

Includes an
A-Z of Services



Your public services 2010-11

How your County Council, Combined Fire Authority
and Police Authority spend your Council Tax





A-Z of Services

Leicestershire County Council provides a wide range of services to local people and we are committed to providing better services at better value. Recently we received the top rating in the Audit Commission’s new inspection system, making us one of the best county councils in the country.

The following pages contain an A-Z listing of many of these key services, with telephone contact numbers, as well as the key contact details for our partners in this booklet.

We also have a comprehensive online A-Z listing on our website: www.leics.co.uk/a-z
This A-Z links to the relevant information pages on our website with contact details, including email addresses. It also contains some services provided by our partners, with links to their websites.

A

Adaptations to the home	social care local office*
Adoption	0116 299 5899
Adult learning opportunities	0116 305 6387
Adults & Communities - Social Care	0116 305 7404
Advice for traders	0116 305 8000
Analyst - scientific advice & testing	0116 305 5640
Animal health & welfare	0116 305 8000
Archaeology	0116 305 8324
Arts Development	0116 305 4115
Arts in education	0116 305 0850

B

Births - registration	0116 305 6565
Blind/partially sighted - aids/equipment	social care local office*
Blue Badge scheme	0116 305 0001
Bosworth Battlefield	01455 290 429
Bridleways	0116 305 7083
Bullying	0116 284 5100
Business advice	0116 305 8000
Bus pass - school transport	0116 305 0002
disabled people	0116 305 0002
older people	0116 305 0002

C

Care at home	social care local office*
Care homes (older/disabled people)	social care local office*
CareOnline	0116 305 7538
Carers - support adult/young carers	social care local office*
Ceremonies - naming/vow renewal etc	0116 305 8722
Chief Executive’s Dept	0116 305 6284
Childcare and nurseries	0116 305 6545
Children & Young People’s Service	0116 305 6545
Children’s Homes	social care local office*
Children’s Centres	0116 305 6545
Civil partnerships & marriages	0116 305 6565
Climate change	0116 305 7242
Community forums/have your say	0116 305 7581
Community transport	0116 305 0001
Complaints	0116 305 5875
Computers in libraries	0116 305 6988
Consumer advice (Consumer Direct)	0845 040 506
Corporate Resources Dept	0116 305 7835
Councillors & Council meetings	0116 305 6002
Country parks	0116 305 7920

D		
Day Care	social care local office*	
Day Services/Day Centres	social care local office*	
Deaf/hard of hearing		
- social care		0116 249 2940
(text phone)		0116 249 2950
Deaths - registration		0116 305 6565
Dial-a-Ride		0116 305 0001
Direct payments		
for Social Care	social care local office*	
Disabled - aids & equipment	social care local office*	
Disabled children		
- residential care	social care local office*	
Domestic Violence		0116 255 0004

E		
Educational Psychology Service		0116 305 5100
Elderly Person's Homes	social care local office*	
Environmental grants		0116 305 7269
Environment and Transport Dept.		0116 305 0001
Events Guide		0116 305 6988

F		
Family History		0116 257 1080
Family information Service		0116 305 6545
Fire and Rescue		
Emergencies ONLY		999
NON emergencies		0116 287 2241
0116 305 7083		
Fostering		0800 587 7767
Free school meals		0116 305 6588

G		
Grass cutting		0116 305 0001
Gritting roads & highways		0116 305 0001

H		
Hate Crime incidents		0116 305 8263
Have your say		0116 305 7581
Heritage wardens		0116 267 0003
Home assessment		
(social care)	social care local office*	

Home care	social care local office*	
Home Library Service		0116 305 6988
Homes for older		
& disabled people	social care local office*	

I		
Industrial property - lettings		0116 305 5000

J		
Jobs support for adults		
with disabilities		0116 305 7404

K		
Kerbs - lowered for		
pedestrians/vehicles		0116 305 0001

L		
Learning disabilities		0116 305 7404
Libraries		0116 305 6988
Lighting (street)		0116 305 0001
Listed buildings		0116 305 7062
Local History		0116 305 6988
Long term care		
- for people 65+	social care local office*	

M		
Marriages and civil partnerships		0116 305 6565
Meals on Wheels	social care local office*	
Museums		0116 305 6783
Music - Arts in Education		0116 270 0850

N		
Needs assessment		
- Social Care	social care local office*	
Nursery school places		0116 305 4545
Nursing homes		
- for people 65+	social care local office*	

O		
Obstructions on roads		
& highways		0116 305 0001
Old people's homes	social care local office*	
Out of school clubs		0116 305 6545

P

Parking - permit for disabled people	0116 305 0001
Pavements (incl. dangerous paving)	0116 305 0001
Pedestrian crossings	0116 305 0001
Personal care help	
- social care	social care local office*
Personalisation of services	0116 305 7404
Police	
Emergencies ONLY	999
NON emergencies	0116 222 2222
Property	0116 305 5000
Protecting children	0116 305 6545
Protecting vulnerable adults	social care local office*

R

Record Office	0116 257 1080
Recycling/household waste sites	0116 305 0001
Register Offices & approved venues	0116 305 6565
Residential Care	
for children	social care local office*
for older or disabled people	social care local office*
Respite Care	
for children with disabilities	social care local office*
for adults	social care local office*
Rights of Way	0116 305 7083
Road Safety	0116 305 0001
Roads & highways	
- closures & diversions	0116 305 0001

S

Salting roads & highways	0116 305 0001
Schools - general information	0116 305 6389
School transport	0116 305 0002
School governors	0116 305 6435
School holiday schemes	0116 305 6631
School meals	0116 305 5770
School places	0116 305 6684
Skip permits	0116 305 0001
Snibston Discovery Park	01530 278 444

***Social care local offices**

Blaby, Oadby & Wigston	0116 278 7111
Charnwood	01509 266 641
Hinckley & Bosworth	01455 636 964
Market Harborough	01858 465 331
Melton	01664 564 698
North West Leicestershire	01530 275 200
Social care charges	0116 305 7404
Social workers	
- emergency/out of hours	0116 255 1606
Special Educational Needs	0116 305 6600
Street lights	0116 305 0001
Student finance	0116 305 7577

T

Tips (recycling/household waste sites)	0116 305 0001
Trading Standards	0845 404 0506
Traffic calming schemes	0116 305 0001
Traffic schemes - road safety	0116 305 0001
Travellers	0116 305 8156
Tree preservation orders	0116 305 7067

V

Vehicles - abnormal loads and overloading	0116 305 0001
Verges - maintenance	0116 305 0001

W

Walking and cycling to school	0116 305 0001
Waste and recycling sites/ permit to tip household waste	0116 305 0001
Weight restrictions - roads and highways	0116 305 0001
Winter salting/gritting of roads	0116 305 0001

Y

Young carers	social care local office*
Youth groups, clubs & activities	0116 305 6338
Youth Offending Service	0116 260 6000

Council Tax

Leicestershire County Council provides most of your local services (these are listed in the table).

Council tax is increasing by 2.9%. This is well below the increase in our costs because we are making major efficiency savings. These have also helped to provide money for improvements in high priority services.

Our financial plans cover four years in total. These are based on council tax increases reducing to 2.5% in 2011/12 and 2012/13.

Spending and Savings

The increase in costs we face for next year to maintain services is 5.5%. Our costs can often increase by more than consumer price inflation. For example there is a 9% increase in the cost of dealing with waste (partly because of landfill tax) and an 8% increase in the cost of providing social care to more vulnerable adults with greater needs.

After financing service improvements and deducting efficiency and other savings, spending is planned to increase by £11.3m (3.6%).

	£m
Inflation, increased demands and other costs of maintaining services	17.2
Service improvements	4.3
	21.5
Less improved efficiencies (£8.6m) and other savings (£1.6m)	(10.2)
Total	11.3

The increase in spending will be met from an increase in general Government grant of 4.1% (£3.8m) and an increase in our council tax of 2.9% (£7.5m)

Main Service Improvements

- Measures to help with the economic downturn including stimulating the local economy, doubling the amount for debt advice and support for communities and voluntary sector bodies.
- Working with young people to reduce anti-social behaviour.
- Enhancing child protection.
- Capital investment of £88m to improve schools and roads.





Cost of County Services

The planned costs of each service are shown below

2008/9				2009/10		
Gross Spending	Income	Net Cost		Gross Spending	Income	Net Cost
£m	£m	£m		£m	£m	£m
406.5	406.5	0.0	Schools	431.0	431.0	0.0
104.0	29.4	74.6	Children and Young People	112.8	39.4	73.4
170.5	54.1	116.4	Adult Social Care	181.8	57.9	123.9
34.7	5.2	29.5	Highways	40.4	8.1	32.3
26.3	0.6	25.7	Waste Management	27.8	1.0	26.8
8.9	3.2	5.7	Planning and Economic Development	9.5	3.5	6.0
4.0	0.7	3.3	Recreation and Tourism	3.7	0.3	3.4
11.1	1.0	10.1	Libraries and Information	11.4	1.2	10.2
6.1	2.0	4.1	Museums and Arts	5.5	1.1	4.4
14.0	10.5	3.5	Bus and Rail Support	15.9	12.1	3.8
4.7	0.9	3.8	Regulatory Services	5.1	1.0	4.1
18.8	13.5	5.3	Other Services	21.0	12.4	8.6
809.7	527.7	282.0	Total cost for all services	865.9	569.0	296.9

31.8	Capital Financing Charges	28.1
313.8	Total budget requirement	325.0
-11.4	Revenue Support Grant	-18.1
-81.4	National Non Domestic Rate Income	-78.4
0.4	Deficit on District Council Collection Funds	0.3
221.4	Amount to be met from Council Tax	228.8

* Schools now funded by Government grants. ‡ Includes Environment Agency Flood Defence Levy (£0.3m).



LEICESTER, LEICESTERSHIRE & RUTLAND COMBINED FIRE AUTHORITY

The Combined Fire Authority (CFA) met on 10th February 2010 and as part of its ongoing financial strategy, agreed a 3% increase in their proportion of the overall Council Tax. The full medium term financial plan can be found on our website at www.leicestershire-fire.gov.uk

Our Council Tax charge will be:

Property Band A	£35.58
Property Band B	£41.52
Property Band C	£47.45
Property Band D	£53.38
Property Band E	£65.24
Property Band F	£77.10
Property Band G	£88.96
Property Band H	£106.75

Our Band D rate of £53.38 is the lowest council tax rate for any Combined Fire Authority in the country.

Our efficiency statement

Between 2005/06 and 2007/08 the Service has provided cashable efficiencies of £1.904 million, which was significantly above Central Government targets for that period. At the same time, the Service has increased investment in community safety activities and this has enabled it to achieve overall reductions in the number of fires and other emergencies attended.

Between 2008/09 and 2010/11 the Service is expected to achieve a national target of 1.6% efficiency savings per year.

The efficiencies shown on the Council Tax bill are the mid-year estimate for 2009/10. The actual savings will be higher. The 2010/11 annual budget requires cashable savings of £558,990, and the CFA is confident that it will meet its 2010/11 requirement in full.

Our strategic aims and objectives

Aim 1: Achieving excellence in prevention and protection

Aim 2: Achieving excellence in response and intervention

Aim 3: Achieving excellence in managing our Service

In support of our aims, we have six objectives which set out what we want to achieve over the next three years. These objectives are listed below:

Objective 1: Reduce the impact of fire and other emergencies on our communities

Objective 2: Contribute to making the CFA area a good place to live

Objective 3: Contribute to improvements to the environment

Objective 4: Efficiency and provision of a value for money service

Objective 5: Our staff are more reflective of the community they serve

Objective 6: Staff with the right skills, behaviours and attitude to provide an excellent service

More information about our plans for the next three years can be found in 'Our Plan 2010 to 2013'. This contains our integrated risk management plan, our service charter, our values and highlights our key achievements, together with details of how we intend to achieve our strategic aims. It is available on our website at www.leicestershire-fire.gov.uk If you would like a printed version, please write to us at the address below.

What does the Fire and Rescue Service cost?

Revenue Budget	Actual Expenditure 2008/09	Revised Estimate 2009/10	Original Estimate 2010/11
	£	£	£
Gross Expenditure			
Employees	27,560,472	28,114,810	29,098,720
Other Pensions Costs	72,789	125,290	126,540
Indirect Employee Expenses	780,787	946,590	893,180
Premises	1,500,420	2,033,330	1,653,970
Transport	1,420,187	1,315,860	1,230,580
Supplies and Services	2,504,466	3,250,480	2,671,950
Support Services	183,952	190,490	192,390
Services to the Combined Fire Authority	83,405	92,390	98,640
Capital Financing	742,181	878,180	1,368,280
Total Gross Expenditure	34,848,659	36,947,420	37,334,250
Less Income	-1,624,495	-1,396,640	-1,540,390
Net Expenditure	33,224,164	35,550,780	35,793,860
Contribution to (from) General Reserve	1,036,247	196,550	-6,150
Contribution to (from) Other Reserves	-31,461	0	-40,000
Total Budget Requirement	34,228,950	35,747,330	35,747,710
Total General Reserve	3,433,782	2,820,092	1,789,690





Number of posts we fund

	01/04/09	01/04/10
Firefighters*	491.0	486.0
Retained Firefighters*	216.0	216.0
Fire Control Staff	42.0	42.0
Support Staff	162.4	158.7
Total	911.4	#902.7

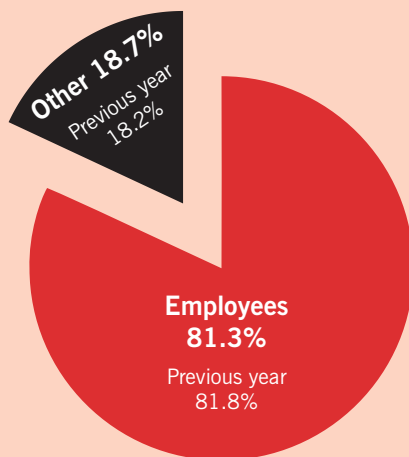
*109 firefighters are currently on dual contracts.

#Includes 19 posts funded by Central Government.

Reserves

The Combined Fire Authority is a precepting body which means that the Authority needs to hold general reserves. These reserves are to safeguard the Authority from the financial effects of external factors beyond its control. Such events might include higher than anticipated pay awards, the effects of prolonged periods of flooding, a proliferation of grass fires during a long summer, fluctuation in external interest rates or other types of civil contingency. The Authority also holds other reserves for specific issues. It is estimated that these will total £1,374,426 at 31st March 2010.

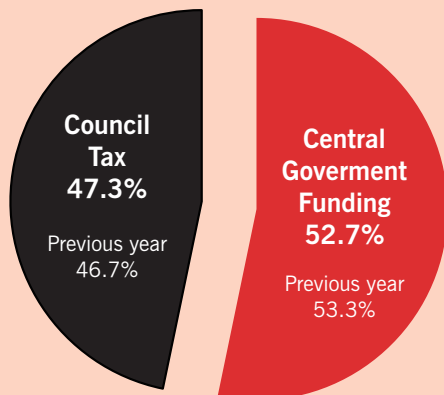
Revenue Budget 2010/11



What are the changes from last year?

	£
Original Budget 2009/10	34,937,090
Reduced Pay Inflation 2009/10	-107,890
2010/11 Inflation	298,260
Efficiency Savings	-558,990
Integrated Risk Management Plan	539,990
Other Service Pressures/Improvements	685,400
Budget 2010/11	35,793,860

Funding 2010/11



Planned Capital Projects for 2010/11

	£
Replacement Fire Appliances	670,000
Specialist Vehicles	128,000
Central Fire Station Refurbishment	129,745
Integrated Risk Management Plan	4,700,000
Birstall Development - Headquarters	4,000,000
Replacement Finance System	95,158
ICT Developments	100,000
Operational Equipment	115,000
Additional Workshops Equipment	25,000
Total Capital Requirement	9,962,903


Capital Budget

The Authority's capital budget is used for investment in larger items such as major building projects, replacement vehicles or major items of equipment. This budget is partially funded by supported capital expenditure with Central Government approval supplemented by capital receipts from the disposal of surplus assets and capital grants. In 2010/11 the Combined Fire Authority intends to borrow £8.156m for Capital Projects. £3.01 of the CFA's Council Tax for a Band D property is a direct consequence of the Authority's borrowing activities.

Further information can be obtained from:
The Treasurer to Leicester, Leicestershire and Rutland Combined Fire Authority,
Anstey Frith, Glenfield, Leicester LE3 8HD
Telephone: 0116 2872241
Email: treasurer@lfrs.org



safer communities



Working smoke alarms save lives. Maintain and test your smoke alarm regularly.



Leicestershire Police Authority

YOUR MONEY YOUR VOICE YOUR POLICE



A message from the Chairman of the Police Authority and the Chief Constable of Leicestershire Constabulary.

Dear Resident

As you will see in your Council Tax bill the cost of policing has increased. The policing precept has risen by 2.68% which is equivalent to an extra 8.5p per week for a Band D property, raising the total police precept for this type of property to £3.26 per week. If your property is rated A, B or C you will pay less. If it is rated E, F, G or H you will pay more. The purpose of this note is to explain why we have set the budget at this level.

The Home Office continues to fund policing in Leicester, Leicestershire and Rutland in a less favourable way than comparable forces by not applying the Government's own funding formula. Due to this, Leicestershire lost £3.240m in 2008, £3.122m in 2009 and will lose a further £2.805m in 2010. The downturn in the economy has only made this situation worse. Government Departments and partners who provide us with non-mainstream funding will be looking hard at where they can make cuts in their budgets.

The good news is that Leicestershire Constabulary remains one of the most productive forces in the country with a track record of efficiency and effectiveness. Past inspections by Her Majesty's Inspectorate of Constabulary (HMIC) have described the Constabulary as

"... the best overall performer ... in terms of prudent financial and resource management." The recent HMIC inspection of the Police Authority states that "External audit and inspection shows a proven record of effective financial management."

The Policing Pledge is our continued promise to you and we are committed to providing a police service that tackles crime and antisocial behaviour as well as the most serious crimes so that you feel safe and remain safe. We are committed to improving public confidence and satisfaction and to meeting our confidence target of 57.8% by April 2011. The Police Authority look forward to meeting future challenges and together with the Constabulary will ensure you receive an effective and efficient policing service.

Yours sincerely

Byron Rhodes
Chairman, Leicestershire Police Authority

Chris Eyre
Temporary Chief Constable,
Leicestershire Constabulary



The 2010/11 Budget

The Police Authority has approved a budget of £175.1 million, this is an increase of £5.3 million on 2009/10.

	09/10 £m	10/11 £m
Gross Spending	176.9	182.8
Less income	-7.1	-7.7
Budget requirement	169.8	175.1

LESS

Police Grant	-66.1	-67.9
Revenue Support Grant	-9.7	-6.8
Business Rate	-42.1	-46.6
Collection Fund Surplus	-0.1	-0.2

From Council Tax Payer 51.8 53.6

Band D Council Tax £165.21 £169.63

The increase in Band D Council Tax equates to 8.5 pence per week. The Police Authority owns assets valued at £94 million. The external debt outstanding is £17 million.

The increase is due to the following:

	£m
Essential Growth	-
Pay and Price increases	4.2
Pay increments	1.4
Full year impact of growth 2009/10	0.1
Reduction in use of reserves	2.9
Other	1.3

LESS

Efficiency savings	-3.8
Other	-0.8

Net increase 5.3

The Government is expected to provide a total of £12.9 million in specific grants. These include part payment for

Crime-fighting fund officers and Police Community Support Officers.

How the gross revenue budget is spent

Police officer costs	61%
Police staff costs	23%
Other	16%

Capital spending £m

Property	1.5
Vehicles	1.0
IT and other	4.3

Total 6.8

Funded from: £m

Borrowing	4.6
Capital grant	2.1
Other grants and receipts	0.1

Total 6.8

Staff numbers

Projected numbers are:

	04/2010	04/2011
Police Officers	2,332	2,212
Police Staff	1,364	1,291
PCSOs	229	229
Total	3,925	3,732

Police Authorities are required to have regard to economy, efficiency and effectiveness in their actions. An efficiency saving occurs when the costs of an activity falls, but its effectiveness is not reduced. By the end of March 2010, reported efficiency savings since April 2008 are forecast to be £13,435,000. The notional effect of the savings forecast for the Police Authority is equivalent to £43 when divided by the authority's taxbase. This compares to the average for similar types of Police Authorities of £54. The value of savings reported in 2008/09 was £8,094,000.

Consultation 2009

In order to provide the people of Leicester, Leicestershire and Rutland with a police service that is second to none it is important that the Police understand what matters to the people and communities who live in this area.

The Police welcome your views on policing whether good or bad. There are a number of ways by which people have been able to have their say. These range from consulting with people who have recently contacted the police about the service they received, to collecting the views of a cross section of the public to assess both their confidence levels and to give them an opportunity to raise any issues that they have locally which can be used as part of the priority setting process.

In the past 12 months the views of 5,000 service users have been collected and approximately 20,000 people have expressed views that have been used in the setting of policing priorities.

In addition, over 10,000 of these people have expressed an interest in being involved in future consultation about policing in Leicester, Leicestershire and Rutland. This gives us the scope to consult about aspects of policing which may be specific to certain communities within the Force area.

By listening to the diverse voices of the local community we can ensure we are

providing an efficient and effective police service that meets the needs of everyone in Leicester, Leicestershire and Rutland.

Your views are important to us

Leicestershire Police Authority is an independent group of people who ensure the police are providing YOU with the best possible service in Leicester, Leicestershire and Rutland. To do this we need YOUR help. Please take a moment to complete and return the questionnaire included on this leaflet to VOICE YOUR VIEWS on your local policing service.

Public consultation is vitally important to us. The information we collect through consultation on your local policing service influences the decisions made by the Authority in setting the local police objectives. For a full report on our 2009 consultation results and to see your local policing priorities for 2010/11 please visit our website: www.leics-pa.police.uk or call **0116 229 8980**.

Any questions regarding finances should be addressed to:

The Treasurer
Leicestershire Police Authority
St Johns, Enderby
Leicester LE19 2BX
Tel: 0116 229 8980

Email:
police.authority@leicestershire.pnn.police.uk





Your views

Your views are important. Please take a moment to fill in this form and return it to us.

Q1. It is the responsibility of the police and local council working in partnership to deal with crime and anti-social behaviour in your local area. So how much would you agree or disagree that the police and local council are dealing with the crime and anti-social behaviour issues that matter in this area:

- Strongly AGREE Tend to AGREE
 Neither agree nor disagree
 Tend to DISAGREE Strongly DISAGREE
 Don't Know

Q2. What two things could the police do to make you feel safer or improve the service?

1: _____

2: _____

You do not have to give this information, but it will help us to monitor our service if you do:

What age were you on your last birthday?
_____ Prefer not to say

Gender:

- Male Female Prefer not to say

Do you identify yourself as transgender?

- Yes No Prefer not to say

How would you describe your ethnicity?

- _____ Prefer not to say

How would you describe your sexual orientation?

- _____ Prefer not to say

Please state your religion or belief.

- _____ Prefer not to say

The Disability Discrimination Act defines a person as having a disability if he or she *'has a physical or mental impairment which has a substantial and long-term adverse effect on his or her ability to carry out normal day to day activities'*.

Do you have such a disability?

- Yes No Prefer not to say

We are keen to improve our services. Would you be willing to take part in any future consultations?

- Yes No

If no, thank you for completing this survey.

If yes please indicate below which type of consultation you would be willing to take part in and forward your details to us.

- Focus Groups Phone Surveys
 Postal Surveys Web based Surveys

If you have said YES to further consultation please forward your contact details by emailing police.authority@leicestershire.pnn.police.uk or by visiting our Consultation Panel page on our website: www.leics-pa.police.uk/get-involved/consultation-panel/ or by writing to us at **Leicestershire Police Authority, St Johns, Enderby, Leicester, LE19 2BX** or by telephone on **0116 229 8980** or text on **07847 359 130**.

BUSINESS REPLY SERVICE
Licence No. LE 4949



Chief Executive
Leicestershire Police Authority
St. Johns
Enderby
Leicester
LE19 2BX