

your council tax 2009-2010

Incorporating Hampshire Police Authority
policing budget and priorities

Keeping you **informed** and **involved**

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Isle of Wight Council
High Street
Newport
Isle of Wight
PO30 1UD
Tel: 01983 821000



A message from Councillor David Pugh, Leader of the Isle of Wight Council

Islanders will be well aware that the current economic climate is causing hardship to industry, individuals and organisations throughout the country and indeed the world.

Here on the Island we are not immune from the effects of the recession, which has had a significant impact on council finances. We have responded to this impact, and have adjusted our spending to work within our limited resources.

The last thing we want to do during the downturn is pass additional costs onto local residents. The council must live within its means and minimise the impact of the recession on Island households. That is why we have set the 2009/2010 council tax rise at just 3.5 per cent - less than the five per cent uplift in pensions and benefits. Furthermore we have frozen around 500 fees and charges – including the cost of parking permits.

However at the same time we are investing significant sums of money in the essential services that matter most to Island residents. The 2009/2010 budget includes considerable investment in our highways network and other green and transport schemes, leisure centres and housing projects – especially those aimed at bringing affordable housing into the reach of Islanders.

We firmly believe that setting council tax increases at the lowest practical level can go hand-in-hand with improved core services, by using those limited resources most effectively. Instead of trying to do everything, we will be focusing the Council's attention on those areas that matter most to residents.

We believe in providing excellent services for residents and we must make sure this happens despite the economic challenges we face.

A handwritten signature in black ink that reads "David Pugh". The signature is written in a cursive, slightly slanted style.

Contacting the Isle of Wight Council

www.iwight.com

It is possible to **find out about, pay for, report on, comment on** or **complain about** a service through the A to Z of services on our website at www.iwight.com

Just locate the relevant service and follow the links.

Call centre

01983 821000

Pay for it, report it, comment on or complain about it.

For any of the above, or for information on any council related service, contact our call centre where an advisor will deal with your enquiry – Monday to Friday 8am to 6pm and Saturday, 9am to 1pm.

You can also email the call centre on callcentre@iow.gov.uk

For enquiries regarding the following services, please dial:

Building control	01983 823580	Housing benefits	01983 823950
Business rates	01983 823920	Housing services	01983 823040
Children's and young people's services	01983 823455	Parking services	01983 823714
Council tax	01983 823901	Planning	01983 823552
Highways	01983 823777	Registrars	01983 823233
		Waste collection	01983 823777

Face to face

There are help centres available at different locations on the Island that you can visit for assistance with your enquiries. For opening times and further information on the main services available at each location please call **01983 821000**.

Brading help centre	West Street, Brading
Newport help centre	County Hall, High Street, Newport
Ryde help centre	Ryde Library, 101 George Street, Ryde
Shanklin help centre	The Falcon Cross Hall, Falcon Cross Road, Shanklin
West Wight help centre	Freshwater Library, 41 School Green Road, Freshwater
Wootton help centre	4/5 Joanne's Walk, Brannon Way, Wootton Bridge



Your guide to the council's budget

Spending changes

The Isle of Wight Council plans to spend £336.7 million in 2009/2010 on providing services for Islanders. After deducting specific grants and income of £130 million, the budget requirement including schools is £206.7 million. This is £6.2 million higher than the 2008/2009 budget requirement.

The Isle of Wight Council believes it is important to provide you with information about your council tax bill, which is enclosed with this booklet.

The following pages give you details of the council's budget for 2009/2010 and explains how your council tax bill is calculated. If you would like more information about the Isle of Wight Council and its services, please contact us in one of the following ways:

Telephone

(01983) 821000

Email

customer.services@iow.gov.uk

Web

www.iwight.com

Extra spending
by the council
£11,776,000

Credit crunch/
economic downturn
£4,424,000

Revenue impact of
capital investment
£1,575,000

Net cost of maintaining
existing service levels
£4,001,000

Additional spending in
schools
£1,776,000

These increased costs will be funded during 2009/2010 by the following ways:

Efficiency savings
£5,623,000

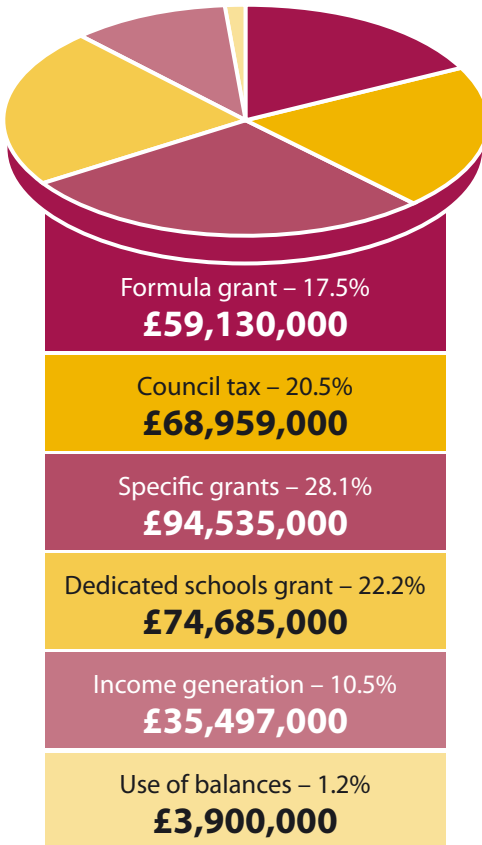
Factors which offset
increased costs
£5,623,000

Once increased costs, and the factors which offset them, have been taken into account, the budget increase over last year is:
£6.153 Million

Where the money comes from

The money the council uses to provide services comes from sources including:

- formula grant from the government;
- the council tax;
- grants for specific services and projects;
- income from charging for certain services.



Investing in the future

Apart from its day to day spending, the council also plans over time to invest up to £60.7 million on capital assets, including schools, roads and housing.

The council has re-assessed its priorities for capital spending in the light of the economic climate and the lower than expected capital receipts from disposals. Nevertheless, the council will still spend significant amounts on investment in fixed assets, which will contribute to the achievement of its strategic priorities and in meeting its statutory responsibilities in, for example, health and safety. It will also be investing in transformational projects to deliver a modern council. Prudential borrowing will be used where necessary to augment other capital resources. At 31 March 2008 our total net borrowings were £108 million.

Investing in people

At the end of December 2008 (the most up to date figure available at the date of publication of this leaflet), the council employed the equivalent of 3,925 permanent full-time posts (3,758 at December 2007). Most of this increase is due to additional staff in schools and children's services.



Where the money will go in **2009/2010**

	This year £'000	Last year £'000		This year £'000	Last year £'000
Fire service	7,192	7,169	Public transport	7,108	5,551
Adult social services	23,457	23,996	Planning and development control	4,284	4,052
Older people social services	32,605	32,575	Economic development and regeneration	890	899
Housing services ¹	65,592	59,762	Recreation and sport	5,885	5,990
Schools' budget	97,172	95,515	Parks and open spaces	2,174	2,310
Children's services	35,084	32,721	Tourism ²	1,577	2,507
Coast protection	684	526	Libraries	2,460	2,571
Environmental health – consumer protection	1,746	1,690	Public realm	715	1,015
Public toilets	926	812	Other services	22,143	21,931
Trading standards – consumer protection	692	670	Other financing	6,972	5,175
Street and beach cleansing	1,786	1,753	Gross expenditure	336,706	324,504
Waste management	8,188	8,105	Less: specific grants and other income	-130,032	-123,983
Highway maintenance	6,672	6,595	Budget requirement including schools	206,674	200,521
Street lighting	702	614			

Notes:

¹ The housing services figure includes housing benefits expenditure for which government subsidy (included with specific grants and other income) is received.

² The tourism figure has reduced primarily due to the industry taking over the production of the Isle of Wight tourist guides. This was previously a self-funding activity and so there has been a corresponding reduction in income.

Four factors that affect what you pay

1. The level of tax set by the Isle of Wight Council

The level of tax set by the council to cover the cost of services it will provide in 2009/2010 is 3.5 per cent higher than in 2008/2009, equivalent to 73p per week for a band C taxpayer.

2. The property band you are in

The value of your property, on 1 April 1991, will have been assessed by the independent listing officer, a central government agent. Your property will then have been placed in one of eight bands – your bill will show which one.

Want to appeal against your property banding?

Further information about this is provided on page 9 of this booklet.

Band	Value of property (1/4/91)	Proportion of band D	Council Tax (excluding parishes)
A	Up to £40,000	6/9	£933.64 (£778.03*)
B	£40,001 to £52,000	7/9	£1,089.25
C	£52,001 to £68,000	8/9	£1,244.85
D	£68,001 to £88,000	9/9	£1,400.46
E	£88,001 to £120,000	11/9	£1,711.67
F	£120,001 to £160,000	13/9	£2,022.89
G	£160,001 to £320,000	15/9	£2,334.10
H	Over £320,000	18/9	£2,800.92

* Disabled reduction

3. The level of spending set independently by the Hampshire Police Authority

The element of council tax that relates to the Hampshire Police Authority will rise by 4.8 per cent in 2009/2010, equivalent to 11p per week more for a band C taxpayer.

4. Charges for local services

Your bill includes an amount towards the cost of the town or parish council for the area in which you live.



Council, police, **parishes and towns**

The table below shows the combined costs for a band D council tax payer. The figures include the Isle of Wight Council, the Hampshire Police Authority and the Island's town and parish councils.

	£ per band D property	£ Total 2009/2010	£ Total 2008/2009		£ per band D property	£ Total 2009/2010	£ Total 2008/2009
Isle of Wight Council	1,258.35	69,073,977	66,241,890	Nettlestone and Seaview	14.14	24,015.00	23,285.00
Hampshire Police Authority	142.11	7,800,773	7,384,788	Newchurch	9.35	10,300.00	10,300.00
Parish and town councils				Newport	16.04	127,247.50	109,814.60
Arreton	13.66	5,460.00	5,200.00	Niton and Whitwell	12.45	12,200.00	12,200.00
Bembridge	46.96	97,000.00	97,000.00	Northwood	13.84	12,454.00	12,577.57
Brading	52.01	43,250.00	41,250.00	Rookley	23.72	5,951.00	5,460.00
Brighstone	18.59	15,690.00	15,000.00	Ryde	23.06	200,000.00	188,762.35
Calbourne	23.55	9,339.00	9,117.00	Sandown	38.05	98,000.00	98,000.00
Chale	31.31	8,800.00	7,000.00	Shalfleet	30.82	23,000.00	14,000.00
Cowes	19.00	81,000.00	81,000.00	Shanklin	22.86	83,826.00	82,182.00
East Cowes	28.06	67,324.00	66,306.00	Shorwell	17.79	6,000.00	4,250.00
Fishbourne	18.16	7,638.00	7,638.00	St Helens	17.59	10,000.00	10,000.00
Freshwater	23.40	59,847.00	56,847.00	Totland	25.00	33,846.00	32,265.00
Gatcombe	35.63	7,300.00	6,300.00	Ventnor	36.57	99,500.00	99,500.00
Godshill	23.74	14,500.00	14,000.00	Whippingham	21.21	7,460.00	7,322.75
Gurnard	34.84	28,000.00	25,000.00	Wootton Bridge	31.27	46,350.00	45,000.00
Havenstreet and Ashey	24.66	8,600.00	9,900.00	Wroxall	14.02	9,375.00	8,930.00
Lake	12.96	25,000.00	40,000.00	Yarmouth	34.97	18,471.00	18,471.00

Please note: the council is required to show costs in this table as they affect band D council taxpayers.

Council tax – explanatory notes

This information forms part of your bill

Council tax valuation bands

Council tax is charged on most dwellings. There is one bill per dwelling, whether it is a house, bungalow, mobile home or houseboat and each dwelling is placed in one of eight bands according to its open market value on 1 April 1991.

The valuation band and values are as follows:

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

How to appeal against your valuation band

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

- Where you believe that the banding should be changed because there has been a material increase or material reduction (this is explained below) in the dwelling's value.
- Where you start or stop using part of your dwelling to carry out a business, or the balance between domestic and business use changes.
- Where the listing officer has altered a list without a proposal having been made by a taxpayer.
- Where you become the taxpayer in respect

of a dwelling for the first time. Your appeal must be made within six months, but if the same appeal has already been considered and determined by a valuation tribunal it cannot be made again.

- A material increase in value may result from building, engineering, or other work carried out on the dwelling. In these cases revaluation does not take place until after a sale – so the person appealing would usually be the new owner or resident.
- A material reduction in value may result from the demolition of any part of the dwelling, any change in the physical state of the local area or an adaptation to make the dwelling suitable for use by someone with a physical disability. In these cases revaluation should take place as soon as possible.

You may also appeal if you consider that you are not liable to pay council tax, for example, because you are not the resident or owner, because your property is exempt, or if you believe the council has made a mistake in calculating your bill.

If you wish to appeal on these grounds or you have any queries please contact the council tax department on 01983 823901, by email at council.tax@iow.gov.uk or in writing to Sandown Council Offices, Broadway, Sandown, Isle of Wight PO36 9EA.

Making an appeal does not allow you to withhold payment of any council tax due whilst the appeal is ongoing.

If your appeal is successful you



will be entitled to a refund of any overpaid council tax.

Further information regarding appeals and how to make one can be found on the VOA website at www.voa.gov.uk or the local valuation office:

The Valuation Office,
Overline House,
Blechynnden Terrace,
Southampton
SO15 1GW
Tel: 02380 538500

People with disabilities

If anyone living in your home has a disability and uses a wheelchair at home or needs an extra bathroom or room adapted to meet their special needs they may be entitled to a reduced bill. If this applies the bill will be reduced to the rate for the band immediately below that shown in the banding list. If your home is in band A a reduction of one ninth of band D will be made. Application forms are available at www.iwight.com/online

Exempt properties

Council tax is not charged on some properties (known as exempt properties), including empty properties which are:

- unfurnished and requiring major repairs (this lasts for up to 12 months);
- unfurnished (this lasts for six months);
- owned by charities;
- annexes (granny flats) which cannot be let separately;
- not allowed to be lived in by law;
- repossessed;
- waiting to be lived in by a minister of religion;
- a deceased person's former dwelling (may be exempt for up to six months after

probate granted);

- left empty by a bankrupt;
- left empty by students, prisoners, patients in hospitals or care homes, people receiving or providing care elsewhere.

Other exempt properties are:

- homes lived in only by people with severe mental impairment;
- halls of residence;
- homes lived in only by students;
- homes lived in only by persons under 18;
- dwellings which form part of a single property and which are occupied by a dependant relative/relatives of the family living in the rest of the building (e.g. properties with an annexe or similar self-contained unit);
- armed forces accommodation, owned by the Ministry of Defence;
- visiting forces accommodation.

For further information visit www.iwight.com/forms/revenues/ctaxexemptions_notes.asp

Discounts

The full council tax bill assumes that there are two adults (over 18) living in a dwelling. If only one adult lives in a dwelling (as their main home) the council tax bill will be reduced by 25 per cent. If a dwelling is no-one's main home and it remains furnished, a discount of ten per cent will normally be allowed. If a dwelling is no-one's main home and it remains unfurnished after the statutory period of exemption has expired under class A (unfurnished and requiring major repairs) or class C (unfurnished), the full council tax charge will be payable. People in the following groups, who meet certain conditions, will not count towards the

number of adults resident in a dwelling:

- People who you receive child benefit for.
- School leavers.
- Apprentices, student nurses and full time students.
- People who are permanently cared for in nursing homes and hospitals.
- Low paid care workers resident in the property where the care is given.
- People who are caring for someone with a disability (not a partner or child under 18).
- People with severe mental impairment.
- Prisoners (except those in prison for non-payment of council tax or a fine).
- Members of religious communities (monks and nuns).

Discounts have been granted based on existing council tax records and will be shown on the front of your bill. If you have not been allowed a discount but think you are entitled to one, you should contact us. If you have been allowed a discount you are not entitled to **you must tell us as soon as possible** or you may have to pay a £50 penalty. For more information visit www.iwight.com/forms/revenues/ctadiscounts_notes.asp or contact the council tax office on 01983 823901.

Data protection

The Isle of Wight Council as data controller will process your personal information in accordance with the Data Protection Act 1998. The personal details provided by you will be held on a database and where the law allows, may be shared with other departments within the council to update details they may hold about you (i.e. housing and council tax benefit). The council may also be required to disclose personal information

to third parties (such as the police or Department for Work and Pensions) for the purposes of preventing or detecting crime or apprehending or prosecuting offenders. The council is under a duty to protect the public funds it administers, and to this end may use council tax information for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

The 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-system and cross-authority comparison with other relevant organisations' data for the prevention and detection of fraud.

Council tax benefit

Main scheme – If you are in receipt of income support, jobseekers allowance, pension credits, other state benefit or low income, you may qualify for council tax benefit. Application forms should be returned without delay to avoid loss of benefit. If your joint capital, eg, savings or investments, exceeds £16,000 you are unlikely to qualify for council tax benefit from the main scheme, unless you receive Pension Credit (guarantee element).

Second adult rebate – This is a form of council tax benefit that is available to council tax payers who share their home with someone on a low income but who do not have a partner or a paying lodger. It may be payable even if the council tax payer has a high income themselves and would not normally



qualify for benefit.

Application forms and further advice are available from www.iow.gov.uk/council/departments/revenues/Benefits/howtocla.asp or contact the benefit office, Tel 01983 823950

Please note: Benefit is normally paid from the Monday following the date a claim is treated as being received.

Your rights

The council wishes to give the best possible service and hopes to resolve your concerns quickly. If you have a complaint about council services please make it to the council department concerned. If we cannot deal with your concerns ourselves, or if you are not satisfied with the way we have handled your complaint, you can talk to the local government ombudsman. A free booklet about this service is available from our customer service centre, County Hall, Newport and council help centres, or from:

The Local Government Ombudsman,
The Oaks,
No 2 Westwood Way,
Westwood Business Park,
Coventry
CV4 8JV
Tel 024 76669 5999

Advice line: 0845 6021983

Website: www.lgo.org.uk

How to pay your council tax/business rates

Paying by direct debit

Collecting local taxation by direct debit is much cheaper for the council as it saves substantial administrative time and expense. Such savings free more council funds for providing local services.

We offer a choice of payment dates – 1st, 10th or 20th of the month and half yearly (two instalments: 1 April and 1 October). visit www.iwight.com/online selecting 'apply online' to download a direct debit instruction, or contact the council tax office on 01983 823901, or the business rates office on 01983 823920

Other payment methods

Internet and telephone – By debit card over the internet at www.iwight.com/online, selecting 'pay online', or to make payments by telephone, call our 24 hour payment line **01983 559310**.

Post office – Using your Allpay payment card at any post office free of charge, by cash, cheque or debit card (cheques to be made payable to Post Office Ltd).

Online banking – You can pay your council tax/business rates over the internet, you will need the council's bank details: **sort code 54-10-34, account number 47672552** and

to quote your account reference number.

Payment card – You can use your Allpay payment card at any shop where you see the 'Pay Point' sign displayed, cash payments only. To apply for a card, visit www.iwight.com/howtopay or contact the council tax office/business rate office.

Personal visit – Please bring your payment card or bill with you in order to make a payment to the Isle of Wight Council Offices, Broadway, Sandown, Isle of Wight PO36 9EA. Cash office hours: Monday to Thursday, 8.30am to 4.45pm, Friday, 8.30am to 4.15pm.

Office opening hours: Monday to Thursday 8.30am to 5pm, Friday 8.30am to 4.30pm.

Post – Please make cheques payable to **Isle of Wight Council** and write your council tax/business rates account/reference number and address of property on the back of the cheque.

Text – Using your mobile telephone. You will require an Allpay payment card. Please log on to www.allpayments.net/textpay/login.aspx



List of places in addition to post offices where you can use your payment card

This is a list of local PayPoint outlets where you can make payments.

Alldays Stores	Bembridge, East Cowes, Ryde, Sandown, Shanklin
Brading Food Market	Brading
Brighstone Stores & News	Brighstone
Broadway Stores	Sandown
Co-op	Newport, Cowes
Co-op Southern	Elmfield, Freshwater, Lake, Ryde, Sandown, Shanklin
Dauids Ltd	Bembridge
Fairlee Service Station	Newport
Farleighs Stores	Ventnor
Farnsworth Newsagents	Newport
Greenhams	High Street, Ryde
Gunville Stores	Newport
Hamilton's	Wootton Bridge
Keith Webster Mini Market	East Cowes
Vic Stores	Seaview
Mace Convenience Store	Oakfield, Ryde
Norris Stores Ltd	Niton
Osborne Garage	East Cowes
Post Office	All branches
Sandown News	Sandown
Somerfield	Newport, Cowes, East Cowes, Shanklin
Spar Stores	Newport, Sandown, Ventnor
Ultra Stores	Newport
Wroxall Stores	Wroxall

You can make a payment wherever you see the PayPoint signs.

Your bill does not include a new payment card – please use your existing card when making payments.

Non-domestic rates explained

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 according to the number of people living in the area. 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 normally set by the valuation officers of the Valuation Office Agency (VOA), an agency of the Inland Revenue. It draws up and maintains a full list of all rateable values, available on its 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 1 April 2005, this date was set as 1 April 2003. The valuation officer may alter the value if the circumstances of the property have changed. The ratepayer (and certain others who have an interest in the property) can also appeal against the value shown in the list if they believe it is wrong. Further information about making appeals can be found on the VOA

website or from your local valuation office. Successful appeals against values shown in the rating list that came into force on 1 April 2005 will normally be backdated to that date, although there are exceptions to this. Further information about these arrangements may be found on the VOA website.

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. From 1 April 2005 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. The government sets the multiplier for each financial year for the whole of England. The government normally changes both multipliers every year in line with inflation. By law, the multipliers cannot go up by more than the rate of inflation apart from some minor adjustments to counteract losses from appeals and, in relation to the standard multiplier, to pay for small business rate relief. In the year of a revaluation it is set at a level which will keep the total amount raised in rates after the revaluation the same as before, plus inflation for that year. The current multipliers are shown on your bill.

Transitional arrangements

Property values normally change a good deal between each revaluation. Transitional arrangements help to phase in the effects of these changes



by limiting increases in bills. 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 1 April 2005, transitional arrangements will not normally apply to the part of a bill that relates to any increase in rateable value due to those changes. Any transitional adjustments are shown on the front of your bill.

Further information about transitional arrangements and other relief may be obtained from the Isle of Wight Council or the website www.mybusinessrates.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 empty property rate. Full details of 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 the 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 (the Isle of Wight Council) has discretion to award relief in respect of the unoccupied part. Full details can be obtained from the council.

Small Business Rate Relief

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

- a) one property; or
- b) one main property and other additional properties providing those additional properties each have a rateable value of less than £2,200.

The rateable value of the property mentioned in (a), or the aggregate rateable value of all the properties mentioned in (b), must be under £15,000 outside London or £21,500 in London on every 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 single or main property calculated using the lower small business non-domestic rating multiplier rather than the ordinary non-domestic rating multiplier that is used to calculate the liability of other businesses.

In addition, if the single or main property is shown on the rating list with a rateable value of up to £10,000, the ratepayer will receive a percentage reduction in their rates bill for this property of up to a maximum of 50 per cent for a property with a rateable value of not more than £5,000.

If an application for relief is granted, provided the ratepayer's circumstances do

not change, the application will not need to be renewed until the next revaluation of non-domestic premises, which happens every five years. 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 four weeks of the day after the day 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 registered community amateur sports club relief

Charities and registered community amateur sports clubs are entitled to 80 per cent relief where the property is occupied by the charity or club and is wholly or mainly used for charitable purposes or as a registered community amateur sports club. The local authority has discretion to give further relief on the remaining bill. Full details can be obtained from the council's business rates section on (01983) 823920.

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 council.

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 £7,000, or the only public house or the only petrol station and have a rateable value of less than £10,500. The property has to be occupied. An eligible ratepayer is entitled to relief at 50 per cent 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 £14,000. Full details can be obtained from the local authority.

Hardship relief

The council has discretion to give relief in special circumstances and will provide full details.

Schedule of payments for certain back-dated liability

Ratepayers who face certain back-dated rates liability may be able to discharge that liability over up to eight years by agreement with their billing authority.



This may be possible if the back-dated liability has arisen as a result of an alteration to a ratings list which:

- means a hereditament is shown on that list for the first time;
- has effect from a day that is at least 33 months prior to the date the alteration is made;
- is made on or before 31 March 2010; and
- is not the result of a proposal by an interested person made under the Non-Domestic Rating (Alteration of Lists and Appeals)(England) Regulations 2005.

To be eligible, ratepayers must have occupied one or more properties affected by the type of rating list adjustment above, within the billing authority area, between the effective date of the list alteration and the date it was actually made, for 33 months or more. Ratepayers are not eligible if they were previously liable for rates in respect of a property 'preceding' the new property assessment (ie, a property that forms a part of a new merged property or a part of a property that has been split into two or more new properties).

With the agreement of their billing authority, eligible ratepayers will be able to discharge any outstanding liability that accrued between the effective date of the relevant list alteration and the date the alteration was made over a period of up to eight years.

Further details on the criteria and the process to obtain a schedule of payments are available from your local authority.

of charge. However, ratepayers who do wish to be represented should be aware that members of the Royal Institution of Chartered Surveyors (www.rics.org.uk) and the Institute of Revenues Rating and Valuation (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 they have the necessary knowledge and expertise, as well as indemnity insurance. Take great care and, if necessary, seek further advice before entering into any contract.

Rating advisers

Ratepayers do not have to be represented in discussions about their rateable value or their rates bill. Appeals can be made free

Becoming more efficient

In 2008/2009, the Isle of Wight Council has continued its drive to deliver efficiency savings through a variety of different projects, involving both council services and by working with partners. This has enabled significant improvements in service delivery to the local community.

Projects to improve the delivery of services to the community have included improved procurement procedures to drive down costs and robust reviews of property and consumables costs. Further measures include staff base budget reviews and strict vacancy management controls as well as a reduction of the senior management structure following the appointment of the new chief executive.

All councils are required to measure and report the value of efficiency savings they have achieved since April 2008 to both central government and local residents. An efficiency saving occurs when the cost of an activity falls, but its effectiveness is not reduced. The table below shows the value of efficiency savings planned to be achieved by the end of March 2009 and forecast to be achieved by the end of March 2010:

	By March 2009	By March 2010
Isle of Wight Council	£4,243,000	£8,623,500
Isle of Wight Fire and Rescue service	£0	59,000

To put these figures into perspective, the efficiency savings forecast to be achieved by March 2009 represent:

- 3.4 per cent of the Isle of Wight Council's spending in 2008/2009;
- 0 per cent of the Isle of Wight Fire and Rescue service spending in 2008/2009.

Although the efficiency savings target for the Fire and Rescue service in 2008/2009 has been identified as £0, the service remains committed to delivering an efficient service. The figure stems from a report to central government in the early part of this year, the actual figure for efficiency savings achieved in year is likely to be £110,000.

The table below shows the value of gains forecast to be achieved by March 2009 for the average Band D dwelling and compares that with the average figure for similar authorities across England:

	Saving per band D dwelling	National average for similar authorities
Isle of Wight Council	£79	£78
Isle of Wight Fire and Rescue service	£0	£2



Policing your community

The current economic climate means organisations and public services are facing difficult times ahead, and the police service is no exception. The challenge we face this year is to continually improve the service delivered to the community, while providing the best value for money to the taxpayer.

The Authority has appointed a new Chief Constable and Deputy Chief Constable in the past year, signalling a new era in the way the two counties are policed. Hampshire Constabulary has also signed up to the national Policing Pledge, giving the public a clear indication of what they can expect from their police force.

Despite the wider financial issues, the Authority and Constabulary are approaching 2009/10 with a positive outlook, looking to work with local businesses and communities to build a safer place for us all to live and work in. We have one of the top performing police forces in the country, and the Authority is determined to make sure it remains that way, ensuring the public get the service they deserve.

Your Police Authority

Hampshire Constabulary is responsible for operational matters, while Hampshire Police Authority is an independent organisation that ensures there is an effective and efficient police force for Hampshire and the Isle of Wight.

It is made up of 17 members who are elected councillors and independent members of the

public. The Authority is responsible for consulting with the public about their policing priorities, working together with the Chief Constable to set the Policing Plan, and setting a budget to ensure the Constabulary can meet public expectations and the challenging targets from the Authority to reduce crime.

What are Policing Priorities?

The Police Authority and the Chief Constable have jointly agreed on the policing priorities for 2009-12, and they are published in the Policing Plan. The priorities are informed by the latest crime statistics and the results of consultation exercises with the public, local authorities and other agencies.

The priorities for 2009-12 are:

- Providing an excellent service – improving our response to calls from the public, listening and responding to local concerns, acting on feedback.
- Catching criminals and managing offenders - putting the victim first and protecting vulnerable people.
- An active presence in every neighbourhood - working with communities to build and maintain neighbourhoods where people are safe and feel safe.
- Protecting our communities - protecting from terrorism and domestic extremism and preparing for emergencies and major incidents.

- Making the most of our resources.
- Equipping our team to deliver - right people, right place, right time.

A full copy of the Policing Plan is available by visiting www.hampshirepoliceauthority.org.uk.

Contacting your local police

To find out about your Safer Neighbourhoods Team, and to contact them, visit www.hampshire.police.uk or call 0845 045 45 45.

Contacting Hampshire Police Authority

To read more about the Police Authority, its members, committees and other areas of work, visit www.hampshirepoliceauthority.org or call 01962 871595.



Where the money comes from

Policing is funded mostly through government grants, with the remainder coming from Council Tax. The budget for 2009/10 is £304.7 million compared with £294.2 million in 2008/09. The increase is £10.5 million or 3.6 per cent.

	£'000
Budget for 2009/10	304,700
Police grant	121,851
Revenue support grant	16,065
National business rates	69,600
Total general government grants	207,516
Surplus on Council Tax collection funds	507
Council Tax precept	96,677

Council Tax for 2009/10

In 2009/10 the policing element for a Council Tax band D household is £142.11 per year. This is an increase of £6.57 compared to last year, or 4.8 per cent.



How the money will be spent

The majority of the money (84 per cent) will be spent on employees, in particular the delivery of frontline policing services including the continuation of Safer Neighbourhood Teams throughout Hampshire and the Isle of Wight.

The majority of the increase in cost (£14.1 million) is pay and price inflation in the past year. Further changes of £4.5 million have been added to maintain the current level of service for 2009/10. These changes include £1.9 million relating to lower investment interest receipts and increased capital financing costs as the Authority invests in major capital projects to deliver a new police station in Southampton and new Constabulary HQ. Growth is limited to £0.9 million to improve data sharing between forces, a mandatory project.

Savings of £9 million have been identified to reduce the impact on Council Tax payers. The Authority and Constabulary joint efficiency strategy work identifies cost savings that should not adversely affect frontline performance.

The savings will require the number of police officer and police staff posts to be reduced, but these will be linked with efficiency and productivity plans to minimise the impact of the reductions. The Chief Constable will look to protect frontline areas, and the majority, particularly police officer posts, are already vacant through a programme of managed change which has not resulted in a poorer service to the public in 2008/09.



Arabic

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Bengali

আপনি যদি এই প্রমাণপত্র (ডকুমেন্ট) অনুবাদ করানো চান, তাহলে অনুগ্রহ করে
আমাদেরকে 01983 823107 অথবা 01983 823693 নম্বরে যোগাযোগ করুন

Chinese

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German

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Hindi

यदि आप इस दस्तावेज़ का अनुवाद चाहते हैं, तो कृपया टेलिफोन नम्बर
01983 823107 या 01983 823693 पर सम्पर्क कीजिए।

Italian

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Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਟੈਲੀਫੋਨ ਨੰਬਰ
01983 823107 ਜਾਂ 01983 823693 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Spanish

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Urdu

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اگر آپ اس دستاویز کا ترجمہ کروانا چاہتے ہیں تو براہ مہربانی

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