Working for you in Pendle 2019/20

If you would like this information in a way which is better for you, please telephone us.

This leaflet forms part of your demand notice.
Working for you in Pendle

Introduction

Public services working in partnership
This booklet explains how we, Pendle Council, plan to spend and provide services during 2019/20. For the coming year the net cost of our services in Pendle is £11.7m. Details of how to obtain information on the figures for Lancashire County Council, Lancashire Combined Fire Authority and the Police and Crime Commissioner for Lancashire are provided on page 7 of this leaflet.

Pendle’s share of the Council Tax
Our share of the Council Tax for 2019/20 is £265.34. This represents an increase of £7.70 or 2.99% on the previous year. This is the fourth time we’ve increased our share of Council Tax since 2008/9. The increase represents the maximum that the Council is permitted to increase Council Tax by the Government without holding a referendum.

Save time, do it online

Did you know you can manage your council tax account online?

• Tell us of a change in your circumstances such as a new address or a change of name
• Make a payment
• Check your account balance
• Switch to e-billing
• Sign up to pay by Direct Debit
• Apply for a single person discount

www.pendle.gov.uk/counciltaxonline

You can also apply for housing benefit or council tax support online.

And if you do it online you’ll receive your money faster because we can process online applications quicker than other ways of applying.

www.pendle.gov.uk/benefitsonline

Do it online

There are more than 100 things you can do on our website from requesting services such as a bulky household waste collection to reporting problem dogs.

www.pendle.gov.uk/doitonline

For more information about the services you pay for go to our website –

www.pendle.gov.uk

Our vision

We are committed to working with our partners to ensure that:

“Pendle is a place where quality of life continues to improve and where people respect one another and their neighbourhoods. We want Pendle to be a place where everyone aspires to reach their full potential. We want to be recognised locally, regionally and nationally as a great area to live, learn, work, play and visit.”

Our strategic objectives

In order to achieve this vision the Council has a Strategic Plan which is organised around the following four strategic objectives:

■ Working with partners, the community and volunteers to sustain services of good value (Strong Services)

Through effective partnership working we will ensure that we procure and provide good value services that meet the needs of residents, visitors, and businesses. We will prioritise resources accordingly and operate decision-making structures that are open, transparent and accountable.

■ Helping to create and sustain jobs with strong economic and housing growth (Strong Economy)

We will work with our public sector and private sector partners to generate jobs and economic and housing growth in Pendle in a way that secures its long-term economic, environmental and social wellbeing.

■ Helping to create and sustain resilient communities (Strong Communities)

We will acknowledge and build upon the borough’s diversity, demonstrating our community leadership role by working with and empowering our partners and local people to provide clean, healthy, safe and cohesive communities. We will endeavour to maintain the quality of our environment through effective and efficient services, education, community and voluntary involvement, partnership working and enforcement.

■ Maintaining a sustainable, resilient and efficient organisation which is Digital by Default (Strong Organisation)

We will ensure that, as an organisation, we are suitably placed to deliver the priorities identified for Pendle and its residents. To do this we will employ the right people with the right skills in the right job. We will maintain robust financial processes, standards and systems optimising the technology and resources we have available to us, making us more efficient and effective in our service delivery and becoming Digital by Default.

Our priorities

Everyone working at Pendle Council is constantly trying to improve what we do to improve the quality of life for Pendle people. Our community is at the heart of everything we do. Included in our top priorities are:

■ Working with partners and the community to provide sustainable, good value for money services at a lower cost base whilst striving to maintain customer satisfaction.

■ Working with partners, which includes the Lancashire Enterprise Partnership (LEP), to help create sustainable, accessible jobs so that businesses locate, grow and stay in Pendle and to provide business support and facilitate skills improvement.

■ Enabling housing provision that meets local needs and aspirations in terms of quantity, quality, accessibility and affordability.

■ Working with partners to empower communities to become more self sufficient whilst safeguarding vulnerable people.

■ Maximise the potential of our workforce and be recognised as a leading employer.

■ Change the way we deliver services so that they meet changing customer demands in an efficient way and make the best use of our assets and technology, becoming Digital by Default.

Throughout 2019/20 we will work hard on all these areas and more, to improve people’s satisfaction with Pendle as a place to live, work, do business and visit. Your Council Tax helps us to achieve this.
Our net budget of £11.6 million, which is 14% of your council tax bill (excluding Parishes), provides a range of services that are meeting the needs of everyone in the community. Below are just some examples of how we will be spending your money.

### Quality services for you in Pendle

**Street cleaning**  
**Cost of service £1.098m**
- 700km of roads are cleaned during the year
- 2,827 tonnes of waste collected from the side of roads, back streets and public open space during the year
- 2,350 litter bins and dog bins are emptied each week

**Waste collection and recycling**  
**Cost of service £2.006m**
- 32,778 tonnes of waste collected (2017/18)
- 10,241 tonnes of waste recycled/composted (2017/18)

**Planning and development**  
**Cost of service £0.444m**
- 420 planning applications processed

**Benefits service**  
**Cost of service £0.878m**
- Claimants per year:  
  - Housing Benefit 5,327
  - Council Tax Support 7,678
- £28.9 million paid in benefits

**Housing services**  
**Cost of service £0.673m**
- This cost relates to private sector housing and homelessness including work on empty properties and the provision of a Women’s Refuge.
- The Council transferred its own housing stock to Housing Pendle in October 2006.

**Economic Development**  
**Cost of service £0.321m**
- This cost relates to supporting businesses to become established and grow.

**Green Spaces (Outdoor Recreation, Parks and Nature Reserves)**  
**Cost of service £1.325m**
- This service covers a wide range of facilities including:
  - 7 parks
  - 7 sports fields (football, rugby, cricket)
  - 1 off-road cycle track and Pump Track
  - 8 bowling greens
  - 13 tennis courts
  - 17 children and youth play facilities including play areas, multi-use games areas, skate parks and outdoor gym equipment
  - 6 cemeteries and 1 woodland burial area
  - 4 local nature reserves and 1 local area of natural importance
  - Numerous green open spaces used for casual recreation purposes.

**Indoor recreation**  
**Cost of service £1.266m**
- Indoor recreation is operated by the Council’s partner Pendle Leisure Trust Ltd. In addition to the three major leisure centres there are other facilities and services which include the Inside Spa, a golf course, an athletics ground, the ACE Centre, the Municipal Hall and an entertainments programme. The Trust also has a development team which provides services that include healthy lifestyles and sports development.

In 2017/18 there were 804,285 admissions to the leisure facilities including 136,109 admissions to the ACE Centre, Municipal Hall and entertainments programme with approximately 100,000 people accessing the development team’s services.

**Elections**

The present composition of the Council is 25 Conservative, 15 Labour and 9 Liberal Democrat. To vote you must be on the electoral register. You can register online at [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote). You will need to provide your date of birth and National Insurance number. Alternatively you can contact the Elections Office on 01254 661919/661662.

**Environment Agency – Flood defence**

Details of levies raised for the Yorkshire region can be obtained from the enquiry address on page two.
Pendle Council’s net budget for 2019/20 of £11.664m represents a reduction of £0.533m or 4.4% on the previous year. Details of spending are shown in the table below.

<table>
<thead>
<tr>
<th>Description</th>
<th>2018/19 Gross spending</th>
<th>2019/20 Gross spending</th>
<th>Amount per person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central services to the public</td>
<td>5,366</td>
<td>6,951</td>
<td></td>
</tr>
<tr>
<td>Cultural and related services</td>
<td>3,658</td>
<td>4,794</td>
<td></td>
</tr>
<tr>
<td>Environmental services</td>
<td>3,376</td>
<td>3,685</td>
<td></td>
</tr>
<tr>
<td>Refuse collection</td>
<td>3,095</td>
<td>3,243</td>
<td></td>
</tr>
<tr>
<td>Planning and economic development</td>
<td>2,991</td>
<td>2,877</td>
<td></td>
</tr>
<tr>
<td>Highways, roads and transport services</td>
<td>501</td>
<td>578</td>
<td></td>
</tr>
<tr>
<td>Housing General Fund</td>
<td>25,048</td>
<td>24,137</td>
<td></td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td><strong>44,035</strong></td>
<td><strong>46,265</strong></td>
<td><strong>£128.61</strong></td>
</tr>
<tr>
<td>Less: Income</td>
<td>(29,601)</td>
<td>(31,651)</td>
<td></td>
</tr>
<tr>
<td>Add: Contribution to Capital Programme</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Less: Contributions from internal funds (reserves)</td>
<td>(1,292)</td>
<td>(1,243)</td>
<td></td>
</tr>
<tr>
<td>Add: Transfer of Retained Levy (Business Rates)</td>
<td>40</td>
<td>80</td>
<td></td>
</tr>
<tr>
<td>Less: Business Rates Reimbursement Grant</td>
<td>(985)</td>
<td>(1,787)</td>
<td></td>
</tr>
<tr>
<td><strong>Total for Pendle Borough Council</strong></td>
<td><strong>12,197</strong></td>
<td><strong>11,664</strong></td>
<td><strong>£150.29</strong></td>
</tr>
<tr>
<td>Add: Parish / Town Council precepts</td>
<td>1,774</td>
<td>1,967</td>
<td><strong>£21.69</strong></td>
</tr>
<tr>
<td><strong>Total Budget</strong></td>
<td><strong>13,971</strong></td>
<td><strong>13,631</strong></td>
<td><strong>£150.29</strong></td>
</tr>
<tr>
<td>Funded by:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revenue Support Grant</td>
<td>(1,707)</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Net Collection Fund Surplus (-) or Deficit (+)</td>
<td>(589)</td>
<td>(775)</td>
<td><strong>-£8.55</strong></td>
</tr>
<tr>
<td>Net income from Business Rates</td>
<td>(3,805)</td>
<td>(4,505)</td>
<td><strong>-£49.67</strong></td>
</tr>
<tr>
<td><strong>Council Tax Requirement</strong></td>
<td><strong>7,870</strong></td>
<td><strong>8,351</strong></td>
<td><strong>£92.08</strong></td>
</tr>
</tbody>
</table>

The 2019/20 Council Tax Requirement for Pendle Borough Council (excluding Parishes) is £6.384 million (2018/19 £6.096m)

Pendle Council

You pay your Council Tax to Pendle Council. For 2019/20 the Council has agreed a Council Tax for band D properties of £265.34. This is an increase of £7.70 or 2.99% from 2018/19. In addition, some Parish and Town Councils in the borough have made charges (‘precepts’) for their own expenses. Details of these charges and the Council Tax payable for borough, Parish and Town Council purposes for different bands are set out on pages 10 and 11.

Percentage changes in Council Tax from one year to the next are shown on your Demand Notice (Council Tax Bill) to one decimal place. For example, an increase of 2.99% will be shown on your bill as 3.0%.

Lancashire County Council

Lancashire County Council’s spending plans for 2019/20 require a Council Tax at band D of £1,346.59. This is an increase of 3.99% when compared with 2018/19. More information on the County Council’s budget and council tax can be found online at www.lancashire.gov.uk.

The Council Tax increase of 3.99% approved by the County Council includes a general increase of 2.99% and a 1% increase for Adult Social Care. The adult social care precept was first introduced in 2018/19. More information can be obtained from the Police and Crime Commissioner’s website at www.lancashire-pcc.gov.uk/our-money/budgets.

The offer is the option of an adult social care authority being able to charge an additional “precept” on its council tax for financial years from the financial year beginning in 2016 without holding a referendum, to assist the authority in meeting expenditure on adult social care. Subject to the annual approval of the House of Commons, the Secretary of State intends to offer the option of charging this “precept” at an appropriate level in each financial year up to and including the financial year 2019/20.

For adult social care authorities, the council tax demand notices show two percentage changes: one for the part of the overall change attributable to the adult social care precept, and one for the part attributable to general expenditure.

Police and Crime Commissioner for Lancashire

The Police and Crime Commissioner’s spending plans for 2019/20 will require a Council Tax at band D of £201.45. This is an increase of 13.52% when compared with 2018/19. More information can be obtained from the Police and Crime Commissioner’s website at www.lancashire-pcc.gov.uk/our-money/budgets.

Lancashire Combined Fire Authority

The fire authority’s spending plans for 2019/20 will require a Council Tax at band D of £69.48. This is an increase of 2.99% when compared with 2018/19. More information can be obtained from the Fire and Rescue Service’s website at www.lancsfirerescue.org.uk/about-us/how-we-are-funded.

The total Council Tax for 2019/20 for borough, county, police and fire purposes at band D will be £1,882.86. This is an increase of 4.75% over 2018/19. The figure will vary where a Parish or Town Council has levied a precept.
**Applying for Housing Benefit or Council Tax Support?**

It’s quicker to do it online!

- Receive your money faster
- Submit your evidence
- Change your circumstances

**Benefits online: Secure, fast, free**

www.pendle.gov.uk/benefitsonline

**Save time – do it online**

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**Data Protection**

As an organisation, we need information about you to provide you with value for money and an efficient and effective service. Data Protection laws require us to:

- tell you what information we collect
- tell you what we do with it
- tell you who we share it with

We also have to make sure we:

- only collect the information we need
- make sure the information is accurate
- look after it until we dispose of it correctly

We use your information internally to collect Council Tax and manage Benefits. We also use it to help you access services and to improve our efficiency. We may also compare your information with other data we have. For example, we may compare single person discount records with the electoral register to check for discrepancies.

Sometimes, under carefully controlled conditions, we share your information with other organisations. We might do this, for example, to prevent or detect fraud or to collect unpaid taxes. The National Fraud Initiative (NFI) data-matching exercise is an example of this, where Council Tax and Benefits data is shared with the Cabinet Office to be matched between systems and authorities.

We will always take care of your personal data and only disclose it in accordance with the Data Protection laws.

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**Get Connected**

Sign- up to our e-news and keep up-to-date on the things that matter to you. This means you don’t need to check our website or phone us to find out the latest information. Instead it will be delivered to your inbox!

www.pendle.gov.uk/getconnected

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**If you need to contact us about your council tax bill, it’s quicker and easier to manage your council tax account online.**

And it’s even easier to use on your mobile, tablet and computer. You can:

- switch to Direct Debit and e-billing
- check how much you owe
- make payments
- tell us of a change in your circumstances
- apply for discounts

www.pendle.gov.uk/counciltaxonline

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**Town and Parish Councils.**

For information on the budgets and spending plans of your local town or parish council please contact the relevant Clerk. Contact details for each Clerk are available here.
<table>
<thead>
<tr>
<th>Levying Authorities</th>
<th>A up to £40,000</th>
<th>B £40,001 to £60,000</th>
<th>C £60,001 to £80,000</th>
<th>D £80,001 to £100,000</th>
<th>E £100,001 to £120,000</th>
<th>F £120,001 to £160,000</th>
<th>G £160,001 to £200,000</th>
<th>H over £200,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lancashire County Council - General</td>
<td>833.93</td>
<td>972.92</td>
<td>1,111.90</td>
<td>1,250.89</td>
<td>1,528.86</td>
<td>1,806.84</td>
<td>2,084.82</td>
<td>2,501.78</td>
</tr>
<tr>
<td>Lancashire County Council - Adult Social Care</td>
<td>63.80</td>
<td>74.43</td>
<td>85.07</td>
<td>95.70</td>
<td>116.97</td>
<td>138.23</td>
<td>159.50</td>
<td>191.40</td>
</tr>
<tr>
<td>Total for Lancashire County Council</td>
<td>897.73</td>
<td>1,047.35</td>
<td>1,196.97</td>
<td>1,346.59</td>
<td>1,645.83</td>
<td>1,945.07</td>
<td>2,244.32</td>
<td>2,693.18</td>
</tr>
<tr>
<td>Pendle Borough Council</td>
<td>176.89</td>
<td>206.38</td>
<td>235.86</td>
<td>265.34</td>
<td>324.30</td>
<td>383.27</td>
<td>442.23</td>
<td>530.68</td>
</tr>
<tr>
<td>Police and Crime Commissioner for Lancashire</td>
<td>134.30</td>
<td>156.68</td>
<td>179.07</td>
<td>201.45</td>
<td>246.22</td>
<td>290.98</td>
<td>335.75</td>
<td>402.90</td>
</tr>
<tr>
<td>Lancashire Combined Fire Authority</td>
<td>46.32</td>
<td>54.04</td>
<td>61.76</td>
<td>69.48</td>
<td>84.92</td>
<td>100.36</td>
<td>115.80</td>
<td>138.96</td>
</tr>
<tr>
<td><strong>Total (non-parished areas)</strong></td>
<td><strong>1,255.24</strong></td>
<td><strong>1,464.45</strong></td>
<td><strong>1,673.66</strong></td>
<td><strong>1,882.86</strong></td>
<td><strong>2,301.27</strong></td>
<td><strong>2,719.68</strong></td>
<td><strong>3,138.10</strong></td>
<td><strong>3,765.72</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Parish and Town Councils</th>
<th>Parish precept 2018/19 £</th>
<th>Parish precept 2019/20 £</th>
<th>Tax base 2019/20 £</th>
<th>Band D Parish tax £</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barnoldswick</td>
<td>1,312.41</td>
<td>1,531.14</td>
<td>1,749.88</td>
<td>1,968.61</td>
</tr>
<tr>
<td>Barrowford</td>
<td>1,306.64</td>
<td>1,524.40</td>
<td>1,742.18</td>
<td>1,959.95</td>
</tr>
<tr>
<td>Blacko</td>
<td>1,275.62</td>
<td>1,488.21</td>
<td>1,700.82</td>
<td>1,913.42</td>
</tr>
<tr>
<td>Brierfield</td>
<td>1,304.32</td>
<td>1,521.71</td>
<td>1,739.10</td>
<td>1,956.48</td>
</tr>
<tr>
<td>Colne</td>
<td>1,340.24</td>
<td>1,563.60</td>
<td>1,786.98</td>
<td>2,010.35</td>
</tr>
<tr>
<td>Earby</td>
<td>1,333.50</td>
<td>1,555.74</td>
<td>1,778.00</td>
<td>2,000.24</td>
</tr>
<tr>
<td>Foulridge</td>
<td>1,280.34</td>
<td>1,493.73</td>
<td>1,707.12</td>
<td>1,920.51</td>
</tr>
<tr>
<td>Goldshaw Booth</td>
<td>1,294.26</td>
<td>1,509.96</td>
<td>1,725.68</td>
<td>1,941.38</td>
</tr>
<tr>
<td>Highham with West Close Booth</td>
<td>1,284.46</td>
<td>1,498.54</td>
<td>1,712.62</td>
<td>1,926.69</td>
</tr>
<tr>
<td>Kelbrook and Sough</td>
<td>1,284.40</td>
<td>1,498.47</td>
<td>1,712.54</td>
<td>1,926.60</td>
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<tr>
<td>Laneshawbridge</td>
<td>1,301.53</td>
<td>1,518.45</td>
<td>1,735.37</td>
<td>1,952.29</td>
</tr>
<tr>
<td>Nelson</td>
<td>1,306.50</td>
<td>1,524.25</td>
<td>1,742.00</td>
<td>1,959.75</td>
</tr>
<tr>
<td>Old Laund Booth</td>
<td>1,270.54</td>
<td>1,482.30</td>
<td>1,694.06</td>
<td>1,905.81</td>
</tr>
<tr>
<td>Reedley Hallows</td>
<td>1,266.04</td>
<td>1,477.04</td>
<td>1,688.05</td>
<td>1,899.05</td>
</tr>
<tr>
<td>Roughlee Booth</td>
<td>1,286.66</td>
<td>1,501.09</td>
<td>1,715.54</td>
<td>1,929.98</td>
</tr>
<tr>
<td>Salterforth</td>
<td>1,292.27</td>
<td>1,507.64</td>
<td>1,723.03</td>
<td>1,938.40</td>
</tr>
<tr>
<td>Trawden Forest</td>
<td>1,294.46</td>
<td>1,510.20</td>
<td>1,725.95</td>
<td>1,941.69</td>
</tr>
</tbody>
</table>

PBC amend £265.35 to £265.34 and therefore total £1,882.87 to £1,882.86
Why pay by Direct Debit?

Direct Debit is the simplest and safest way to pay your council tax or business rates. It’s flexible which means you have a choice of payment dates.

Only with Direct Debit do you have a guarantee of an immediate refund in the unlikely event of an error occurring.

Thank you to everyone who already pays this way. Direct Debit helps us to keep costs down and the savings go towards improving our services.

You can switch to pay your business rates or council tax by Direct Debit online – www.pendle.gov.uk/doitonline

The Direct Debit Guarantee

The Direct Debit Guarantee is offered by all banks and building societies which accept instructions to pay Direct Debits.

If there are any changes to the amount, date or frequency of your Direct Debit, Pendle Council will notify you within 14 working days in advance of your account being debited or as otherwise agreed. If you request Pendle 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 with your Direct Debit by Pendle Council or your bank or building society you are entitled to a full and immediate refund. If you receive a refund you’re not entitled to, you must pay it back when Pendle Council asks you to.

You can cancel a Direct Debit at any time by contacting your bank or building society. Please also notify us.

Do it your way

Pay your Council bills at a time and place which suits you.

Online – www.pendle.gov.uk/doitonline
Direct Debit – www.pendle.gov.uk/counciltaxonline

24 hour automated payment line – 0845 372 3334

PayPoint or Post Office (using cash or a debit/credit card)

www.pendle.gov.uk/waystopay