

your guide to
council tax
in Runnymede 2011-12

See inside for information on
budgets, your bill, exemptions,
discounts and benefits.



Introduction

This Council Tax guide explains how your 2011-12 bill is calculated and what the Council will be spending during the year. It also provides information about exemptions, discounts and benefits.

This year the information about Runnymede Borough Council, Surrey County Council and Surrey Police Authority is shown together in this one guide to save money by not having to send you three separate leaflets as in previous years. We hope you like the new format.

Runnymede Borough council is responsible for collecting the Council Tax for all three authorities. In 2011-12 the average charge for a Band D property is £1,451.79, which is unchanged from last year.

The majority of the amount you pay

goes to Surrey County Council (£1,116.36) which provides services such as education, children's and adult social care, libraries, fire and rescue, trading standards, public transport and roads maintenance.

The Surrey Police Authority receives the next highest amount (£198.54) to help pay for the policing services across the County that keep it one of the safest places to live in the country.

Runnymede Borough Council's share of the Band D tax is £136.89. This goes towards paying for services such as the collection of household waste and recycling, street cleaning, day centres for the elderly, community transport, community meals and alarms, leisure services, parks, Safer Runnymede CCTV and planning and building control services.

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If you cannot easily read this guide, please telephone **01932 838383** and ask to be provided with an appropriate alternative format.

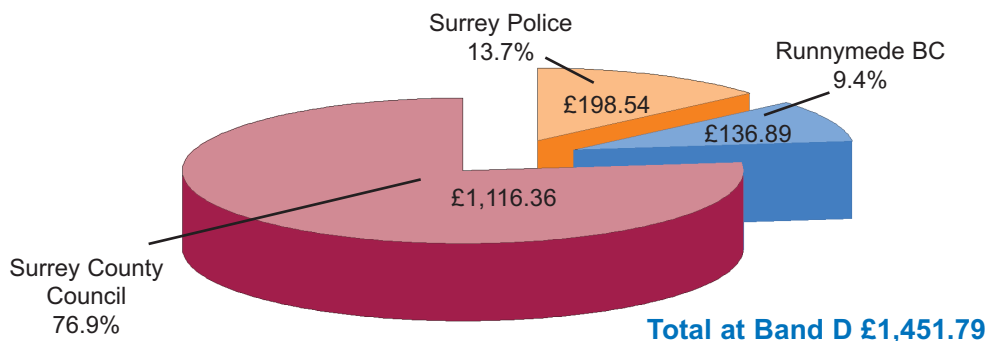
Photographs kindly provided by Alan Bostock, www.photeyes.biz

Your Council Tax in 2011-12

Council Tax for Runnymede residents is £1,451.79 for a band D property.

This pays for services provided by

- Surrey County Council (£1,116.36), ■ Surrey Police (£198.54) and
- Runnymede Borough Council (£136.89).



The charge for each band is based on the open market value of your property at 1 April 1991. The Council Tax charge for each band in 2011-12 is:

Property Band	A £	B £	C £	D £	E £	F £	G £	H £
Properties valued between	£0 to £40,000	£40,001 to £52,000	£52,001 to £68,000	£68,001 to £88,000	£88,001 to £120,000	£120,001 to £160,000	£160,001 to £320,000	Over £320,000
Runnymede Borough Council	91.26	106.47	121.68	136.89	167.31	197.73	228.15	273.78
Surrey County Council	744.24	868.28	992.32	1,116.36	1,364.44	1,612.52	1,860.60	2,232.72
Surrey Police Authority	132.36	154.42	176.48	198.54	242.66	286.78	330.90	397.08
Total	967.86	1,129.17	1,290.48	1,451.79	1,774.41	2,097.03	2,419.65	2,903.58

Information about each authority's budget is shown on the following pages: Runnymede Borough Council page 4, Surrey County Council page 16 and Surrey Police Authority page 18.

Runnymede Borough Council's budget for 2010-11 and 2011-12

2010-2011 Budgets				2011-2012 Budgets		
Expenditure £000	Income £000	Net £000	Service	Expenditure £000	Income £000	Net £000
4,905	1,989	2,916	Leisure services	4,700	1,922	2,778
2,577	870	1,707	Community services	2,572	875	1,697
2,717	1,295	1,422	Refuse collection and recycling	2,985	1,653	1,332
2,763	1,010	1,753	Planning and development	2,689	952	1,737
1,738	441	1,297	Environmental services	1,705	467	1,238
2,138	871	1,267	Housing services	2,112	930	1,182
726	5	721	Street cleansing	682	9	673
958	289	669	Safer Runnymede	971	282	689
943	275	668	Collection of local taxes	904	267	637
1,300	1,299	1	Highways and Transportation	1,268	1,278	(10)
22,192	22,183	9	Housing and Council Tax Benefit awards	24,490	24,481	9
3,448	1,775	1,673	Other services	3,145	1,640	1,505
46,405	32,302	14,103	Total - General Fund services	48,223	34,756	13,467
		(360)	Interest on balances			(300)
		(1,796)	Asset management			(1,724)
		0	New government grants			(614)
		(1,751)	Use of reserves			(1,780)
		10,196	Budget requirement			9,049
Our budget requirement is paid for by government grant and local taxpayers						
	55.1%	5,620	General grant from the government		49.0%	4,430
	0.1%	13	Other items		0.1%	12
	44.8%	4,563	Council tax payers		50.9%	4,607
		10,196	Budget requirement			9,049

The cost of council housing is met from rents and the budgets for this service are not shown in this statement. Council housing receives no subsidy from council tax. Further details of the budget are published on our website at www.runnymede.gov.uk

Council Tax Information

This guide provides information about your Council Tax and the discounts, disregards and benefits to which you may be entitled. It should not be regarded as an exhaustive guide. If you would like further information or clarification of any points please contact either the Council Tax or Benefits Service at the Council. Contact details are on your bill and on the back page of this booklet.



Coxes Lock and Mill

Paying your bill

Who has to pay the bill?

Every household will receive a Council Tax bill. The bill will normally be paid by a resident freeholder, leaseholder, tenant, licensee or any other resident, with this order being the order of responsibility for payment. If there is more than one person with the same level of responsibility, they are jointly responsible for the full amount of the tax. Same sex civil partners are jointly liable to pay Council Tax in the same way as married couples. Where a property is occupied by more than one household and residents pay rent separately, such as in hostels or bed sits, the landlord is responsible for paying the tax. Council Tax for unoccupied properties is the responsibility of the owner, i.e. a person who holds the freehold or has a leasehold interest of six months or more.

How can I pay my bill?

Direct Debit: you can use the mandate form enclosed with your bill, or download one from our website at www.runnymede.gov.uk or you can call the number at the top of your bill. If you paid by Direct Debit last year, we will continue to take Direct Debit payments unless you advise us that you would like this to change. **There is no charge for this service.**

By phone or online: you can pay by **credit or debit card** using our 24-hour automated payment line by calling 01932 425030 or 425031 or by paying online at www.runnymede.gov.uk/payments. The current transaction fee of 1.65%, which may be subject to change, will be passed on to credit card payers. There is no charge for debit card payments.

Council Tax Information

By post: please do not send cash or post dated cheques. Cheques must be made payable to Runnymede Borough Council, and posted to:
**The Finance Department,
Runnymede Borough Council,
Civic Centre, Station Road,
Addlestone, KT15 2AH.**

Please write your Council Tax account number shown on your bill, along with your name and address on the back of the cheque. The cheque needs to be crossed *A/C Payee Only*. We will only issue a receipt if you ask us for one.

Via the payment machine – You can make payments at the Civic Centre by cash, cheque, credit card or debit card using our automated payment kiosk.

Using banking services: you can make payments by telephone or online banking services offered by your bank or building society or by BACS. Please ensure that you quote your account number as shown on your bill, along with our bank details as follows:

Bank name: Co-operative Bank

Account name: Runnymede Borough Council

Account number: 61106163

Sort code: 08-90-34

Post Offices and PayPoint outlets:

You will be able to take your Council Tax bill into any post office or shop offering the PayPoint facility. Your bill is printed with a bar code unique to you. Post offices will accept cash, cheques and debit cards; PayPoint outlets will only accept cash. At present, there is no fee to the payer for this service. Some PayPoint



Wey Navigation Canal

outlets in Runnymede are listed on the back of your Council Tax bill and all PayPoint sites in the country are listed on www.paypoint.co.uk

When does Council Tax have to be paid?

Your instalment plan is shown on the front of your bill and states the amounts payable. A full year's Council Tax is payable over 10 monthly instalments if the bill is issued on or before 30 April. Payments are usually due from 1 April to 1 January and must be paid on or before the first of each month.

Half yearly payments: If you wish to pay twice a year, please pay **April to August** instalments on or before **1 April** and **September to January** instalments on or before **1 September**. You may also pay your Council Tax in full on or before **1 April**.

IMPORTANT: if you wish to pay your instalments on any day other than the first day of each month, you **MUST** pay a month in advance (the first payment should be paid in March) so that payment reaches the Council on or before the due date.

Council Tax Information

Late or non-payment

If your payment is late, you may receive a reminder shortly after the due date. Please note that no more than two reminder notices are issued in one year. If you do not bring your instalments up-to-date, or if you continue to make late payments in following months, we may withdraw the instalment facility and demand settlement of the year's Council Tax immediately.

Recovery action: in fairness to the majority of payers who do pay on time, we will take legal proceedings against those who do not pay on time. If we do take action, we will make an application for a Liability Order at a Magistrates Court, which will entitle the Council to:

- instruct a bailiff to recover the debt;
- order an employer to make deductions from earnings;
- apply for part of any income support, job seekers allowance or direct pension credits, to be paid directly to the council; and
- begin bankruptcy proceedings against the debtor or make a charge upon the debtor's home (if he/she owns it).

We may also apply for the debtor to be committed to prison for up to three months if the reason for non-payment is wilful refusal or due to culpable neglect.

E-billing and checking your account balance online

You can have your Council Tax bill sent to you by email. Your bill will be sent as

an attachment with a link to leaflets that accompany the bill. Register online at www.myaccount.runnymede.gov.uk if you would like to use this service or to check your account balance online. Alternatively, you can call 01932 425400 for further information.

PEOPLE WITH DISABILITIES

If you, or someone who lives with you, need a room, or an extra bathroom or kitchen or extra space in your property to meet special needs arising from the disability, for example the use of a wheelchair, you may be entitled to a reduction in your Council Tax bill. The disabled person may be a child. The bill will be reduced to that of a property in the band immediately below the band your property is in, or by one-ninth if your home is in band A. The reduction ensures that disabled people do not pay more tax on account of space needed because of a disability. If you want further information, please contact us on 01932 425400.



Chertsey Bridge

Exempt Properties

Some properties are exempt from Council Tax if they fall into one or more of the following classes:

- A** unoccupied and unfurnished properties which require or are undergoing structural repairs are exempt for up to 6 months after completion of works, for a maximum of 12 months, from the date the exemption first applied;
- B** properties unoccupied and owned by a charity are exempt for up to 6 months, after which full Council Tax is payable;
- C** unoccupied and unfurnished properties are exempt for up to 6 months. The exemption is applicable to the property and not to individual accounts;
- D** properties left unoccupied by someone who has gone to prison or another place of detention;
- E** properties left unoccupied by someone who has moved to receive personal care in a hospital or home;
- F** unoccupied properties awaiting probate or letters of administration to be granted are exempt for up to 6 months after grant of probate;
- G** unoccupied properties where occupation is prohibited by law because of action taken by a public authority;
- H** unoccupied properties kept empty for future occupation by a minister of religion;
- I** properties left unoccupied by a person who has gone to live elsewhere (not a hospital or care home) to receive care because of old age, disability, illness, drug or alcohol dependency;
- J** properties left unoccupied by a person who has moved to provide personal care to another person;
- K** property left unoccupied by a student who owns the property;
- L** unoccupied property that has been repossessed by the mortgagee;
- M** student halls of residence;
- N** properties occupied solely by full time students or by partners who are not British Citizens and who by law are not permitted to work or claim benefits;
- O** armed forces' accommodation and married quarters (contribution to the cost of local authorities are received through a special arrangement);
- P** properties occupied by members and dependents of visiting forces;
- Q** property left unoccupied by a person who is bankrupt and is the responsibility of a bankrupt's trustee;
- R** a caravan pitch or mooring not occupied by a caravan or boat;
- S** properties lived in only by people under the age of 18;
- T** unoccupied annexe forming part of another property which cannot be let separately, without a breach of planning restrictions;
- U** properties occupied solely by those who are severely mentally impaired;
- V** properties occupied by diplomats as their main UK residence;
- W** separate annexes (often called 'granny flats') lived in by a person who is related to the people living in the rest of the property and is 65 or over, or severely mentally impaired or permanently disabled.

Discounts and disregards

DISCOUNTS

The full Council Tax bill assumes that there are two or more adults (that is, people aged 18 or over) living in a property.

Single occupancy discount: if only one adult lives in a property (as their main home) the Council Tax bill will be reduced by 25%.

Properties that have remained unfinished and unoccupied for a period exceeding six months: if a property is no-one's main home and it remains unoccupied after the period of exemption has expired under exempt classes A and C (see the previous section) full Council Tax will be payable.

Unoccupied furnished accommodation: for properties that remain unoccupied and furnished, and are not used as a second home, full Council Tax will be payable. This also applies to properties that remain furnished but unoccupied between tenancies (including student-let accommodation).

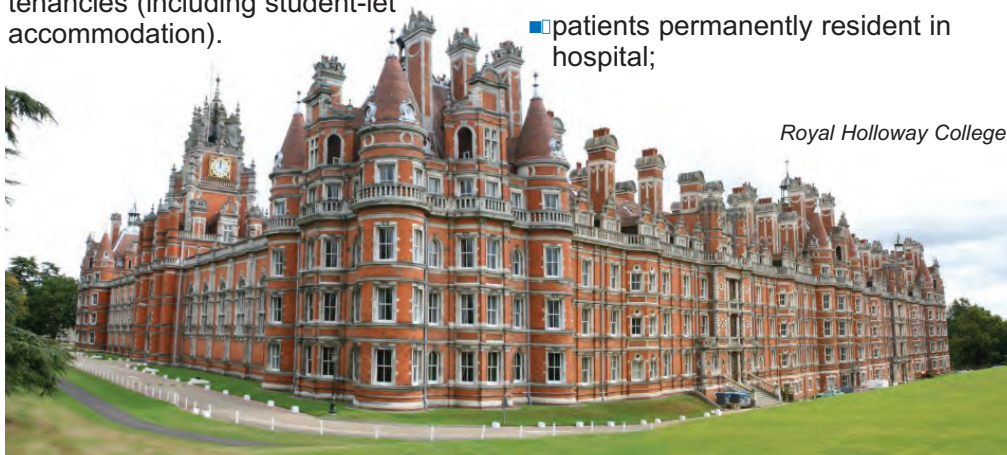
Second home discount: if a property is occupied as a second home, the bill will be reduced by 10%. The Council will confirm that Council Tax is being paid for a main residence elsewhere (or within the borough).

Houseboats and caravans: for second homes that consist of a pitch occupied by a caravan, or a mooring occupied by a boat, there will be a 50% discount.

PEOPLE DISREGARDED FOR DISCOUNT PURPOSES

People in the following groups do not count towards the number of adults resident in a property. This means that if all but one of the residents in a property falls into one of the groups below, the Council Tax will be reduced by 25%.

- full-time students, student nurses, apprentices and youth training trainees;
- people staying in certain hostels or shelters;
- patients permanently resident in hospital;



Royal Holloway College

Council Tax Information

- 18 and 19 year olds who are at or have left school and will be taking up a university type course;
- people who are being looked after in care homes;
- care workers working for low pay, usually for charities;
- people who are severely mentally impaired;
- people caring for someone with a disability who is not a spouse, partner or a child under 18 years;
- members of visiting forces and certain international institutions;
- people in prison (except those in prison for non-payment of Council Tax or a fine);
- members of religious communities (monks and nuns); or
- diplomats.

If your bill indicates that a discount or exemption has been allowed, you must inform the Council Tax Section of any changes of circumstances that may affect your entitlement. If you fail to do so you may have to pay a penalty.

All bills issued with a discount or exemption will assume the circumstances will remain the same throughout the whole financial year. If the discount or exemption is only applicable for a period of time (e.g. Class C exemption is only applicable for up to six months) a revised bill will be issued once the discount or exemption ceases.

For further information on any of the above discounts or exemptions, and an application form, visit our website at www.runnymede.gov.uk. You can also contact the Council Tax Section directly on 01932 425400.



New Haw Lock

Appeals

Property bandings are based on properties as at 1 April 1991. Where a property has been built or converted after this date, its value for banding purposes has been determined by reference to comparable properties in your area. The price paid for a property listed after 1 April 1991 may not necessarily reflect its value at that date. This applies throughout the Valuation List. Accordingly, recent purchase prices may not be the best evidence if you feel that the banding for your property is incorrect.

If you want to appeal against the band your property has been placed in, you should write to the **Listing Officer, Guildford Valuation Office, Bridge House, 1 Walnut Tree Close, Guildford, Surrey GU1 4GA.** Telephone number 03000 506950.

The grounds for appeals regarding bandings 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 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; or
- where you become the taxpayer in respect of a dwelling for the first time. (Your appeal must be made within six



Runnymede Pleasure Grounds

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

Making an appeal does not allow you to withhold payment of tax in the meantime.

Council Tax Information



Totem Pole, Virginia Water

If your appeal is successful you will be entitled to a refund of any overpaid tax.

You can also appeal if:

- you consider that you are not liable to pay Council Tax, for example, because you are not the resident or owner;
- you believe your property to be exempt and no exemption has been granted;
- you have claimed a discount and this has not been granted; or
- the Council has made a mistake in calculating your bill.

If you wish to make an appeal on any of the above grounds, you must write to the Council Tax Section first and give details of your appeal. If the matter

cannot be resolved to your satisfaction, or you do not get a reply within two months, you may appeal to the Valuation Tribunal.

For further information on appeals and bandings, visit the Valuation Office website at www.voa.gov.uk

HOW WE USE YOUR PERSONAL DATA

Personal information gathered by Runnymede Borough Council for processing Council Tax, Housing Benefit and/or Council Tax Benefit for local residents, is held in accordance with the Data Protection Act 1998 and will only be used in compliance with its principles.

The Council is required to collect and use certain types of information to meet legal obligations and to prevent and detect crime. The information may be shared with other officers of the Council and with Government Departments and agencies. Information is also gathered to allow the Council to conduct surveys and research, to provide you with information about activities and events involving the Council and to give you information from which you can benefit.

The Council respects your privacy rights and is committed to ensuring that your personal information is protected. Personal information collected for Council Tax, Housing Benefit and or Council Tax Benefit uses will NOT be disclosed to third parties for marketing purposes. However, you should note that your property address and Council Tax band value are publicly available information.

Benefits Information

Council Tax Benefit is available for people on low incomes. Entitlement is based on household income and savings/capital. You will not be able to claim Council Tax Benefit if you and/or your partner have combined savings or capital assets worth more than £16,000; this does not include the value of your home. If you receive Income Support, Job Seeker's Allowance (Income Based), or Pension Credit Guarantee, you should be entitled to full benefit. There are some exceptions. Similar rules apply to Housing Benefit (including Local Housing Allowance).

If you would like to claim Council Tax Benefit, you will need to complete an application form. You can download the form from our website at www.runnymede.gov.uk/benefits or you can contact us on 01932 425388 or email benefits@runnymede.gov.uk and we will send you one. Alternatively, you can get one at the Civic Centre. You will need to send the form back to us as soon as possible as the benefit will usually start from the Monday after we receive the completed form.



Open Air Theatre, Savill Gardens

Had a change in your circumstances?

If you receive Council Tax Benefit or Housing Benefit, you must tell us about any changes in your financial or household circumstances immediately, as they may affect your benefit entitlement. Lengthy delays in informing us of any changes in your circumstances can be considered an offence and could lead to prosecution.

If you are entitled to increased benefit, a delay in telling us might mean that you miss out on some of your entitlement. Normally, your benefit can only be backdated if you tell us your change in circumstances within one month of the change.

If the change means that you should receive less benefit it may mean that you need to pay some money back to us. Any delay in telling us could mean that you will have to pay back a larger amount.

Examples of changes in circumstances are if:

- your Job Seeker's Allowance, Employment Support Allowance or Income Support stops (don't assume that we already know);

Benefits Information



Runnymede Civic Centre

- you move out of your property;
- you are no longer responsible for the payment of Council Tax for the property;
- there is a change in your household income, savings, rent or the number of people in your household;
- you are awarded pension or tax credits;
- you receive backdated income or state benefits, such as a pay rise or pension; or
- you start or stop working.

This list gives only examples of changes that will affect your benefit and is not exhaustive.

Please contact us if you are unsure about the effect a change in circumstances could have on your benefit entitlement.

Annual renewal of benefit claims

If you receive Council Tax Benefit

and/or Housing Benefit/Local Housing Allowance, we are required to check that the information on your application form has not changed. We select a number of claims to check each year. If yours is one of those selected, you will be sent a short form to confirm your details or a council officer will arrange to see you in your home. If you do not complete and return the form to us, or agree to the visit, your benefit will be stopped.

Benefit fraud

Our aim is to deliver benefits to only those who are entitled and to detect false claims made by those who are not. We have a fraud prosecution policy for the worst offenders. If you suspect that someone is making a false claim for benefit, please call our free 24-hour **Benefit Fraud Hotline on 08000 130814**, email fraud@runnymede.gov.uk or use the **'REPORT A SUSPECTED FRAUD'** form on our website, www.runnymede.gov.uk/benefits Anything you tell us will be treated in the strictest confidence and you are under no obligation to leave your contact details.



Magna Carta Memorial, Egham

Keeping Council Tax down

We are pleased to report that we have kept the amount you pay in council tax for county council services at last year's level. We firmly believe that is the right thing to do, although we face higher costs because of inflation, growing demand for adult care and the need to provide 8,000 more school places over four years.

The council's overall budget for 2011/12 is £1,587.1 million. As a council we are losing about £41 million in funding from central government this year and next, which adds to the pressures.

Fortunately the council anticipated the cuts to funding announced in the autumn, and we launched a programme of public value reviews of all our services to find savings and make improvements. That process, along with other initiatives, is expected to achieve about £66 million in savings for the year just gone, with further savings in the pipeline.

Major challenges remain, but we are in a better position to deal with them because of the early action we have taken. We are also working closely with the district and borough councils and Surrey Police to find £80 million in savings across all the public bodies under our Surrey First joint initiative. In addition, we have joined up with six other, mainly county, councils to find savings through closer co-operation and joint buying power.

We are looking at many changes over the coming year. Some of these will be difficult, but there are also new opportunities and ways of doing things. We are committed to listening to and working with you to ensure we remain focused on the things that are important to you and make Surrey so special.

The figures below only represent Surrey County Council's portion of your Council Tax bill.

Band	Council Tax	Band	Council Tax
A	£744.24	E	£1,364.44
B	£868.28	F	£1,612.52
C	£992.32	G	£1,860.60
D	£1,116.36	H	£2,232.72

Tell us once

From June the new Tell Us Once service will make it easier for you to tell all council and government departments when someone dies.

Any death that takes place in Surrey must be formally registered with the local registrar. In addition to registering the death, the registrar will also be able to offer the Tell Us Once service at their offices across the county, making things easier and less stressful for the bereaved.

This free service will cover council tax, adult social services, blue badge, electoral register, housing and council tax benefit, libraries, DWP (state pensions and benefits), HMRC (tax credits), identity and passport service (passport), DVLA (driving licence).

More information will be available from council offices, libraries and register offices from June onwards. To make an appointment to register a birth or death, please phone **0300 200 1002**.

How Surrey County Council uses its budget



2010/11* £Million	Expenditure our spending	2011/12 £Million
294.7	Children and Young People – includes special educational needs, early years, children’s social care and youth service	274.1
612.6	Schools – includes funding directly to schools	625.0
326.3	Adults Social Care – includes care and support for adults across a broad range of services	324.9
69.5	Customers & Communities - trading standards, libraries, fire and rescue services and adult education	67.5
107.5	Environment & Infrastructure – includes roads, public transport, disposal of waste and countryside	121.1
87.8	Change and Efficiency – includes finance, information management and technology, procurement, property and HR	88.8
18.3	Chief Executive’s Office – includes performance management, communications and support to the voluntary sector	15.9
66.5	Central income and expenditure – includes capital financing, land drainage precept and contingency funding	69.8
1583.2	Total spending	1587.1
	Where our money comes from	
-16.2	Government formula grant	-36.0
-111.3	Contribution from business rates	-116.7
-902.8	Other Government revenue grants	-866.7
	Raised from reserves and balances	-11.7
-1.5	Collection fund surplus	-2.8
-551.4	Surrey Council Tax – the number of properties in Surrey has increased by 0.3%	-553.4
-1583.2	Total income	-1587.1

* The budget now shows all expenditure funded by government grants, as well as the contribution from Surrey council taxpayers.

If you would like this document in large print, on tape or in another language, please contact us on: 03456 009 009 or www.surreycc.gov.uk

If you have a question about your own council tax bill, contact your local district or borough council.

About your Police Authority

Surrey Police Authority is a committee of 17 local residents – nine County Councillors and eight Independent Members of the public including a serving Magistrate - responsible for making sure that Surrey Police is efficient, effective and delivers the service that local residents expect.

The Authority regularly holds the Chief Constable to account for the way in which Surrey Police is being run. In some ways, the Police Authority is like the board of a major company, responsible for making sure that its managers - in our case the Chief Constable - deliver excellent performance for its 'shareholders' - the people of Surrey.

We consult with Surrey residents each year to make sure we understand what it is that people expect from Surrey Police. What you tell us contributes directly to the priorities in the annual Local Policing Plan that the Chief Constable must deliver.

How is Surrey Police performing?



The priorities set for the force for 2010/11 are set out below, along with the force's current performance in achieving them.

The statistics cited below are based on the most up-to-date performance information available at the time of writing (January 2011)

- **Keep public confidence in Surrey Police high** – currently 87% of residents surveyed are confident in Surrey Police, above the target set for the year of 80%.
- **Provide a good service to victims of serious crime and anti-social behaviour** – 85% of victims of serious crime and 75% of victims of anti-social behaviour have been satisfied with the service they have received from the police. This is above the target set for victims of serious crime (79%) but not quite meeting the target for victims of anti-social behaviour (76%)
- **Work with other forces to stop organised criminal gangs from operating across the region and impacting on Surrey** – to date this year the force has stopped 12 criminal gangs from operating (many of these being drugs operations) and is confident it will meet the end of year target of stopping 15 gangs operating.
- **Arrest people who sell harmful drugs** – Surrey Police has so far arrested 92 people supplying Class A drugs. This is not on track to meet the annual target of 170.
- **Keep levels of serious crime low in Surrey** - to date serious crime such as

burglary, car theft and violence have reduced in Surrey overall by 2.2%, close to the target set of a 3% reduction.

- **Catch people who commit serious crimes like burglary, car theft, mugging, serious violence, rape and sexual abuse** – this year to date 18.1% of people committing such crimes have been caught and dealt with by the police, just below the target set of 18.6%.
- **Save money by being more efficient** – the force has met its annual target in this area, having saved 3.3% of its budget by efficiency measures
- **Encourage the best police officers and staff to stay working for Surrey Police** – currently staff leaving Surrey Police is low at 3.3% of staff for the year leaving (excluding known leavers such as those retiring).

As we publish this leaflet before the end of our performance year to coincide with the Council Tax notifications, the figures shown above show latest performance available (mostly April to December 2010). After the end of March 2011 we will publish the final force performance for the year on our website www.surreypa.gov.uk together with a more detailed explanation of targets and measures set and performance achieved.



About your Police Authority

Our aims for 2011-14



All of our work is guided by the principle of Surrey Public First. Rather than chasing bureaucratic Government targets, we believe very simply in basing our work around the things that local people tell us are important to them. In practice, this has seen us restore officers' discretion to resolve low-level incidents with common sense rather than formal action every time. Our Policing Plan is now based on the very simple local priorities listed above.

The major cuts being made to the policing budget have been widely publicised this year. In Surrey, we acted early and decisively by beginning a process of restructuring the whole force in 2009 to help us protect what matters most to residents – front line policing.

By cutting senior officer numbers, restructuring the force and replacing our most expensive and little used police stations with more cost-effective shared alternatives, over the course of the last year we have been able to recruit 100 new Police Constables (in addition to our normal recruitment). Furthermore, we are aiming to recruit up to another 100 Constables over the next year.

We will continue to focus on:

Safety – keeping you safe from harm.

Confidence and satisfaction – building your confidence in Surrey Police and your satisfaction with the service it delivers.

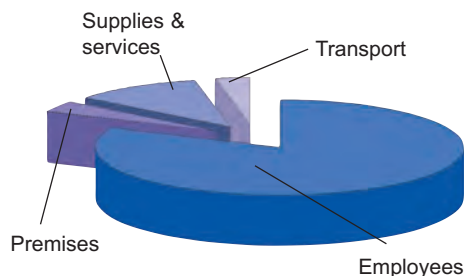
Value for money – making the most of our people and resources.

How the money is spent

Surrey Police Authority has a net budget requirement of £204.2m for 2011/12. This compares to a figure of £202.7m for 2010/11.

	2011/12 £m	2010/11 £m
Employees	192.7	193.2
Premises	8.8	9.4
Supplies and services	26.1	25.9
Transport	6.7	6.6
Income	(21.1)	(19.3)
Gross expenditure	213.2	215.8
To/(from) balances	(1.2)	0.0
Net revenue budget	212.0	215.8
Community Support Officers Grant	(4.4)	(4.4)
Crime Fighting Fund Grant	(0.9)	(4.1)
Single Counter-terrorism Police Grant	0.0	(1.0)
Other Government Grant	(2.5)	(3.6)
Net budget requirement	204.2	202.7

Note: The 2010/11 comparative data above shows the revised budget as at January 2011, reflecting changes made in the year.



Employee information

	2011/12	2010/11
Police officers	1,967	1,839
Operational police staff	1,914	1,914
Support police staff	365	400
Specials	375	316
Total	4,621	4,469

Note: The 2010/11 comparative data above has been adjusted to reflect changes in the year.

About your Police Authority

How the spending has changed

	£m
2010/11 Gross expenditure	215.8
Front line officer expansion	6.5
Protecting the public	0.5
Modernising the estate	(0.5)
Support function efficiency	(4.7)
Workforce modernisation and productivity	(3.0)
Non-staff efficiency gains	(4.3)
Inflation, economic changes and pay	2.9
2011/12 Gross expenditure	213.2

Where the money comes from

	2011/12 £m	2010/11 £m
Net budget requirement	204.207	202.692
Less :		
Police Grant	(70.029)	(67.964)
Business Rates	(26.937)	(31.776)
Revenue Support Grant	(8.326)	(4.614)
Gross Council Tax requirement	98.915	98.338
Share of Collection Fund surpluses	(0.502)	(0.261)
Net Council Tax requirement	98.413	98.077
Taxbase i.e. number of equivalent D Band properties	495,684	493,987

What you will pay for policing in Surrey in 2011/12

Valuation Band	Council Tax payable per property £
Band A	132.36
Band B	154.42
Band C	176.48
Band D	198.54
Band E	242.66
Band F	286.78
Band G	330.90
Band H	397.08

As at 31 March 2010 Surrey Police had £15.0m invested with Surrey County Council.

There was no external borrowing outstanding at this date.

Surrey Police is legally required to produce this information under The Council Tax (Demand Notices) (England) Regulations 2010 - SI 2010/2990 which prescribe the minimum requirements for financial information to be provided with council tax bills.

Contacting us

For more details about the performance of Surrey Police in the previous year, please visit our website www.surreypa.gov.uk or contact our office on **01483 630 200**

For more details about the Police budget for the year from April 2011 or to obtain a copy of our most recent Statement of Accounts, please write, giving your

address, to: Surrey Police Authority, PO Box 412, Guildford, Surrey GU3 1BR

or email: spa@surrey.police.uk or call Ian Perkin, Treasurer to the Police Authority, on: **01483 630200**. www.surreypa.gov.uk

Call **999** (Minicom users: **01483 539999**) if you have a genuine emergency requiring the attendance of the police or if a crime is in progress.

Call Surrey Police on **0845 125 2222** for non-emergency policing matters only.

Call your local council for abandoned vehicles or noise problems.

Call Crimestoppers on **0800 555 111** if you have information about a crime and don't want to leave your name.

How to contact Runnymede Borough Council

You can contact us by visiting the Runnymede Civic Centre in person, by writing, by telephone, by fax or by email. You can also find more information about our services by visiting the Council's website at www.runnymede.gov.uk

For general enquiries

Call our switchboard on **01932 838383**

Fax: **01932 838384**

Email: generalenquiries@runnymede.gov.uk

For enquiries about your Council Tax

Call **01932 425400**

Email: counciltax@runnymede.gov.uk

For enquiries about Council Tax Benefit or Housing Benefit/ Local Housing Allowance

Call **01932 425388**

Email: benefits@runnymede.gov.uk

For enquiries about our finances

Call **01932 425336**

Email: finance@runnymede.gov.uk

Civic Centre opening hours

Monday to Thursday 8.30am to 5.00pm and Friday 8.30am to 4.30pm.

The reception desk is open for routine enquiries until 7.00pm on Tuesday and 9.00am to 5.00pm on Saturday.

Runnymede Borough Council,
Civic Centre, Station Road, Addlestone, KT15 2AH

