

# Suffolk Coastal

Council Tax and financial information

2011/2012

**NHS**  
information  
included



How we spend your money – services, plans, discounts, exemptions and benefits.

A publication produced in partnership by:



**SUFFOLK**  
POLICE AUTHORITY

 **Suffolk**  
County Council

# Useful contacts

## Suffolk Coastal District Council :

☎ General enquiry: 01394 383789

🌐 www.suffolkcoastal.gov.uk

☎ Council Tax enquiry:  
01394 444855

📍 Melton Hill, Woodbridge,  
Suffolk, IP12 1AU

@ scdc@suffolkcoastal.gov.uk

## Contact Suffolk County Council:

☎ 08456 066 067

📍 Suffolk County Council,

@ customerservice@csduk.com

Endeavour House, 8 Russell Rd,

🌐 www.suffolk.gov.uk

Ipswich IP1 2BX

## Contact Suffolk Police Authority:

☎ 01473 613500

🌐 www.suffolkpoliceauthority.org.uk

☎ In an emergency dial 999

📍 Police Headquarters,

@ spa@suffolk.pnn.police.uk

Martlesham Heath, Ipswich,

Suffolk IP5 3QS

If you need help to understand this information in another language please call **08456 066 067**.

Se precisar de ajuda para ler estas informações em outra língua, por favor telefone para o número abaixo.

Portuguese

Jeżeli potrzebujesz pomocy w zrozumieniu tych informacji w swoim języku zadzwoń na podany poniżej numer.

Polish

এই লেখাটি যদি অন্য ভাষাতে বুঝতে চান তাহলে নিচের নম্বরে ফোন করুন

Bengali

بہم زبان یاری ہی شنی یاد ب ت گہی ہتی وہ یارم ہر ب وی سرتیت بہگہیہ  
بگہ وہی خوارم ژمارہندی بہیوہ بہ زمان کی تر تگاہ

Kurdish

如果你需要其他語言來幫助你了解這些資訊，請撥以下電話。

Chinese

اگر شما نیاز دارید که این اطلاعات را به زبان دیگری دریافت کنید لطفاً به شماره زیر تلفن کنید.

Farsi

If you would like this information in another format, including audio or large print, please call **08456 066 067**.



This leaflet was produced by Suffolk Coastal District Council, Suffolk County Council, Suffolk Police Authority and the NHS. March 2011

## Where your Council Tax goes

In 2011/2012, people who live in Suffolk Coastal will pay £73.7 million in Council Tax. This money goes to the following:

- ▶ Suffolk County Council gets £56.1 million (76.0% of the total).
- ▶ Suffolk Police Authority gets £8.0 million (10.9% of the total).
- ▶ Suffolk Coastal District Council gets £7.4 million (10.1% of the total).
- ▶ Town and Parish Councils get £2.2 million (3.0% of the total).

These authorities also get money from the Government, and from fees and charges, to help pay for the services they provide.

Suffolk Coastal District Council collects the money on behalf of all the authorities.

## What you pay for services

Band	Suffolk County Council	Suffolk Police Authority	Suffolk Coastal District Council	Total	
	This year	This year	This year	Each week	This year
A	£751.02	£107.16	£99.60	£18.42	£957.78
B	£876.19	£125.02	£116.20	£21.49	£1,117.41
C	£1,001.36	£142.88	£132.80	£24.56	£1,277.04
D	£1,126.53	£160.74	£149.40	£27.63	£1,436.67
E	£1,376.87	£196.46	£182.60	£33.77	£1,755.93
F	£1,627.21	£232.18	£215.80	£39.91	£2,075.19
G	£1,877.55	£267.90	£249.00	£46.05	£2,394.45
H	£2,253.06	£321.48	£298.80	£55.26	£2,873.34

If your parish or town council sets a precept, your final bill will also include a contribution to them. Your bill will give you full details or see pages 12-14.

The average Council Tax bill for a Band D home in Suffolk Coastal is £1,481.32.

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## Message from the Leader of Suffolk Coastal District Council

The next few years are probably the toughest that have ever faced local councils but there are still good reasons for our district to look forward positively, despite the problems caused by the state of the nation's finances.



- We are freezing our Council Tax bill to you, after seven years of keeping our increases to below 5%
- We are protecting your priority frontline services
- We are saving over £2 million next year to fill the gap caused by reduced grants, falling income and rising costs
- We have gained over £10 million of funding for vital coastal defence works at Central Felixstowe and Thorpeness
- We will be driving forward our successful and pioneering partnership with Waveney which is providing more efficient and even better value for money services
- We are continuing to support locally-led projects that will help create jobs and regenerate communities across the district
- We will continue to work with our partners to increase the number of affordable homes across the district
- We are continuing to care for the environment by helping our communities recycle at their recent record 60%, and reduce energy use.

Since 2001 we have made £10 million savings while improving your priority services. In these tough times for all of us, we more than ever have to spend your money carefully and effectively. Over the next seven pages you can find out more about how we and our partners are delivering the efficient value for money services you have told us that you want.

**Councillor Ray Herring** – Leader of Suffolk Coastal District Council  
You can email the Leader at [ray.herring@suffolkcoastal.gov.uk](mailto:ray.herring@suffolkcoastal.gov.uk)

## Providing efficient value for money services for our communities

The first ever simultaneous meeting of Suffolk Coastal and Waveney's Cabinets saw them agree to a new shared senior management structure with a third less posts that will help save £400,000 a year.



- The first six months when all the district had wheelie bins, from Suffolk Coastal's improved recycling service, saw over 60 per cent of household waste diverted from landfill for the first time. Around £2m was saved in landfill taxes because of your recycling efforts. The district is now the 21st lowest out of over 230 English councils for the amount of rubbish per resident going to landfill.
- A new supermarket was given the go-ahead by Suffolk Coastal that could be the recipe for successfully regenerating Saxmundham by bringing more shoppers and jobs to the market town.
- Over 30 local community organisations received between £200 and £10,000 from the Council's revenue and capital grants fund to help provide services, facilities or activities to local residents.
- August saw a month of activities on offer to young people across the district including afternoon Pay 'n' Play sessions and week long day camps.

The first Film Flurry festival aimed at families with young children held nine different events in the more rural parts of the district.



- The Courts backed Suffolk Coastal's planning enforcement team by fining a resident £3,500 for failing to comply with a legal notice about the use of land in Westerfield, and a Thorington man £1,400 for failing to clean up land.
- People were asked for their views after Suffolk Coastal's review of the number of new homes planned for the district proposed an annual rate of 446, over 60 homes a year less than the old regional targets.

For the first time in 50 years, donkey rides took place along Felixstowe beach as part of a year of special activities in the resort that also included segways, falconry displays, a road train, and culminated in an artificial ice rink.



- Nine winners were put in the spotlight at the fourth annual Suffolk Coastal Sports Awards which celebrated sporting success and achievement across the district.
- A £2.2 million bid to the Heritage Lottery Fund for the regeneration of the Felixstowe Seafront Gardens has been made after working and listening to the community.
- Five projects won the district's first ever Quality of Place awards marking the efforts being made by people to add to the district through new projects that have helped conserve historic buildings, create new top-notch designs, or helped benefit the local landscape or nature.
- Twenty-four local community arts groups and artists received support towards their artistic goals thanks to grants of up to £200 from the Suffolk Coastal Arts Network (SCAN) DIY Small Grants Fund.
- Volunteers have joined a Building Preservation Trust set up by Suffolk Coastal and Waveney to help protect important historic features in the two districts.
- Improvements to Wickham Market and Melton railway stations to ease congestion were carried out thanks to support from Suffolk Coastal.
- The pioneering Suffolk Coastal District Anti-Social Behaviour team has been working together and tackling problems since June. The multi-agency team including Council and police officers, is based at the Council's Melton Hill offices with targets set by the Suffolk Coastal Local Strategic Partnership's Community Safety Partnership (CSP).



Part one of a community partnership scheme to safeguard homes in Thorpeness after beach levels dropped five feet saw over 1,200 filled bags put in place by Christmas and the funding won to complete phase two this year.

- A Sizewell Task Group was set up by the Council, along with a project team, to ensure that it is ready to represent the interests of local communities if and when plans for the development of a new nuclear power station are submitted.

**Woodrose, the first outdoor festival celebrating the Suffolk Coast, took place last autumn at locations across the district.**



- Nearly £70,000 has been paid out by the Council's economic development support fund to help local businesses, town and parish councils and community organisations help rejuvenate local towns and population centres.
- Suffolk Coastal helped lead the campaign to successfully persuade the Environment Agency to reinstall the £10m Central Felixstowe coastal defence project into its proposed national programme for 2011/12.
- Suffolk Coastal has been selected as a finalist for the prestigious Local Government Chronicle awards for the implementation of its innovative Port Health Interactive Live Information System (PHILIS).
- Local businesses were advised about the Food Hygiene Rating Scheme which will allow people to see how well food hygiene is met in places they eat or shop for food.
- The Audit Commission, the independent financial watchdog that monitors councils, gave Suffolk Coastal another positive report and states that the Council had arrangements to secure economy, efficiency and effectiveness.

**Felixstowe town centre is now even more visitor friendly thanks to the completion of the Hamilton Road shared space scheme and the new public toilet facilities in Crescent Road car park, which include specialist Changing Places cubicle for disabled people and environmentally friendly features.**



## How we will meet your priorities in the next 12 months

- Work with Waveney to share our resources and expertise so we can both maximise the possible efficiencies from sharing our services and so protect priority front line services and offer even better value to our residents.
- Proceed with the £10 million coastal defence project to protect Central Felixstowe, complete the work at Thorpeness to secure its sea defences and work with coastal communities to help them plan their futures.
- Work with our partners to make our communities even safer by initiatives that will catch offenders, reduce anti-social behaviour, and encourage alternative activities for young people.
- Seek official approval for our Core Strategy which sets out the future for our district and give our planning teams the powers to protect the environment and quality of life across the district while also meeting the urgent need for more homes and jobs.
- Support jobs and businesses with initiatives such as Felixstowe Futures and those community-led projects aimed at helping market towns, tourism and agriculture.
- Work with partners to encourage more affordable homes to meet the needs of local communities.
- Support initiatives that will assist long-term local jobs and skills, such as Felixstowe Futures, Innovation Martlesham, the Felixstowe Port expansion, and the University Campus Suffolk, while ensuring that these and any future power stations at Sizewell proceed in line with the needs of our local communities.



**Encourage residents to make their homes warmer and greener by taking advantage of subsidised home insulation opportunities.**

- Promote the range of healthy leisure opportunities on offer in our district, and fund new play and leisure facilities identified by local communities.
- Help residents increase their recycling efforts and achieve higher than 60 per cent of waste diverted away from landfill sites.



## Suffolk Coastal's Local Strategic Partnership – working for you!

The Local Strategic Partnership (LSP) involves most of the key local organisations, including Suffolk Coastal, working together to make the most of their resources so they can improve the quality of life in the district and targeting your key issues – like protecting the environment, improving the local economy, helping rural areas and improving community safety. Among this year's successes are

- The LSP teamed up with Suffolk ACRE and Community Learning and Skills Development to offer training to unemployed residents in the north of the district who want to improve their skills and job prospects.

Thanks to LSP funding 18 people were trained in leading chair based exercise sessions for older people. Weekly fitness classes are currently running in Aldeburgh, Framlingham, Friston, Kesgrave, Leiston and Woodbridge.

- The LSP-backed Suffolk Coastal Resource Network has helped local community groups and organisations gain over £350,000 of funding in the last year.
- Older and more vulnerable people were helped to take up the opportunity of having free loft insulation by the LSP-backed scheme that clears their lofts so they can have free insulation.



The third Operation Camouflage saw over 50 local youngsters taking part in a week long activity day-camp at Rock Barracks thanks to the Community Safety Partnership, the LSP, Suffolk Coastal District Council and the Army Welfare Service.

## In the coming 12 months, your LSP will continue its efforts to make a difference in the priority issues that affect our communities

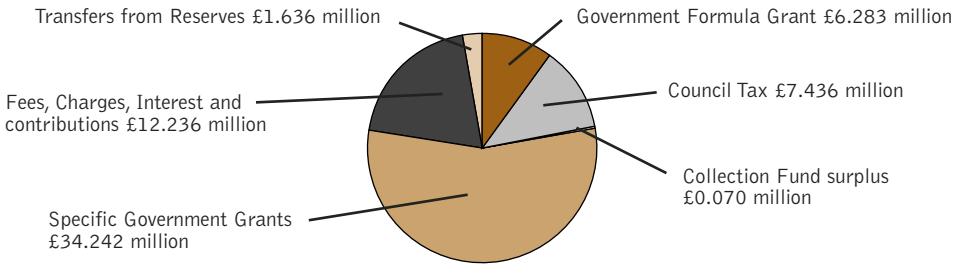
- The LSP will continue to help parish councils and others to finalise or update their own Parish Plans that set out the future needs of their local community, and also on how they put them into action.



The LSP supported Go with the Flow bus which regularly visits 15 locations, including Saxmundham, Leiston, Peasenhall, Westleton, Knodishall, Dennington, Aldeburgh and Rendlesham, will continue to offer young people something to do and also be used during the day to offer services to adults.

- Up to nine communities will be helped by the community environmental action fund and an advisor (funded with help from Groundwork East and the Environment Agency) to take steps to go greener and plan for climate change.
- The Community Safety Partnership will continue to work with the police and others to help tackle anti-social behaviour and crime, through initiatives such as the town pastors, drug training for licensees and school-based events.
- With training on offer at Lowestoft College, the skills and job prospects of local residents will be improved.
- A new youth engagement initiative will be launched to give young people a say and an involvement in the issues that affect them.

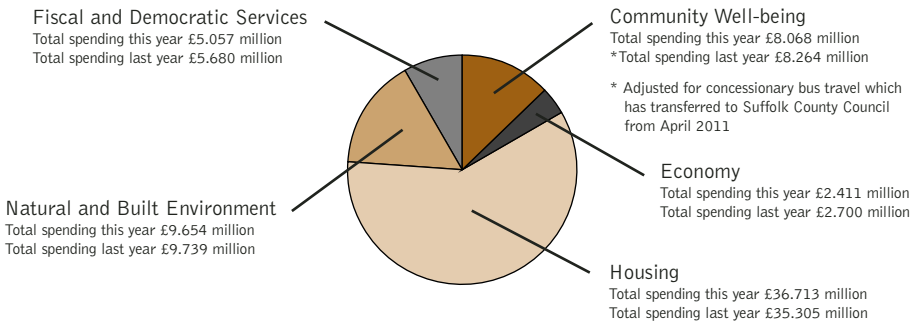
## Where the money comes from



The District Precept - the amount needed from Government Formula Grant and Council Tax to fund services is £13.789 million this year, down 12.1% from last year's £15.679 million.

## Where we spend the money

The Council matches its budget headings to its main priority themes



Over half of the Council's income and expenditure is related to running the housing benefits service, which is largely funded from national grants.

## How our spending has changed

Our total net spending in 2011/12 is set to fall by £1.890 million. This is as a result of the net effect of the items shown in the table below:

	£ (millions)
Inflation	0.447
Unavoidable growth requirements	0.163
Service savings, efficiencies and additional income	-2.114
Council Tax freeze grant	-0.186
Other savings	-0.200
<b>Total</b>	<b>-1.890</b>

## Parish and Town Councils

Parish or town council	Parish precept 2010/2011 £	Parish precept 2011/2012 £	Band D tax 2012/2012 £
Aldeburgh	170,000	200,000	108.17
Alderton	4,500	4,500	26.28
Aldringham	7,000	7,000	12.82
Badingham	8,000	8,000	36.78
Bawdsey	3,000	4,000	24.92
Bealings Great	3,500	3,700	28.97
Bealings Little	5,750	5,750	27.63
Benhall & Sternfield	6,000	7,000	24.40
Blaxhall	4,750	4,750	43.63
Blythburgh	5,750	6,180	36.83
Boulge	0	0	0
Boyton	951	982	14.04
Bramfield & Thorington	5,300	5,300	26.29
Brandeston	1,800	1,800	13.36
Bredfield	3,500	4,500	30.06
Brightwell, Foxhall & Purdis Farm	4,400	4,400	4.77
Bromeswell	4,500	4,500	29.23
Bruisyard	1,700	1,800	22.97
Bucklesham	3,795	3,909	19.02
Burgh	0	0	0
Butley, Capel St Andrew & Wantisden	2,860	2,860	24.94
Campsea Ashe	4,250	4,250	32.42
Charsfield	3,400	3,550	23.90
Chediston, Linstead Magna & Linstead Parva	2,750	2,750	17.36
Chillesford	200	200	3.57
Clopton	3,500	3,500	24.36
Cookley & Walpole	4,900	4,900	31.13
Cransford	0	0	0
Cratfield	2,000	2,000	15.45
Cretingham, Hoo & Monewden	1,800	1,800	8.84
Dallinghoo	0	0	0
Darsham	2,500	3,125	21.03
Debach	0	0	0
Dennington	5,500	5,500	23.19
Dunwich	1,000	1,000	12.43
Earl Soham	3,500	4,250	21.86
Easton	5,948	6,438	42.38

Parish or town council	Parish precept 2010/2011 £	Parish precept 2011/2012 £	Band D tax 2012/2012 £
Eyke	5,512	5,912	38.87
Felixstowe	377,170	417,300	47.91
Framlingham	104,810	111,014	87.95
Friston	6,400	6,000	31.21
Glemham Great	1,300	1,300	12.95
Glemham Little	2,900	3,100	43.40
Grundisburgh & Culpho	16,600	17,100	27.07
Hacheston	4,265	4,265	26.57
Hasketon	7,000	7,500	44.21
Hemley	0	0	0
Heveningham	1,170	1,170	19.02
Hollesley	22,000	23,000	51.37
Huntingfield	3,906	4,052	50.80
Iken	1,000	1,000	17.18
Kelsale	19,036	19,036	45.11
Kesgrave	175,000	176,500	35.87
Kettleburgh	2,800	2,700	25.34
Kirton & Falkenham	13,820	14,995	29.01
Knodishall	12,000	12,360	38.48
Leiston Cum Sizewell	192,175	197,875	110.23
Letheringham	1,000	1,000	25.49
Levington & Stratton Hall	5,500	5,500	42.75
Marlesford	500	1,000	10.90
Martlesham	99,900	99,900	45.89
Melton	50,200	52,000	30.81
Middleton	4,400	4,550	24.03
Nacton	7,000	7,000	21.89
Newbourne	2,200	2,200	20.05
Orford & Gedgrave	18,766	22,855	57.64
Otley	4,000	4,000	13.53
Parham	4,250	4,300	36.57
Peasenhall	7,000	8,000	33.12
Pettistree	2,200	2,200	25.16
Playford	3,500	3,500	33.12
Ramsholt	0	0	0
Rendham	1,900	2,100	17.28
Rendlesham	24,000	24,000	25.89
Rushmere St Andrew	91,000	91,000	36.05
Saxmundham	69,000	77,000	57.58
Saxtead	1,900	3,250	26.04
Shottisham	2,500	2,750	33.62

Parish or town council	Parish precept 2010/2011	Parish precept 2011/2012	Band D tax 2012/2012	Parish or town council	Parish precept 2010/2011	Parish precept 2011/2012	Band D tax 2012/2012
	£	£	£		£	£	£
Sibton	2,700	2,700	30.81	Tunstall	8,200	8,200	36.98
Snape	7,000	7,000	24.24	Ubbeston	200	250	5.56
Stratford St Andrew & Farnham	3,500	3,500	25.52	Ufford	16,610	16,610	45.75
Sudbourne	2,700	2,800	16.30	Walberswick	7,742	7,742	22.31
Sutton	2,835	3,770	7.99	Waldringfield	9,313	10,800	44.33
Sweffling	1,400	1,400	14.41	Wenhaston	13,000	13,250	32.86
Swilland & Winesham	10,000	10,000	25.68	Westerfield	7,000	8,500	39.26
Theberton	2,300	2,300	15.19	Westleton	11,000	11,500	39.37
Trimley St Martin	16,000	16,000	23.50	Wickham Market	20,000	20,000	25.23
Trimley St Mary	32,000	32,000	25.64	Woodbridge	247,736	261,100	81.15
Tuddenham St Martin	4,500	4,500	28.68	Yoxford	8,700	9,700	29.05

## Information on large parishes

Estimated spending for large parishes is shown below.

Spending 2010/2011	Income 2010/2011	Net spending 2010/2011	Aldeburgh Town Council	Spending 2011/2012	Income 2011/2012	Net spending 2011/2012
£	£	£		£	£	£
14,500	3,500	11,000	Recreation Grounds	13,000	4,600	8,400
22,060	15,616	6,444	Properties & Land	18,910	15,110	3,800
4,100	0	4,100	Public Toilets	4,000	0	4,000
108,973	7,017	101,956	Establishment	137,900	11,900	126,000
12,500	0	12,500	Projects	23,500	0	23,500
20,000	0	20,000	Grants & Donations	21,300	1700	19,600
14,000	0	14,000	PCSO	14,700	0	14,700
196,133	26,133	170,000	Total	233,310	33,310	200,000
<b>Council Tax</b>		<b>£92.68</b>		<b>Council Tax</b>		<b>£108.17</b>

Spending 2010/2011	Income 2010/2011	Net spending 2010/2011	Felixstowe Town Council	Spending 2011/2012	Income 2011/2012	Net spending 2011/2012
£	£	£		£	£	£
236,550	1,650	234,900	Establishment	241,350	1,680	239,670
85,050	93,350	-8,300	Cemetery	85,000	83,850	1,150
13,300	1,200	12,100	Day Centre	14,350	1,200	13,150
16,950	8,900	8,050	Allotments	17,550	9,750	7,800
15,550	0	15,550	Grants	15,550	0	15,550
132,270	17,400	114,870	Other items	155,430	15,450	139,980
499,670	122,500	377,170	Total	529,230	111,930	417,300
<b>Council Tax</b>		<b>£43.58</b>		<b>Council Tax</b>		<b>£47.91</b>

Spending 2010/2011 £	Income 2010/2011 £	Net spending 2010/2011 £	Kesgrave Town Council	Spending 2011/2012 £	Income 2011/2012 £	Net spending 2011/2012 £
102,900	1,732	101,168	Establishment	105,000	1,214	103,786
5,800	1,000	4,800	Cemetery	5,600	1,000	4,600
6,000	0	6,000	Street Lighting	6,200	0	6,200
18,390	2,750	15,640	Other Property	19,150	2,300	16,850
33,000	300	32,700	Grants	32,500	300	32,200
14,692	0	14,692	Other Items	12,864	0	12,864
180,782	5,782	175,000	Total	181,314	4,814	176,500
<b>Council Tax</b>		<b>£35.82</b>		<b>Council Tax</b>		<b>£35.57</b>

Spending 2010/2011 £	Income 2010/2011 £	Net spending 2010/2011 £	Leiston Town Council	Spending 2011/2012 £	Income 2011/2012 £	Net spending 2011/2012 £
4,150	2,350	1,800	Allotments	5,450	2,750	2,700
12,100	4,500	7,600	Community Centre	12,150	6,000	6,150
151,800	118,400	33,400	Film Theatre	159,900	131,000	28,900
75,175	1,450	73,725	Establishment	87,175	1,550	85,625
5,000	0	5,000	Recreation grounds	-	0	-
11,800	0	11,800	Dinsdale Road WC	11,800	0	11,800
5,000	0	5,000	Grants	5,000	0	5,000
14,000	0	14,000	PCSO	14,000	0	14,000
39,850	0	39,850	Other projects	43,700	0	43,700
318,875	126,700	192,175	Total	339,175	141,300	197,875
<b>Council Tax</b>		<b>£106.74</b>		<b>Council Tax</b>		<b>£110.23</b>

Spending 2010/2011 £	Income 2010/2011 £	Net spending 2010/2011 £	Woodbridge Town Council	Spending 2011/2012 £	Income 2011/2012 £	Net spending 2011/2012 £
111,070	16,830	94,240	Establishment	125,849	19,787	106,062
60,000	200	59,800	Elmhurst Park	57,300	9,210	48,090
10,250	150	10,100	Kingston Field	9,750	100	9,650
34,496	10,350	24,146	Shire Hall	32,266	12,000	20,266
650	0	650	Other areas	1,134	0	1,134
16,850	0	16,850	Grants	16,100	0	16,100
1,700	0	1,700	Partnerships	500	0	500
40,250	0	40,250	Capital/Reserve Projects	31,598	0	31,598
0	0	0	PCSO (part funded)	14,000	0	14,000
0	0	0	Public Conveniences	13,700	0	13,700
275,266	27,530	247,736	Total	302,197	41,097	261,100
<b>Council Tax</b>		<b>£76.91</b>		<b>Council Tax</b>		<b>£81.15</b>

## Getting in touch with us

Council Tax accounts	01394 444855	Benefits Fraud Line	01394 444444
Council Tax recovery	01394 444812	Business Rates	01394 444544
Benefit enquiries	01394 444838		



**Instruction to your Bank or Building Society to pay by Direct Debit**

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

Council Tax Section  
Suffolk Coastal District Council  
Melton Hill  
Woodbridge  
Suffolk IP12 1AU

**Service User Number**

6	2	4	5	8	6
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**Reference Number**

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**Name(s) of Account Holder(s)**


**Instruction to your Bank or Building Society**

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

**Bank/Building Society Account Number**

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**Branch Sort Code**

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**Name and Full Postal Address of your Bank or Building Society**

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

Signature(s)
Address:
Date:

Banks and Building Societies may not accept Direct Debit instructions for some types of account

This Guarantee should be detached and retained by the Payer

**The Direct Debit Guarantee**



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, Suffolk Coastal District Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Suffolk Coastal District Council to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Suffolk Coastal District Council or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society. – If you receive a refund you are not entitled to, you must pay it back when Suffolk Coastal District Council asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

## Message from the leader

Along with county councils across the country, we are currently experiencing some of the most challenging times in living memory.

We are reliant, for the majority of our funding, on money from central government. With the Coalition focusing on cutting our national deficit, local councils are being expected to shoulder a large share of the cuts. For Suffolk County Council, this means a need to make savings of £43 million in 2011/12.

Over the next four years, these reductions are likely to total £125 million. This is the toughest financial climate Suffolk has ever seen.

I have always said that our priority must be to protect the most vulnerable, while cutting waste and bureaucracy, and keeping council tax increases as low as possible. This is even more important now the cost of living is increasing for households across the county.

To help Suffolk residents in these challenging times, we have ensured there will be no increase in council tax.

The twin challenges of having to meet increased demand for our services, while receiving much less Government Grant means that we cannot carry on providing services in the same way we have done in the past.

In this year's budget, the majority of spending reductions have come from improved efficiency and finding new ways of providing services. In doing so, we have fought to keep cuts to frontline services to a minimum. Painful as they are, only 18% of our reductions are cuts to frontline services.

In future years, this may not be possible. That is why it is so important that we re-design our services, and, where it is more effective, look to others to deliver the service on our behalf.

We are developing our New Strategic Direction for precisely this reason. It is our plan for ensuring that we can continue to meet the needs of the most vulnerable in our communities in the new financial climate. In doing so, we hope to be able to ensure the most valuable services can continue, perhaps in a different form, but in a way that meets the needs of local communities. If we did not follow this path, I sincerely believe we would be left having to cut exactly the services that we all want to see maintained.



Jeremy Pembroke,  
Leader of Suffolk County Council

As part of our plans, we are working with local groups and organisations to enable them to deliver more services on our behalf. This will mean the council will look very different in the future, with a number of services currently provided by us being delivered through social enterprises, charities, local councils, community organisations and local businesses.

You can read more about the New Strategic Direction and our spending plans over the next few pages.



Councillor Jeremy Pembroke  
Leader of Suffolk County Council  
Email: [jeremy.pembroke@suffolk.gov.uk](mailto:jeremy.pembroke@suffolk.gov.uk)  
Endeavour House, 8 Russell Road, Ipswich, Suffolk IP1 2BX

### Suffolk's New Strategic Direction: Key facts

- It is not an option to 'do nothing'. We have to reduce costs by around 30% due to reduced government funding. The New Strategic Direction is the council's alternative to year on year cuts to frontline services.
- We will not be outsourcing all of our services to a big private sector company. Some services currently being delivered by the council will, in the future, be delivered through social enterprises, charities and community organisations based in Suffolk and employing local people. This means taxpayers money will stay in Suffolk for the good of Suffolk people.
- There is no specific timeline for the New Strategic Direction to be completed by. However, we want to see some services being delivered in different ways from April 2011. This will help to minimise the need for cuts to frontline services in the future.
- We want services which better meet local needs, rather than a 'one size fits all' approach. By reducing our involvement in delivering services we will be better placed to challenge and influence the quality of services being provided.

- We will not hand over the running of a service to others until we are satisfied that appropriate long term plans are in place.
- We are working with public sector colleagues to reduce duplication across organisations and to make services easier for customers to access.

For more information about the New Strategic Direction visit:  
[www.suffolk.gov.uk/nsd](http://www.suffolk.gov.uk/nsd)

## Our Spending Plans

Our grant from government has been reduced by £37m (before applying the council tax freeze grant of £7m). This has meant savings of £43m have been identified to compensate for this loss of grant and to provide extra money for some unavoidable cost pressures. These include:

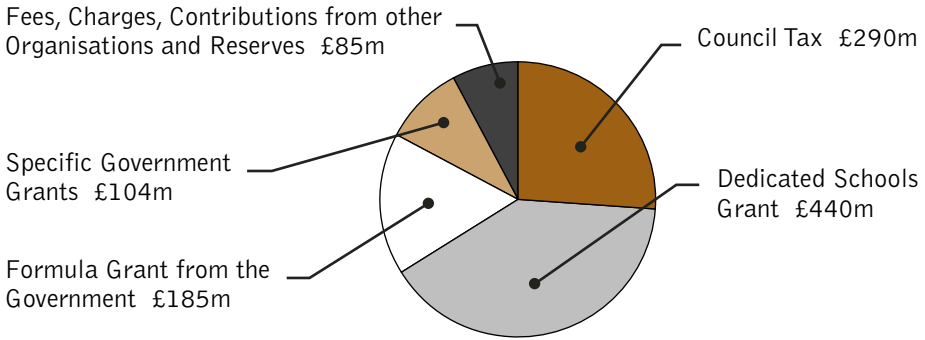
- £4.4m for inflation.
- £3.3m to help to care for the increasing number of elderly people that require our support.
- £2.1m to pay for the higher numbers of children who have complex care needs.
- £1.5m for Landfill Tax.
- £2m to pay for borrowing costs towards the capital programme.

In addition, a one off service development fund of £1.7m has been set up. This will allow time for proposals to be developed with communities and other organisations for them to take on some of our services, which otherwise would have to stop.

The council will also receive extra money from health of £8.8m to be spent on social care services. Plans are being agreed jointly with Health to ensure the funding is used in the most effective way for Suffolk residents.

We also plan to spend £121m on capital projects to improve our schools and roads. This includes £72m for school buildings which will help to deliver our priority to transform learning and skills in Suffolk. It also includes £33m to improve the county's transport and waste disposal infrastructure.

## Where the money comes from

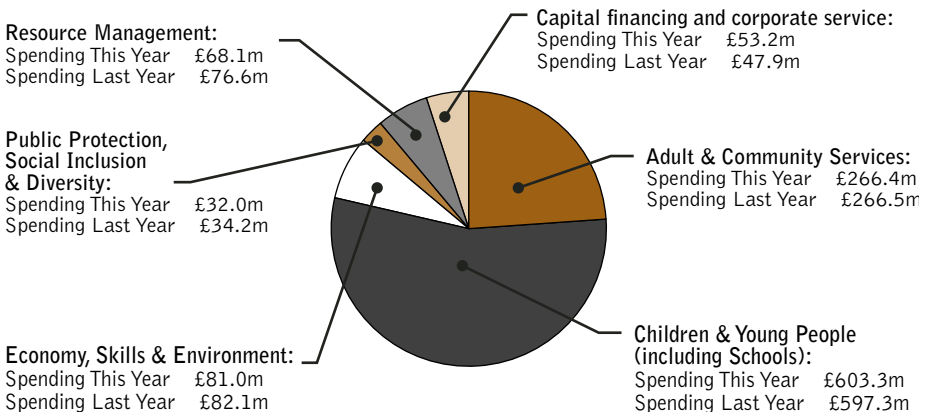


## Where we spend the money

Total Spending this year £1,104m      Total Spending last year £1,105m

This years spend figure is only £1m less than last years due to:

- Spending transferred from borough and district councils to manage concessionary fares (£8.6m).
- Government funding which the county council will be required to spend in order to deliver specific health programmes (£8.8m).
- Additional money provided by Government that will be spent in schools (£8.9m).
- Increased demand for council services and contingency (£13.2m).
- Increased cost to provide services (inflation) (£4.4m).



## Your council tax contribution helps us keep Suffolk safe.

Suffolk is one of the safest counties in the country, with low levels of crime and anti-social behaviour (ASB).

By the end of December 2010, overall crime and incidents of ASB had fallen when compared with the previous year. Cases of 'rowdy and nuisance' ASB had fallen by more than 10% and over 90% of people surveyed said they felt safe where they live.

Suffolk Constabulary is overseen by Suffolk Police Authority, which consults with local communities, sets the Constabulary's budgets and monitors its performance.

Our main funding for policing in Suffolk comes from two sources:

- ▶ A grant from the Government.
- ▶ An annual council tax paid by all householders in Suffolk.

Suffolk Police Authority has frozen its part of the council tax in recognition of the financial pressures facing Suffolk's residents.

The Authority decides how our money will be spent and identifies the priorities for policing for the coming year. Decisions on the priorities for the Constabulary are made following consultation with the public and an assessment of operational and organisational risks.

During the next three years we will work to maintain the safety of Suffolk and to achieve this we will aim to:

- ▶ Reduce levels of crime and anti-social behaviour.
- ▶ Improve the satisfaction of those that use our services and the confidence of the public in policing.
- ▶ Sustain the financial stability of Suffolk Police.

The force will be monitored by the Police Authority on how it is performing in various areas under each category. These areas are defined in part through the priorities you have told us are important. These include:

- ▶ Violence in public
- ▶ Drugs
- ▶ House burglary
- ▶ Robbery
- ▶ Speeding
- ▶ Anti-social behaviour

You tell us that ASB should be a priority for the police and extensive work has been undertaken to address this, including the introduction of dedicated, multi-agency ASB teams. These teams tackle the most complex cases of ASB and those individuals who repeatedly cause ASB issues. These teams, along with other areas of specialised work, have contributed to an overall reduction in ASB of just under 10% in 2010.

Feedback from the public indicated that the Constabulary needed to improve the way it keeps people informed, particularly those who report incidents or are victims of crime. The introduction of a Crime Investigation Bureau has significantly improved the immediate response and investigation of crime, and coupled with new procedures introduced for officers dealing with individual crimes, satisfaction levels have improved. Latest results show that 85% of victims surveyed felt that the Constabulary delivered a good or excellent service.

## Your Police Authority has invested money wisely to help cushion the blow of financial cuts.

Towards the end of last year, the Government announced its four-year spending review, revealing some of the deepest cuts in public spending in decades.

The police service is taking its fair share of the cuts, which based on current national assumptions will equate to a reduction in funding for Suffolk of 14% over the next four years.

For Suffolk, this will mean finding savings of approximately £13.5 million between now and 2015, based on our current estimates.

All forces are facing a similar challenge as levels of funding shrink.

In Suffolk, this challenge will be particularly acute as we are already the second lowest-cost police service in the country, and have a relatively small budget, which relies more on government funding than on the council taxes paid by householders.

As part of our continual drive to provide value for money for Suffolk, we have extensively restructured the organisation to deliver more than £16 million cash savings and over £13.5 million in productivity and efficiency gains over the last 10 years.

The Authority anticipated the turbulent financial times ahead – and to help cushion the impact has built up reserves by more than £3 million over the last two years.

These reserves will now be used to help meet the costs of the significant organisational changes that are needed to achieve the savings required over the next four years. This has helped to enable us to freeze our element of the council tax this year.

The Authority and the Constabulary are working hard together to draw up plans for making the savings required while maintaining focus on ensuring that local people continue to receive an efficient and effective policing service.

This will mean that the way in which policing in Suffolk is delivered will significantly change to meet the savings required and a new form of service delivery will be created, which continues to provide effective policing – but with less money and fewer people.

The Police Authority's role of monitoring the performance of the Constabulary will be vital as the policing service is re-designed to achieve these savings.



## Looking ahead – Delivering policing amidst financial pressures

We are committed to ensuring that our reduced resources are used in the most effective manner to ensure that our communities remain safe and that we have the correct staffing and skills to meet the demands placed upon us.

We are determined that visible frontline policing is not affected by the re-structure of our organisation.

The vast majority of our expenditure – over 80% - lies in paying the salaries of our officers and staff – so work has focussed on continuing to deliver policing services but with a much smaller workforce than the 2400 we have today.

To ensure that frontline policing is not affected we will primarily focus on reducing supervisory, management and non-frontline posts. Other areas that will help us make the necessary savings are:

- ▶ A recruitment freeze for police officers – and a policy of not replacing police staff posts as they become vacant.
- ▶ Continuing collaboration with Norfolk Constabulary, and other forces in the region. In particular, a programme to create a series of joint units with Norfolk Constabulary, which provide support to frontline services across both counties, will generate savings of at least £9.8 million for both forces over the next four years. The joint collaborative units will include finance, ICT, HR, Fleet Management, Estates and Procurement.
- ▶ Sharing buildings. The Authority is working closely with our local councils and other agencies to explore ways in which we can use our properties and estate more effectively. For example, it has purchased premises with Suffolk County Council, which will allow ageing properties in need of multi-million pound refurbishment to be sold. Other projects include placing Safer Neighbourhood Team officers in fire stations, council offices and schools.

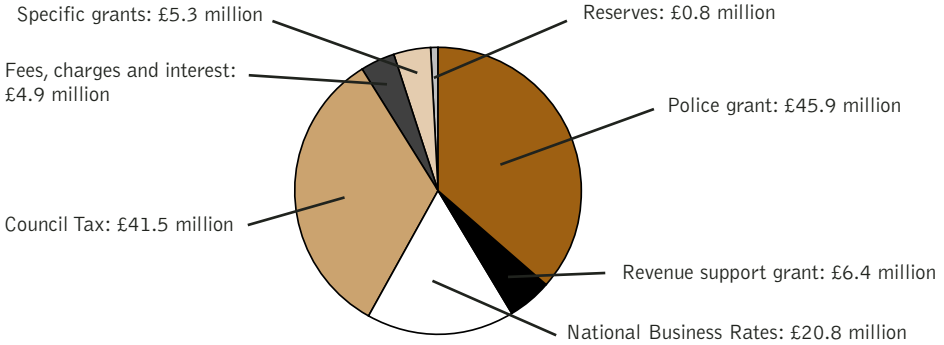
We will continue to invest in the county's 30 Safer Neighbourhood Teams (SNTs), which are based at the heart of our communities, providing visible policing and dealing with local issues and concerns on a daily basis.

For information on your local SNT, visit: [www.safersuffolk.org.uk](http://www.safersuffolk.org.uk).

Further details regarding our policing priorities and our performance can be found on our website [www.suffolkpoliceauthority.org.uk](http://www.suffolkpoliceauthority.org.uk) or by calling us on 01473 782777.

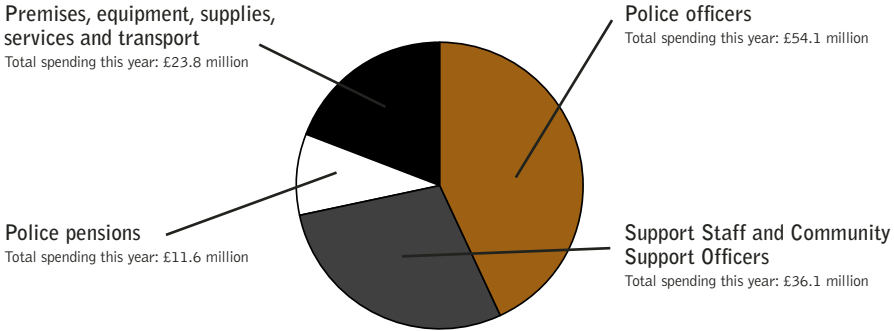


## Where the money comes from



## Where we spend the money

This represents a decrease in budgeted expenditure of 1.6% over 2010/11.



After taking into account income and the use of reserves, the net budget for 2011/12 is £114.6m

As a result, the part of the Council Tax for the Police is unchanged from 2010/11. This means the charge for a Band D property this year will again be £160.74.



## Who has to pay the Council Tax?

There is one Council Tax bill for each home whether it is owned or rented. In most cases, the person (or people) aged 18 or over nearest the top of the following list is responsible for paying the tax:

- Owner occupiers
- Leaseholders
- People who pay rent
- Residents who have a licence to occupy the property, for example, people who live in tied cottages
- Residents with no legal interest in the property
- Non-resident owners

## Council Tax banding and appeals

The amount of Council Tax you pay varies depending on the band that your property has been put into by the Valuation Office Agency (VOA). The VOA puts each property into one of eight valuation bands based on open market values at 1 April 1991.

Valuation band	Value at 1 April 1991	Proportion of band-D tax
A	Up to and including £40,000	6/9
B	£40,001 to £52,000	7/9
C	£52,001 to £68,000	8/9
D	£68,001 to £88,000	1
E	£88,001 to £120,000	11/9
F	£120,001 to £160,000	13/9
G	£160,001 to £320,000	15/9
H	More than £320,000	2

Council Tax payers may appeal to the Valuation Office against the banding of their property:

- When a property is demolished
- When physical changes in the area affect the value of the property
- When a property is converted into flats

You can appeal within six months of:

- A valuation change to your property made by the Listing Officer
- A valuation band change to a similar property to yours as a result of a Valuation Tribunal decision
- Becoming the new tax payer

Making an appeal does not mean you can withhold payment of Council Tax. If your appeal is successful, future payments will be reduced and any overpayments refunded.

## Contact

If you have any queries regarding the valuation or banding of your property, or wish to appeal, please contact:

**The Listing Officer, The Valuation Office Agency  
St Clare House, Greyfriars, Ipswich, Suffolk IP1 1LR**

Tel: 03000 506 030

Fax: 03000 506 090

Website: [www.voa.gov.uk](http://www.voa.gov.uk)

## Liability, exemptions and discounts

You can appeal against the council's decision that you are liable for Council Tax, that a property should or should not be exempt, whether a discount should or should not be allowed, or any decision taken by the council in relation to Council Tax Benefit (please refer to section on benefits for further details).

In the first instance, appeals of this nature must be made in writing to the address on your bill.

For benefit appeals, please write to the Benefits Manager at the same address.

## Is my property exempt from Council Tax?

You may be entitled to an exemption from Council Tax if your property is:

### Unoccupied

- A Empty and substantially unfurnished and undergoing major repair works or structural alterations to render the property habitable (up to 12 months only)
- B Empty and owned by a charity (exemption up to 6 months only)
- C Empty and unfurnished (exemption up to 6 months only)
- D Left empty by a person in prison or other form of detention
- E Left empty by a person permanently resident in a hospital or care home
- F Left empty where the liable person has died and the deceased's executors or personal representatives are now liable (up to 6 months after grant of Probate)
- G A property where occupation is prohibited by law
- H Empty and held for occupation by a minister of religion from which to perform his/her duties
- I Left empty by a person receiving care
- J Left empty by a person providing care
- K Left empty by a student who owns the property
- L Unoccupied and in the possession of the mortgagee
- Q Left empty by a bankrupt where the Trustee in bankruptcy is liable
- R An empty caravan pitch or boat mooring
- T An unoccupied annexe unable to be let separately

### Occupied

- M Halls of residence
- N Occupied by full-time students and non-British spouses of students
- O Occupied by the Ministry of Defence (MOD) for armed forces accommodation (e.g. forces barracks or married quarters)
- P Occupied by a member of a relevant visiting force (for example, the United States Air Force)
- S Occupied only by persons aged under 18
- U Occupied only by persons who are severely mentally impaired
- V A property which is the main residence of a person with diplomatic privilege or immunity.
- W An annexe occupied by certain dependant relatives of the resident(s) living in the main property

## Do I qualify for a discount?

The full Council Tax assumes that there are two or more adults living in a property. If only one adult lives in a property, the Council Tax is reduced by 25%. People in the following groups may not be liable for Council Tax and may not count towards the number of adults resident in a property:

- Full-time students and non-British spouses of students, student nurses, apprentices and Youth Training trainees
- Patients resident in a hospital or care home permanently
- People who are severely mentally impaired
- People who are staying in certain hostels for the homeless or night shelters
- 18 and 19 year olds who are at, or have just left school and child benefit is in payment
- Certain types of care workers, usually working for charities
- People caring for someone with a disability who is not a spouse, partner or child under 18
- Members of religious communities
- People in prison or other forms of detention
- People with diplomatic privilege or immunity
- Members and dependants of International Headquarters and Defence Organisations
- Members or dependants of visiting forces

Please remember that if your circumstances change, you must tell us within 21 days. If you do not, you may receive a fine

## Circumstances where other discounts may apply

The Council Tax bill for a furnished property that is no-one's main home is reduced by 10%. Some job related dwellings may receive a 50% discount.

## Reductions for the disabled

The Council Tax bill may be reduced for properties which have a special room set aside for the needs of a resident disabled person. An additional bathroom or kitchen required by the disabled person or sufficient floor space to allow the use of a wheelchair indoors may also qualify.

The relief is the equivalent to reducing the valuation band to the one below, and ensures that disabled people do not pay more because of a need for extra space.

The reduction includes band A dwellings.

If you think any of these may apply, please contact your local authority

## Reminders and summonses

Everyone has the right to pay their Council Tax by instalments, but you must pay regularly and on or before the instalment due date. If your payments fall behind more than twice in a year, you can lose that right.

We check accounts every month. If you do not pay an instalment when it is due, we will send you a reminder asking you to pay it within 7 days. If you do not pay after the reminder, or it is the third time that you have fallen behind with your payments, you may lose your right to pay by instalments. If this happens, you will have 7 days to pay the balance of your account (the amount outstanding for the rest of the

financial year). If you do not pay your account in full, we will send a court summons for the outstanding balance. Court costs will be added.

**If you are having problems paying your bill, tell us immediately. You might qualify for a discount, or we may be able to help by making a special payment arrangement.**

## Benefit information

Do you struggle to pay your rent or Council Tax? If you are on a low income, your council may be able to help you with Housing and/or Council Tax Benefit. Any Council Tax Benefit you are awarded will be used by the council to reduce your Council Tax bill. If you are entitled to Housing Benefit, this would be paid to you to pay your landlord towards your rent.

You could get benefit, even if you are working. However, if you have more than £16,000 in savings or investments you will not usually qualify. The benefit awarded depends on:

- The amount of Council Tax or rent you pay
- The needs of your family
- Your income
- Your savings
- Anyone else who lives with you

Even if you have claimed before and were unsuccessful, it may be worth applying again. The figures used to calculate benefit change each April, this means you may now qualify. **DON'T DELAY** – benefit can only start once you have made your application.

If you find that you do not qualify, you may be entitled to second adult rebate if there is someone other than a partner living in your home on a low income.

Any changes in your circumstances must be reported to the council. Do not rely upon any other agency to tell us.

**If you would like more information or a claim form, please contact your local authority**

## Benefit theft – Fraud prevention

Many people assume that benefit theft applies only to those who are working for 'cash in hand' whilst claiming Job Seeker's Allowance. This is not the case. All benefit theft is a crime.

Benefit theft includes deliberately not telling us:

- You are now living with a partner
- About any savings or not telling us the right amount
- Children have left home
- You have started work, or about any earnings
- You have inherited money
- You are going abroad, living abroad or have changed address

There are no exceptions. People who knowingly withhold information or deliberately fail to report a change in their circumstances are benefit thieves.

If you suspect someone of being a benefit cheat you can report it by telephoning the National Fraud Hotline on 0800 854 440 or online at:

<https://secure.dwp.gov.uk/benefitfraud>

## The NHS: Here for you

You will have heard a lot about the coming changes when GPs take over. A great deal of work is being done to make sure the changeover is as smooth as possible. In the meantime we remain focused on providing the best possible healthcare we can with the resources available. And here is how we do it:

- At the moment the NHS is broken down into two levels both sitting beneath the Government's Department of Health, which tells us what we should be doing
- The top level is the regional, strategic health authority (East of England) which works out how we go about carrying out the Government's wishes
- The second level is the primary care trust (PCT) which buys services for you
- In Suffolk there are two PCTs working for you. They are NHS Suffolk, which looks after the majority of the 700,000 people in the county and NHS Great Yarmouth and Waveney, which looks after 230,000 people in the north of the county
- We make sure the right local healthcare services are in place when things go wrong with your health and we help protect your health by planning screening services to boost your natural defences
- The two PCTs work with West Suffolk, Ipswich and James Paget hospitals, local councils, Norfolk and Waveney and Suffolk Mental Health Trusts (currently going through a process to see if they can merge into one trust) GPs, dentists, pharmacies and other partners in the public, private and voluntary sector to do the best for Suffolk people
- It is our job to make sure there are safe, high quality health services which are free. It is also important that all services provide good medical results for the amount of money spent

Last year (2009-10) NHS Suffolk (NHSS) had a budget of £861.93m and NHS Great Yarmouth and Waveney (NHSGYW) £370m, which was channelled into hospitals, doctors' surgeries, dentists and ambulances to name a few. (See p31 for more details on that).

This year (2010-11) NHSS has a budget of £905m and NHSGYW £404m to carry on buying the best services we can for you.

That said like all other services in the public sector the NHS has to make management savings, so that money can be ploughed back into frontline services, such as doctors and nurses.

While the NHS undergoes great change the quality of the services to you should not diminish as we aim to do the very best for Suffolk people.

**NHS Suffolk** still wants to:

- Improve the overall experience of healthcare services for everyone in Suffolk
- Make sure health services are the same for everyone no matter where they live
- Work with other organisations if it helps improve health services for you

And **NHS Great Yarmouth and Waveney** pledges:

- To improve the health of the community by early identification of risk factors and better management of disease
- To improve access, choice and the way people can personalise their health
- Make every patient's experience the most important part of healthcare
- Work in close partnership with local government, hospitals and community groups

## The NHS and you

A new future is emerging for the NHS and at the heart of it is the patient. Already patient views are taken very seriously within the NHS and with the changes ahead you will have an even greater voice in shaping healthcare for the county. We want to hear about your experiences when you need to use the NHS. It is this which helps us create the best services we can. For some of you that will mean writing to us, emailing us, or picking up the phone. For others who want to have greater involvement there are forums and groups.

## NHS Suffolk and you

In NHS Suffolk we have the **Suffolk Health Forum (SHF)** and **Community Reference Group (CRG)**: they are our eyes and ears, making comments on all that we do from reading documents to telling us how services could work better for you.

Suffolk high school pupils will once again be sending out their own messages about smoking when they produce short films for the **NHS Suffolk Stop Smoking Oscars**. By hearing the views of teenagers it helps us come up with better ways to help prevent them from smoking in the first place.

Sometimes it is not easy for members of the community to come to us to talk, so we try to come to you with our annual **Community Conversations**. The aim here is to bring a number of doctors, nurses, and healthcare workers to your community so you can ask questions to the experts directly, and tell us how we could do better.

## NHS Great Yarmouth and Waveney and you

GYW is a member of the **Waveney Community Cohesion Partnership** which promotes community togetherness in Waveney to ensure services are sensitive and responsive to all members of the community. Members of the community such as young people, Gypsies and Travellers, homeless, and disabled people all have a voice at the partnership.

NHS Great Yarmouth and Waveney works closely with the **Waveney Disability Forum** to identify and help resolve local health issues for people with disabilities. The Forum creates an opportunity for people with disabilities and disability organisations to come together to consult directly with Waveney District Council. Issues include services and facilities which affect people with disabilities.

Older people are heard on the panel called the **Voice Project**, which is an independent panel across the whole of Suffolk. The project aims to consult, involve and influence. Surveys are run on a quarterly basis to ask people how they feel about their community and if they are happy in their home as well as other areas such as end of life care and pets. The information is then fed back to key organisations.

Age UK leads the organisation, but funding is also provided by NHS Great Yarmouth and Waveney and NHS Suffolk.

NHS information has been included this year to tell you more about services in Suffolk and to share the cost of producing this leaflet - our services to you are not funded by your Council Tax.

## NHS Services

### Dentists

There is an NHS dentist for everyone and it is not as expensive as you may think with an initial examination, X-ray, scale and polish just £16.50. Treatment is free for anyone 18 or under and exemptions apply for people on certain benefits. If in Suffolk find your nearest NHS dentist by calling PALS on 0800 389 6819 or use our online dentist locator at [www.suffolk.nhs.uk](http://www.suffolk.nhs.uk), or for Waveney patients call 01502 719501 or visit [www.gywpct.nhs.uk](http://www.gywpct.nhs.uk)

### Health trainers

Established in certain surgeries across Suffolk and the whole Waveney area, people can have up to six sessions with a health trainer during which time they will receive help and advice on healthy eating, increasing physical exercise, stopping smoking and reducing alcohol consumption. Call your surgery to find out more or if you live in Waveney ring 01493 656372 or email [healthtrainers@communityconnections.org.uk](mailto:healthtrainers@communityconnections.org.uk)

### Smoking

Friendly advisors are on hand to give you information about all the latest methods of quitting and to help you through what can be a difficult time. You are up to four times more likely to quit successfully with help than going it alone. So, if you want to stop smoking call 0800 085 6037 or visit [www.suffolkstopsmokingservice.co.uk](http://www.suffolkstopsmokingservice.co.uk). If you live in Waveney ring 0800 652 3477 or text QUIT to 65000.

### Pals

The Patient Advice and Liaison Service (PALS) is a free and confidential information service for people in Suffolk. PALS can:

- Provide details of your nearest GP, dentist, optician and pharmacist
  - Tell you the best place to get advice on healthy living – stopping smoking, health eating, drugs and alcohol
  - Help resolve any problems or concerns you have about NHS services in the county
- Call 0800 389 6819 or email [pals@suffolkpct.nhs.uk](mailto:pals@suffolkpct.nhs.uk) if you live in Suffolk, or for people living in Waveney call 01502 719501 or email [gywpct.PALS@nhs.net](mailto:gywpct.PALS@nhs.net)

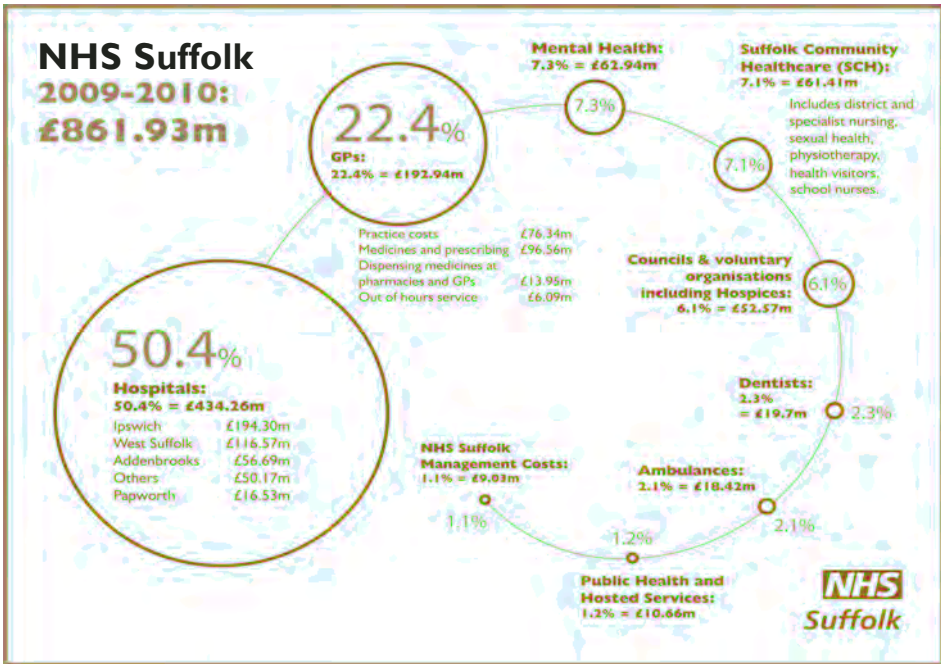
### Sexual health

If you need help with a sexual matter we can help you. Our clinics across Suffolk can provide free, confidential and non-judgemental advice including preparation for pregnancy, unplanned pregnancy, sexually transmitted diseases, sexual health and sexual difficulties. Also, our clinics can provide free supplies of contraceptives and advice on their use. For more information call PALS (Patient Advice and Liaison Service) on 0800 389 6819, or 01502 719501 if you live in Waveney.

### Out-of-hours

If you have a medical condition that cannot be treated at home - unless your condition is life threatening - the first course of action should always be to call your GP surgery. Outside normal surgery hours you will be put through to the out-of-hours service or asked to call the service directly on 0300 130 3066 or if in Waveney ring 0844 736 9530. For urgent dental requirements, when your usual dental practice is closed, call 0300 130 3065 or 0844 736 9530 if in Waveney.

## How we spend your money



## NHS Great Yarmouth and Waveney

- £168.12m on general and acute medicine, including all services provided by James Paget University Hospitals
- £38.22m on community services such as physiotherapists and speech and language therapists
- £90.08m on primary care services including 27 GP practices, 48 pharmacies and 38 opticians
- £33.20m on mental health
- £12.28m on learning difficulties – including staff who work with children and adults
- £5.52m on maternity services
- £4.08m on A&E services at James Paget University Hospital and the minor injuries units at Patrick Stead Hospital in Halesworth and Beccles Hospital

Please note figures here are for 2009-10 as figures for 2010-11 had not been finalised at time of writing.



# Don't miss out on help to cut your bills

If you are on a low income you could get help to pay your Council Tax or your rent. For full details about Council Tax and Housing Benefits visit [www.suffolkcoastal.gov.uk/yourhome/benefits/](http://www.suffolkcoastal.gov.uk/yourhome/benefits/) and apply online or find out what you are entitled to.

- For example, the costs of any childcare\* you have can be taken into account

(\* up to a maximum of £300 a week for two children, or £175 for one child)

- And you could get your Council Tax reduced by between 7.5% and 25% if you have another adult<sup>^</sup> living in your home

(<sup>^</sup> who is not your partner, does not pay you rent, receives Income Support, Jobseeker's Allowance, or Pension Credit, or has a gross weekly income of less than £227.99)



Suffolk Coastal ... where quality of life counts

For helpful advice, call the Suffolk Coastal benefits team on 01394 444838, or visit them at the Council's Melton Hill offices or at 93 Undercliffe Road, Felixstowe - phone or see website for opening times.