

How the County Council, City Council,  
Fire and Police Authorities spend your  
money - a guide for residents and  
Business Rate payers



# Introduction



**Martin Curtis**  
Leader of Cambridgeshire  
County Council



**Lewis Herbert**  
Leader of Cambridge  
City Council



**Sir Peter Brown**  
Chairman of Cambridgeshire  
and Peterborough Fire  
Authority



**Sir Graham Bright**  
Cambridgeshire Police & Crime  
Commissioner

The Council Tax you pay goes towards the cost of providing a wide range of services provided by Cambridgeshire County Council, Cambridge City Council, Fire and Police services.

To most people the face of local government is the face they see at a local level - the librarian, the home help, the refuse collector, the fire fighters, police officers and teachers, to name but a few.

The Councils provide services and support for schools, care for the elderly, maintain the roads, parks and open spaces, recycle rubbish, care for the environment, offer leisure facilities and provide affordable housing as well as administering Housing Benefit and support for Council Tax.

At a time of continuing significant financial constraints and change, we have all worked together to produce this booklet, giving you all the information you need about your Council Tax for the coming financial year. We hope it will make understanding your bill much easier.

## Contents

3	Council Tax and services
7	Cambridge City Council
17	Cambridgeshire Police and Crime Commissioner
20	Cambridgeshire and Peterborough Fire Authority
25	Cambridgeshire County Council
32	Council Tax explanatory notes
34	Help with your Council Tax and Rent
35	Non-Domestic Rates explanatory notes
46	Contact details
47	Local support for Council Tax
48	Online services

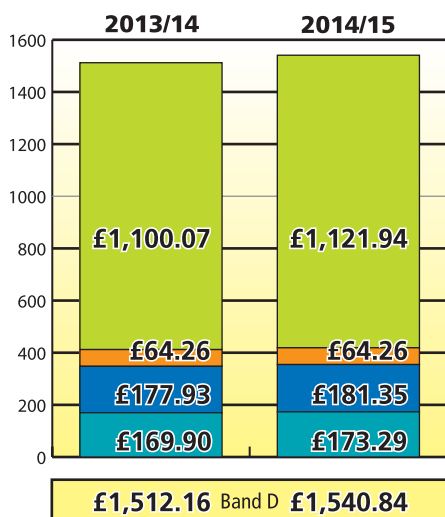
The cost to produce the booklet is subsidised via local advertising.

# Your Council Tax

## How Council Tax is calculated

	Cambridgeshire Police & Crime Commissioner £m	Fire Authority £m	County Council £m	Cambridge City Council £m
Gross spending	132.9	31.1	752.7	96.3
Income	-1.8	-2.0	-79.3	-75.2
<b>Net expenditure</b>	<b>131.1</b>	<b>29.1</b>	<b>673.4</b>	<b>21.1</b>
<b>Government funding</b>				
Business Rates	-	-3.5	-57.9	-4.0
Non ring-fenced Grants	-6.0	-8.9	-86.9	-7.8
Ring-fenced Grants	-0.4	-	-293.9	-
Police Grant	-77.3	-	-	-
<b>Internal funding</b>				
Use of / addition to Reserves	-0.2	-	-	-2.6
<b>Council Tax Requirement</b>	<b>47.2</b>	<b>16.7</b>	<b>234.7</b>	<b>6.7</b>
Council Tax at Band D	181.35	64.26	1,121.94	173.29
<b>Total Band D Council Tax £1,540.84</b>				

## Where your money goes



- Cambridgeshire County Council
- Cambridgeshire and Peterborough Fire Authority
- Cambridgeshire Police & Crime Commissioner
- Cambridge City Council

## Data Protection - Processing Personal Data

Cambridge City Council is registered as Data Controller under the Data Protection Act 1998 for the purpose of processing personal data in the performance of its legitimate business. Any information held by the Council will be processed in compliance with the principles set out in the Act.

The Council is responsible for ensuring the confidentiality of personal data that it holds. It also has a duty to protect the public funds it administers and to this end may use the information you have provided to us to prevent and detect fraud.

This may include sharing the information for these purposes with other persons or bodies involved for example in administering public funds or appointed as collection agencies responsible for collecting local taxes on the Council's behalf or for data matching.

Further information relating to the Data Protection Act 1998 is shown on our website or can be sent to you on request. You can contact the Council's Data Protection Officer at the address on **page 46**.

If you have concerns about the processing of your personal data by Cambridge City Council, you may contact the Council's Data Protection Officer or the Office of the Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

For more information please go to:  
[www.cambridge.gov.uk/data-protection](http://www.cambridge.gov.uk/data-protection)

# Which services do we provide?

## Cambridgeshire County Council

### Children, Families and Adults

- Supporting over 20,000 children aged under 5 registered at our children's centres
- Working with more than 250 schools to ensure over 80,000 children receive a high quality education
- Supporting over 3,000 children with statements of special educational need
- Providing short breaks for more than 1,000 young people and children with disabilities, including more than 65,000 hours of individual support and around 4,300 overnight stays
- Safeguarding children at risk of harm and supporting vulnerable families to improve their situation
- Looking after children in care, supporting around 500 children at any one time in foster and residential care and finding adoptive parents
- Providing social care services to over 10,500 people, including caring for over 2,700 people after discharge from hospital
- Caring for over 7,500 people in their own homes, using over 1.8 million hours of care

### Economy, Transport and Environment Services

- Maintaining 2,800 miles of roads, 2,400 miles of footways, 1,500 bridges and 55,000 street lights
- Investing £1.5 million every year in public transport services where local communities have developed the solution
- Providing for approximately 3.7 million single Park and Ride bus journeys and 3.2 million journeys on the Cambridgeshire Guided Busway
- Transporting around 15,000 children to school every day
- Managing over 300,000 tonnes of waste, of which over 53% is recycled
- Attracting external funding to help deliver cultural activities, including £50,000 for sports for disabled; £73,000 for Arts and Wellbeing
- Intervening in rogue trader cases involving over 180 victims and in excess of £500,000
- Gritting around 1,300 miles of roads and footpaths in winter weather
- Helping 20,000 people benefit from adult learning
- Delivering over 60 local highway improvements working with local communities
- Welcoming 2.5 million visitors each year to our libraries
- Registering 15,000 births, marriages, civil partnerships and deaths

### Corporate Services

- Handling 450,000 enquiries plus 84,000 non phone contacts
- Receiving 2,460,000 unique web site visitors
- Managing 900 Freedom of Information Requests and 100 Subject Access Requests

### Public Health

- Commissioning Health Checks for about 21,000 people
- Helping nearly 3,500 people to quit smoking
- Commissioning 19,000 appointments to test for and treat sexually transmitted infections
- Providing public health advice to the local NHS and the Health & Wellbeing Board
- Working with Public Health England to prevent the spread of communicable diseases

## Cambridgeshire and Peterborough Fire Authority

- Prevention - promoting fire safety across the county
- Protection - minimising risk in businesses through education, engagement and enforcement
- Emergency Response - dealing with more than 10,000 emergencies a year

We spend over £4.5 million on funding childcare places for 2-year-old children from deprived families

The average cost of providing an adult aged over 65 with social care this year will be nearly £11,000

It costs over £568,000 a week to dispose of household waste in Cambridgeshire

It costs around £29,000 to complete a full gritting run

It costs £25.38 to provide a health check

**The Cambridgeshire Police service is one of the lowest costing forces in the UK**

## Cambridgeshire Police

- Reducing crime year on year
- Answering more than 17,000 999 calls a month
- One of the highest percentages of Officers' time spent on frontline duties
- Tackling anti-social behaviour in partnership with other agencies.

## Cambridge City Council

### Cultural, Environmental, Regulatory & Planning Services

#### • Arts and Recreation

Including managing the Corn Exchange and swimming pools. Provision of outside events such as the Cambridge Folk Festival and annual fireworks display. Provision and management of indoor and outdoor sports facilities.

#### • Community Development

Providing and managing community centres, providing grants to voluntary groups.

#### • Economic Development

Management of commercial properties and the local markets.

#### • Environmental Health & Protection

Monitoring and enforcing food hygiene standards. Control of diseases, noise and air pollution. Licensing of taxis, liquor and gambling.

#### • Planning & Development Control

Dealing with planning and building control applications. Managing and planning for growth in the City.

#### • Climate Change and Sustainability

Working to reduce the Council's own production of CO2 and to reduce the impact of climate change on Cambridge.

#### • Streets & Open Spaces

Managing the City's parks and open spaces, keeping them and the streets clean. Provision and management of play areas, allotments, residential moorings and public toilets.

#### • Waste Management

Collection of household and trade waste and promoting recycling.

#### • Other Services

Including tourism, CCTV and the City's cemeteries and crematorium.

## Highways & Transport

#### • Parking Services

Provision of off-street car parks.

#### • Sustainable Transport Initiatives

Encouraging cycling and walking. Support for public transport, including Taxicard and Dial-a-Ride.

## Housing Services

#### • Private Sector Housing

Encouraging and enabling the private sector to maintain the standard of its properties and promoting energy efficiency.

#### • Development

Working to enable the provision of new affordable housing.

#### • Homelessness

Working to prevent homelessness and reduce rough sleeping.

#### • Other Services

Including housing advice, maintaining the housing needs register and providing more choice in social housing, tackling anti-social behaviour and promoting community safety.

## Central Services to the Public

#### • Elections

Running local and national elections and maintaining the electoral register.

#### • Local Tax Collection

Collecting Council Tax for our own services and on behalf of the County Council, the Fire Authority, the Police & Crime Commissioner and national Business Rates Collection.

#### • Housing Benefit and Council Tax Support

Payment of Housing Benefit and Local Housing Allowance and Council Tax Support to those on a low income, whether they are working or not. This includes pensioners.

# Cambridge City Council

The City Council provides a wide range of services to you and your families. It is important to you that you get value for money for the services you receive and that we make it as easy as possible for you to access the services you need.

Only 11.2% of the council tax you pay is kept by the City Council. We are also responsible for collecting council tax for the County Council, the Police and Crime Commissioner and the Fire and Rescue authority.

This year the City Council has approved an increase for 2014/15 of just under 2% of its share of the bill. For a household paying band D council tax, this will result in an increase of £3.39 per year for City Council services (just over 6.5p per week).

This year the City Council will spend £96.3 million on providing you with local services, including:

- **emptying your bins and improving your recycling services**

In 2013 we collected just under 20,000 tonnes of materials for recycling from the blue and green bins and recycling points across the City. We also have continued to make rubbish and recycling collections more efficient and deliver savings to the City Council.

- **keeping streets and open spaces clean and tidy**

In 2013 we removed 17 abandoned or burnt out cars from 199 investigations, and responded to 481 incidents of graffiti. We also dealt with 1246 incidents of fly-tipping. We collected waste from over 600 litter-bins and more than 100 dog fouling bins across the city and cleaned the 20 public toilets in and around Cambridge city centre. We routinely maintained over 1 million square metres of grass on parks and open spaces.

- **providing entertainment in parks and in the Corn Exchange and Guildhall**

We organised and supported a wide variety of events throughout the year. These ranged from

world-class orchestras (which included the development of an education programme), ballet, music, comedy and conferences at the Cambridge Corn Exchange and the Guildhall Halls and we also improved facilities such as toilets and disabled access. We successfully delivered the Cambridge Folk Festival to a sell out audience, alongside providing free events such as The Big Weekend, 5th November Fireworks and other outdoor events across the summer. We've also been busy planning the local arrangements for the City's hosting of the Tour de France in 2014.

- **providing a range of leisure facilities including indoor and outdoor swimming pools and community centres**

In 2013 we retendered the leisure management service and are now working with a new provider. This resulted in savings to the City Council and an investment of £3 million into the sites to improve their energy efficiency and develop gym and fitness equipment.

- **dealing with anti-social behaviour and calls about noise nuisance**

In 2013 we dealt with 170 cases of anti-social behaviour, many of which involved intensive casework. We held 8 neighbourhood meetings in communities experiencing anti-social behaviour and attended 6 other community events in partnership with other agencies to talk about this work. We also responded to over 1,853 calls about noise nuisance.

- **providing housing advice and support**

In 2013 we revised the Council's lettings policy and comprehensively reviewed the housing register. We led on and established a new sub-regional service for single homeless people and set up a new sub-regional local lettings agency to help people who are homeless to access accommodation in the private rented sector. We also increased the Council's temporary housing stock to ensure that fewer homeless households need to be placed in bed and breakfast accommodation.

- **planning for new developments and growth in the City and determining planning applications**

In 2013 we dealt with around 1,300 planning applications, ranging from major new developments on our fringe sites and in the city

centre, through to extensions to houses across the city. We are producing a new Local Plan for Cambridge, which will provide a vision for growth and guide new development in until 2031. This new plan will be in place in 2015. The new plan for Cambridge is being prepared alongside a similar plan for South Cambridgeshire.

- **managing car parks and the Shopmobility service**

In 2013 we managed 16 car parks across the city with 3,472 parking spaces. We provided Shopmobility, a free wheelchair and scooter loan service, to enable people with permanent or temporary limited mobility to shop and use the other facilities within Cambridge.

- **running Visit Cambridge, improving Cambridge Markets and working in partnership with businesses in the city centre.**

In 2013/14 we provided information and advice in person to over 268,000 people visiting Cambridge and organised blue badge guided walking tours for over 75,000 visitors. We have organised and delivered two "Love Your Local Market" events, created a number of new street trading opportunities for independent businesses and supported the development of a successful Mill Road Traders Association. We have also supported the new Cambridge Business Improvement District that will bring in extra resources from city centre businesses to fund improvements and will continue to be actively involved to ensure that the experience of all those using the city centre, including residents, is enhanced.

- **organising elections and managing the electoral register**

In 2013, we organised the elections for the County Council. We published the register of electors enabling 90,347 people to exercise their right to vote.

- **responding to your enquiries**

Our customer service centre handles over 225,000 telephone calls, 45,000 face-to-face enquiries and 30,000 email transactions every year. In 2013, we retained the Gold Standard award, which is awarded by the Customer Contact Association and is given only to centres of excellence and high performance.

- **responding to Freedom of Information requests**

In 2013 we responded to 638 requests for information under the Freedom of Information Act, which was an increase of 28% over the previous year.

- **collecting local taxes and administering housing benefit and support for council tax**

During 2013/14 we were responsible for collecting £58.0m in council tax from 51,717 households. We also collected £96.5m in Business Rates on behalf of the government from 4,031 businesses in the city. We paid £37.7 million in housing benefit and £6.4 million in council tax support. In total, there are approximately 8,500 people who receive financial help with paying their rent or council tax.

The majority of the money to pay for these services comes from government grant, fees and charges, property rents, and a share of local business rates. The balance, £6.7 million, is met from council tax.

In addition, we are landlord to nearly 7,200 council houses, and rents from these are kept separate to pay for services to tenants.

The current economic situation and the government's plans to tackle the national deficit continue to be a challenge for the City Council. Funding reductions will continue and these, together with other cost pressures, mean that the City Council must continue to find significant savings and more efficient ways of working.

In assessing where we will find further savings, our aim will be to:

- protect the basic services that keep our city looking good and working well,
- protect services for vulnerable individuals and communities, and
- make sure that we get right the things we have only one chance to get right - such as planning new communities.

The following pages explain how the total council tax collected is distributed to and spent by the Fire and Police services and the City and County Councils.



# Cambridge City Council's Spending Plans 2014/15

## 2013/14 Council Budget

*Net  
Expenditure  
£'000*

1,810	Central Services to the Public
7,851	Cultural and Related Services
9,341	Environmental and Regulatory Services
5,070	Planning and Development Services
-3,628	Transport Planning, Policy and Strategy and Parking Services
3,486	Housing Services (Excluding Housing Revenue Account)
2,550	Corporate and Democratic Core
-5,213	Commercial Property and other Trading
-4,593	Capital Accounting Adjustments
-707	Interest
1,237	Revenue Funding of Capital
1,295	Contributions to earmarked reserves
140	Adjustments for previous year's Council Tax Collection

### **18,639 Net Expenditure**

#### *Funding*

-3,732	Business Rates (net of tariff payable to central government)
-5,609	Revenue Support Grant
-2,192	Other Grants

#### *Internal Funding*

-713	Movement in General Fund Reserves
------	-----------------------------------

### **6,393 Amount we will raise from the Council Tax**

**Council Tax per  
Band D Property  
£**

169.90	Cambridge City Council
--------	------------------------

#### *add amounts collected on behalf of other bodies*

1,100.07	Cambridgeshire County Council
177.93	Cambridgeshire Police and Crime Commissioner
64.26	Cambridgeshire and Peterborough Fire Authority

### **1,512.16 Total Council Tax Charge**



### 2014/15 Council Budget

<i>Expenditure before Income and Grants £'000</i>	<i>Income and Grants £'000</i>	<i>Net Expenditure £'000</i>
---	--	--------------------------------------

2,611	-777	1,834
13,469	-5,564	7,905
15,220	-6,355	8,865
7,862	-3,536	4,326
5,809	-9,282	-3,473
41,370	-37,801	3,569
2,735	0	2,735
1,241	-6,496	-5,255
0	-4,655	-4,655
0	-777	-777
3,696	0	3,696
2,294	0	2,294
0	-4	-4
<b>96,307</b>	<b>-75,247</b>	<b>21,060</b>

-4,475	-4,475
-4,311	-4,311
-3,470	-3,470

0	-2,102	-2,102
<b>96,307</b>	<b>-89,605</b>	<b>6,702</b>

**Council Tax per  
Band D Property  
£  
173.29**

1,121.94  
181.35  
64.26

**1,540.84**

### Council Tax

The actual Council Tax you have to pay depends on which property band your home is in. 60% of properties in Cambridge are in bands A to C, and will therefore pay less than the Band D amount given below. See table on page 15.

### Notes

The expenditure for each service includes depreciation charges for buildings and equipment. These charges are deducted in 'Capital Accounting Adjustments'.



## How Cambridge City Council's budget has changed

It costs the City Council £96.3 million to deliver all the services listed on page 7. However, after taking into account income, such as fees and charges for services, property rents and housing benefit subsidy, the net expenditure on services is £21.1 million.

This net expenditure is met by the Council Tax, a local share of business rates and central government grants. The government has changed the way in which local government is funded through the

introduction of a business rates retention scheme. The new arrangements are designed to enable local authorities to benefit directly from supporting local business growth and the resulting growth in business rates income. The City Council is able to keep a half of its share of any growth in local business rates.

The main changes, from 2013/14, in the Council's funding and expenditure are set out in the following table:

	£000's
<b><i>Changes in funding:</i></b>	
Increase in Council tax income	309
Other changes in business rates and grant funding	723
Increase in the use of General Fund Reserves	1,389
	<b>2,421</b>
<b><i>Changes in budget:</i></b>	
Inflation	966
Service improvements and additional costs	849
Increased income - rents, fees and other charges	-154
Other savings	-1,016
Capital plan funding changes	2,459
Changes in forecast council tax surplus/deficit	-144
Other changes	-539
	<b>2,421</b>

# Valuation Bands & Charges

The amount of Council Tax you have to pay depends on which property band your home is in - although your final bill will be less if you qualify for Council Tax support or other reductions. The following table shows the amount of Council Tax in Cambridge City for each property band for 2014/15. Figures for 2013/14 are also shown for comparison purposes.



## Cambridge City Council Tax charges for 2014/15

Council Tax (£) 2013/14		Valuation Band	Range of values 1 April 1991	Council Tax (£) 2014/15	
For two or more adults	For one adult (25% discount)			For two or more adults	For one adult (25% discount)
1,008.11	756.08	A	Up to 40,000	1,027.23	770.42
1,176.12	882.09	B	40,001 to 52,000	1,198.43	898.82
1,344.14	1,008.11	C	52,001 to 68,000	1,369.64	1,027.23
<b>1,512.16</b>	<b>1,134.12</b>	<b>D</b>	<b>68,001 to 88,000</b>	<b>1,540.84</b>	<b>1,155.63</b>
1,848.20	1,386.15	E	88,001 to 120,000	1,883.25	1,412.44
2,184.23	1,638.17	F	120,001 to 160,000	2,225.66	1,669.25
2,520.27	1,890.20	G	160,001 to 320,000	2,568.07	1,926.05
3,024.32	2,268.24	H	Over 320,000	3,081.68	2,311.26



### Contacts

If you wish to know more about the Council's finances, please contact the:

**Head of Finance**  
**Cambridge City Council**  
 PO Box 700  
 Cambridge  
 CB1 0JH

[finance@cambridge.gov.uk](mailto:finance@cambridge.gov.uk)

You can also obtain further details on the Council's finances on our website

[www.cambridge.gov.uk](http://www.cambridge.gov.uk)



## Cambridgeshire Police & Crime Commissioner

Cambridgeshire's Police and Crime Commissioner is elected by you, the public, every four years. He has been in post for 18 months.

Police and crime commissioners have responsibility for delivering an efficient and effective police service in their area. Commissioners set police and crime objectives, the police budget and issue crime and disorder reduction grants through the Police and Crime Plan. Commissioners hold the police to account, making them answerable to the public. They must also work with other local agencies to ensure there is a joined-up approach to preventing and reducing crime.

More information on Cambridgeshire's Police and Crime Commissioner is available by visiting [www.cambridgeshire-pcc.gov.uk](http://www.cambridgeshire-pcc.gov.uk)

### Crime prevention and reduction in Cambridgeshire

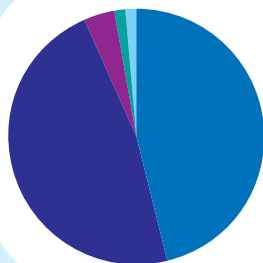
Building on the historical good work of the Constabulary, the following police and crime objectives will continue to form the basis of efficient and effective policing in Cambridgeshire in the year ahead:

- Maintaining local police performance
- Delivering policing in Cambridgeshire within the available budget
- Continuing to tackle crime and disorder including anti-social behaviour and burglary
- Keeping people safe
- Maintaining the resilience of protective services

An important part of policing in Cambridgeshire includes working with other forces nationally to protect communities from terrorism, secure the public's involvement in cutting and preventing crime and delivering value for money.

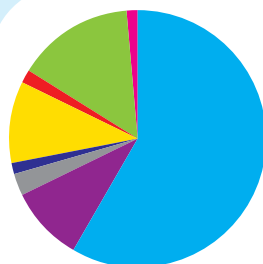
In addition to the objectives above, Sir Graham has made a series of personal pledges in response to what members of the public have told him they have concerns about. These are included in the plan on the website.

### Where the money comes from



	£m	%
Council Tax	47.2	36
Council tax freeze grant	1.2	0.9
Police Grant	77.3	59
Other Grants	5.2	4.0
Reserves	0.2	0.1
<b>Total</b>	<b>131.1</b>	<b>100.0</b>

### What the money is spent on



	£m	%
Employees	59.3	60
Police officer pensions	12.2	9.3
Premises	4.0	3.1
Transport	1.7	1.3
Supplies and services	13.8	10.5
Collaborated Units	19.4	14.8
PCC Grants	1.8	1.4
Capital financing	2.2	1.7
Income	-1.8	-1.4
<b>Total</b>	<b>131.1</b>	<b>100</b>

### Protecting the frontline a 'priority'

Cambridgeshire's Police and Crime Commissioner will increase the policing part of council tax by a modest amount to protect the front line in 2014/15, after the Cambridgeshire Force received £1.2m less than expected in Police grant for 2014/15.

Significant savings had been made to balance the 2014/15 budget, but the Government grant settlement announcement revealed that forces, including Cambridgeshire, had been 'top sliced' to fund national initiatives and consequently received less than anticipated.

The seven pence (1.92 per cent) per week increase on a Band D property means that the frontline continues to be protected.

Cambridgeshire is one of the lowest costing and most productive police workforces in

the country with the highest percentage of officers on frontline duties.

The number of police officers working in local policing will have increased from 988.5 at the start of the year to 998 at the start of this coming year, despite having also made savings of £4.9m within 2013/14.

Sir Graham has been listening to what the public have told him, balancing their expectations of police visibility with affordability of tax increases. Engagement with the public has taken place throughout the year in numerous ways. Sir Graham's Outreach Worker for Peterborough and Fenland has played an instrumental role in listening to the public, acting on their concerns and, when necessary, enabling the Commissioner to hold the Chief Constable to account on behalf of the public.

The precept will provide a £131.1m budget for policing in 2014/15. This will allow Sir

Graham to continue to deliver against his pledges as set out in the Police and Crime Plan.

## Partnership Working

In the Commissioner's first year much work has been undertaken to influence how partners approach problems which impact on all agencies. Responding to and preventing problems caused by alcohol misuse, working together on mental health, addressing anti-social behaviour and safeguarding vulnerable people remain high on the Commissioner's list of priorities.

## Victims

The Commissioner's role, and the operation he is now running, is completely different to the one he inherited and it is increasing all the time. Responsibility for commissioning support services for victims will transfer to the Commissioner in October. The Commissioner wants to put the victim in the driving position, ensuring they receive the necessary help and support to cope, recover and, where possible, return to the life they had before the crime occurred. The Commissioner is also championing work with offenders to prevent people becoming victims in the first place.

## Capital programme

The Commissioner has a capital programme (premises and other assets) for 2014/15 of £4.6m which includes historical and new commitments such as:

- Programme Metis, ICT and communications projects to replace current systems with updated and integrated ones (£2.4m)
- Major repairs to buildings (£0.7m)
- Replacement of vehicles (£1.4m)
- Collaborated Unit projects (£0.1m)



## Workforce

As stated above, the number of officer posts within local policing will be 998 by the start of this 2014/15. The total number of officers budgeted for will be 1,341 in 2014/15. A total of 819 staff and 150 PCSOs have been included in the budget.

## Reserves

General reserves are held in the event of the occurrence of any unforeseen high impact policing operations. The Commissioner will have estimated general reserves of £9.2m (7 per cent of net budget) at the end of 2013/14. The Commissioner also maintains earmarked reserves for capital financing, potential risks, new initiatives and to deal with insurance claims. These are expected to be £15.4 million at the end of 2014/15.

## Contacts

If you need to contact the Office of the Police and Crime Commissioner, please write to:

**The Chief Executive  
Office of the Cambridgeshire Police  
and Crime Commissioner  
South Cambridgeshire Hall  
Cambourne Business Park  
Cambourne  
Cambridge  
CB23 6EA**

Telephone: 0300 333 3456

Email: [cambs-pcc@cambs.pnn.police.uk](mailto:cambs-pcc@cambs.pnn.police.uk)  
[www.cambridgeshire-pcc.gov.uk](http://www.cambridgeshire-pcc.gov.uk)





**CAMBRIDGESHIRE  
& PETERBOROUGH  
FIRE AUTHORITY**  
*Working together to improve community safety*

Cambridgeshire and Peterborough Fire Authority is responsible for providing an efficient and effective fire and rescue service. It does this by balancing resources across fire safety in the home and at work, and responding to 999 emergencies.

Cambridgeshire Fire and Rescue Service continues to be one of the lowest financing fire and rescue services in the country, yet continually strives to improve the service it provides to the public.

## Background

Local Government as a whole is faced with an unprecedented set of financial challenges and the Fire Authority is no exception.

The Government grant to the Authority was reduced by 22.7 per cent over the last three financial years. The reduction for the forthcoming year is 6.8 per cent.



## What does it mean?

The budget has been prepared for the medium term (the next five years) after making a number of assumptions, which are:

- A freeze in council tax for 2014/15 following a pay award of 1 per cent, then a 2 per cent increase in 2015/16 onwards;
- Non pay inflation will track government inflation projections, with the exception of fuel.

In summary, the Authority will receive a total formula grant, including council tax benefit grant, of £12.4 million.

This is a reduction of £900,000 from the grant received in 2013/14, equivalent to 6.8 per cent.

The indicative grant figure for 2015/16 is £11.4 million. This is a further reduction of £1 million or 8.4 per cent.

## Budget

The Fire Authority has approved a budget of £29.1 million for 2014/15. This is equivalent to a Band D council tax contribution of £64.26, which equates to £1.24 a week - a freeze in line with last year's rate.



	2013/14 £m	Inflation £m	Other Variations £m	2014/15 £m
Employees	22.228	0.285	-0.911	21.602
Premises	1.130	0.050	-	1.180
Supplies and Services	5.495	0.119	0.084	5.698
Transport	0.554	-0.018	0.017	0.553
Agency Costs	0.125	0.001	-	0.126
Capital Financing	1.994	0.041	-0.065	1.970
<b>Gross Expenditure</b>	<b>31.526</b>	<b>0.478</b>	<b>-0.875</b>	<b>31.129</b>
Income	-1.705	-0.039	-0.292	-2.036
<b>Net Expenditure</b>	<b>29.821</b>	<b>0.439</b>	<b>-1.167</b>	<b>29.093</b>
Financed by:				
Business Rates	3.372	-	0.065	3.437
Non-ring fenced Government Grant	10.001	-	-1.067	8.934
Council Tax Requirement	16.448	0.372	-0.098	16.722
<b>Total</b>	<b>29.821</b>	<b>0.372</b>	<b>-1.100</b>	<b>29.093</b>

## Capital Spending

The Fire Authority's capital programme includes:

- The purchase of fire appliances and other operational vehicles
- Property maintenance and improvements
- Operational equipment
- Information technology and communications equipment

## Reserves

The Fire Authority will have estimated general reserves of £2.2 million (7.4 per cent of net budget) at the end of 2013/14, to fund excessive operational costs that might arise from extreme weather conditions or to mitigate against business continuity events (eg pandemic flu).

## Information

You can see copies of the Fire Authority's priorities for 2014/15 and Integrated Risk Management Plan (IRMP) on its website [www.cambsfire.gov.uk](http://www.cambsfire.gov.uk). For the latest information about CFRS, follow us on Twitter @cambsfrs and Facebook.com/cambsfrs.

## Contacts

If you need more information about the Fire Authority, please contact:

**Director of Resources**  
**Cambridgeshire Fire & Rescue Service**  
**Fire Headquarters**  
**Hinchingbrooke Cottage**  
**Brampton Road**  
**Huntingdon**  
**PE29 2NA**  
 Phone: **01480 444619**  
 Email: **[budget@cambsfire.gov.uk](mailto:budget@cambsfire.gov.uk)**

**[www.cambsfire.gov.uk](http://www.cambsfire.gov.uk)**

# Vision and Priorities



**Introduction from the  
Leader - Councillor  
Martin Curtis**

We are publishing our Business Plan at a very tough time. We are required to make yet more significant cuts to our services, cuts that

will inevitably hit our communities - the sting of austerity is really starting to kick in now.

Cambridgeshire is one of the hardest hit authorities in the country and will see a reduction in the Government's Settlement Funding Assessment of 20.9 per cent (£29.9m) over the next two financial years, while the increasing population and annual inflation add an extra pressure on decreasing funds. As a result the Council needs to save £38.2m in 2014/15.

The Council is seeing more and more demands on its services - especially for those who are the most vulnerable - as

more people need them or are living longer and require more expensive care services.

Obviously this is not a sustainable position, and over the next few years we need to take some very tough decisions.

We will be bold and show leadership by doing what is best for the communities we serve to ensure Cambridgeshire remains a great place to live, work and do business. We need to reduce our dependence on Government funding - which is becoming a much less reliable source of money - and take greater control of our own local destiny.

It will not be easy and it will only get tougher. But we must deal with the challenge head on. Through changing circumstances we have to be clear that what is most important is delivering the best possible outcomes for the people we serve, therefore our priorities remain:

- Developing the local economy for the benefit of all.
- Helping people live healthy and independent lives.
- Supporting and protecting vulnerable people.

## What we've done over the last year

We have already made substantial savings, including £32m in 2013/14. This has been achieved by mainly targeting areas that are easier to achieve without harming frontline services such as a slimmed down management structure and costs.





We have made these savings so we can continue to invest in Cambridgeshire's future. There has been a lot of focus on infrastructure and on investing in projects that will make a substantial difference to the lives of our residents and the operations of our businesses for decades to come.

We have led the formation of a local consortium that includes a range of different organisations to help bring forward improvements to the congestion and accident blighted A14.

This is proof of our ability to innovate and our determination to unlock benefits for the county that we would not otherwise experience.

We have agreed in principle with Government to work towards a City Deal for Greater Cambridge, and are working out the finer details.

This should help us to take greater control of driving economic growth and quality of life for our residents, in particular, by improving our transport infrastructure. But will also have benefits for the whole of the County.

The programme of improvements we anticipate being able to deliver through

our City Deal proposals will make a strong contribution to helping people to live healthy and independent lives. This will be done by opening up access to services, employment and leisure opportunities that both improve their quality of life and help them to remain independent for longer.

It is not just about infrastructure though. We have also delivered new ways of working that bring

real benefits to the people of Cambridgeshire. The best example of this is our move to the 'Unit Model' in social care. This brings a more innovative approach to delivering support to the most vulnerable children in Cambridgeshire, and which is proving extremely popular with our very important social workers.

We also launched the 'Community Navigators' scheme, working with our third sector partners, which is already proving successful in dealing with social isolation amongst vulnerable older people.

Cambridgeshire County Council has every right to be proud of these achievements and is looking forward to building on them in future years.

## Looking forward

Whilst we have made significant savings already, they are small compared to what is needed in coming years. Current forecasts show a £149m funding gap in 2018/19 if we take no action.

Having made the easier savings, this shows just how tough the decisions we have to make in future are. We have to become a smaller organisation. We need to work very differently and we will have to withdraw some services.

All the while we have to make sure that this has the minimum possible impact on the people we serve. But we can no longer deliver cuts without having some impact and without people feeling the pinch.

We continue to fight Cambridgeshire's corner effectively on the national stage - that does not just mean for the County Council, but for the whole of Cambridgeshire.

A prime example is schools funding, where Cambridgeshire receives less money per pupil than any other part of the country. We will continue to lobby for a fairer distribution so that we can give our children the best possible education.

Cambridgeshire is an area that the UK can be proud of and has tremendous potential in terms of economic growth and quality of life; no one benefits from restricting that potential.

The Greater Cambridge area is a jewel in the UK's economic crown, yet parts of our

county suffer from serious deprivation. We will spread the benefits of this economic growth to reach the wider county.

An independent peer review of the Council has highlighted things we need to be aware of - like making sure that our changing governance arrangements can still deliver results for our residents and businesses, and needing to ensure that our ambitions, particularly relating to our capital investment programme, are realistic. It also highlighted how very slim our management structures are and the risks we carry as a result of that.

All of this tells us that we need to be both ambitious and bold, but also careful. It will be no use to anyone if we cannot deliver services that people rely on because we do not have the staff, or if we have to cut vital services because the cost of borrowing to fund our capital programme is too high.

Ambition, leadership and the ability to react flexibly to change will be the key for us in coming years, tempered with a dose of responsibility. We will not shy away from the challenges facing us, but we also cannot hide the fact that they will have an impact on people.

What we have to do is make sure that the negative impacts are minimised as much as possible, whilst delivering the savings that we need to deliver. Despite the tough financial circumstances, we must remain ambitious for Cambridgeshire and its residents.



## Do you want to know more?

The County Council's Business Plan is available online at [www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)

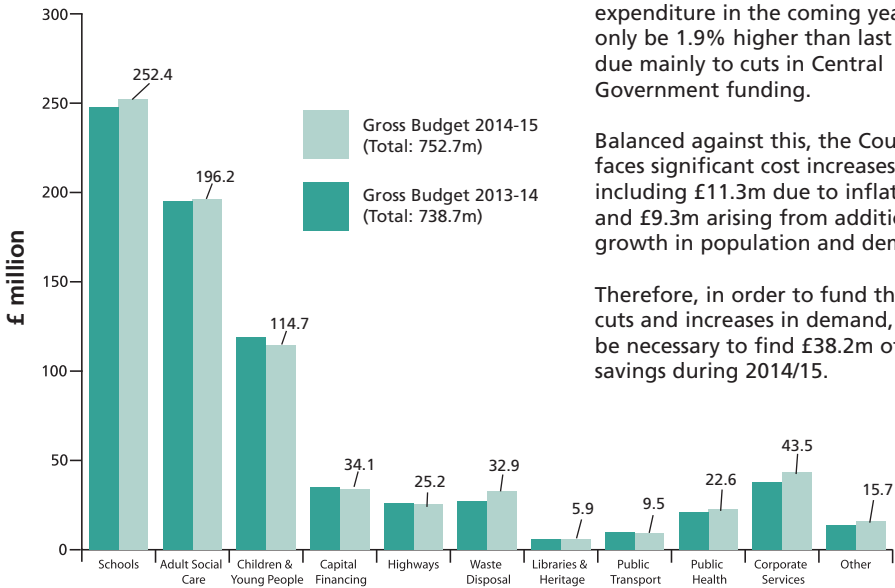
telephone: **01223 715333**

e-mail: [corporate.finance@cambridgeshire.gov.uk](mailto:corporate.finance@cambridgeshire.gov.uk)



# Revenue spending on services

**Which services do we provide, for how much, and how does that compare to last year?**

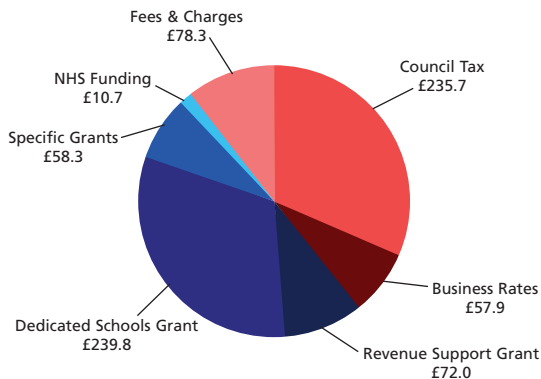


Despite taking on over £10m new functions, gross non-school expenditure in the coming year will only be 1.9% higher than last year due mainly to cuts in Central Government funding.

Balanced against this, the Council faces significant cost increases, including £11.3m due to inflation and £9.3m arising from additional growth in population and demand.

Therefore, in order to fund these cuts and increases in demand, it will be necessary to find £38.2m of savings during 2014/15.

## Where the county's money comes from



Blue toned segments are money from Central Government.  
Red toned segments represent money raised within Cambridgeshire.

Only 31% of the money which we spend on providing our services comes from Council Tax. This amounts to £236m of the total Council Tax collected by your billing authority in the following proportions:

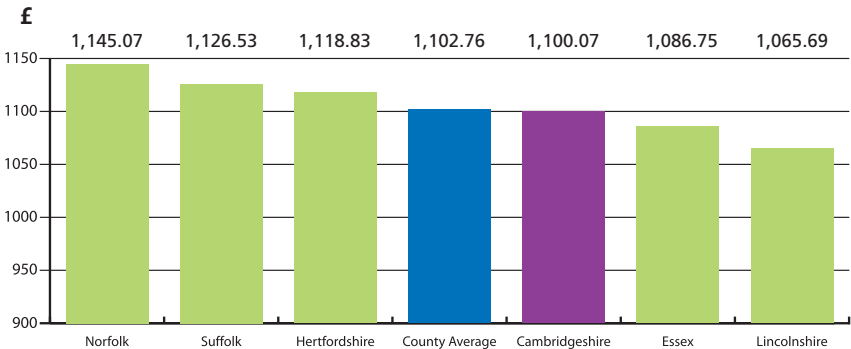
Cambridge £43m  
East Cambs £31m  
Fenland £30m  
Hunts £66m  
South Cambs £66m

This equates to £370 per head of population.

Overall the Council Tax rise for the County Council element is 1.99%: 42p per week at Band D. The County Council element for all bandings will be as follows:

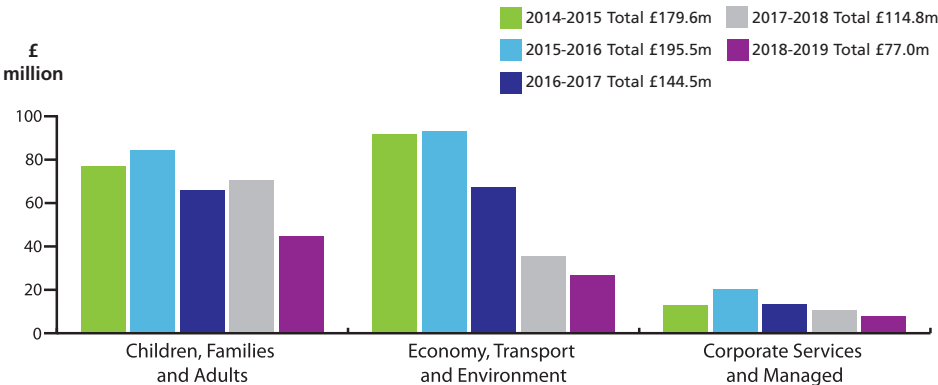
A	B	C	D	E	F	G	H
£747.96	£872.62	£997.28	£1,121.94	£1,371.26	£1,620.58	£1,869.90	£2,243.88

Comparison with other neighbouring county councils 2013/14  
Band D Council Tax



What investments are we making for the future?

The capital programme will see the following investments in new or updated infrastructure over the next 5 years:



The capital programme will be funded by a mixture of capital grants, contributions from developers, planned asset sales and borrowing to make up the deficit.

# Council Tax explanatory notes

The Council Tax helps to pay for local services like policing and rubbish collection. It applies to all domestic properties, including houses, bungalows, flats, maisonettes, mobile homes and houseboats, whether owned or rented, where it is occupied by someone as their sole or main residence.

There is one bill per property whether it is owned or rented. The people who live in the property will normally have to pay the Council Tax.

## Council Tax Valuation Bands

Valuation Band	Range of Values £	Proportion of Band D Tax Payable
A	Up to and inc. £40,000	6/9
B	£40,001 to £52,000	7/9
C	£52,001 to £68,000	8/9
D	£68,001 to £88,000	1
E	£88,001 to £120,000	11/9
F	£120,001 to £160,000	13/9
G	£160,001 to £320,000	15/9
H	More than £320,000	2

Properties have been allocated to one of eight bands according to their open market capital value at 1 April 1991. Your Council Tax bill tells you which band applies to your property. You will find more details about the valuation bands on our website or by contacting us.

## Appeals

The grounds for appeal about banding are restricted to the following cases.

- Where you believe that the banding should be changed because there has been a material increase or material reduction (this is explained below) in the value of the property.

- Where you start or stop using part of your home to carry out a business, or the balance between domestic and business use changes.
- Where the Valuation Officer has altered the banding without a proposal having been made by a taxpayer.
- Where you become the taxpayer in respect of a property for the first time. (Your appeal must be made within six months, but if a Valuation Tribunal has already made a decision on the same appeal, it cannot be made again).

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

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

**Appeals about banding should be sent directly to the Valuation Office Agency who can be contacted at Listing Officer, Council Tax East, Valuation Office Agency, Ground Floor, Ferrers House, Castle Meadow Road, Nottingham, NG2 1AB. Telephone: 03000 501501 or e-mail: cteast@voa.gsi.gov.uk**

You may also appeal if you disagree with some aspect of a council tax bill because you do not think you are liable for the council tax for that dwelling, or you think an exemption or a discount should be applied. You must first appeal to your local authority and provide detailed reasons for your appeal to allow the matter to be reconsidered. There is a further right of appeal to the Valuation Tribunal against the council's decision, and more information can be found at [www.valuationtribunal.gov.uk](http://www.valuationtribunal.gov.uk)



Making an appeal does not allow you to withhold payment of tax owing in the meantime. If your appeal is successful you will be entitled to a refund of any tax you have overpaid.

## Discounts

The full Council Tax bill assumes that there are two adults living in a property. If only one adult lives in a property (as their main home) the Council Tax payer can apply to have the bill reduced by 25%.

The following people will not be counted when looking at the number of adults living in a property, if they meet certain conditions. This means that the council taxpayer may qualify for a discount even if there is more than one adult living in the property.

- Full-time students, student nurses, apprentices and Youth Training trainees.
- 18 and 19 year-olds who are at, or who have just left, school and for whom Child Benefit is still payable.
- Members of visiting forces and certain international institutions.
- People caring for someone with a disability who is not their spouse, partner or child under 18.
- People who are being looked after in care homes.
- Patients permanently resident in hospital.
- People who are severely mentally impaired.
- Careworkers working for low pay, usually for charities.
- People staying in certain hostels or night shelters.
- Members of religious communities (monks and nuns).
- People in prison (except those in prison for non-payment of Council Tax or a fine).

## Discounts for Annexes

From 1st April 2014 annexes that are not exempt from council tax, that forms part of a main dwelling, being used by the person(s) liable to pay council tax for that dwelling (as

part of the main property or is the sole or main residence of a relative of those person(s)), may be eligible to a further 50% reduction in council tax liability on top of any existing discount.

If you think you may be entitled to a discount, you should contact your local council at the address shown in the Contacts section on page 46.

If your bill shows that a discount has been allowed, you must tell your local council of any change of circumstances that affect your entitlement; for example a second resident reaches the age of 18. If you fail to do so, you may have to pay a penalty.

## People with Disabilities

If you, or someone who lives with you, need a special room, additional bathroom or kitchen, or extra space in your property to meet special needs arising from a disability, you may be entitled to a reduced Council Tax bill.

These reductions ensure that disabled people do not pay more tax on account of space needed because of a disability.

For further details please contact the Council at the address shown in the contacts section on page 46.

If your home has any special fixtures that have been added for a disabled resident which may affect the overall value of the property and you do not think they have been taken into account in the valuation band, you should contact the Valuation Officer at the address shown in the Appeals section on page 31.

## Council Tax instalment scheme

Your bill will normally ask you to pay the Council Tax over ten monthly instalments. However, you now have the option to pay over twelve months.

If you would prefer to pay over twelve months rather the usual ten please contact your local Council at the address shown in the Contacts section on page 46.

## Exempt Properties

Some properties may be exempt from Council Tax. If you own or occupy a property that is described below and your bill does not show that an exemption has been granted, please contact your local Council Tax Office for advice by using any of the methods shown in the Contacts section on page 46 of this booklet. It is important that you check with your council whether a local scheme is in operation.

### Class

#### *An unoccupied property that is;*

- B** owned by a charity (exemption allowed for up to six months only)
- D** left empty by someone who has gone to prison
- E** unoccupied dwelling previously occupied by a person now in permanent residential care
- F** left empty where the liable person has died and the deceased's executors or personal representatives are now liable (up to 6 months after grant of Probate)
- G** empty because occupation is forbidden by law
- H** waiting to be occupied by a minister of religion
- I** left empty by someone who has moved to receive personal care by reason of old age, disablement or illness
- J** left empty by someone who has moved out to provide personal care to another person
- K** owned by a student and was last occupied by a student
- L** where a mortgagee is in possession
- Q** the responsibility of a bankrupt's trustee
- R** a site for an individual caravan or mobile home, or a mooring
- T** difficult to let because it is linked to, or in the grounds of, another property and may not be let separately from that other property without breaching planning permission. The liable person must, however, live in the other property to qualify.

#### *An occupied property:*

- M/N** where all the residents are students
- P** where at least one liable person is a member of a visiting force
- S** where all the residents are less than 18 years of age
- U** where all the residents are severely mentally impaired
- V** where at least one liable person is a foreign diplomat
- W** which is annexed to a family home and occupied by that family's elderly or disabled relatives.

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

These categories are only broad descriptions of the available exemptions. If you believe an exemption should apply to your bill, please contact your local Council Tax Office for advice. Please remember, while you are waiting for the outcome of an application, you must continue to pay your current bill. If this causes any problem, please contact us immediately. If your circumstances change you must tell your local council within 21 days of the change, otherwise you may have to pay a penalty.

## Local Council Tax Support Schemes

Council tax support is a reduction to a council tax bill and can be awarded to people on low incomes. From 1 April 2013 each local authority has been required to develop its own local scheme. Further details of the local council tax support scheme can be found on page 34. Information about changes to council tax discounts and exemptions can be found on page 47.

## Council Tax Support and Housing Benefits

Do you struggle to pay your rent or Council Tax? If you are on a low income, your Council may be able to help with Housing Benefit or Council Tax Support.

Even if you are working, you could still get benefit. The amount of Housing Benefit or Council Tax Support you get will depend on:

- The amount of Council Tax or rent you pay
- The needs of your family
- Your and any partner's income
- Your and any partner's savings
- Other people who live with you

Any Council Tax Support you are awarded will be used by the Council to reduce your Council Tax bill.

If you are entitled to Housing Benefit, and pay rent to a private landlord, housing

association or registered charity, your Council will give you money to help pay your rent. If you are a council tenant, your Housing Benefit will be paid directly to your rent account. You will be responsible for any difference between the rent charged and the benefit paid.

If you have claimed before it may be worth applying again, as there have been many changes to welfare benefits recently and the figures that are used to calculate Housing Benefit and Council Tax Support change each April which may mean you qualify now. Apply as soon as you can as any delay may result in you losing Benefit or Support.

If you would like more information about Housing Benefit or your local Council Tax Support scheme please contact your Council using the details found on Page 46 of this booklet.



Your council is part of the Cambridgeshire Tenancy Fraud Forum, which has been established to tackle tenancy fraud throughout the county.

Tenancy fraud may be where people are subletting their social housing property illegally, have abandoned a property or have made a fraudulent application to obtain social housing.

To find out more or to report allegations of Tenancy Fraud, please visit:  
[www.cambstenancyfraud.net](http://www.cambstenancyfraud.net)

# Non-Domestic Rates explanatory notes

Non-Domestic Rates, or business rates, collected by local authorities is the way that those who occupy non-domestic property contribute towards the cost of local services. Under the business rates retention arrangements introduced from 1st April 2013, authorities keep a proportion of the business rates paid locally. This provides a direct financial incentive for authorities to work with local businesses to create a favourable local environment for growth since authorities will benefit from growth in business rates revenues. The money, together with revenue from council tax payers, revenue support grant provided by the Government and certain other sums, is used to pay for the services provided by your local authority and other local authorities in your area. Further information about the business rates system, including transitional and other reliefs, may be obtained at [www.gov.uk](http://www.gov.uk).

## Rateable Value

Apart from properties that are exempt from business rates, each non-domestic property has a rateable value which is set by the valuation officers of the Valuation Office Agency (VOA), an agency of Her Majesty's Revenue and Customs. They draw up and maintain a full list of all rateable values, available on their website at [www.voa.gov.uk](http://www.voa.gov.uk). The rateable value of your property is shown on the front of this bill. This broadly represents the yearly rent the property could have been let for on the open market on a particular date. For the revaluation that came into effect on 1st April 2010, this date was set as 1st April 2008.

The valuation officer may alter the value if circumstances change. The ratepayer (and certain others who have an interest in the property) can appeal against the value shown in the list if they believe it is wrong. Further

information about the grounds on which appeals may be made and the process for doing so can be found on the VOA website or from **Valuation Officer, Non-Domestic Rates East, Valuation Office Agency, Roseberry Court, Central Avenue, St Andrews Business Park, Norwich, NR7 0HS**. Telephone: 03000 501501.

## National Non-Domestic Rating Multiplier

The local authority works out the business rates bill by multiplying the rateable value of the property by the appropriate multiplier. There are two multipliers: the standard non-domestic rating multiplier and the small business non-domestic rating multiplier. The former is higher to pay for small business rate relief. Except in the City of London where special arrangements apply, the Government sets the multipliers for each financial year for the whole of England according to formulae set by legislation. Generally, the multipliers increase in line with inflation according to the Retail Price Index in September of the preceding year. The Government announced in the Autumn Statement 2013 that it will cap the RPI increase in business rates to 2% in 2014-15.

Between revaluations, the multipliers change each year in line with inflation and to take account of the cost of small business rate relief. In the year of revaluation the multipliers are rebased to account for overall changes to total rateable value and to ensure that the revaluation does not raise extra money for Government. Similarly, the change in the revaluation date to 2017 has no effect on the total amount of revenue raised from business rates. The current multipliers are shown on the front of your bill.

## Business Rates Instalments

Payment of business rate bills is automatically set on a 10-monthly cycle. However, the Government has announced that it will legislate to allow businesses to ask for their business rate bills to be spread over 12 months to help with cash flow. The Government is putting in place regulations that will, with effect for the 2014-15 financial year, allow businesses to require their local authority to enable payments to be made through 12 monthly instalments. If you wish to take up this offer, you should contact your local authority as soon as possible.

## Revaluation 2010 and Transitional Arrangements

All rateable values are generally reassessed every five years at a general revaluation to ensure bills paid by any one ratepayer reflect changes over time in the value of their property relative to others. The current rating list is based on the 2010 revaluation. The Government has confirmed that the next revaluation has been postponed until 2017. This will provide greater stability for businesses to encourage economic growth. Five yearly revaluations will continue from 2017. Revaluation does not raise extra money for Government. The Government's Written Ministerial Statement on the postponement can be found at the following link: [www.publications.parliament.uk/pa/cm201213/cmhansrd/cm121112/wmstext/121112m0001.htm](http://www.publications.parliament.uk/pa/cm201213/cmhansrd/cm121112/wmstext/121112m0001.htm)

For those ratepayers who would otherwise have seen significant increases in their rates liability, the Government has put in place a £2 billion transitional relief scheme to limit and phase in changes in rate bills as a result of the 2010 revaluation. To help pay for the limits on increases in bills, there were also limits on reductions in bills. Under the transition scheme, limits continue to apply to yearly increases and decreases until the full amount is due (rateable value times the appropriate multiplier). The scheme applies only to the bill based on a property at the time of the revaluation. If there are any changes to the

property after 1st April 2010, transitional arrangements will not normally apply to the part of a bill that relates to any increase in rateable value due to those changes. Changes to your bill as a result of other reasons (such as because of changes to the amount of small business rate relief) are not covered by the transitional arrangements.

The transitional arrangements are applied automatically and are shown on the front of this bill. More information on revaluation 2010 can be found at [www.voa.gov.uk](http://www.voa.gov.uk)

## Unoccupied Property Rating

Business rates will not be payable in the first three months that a property is empty. This is extended to six months in the case of certain industrial properties. After this period rates are payable in full unless the unoccupied property rate has been reduced by the Government by order. In most cases the unoccupied property rate is zero for properties owned by charities and community amateur sports clubs. In addition, there are a number of exemptions from the unoccupied property rate. Full details on exemptions can be obtained from the local authority. If the unoccupied property rate for the financial year has been reduced by order, it will be shown on the front of your bill.

The Government has introduced a new temporary measure for unoccupied new builds from October 2013. Unoccupied new builds will be exempt from unoccupied property rates for up to 18 months (up to state aid limits) where the property comes on to the list between 1st October 2013 and 30th September 2016. The 18 month period includes the initial 3 or 6 month exemption and so properties may, if unoccupied, be exempt from non-domestic rates for up to an extra 15 or 12 months.

## Partly Occupied Property Relief

A ratepayer is liable for the full non-domestic rate whether a property is wholly occupied or only partly occupied. Where a property is

partly occupied for a short time, the local authority has discretion in certain cases to award relief in respect of the unoccupied part. Full details can be obtained from the local authority.

### Small Business Rate Relief

Ratepayers who are not entitled to another mandatory relief or are liable for unoccupied property rates and occupy a property with a rateable value which does not exceed £17,999 outside London or £25,499 in London will have their bill calculated using the lower small business non-domestic rating multiplier, rather than the national non-domestic rating multiplier.

In addition, generally, if the sole or main property is shown on the rating list with a rateable value which does not exceed £12,000, the ratepayer will receive a percentage reduction in their rates bill for this property of up to a maximum of 50% for a property with a rateable value of not more than £6,000. However, until 31st March 2015, the Government has doubled the usual level of relief.

Generally, this percentage reduction (relief) is only available to ratepayers who occupy either-

- (a) one property, or
- (b) one main property and other additional properties providing those additional properties each have a rateable value which does not exceed £2,599.

The rateable value of the property mentioned in (a), or the aggregate rateable value of all the properties mentioned in (b), must not exceed £17,999 outside London or £25,499 in London on each day for which relief is being sought. If the rateable value, or aggregate rateable value, increases above those levels, relief will cease from the day of the increase.

However, the Government has introduced additional support to small businesses. For those businesses that take on an additional

property which would normally have meant the loss of small business rate relief, the Government has confirmed that they will be allowed to keep that relief for a period of 12 months.

Where a ratepayer meets the eligibility criteria and has not received the relief they should contact their local authority. Provided the ratepayer continues to satisfy the conditions for relief which apply at the relevant time as regards the property and the ratepayer, they will automatically continue to receive relief in each new valuation period.

Certain changes in circumstances will need to be notified to the local authority by a ratepayer who is in receipt of relief (other changes will be picked up by the local authority). The changes which should be notified are-

- (a) the ratepayer taking up occupation of an additional property, and
- (b) an increase in the rateable value of a property occupied by the ratepayer in an area other than the area of the local authority which granted the relief.

### Charity and Community Amateur Sports Club Relief

Charities and registered Community Amateur Sports Clubs are entitled to 80% relief where the property is occupied by the charity or the club, and is wholly or mainly used for the charitable purposes of the charity (or of that and other charities), or for the purposes of the club (or of that and other clubs).

The local authority has discretion to give further relief on the remaining bill. Full details can be obtained from the local authority.

### Local Discounts

Local authorities have a general power to grant discretionary local discounts. Full details can be obtained from the local authority.

## Retail Discounts

The Government is giving funding to local authorities so that they can provide a discount worth up to £1,000 a year - in both 2014-15 and 2015-16 - to retail premises with a rateable value of up to £50,000. This will provide support to premises including pubs, cafes, restaurants and shops. Full details can be obtained from the local authority.

The Government is also giving funding to local authorities so that they can provide a 50% discount for 18 months for those businesses that move into retail premises that have been empty for a year or more. This is available for businesses which move into empty premises between 1st April 2014 and 31st March 2016. Full details can be obtained from the local authority.

The award of such discounts is considered likely to amount to state aid. However it will be state aid compliant where it is provided in accordance with the De Minimis Regulations (1407/2013). The De Minimis Regulations allow an undertaking to receive up to €200,000 'de minimis' aid over a rolling three year period. If you are receiving, or have received, any 'de minimis' aid granted during the current or two previous financial years (from any source), you should inform the local authority immediately with details of the aid received.

## Hardship Relief

The local authority has discretion to give hardship relief in specific circumstances. Full details can be obtained from the local authority.

## Cancellation of Backdated Rates Liabilities

The Government has put in place regulations to allow for the cancellation of certain backdated business rates liabilities. The relevant regulations, the Non- Domestic

Rating (Cancellation of Backdated Liabilities) Regulations 2012 (SI2012/537), can be found at:

[www.legislation.gov.uk/ukxi/2012/537/made](http://www.legislation.gov.uk/ukxi/2012/537/made)

Information on the type of backdated rates liability that can be cancelled is available with Business Rates Information Letter titled Cancellation of Backdated Rates:

[www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/8187/Business\\_Rates\\_Information\\_Letter\\_4-2012.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/8187/Business_Rates_Information_Letter_4-2012.pdf)

## Rating advisers

Ratepayers do not have to be represented in discussions about their rateable value or their rates bill. Appeals against rateable values can be made free of charge. However, ratepayers who do wish to be represented should be aware that members of the Royal Institution of Chartered Surveyors (RICS - website [www.rics.org](http://www.rics.org)) and the Institute of Revenues, Rating and Valuation (IRRV - website [www.irrv.org.uk](http://www.irrv.org.uk)) are qualified and are regulated by rules of professional conduct designed to protect the public from misconduct. Before you employ a rating adviser, you should check that they have the necessary knowledge and expertise, as well as appropriate indemnity insurance. Take great care and, if necessary, seek further advice before entering into any contract.

## Information Supplied with Demand Notices

Information relating to the relevant and previous financial years in regard to the gross expenditure of the council is enclosed in this booklet. Queries or requests for further information should be made to your local authority.





## Cambridge City Council

**Mandela House, 4 Regent Street, Cambridge CB2 1BY**

Customer Services is open 8am-5.15pm Mondays

9.00am-5.15 Tuesday-Friday

**Main Switchboard.....01223 457000**

If you are hearing impaired, you can contact Cambridge City Council using the RNID Type Talk service. Please pre-fix the full number (including STD code) with 18001 to speak to us (i.e. 18001 01223 457000).

Council Tax Assessment Team.....01223 457790

Council Tax Collection Team.....01223 457760

Housing Benefit and Council Tax Support Teams..01223 457762

Fax.....01223 457709

Telephone payments.....01223 457700

Business Rates enquiries.....01223 457705/06

### Help stop fraud

If you know somebody who you think is claiming benefit incorrectly, help us to **stop** them by calling our Benefits Fraud Hotline:

**0800 328 0572**

*For more information visit...*

[www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)

[www.cambridge.gov.uk](http://www.cambridge.gov.uk)

[www.cambsfire.gov.uk](http://www.cambsfire.gov.uk)

[www.cambridgeshire-pcc.gov.uk](http://www.cambridgeshire-pcc.gov.uk)

[www.twitter.com/camcitco](http://www.twitter.com/camcitco)

[www.facebook.com/camcitco](http://www.facebook.com/camcitco)

Banding/Valuation enquiries Valuation Office Agency **03000 501 501**

If you would like a copy of the text in this leaflet in large print, Braille, audiotape or in another language, please call

**01223 457790**



## Cambridgeshire and Peterborough Fire Authority

**Hinchingbrooke Cottage, Brampton Road, Huntingdon PE29 2NA**

Fire Service Headquarters.....01480 444500

**In an emergency dial 999**

## Cambridgeshire Police & Crime Commissioner

**South Cambridgeshire Hall, Cambourne Business Park**

**Cambourne, Cambridge, CB23 6EA**

Office of the Cambridgeshire Police and

Crime Commissioner.....0300 333 3456

Constabulary non emergency number.....101

**In an emergency dial 999**

## Cambridgeshire County Council

**Shire Hall, Castle Hill, Cambridge CB3 0AP**

**General Enquiries (Mon-Fri 8am to 6pm,**

**Sat 9am to 1pm).....0345 045 5200**

Libraries.....0345 045 5225

Road Maintenance.....0345 045 5212

Schools/Education.....01223 706 399

Street Lighting.....0800 783 8247

Trading Standards.....0345 045 5206

Waste Management.....0345 045 5207

Social Services (adult services).....0345 045 5202

Social Services (children's services).....0345 045 5203

Social Services (out of hours).....01733 234 724

## Local Support for Council Tax

In April 2013, the City Council developed a new scheme of Council Tax Support to replace Council Tax Benefit. The scheme was designed to ensure that those people who are least well off continue to pay the lowest amount of Council Tax. Pensioners will not be affected by these changes.

Cambridge City Council has decided to keep this scheme for 2014/15. Details can be found here: [www.cambridge.gov.uk/council-tax-reduction-benefits](http://www.cambridge.gov.uk/council-tax-reduction-benefits)

### Important Changes to Council Tax Discounts and Exemptions

The table below illustrates the changes that came into effect on 1 April 2013.

Discount/Exemption Types	Rates up to and including 31 March 2013	Prescribed Class of Discounts - Rates from 1 April 2013
<b>Class A exemption</b> Unoccupied and substantially unfurnished property undergoing major works/ structural repairs to render it habitable	100% exemption for up to 12 months, followed by a 50% charge	Prescribed Class D 100% discount for up to 12 months, followed by full charge. See note 1 below*
<b>Class C exemption</b> Unoccupied and substantially unfurnished property, including new buildings and those formed by structural alteration	100% exemption for up to 6 months followed by a 50% charge	Prescribed Class C 100% discount for up to 1 month followed by full charge. See note 2 below*
<b>Prescribed Class B discount</b> Unoccupied and furnished properties (Second Homes)	10% discount	Prescribed Class B 0% discount
<b>Long Term Empty Properties</b> Additional premium (levied on properties empty for at least 2 years)	Not applicable	Prescribed Premium Full charge plus a 50% additional council tax charge. See note 3 below*

**\*Notes:**

1. If a property was empty immediately prior to 1st April 2013, then any empty period will count towards the 12 months period of discount.
2. If a property was empty and received an exemption for at least 1 month immediately prior to 1st April 2013, no further discount may be awarded unless the property is re-occupied for a period of not less than 6 weeks.
3. If a property remains empty for more than 24 months an additional 50% charge will be imposed. This means 150% council tax will become due on the empty property.

### Visit us at our website [www.cambridge.gov.uk](http://www.cambridge.gov.uk)

You can pay online using the Cambridge City Council 24-hour secure internet payment service. Please note you may be charged an additional amount in surcharge when making payments using a credit card. You can also make payment by using our automated touch tone telephone payment facility on 01223 457779

### Fair processing of data

We are required by law to protect the public funds that we administer. This means that we may share information you provide to us with other bodies responsible for auditing or administering those funds, in order to prevent and detect fraud. For further information on our fair processing of data policy, please write to us at the address shown on page 46 or log onto our website at: [www.cambridge.gov.uk/fair-processing-of-data](http://www.cambridge.gov.uk/fair-processing-of-data)



## A new way to access your account details...

