



working together for
YOU



Your 2011/12 Council Tax and Business Rates Explained



**South
Staffordshire
Council**



**Staffordshire
County Council**



2011-2012

Council Tax and Business Rates Booklet



Welcome

The four organisations shown on the front cover have worked together to produce this booklet to make it easier for you to see what services your Council Tax helps to pay for.

Please take a few minutes to look through the booklet as you may discover ways that you can reduce the amount of Council Tax you have to pay. You will find information on Housing and Council Tax Benefit and also an explanation of Non-Domestic Rates.

Remember, you can make it even easier to pay your Council Tax bill by choosing to pay by Direct Debit.



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Who Does What?

Each of the organisations which charge you Council Tax and Business Rates provide different services. This page highlights the main services provided. More information on each organisation is presented later in this booklet.

Your District Council

- Administers Housing/Council Tax Benefit, collects Council Tax and Business Rates.
- Maintains parks and open spaces.
- Maintains car parks and monitors Closed Circuit Television (CCTV).
- Provides some leisure services in your area.
- Considers planning applications and provides the building control service.
- Compiles and maintains the electoral register and administers elections.
- Provides advice on environmental health.
- Provides support for people who are homeless.
- Collects your waste and helps you to recycle.

Your Fire and Rescue Authority

- Works to reduce the number of deaths, injuries and damage from fire and other emergencies.
- Interacts with local communities to promote fire and road safety, targeting at risk and vulnerable groups.
- Responds to emergencies including fires, road collisions and other incidents such as flooding.

Your Police Authority

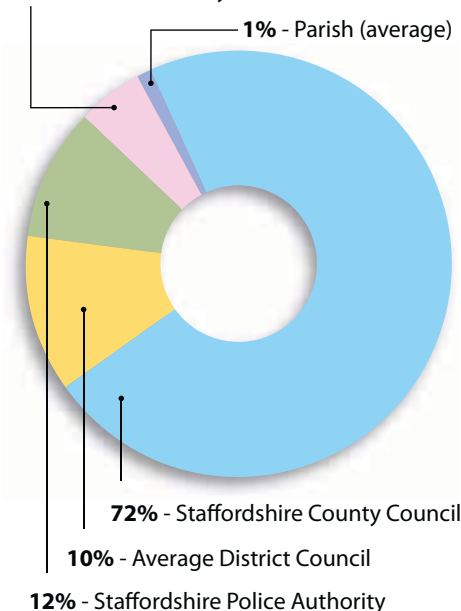
- Works with the public and partners to make Staffordshire safer.
- Promotes community safety and reduced public disorder.
- Works closely with communities to reduce crime and the fear of crime.

Your County Council

- Manages schools, nurseries and children's centres.
- Helps vulnerable adults to live independently in their own homes.
- Looks after children who need care.
- Promotes economic regeneration.
- Maintains Staffordshire's roads, street lights and illuminated signs.
- Provides trading standards advice.
- Disposes of waste and operates waste recycling sites.
- Provides libraries and mobile libraries.
- Responsibility for public health.

Where does your money go?

5% - Stoke-on-Trent & Staffordshire Fire and Rescue Authority



Summary of Your Council Tax Charge

The table below shows you what each authority plans to spend in the coming year and the amount each will raise from Council Tax.

	South Staffordshire District Council	Fire & Rescue Authority	Police Authority	County Council
	£ Thousands	£ Thousands	£ Thousands	£ Thousands
Gross Spending	46,273	43,866	198,695	1,205,010
Less: Income	36,988	918	9,902	725,027
Net Expenditure	9,285	42,948	188,793	479,983
Less: Central Government Support (net of collection fund)	5,501	18,540	124,999	183,814
Amount to be raised from Council Tax	3,784	24,408	63,794	296,169

To work out the **Band D** Council Tax we divide the amount to be raised from Council Tax by the number of **Band D** equivalent properties in Staffordshire.

The chart below shows how much of your Council Tax goes to each authority

Where does your money go?	2010/11	2011/12	Who receives what % of our bill	How much each service costs you each week
Fire & Rescue Authority	£67.64	£67.64	5%	£1.30
South Staffordshire D C	£95.34	£95.34	7%	£1.83
Police Authority	£177.61	£177.61	13%	£3.42
Staffordshire County Council	£1,028.81	£1,028.81	75%	£19.78
Total amount Payable (Band D)*	£1,369.40	£1,369.40	100%	£26.3

*(The amount payable will not necessarily be this amount as individual parishes levy additional precept. The amount of this precept can be found in the individual district/town section.)

The actual amount of Council Tax you pay will depend on which Council Tax band your property is in. Almost three-quarters of people in Staffordshire will pay less than the **Band D** charge. Any discounts and benefits you are entitled to receive may reduce your charge. For more information on Council Tax bands and discounts please see **pages 6-8**.

Facts About Your Council Tax Bill

Introduction

Find out more about your Council Tax bill, including information on discounts, exemptions and appeals.

How is Council Tax calculated?

Council Tax is based on two adults living in a property.

- If only one person lives there, they are entitled to a 25% discount.
- If nobody lives there, the bill may be reduced by up to 50%. (See Empty and second homes).
- Certain properties could be 100% exempt even if they are occupied. (See Could I be exempt from Council Tax?).

Please remember if you are waiting for the outcome of an application for a reduction, you must continue to pay your current bill. If successful you will be entitled to a refund of any overpaid Council Tax.

Could I get a discount?

This depends on the number of adults in your house and their circumstances. If any of the adults are on the list below, they may not be counted for Council Tax purposes. If this takes the number of 'counted' adults below two, you are eligible for a discount.

- Full time students, student nurses, apprentices, youth training trainees and foreign language assistants.
- Young people for whom child benefit is payable and 18/19 year olds who have just left school or college.
- Patients resident in hospital or being looked after in care homes.
- Severely mentally impaired people.
- People in hostels or night shelters.

- Low paid care workers usually for charities.
- People caring for a person with a disability who is **NOT** a partner or child under 18.
- Members of religious communities such as monks or nuns.
- People in detention (except for non-payment of Council Tax or a fine).
- Spouses or dependants of students who are non-British subjects and are prevented by immigration regulations from working or claiming benefits.
- Members of visiting forces, certain international and defence organisations and those with diplomatic privilege or immunity.

Empty and second homes

You may be able to get a discount of up to 50% on your bill for empty or second homes. This will depend on where the property is. In some circumstances, a discount of 50% will always apply, for example if you live in job related accommodation as part of your job.

Contact your local District or Borough Council to find out more. **See Handy Contacts on page 34.**

Type of home	Minimum Discount Allowed	Maximum Discount Allowed
Empty	0%	50%
Furnished & 2nd homes	10%	50%



Could I be exempt from Council Tax?

Some properties may be exempt from Council Tax.

Class Unoccupied properties which are:

A	Undergoing or require major repair work OR undergoing structural alteration (allowed for up to one year or 6 months from completion of the works, whichever is sooner)
B	Owned by a charity (allowed for up to 6 months)
C	Unfurnished (allowed for up to 6 months)
D	Left empty by someone who has gone to prison
E	Previously occupied by a person in permanent residential care
F	Waiting for probate or letters of administration to be granted (continuous for up to 6 months after being granted)
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 to provide personal care to another person
K	Owned by a student and last occupied by a student
L	Subject to a Repossession Order
Q	The responsibility of a bankrupt person's trustee
R	A site for a caravan, mobile home or mooring
T	Unable to let separately because it is linked to, or in the grounds, of another property

Class Occupied properties where:

M/N	All the residents are students
O	They are used for UK armed forces accommodation, whether occupied or not
P	At least one liable person is a member of a visiting force
S	All residents are less than 18 years old
U	All residents are severely mentally impaired
V	At least one liable person is a foreign diplomat
W	It is annexed to a family home and occupied by that family's elderly or disabled relatives

The Council Tax Section at your District or Borough Council will give you more information about their charges and may be able to refer you to someone who can give you advice about bringing your property back into use; **see Handy Contacts page 34.**

Reduction for people with disabilities

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

The bill may be reduced to that of a property in the band immediately below the band of your property. If your property is in Band A, a reduction (equivalent to a band) will be given. This reduction is not based on your income or savings.

Council Tax Valuation Bands

The Valuation Office Agency, part of HM Revenue and Customs (not your local Council) has put every property into one of eight "Valuation Bands".

A full list of Valuation Bands is available on its website at www.voa.gov.uk (see table below).

Band	Range of values at 1st April 1991	Proportion of band D tax payable
A	Up to and including £40,000	6/9
B	£40,001 to £52,000	7/9
C	£52,001 to £68,000	8/9
D	£68,001 to £88,000	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

Your Council Tax bill states which Band applies to your home and your home's valuation is based on an estimate of how much it was worth on 1 April 1991. Price changes since that time won't affect the valuation.

Can I appeal against my Council Tax band?

Yes, you may appeal against your Council Tax band. There are several situations where you can appeal against the Band in which your house has been placed:

- Within six months of becoming the new tax payer for the property
- Within six months of the Valuation Office Agency making a change to the band.
- If there have been specific material changes in the property value.

Any queries about appeals and bandings should be made direct to: The Valuation Office Agency; **see Handy Contacts page 34.**

What if I don't think I should be paying Council Tax?

You can appeal to your District or Borough Council if you think you are not liable to pay Council Tax e.g. because you are not the resident or owner, or because your property is exempt or you are entitled to a discount.

You should not withhold payment if you are making an appeal. You should pay as normal and a refund will be made if you are successful.

Changes in Circumstances

If you have been granted a reduction **you must tell the Council of any change in circumstances which will affect your entitlement within 21 days.** If you fail to do so you may be faced with a penalty of £70. For more details about Council Tax Discounts, **see page 29.**



South Staffordshire Council

Top Class Services at Bargain Prices

Have you ever wondered what happens to your council tax?

Did you know that less than 7% of your council tax comes to South Staffordshire Council – that's under £2 a week! And what's more, we still have the 4th lowest district council tax in the whole country!

We think that's pretty good value for money, because for less than your £2 a week, here's a taster of exactly what we do...

Your rubbish and recycling collected:

Every home now gets a kerbside recycling collection of at least four different materials, and last year we collected 22,000 tonnes of rubbish and recycling from your homes.

Your streets cleaned:

We've travelled nearly 13,000 kilometres in the last twelve months to keep our streets, footpaths and alleyways clear of litter and fly-tipping, getting rid of over 400 tonnes of litter and rubbish in the process. We've also swept nearly 6,000 kilometres of roads and footpaths helping us to clear up another 900 tonnes of rubbish!



Keeping the pests at bay:

We visited over 2,500 homes last year to help get rid of unwanted pests such as mice, rats, cockroaches and bed bugs.



Keeping our food safe:

We inspect every pub, restaurant and takeaway in the district to make sure they're kept clean, and to make sure the food they serve is safe.



CCTV - keeping us safe:

We've got over 30 CCTV cameras operating across the district to help detect and prevent crime and to help keep our streets safe from crime.

Free Car Parks:

We look after 19 car parks across the district – and they're all completely free to use.



The kids are alright:

Over the past year we've delivered hundreds of activities for youngsters at our leisure centres in Codsall, Cheslyn Hay, Penkridge and Wombourne; including go-karting, football, swimming and trampolining.



Plus, we're continuing to invest in our leisure centres. They now have some of the latest fitness equipment and offer some of the best leisure facilities in the county. This year we've opened a brand new toning suite and spinning room at Wombourne.

The green, green grass of home:

We maintain 245 acres of open space - and we're as committed as ever to preserve the green belt and our areas of natural beauty. Plus we also have two nationally acclaimed green spaces; Baggeridge Country Park and the Wom Brook Walk in Wombourne. Both have received the national Green Flag Award.



The beauty of Baggeridge:

Baggeridge Country Park is often described as the jewel in South Staffordshire's crown. This Green Flag-awarded park is as popular as ever - attracting 146,000 visitors last year.

Planning a better future:

Last year we dealt with 941 planning applications ranging from housing extensions to brand new homes to supermarkets!



Walking our way to health:

Our organised walks have seen well over 200 walkers clock up over 1,700 miles up and down the district as part of the 'Walk your way to Health' programme.



Feeling the benefit:

Last year we helped local families and pensioners by delivering £25 million of benefits.

That gets my vote!

We're supporting local democracy by organising all of the elections which are held in South Staffordshire. We also work with hundreds of school kids each year through our Local Democracy Week project.



Keeping a roof over our heads:

Last year we helped 58 local families stay in their homes.



Come and see South Staffordshire:

South Staffordshire is a haven for tourism which is why we're backing our local tourism industry.

From country houses to natural beauty, South Staffordshire welcomes 1.6 million visitors a year which is why over 30,000 of our free 'Great Days Out' brochures have been handed out.



Rising to the challenge of climate change:

We've given away thousands of energy saving light bulbs whilst helping hundreds of local households to get **FREE** loft and cavity wall insulation.



Find out if you could get a discount by visiting www.sstaffs.gov.uk/energy.



Council Tax Amounts 2011/2012

PRECEPT 2010-2011		PRECEPT 2011-2012	A	B	C	D	E	F	G	H
3,725,701	South Staffordshire Council	3,784,394	63.56	74.15	84.75	95.34	116.53	137.71	158.90	190.68
40,205,437	Staffordshire County Council	40,836,079	685.87	800.19	914.50	1,028.81	1,257.43	1,486.06	1,714.68	2,057.62
6,940,917	Staffordshire Police Authority	7,049,781	118.41	138.14	157.88	177.61	217.08	256.55	296.02	355.22
2,643,190	Stoke On Trent & Staffordshire Fire Authority	2,684,648	45.09	52.61	60.12	67.64	82.67	97.70	112.73	135.28
53,515,245.00		54,354,902.00	912.93	1,065.09	1,217.25	1,369.40	1,673.71	1,978.02	2,282.33	2,738.80
17,000.00	Acton Trussell, Bednall & Teddesley Hay	15,500.00	16.95	19.77	22.60	25.42	31.07	36.72	42.37	50.84
55,000.00	Bilbrook	55,000.00	22.16	25.85	29.55	33.24	40.63	48.01	55.40	66.48
4,000.00	Blymhill & Weston- Under- Lizard	4,400.00	8.32	9.71	11.09	12.48	15.25	18.03	20.80	24.96
4,000.00	Bobbington	4,000.00	10.47	12.22	13.96	15.71	19.20	22.69	26.18	31.42
142,707.00	Brewood & Coven	185,159.00	39.54	46.13	52.72	59.31	72.49	85.67	98.85	118.62
153,800.00	Cheslyn Hay	153,800.00	44.08	51.43	58.77	66.12	80.81	95.51	110.20	132.24
137,922.00	Codsall	137,922.00	29.61	34.55	39.48	44.42	54.29	64.16	74.03	88.84
3,570.00	Dunston With Coppenhall	2,500.00	6.56	7.65	8.75	9.84	12.03	14.21	16.40	19.68
5,955.00	Enville	5,955.00	17.17	20.03	22.89	25.75	31.47	37.19	42.92	51.50
71,918.00	Essington	73,356.00	30.97	36.14	41.30	46.46	56.78	67.11	77.43	92.92
75,076.00	Featherstone	75,076.00	43.21	50.41	57.61	64.81	79.21	93.61	108.02	129.62
187,165.00	Great Wyrley	187,303.00	34.99	40.82	46.65	52.48	64.14	75.80	87.47	104.96
8,500.00	Hatherton	8,500.00	21.59	25.19	28.79	32.39	39.59	46.79	53.98	64.78
6,500.00	Hilton	6,500.00	66.08	77.09	88.11	99.12	121.15	143.17	165.20	198.24
2,500.00	Himley	2,500.00	5.06	5.90	6.75	7.59	9.28	10.96	12.65	15.18
60,000.00	Huntington	61,000.00	31.42	36.66	41.89	47.13	57.60	68.08	78.55	94.26
144,709.00	Kinver	144,709.00	29.65	34.59	39.53	44.47	54.35	64.23	74.12	88.94
61,494.00	Lapley, Stretton & Wheaton Aston	61,494.00	39.99	46.66	53.32	59.99	73.32	86.65	99.98	119.98
11,000.00	Lower Penn	11,000.00	15.07	17.59	20.10	22.61	27.63	32.66	37.68	45.22
47,500.00	Pattingham & Patshull	47,500.00	31.45	36.70	41.94	47.18	57.66	68.15	78.63	94.36
245,000.00	Penkridge	245,000.00	52.65	61.43	70.20	78.98	96.53	114.08	131.63	157.96
200,000.00	Perton	200,000.00	36.43	42.50	48.57	54.64	66.78	78.92	91.07	109.28
6,500.00	Saredon	6,500.00	13.91	16.23	18.55	20.87	25.51	30.15	34.78	41.74
16,000.00	Shareshill	16,000.00	33.63	39.23	44.84	50.44	61.65	72.86	84.07	100.88
18,000.00	Swindon	18,000.00	23.73	27.69	31.64	35.60	43.51	51.42	59.33	71.20
17,800.00	Trysull & Seisdon	17,700.00	21.68	25.29	28.91	32.52	39.75	46.97	54.20	65.04
196,000.00	Wombourne	196,000.00	24.61	28.71	32.81	36.91	45.11	53.31	61.52	73.82
55,414,861.00	Amount Required From Council Tax	56,297,276.00								

If this is divided by the relevant TAXBASE of 39,692.48 it gives an average Council Tax for Band D of £1,418.34. But to calculate the Dand D Council Tax in a particular parish we have to use the actual Parish Requirement and the appropriate taxbase for that Parish.

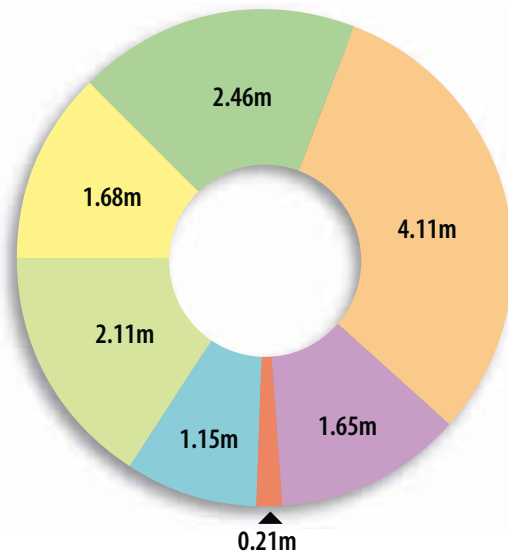


To calculate **YOUR** Council Tax (before any reliefs or reductions)

1. Pick your property's band.
2. Add together the charges for South Staffordshire District Council, Staffordshire County Council, Staffordshire Police Authority, Stoke on Trent & Staffordshire Fire Authority and your Parish Council.

South Staffordshire Council Budget

How much each District Service costs



- Central Services to the public**
(incl. Local Tax collection and Elections and electoral registration)
- Cultural and related Services** (incl. Indoor sports and recreation facilities; Playing fields and open spaces; Tourism and other community initiatives)
- Environmental Services**
(incl. Refuse collection Recycling Street cleansing Drainage and sewage Other Environmental Health)
- Planning and Development Services**
- Highways Roads and Transport**
- Housing Services**
(incl. Social Housing and Homelessness services)
- Other Services**

Net cost of service 13.37 million

Budget Requirement 2011/12

	2010/11 £000	2011/12 £000	Increase
Gross Expenditure (analysed above)	49,649	46,273	
Income	(31,704)	(32,899)	
Net Cost of Services (2011/12 analysed above)	17,945	13,374	-25.5%
Less Investment Income	(553)	(228)	
Taken from reserves	(6,366)	(3,861)	
South Staffordshire Council's Budget Requirement	11,026	9,285	-15.8%
Less: Government Support	(7,199)	(5,399)	
Other	(101)	(102)	
	(7,300)	(5,501)	-24.6
Amount to be met from South Staffordshire council tax payers	3,726	3,784	1.6%
Council Tax at Band D	95.34	95.34	0.0%


Revenue reserves are estimated to be £4.43m at 31st March 2011 and £2.99m at 31st March 2012.

The population used for Revenue Support Grant purpose is 106,485.

South Staffordshire Council remains debt free

Parish Council Budgets 2011/12

Budget information for those parish councils with a precept over £140,000

	2010/11 Gross £000	Expenditure Net £000	2011/12 Gross £000	Expenditure Net £000		2010/11 Gross £000	Expenditure Net £000	2011/12 Gross £000	Expenditure Net £000
Cheslyn Hay Parish Council					Perton Parish Council				
Revenue	173	151	171	152	Revenue	258	198	257	197
Capital	39	39	25	25	Capital	168	168		181
		190		177			366		378
Contribution from balances		(36)		(24)	Contribution from balances		(166)		(178)
Precept		154		154	Precept		200		200
Difference made up as follows:					Difference made up as follows:				
Inflation					Inflation				3
Service provision				74	Service provision				126
Use of Balances				(24)	Use of Balances				(129)
Reserves at 31st March		111		95	Reserves at 31st March		166		178
Staff employed (FTEs)		5		5	Staff employed (FTEs)		6		6
Great Wyrley Parish Council					Wombourne Parish Council				
Revenue	258	207	243	195	Revenue	248	151	288	193
Capital	24	24		0	Capital	123	123		10
		231		195			274		203
Contribution from balances		(44)		(8)	Contribution from balances		(78)		(7)
Precept		187		187	Precept		196		196
Difference made up as follows:					Difference made up as follows:				
Inflation					Inflation				
Service provision					Service provision				
Use of Balances					Use of Balances				
Reserves at 31st March		67		21	Reserves at 31st March		100		139
Staff employed (FTEs)		9		9	Staff employed (FTEs)		6		6
Kenridge Parish Council					Kinver Parish Council				
Revenue	356	282	394	269	Revenue	159	145	158	145
Capital	15	15		15	Capital	0	0	0	0
		297		289			145		145
Contribution from balances		(52)		(44)	Contribution from balances		0		0
Precept		245		245	Precept		145		145
Difference made up as follows:					Difference made up as follows:				
Inflation					Inflation				
Service provision					Service provision				
Use of Balances					Use of Balances				
Reserves at 31st March		134		37	Reserves at 31st March		90		109
Staff employed (FTEs)		7.32		7.32	Staff employed (FTEs)		4.5		4.5
Brewood & Coven Parish Council									
Revenue	217	209	225	217	Revenue				
Capital		87		45	Capital				
		296		292					
Contribution from balances		(153)		(77)	Contribution from balances				
Precept		143		185	Precept				
Difference made up as follows:					Difference made up as follows:				
Inflation				4	Inflation				4
Service provision				28	Service provision				28
Use of Balances				10	Use of Balances				10
Reserves at 31st March		62		48	Reserves at 31st March				48
Staff employed (FTEs)		3		3	Staff employed (FTEs)				3

Council Tax summary

	2010/11 £	2011/12 £	Increase
South Staffordshire Council	95.34	95.34	0.0%
Parishes	48.61	48.94	0.7%
Staffordshire County Council	1,028.81	1,028.81	0.0%
Police Authority	177.61	177.61	0.0%
Fire Authority	67.64	67.64	0.0%
Council Tax	1,418.00	1,418.34	0.0%

Why the Council Tax needs to increase this year

	£m	£m	£m
Raised from Council Tax in 2010/11			3.726
Changes in Gross Expenditure			
Developments in Services	0.199		
Inflation	0.226		
Budget savings & Efficiencies	(2.136)	(1.711)	
Changes in income			
Inflation	(0.058)		
Interest rates	0.325	0.267	
Decreased use of reserves		(0.448)	(1.892)
Changes in Central Government Support			1.950
Raised from Council Tax in 2011/12			3.784

The Council Tax and Non-Domestic Rating (Demand Notices) (England) Regulations 1993

The Environment Agency as a levying body for its Flood Defence functions under the above regulations, provide the following information:

Midlands Region Flood Defence Committee

	Gross Expenditure £000	Net Expenditure £000	Levies Requirement £000	Council Tax Base
2010/11 Council Tax	63,822	5,825	3,000	2,907,617
2011/12 Council Tax	51,066	4,931	3,000	2,926,237
Changes in levies requirements due to:				
Inflation (including economies and efficiency savings)				555
Changes in quality/quantity of service				(13,311)
Funding capital from revenue				0
Differences in income received or expected by way of grants fees and charges (including contributions from Internal Drainage Boards and Government grants)				11,862
Overall changes in spending				(894)
Transfer to/(from) balances				894
Changes in levy requirement				0



Stoke on Trent and Staffordshire Fire and Rescue Authority

Making Staffordshire the safest place to be

Staffordshire Fire and Rescue continues to be one of the most efficient and lowest cost fire and rescue services in England.

Amongst our main achievements from last year:

- We attended more than 17,300 incidents, extinguishing 5,281 fires.
- Our Targeted Response Vehicles attended more than 1,000 incidents.
- We have now taken over 44,400 calls requesting Home Fire Risk Checks (HFRCs). We have carried out over 180,000 HFRCs across Staffordshire and fitted over 66,532 smoke alarms in people's homes.
- We attended more than 680 Road Traffic Collision incidents.

Our Corporate Aims

Prevent and Protect our communities from loss of life and injuries resulting from fires and other emergencies.

Respond effectively to fires and other emergencies.

Engage with our communities, partners and our people.

Deliver a continually improving service ensuring value for money with staff that understand and reflect the diversity of our communities.





Our Corporate Objectives

Our 8 corporate objectives set out what we'll be doing to achieve our aims. Progress against our objectives will be measured throughout the year.

1. Prevent fires and improve safety.
2. Reduce deaths and injuries from fires, road traffic incidents and other emergencies.
3. Provide an effective and efficient emergency response with resources targeted to risk.
4. Be prepared to deal with major threats and emergencies.
5. Improve communication and increase our understanding of the diverse needs of our communities.
6. Work with our communities to improve quality of life.
7. Deliver a service that is committed to providing value for money.
8. Provide a continuously improving and high performing organisation.

Our commitment to transparency

Last year we were the first Fire Authority to publish items of spend over £500 on our website. At Staffordshire Fire and Rescue Service we are increasing our transparency as part of the new transparency arrangements for local government.

We aim to release as much information as early as possible, and since April 2010 we have published monthly details of the invoices over £500 we have paid. We now also list details of all staff salaries over £50,000 per year. You can find this information on our website <http://www.staffordshirefire.gov.uk/ourfinances.asp>.

New Community Fire Stations

Our three brand new Community Fire Stations (Rising Brook, Sandyford and Tamworth) are now operational and serving their communities. We are also working to rebuild many of our other Fire Stations across the county.

Uttoxeter and Cannock will be finished by Spring 2011. Hanley, Newcastle, Burslem, Kidsgrove and Tamworth (Lichfield Street) are planned to be completed by late 2011.

It has now been confirmed that we have also been given the funding to rebuild a further 11 fire stations. The stations we are proposing to rebuild are; Burton-upon-Trent, Kinver, Lichfield, Leek, Stone, Chase Terrace, Rugeley, Codsall, Penkridge, Ashley and, in a recent addition to the project, Longton.

Reducing Community Risk

Our Risk Reduction teams are based across the County and work hard to engage with all of our communities, educating them

about fire safety and carrying out vital local fire prevention work. The teams have created close links with a whole range of partner organisations ranging from social workers to chimney sweeps so that we can really talk to the people that need our help the most.

Community Safety Campaigns

This year we have worked hard to promote safety messages to our communities through our countywide targeted safety campaigns.



Older people are most at risk from fire in their homes. For this reason we have raised the profile of free HFRCs for the elderly with our older persons campaign this Winter, working tirelessly with our partners to achieve this. Locally Risk

Reduction teams have got the message out there by holding fun and engaging events targeted at older persons.

October saw the launch of our 'Push the Button' campaign, aimed at getting everyone to test their smoke alarm every week. As part of the ongoing campaign we have produced a music video in house which communicates our message in an engaging and fun way. This has been a huge success and received over 22,000 hits on Youtube so far and some very positive feedback. To view our staff in action visit www.staffordshirefire.gov.uk/pushthebutton.asp



This year also saw the launch of our fantastic new Welephant Club. Welephant is our prized service mascot and is committed to educating Staffordshire children about fire safety. Aimed at children aged 4 to 8 the club is completely free and offers children the opportunity to receive a quarterly newsletter, along with much more from the wonderful Welephant himself. To find out how children can become Welephant Club members please visit www.staffordshirefire.gov.uk/thewelephantclub.asp

Transforming how we work

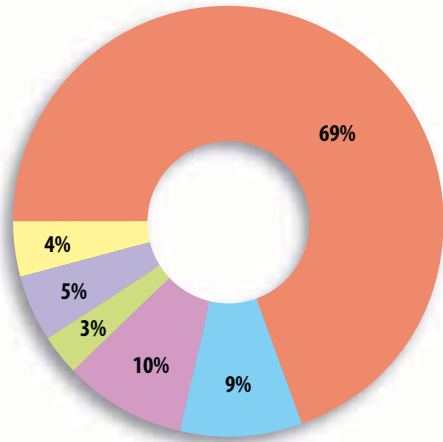
In early 2010 we began to prepare for the anticipated cuts to government funding, so that we were in the best possible position to maintain the excellent levels of service the communities of Staffordshire have come to expect. As a result a Business Transformation Team was put together from a selection of our existing staff. The team's primary objective has been to look at the systems in place across our organisation and improve them so we can work in the most efficient way.

The work of the Business Transformation Team is ongoing and will ensure we continually deliver a value for money service in an ever-changing financial climate.



Our performance and expenditure

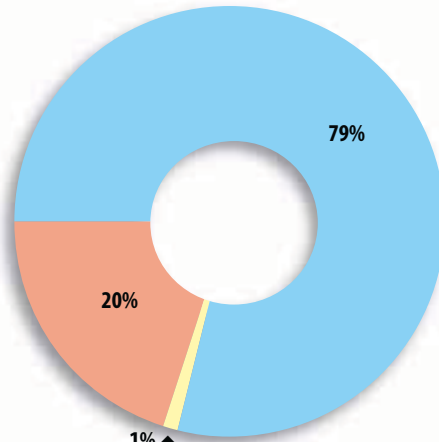
What the money is spent on



Employees 29.6m	Transport 1.3m
Other employee costs 1.8m	Supplies and services 3.8m
Premises 2.3m	Capital financing 4.1m

Total £42.9 Million

What the money delivers



Emergency response 34.0m	Community fire safety 8.5m
Other 0.4m	

Total £42.9 Million

Council Tax level for all bands

Band	A	B	C	D	E	F	G	H
Council Tax	45.09	52.61	60.12	67.64	82.67	97.7	112.73	135.28
Proportion of Band D	6/9	7/9	8/9	9/9	11/9	13/9	15/9	18/9

Contact us

Director of Assets & Resources

Tel: 08451 221155

E-mail: finance@staffordshirefire.gov.uk

Address:

Freepost RRHA-KXUA-GTST, Pirehill, Stone, Staffordshire ST15 0BS

Website: www.staffordshirefire.gov.uk



Your Local Policing Summary

Staffordshire Police Authority is responsible for ensuring that there is an effective and efficient police service for the people of Staffordshire and Stoke on Trent. Amongst other matters, it sets the budget and agrees the strategic direction of the force, through challenging objectives and targets. The 17 members of the Authority work with the Chief Constable to ensure that the policing service provided reflects the demands placed upon it by you as residents of the force area.

Our top ten priorities for 2011/12

Our ten main priorities for 2011/12 are to:

- Increase the number of people who agree that the police deal with things that matter in your community
- Increase the percentage of victims of crime who are satisfied with the overall service provided by the force
- Increase the level of satisfaction with the service provided to people reporting anti-social behaviour (ASB)
- Reduce the number of assaults with injury
- Reduce the number of serious acquisitive crimes. Serious acquisitive crime consists of household burglary, vehicle crime, personal robbery and business robbery
- Increase the sanction detection rate for serious violent crimes. Sanction detections are where someone is charged, summonsed, receives a caution or other formal sanction
- Increase the sanction detection rate for serious acquisitive crime
- Increase the sanction detection rate for rape and other serious sexual offences
- Increase the percentage of resolutions for hate crimes. Resolutions include charges, summonses, cautions and community resolutions
- Continue to work to reduce the number of people killed or seriously injured on Staffordshire and Stoke-on-Trent's roads.

Our Spending Plans for 2011/12

In agreeing this year's budget, the Authority has had to make some difficult decisions, given the testing financial situation all of us currently face. The Authority is acutely aware of the need to protect neighbourhood policing, and as such, the budget detailed here reflects that desire. Unfortunately however, given the significant reduction in Government funding, cuts have had to be made, but the Authority has worked closely with the Chief Constable to ensure that, wherever possible, those cuts do not impact on the visible delivery of policing.

The Authority continues to seek greater efficiencies in the way policing is delivered, to ensure that the maximum benefit can be derived from the funds given to it, about a third of which comes from the local Council Tax. We have supported the force's 'Communities First' change programme as we believe this is how policing should be delivered in the future. In addition, we will strive to work with the force to explore further opportunities, through collaboration with other forces and service providers, to looking at better ways in which support functions can be provided. Above all we will strive to ensure that we have the right people with the right skills and investment in place to provide a level of policing which protects you and is there when you need it.

Central Government funds two thirds of the Police budget and has been reduced by 5.1 per cent for this financial year. Neighbourhood policing remains a top priority and the Chief Constable has pledged to protect the numbers of police officers engaged in neighbourhood policing for at least two years. In order to meet the reduced levels of funding, savings have been made in administrative and support functions with a view to the public seeing the same level of frontline service.

Introduction

In 2011/12 we are planning to spend £198.321 million in comparison to the £204.585 million that we are spending in 2010/11. This is a reduction of £6.264 million and has been met by savings on

Pay	£4.797 m
Net Price Reductions	£1.635 m
offset by increases on Capital Financing Costs	£0.168 m

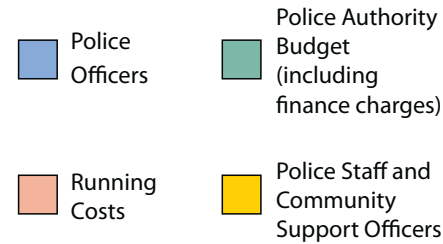
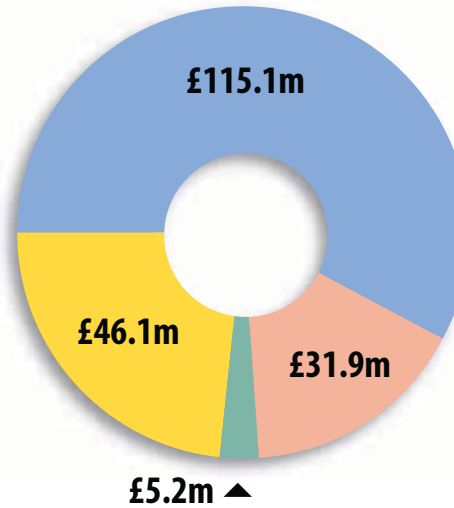
Government Support

Government grants in the form of Police Grant, Revenue Support Grant and Business Rates will reduce by 5.1 per cent. The specific grant in support of neighbourhood policing will stay at the same level.

Council Tax

In 2011/12 the police precept (the Council Tax for police services) will stay at the same level as 2010/11. For a standard Band D Council Taxpayer this figure is £177.61.

Analysis of 2011/12 Budget



Capital

The Police Authority is planning to spend £10.7 million in 2011/12 with the main projects being a new police station in Cheadle and the refurbishment of the police stations in Cannock and Tamworth.

Our Staff

These figures are FTE (Full Time Equivalent), budgeted numbers of staff.

	2011/12
Police Officers	2,056
Police Staff	1,194
Police Community Support Officers (PCSOs)	230
Special Constables	434

Police officer, PCSO and police staff numbers are likely to fall in 2011/12. However we remain committed to protecting operational service delivery to our communities.

Crime down, satisfaction up

How we performed in 2010*

Over the past year the force area has seen:

- overall crime fall
- the number of serious acquisitive crimes reduce
- improvement in the sanction detection rate for household burglary, theft of motor vehicles and burglary
- reduction in the number of business-related crimes.

Feedback from victims of anti-social behaviour (ASB) shows that around 88 per cent are satisfied with the overall service we provide them and nearly 90 per cent of crime victims in the force area are satisfied with the overall service we provide.

Crime, on the whole has been reducing over the past five years and our roads have been getting safer. Thirteen fewer people were killed or seriously injured on Staffordshire and Stoke-on-Trent's roads between January and December 2010 than during the same period in 2009.

Serious acquisitive crimes (which include household burglary, vehicle crime, personal robbery and business robbery) have fallen by around 19 per cent which is more than 2,200 fewer incidents. At the same time our sanction detection rate for these types of crimes has risen. The sanction detection rate is the percentage of crimes for which someone is charged, summonsed, receives a caution or other formal sanction. We have also increased our sanction detection rate for serious violent crimes by more than 15 per cent.

* All data relates to the period January to December 2010 and is correct at time of printing. For latest information see www.staffordshire.police.uk

Follow us on social media

More information:
visit www.staffordshire.police.uk

Phone:
Non emergency: 0300 123 44 55
In an emergency, always call 999



Be a fan @

/staffordshirepolice



Follow us @

/staffspolice



See our videos @

/staffordshirepolice

Your local policing unit
commander is:



**South
Staffordshire**

Insp Pat Shanaghan

You can contact him on

0300 123 4455

or email:

**[southstaffspolice@
staffordshire.pnn.police.uk](mailto:southstaffspolice@staffordshire.pnn.police.uk)**

the knot unites

 **Staffordshire
County Council**



Staffordshire County Council provides you with vital services including schools, libraries, social services, trading standards, waste disposal and highways.

Making sure we take the best possible care of your money is at the heart of every decision we make and in the current climate we're committed to making everything we do customer-focused, affordable and fair for all. We will protect the vulnerable and limit the impact on our residents wherever possible and we are in a strong position to face the challenges that lie ahead.

We are showing our commitment to value for money with a zero percent tax rise for 2011/12 to help protect families from rising costs.

We work closely with the other organisations in this booklet, as well as with charities, the voluntary sector, the private sector and health authorities to make Staffordshire a better place.

As well as providing the services that are essential to every day life for you, your family and friends, we also want to encourage a sense of pride in our county and make the most of Staffordshire's unique position at the heart of the country. We are here for families, for communities and for a prosperous Staffordshire.





Our achievements

Working with our partners, we have been able to deliver some real successes over the past year, giving you quality and value for money for your Council Tax.

These successes include:

- A new county council general enquiries number which makes it easier for people to access their services at a time that is convenient for them. Call your county council on 0300 111 800.
- Showing that Staffordshire Means Business with a range of different initiatives to support local enterprise, trade and employment.
- Helping more people live independently in their own homes.
- Saving energy with the use of new smart metering technology in our schools and social services properties, and saving around £1.2 million per year in gas and electricity costs.

- Supporting our young people through the Staffordshire Apprenticeship scheme.
- Working with our partners to reduce the fear of anti-social behaviour.
- Working with our communities to encourage and celebrate volunteering throughout Staffordshire.
- Working across the county with our partners to include the health and wellbeing of people in Staffordshire.



Our plans

We're planning for our future, based on the needs of our communities.

We have set a good and balanced budget which means we can deliver on our key priorities and provide quality services, whilst keeping Council Tax as low as possible.

	2011/12 charge £
Band A	685.87
Band B	800.19
Band C	914.50
Band D	1028.81
Band E	1257.43
Band F	1486.06
Band G	1714.68
Band H	2057.62

Staffordshire's charge will remain one of the lowest county council charges nationally.

How can you get involved?

We want to hear your views on what we're doing and how we're working for Staffordshire.

Why not have your say:

- Join the Staffordshire People's Panel.
- Take part in public consultations.
- Tell us your thoughts about the services we are providing.

Find out more at

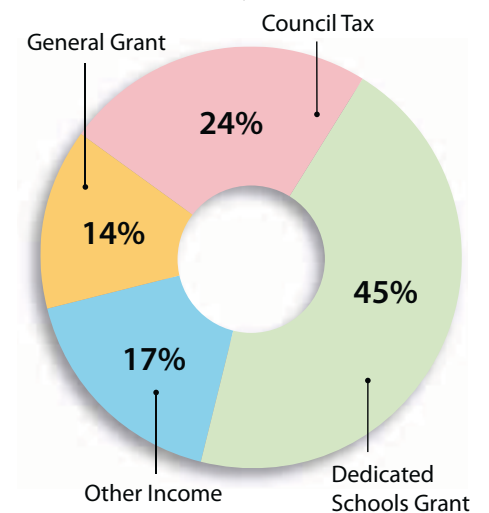
www.staffordshire.gov.uk/doitonline/haveyoursay
or by contacting **0300 111 8000**

This year, you've told us that your top three priorities are supporting vulnerable people to live independent and safe lives, increasing the number and quality of jobs in Staffordshire and improving people's skills and qualifications to help them get employment.

We know that these areas are hugely important to you and we take these into account when developing our future budget plans.

We have been driving through improvements to the way we work in preparation for last year's local government spending review and we remain committed to delivering savings through innovative ways of working, promoting enterprise and through better collaboration. We are working more closely with all public sector services both behind the scenes and in delivering services on countywide issues. Through working together we are all achieving better value for your pound.

This has allowed us to set a zero percent Council Tax increase for 2011/12, charging one of the lowest rates amongst county councils in the country.



Our total income £1,217.60 million

How we will spend the money?

The table below shows how much we will spend on each of our services.

Staffordshire County Council	2010/11 £ millions		2011/12 £ millions	
	Gross	Net	Gross	Net
*Schools	573.8	0.0	585.5	0.0
#Other education services	154.9	48.8	84.7	53.4
Libraries and museums	15.4	13.2	13.3	11.7
Childrens and families services	67.7	60.2	67.1	64.7
Services for vulnerable adults	253.1	177.7	269.5	197.0
Community services	11.0	8.0	14.0	7.5
Highways and transportation	60.5	35.9	49.5	37.1
Waste management	26.7	23.5	26.1	23.7
Planning and regeneration	16.2	11.8	24.5	19.4
Other services	28.3	27.4	31.0	30.4
Capital Financing	58.2	46.0	50.4	45.7
Contingency	2.2	2.2	2.0	2.0
Total Spending	1268.0	454.7	1217.6	492.6
Contribution from reserves	-3.2	-3.2	-12.6	-12.6
Budget Requirement	1264.8	451.5	1205.0	480.0

* Dedicated Schools Grant, which funds school budgets and associated costs, it is a provisional allocation which will be adjusted once final pupil numbers are known.

The authority is no longer responsible for funding 16 -19 education in colleges, resulting in a reduction in grants.

Other services include the budgeted charge for the Environment agency of £0.3 million.

How do we decide where our spending priorities are?

The county council is committed to making sure Staffordshire communities are places where people are involved in decision making to help shape the delivery of public services. Over the previous twelve months the county council has undertaken a variety of consultations relating to different elements of service delivery and this customer knowledge was brought together into a single report as an evidence base to inform future policy and decision making. For further information about the consultations we undertake and opportunities to have your say about the county council and the services we provide please see the 'Have your say' pages on the county council website.

www.staffordshire.gov.uk/doitonline/haveyoursay/

Find out more

Visit our website at www.staffordshire.gov.uk, write to, St Chad's Place, Stafford, ST16 2LR, email to budget.enquiries@staffordshire.gov.uk or phone 0300 111 8000.

Housing and Council Tax Benefit

Council Tax Discount

The district or borough council is required under section 6 of the Audit Commission Act 1998 to participate in the National Fraud Initiative (NFI) data matching exercise. Council Tax data will be provided to the Audit Commission for NFI and will be used for cross-systems and cross-authority comparison for the prevention of fraud. We advise Council Tax payers that the data held by the Council in respect of your Council Tax liability will be used for cross-systems and cross-authority comparison for the prevention of fraud.

The eight District and Borough Councils within the Staffordshire area are also working in partnership with Staffordshire County Council to conduct a review of Council Tax Discounts. The Council may share the information you have provided to the Council Tax section, with private organisations employed to conduct data matching for the prevention and detection of fraud.

Data matching helps to identify fraud but it may also identify claims and payments which are erroneous. Where a match is found it may indicate that there is an inconsistency which requires further investigation. No assumption is made as to whether there is fraud, error or another explanation until an investigation is carried out.

If you are currently in receipt of a Council Tax Discount that you are not entitled to, please contact your Council Tax section, please see page 34 for contact details.

Further information is available at www.sstaffs.gov.uk

Have your circumstances changed?

If there has been a change in your circumstances that may make a difference to your existing Housing Benefit/Council Tax Benefit entitlement, you must inform the Housing Benefit/Council Tax Benefit Officer at your local authority.

Some examples of changes that need reporting are:

Changes in Benefit

Changes in income

People who live with you

Bank accounts, savings and investments

Private rents

The above does not cover all of the changes we need to know about. If you are not sure whether we need to know about a change let us know anyway, please see page 34 for contact details.





Non-Domestic Rates Explanatory Notes

Non-Domestic Rates

Non-Domestic Rates, or business rates, collected by local authorities are the way that those who occupy non-domestic property contribute towards the cost of local services. Except in the City of London, where special arrangements apply, the rates are pooled by central government and redistributed to local authorities as part of the annual formula grant settlement. 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.

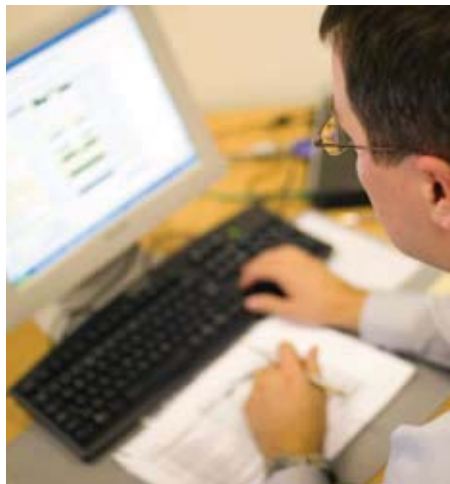
Rateable Value

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

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 your local valuation office.



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. 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. The current multipliers are shown on the front of your Non Domestic Rates bill.

Revaluation 2010 and Transitional Arrangements

All rateable values are reassessed every five years at a general revaluation. The current rating list is based on the 2010 revaluation. Five-yearly revaluations make sure each ratepayer pays their fair contribution and no more, by ensuring that the share of the national rates bill paid by any one ratepayer reflects changes over time in the value of their property relative to others. Revaluation does not raise extra money for Government.

Whilst the 2010 revaluation will not increase the amount of rates collected nationally, within this overall picture, over a million properties will see their business rate liabilities reduced and some ratepayers will see increases.

For those that would otherwise see 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 also have to be 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 your Non Domestic Rates bill. Further information about transitional arrangements and other reliefs may be obtained from

South Staffordshire District Council or the website www.businesslink.gov.uk

More information on revaluation 2010 can be found at 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 this bill.

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

This relief is only available to ratepayers who apply to their local authority and who occupy either—

- one property, or
- 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.

Ratepayers who satisfy these conditions will have the bill for their sole or main property calculated using the lower small business non-domestic rating multiplier rather than the national non-domestic rating multiplier that is used to calculate the liability of other businesses.

In addition, 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.

If an application for relief is granted, 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 not need to re-apply for relief in each new valuation period.

Certain changes in circumstances will need to be notified to the local authority by the ratepayer (other changes will be picked up by the local authority). The changes which must be notified are—

- (a) the ratepayer taking up occupation of a property they did not occupy at the time of making their application for relief, 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.

Notification of these changes must be given to the local authority within 4 weeks of the day after the day on which the change happened. If this happens, there will be no interruption to the ratepayer's entitlement to the relief. A notification that the ratepayer

has taken up occupation of an additional property must be by way of a fresh application for relief; notice of an increase in rateable value must be given in writing.

Full details on the eligibility criteria and on how to apply for this relief are available from the local authority.

Charity and Community Amateur Sports Club (CASC) Relief

Charities and registered CASCs are entitled to 80% relief where the property is occupied by the charity or the CASC, 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 CASC (or of that and other CASCs).

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

Non-Profit Making Organisation Relief

The local authority has discretion to give relief to non-profit making organisations. Full details can be obtained from the local authority.

Hardship Relief

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

Deferred Payment of 2009/10 Rates Liabilities

Ratepayers in 2009/10 were able to defer payment of 3% of their 2009/10 rates bill and, where applicable, 60% of the increase in that bill due to the ending of the 2005 rating list transitional relief scheme. The right to apply for deferral has now ended. For those ratepayers who applied for this scheme, the deferred amount to be



collected in 2010/11 and 2011/12 will be included in the bills for each of those years respectively.

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) and the Institute of Revenues and Rating (IRR – website 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.

Rate Relief for Businesses in Rural Areas

Certain types of properties in a rural settlement with a population below 3,000 may be entitled to relief. The property must be the only general store, the only post office or a food shop and have a rateable value of less than £8,500, or the only public house or the only petrol station and have a rateable value of less than £12,500. The property has to be occupied. An eligible ratepayer is entitled to relief at 50% of the full charge whilst the local authority also has discretion to give further relief on the remaining bill.

In addition, the local authority can give relief on certain other occupied property in a rural settlement where the rateable value is less than £16,500.

Full details can be obtained from the local authority.

Handy Contacts

This information can be produced on request in other formats and other languages.

South Staffordshire District Council

Council Offices, Wolverhampton Road,
Codsall, South Staffordshire, WV8 1PX

Website	www.sstaffs.gov.uk
24 Hour Telephone Payment Line (Credit or Debit Card Payments)	01902 696678
To pay on line	www.sstaffs.gov.uk/payments
Main Switchboard	01902 696000
Council Tax Enquiries	01902 696664
Council Tax e-mail	taxation@sstaffs.gov.uk
Council Tax/Housing Benefits	01902 696668
Council Tax/Housing Benefits e-mail	benefits@sstaffs.gov.uk

Valuation Office Agency

Listing Officer, Valuation Office Agency	01902 438300
Valuation Office Website	www.voa.gov.uk

Fire

Stoke-on-Trent & Staffordshire Fire and Rescue, Pirehill, Stone, ST15 0BS
www.staffordshirefire.gov.uk

Fire HQ: 08451 22 11 55

In an Emergency Dial 999

Police

Police Headquarters, PO Box 3167, Stafford, ST16 9JZ
www.staffordshire.gov.uk/policeauthority

Police single number: 0300 123 4455

In an Emergency Dial 999

Staffordshire County Council

St Chad's Place, Stafford, ST16 2LR
www.staffordshire.gov.uk

Main Reception Tel: 0300 111 8000

Customer Lighting & Roads Enquiry Centre

Hotline 0800 23 23 23

Feedback - Tell us what you think of this booklet

www.staffordshire.gov.uk/static/snap/survey/counciltax0211.htm or contact 01785 276829

Relax, set up your Direct Debit today



For further information please contact us on 01902 696 664



South Staffordshire Council

Instructions to your bank or building Society to pay by Direct Debit



Please fill in the whole form using a ball point pen and send it to:

**South Staffordshire District Council,
Council Tax Section, Council Offices, Codsall,
South Staffordshire. WV8 1PX**

Name(s) of Account Holder(s)

.....

Bank/Building Society Account Number

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

Branch Sort Code

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

Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address:
.....
Postcode:

Council Tax Reference Number

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Originator's Identification Number:

9	7	1	9	5	8
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For South Staffordshire District Council
Official Use Only

This is not part of the instruction to your bank or building society.

What date each month do you want your Council Tax payment to be debited from your account.

1st
 15th
 25th

You can set up your Direct Debit by phone. Call us on **01902 696664** during office hours

Instruction to your Bank or Building Society

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

Signature(s): Date:
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Banks and Building Societies may not accept Direct Debits instructions from some types of account.

The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit South Staffordshire District Council will notify you 14 working days in advance of your account being debited or as otherwise agreed. If you request Staffordshire District Council to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Staffordshire District Council or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
 - If you receive a refund you are not entitled to, you must pay it back when Staffordshire District Council asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

This guarantee should be detached and retained by the Payer.