views known and influencing decisions.

Dover District Council is committed to providing effective and efficient services tailored to local priorities. Help us to help you - get involved in your community.

There are numerous ways you can become involved such as coming along to your local Neighbourhood Forum, responding to consultations or giving us feedback.

Look out for opportunities to become involved - please see our website: www.dover.gov.uk/gettinginvolved

Capital and other major projects

Regeneration continues to be a major part of the Council's programme and we continue to work with partners on a range of important projects to bring new jobs to the district and improve quality of life.

In the past year, we have seen the Dover Sea Sports Centre officially opened, and following multi million pound Sea Change funding, the extensive refurbishment of the esplanade was unveiled on Dover seafront. The high-speed rail link is up and running, and construction has taken place on an exciting £1.3m indoor tennis centre for Deal. A range of projects continues to move forward, including work progressing on site at Cannon Street in Deal. The Council has also worked closely with partners to prepare for the Open Golf, which returns to Sandwich this summer.

The district is already benefiting from the certainty of its Growth Point designation, and Dover District Council has its Local Development Framework in place, which maps out the area's future over the next 20 years.

Work continues to progress on the development of new housing, and a range of improvements for the community at Aylesham, and on the development of the Dover Town Investment Zone in the St James' area of Dover. Partners also continue to work together to bring forward plans for the proposed stunning development of Dover Waterfront.

A range of regeneration projects continues to move forward for the future - for the latest information, please see the DDC website at www.dover.gov.uk/regeneration



Dover Esplanade image by Tonkin Liu



How is the Council Tax calculated?

The Council Tax is calculated using a tax base derived from the values of domestic properties throughout the district. The figure is arrived at by converting the value of all properties to a Band D equivalent. For example, a property in Band H is the equivalent of two properties in band D.

Unavoidable losses on collection and discounts for single occupants are taken into account.

Dover's tax base for 2011/12 is 40,238.41 band D equivalent properties (40,200.38 in 2010/11). The Council Tax for all bands, across the district, are set out on pages 9 and 10.

Parish & Town Precepts (exceeding £100,000)	2010/11		2011/12	
	Gross Spend £'000	Net Spend £'000	Gross Spend £'000	Net Spend £'000
Deal				
Nature Reserves, Allotments & Recreation	34	34	16	16
Grants Awarded	24	24	12	12
Tourism	30	30	34	34
Public Conveniences	50	50	46	46
Other Services	301	273	268	207
Net transfers to/(from) Reserves	0	(135)	0	(16)
Total	439	276	376	299
Dover				
Nature Reserves, Allotments & Recreation	201	194	96	86
Grants Awarded	56	56	60	60
Tourism & Regeneration	170	170	205	205
Public Conveniences	0	0	0	0
Other Services	400	396	444	441
Net transfers to/(from) Reserves	0	(191)	0	(153)
Total	827	625	805	639
Sandwich				
Nature Reserves, Allotments & Recreation	12	11	15	13
Grants Awarded	3	3	0	0
Tourism	16	16	14	10
Public Conveniences	30	30	31	24
Other Services	93	92	91	90
Net transfers to/(from) Reserves	0	(42)	0	(12)
Total	154	110	151	125
Walmer				
Nature Reserves, Allotments & Recreation	9	8	8	7
Grants Awarded	4	4	4	4
Tourism	18	13	16	15
Public Conveniences	35	35	35	35
Other Services	78	56	74	68
Net transfers to/(from) Reserves	0	19	0	6
Total	144	135	137	135



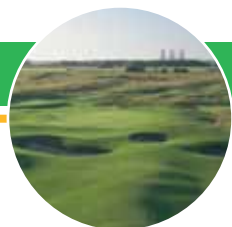
Budget Requirement

	2010/11 Original Budget £'000	2010/11 Spend Per Head £	2011/12 Original Budget £'000	2011/12 Spend Per Head £
Budget Requirements:				
District Council Budget Funding Requirement	18,713	168	16,811	157
Less: Amount passed to Town & Parish Councils	(1,832)	(16)	(1,920)	(18)
Dover District Council Net Budget	16,881	152	14,891	139
Financed by:				
Government Grant	10,434	94	8,404	78
Council Tax	6,390	57	6,395	60
Council Tax Freeze Grant	0	0	161	2
Collection Fund Surplus	0	0	0	0
Use of / (contribution to) General Fund Balance	57	1	(69)	(1)
Total Financing	16,881	152	14,891	139



Change in budget requirement

	£'000
Dover District Council Budget Requirement 2010/11	18,713
Less Town and Parish Councils precepts	-1,832
2010/11 Budget Requirement excluding Town and Parish Precepts	16,881
Less Growth and savings in services costs above inflation	-1,596
Less One-offs	-152
Less Increased Income	-116
Add Inflation and other charges	120
Less Concessionary Fares transferred to KCC	-989
Add Increase in Financing Costs	202
Add Changes in Reserve Funding	541
Total Dover District Council Budget Requirement 2011/12	14,891
Add Town and Parish Council Precepts	1,920
Budget Funding Requirement 2011/12	16,811



Income and expenditure account*



2009/10	2010/11		2011/12 Forecast Gross Expenditure £'000	2011/12 Forecast Gross Income £'000	2011/12 Forecast Net Expenditure £'000
Actual Net Expenditure £'000	Forecast Net Expenditure £'000				
		Spend on Council Services:			
1,108	1,149	Central Services	11,525	(10,322)	1,203
11,606	11,718	Cultural, Environmental and Planning Services	13,441	(3,745)	9,696
175	403	Highways, Roads and Transport Services	1,470	(2,339)	(869)
(882)	(1,167)	Local Authority Housing (HRA)	16,426	(18,201)	(1,775)
(4,144)	0	Exceptional Item - Impairment HRA	0	0	0
2,230	1,480	Other Housing Services	35,856	(35,034)	822
1,874	1,799	Corporate and Democratic Core	1,968	(295)	1,673
41	285	Non-Distributed Costs	117	0	117
12,008	15,667	NET COST OF SERVICES	80,803	(69,936)	10,867
78	0	(Gain) or loss on disposal of fixed assets			0
169	0	(Gain) or loss on financial assets			0
		Amounts due to Precepting Authorities:			
1,731	1,832	- Town and Parish Councils			1,920
60	59	- River Stour Drainage Board			58
412	405	Interest payable and similar charges			405
451	472	Amounts payable to Housing Capital Receipts Pool			328
(577)	(340)	Interest and investment income			(304)
(756)	0	Exceptional item			0
13,576	18,095	NET OPERATING EXPENDITURE			13,274
4,979	978	Net additional amount required by statute and non-statutory proper practices to be debited or credited to the General Fund Balance for the year			3,537
18,555	19,073	BUDGET FUNDING REQUIREMENT			16,811
		Income from Collection Fund:			
(6,208)	(6,389)	- Council Tax Income for DDC Purposes			(6,395)
(1,731)	(1,832)	- Council Tax Income passed to Parishes			(1,920)
0	0	- Council Tax Freeze Grant			(161)
(2,195)	(1,461)	Government Grants (not attributable to specific services)			(2,209)
(8,258)	(8,919)	Distribution from Non-Domestic Rates Pool			(6,195)
163	472	(Surplus) / Deficit for the Year			(69)
(2,360)	(2,197)	General Fund Balance at Start of Year			(1,725)
(2,197)	(1,725)	Leaving year end balance of			(1,794)

*This is adjusted to incorporate the movement on the General Fund Balance due to changes in disclosure requirements

Dover District Council Tax applicable in bands and areas 2011/2012

Town and Parish Precept		Town and Parish Councils' local Council Tax at Band D 2011/12	The full Council Tax, inclusive of District Council, Town and Parish Councils, County Council, Police and Fire requirements								
2010/11	2011/12		Valuation Band	A	B	C	D	E	F	G	H
			Weighting	6/9	7/9	8/9	9/9	11/9	13/9	15/9	18/9
8,000	8,000	24.93	Alkham	958.85	1,118.66	1,278.47	1,438.28	1,757.90	2,077.52	2,397.13	2,876.56
71,000	72,065	58.96	Ash	981.54	1,145.13	1,308.72	1,472.31	1,799.49	2,126.67	2,453.85	2,944.62
36,785	40,463	36.91	Aylesham	966.84	1,127.98	1,289.12	1,450.26	1,772.54	2,094.82	2,417.10	2,900.52
14,500	14,500	21.02	Capel-Le-Ferne	956.24	1,115.62	1,274.99	1,434.37	1,753.12	2,071.87	2,390.61	2,868.74
275,885	298,500	41.13	Deal Town Council	969.65	1,131.26	1,292.87	1,454.48	1,777.70	2,100.92	2,424.13	2,908.96
8,840	9,300	53.97	Denton-with-Wootton	978.21	1,141.25	1,304.28	1,467.32	1,793.39	2,119.47	2,445.53	2,934.64
625,650	638,150	66.68	Dover Town Council	986.68	1,151.13	1,315.58	1,480.03	1,808.93	2,137.83	2,466.71	2,960.06
46,212	47,136	53.36	Eastry	977.80	1,140.77	1,303.74	1,466.71	1,792.65	2,118.59	2,444.51	2,933.42
41,000	41,000	47.01	Eythorne	973.57	1,135.83	1,298.10	1,460.36	1,784.89	2,109.41	2,433.93	2,920.72
4,463	5,355	29.05	Goodnestone	961.60	1,121.86	1,282.13	1,442.40	1,762.94	2,083.47	2,404.00	2,884.80
7,752	8,140	28.04	Great Mongeham	960.92	1,121.08	1,281.23	1,441.39	1,761.70	2,082.01	2,402.31	2,882.78
17,680	18,334	44.55	Guston	971.93	1,133.92	1,295.91	1,457.90	1,781.88	2,105.86	2,429.83	2,915.80
6,750	7,250	39.43	Hougham-without	968.52	1,129.94	1,291.36	1,452.78	1,775.62	2,098.46	2,421.30	2,905.56
11,000	11,000	46.57	Langdon	973.28	1,135.49	1,297.71	1,459.92	1,784.35	2,108.78	2,433.20	2,919.84
9,000	9,000	35.60	Lydden	965.96	1,126.96	1,287.95	1,448.95	1,770.94	2,092.93	2,414.91	2,897.90
7,000	7,000	22.64	Nonington	957.32	1,116.88	1,276.43	1,435.99	1,755.10	2,074.21	2,393.31	2,871.98
9,697	9,697	32.48	Northbourne	963.88	1,124.53	1,285.18	1,445.83	1,767.13	2,088.43	2,409.71	2,891.66
10,000	10,000	35.31	Preston	965.77	1,126.73	1,287.70	1,448.66	1,770.59	2,092.51	2,414.43	2,897.32
29,000	34,743	33.38	Ringwould-with-Kingsdown	964.48	1,125.23	1,285.98	1,446.73	1,768.23	2,089.73	2,411.21	2,893.46
3,750	3,750	22.89	Ripple	957.49	1,117.07	1,276.66	1,436.24	1,755.41	2,074.57	2,393.73	2,872.48
63,240	66,402	43.67	River	971.34	1,133.24	1,295.13	1,457.02	1,780.80	2,104.59	2,428.36	2,914.04
51,428	60,000	46.48	St Margarets-at-Cliffe	973.22	1,135.42	1,297.63	1,459.83	1,784.24	2,108.65	2,433.05	2,919.66
110,000	125,000	60.51	Sandwich Town Council	982.57	1,146.33	1,310.10	1,473.86	1,801.39	2,128.91	2,456.43	2,947.72
25,901	30,326	39.32	Shepherdswell-with-Coldred	968.44	1,129.85	1,291.26	1,452.67	1,775.49	2,098.31	2,421.11	2,905.34
22,000	22,000	48.85	Sholden	974.80	1,137.26	1,299.73	1,462.20	1,787.14	2,112.07	2,437.00	2,924.40
6,000	6,500	27.54	Staple	960.59	1,120.69	1,280.79	1,440.89	1,761.09	2,081.29	2,401.48	2,881.78
2,805	2,805	24.83	Stourmouth	958.78	1,118.58	1,278.38	1,438.18	1,757.78	2,077.38	2,396.96	2,876.36
7,975	11,123	34.73	Sutton-by-Dover	965.38	1,126.28	1,287.18	1,448.08	1,769.88	2,091.68	2,413.46	2,896.16
21,500	23,236	35.68	Temple Ewell	966.02	1,127.02	1,288.03	1,449.03	1,771.04	2,093.05	2,415.05	2,898.06
6,000	7,000	44.24	Tilmanstone	971.72	1,133.68	1,295.63	1,457.59	1,781.50	2,105.41	2,429.31	2,915.18
135,000	135,000	39.09	Walmer	968.29	1,129.67	1,291.06	1,452.44	1,775.21	2,097.97	2,420.73	2,904.88
70,430	73,310	39.17	Whitfield	968.34	1,129.74	1,291.13	1,452.52	1,775.30	2,098.09	2,420.86	2,905.04
40,057	36,706	51.50	Wingham	976.56	1,139.33	1,302.09	1,464.85	1,790.37	2,115.90	2,441.41	2,929.70
12,000	11,000	25.72	Woodnesborough	959.38	1,119.27	1,279.17	1,439.07	1,758.87	2,078.66	2,398.45	2,878.14
14,093	16,000	35.13	Worth	965.65	1,126.59	1,287.54	1,448.48	1,770.37	2,092.25	2,414.13	2,896.96

Methods of paying



Direct Debit

For Council Tax and Business Rates this is the preferred method of payment.

To request a mandate log on to the Council's website:

www.dover.gov.uk

or telephone **01304 872199**

or visit any of the

Council's @ Your Service offices.



BACS

Our bank details are as follows:

Account Name: Dover District Council

Sort Code: 60 – 07 – 04

Account no: 59272864

Please ensure you quote your full reference number.



Post Office and Payzone

You can pay at any Post Office or selected Payzone outlet. These outlets accept cash as well as other forms of payment. Please take your Council Tax bill with you as it has the barcode details that you will need to make payment.



Debit or credit card

There is no charge for debit card transactions but a surcharge is made for all credit card payments

Please logon to the Council's website

www.dover.gov.uk and follow the instructions on **'Make a Payment'** or



telephone our 24 hour payment line **01304 872345** and follow our simple instructions to make a payment.

To speak to an adviser telephone **01304 872199 Mon-Fri 9am to 5pm**



By post

Send a crossed cheque or postal order with your account number, name and address written on the back, made payable to:

Dover District Council and post to:

**Revenues,
Dover District Council,
White Cliffs Business Park,
Dover, Kent CT16 3PJ**

We will only send you a receipt if you ask for one.

@ your service offices

Dover Gateway

Castle Street
Dover CT16 1PD
01304 872199



Our local office for immediate service
Monday-Friday: 9am-5pm
Saturday: 9am-1pm

Aylesham

Aylesham Health Centre
Queens Road
Aylesham CT3 3BB

Tuesday:
9am-12.30pm
1.30pm-4.30pm

Deal

Deal Library
Broad Street
Deal CT14 6ER

Monday, Wednesday and Friday:
9am-12.30pm
1.30pm-4.30pm

Sandwich

The Guildhall
Sandwich
CT13 9AH

Tuesday and Thursday:
9am-12.30pm
1.30pm-4.30pm

Dover Main Office

Council Offices
White Cliffs Business Park
Whitfield
Dover CT16 3PJ
01304 872199

Monday-Friday:
9am-5pm





Council Tax demand notice explanatory notes 2011/12 for your assistance and information

Please note that the information in these notes is for guidance only and is not a definition of the law.

1. Council Tax valuation bands

Most dwellings will be subject to Council Tax, whether it is a house, bungalow, flat, maisonette, mobile home, houseboat, and whether it is owned or rented.

Each dwelling has been allocated one of eight bands according to its open market capital value at 1 April 1991.

Your Council Tax bill states which band applies to your dwelling.

2. Appeals to the Valuation Officer of the Inland Revenue

There are only limited occasions when taxpayers can challenge their banding, these include:

- after demolition
- conversions of houses to flats
- physical changes in the locality affecting value and within six months of:
- a band change to your property made by the Valuation Officer
- a band change to a similar property to yours made by the Court
- becoming a new taxpayer (property values are based on property values as at 01.04.91 – recent purchase prices are therefore not necessarily the best evidence).

If a banding is challenged the taxpayer must still continue to pay the current bill until any appeal is settled. More detailed information is available from the Valuation Officer at Palting House, Trinity Road, Folkestone, Kent, CT20 2TP, by telephone on 01303 852900, or on their website at www.vo.gov.uk

3. People with disabilities

If you or someone who lives with you is substantially and permanently disabled and has special needs arising from that disability, you may be entitled to a reduction in your Council Tax. The reduction will only apply if extra space is needed because the disabled person must use their wheelchair indoors, or a room, an extra bathroom or kitchen is needed for that person. The extra space, room, bathroom or kitchen must be essential or of major importance to the disabled person's well-being because of the nature and extent of that person's disability. There must also be a link between the person's disability and the use of the room. If you have already successfully applied for this relief, it will be shown on your bill.

4. Discounts

The full Council Tax bill assumes that there are two adults living in a dwelling. If only one adult lives in a dwelling (as their main home), the Council Tax bill will be reduced by a quarter (25%). If a dwelling is no-one's main home, but furnished, both Class A and Class B discounts reduce the bill by 10%. For empty dwellings under Class C the full charge is payable.

People in the following groups do not count towards the number of adults resident in a dwelling:

- full-time students, student nurses, apprentices and Youth Training trainees
- patients who are permanently resident in hospital
- people who are being permanently looked after in care homes
- people who are severely mentally impaired
- people staying in certain hostels or night shelters
- 18 and 19 year olds who are at or have just left school
- careworkers working for low pay, usually for charities
- people caring for someone with a disability who is not a spouse, partner or child under 18
- members of visiting forces and certain international institutions

- members of religious communities (monks and nuns)
- people in prison (except those in prison for non-payment of Council Tax or a fine)
- diplomats and their non-British spouses
- persons in respect of whom child benefit is payable
- non-British spouses of students.

If you think you may be entitled to a discount and it is not already shown on your account, you should phone 'DDC @ your service' on (01304) 872199 for further details or check the information on our website at www.dover.gov.uk/counciltax which also contains application forms.

If your bill shows that a discount has been given, you must tell the Council of any change of circumstances that affects your entitlement, within 21 days of the change. If you fail to do so, you may have to pay a penalty.

5. Exempt dwellings

Some dwellings are exempt including VACANT properties which:

- are unfurnished (exempt for up to six months). Because this exemption applies to the property, a new period of exemption may not be given

on a change of ownership/tenancy. For example, if you buy a house that has been unoccupied and substantially unfurnished for six months and therefore exempt from Council Tax during that time and it will remain unoccupied and substantially unfurnished for a time because you want to re-decorate, you cannot claim a further exemption. However, if the property had only been exempt for three months before you bought it, you would be entitled to up to three months' exemption, provided the property remained unoccupied and substantially unfurnished

- are owned by a charity (exempt for up to six months)
- are unfurnished and require or are undergoing structural alteration or major repair (exempt for up to six months after substantial completion or a maximum of twelve months whichever is earlier)
- are left empty by someone who has gone to prison, or who has moved to receive personal care in a hospital or a home or elsewhere
- are left empty by someone who has moved in order to provide personal care to another person
- are left empty by students

- are waiting for probate or letters of administration to be granted (and for up to six months after) unless the property passes to the beneficiary or is sold
- have been repossessed
- are the responsibility of a bankrupt's trustees
- are empty because their occupation is forbidden by law
- are waiting to be occupied by a minister of religion
- are pitches or moorings not occupied by caravans or boats
- are unoccupied annexes to an occupied building

and OCCUPIED properties which:

- are occupied only by full-time students that meet set criteria
- are occupied solely by a person or persons under 18
- are occupied solely by severely mentally impaired people
- are occupied solely by a student and non-British spouse only
- are occupied solely by a diplomat or member of an international organisation
- are occupied annexes that are the residence of a dependant relative.

Forces barracks and married quarters are also exempt. Their occupants will contribute to the cost of local services through a special arrangement.



If you think your dwelling may be exempt and this is not already shown on your account, you should phone 'DDC @ your service' on (01304) 872199 for further details or check the information on our website at www.dover.gov.uk/counciltax which also contains application forms.

If your bill shows that an exemption has been given, you must tell the Council of any change of circumstances that affects your entitlement, within 21 days of the change. If you fail to do so, you may have to pay a penalty.

6. Website

The Council Tax website (www.dover.gov.uk/counciltax) shows how the charge is calculated, with a breakdown of all band charges for all parishes. It gives information on reliefs, discounts and exemptions and contains application forms, which can be completed on screen, printed out, signed and posted to the Revenues Section.

You can also submit an online request to have your Council Tax bills sent to you by e-mail.

A link is provided to the Valuation Office website (www.voa.gov.uk) where you can obtain further information on valuation of properties for Council Tax and appeals against banding values.

7. Benefit

Council Tax Benefit ensures that people in receipt of income support or jobseeker's allowance (income based) will normally pay no Council Tax, and that other people on low incomes will have their bills reduced. For further details contact 'DDC @ your service' on (01304) 872199.

8. Appeals to a valuation tribunal

You may appeal if you consider that you are not liable to pay Council Tax, for example, because you are not the resident or owner, or because your property is exempt, or that the Council has made a mistake in calculating your bill. If you want to appeal on any of these grounds you must write to Dover District Council telling us why you want to appeal, so that we can look at your case first. If you are not happy with our decision, you can then appeal to the valuation tribunal.

You must continue to pay your Council Tax even if you have made an appeal or you are waiting for a Council Tax Benefit claim to be processed. If your appeal or benefit claim is successful, any overpayment of tax will be refunded to you.

9. Percentage change in charge from previous year

For all Council Tax bills from 2002/2003 the billing authority is required to show on the bill the level of change in charge in percentage terms compared with the previous year. If you wish to question any level of change please contact the relevant authority.

For further details about discounts and exemptions see the Council Tax web pages at www.dover.gov.uk/counciltax

For Council Tax Benefit or appeals information, including the role of the valuation tribunals,

**please contact:
DDC@your service 01304 872199,
or write to Revenues, Council Offices, White Cliffs Business Park, Dover, Kent CT16 3PJ**



COUNCIL TAX & BUSINESS RATES TYPICAL COSTS

Amount of costs:

If a summons is issued against you:	£50.00
If a liability order is granted at Court:	£50.00
Further costs could be incurred if your debt is passed to the bailiff.	

If we apply to the Court for your committal to prison:

Means enquiry:	£85.00
Warrant of arrest with bail:	£85.00
Warrant of arrest without bail:	£105.00

Additional costs to pay: £375.00

**CAN YOU
AFFORD
NOT TO
PAY?**

DON'T LET THIS HAPPEN TO YOU.

As soon as you know you will not be able to keep your payments up to date, phone our Dover District Council '@ your service' team on (01304) 872199.

**If you do not pay on time, we will take necessary action.
Help to manage your finances better – pay by Direct Debit.**

Which authority does what?



The table below highlights the key services provided by authorities.



- Housing and health improvement
- Refuse collection and recycling
- Environmental services and licensing
- Council Tax benefit and housing benefit
- Leisure services
- Street cleaning and parking
- Planning services
- Crime reduction and community safety
- Economic development



- Children and families, including education
- Adult social services
- Highways and public transport
- Libraries
- Youth services
- Waste disposal
- Trading standards



- Responding to fires and other emergencies
- Rescuing people from road crashes
- Promoting road safety
- Educating people about fire safety
- Completing free home safety visits
- Ensuring businesses are protected from fire
- Being prepared to deal with emergencies



Kent Police Authority is an independent body that oversees Kent Police. We make sure there is an efficient and effective police service that includes:

- Responding to crimes, incidents, and calls for assistance
- Investigating serious offences including homicide
- Proactively investigating serious and organised crime
- Preventing road traffic accidents
- Working with partner agencies to address local problems in your neighbourhood

Town or parish council

- Maintaining local assets including allotments, common lands, play areas, litter bins, seats and ponds
- Town and parish councils are consulted on all planning applications affecting their areas

Important Information about your Data

To make sure our service to you is more efficient, Thanet District Council, Dover District Council and Canterbury City Council now process Housing Benefit, Council Tax Benefit, Council Tax liabilities and Business Rates liabilities for all three authority areas as part of a shared service.

The information you have supplied to us is held securely, but may now be accessed by authorised Thanet, Dover and Canterbury staff in order to work out benefit entitlement or Council Tax/Business Rates liability.

Budget and Council Tax 2011/12



In short:

- Council Tax will not increase in 2011/12
- We are required to save 10% on net expenditure

The Coalition Government aims to eliminate the national deficit over the lifetime of the current parliament, and we have a big part to play in this.

This was made clear when the Local Government Finance Settlement in December 2010 confirmed that KCC's overall loss of revenue grants for 2011/12 was £58million. This represents an overall loss of more than 10%.

To balance the Budget, we have:

- frozen Council Tax for 2011/12 at £1,047.78 for a band D property (for the KCC part of your bill)
- kept the cost of delivering bought-in services as low as possible
- made savings by being more effective in our commissioning and procurement
- removed duplication, stopped non-essential expenditure and are in the process of creating a leaner, more effective organisation
- identified areas where we can generate income through Kent Commercial Services and by charging for some of our services
- thoroughly reviewed our reserves and identified other one-off savings
- made some difficult decisions about some of our services.

We are also committed to maintaining an ambitious capital programme, which benefits Kent businesses. This will see investment of over £763million over the next three years.

Although the savings targets have been particularly challenging, we have made sure our resources reflect the priorities of Kent residents, as far as possible.

There are additional cost pressures of £45million in 2011/12 which we have to meet. These include:

- an additional £3.5million to respond to the Children's Social Care Improvement Plan, following the Ofsted inspection in October 2010
- £5.8million in response to the increasing demand to place children into care, including the cost of fostering
- fully funding our demographic pressures in Adult Services (£8.7million) resulting from the increasing number of older people and more adults with increasingly complex needs
- meeting legislative costs which are imposed on us such as Landfill Tax and the Carbon Reduction Levy (£3.2million)
- meeting our unavoidable contractual price increases of £6million in 2011/12
- the cost of the Concessionary Fare Scheme for older people (£1.5million)
- funding the higher than expected demand for the Freedom Pass for 11 to 16 year olds (£1.3million)
- setting aside £5million for a Big Society Fund to invest in engaging the local community and supporting enterprise
- the net cost of financing our capital programme (£5million).

In our 2011/12 Budget, we have protected the following services:

- Children's Social Services, particularly meeting the cost of children placed in foster care.
- Eligibility criteria for Adult Social Services (the point at which we intervene to provide help and support) at the moderate level - this is more generous than most other authorities, meaning we support more people at the earlier preventative stages of help and support.
- Entitlement to the Freedom Pass (although the cost will have to go up).
- Community Wardens.
- Community grants.
- Highway maintenance.
- The Gateway programme.

To balance the Budget we will deliver savings of £95million in 2011/12. This is equivalent to £174 per year for a band D property.

Our goals

Bold Steps for Kent is our medium term plan to 2014/15. It sets out our ambitions and priorities for the next four years, our determination to transform how the authority works and engages with the communities we serve, and our partners in the public, private and voluntary sectors. This is set in the context of the significant reduction in funding for public services over this period.

Running throughout Bold Steps for Kent are three clear aims:

To help the Kent economy grow – we must support and facilitate the new growth in the Kent economy by delivering the priorities in our regeneration framework Unlocking Kent’s Potential, by training young people to acquire skills to create an effective labour force, delivering new housing and new infrastructure and by working with key business sectors.

To put the citizen in control – power and influence must be in the hands of local people so they are able to take responsibility for their own community and service needs.

To tackle disadvantage – we will make Kent a county of opportunity where aspiration rather than dependency is supported, particularly for those who are disadvantaged or who struggle to help themselves and their family.



Image courtesy of Care Images



Why spending has changed

	£'m
Budget Requirement 2010/11	943.3
Changes in responsibilities from Central Government	5.4
Unavoidable pressures to cover inflation, demand/demographic changes and externally imposed factors	28.4
Revenue investments to support local policy priorities	16.6
Removal of one-off issues from 2010/11	-1.3
Additional income	-6.0
Savings	-88.8
Loss of other Central Government Grants	11.5
Budget requirement 2011/12	909.1

- **If you are on a low income** with less than £16,000 in savings (this does not apply if you receive Pension Guarantee Credit) you may be able to get some help with your council tax. To find out whether you would qualify, contact Kent Benefits Partnership on 0845 345 0310 or contact your borough, city or district council.
- **If you are a small business** with premises with a rateable value of less than £18,000, you may be entitled to some relief from your business rates. Contact your borough, city or district council for details.

How the budget requirement is funded

Budget requirement	2010/11 £'m	2011/12 £'m
Government Grants	372.4	333.4
Council Tax	570.9	575.7
	943.3	909.1

The increase in council tax is due to more households, not an increase in the amount each household pays.



Where your money goes

The council tax you pay to KCC contributes towards paying for services that make a positive difference to the lives of all Kent residents. For example, it helps pay for:

- the maintenance of over 5,000 miles of roads in Kent, and 4,200 miles of paths and public rights of way
- the processing and disposal of 760,000 tonnes of waste every year. There are 18 KCC recycling centres in Kent providing recycling facilities for 4 million visitors per year
- 101 permanent libraries and 11 mobile libraries, issuing approximately 6.3million books and supporting 7million visits
- 28,520 clients who receive support to live independently in their homes, with the personalised care we provide
- 73,500 weeks of permanent nursing care for approximately 1,400 clients provided through the independent sector
- 562 schools and other services which support children and young people and their families
- transport to and from school for over 19,000 eligible children
- over 25,000 Freedom Passes for young people aged 11 to 16
- the support of approximately 1,200 looked after children including 46,000 weeks of care through registered foster carers and 3,600 weeks with independent foster carers
- 61 salting runs, salting approximately 2,485 miles of highway per run
- 101 Community Wardens.



Where your money goes

KCC Services 2011/12	Total Spending £'m	Net Spending £'m	Net Spending per day £'000
Adults and Older People	486.5	345.4	946
Community and Regulatory Services	72.8	39.5	108
Highway Services	50.5	41.9	115
Schools Budgets	999.1	0.0	-
Services for Schools	63.7	11.7	32
Support for Individual Children	234.1	119.2	327
Transport Services	74.4	68.6	188
Waste Management	69.9	67.9	186
Financing Items*	129.1	112.9	309
Management, Support Services and Corporate Overheads	150.8	89.1	244
Other	20.1	12.9	35
Total	2,351.0	909.1	2,490

* Includes estimated levies from the Environment Agency for flood defence (£344,000) and Kent & Essex Inshore Fisheries & Conservation Authority (£386,400)

How your services are funded

Budget	2010/11 £'m	2011/12 £'m
Total expenditure	2,413.2	2,351.0
Funded By:		
Service Income	323.9	430.9
Government Grants which must be spent on specific things	1,146.1	925.9
General Government Grants	372.3	418.5
Collection Fund Surplus	1.5	2.0
Council Tax	569.4	573.7



Overseeing your policing

Kent Police Authority is an independent body made up of 17 members – a mix of local people and councillors who hold Kent Police to account. We set the police council tax, appoint the Chief Constable, monitor police performance, and set policing targets for the Force.

‘This budget setting round is different from any other since Police Authorities were established in 1995. This year has been the most difficult and challenging for a generation as we begin to feel the pain of public sector cuts.

‘Police Authority members have agreed to freeze this year’s Police Council Tax as part of a Government deal. We have to reduce our police budget by 20 per cent over the next four years following the Government’s Comprehensive Spending Review, and have set a medium term financial plan that will enable us to find that money.

‘Our budget has been set at £288million and we will focus on protecting the frontline, as well as restructuring the Force and changes to how the county is policed. We still pride ourselves on being one of the lowest precept Police Authorities in England and Wales.

‘Authority members have also set stretching targets for the Force to meet. We have been working very closely with the Chief Constable during trying times. The Authority is confident that we can reduce the budget, and at the same time make sure taxpayers of Kent and Medway get the best possible policing.’

Ann Barnes, Chair of Kent Police Authority

Working smarter in tough times

Kent Police Authority has agreed in principle a new policing model for the county. The restructure will involve reducing the current six policing areas to just three, East Kent, West Kent, and North Kent and Medway.

The move follows a rethink in light of the comprehensive spending review resulting in a 20 per cent cut to the police budget over the next four years, the equivalent of £53million, as well as a drive to improve police performance. This means we will have to lose around 500 officers and 1,000 support staff over the next four years. However, this will take us back to the levels of officers we had back in 2000.

The public should not receive reduced services as a result of the new policing model. In fact the Authority is confident they will improve, as Kent Police adopts a new approach to responding to calls. A new borderless response will allow the nearest response officer to attend an emergency call, even if that call comes under a different policing area. It will also potentially allow for more resources to be moved into neighbourhood policing.

The Chief Constable has already successfully restructured the policing model in Norfolk using a similar approach, saving money and improving performance.

Our collaboration work with Essex Police continues to go from strength to strength. Kent and Essex Police Authorities and Forces have been at the forefront of collaborative working since 2007. Together they have had a number of joint working initiatives including setting up one of the largest Specialist Crime Directorates outside of the Metropolitan Police, one of the first joint IT departments and a joint procurement service. So far £11million has been identified as recurring annual savings.

Find out more about Kent Police Authority

You can contact us on twitter, or sign up to our Facebook group. Alternatively check out our videos on YouTube. We welcome your feedback so get in touch. Either write in to Kent Police Authority, First Floor, Gail House, Lower Stone Street, Maidstone, Kent ME15 6NB or visit our website to have your say at www.kentpoliceauthority.gov.uk



How Kent Police are funded	£'000's	£/resident
Central Government grants	199,505	119.76
Extra council tax collected in 2010/11 compared with original estimate	263	0.16
Balance to be met by council taxpayers in 2011/12	88,032	52.84
Total	287,800	

Budget breakdown – what we are spending money on	2011/12 £'000's	2010/11 £'000's
Police Pay	161,166	162,462
Police Pensions	34,151	33,881
Support Staff Pay	88,491	88,914
Other expenditure e.g. premises, computers, transport	48,923	57,281
Gross revenue budget (total of above)	332,731	342,538
Income generated by external parties outside of Kent Police	-44,931	-44,438
Total	287,800	298,100

Useful numbers

In an emergency dial **999** if there is a threat to life or public safety, or a crime is in progress.

Call our single non-emergency number **01622 690690** for enquiries, non-urgent crime reporting and anti-social behaviour.

Budget breakdown – cost of service	2011/12 £'000's	2010/11 £'000's
Local Policing	153,259	158,744
Assisting and responding to the public	20,271	20,997
Criminal Justice Arrangements	22,653	23,464
Roads Policing	10,146	10,509
Specialist Operations	22,983	23,805
Intelligence	7,585	7,856
Specialist Investigations	27,426	28,407
Investigative Support	11,750	12,171
National Policing	7,232	7,491
Funds to run Kent Police Authority	1,200	1,243
Police pensions, cost of ill health and early retirements	2,547	2,638
Capital Financing	748	775
Total	287,800	298,100

Why spending has changed	£m
Revised 2010/11 to reflect changes to Grant payments	298.1
Pay and price changes (inflation)	4.2
Council Tax Freeze Grant	-2.2
Spend to Save – Force Development Unit	0.6
Commitments – Regional Intelligence Unit	0.2
Commitments – Police National Database	0.2
Savings	-13.3
Total Budget Requirement for 2011/12	287.8



There when you need us – Kent Fire and Rescue Service

For just over £1.30 a week (for a Band D property) – the price of a Sunday paper – Kent Fire and Rescue Service provides you and your family with a round-the-clock, 365 days a year service. We are there when you need us, not only fighting fires, but dealing with a huge range of other emergencies from road traffic collisions, floods and explosions to chemical accidents.

Last year we:

- Dealt with 32,000 emergency 999 calls – answering 97% of them within 20 seconds
- Responded to nearly 19,000 incidents including fires
- Reached 90% of fires in less than ten minutes
- Dealt with around 1,000 road traffic collisions
- Carried out 14,000 free home safety visits, fitting around 22,000 smoke alarms
- Educated over 75,000 children and young people on fire and road safety

The cost for our services is the same as last year. Our governing body, Kent and Medway Fire and Rescue Authority, works hard to ensure services are delivered to local people in the most efficient way possible. That is why they have consistently received top ratings from the Audit Commission for service delivery, overall performance, management and value for money.

The number of incidents we attend has dropped dramatically over recent years thanks to our hard work in promoting safety in homes and businesses:

Key indicator	2008/09 actual	2009/10 actual	2010/11* estimate	% change between 2009/10 and 2010/11
Total fires (per 10,000 people)	38.3	38.7	33.7	-12.9%
Accidental fires in the home (per 10,000 homes)	11.0	10.8	9.8	-9.3%
Deliberate fires (per 10,000 people)	21.9	18.3	15.1	-17.5%
Road accidents attended (per 10,000 people)	7.7	6.8	6.0	-11.8%

* Based on data collected at the end of January 2011

Plans for the future

A county-wide review is underway to provide better emergency cover and to ensure that fire stations and equipment are in the best locations to meet the needs of the county.

Over a quarter of all Kent Fire and Rescue Service calls are to automatic fire alarms – most false alarms. This takes firefighters away from genuine emergencies and is a waste of your money. We are encouraging alarm owners to manage their equipment more effectively. From April 2012 we will not go out to these alarms – except to high risk premises or people – unless we get a 999 call about an actual fire.

We want to focus more on making sure the most vulnerable people (such as older people and those with disabilities) are safe from fire in their homes.

How can you help?

Keep yourself and your family safe by checking our website at www.kent.fire-uk.org and following the safety advice.

Volunteer to help spread the word about safety in your local community. Details are on our website, or get more information by emailing volunteering@kent.fire-uk.org

If you know someone who may be vulnerable, our specialist team can help – contact them via email at vulnerable.people@kent.fire-uk.org



Posed by model

Keeping vulnerable people safe

Recently our specialist team visited a man in his 80s who was suffering hearing loss.

They fitted a special flashing smoke alarm and a device to automatically turn off his cooker as he was becoming forgetful.

They also gave him vital safety advice to keep him safe and help him escape if a fire breaks out.



Where your money goes

Revenue budget	2010/11 £'000	2011/12 £'000
Employees	58,341	56,930
Firefighters' pensions	1,385	1,544
Premises	4,438	4,043
Vehicles and travel	3,219	3,151
Equipment and supplies	5,605	7,124
Fees, services and other costs	2,389	2,006
Contributions to capital	858	813
Debt financing costs	1,263	1,306
Gross revenue expenditure	77,498	76,917
Service income	-5,004	-4,783
Council tax freeze grant	0	-1,080
Transfers to reserves	110	679
Net budget requirement	72,604	71,733
Financed by:		
Formula grant	29,596	28,417
Collection fund surplus	154	129
Council tax	42,854	43,187
	72,604	71,733



Why spending has changed

Revenue budget	£'000
Revenue budget 2010/11	72,604
Pay, prices and commitments	1,201
Service developments and pressures	3,151
Savings	-4,004
Reduction in transfer to general reserve	-139
New council tax freeze grant	-1,080
Revenue budget 2011/12	71,733

Our budget for 2011/12

The revenue budget for 2011/12 is £871,000 less than the 2010/11 budget, as a result of the reduction in the formula grant provided by the Government. As this Authority is proposing to keep the council tax at the same level as last year, the Authority is able to claim a new grant of just over £1m in 2011/12.

Budget growth of just over £4.3m is required to meet commitments and pressures arising from inflation and new developments. In order to be able to pay for this, the Authority has identified that it can achieve £4m of savings and efficiencies, partly by reducing staffing numbers through natural wastage but also by reviewing divisional management structures and by ensuring that efficiencies are achieved when purchasing supplies and services.

The capital budget for 2011/12 is £4.5m, which supports the infrastructure development within the Authority. The table above shows a more detailed breakdown of the capital budget.

As a result, the Band D council tax remains the same as that in 2010/11, which is £67.95, equivalent to just under 19p per day.

Capital budget	2011/12 £'000
Vehicles and equipment	2,533
Investment in IS/IT	620
Premises projects	558
Fire station replacement	750
Total capital expenditure	4,461
Funded by:	
Borrowing	1,574
Capital grants	2,074
Revenue contributions	813
Total capital funding	4,461



If you have difficulty reading this leaflet and would like the information in another format, please contact Dover District Council (contact details are inside the front cover).



Picture by Crispin Hughes, supplied by Niall McLaughlin Architects



How to pay • Help and advice • Benefits information • Get in touch
and much more from Kent County Council, Dover District Council,
Kent Police and Kent and Medway Fire and Rescue Authority