

Working Together in North Devon

A-Z guide of local council services inside

How your money is spent on local services 2009/10



North Devon Council
Devon County Council
Devon & Somerset Fire and Rescue Authority
Devon & Cornwall Police Authority

Providing quality services and value for money

We believe by working together we can provide better local services for everyone. Partnership also means our budgets are used more effectively when producing information like this, saving on production costs.

The following pages explain how we are performing, our priorities for the future and how we are spending your money providing local services.

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How we spend your money

We all use public services in North Devon. Some of these are provided by authorities covering the whole of Devon and others are provided by your district council. Some of the funding for these services comes from a government grant. The balance is raised by collecting council tax or business rates.

The money you pay is collected by North Devon Council and helps to fund:

■ Devon County Council

for services like care for the elderly and disabled people, education, roads, recycling centres and disposal of waste, libraries, Trading Standards

■ Devon & Cornwall Police Authority

for services like crime prevention, law and order

■ Devon & Somerset Fire and Rescue Authority

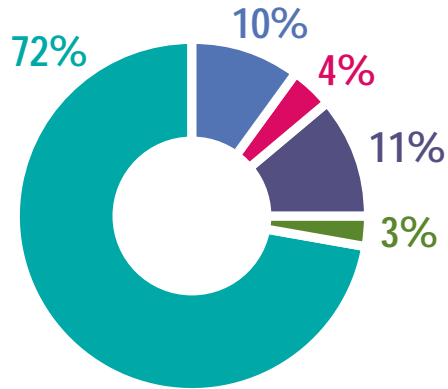
for services like fire prevention, fire and rescue

■ North Devon Council

for services like waste collection and kerbside recycling, housing, leisure, parks, street cleaning

■ Town/parish councils

For an average band D property, your weekly council tax bill would be £29.05 and divided up like this:



Who gets your money? Your weekly bill is divided up like this	Council tax £ (subject to rounding)	Increase per week (subject to rounding)
Devon County Council	20.99	59p
Devon & Cornwall Police Authority	2.87	13.5p
Devon & Somerset Fire and Rescue Authority	1.33	5p
North Devon Council	3.09	8p
Town/parish councils*	0.77	5p
Total per week	29.05	90.5p

*The figure for town/parish councils is an average. What you pay will depend on your own town or parish council's precept (see table on page 9)

On a low income? Need help and advice?

If you are on a low income you may qualify for council tax benefit. This benefit is available to owner-occupiers as well as people living in rented property. If you want to apply please contact your local district council for an application form (details on the back cover).

If you are on a low income or you have children, you are probably eligible for Tax Credits. You can get a claim form by phoning the tax credit helpline on 0845 300 3900 or you can claim online at www.taxcredits.inlandrevenue.gov.uk

If you are aged 60 or over you could claim Pension Credit. Contact the Pension Service to find out more 0800 99 1234.

CAREdirect can also give you advice about whether you are receiving all the help you are entitled to. Contact CAREdirect on 0845 155 1007.

If you are disabled or care for someone who is disabled there are a wide range of benefits available to you. Information can be obtained from your local Citizens Advice Bureau or your district council.

Staff at your local Citizens Advice Bureau can advise you about whether there are other benefits you may be able to apply for. They can also help you fill in the forms.

Telephone numbers are available through yellow pages or visit www.citizensadvice.org.uk

Having problems making ends meet?

South West Pound is a not-for-profit company that provides free financial support to people who need it. Whether it is because you are struggling to pay bills and would like to pay monthly but do not have a bank

account or you just want to check your monthly spending, South West Pound can give you access to affordable loans, budgeting advice, bank accounts as well as savings and education.

We have a team of dedicated Outreach Workers who are on hand to visit customers at their home or at a mutually convenient place.

South West Pound works closely with local Credit Unions so any money saved or borrowed is sourced locally and therefore continues to benefit the local economy.

To find out more phone 0800 316 9296.

Community Legal Service Direct

- struggling to repay debts?
- facing eviction?
- unsure about your rights at work?
- trouble with benefits and tax credits?
- problems with your child's school?

Community Legal Service Direct makes it easier to find quality legal information.

It provides free information direct to the public on a range of common legal problems.

Community Legal Service Direct consists of:

- a national helpline: 0845 345 4 345 (calls charged at local rate)
- a website: www.clsdirect.org.uk
- a series of free legal information leaflets

All help and advice given is confidential and independent.

Call 0845 345 4 345 for free legal help and advice.

Click www.clsdirect.org.uk for free legal information.

North Devon Council

Welcome to the North Devon Council section of this booklet which runs from pages 5 to 23.

Our section has two purposes:

- to let you know how the council tax you pay to us is being spent (roughly 10% of your total bill)
- to provide you with a comprehensive A-Z of the many different services available to you in North Devon.

Pages 6 to 10 contain the financial information about council tax, including how we plan to spend it this year and what your local town and parish councils are charging you for their services.

Pages 11 to 14 introduce you to our new Customer Service Centre and give you other useful information about services available online and some information on waste and recycling.

Pages 15 to 23 contain your comprehensive A-Z of local services, including services provided not only by us, but also Devon County Council, the police and health. We hope you find this useful and will keep it by your phone so you can easily contact the right department when you need to.

If you have any comments on how this booklet can be improved contact the North Devon Council Communications Team on 01271 388278 or email communications@northdevon.gov.uk.



Spending on services

What the local council spends your money on:

Total Expenditure £'000	2008/09 Total income £'000	Net Expenditure £'000		Total Expenditure £'000	2009/10 Total income £'000	Net Expenditure £'000
1,791	(4)	1,787	Corporate & Democratic Core (cost of things like councillors and corporate management)	1,887	(4)	1,883
8,372	(7,278)	1,094	Central Services to the Public (collecting council tax and giving council tax benefit)	8,618	(7,495)	1,123
2,882	(258)	2,624	Culture, Sports, Parks & Tourism	3,070	(247)	2,823
9,626	(2,925)	6,701	Environmental Services	9,100	(2,637)	6,463
4,137	(1,413)	2,724	Planning & Development Services	4,501	(1,357)	3,144
22,361	(20,821)	1,540	Housing Services	23,071	(21,283)	1,788
2,266	(3,395)	(1,129)	Highways, Roads & Transport (car parks and concessionary fares)	2,985	(3,794)	(809)
445	(390)	55	Other Services	553	(370)	183
51,880	(36,484)	15,396		53,785	(37,187)	16,598
(432)	(785)	(1,217)	Other cost reductions and income	(1,471)	(350)	(1,821)
51,448	(37,269)	14,179	Total District Council Services	52,314	(37,537)	14,777
1,290	0	1,290	Parish Precepts	1,377	0	1,377
52,738	(37,269)	15,469	Budget Requirement	53,691	(37,537)	16,154

Changes in spending from year before

	£'000	£'000
2008/09 spending plans		14,179
Inflation	440	
Spending on services	820	
Planned savings	(470)	
Investment interest	290	
Changes to reserves	(482)	
Total changes		598
2009/10 spending plans		14,777

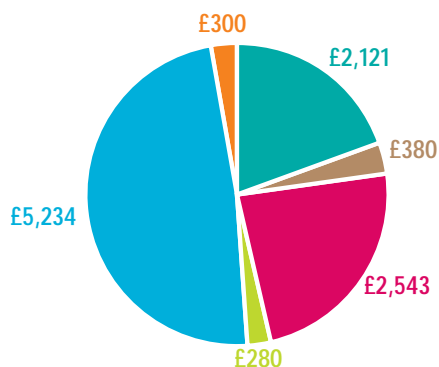
Business rates

Business rates will be levied on non domestic property at a rate in the £ of 48.1p for small businesses and 48.5p for others as prescribed by the Government. Rates collected are paid into a national pool and redistributed to local councils in proportion to their adult population.

Paying for your local council services

2008/09 £'000		2009/10 £'000	Amount per head of population (£)
1,290	Spending on parish council services	1,377	14.95
14,179	Spending on district council services	14,777	160.45
15,469	Total – budget requirement	16,154	175.40
	Met from:		
(968)	Revenue support grant	(1,520)	(16.50)
(6,957)	Redistributed business rates	(6,584)	(71.49)
(663)	Other government grants	(1,137)	(12.35)
(17)	Adjustments for council tax collection	14	0.15
6,864	Balance to be met from council tax payers	6,927	75.21

Longer term investment – £'000



The Council invests in capital projects which benefit the local community.

The current approved spending plan for 2009/10 is:

- Economy and regeneration
- Other
- Tackling the housing problem
- Statutory and landlord functions
- Providing good and efficient services
- Contingency

Analysis of budget requirement of Barnstaple Town Council

2008/09 total spending	2008/09 total income	2008/09 net spending		2009/10 total spending	2009/10 total income	2009/10 net spending
£'000	£'000	£'000		£'000	£'000	£'000
119	(116)	3	Agency services	124	(118)	6
7	(3)	4	Allotments	7	(4)	3
117	(79)	38	Properties	126	(84)	42
516	(64)	452	Other services	522	(65)	457
759	(262)	497	Total	779	(271)	508

Barnstaple Town Council's budget has to be published in this booklet as they are the only parish council in North Devon with a budget over £140,000.

Parish precepts and council tax for band D properties 2009/10

Parish	2008/09 precept £	2009/10 precept £	2009/10 band D tax £	Parish	2008/09 precept £	2009/10 precept £	2009/10 band D tax £
Arlington	672	680	16.35	Ilfracombe	123,010	126,461	32.04
Ashford	2,798	2,938	20.28	Instow	6,000	6,300	15.13
Atherington	3,700	3,856	21.93	Kentisbury & Trentishoe	3,163	3,788	25.30
Barnstaple	496,997	507,852	66.76	Kingsnympton	8,000	8,000	47.01
Berrynarbor	16,798	16,798	44.88	Knowstone	4,050	3,650	35.25
Bishops Tawton	5,188	5,723	11.76	Landkey	18,400	18,700	26.55
Bishopsnympton	12,200	12,236	31.56	Loxhore	458	490	5.80
Bittadon	0	0	0.00	Lynton & Lynmouth	24,750	25,750	39.49
Bratton Fleming	11,500	11,500	30.19	Mariansleigh	800	800	11.68
Braunton	124,502	124,502	39.20	Martinho	0	0	0.00
Brayford	6,017	18,000	108.73	Marwood	5,000	4,700	14.67
Brendon & Countisbury	1,200	1,200	10.10	Meshaw	1,667	38	0.56
Burrington	7,325	7,275	35.17	Molland	800	850	11.24
Challacombe	0	0	0.00	Mortehoe	9,000	32,000	35.80
Chittlehamholt Satterleigh & Warkleigh	2,200	2,310	13.86	North Molton	3,049	3,059	7.27
Chittlehampton	6,390	6,218	18.66	Parracombe	2,202	5,289	39.73
Chulmleigh	25,781	27,120	46.64	Pilton West	1,100	1,100	15.13
Combe Martin	46,000	50,000	46.91	Rackenford	3,500	3,500	25.96
East & West Buckland	1,516	1,516	10.07	Romansleigh	1,807	1,808	38.58
East Anstey	2,480	2,565	24.10	Rose Ash	2,518	2,555	21.22
East Down	2,112	2,112	20.42	Shirwell	2,250	2,405	14.80
East Worlington	2,160	2,353	21.75	South Molton	90,000	110,000	64.69
Filleigh	1,562	1,570	15.41	Stoke Rivers	825	825	11.14
Fremington	107,000	109,675	29.40	Swimbridge	2,066	3,000	7.59
Georgeham	32,861	34,437	42.71	Tawstock	10,720	11,580	12.56
Georgenympton & Queensnympton	822	1,368	17.65	Twitchen	293	293	8.97
Goodleigh	3,000	3,000	18.51	West Anstey	269	299	4.42
Heanton Punchardon	3,000	5,000	8.10	West Down	5,000	5,250	19.23
Horwood Lovacott & Newton Tracey	3,634	2,200	10.67	Westleigh	3,000	2,500	18.89
				Witheridge	26,558	27,753	55.48
				Total	1,289,670	1,376,747	



Council tax discounts and exemptions

Discounts

The council tax assumes that there are two adults living in a household. If only one adult lives there (as their main home), the bill will be reduced by a quarter (25%).

Certain people will not be counted when looking at the number of adults in a household. These include:

- full-time students, student nurses, apprentices
- patients permanently in hospital
- people who are being looked after permanently in care homes
- people who are severely mentally impaired
- people caring for someone with a disability who is not a spouse, partner or child under 18 years of age
- people in prison (except for those in prison for non payment of council tax or a fine).

Exemptions

There are some circumstances where you don't have to pay council tax at all including cases where a property is unoccupied and:

- is substantially unfurnished, requires or is undergoing structural alteration or major repair – or has had such work completed within the last six months (exemption up to a maximum period of 12 months)
- is substantially unfurnished (exempt for up to six months from the date it became unfurnished)
- has been left empty by someone who has moved to a nursing home, residential care home, hostel or hospital
- where probate or letters of administration are awaited following the death of the previous council tax payer.

A property is also exempt where it is occupied:

- by a dependent relative of a person who lives in the main part of the home (for example, a granny annexe).

Please inform the Council on 01271 388361 if:

- you think you might be entitled to a discount or exemption
- a discount or exemption has been given and your circumstances have changed.

Welcome to your Customer Service Centre

You may have noticed some changes in how your query is handled at North Devon Council over the last year, with the introduction of the Customer Service Centre.

The Customer Service Centre currently operates across three sites:

- Barnstaple Civic Centre
- The Ilfracombe Centre
- The Amory Centre in South Molton.

Our ethos is that no matter how or where you choose to contact us, we will deliver the same high standard of customer service, aiming to get it right first time, every time.

We can deal with a variety of enquiries including planning, environmental health and parking.

The Customer Service Centre is set to extend the services it covers over the next year. We will be looking at more ways to help customers in North Devon who have difficulty using the phone, internet

or visiting one of our offices. We are also looking to further improve our links across the district, so that if your enquiry relates to another organisation, we may still be able to help.

We are committed to offering you excellent customer service every time, helping to deliver the service you want from your council. If you have any suggestions on how we can further improve in the future, we will welcome your comments.

To contact the Customer Service Centre:

- visit our website
www.northdevon.gov.uk/customerservicecentre
- phone us on **01271 327711**
- email us at
customerservices@northdevon.gov.uk
- or pop in to one of our offices.

We look forward to hearing from you soon.



Who does what?

Local government in North Devon has three 'layers', each providing different services.

1. Devon County Council

Devon County Council provides services across the whole county such as education, social services, highways and trading standards.

2. North Devon Council

We provide local services such as collecting rubbish, cleaning the streets, dealing with council tax and housing benefit claims and maintaining parks and open spaces.

3. Parish or town councils

Parishes look after some local facilities such as allotments, playing fields and village halls.

Service	North Devon Council	Devon County Council
Abandoned vehicles	✓	
Arts and entertainment	✓	
Building control	✓	
Car parks and parking	✓	
Children's activities	✓	✓
Community safety	✓	✓
Council tax benefit	✓	
Council tax collection	✓	
Economic development	✓	✓
Electoral register and voting	✓	
Environmental health	✓	
Highways (roads and pavements)		✓
Housing advice	✓	
Housing benefit	✓	
Ilfracombe Harbour	✓	
Leisure and sport	✓	
Libraries		✓
Local land charges	✓	
Parks and open spaces	✓	
Pollution (including noise)	✓	
Planning applications	✓	
Registering births, deaths, marriages and civil partnerships		✓
Rubbish and recycling collections	✓	
Rubbish tips and recycling centres		✓
Schools		✓
Social services		✓
Street cleaning	✓	
Street naming	✓	
Trading standards		✓

Online services

The North Devon Council website – www.northdevon.gov.uk – enables customers to access council services and information 24 hours a day, seven days a week.

Our aim is to ensure that the same information and services are delivered by every channel: face-to-face, letter, phone, fax, email and online.

The nature of the web makes it easier to find information – such as latest news on council initiatives or the minutes of council meetings – in one place.

The website contains a lot of information. Because of this, we are working to make the navigation around the website quick and easy.

We will summarise complex information so that it is easy to read and understand. If there is detailed or supporting information – such as policy documents or council decisions – this will be available at the click of a mouse.

Customers can use the web for specific services including:

- waste collection – check your collection day and holiday arrangements
- payment services – pay council tax, parking fines etc
- planning – check the progress of applications
- licensing database – view a full list of licences issued by North Devon Council
- 'Scores on the Doors' – search the food safety ratings for premises in the district



- community consultations – participate in public consultations run by North Devon Council and its partners

All of these services can be accessed from the "Do it online" section on the website home page.

Service requests can be made using online forms or by email.

North Devon Council's website was rated in the top 30% of all local authority websites in the Society of IT Managers' 2008 survey.

One of our main priorities is to ensure that our website is accessible to all web users. This includes those with older computers, a slow internet connection, or those who use special software or hardware to assist web browsing. For further information see www.northdevon.gov.uk/accessibility

Comments on how we can improve the website are always welcome. Please email webmaster@northdevon.gov.uk or call Communications on 01271 388278.

Waste and recycling

One of our top priorities as a council is dealing with your waste and maintaining clean streets. Not only does this help improve your quality of life, but it also plays a huge role in preserving the environment.

The waste and recycling service covers the following areas:

- collection of your household waste from 43,700 domestic properties
- collection of trade waste from 1,873 businesses
- cleaning of the Council's 29 public toilets
- sweeping 1,200 kilometres of the area's streets.

We also deal with a variety of requests and enquiries, including:

- what day your rubbish and recycled material are collected
- information about home composting
- requests for bulky goods collection (taking away large pieces of furniture)
- trade waste recycling
- enquiries about public litter bins
- reports of fly-tipping
- removal of graffiti from Council owned property.

What goes where?

Please help us to help the environment by placing the right items in the right containers before 7am on the day of your kerbside collection or after 6pm the night before. If something is put in the wrong container, it means the whole contents may be contaminated and difficult to recycle.

Green wheelie bin

- hedge clippings
- weeds and grass cuttings
- leaves
- wood shavings
- clean straw
- bark
- cardboard (no plastic attached)

Green box (all items washed/clean)

- glass bottles and jars with lids removed
- plastic bottles (milk, shampoo bottles etc) with lids removed
- food tins and drink cans
- aluminium foil
- aerosol cans with lids removed

Green bag

- newspapers and magazines
- junk mail (no plastics)
- white envelopes (including windowed envelopes)
- catalogues (including Yellow Pages)
- clean clothes
- shoes (in pairs)
- curtains, pillow cases, duvet covers

Black wheelie bin

- all general waste that cannot be recycled

Coming soon...

The Council is now in the process of planning a new food waste collection for the district. Find out the latest by visiting our website.

To contact us about our waste and recycling services:

Telephone: **01271 374776** Email: greensweepdirect@northdevon.gov.uk
 Website: www.northdevon.gov.uk/greensweep

Welcome to your A-Z of local services

In the following eight pages, you will find contact details for a variety of services available in North Devon. It contains phone numbers for a range of organisations including:

- North Devon Council
- Devon County Council
- Emergency services
- Help and support in the community

We know that sometimes you prefer to see us face to face. You can find us at the following locations:

Barnstaple Civic Centre

North Walk, Barnstaple, EX31 1EA
Opening hours: Monday – Friday
9am – 5pm

Lynton House, Barnstaple

For all benefits and council tax enquiries
Commercial Road, Barnstaple, EX31 1DG
Opening hours: Monday – Friday
8.45am – 4pm

The Ilfracombe Centre

44 High Street, Ilfracombe, EX34 9QB
Opening hours: Monday – Friday
9am – 5pm

The Amory Centre, South Molton

125 East Street, South Molton, EX36 3BU
Opening hours: Monday – Friday
8.30am – 5pm

Or alternatively, you can email us at customerservices@northdevon.gov.uk, call us on 01271 327711, or visit our website www.northdevon.gov.uk



Staff waiting to welcome you at The Ilfracombe Centre

Your A-Z of local services

Your handy A-Z guide

A

Abandoned vehicles	01271 388870
Addiction:	
Addaction Alcohol Intervention Service	01271 325232
Alcoholics Anonymous	0845 769 7555
North Devon Drug and Alcohol Service	01271 344454
Exeter and North Devon Addiction Service (ENDAS)	01392 208210
Adoption	0845 155 1013
Adult and Community Education	0845 155 1014
After school care	0845 155 1019
Air quality	01271 388870
Allotments	01271 388326
Animal fouling	01271 388870
Animal welfare	01271 388870
Art services	01271 388426
Asbestos removal	0845 155 1010

B

Beaches:

Croyde	01271 890671
Combe Martin/ Newberry	01271 883403
Ilfracombe	01271 863601
Instow	01271 372408
Lee Bay	01598 752621
Lynton & Lynmouth	01598 752384
Mid Woolacombe/ Putsborough	01271 850887
Putsborough	01271 891039
Saunton	01271 342558
Taw Estuary/ Braunton Side	01271 812131
Taw Estuary Management	01432 845400
The Tunnels/ Ilfracombe	01271 879882
Woolacombe	01271 870553
Watermouth	01271 862504
Benefit fraud	01271 388369



Benefits (housing and council tax benefits):

Surname begins with:

A – CRO	01271 388390
CRU – HAS	01271 388389
HAT – MAZ	01271 388396
MC – SHAK	01271 388384
SHAL – Z	01271 388395

Bins	01271 374776
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Birth, marriages, civil partnerships and deaths – see Registration	0845 155 1002
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Blue badge scheme – see Disability Information Service	0845 155 1005
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Bonfires	01271 388870
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Building control	01271 388282
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Bulky waste collections	01271 374776
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Burials	01271 388326
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Bus passes – see Roads and Transport	0845 155 1004
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Bus timetables – see Roads and Transport	0845 155 1004
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Business advice – see Trading Standards	01392 381381
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Business rates	01271 388361
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Business units (Woodlands Enterprise Centre, Pathfields Business Park)	01271 388216
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Devon County Council services
North Devon Council services
Other services



Car parks and car park permits	01271 388279
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Care Direct	0845 155 1007
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Care services and Carers support – see Care Direct	0845 155 1007
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Cemeteries	01271 388326
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Child care	0845 155 1013
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Child protection	0845 155 1013
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Children's centres (Sure Start):

Victoria House Children's Centre	01271 321411
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My Start Children's Centre, Ilfracombe	01271 865825
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South Molton and District Children's Centre	01769 579615
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Sticklepath Children's Centre	01271 379853
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Your A-Z of local services

Your A-Z of local services

Citizens Advice Bureau:

Barnstaple	01271 377077
Bideford	01237 473161
Bude	01288 254531
Holsworthy	01409 253372
Ilfracombe	01271 863549

Civic amenity sites (recycling centres) – see Recycling and Waste	0845 155 1010
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Clinical waste	01271 374776
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Community development	01271 388433
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Community safety (Safer North Devon)	01271 341200
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Complaints, compliments and general feedback (Devon County Council)	0845 155 1015
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Complaints, compliments and general feedback (North Devon Council)	01271 327711
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Compost bins	01271 374776
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Concessionary fares – see Roads and Transport	0845 155 1004
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Connexions (careers advice)	01271 378585
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Consumer protection	0845 404 0506
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Councillors (Devon County Council)	0845 155 1015
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Councillors (North Devon Council)	01271 388253
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Council meetings (Devon County Council)	0845 155 1015
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Council meetings (North Devon Council)	01271 388253
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Council tax	01271 388361
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Council tax benefit	see Benefits
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County Court (Civic Centre, Barnstaple)	01271 372 252
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Crematorium	01271 345431
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Cycling – see Roads and Transport	0845 155 1004
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Day care – see Care Direct	0845 155 1007
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Deaths – see Registration	0845 155 1002
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Development control	01271 388288
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Devon Records Office	01392 384253
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Digital UK	08456 505050
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Disability Information Service	0845 155 1005
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Disabled badges (parking) – see Disability Information Service	0845 155 1005
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Dog warden	01271 388870
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Drainage:

Private land	owner responsible
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To enforce a third party	01271 388870
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Public highway – see Roads and Transport	0845 155 1004
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Public sewers – South West Water	0800 169 1144
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E

Economic development	01271 388216
Education services	0845 155 1019
Electoral registration and elections	01271 388277
Emergency planning	01271 388870
Emergency services:	
Gas	0800 111999
Electricity	0800 365900
Water	0800 1691144
Police (emergency)	999
Police (non-emergency)	0845 277 7444
Samaritans 24 hr helpline	0845 790 9090
Victim Support	0845 676 1020
North Devon Women's Aid	01271 321946
Devon MALE (Men's advice line and enquiries)	0845 064 6800
Devon Rape and Sexual Abuse Line	0808 800 0188
The Intercom Trust (helpline for lesbian, gay, bisexual and trans people)	0845 6020 818
Environmental health	01271 388870

F

Family support	0845 155 1013
Flooding (Floodline)	0845 988 1188
Fly-tipping	01271 388870
Food hygiene	01271 388870

Footpaths (rights of way) – see Roads and Transport 0845 155 1004

Fostering 0845 155 1013

Fraud hotline (24-hour fully confidential service) 01271 388369

G

Graffiti removal – see Roads and Transport 0845 155 1004

Grants:
Community 01271 388433
Housing 01271 388870

Gritting (roads and paths) – see Roads and Transport 0845 155 1004

Gully cleansing – see Roads and Transport 0845 155 1004

#

Hazardous waste disposal – see Recycling and Waste 0845 155 1010

Health and safety at work 01271 388870

Health care:
Care Direct 0845 155 1007
NHS Direct 0845 46 47

Health visitors – see Care Direct 0845 155 1007

Healthier Homes North Devon 0800 512 012

Historic sites and buildings 0845 155 1015

Your A-Z of local services

Your A-Z of local services

Holiday accommodation – see Tourist Information Centres

Home care and support – see Care Direct **0845 155 1007**

Hospital (North Devon District Hospital) **01271 322577**

Housing advice:
Housing Advice Centre **01271 325757**

Shelter (housing and homelessness charity) **0808 800 4444**

Housing benefit see **Benefits**

I

Ilfracombe Harbour **01271 862108**

J

Jigsaw Furniture Project **01271 327564**

Jobcentre Plus, Barnstaple **01271 395300**

Job vacancies (Devon County Council) **01392 383034**

Job vacancies (North Devon Council) **01271 388353**

L

Landfill sites – see Recycling and Waste **0845 155 1010**

Learning disabilities – see Disability Information Service **0845 155 1005**

Leisure centres:
North Devon Leisure Centre **01271 373361**

Ilfracombe Swimming Pool **01271 864480**

South Molton Swimming Pool **01769 572522**

Tarka Tennis Centre **01271 377701**

Local land charges **01271 388406**

Libraries **0845 155 1001**

Licensing **01271 388870**

M

Magistrates Court (Civic Centre, Barnstaple) **01271 340410**

Marriages – see Registration **0845 155 1002**

Meals on wheels – see Care Direct **0845 155 1007**



Mobile libraries –
see Libraries 0845 155 1001

Museum (Museum
of Barnstaple and
North Devon) 01271 346747

N

Noise nuisance 01271 388870

North Devon College 01271 345291

North Devon
District Hospital 01271 322577

Nursery schools –
see Children
and Families 0845 155 1013

O

Old people's homes –
see Care Direct 0845 155 1007

Out of school
activities 0845 155 1013

P

Parent and
toddler groups 0845 155 1013

Parenting skills
and courses 0845 155 1013

Park and ride – see
Roads and Transport 0845 155 1004

Parking (on street
permits/resident's
permits) – see Roads
and Transport 0845 155 1004

Parking (car
parks and parking
enforcement) 01271 388279

Parks and
open spaces 01271 388326

Pavements – see
Roads and Transport 0845 155 1004

Payments to North
Devon Council 01271 329539

Pedestrian crossings
– see Roads and
Transport 0845 155 1004

Planning applications 01271 388288

Planning policy 01271 388288

Play groups 0845 155 1013

Pest control:

Private land **owner responsible**

To enforce a
third party 01271 388870

Public land 01271 38870

Police (emergency) **999**

Police
(non-emergency) 08452 777 444

Pollution 01271 388870

Postal voting 01271 388277

Pot holes – see
Roads and Transport 0845 155 1004

Probation service 01271 321681

Public footpaths
– see Roads
and Transport 0845 155 1004

Public transport
– see Roads and
Transport 0845 155 1004



R

Radar keys	020 7250 3222
Recycling advice	0845 155 1010
Refuse and recycling collections	01271 374776
Registration of births, marriages, civil partnerships and deaths	0845 155 1002
Residential homes – see Care Direct	0845 155 1007
Respite care – see Care Direct	0845 155 1007
Rights of way (footpaths) – see Roads and Transport	0845 155 1004
Roads and Transport	0845 155 1004
Road maintenance – see Roads and Transport	0845 155 1004
Road safety	0845 155 1004



S

Safer North Devon	01271 341200
Salting and gritting – see Roads and Transport	0845 155 1004
Schools	0845 155 1019
School transport	0845 155 1019
Sheltered housing – see Care Direct	0845 155 1007
Shopmobility – see Disability Information Service	0845 155 1005
Social Services – see Care Direct	0845 155 1007
Special educational needs	0845 155 1019
Sports and recreation	01271 388433
Standby officer (when North Devon Council offices are closed)	01271 388240
Street cleaning	01271 374776
Street lighting – see Roads and Transport	0845 155 1004
Student grants	0845 155 1019

T

Theatres:

Queen's Theatre, Barnstaple (enquiries)	01271 327357
The Landmark, Ilfracombe (enquiries)	01271 865655
Box office (both theatres)	01271 324242



Tourist Information Centres:

Barnstaple	01271 375000
Ilfracombe	01271 863001
South Molton	01769 874122

Trading Standards
(Consumer Direct) **0845 404 0506**

Traffic management
– see Roads and
Transport **0845 155 1004**

V

Volunteer Centres:

Ilfracombe	01271 866300
Barnstaple	01271 344492
Voting	01271 388277

Unable to find the number you are looking for? Please telephone North Devon Council's general enquiries on 01271 327711 or Devon County Council's general enquiries on 0845 155 1015.

W

Warm Front (home
insulation grants) **0800 316 2805**

Waste collection **01271 374776**

Winter road
maintenance – see
Roads and Transport **0845 155 1004**

Y

Youth services **01271 321880**



Your A-Z of local services

Devon County Council

Supporting Devon's economy

We know the current financial situation is putting huge pressure on people, communities and local businesses across Devon.

As the largest council in Devon responsible for 85% of your local services, we believe it is essential to use our resources wisely to help the county and its people to weather the current storm as well as get in shape for the recovery that will follow.

This means doing all we can to support vulnerable people and families, to continue to invest in major projects that will bring employment and other opportunities to people across the county, and to back local businesses to keep our economy moving.

Investing in our future

The County Council is taking immediate action to support the local economy and boost economic activity. £48 million is already being invested in local projects across Devon funded by the sale of Exeter airport (see "Investing in your community"). The money is being used to support a wide range of projects and has been split to create an **Economic Development Fund**, a **Green Fund** to promote carbon reduction

and environmental projects and a **Major Projects Fund** for projects of significant importance to Devon. In addition, a **Local Projects Fund** is supporting smaller projects which can make a big difference to towns and villages and a **Community Fund** for projects that develop provision for young and older people.

These investments are being used to attract match funding from other sources which will bring even more money into the county.

In addition, an extra £5 million has been allocated over the next three years for major schemes in Devon. This includes £1.4 million for Skypark, located just east of Exeter, which is expected to generate around 7,500 jobs, and £1.7 million to identify priority sites for future economic growth. A further £450,000 is promised for Renewable Energy for Devon which is a County Council led project offering capital grants to communities and small businesses to install renewable energy technologies, £700,000 will go towards developing the county's ICT infrastructure and £750,000 is earmarked to develop the community infrastructure in coastal towns.

Praised as top performing

The independent Audit Commission has just awarded us the highest possible 4*** ranking and said we continue to "improve well". Singled out for particular praise is our sound financial management, value for money, use of resources and ability to attract external funding.

The assessment follows an inspection of all our key services including those for older people, children and families and looking after the environment.



Saving local post offices

Fifteen communities have had the future of their village shops secured thanks to funding from the County Council.

The shops, which are the only remaining shops in those villages, are being given annual grants of £5,000 for the next three years plus free business advice enabling them to be sustainable in the long term. All 15 faced possible closure after last year's changes to the Post Office network.

Skills and training

Over £1.7 million is also to be given to various projects and schemes over the next 2 years to promote local business growth and create skills and training opportunities. This money comes from the business rates paid by companies and organisations in Devon which goes to central government and is then re-distributed to local authorities through the Local Authority Business Growth Incentive scheme.

£250,000 is allocated for Skills and Worklessness projects which encourage the unemployed into training opportunities; the Devon Rural Network is to receive £50,000, and £100,000 will go towards South West Forest, a rural regeneration project based on woodlands and wood products which includes the creation of community woodlands across northern Devon.

Prompt payment

To help local businesses immediately, we have speeded up our payment to County Council suppliers and other creditors by reducing it from the standard 30 days down to 20 days. The council pays out approximately £400 million to suppliers per annum, so paying our bills promptly is expected to help the cash flow of local businesses considerably.

Other funding opportunities

To strengthen the economy further and help secure more investment into the county we will also look at other funding opportunities. The County Council is trying to secure European Union funding to support environmental, social and economic projects in the county over the next five years. £80 million is currently available in the South West from the European Regional Development Fund to promote innovation, enterprise, business growth and new technologies.

Supporting local food producers

We are helping the food and drink sector by running a series of business workshops covering topics such as developing websites, eMarketing, eCommerce as well as more traditional business support. Grant funding is also available to help local businesses take advantage of the latest technology.



Supporting the economy at the heart of communities is our key priority



Helping Devon residents

In addition to helping businesses, the County Council is looking at ways to help Devon residents. This includes extra support for South West Pound and local Credit Unions.

South West Pound is an independent not-for-profit company which provides people with a single access point to get the financial assistance they need to move towards financial security.

It offers free advice to anyone experiencing financial worries and services include money advice, bank account support, budgeting support, and access to affordable loans, savings plans and financial capability education.

Last year, South West Pound helped 1,700 people to save £79,000 by a combination of reducing interest payments on debts, finding benefits that people were entitled to and helping people to find an affordable loan. They have also helped people to better manage £2.6 million of personal debt.

We are also trying to make sure that people get the benefits to which they are entitled, in particular older people and parents who have children with special needs. Over the last 3 years, work in this area has ensured an additional £20 million was claimed by those who needed it. The County Council will continue to support this and has committed £850,000 to benefit advice and support schemes over the next 3 years.

Investing in your community



We have reinvested funds from the successful sale of Exeter International Airport. £48 million has been made available to allow hundreds of projects to take off. Just some of the projects in North Devon which benefited from the first round of allocations included:

Lynton and Lynmouth Hydro Electricity

£100,000 has been invested in a new hydro electric scheme on the East Lyn river, near Lynton and Lynmouth. Once finished, it is expected to generate enough energy to power 159 homes locally, and draw an annual income.

The area is already known for small scale hydro schemes, and this latest more ambitious project will be a pilot for a number of further schemes to be developed in future on the East Lyn and West Lyn rivers.

Admirals Hall, Chulmleigh Community College

£6,000 has been awarded to Admirals Hall for repairs. The Hall is used extensively by young people throughout the year for sports with plans for the space to be also used for concerts, plays and displaying art.

The Queen's Theatre Barnstaple

The Queen's Theatre has received £60,000 to replace the boilers. The new boilers will save some 20% on electricity and gas

usage costs. It will cut carbon emissions and provide extra warm air to the auditorium, rather than use the less effective electricity option.

Ilfracombe Harbour feasibility study

A master plan for the Ilfracombe Harbour area will take place to explore development, design and help potential investors to take decisions on future capital investment. £63,000 will go towards the feasibility study which will look at improving the mooring facilities, encouraging tourism and improving access to the area.

South Molton Integrated Youth Provision

£200,000 will enable development of a brand new purpose-built resource centre for young people. It will include access to health services, activities that promote young people's personal and social development, Youth Offending services, Connexions and drug and alcohol services.

Pilton Community College, Reception Lounge

The College's Reception Lounge has been refurbished. £49,000 contributed to the cost of refurbishment for the dual use dining and teaching area.



The Queen's Theatre



New premises for South Molton Library

South Molton Library now has brand new premises. The new library is part of the 'Amory House' Community Information Centre which also houses a whole host of other local services, including an ICT learning suite, meeting rooms and areas for voluntary groups.

A second children's centre in Barnstaple

A second children's centre has opened in Barnstaple – catering for around 2,300 children under 5 and their families. The £750,000 purpose-built centre is part of Devon County Council's multi-million pound investment in creating 43 children's centres across the county.

Local councillors making a difference

Every year, Devon County Council allocates a budget to each county councillor to spend in their locality. This means that councillors, who have a good knowledge of their local area, can spend money to maximum effect by making one-off donations to support

local community projects. Here are some of the projects that were supported last year in North Devon.

Continuing to support the arts in Barnstaple. We have funded improvements to public safety at the **Barnstaple Carnival** and have helped the Barnstaple **Jubilee Singers**, the town's **Ladies' Choir** and the **Male Voice Choir** to take their talents to new audiences.

Fremington Parish Hall has been refurbished.

Phatfish Chumleigh Youth Group received funds towards a leadership and team building event.

Barnstaple's Christmas celebrations were given a boost. The **Barnstaple Winter Festival** included street entertainment, live music, late night shopping, a classic car show and chances to win VIP tickets to the pantomime at the Queens Theatre.

A **stroke support group** in Barnstaple received help towards its ongoing costs to help maintain the valuable service. The group has been running for 26 years and encourages people to get together socially.

We helped residents of **Challacombe** buy their own marquee to hold community events.

Solid. Stable. Dependable.

A Budget for Devon and you

The current economic downturn means testing times ahead for many families, communities and businesses across Devon. At the same time, the public finances available to keep vital local services in place and to help people through the bad times are set to get ever tighter.

Despite this, I am clear the County Council must use all its resources to help ease the burden by continuing to support local people and invest in communities while keeping the burden of council tax as low as possible for everyone.

Our years of prudent financial management and experience mean we're in a strong position.

Others agree. The Audit Commission, when awarding us the highest possible 4 star ranking, praised our sound financial management, use of resources and ability to attract external funding.

This year we have kept our increase in council tax to 2.89%, well below the national average.

This will be used to keep important local services in place whilst cutting costs and reducing waste.

The local economy is a top priority and we have targeted an additional £5.75 million for economic regeneration on top of a £175 million capital investment programme to build new schools, roads and other infrastructure.



This is all despite an unfair level of grant from Government which leaves Devon with £40 per person less than the average for counties, which amounts to £30million less for services around the county.

The County Council will continue to fight your corner. But, now more than ever, we must come together to help Devon communities ride out the storm and put the county in the best possible position to recover quickly from recession and emerge stronger and more united.

Brian Greenslade
Leader of Devon County Council

Value for Money and Efficiency Gains

Devon County Council is a top performing authority that makes the best use of its resources to deliver high quality and efficient services. In setting its 2009/10 Budget the Council has targeted the achievement of £15.2m in efficiency savings. These savings represent further improvements in value for money, building on the savings achieved in 2008/09 as shown in the table below:

Forecast Efficiency Savings 2008/09	
Total Forecast Savings 2008/09	£14,759,000
Forecast Savings – % of 2007/08 baseline expenditure	3.0%
Forecast Savings per Band D dwelling	£52
Average Forecast Savings per Band D dwelling for all County Councils	£53

Financial information for 2009/10

The following information explains how our finances will be spent to provide services to 767,400 people in Devon.

Where the money comes from

The amount of council tax you pay varies, depending on the valuation category of your property, which will have been decided by the Valuation Office. The categories are referred to as bands.

The following list shows you how much council tax Devon County Council charges for each band.

Band A £729.78	Band C £973.04	Band E £1,337.93	Band G £1,824.45
Band B £851.41	Band D £1,094.67	Band F £1,581.19	Band H £2,189.34

In addition, your council tax bill will include charges from your District Council, the Fire Authority and the Police Authority. You may also pay a charge to your Town or Parish Council.

The Band D tax for 2008/09 was £1,063.89. The Band D tax for 2009/10 is £1,094.67 which represents a 2.89% increase on the 2008/09 figure.

Devon County Council's funding comes from:	£million	£ per head of population
Budget needed	506.0	659
Less national funding:		
Revenue Support Grant	28.7	37
Area Based Grant	36.4	47
Business Rates	124.3	162
Amount paid by Council Tax Payers	316.6	413

Changes in spending from 2008/09	£000
Budget Needed in 2008/2009	450,768
Pay and prices increases in 2009/2010	19,234
Reclassification of Area Based Grant	34,673
Capital Financing net change	8,260
To fund statutory requirements and other service pressures:	
– Children and Young People	7,379
– Adult and Community Services	5,789
– Environment, Economy and Culture	3,484
– Other	1,755
Contributions from Earmarked Reserves	-4,781
Efficiency savings and service reductions	-20,540
Budget Needed for 2009/2010	506,021

Borrowing

At 31 March 2008 the County Council owed £613.9 million to external lenders. Our borrowing is used for building and renovating schools, care centres and highways. The money is paid back over the life of the asset, just like buying a house on

a mortgage. Because some of the money was borrowed before local government reorganisation in 1998 Plymouth and Torbay Councils will be contributing approximately 31% towards the cost of paying back the money that was borrowed before that date.

Spending

2009/10 Budget summary

This money is spent on:

	2008/09		£million	2009/10		£million
	Total spending £m	Total income (1) £m	Net spending £m	Total spending £m	Total income (1) £m	Net spending £m
Directorate Spending:						
– Children and Young People	586.3	485.4	100.9	646.1	525.0	121.1
– Adult and Community Services	263.5	99.3	164.2	261.3	76.8	184.5
– Environment, Economy and Culture	142.6	37.1	105.5	149.7	34.9	114.8
– Chief Executive's	19.9	4.7	15.2	17.7	1.3	16.4
– Finance and IT	14.8	4.3	10.5	17.7	7.0	10.7
– Personnel and Performance	8.3	2.2	6.1	9.5	3.3	6.2
Payments to Outside Bodies	0.6		0.6	0.6		0.6
Capital Financing Costs	54.1	12.1	42.0	54.2	4.0	50.2
Other services (2)	17.4		17.4	17.9		17.9
Total	1,107.5	645.1	462.4	1,174.7	652.3	522.4
Net Contribution from Reserves	-11.6		-11.6	-16.4		-16.4
Budget Needed	1,095.9	645.1	450.8	1,158.3	652.3	506.0

Notes

- Income includes specific government grants of £497.6m (£478.5m in 2008/09).
- Spending on other services includes projects funded from reserves.
- The budget requirement net of Area Based Grant is £469.589m.

Capital spending 2009/10

Our planned capital spending in 2009/10 is £174.642 million. This includes £76.373 million on Children and Young People; £81.622 million on the Environment, Economy and Culture, £3.642 million

on Adult and Community Services, £1.772m in Finance, IT and Trading and £11.233m on services managed from the Chief Executives Office.

Devon & Somerset Fire and Rescue Authority

Taking the Service forward

A new Chief Fire Officer has been appointed to lead Devon & Somerset Fire & Rescue Service.

The Fire Authority has appointed Lee Howell, the former head of Suffolk Fire & Rescue Service, and he took up the post early in 2009.

Mr Howell works with senior colleagues and Authority members to ensure firefighters are equipped to respond to emergency incidents and help protect the public from harm.

Preventing incidents from happening through education campaigns and enforcement of fire safety regulations is also a primary focus for the Service.

People saved from flooding

Torrential rain and freak weather conditions brought the rescue role of the fire service into the spotlight this year.

Widespread flooding incidents across Devon and Somerset led to firefighters carrying out rescues of people from vehicles and flooded properties. During periods of high demand, the Service's control rooms were receiving hundreds of calls within hours from people concerned about rising floodwater.

In Ottery St Mary, a localised hailstorm left more than 2ft of compacted ice on the ground and led to fire crews rescuing dozens of people from their flooded homes.

The Service is investing in additional training and equipment for its firefighters to carry out water rescues safely as a response to the growing number of flooding incidents that crews are being asked to attend.



Investing in the future

Two brand new fire stations are being built in Exeter and are due to become operational towards the end of 2009. The £5 million investment will ensure that the city has two full-time fire stations for the first time since the end of the Second World War, supported by a retained station at Topsham.

The Service is also investing £2.2 million on five new high-reach fire appliances which will join the fleet this financial year. The ladders on the hydraulic platforms have a reach of 34 metres and enable firefighters to safely fight fires from height.

Last year, the Service formally recognised its links with one of the most remote fire stations in the country. Lundy Island became an official fire station and the Service supplied the island's first fire appliance, a 4x4 vehicle equipped with a water tank.



© Express and Echo

Malcolm Swallow talking to students at a Learn 2 Live event

Driving home the message

Working with other partner agencies to reduce deaths and injuries from road traffic collisions is another important role that is being taken on by firefighters.

The Service is involved in many initiatives designed to educate motorists, particularly young drivers, who are most at risk of being involved in crashes.

One of the most hard-hitting projects is the Learn 2 Live roadshow, during which people who have been involved in serious road traffic collisions talk about their experiences. Thousands of teenagers are due to attend events across the county this year.

Stay safe from fire

- Fit and maintain a smoke alarm on each level of your home.
- Test it weekly – A working smoke alarm can give you valuable time to get out, stay out and call 999.
- Don't remove the batteries – even if your smoke alarm keeps going off accidentally while you are cooking.

Home safety visits

Devon & Somerset Fire & Rescue Service offers free advice and guidance on how to avoid fires and what to do if you are unfortunate enough to experience one. This service may include the fitting of a free smoke alarm. To request a free home safety visit, call freephone **0800 73 11 822**.

For advice on fire safety and prevention, call our helpline on **01392 872288**, text **078 0000 2476**, visit our website www.dsfire.gov.uk, or email firekills@dsfire.gov.uk. In an emergency, call **999**.

Becoming a retained duty system firefighter

Devon & Somerset Fire & Rescue Service is recruiting retained firefighters in many towns and villages across the two counties.

Retained firefighters are men and women who have other jobs or are homemakers but carry an alerter and are paid to take on their firefighting and rescue role when an incident occurs. For more information on becoming a retained firefighter, telephone **01392 872346**.

Financial information for 2009/10

This is only the third year of the combined Devon & Somerset Fire & Rescue Authority, following the voluntary merger in April 2007 of the former Devon Fire and Rescue Service and Somerset Fire and Rescue Service. The Authority is responsible for the governance arrangements for Devon & Somerset Fire & Rescue Service, including the responsibility for setting its revenue and capital budgets in order to meet local and national priorities.

The central government Department for Communities and Local Government (CLG) has provided the Authority with an increase in its grant allocation for 2008/9 of 2.1%, and an indication that its settlement for 2010/11 will be 2.3%. The government's Comprehensive Spending Review 2007 (CSR 2007) requires local authorities to deliver efficiency savings every year.



The new fire appliance on Lundy Island

Whilst the Authority is conscious of the need to limit any increase in council tax, it also acknowledges the importance of maintaining and developing the functions required to deliver an efficient and effective service to the public.

How has the budget changed?

In setting the 2009/10 budget, the Authority has to meet unavoidable commitments, such as pay and price increases, and has also included a limited number of essential spending items in order to deliver its

Corporate Plan and the requirements of the government's National Framework document.

The changes between last year's budget and 2009/10 are shown in the table below:

Changes in spending between 2008/9 and 2009/10	£ million
Budget for 2008/09	70.302
Pay awards and other price increases	1,693
Unavoidable changes arising from earlier years	572
High priority essential service needs	329
Efficiency savings	(237)
Support from the Authority's reserves	-
Budget needed for 2009/10	72,659

From where does the money come?

The funding of the Authority's services comes from a number of sources.

Funding sources in 2009/10	£ million	£ per head of population
Budget needed	72.659	43
Less national funding:		
Revenue support grant	5.725	3
Business rates	24.804	15
Amount paid by council tax payers	42.130	25

By setting its budget at £72.659m, the level of spending in 2009/2010, the Authority requires a council tax level of £69.18 for a Band D household which equates to £1.33 per week.

The table below shows the fire element of council tax for each valuation band:

Valuation Band	Range of values
A	£46.12
B	£53.81
C	£61.49
D	£69.18
E	£84.55
F	£99.93
G	£115.30
H	£138.36

This represents an increase of 3.9% compared to the 2008/09 figure.

Capital spending 2009/10

Our planned capital spending in 2009/2010 will be £8.738 million. The programme is comprised of £5.312 million for building projects and £3.426 million for replacement vehicles and equipment.

Efficiency Information

Efficiency is about spending better – making money go further and offering value for money to council tax payers. The outcomes of our efficiency measurements are in the table below:

Devon & Somerset Fire & Rescue Authority	
Measure	Outcome
Forecast efficiency savings by March 2009	£1,205,000
Forecast efficiency savings by March 2009 as % of 2007/08 Baseline Expenditure	1.8%
Impact of forecast efficiency savings by March 2009 for Band D	£2.00
Average impact of forecast savings by March 2009 for authorities of same type	£2.00

It is the aim of the Authority that resources released through our efficiency savings are retained and reallocated according to our local priorities. However, for 2008/2009 efficiencies were required in order to set a balanced budget following an adverse grant settlement. The main efficiencies achieved in 2008/2009 were as a result of changes

to crewing arrangements (£562,000), economies of scale savings from the merger of the former Devon Fire and Rescue Service and Somerset Fire and Rescue Service (£325,000), reductions in the number of fire appliance mobilisations (£140,000), and better procurement (£63,000).

Devon & Cornwall Police Authority

Our priorities

The Police Authority is an important link between the local community and the police service. Its 19 members work with the Chief Constable of Devon and Cornwall Constabulary who has overall responsibility for the day-to-day operation of the Force.

Our key roles are:

- To listen to communities to gauge local opinion and to respond by influencing policing priorities.
- To set and monitor demanding targets for the Constabulary to reduce crime and antisocial behaviour, increase detection rates, and improve public satisfaction and confidence in the police service.
- To agree the police budget and spending plans for the year ahead and set the police element of the council tax.

Our achievements in 2008/9

You asked... to see more police officers on the streets

We responded... by providing the Chief Constable with the funding and support to return 200 police officers to visible, community-based roles. This comes at a time when some police authorities are actually cutting the number of frontline officers.

You said... that you are kept waiting too long when calling the non-emergency police number

We responded... by setting the Constabulary a target to ensure that at least 94% of people are satisfied with the ease of contacting someone within the police who can help them. We will continue to press the Constabulary to maintain its record of answering at least 90% of non-emergency calls in 30 seconds or less.

You asked... for us to keep council tax increases down

We responded... Devon & Cornwall Police Authority asked for an extra 18p per household per week in 2008/9 to maintain its record strength of 3,500 police officers plus 362 police community support officers. This was the first year of a three-year initiative to increase frontline policing and improve performance. In 2009/10 a major savings programme will mean that the increase in council tax will be considerably lower.



Delivering improvements over the long term

The Police Authority has endorsed the Chief Constable's vision for Devon and Cornwall Constabulary to be one of the top 10 performing police forces in England and Wales within three years:

- having the lowest level of serious acquisitive crime, such as burglary;
- experiencing the lowest level of serious violent crime;
- achieving the highest total crime detection rate;
- gaining the highest victim satisfaction rate.

The targets are designed to strike a balance between national priorities and the needs of our local communities. The aim is to provide an efficient and effective service which is responsive to public demand.

The Policing Pledge

Devon and Cornwall Constabulary launched its Policing Pledge in December 2008, setting out minimum standards in 10 areas of policing. Its aim is to give communities a stronger voice and the means to challenge us if they are not receiving the standard of service they expect. We want to meet the needs of our local communities, provide a good service, and ensure that witnesses and victims receive the best possible treatment and respect. The Policing Pledge is available from local libraries, police stations and on line at: www.devon-cornwall.police.uk

For further information visit the Police Authority website at: www.dcpa.police.uk or telephone us on (01392) 268333.

Contacting the police

Enquiries other than emergencies 08452 777444

- To report a crime
- For information and advice

Emergency 999

If life is threatened, if people are injured, if offenders are nearby, if immediate action is required.

Minicom 01392 452935

Textphone for use by the hard of hearing and speech impaired.

www.devon-cornwall.police.uk

For information and advice, to report a non-emergency crime on line, and to contact your local officers.

Crimestoppers 0800 555 111

Call anonymously to give information about crime.

Keyholder Scheme 0901 470 0440

Allows you to register a nominated keyholder, for police to contact should any situation bring your home or business property to their notice – 24 hours a day, 365 days per year. Further information available on the Force website, from police stations or your neighbourhood officers.

Financial information

The Police Authority has a responsibility to ensure the provision of an effective and efficient policing service. It has to consider the policing needs of local, regional and national communities, the requirements of central government and the resources the Chief Constable needs to provide a balanced service.

Proposed day-to-day spending

For 2009/10 the Police Authority has approved day to day revenue spending of £277.348m. This is equivalent to around £163 per head; 67% of the funding comes as grants from central government and the rest is paid by local council taxpayers. The budget will increase by 3.5% but because of the way council tax works this translates into a 4.94% increase in the police element of the council tax. Some $\frac{3}{4}$ of this increase is due to the cost of improving front line policing by 200 officers. The table below shows the police element of the council tax for each band.

Valuation Band	Range of values
A	£99.48
B	£116.06
C	£132.64
D	£149.22
E	£182.38
F	£215.54
G	£248.70
H	£298.44

For an average household in Devon and Cornwall, this is equivalent to around an extra £6.25 per year or 12p extra per week. Overall, the police element of the council tax is still the lowest in the south west and well below the national average.



The focus of the police service in Devon, Cornwall and the Isles of Scilly is to provide the best possible service to the public within available resources. A three-year plan has been established to improve performance and meet the demand for more visible policing. To achieve this, 200 police officers are moving from support functions to the frontline and a major business transformation programme will modernise our procedures and ensure that we are more efficient.

The period 2009/10 is the second year of the plan and significant savings are forecast to contain overall costs and to enable reinvestment in frontline police officers. This year the Police Authority also faces the additional impact of the downturn in the national economy. The total level of savings required in 2009/10 is £5.521m.

Devon and Cornwall Constabulary has a good record of making efficiency savings. A plan is in place to save £25m over the three-year period 1 April 2008 to 31 March 2011.

Balance of funding	2009/10 (£m)	2008/09 (£m)
Government funding	186.414	181.868
Council tax	90.934	86.217
Approved budget	277.348	268.085

Why we will need to spend more in 2009/10	£m
Budget 2008/09	268.085
Inflation	7.345
Continuity commitments	3.443
Increase in frontline capacity and other service developments	3.632
Efficiency plan and savings	(5.521)
Change in use of reserves	0.364
Budget 2009/10	277.348

Staffing targets	March 2010	March 2009
Police officers	3,500	3,500
Police community support officers	362	362
Police staff	2,253	2,354
Total	6,115	6,216

Capital spending

Capital spending covers replacing and improving long-term assets such as buildings and shorter-term assets such as vehicles and technology-related equipment and systems. For 2009/10 the programme will be £22.648m. Debt repayments on borrowing are paid from the revenue budget and the estimated level of outstanding debt as of March 2009 is around £24.7m, well within the national guidelines for prudent capital financing.

The year ahead

The Annual Policing Plan for 2009/10 contains detailed information on the services provided by your local police. You can view the plan on the Force website at www.devon-cornwall.police.uk or the Authority website at www.dcpa.police.uk. (We can supply copies in Braille or other languages on request). The Authority website also has more about the Authority's role and its members.

Working together for you

North Devon Council

01271 327711

- e-mail: customerservices@northdevon.gov.uk
- website: www.northdevon.gov.uk
- write to us: North Devon Council, Civic Centre, Barnstaple EX31 1EA

Devon County Council

0845 155 1015

- e-mail: customer@devon.gov.uk
- website: www.devon.gov.uk
- write to us: The Information Centre, Devon County Council, County Hall, Topsham Road, Exeter EX2 4QD

Devon & Cornwall Police non-emergency and general enquiries

08452 777444

- website: www.devon-cornwall.police.uk

Devon & Cornwall Police Authority

01392 268333

- website: www.dcpa.police.uk
- e-mail: polauth@devonandcornwall.pnn.police.uk
- write to us: Devon & Cornwall Police Authority, PO Box 229, Exeter EX2 5YT

Devon & Somerset Fire and Rescue Authority

01392 872200

- e-mail: comments@dsfire.gov.uk
- website: www.dsfire.gov.uk
- write to us: Devon & Somerset Fire and Rescue Authority HQ, The Knowle, Clyst St George, Exeter EX3 0NW

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

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

Phone **0845 155 1005**

