

Working for **you** in Pendle

2023/24

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This leaflet forms part of your demand notice.

Introduction

Public services working in partnership

This booklet explains how we, Pendle Borough Council, plan to spend and provide services during 2023/24. For the coming year, the net cost of our services in Pendle is £15.6m. Details of how to find information on the figures for Lancashire County Council, Lancashire Combined Fire Authority and the Police and Crime Commissioner for Lancashire are provided on page 6 of this booklet.

Our share of the Council Tax for 2023/24 is £289.92. This represents an increase of £8.42 or 2.99% on the previous year. The increase represents the maximum that we are permitted to increase Council Tax by the Government without holding a referendum.

Save time, 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

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

For more information about the services you pay for www.pendle.gov.uk



Our net budget of £15.6m 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.

Street cleaning

Cost of service £1.069m

- 700km of roads are cleaned during the year
- 2,853 tonnes of waste collected from the side of roads, back streets and public open space during the year
- 2,216 litter bins and dog bins are emptied each week

Waste collection and recycling

Cost of service £2.418m

- 35,146 tonnes of waste collected
- 10,543 tonnes of waste sent for recycling

Latest performance indicators:

30% household waste sent for recycling, reuse and composting

Planning and development

Cost of service £0.511m

- 796 planning applications processed

Latest performance indicators:

73.13% of planning applications dealt with within the statutory period.

Benefits service

Cost of service £0.954m

- Claimants per year: Housing Benefit 3,484 (December 2022)
Council Tax Support 7,651 (December 2022)
- £19.98m paid in benefits

Latest performance indicators:

9.04 days to process new claims
2.79 days to process changes in circumstances
We process on average 3,200 new claims and 45,200 changes in circumstances per year.

Housing services

Cost of service £0.863m

- This cost relates to private sector housing and homelessness including work on empty properties.

Latest performance indicators

126 people supported to prevent homelessness (Apr-Dec 2022)

Don't put plastic bags in your recycling bins

 **recycle it right**



Green Spaces

(Outdoor Recreation, Parks and Nature Reserves)

Cost of service £1.022m

This service covers a wide range of facilities including:

- 10 parks
- 10 sports fields (football, rugby, cricket)
- 1 off-road cycle track and Pump Track
- 7 bowling greens
- 9 tennis courts
- 17 PBC owned children and youth play facilities including play areas, multi-use games areas, skate parks and outdoor gym equipment and 63 to inspect
- 6 cemeteries, 1 woodland burial area and 9 closed churchyards
- 4 local nature reserves and 1 local area of natural importance
- Numerous green open spaces used for casual recreation purposes and maintenance of green spaces for town and parish councils.

Leisure Facilities and Services

Cost of service £2.107m

Leisure and indoor recreation in Pendle is operated by our partner Pendle Leisure Trust Ltd. In addition to the three major leisure centres there are other facilities and services which include Inside Spa, a golf course, an athletics ground, the Muni Theatre and an entertainment programme. The Trust also has a development team which provides services that include healthy lifestyles, sports and arts development.

Annually there are around 620,000 admissions to the leisure facilities including 40,000 admissions to the Muni Theatre in Colne and approximately an additional 70,000 people accessing the development team's services and activities.

For more information, Pendle Leisure Trust's achievements can be found **here**.

The facilities and services delivered by Pendle Leisure Trust now play a vital role in the health and wellbeing of the local community now and in the future.

The Council and Elections

The present composition of the Council is 17 Conservative, 10 Labour and 5 Liberal Democrat and 1 Independent.

To vote you must be on the electoral register. You can register online at **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 **01282 661919/661662**.

The Borough of Pendle
The Electoral Commission

You now need photo ID to vote at a polling station

Find out more at www.pendle.gov.uk/VoterID
No ID? You can apply for free voter ID

Pendle Borough Council's net budget for 2023/24 is £15.6m.
Details of spending are shown in the table below.

	2022/23 Gross spending £000	2023/24 Gross spending £000
Central services to the public	7,443	7,765
Cultural and related services	3,538	5,674
Environmental services	3,144	2,841
Refuse collection	3,544	3,783
Planning and economic development	2,699	2,982
Highways, roads and transport services	613	514
Housing General Fund	19,392	18,780
Gross expenditure	40,373	42,339
Less: Income	-25,424	-23,271
Add: Contribution to Capital Programme	0	0
Less: Contributions from/to internal funds (reserves)	-1,038	-713
Less: Business Rates Reimbursement Grant	-2,439	-3,453
Net Expenditure (Excluding Precept)	11,472	14,901
Add: Parish / Town Council precepts	2,440	2,557
Net Cost (Including Precept)	13,912	17,458
Funded by:		
Retained Business Rates	-2,637	-5,528
Revenue Support Grant	-1,170	-1,459
Core Government Grant	-926	-732
Council Tax Requirement (includes parishes)	9,179	9,740

The 2023/24 Council Tax Requirement for Pendle Borough Council (excluding Parishes) is £7.183 million.

Pendle Borough Council

You pay your Council Tax to Pendle Borough Council. For 2023/24 the Council has agreed a Council Tax for band D properties of £289.92. This is an increase of £8.42 or 2.99% from 2022/23. 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 8 and 9.

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 2023/24 require a Council Tax at band D of £1,574.71. This is an increase of 3.99% when compared with 2022/23. 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 1.99% and a 2% increase for adult social care. The Government has given those councils with responsibility for adult social care the ability to raise an additional precept on its Council Tax to help fund adult social care.

The Adult Social Care (ASC) precept was introduced by the Government in 2016/17 allowing those councils which provide social care to adults to increase their share of Council Tax.

Adult Social Care services support some of the most vulnerable members of our communities, largely supporting those in old age and adults with

disabilities. Due to an ageing population demand on adult services has significantly increased pressure on the Lancashire County Council's budget. The extra council tax income raised by the ASC precept therefore helps to reduce this financial pressure.

In 2023/24 the Government has allowed councils with adult social care responsibilities to increase their adult social care precept by a maximum of 3%. Lancashire County Council has increased it by 2%.

Police and Crime Commissioner for Lancashire

The Police and Crime Commissioner's spending plans for 2023/24 will require a Council Tax at band D of £251.45. This is an increase of 6.34% when compared with 2022/23. You can view more information on the Police and Crime Commissioner's website - www.lancashire-pcc.gov.uk/our-money/budgets

Lancashire Combined Fire Authority

The Fire Authority's spending plans for 2023/24 will require a Council Tax at band D of £82.27. This is an increase of 6.47% when compared with 2022/23. You can view more information on Lancashire Fire and Rescue Service's website - www.lancsfireandrescue.org.uk/about-us/how-we-are-funded/

The total Council Tax for 2023/24 for borough, county, police and fire purposes at band D will be £2,198.35. This is an increase of 4.21% compared with 2022/23. The figure will vary where a Parish or Town Council has levied a precept.

Town and Parish Councils

There are 19 parishes across the Borough of Pendle, 17 of which make an additional precept on Council Tax. The average precept rate at Band D is £103.19. This is an increase of 1.26% over 2022/23. Each Town and Parish Council has a different precept at Council Tax Band D.

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](#).

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.

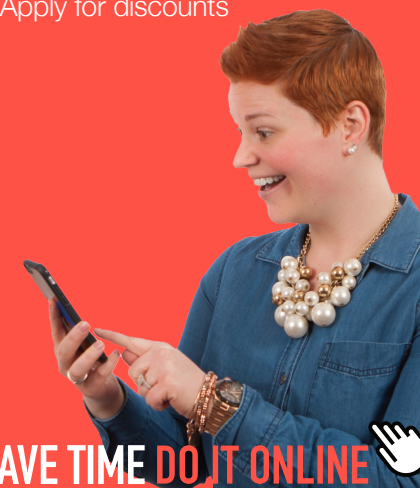
Sometimes, under carefully controlled conditions, we share your information with other organisations. We might do this, for example, to prevent or detect fraud or to collect unpaid taxes. The National Fraud Initiative (NFI) data-matching

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.

Manage your Council Tax account online

- 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



SAVE TIME DO IT ONLINE

www.pendle.gov.uk/counciltaxonline

Levying Authorities	Council Tax applying to property valuation bands (values at 1 April 1991)							
	A up to £40,000	B £40,001 to £52,000	C £52,001 to £68,000	D £68,001 to £88,000	E £88,001 to £120,000	F £120,001 to £160,000	G £160,001 to £320,000	H over £320,000
Lancashire County Council - General	909.78	1,061.40	1,213.03	1,364.66	1,667.92	1,971.17	2,274.44	2,729.32
Lancashire County Council - Adult Social Care	140.03	163.37	186.71	210.05	256.73	303.41	350.08	420.10
Total for Lancashire County Council	1,049.81	1,224.77	1,399.74	1,574.71	1,924.65	2,274.58	2,624.52	3,149.42
Pendle Borough Council	193.28	225.49	257.71	289.92	354.35	418.77	483.20	579.84
Police and Crime Commissioner for Lancashire	167.63	195.57	223.51	251.45	307.33	363.21	419.08	502.90
Lancashire Combined Fire Authority	54.85	63.99	73.13	82.27	100.55	118.83	137.12	164.54
Total (non-parished areas)	1,465.57	1,709.82	1,954.09	2,198.35	2,686.88	3,175.39	3,663.92	4,396.70
Parish and Town Councils								
Barnoldswick	1,526.77	1,781.22	2,035.69	2,290.15	2,799.08	3,307.99	3,816.92	4,580.30
Barrowford	1,528.84	1,783.63	2,038.45	2,293.25	2,802.87	3,312.47	3,822.09	4,586.50
Blacko	1,488.32	1,736.36	1,984.42	2,232.47	2,728.58	3,224.67	3,720.79	4,464.94
Brierfield	1,523.46	1,777.36	2,031.28	2,285.19	2,793.02	3,300.83	3,808.65	4,570.38
Colne	1,567.76	1,829.04	2,090.34	2,351.63	2,874.22	3,396.79	3,919.39	4,703.26
Earby	1,538.22	1,794.58	2,050.96	2,307.33	2,820.08	3,332.81	3,845.55	4,614.66
Foulridge	1,504.86	1,755.66	2,006.48	2,257.29	2,758.92	3,260.53	3,762.15	4,514.58
Goldshaw Booth	1,509.83	1,761.46	2,013.10	2,264.74	2,768.02	3,271.29	3,774.57	4,529.48
Higham with West Close Booth	1,502.96	1,753.45	2,003.95	2,254.44	2,755.43	3,256.41	3,757.40	4,508.88
Kelbrook and Sough	1,495.00	1,744.16	1,993.33	2,242.50	2,740.84	3,239.16	3,737.50	4,485.00
Laneshawbridge	1,563.04	1,823.53	2,084.05	2,344.55	2,865.57	3,386.57	3,907.59	4,689.10
Nelson	1,540.55	1,797.30	2,054.06	2,310.82	2,824.34	3,337.85	3,851.37	4,621.64
Old Laund Booth	1,478.46	1,724.86	1,971.28	2,217.69	2,710.52	3,203.33	3,696.15	4,435.38
Reedley Hallows	1,476.42	1,722.47	1,968.55	2,214.62	2,706.77	3,198.89	3,691.04	4,429.24
Roughlee Booth	1,500.88	1,751.02	2,001.17	2,251.32	2,751.62	3,251.90	3,752.20	4,502.64
Salterforth	1,509.57	1,761.15	2,012.76	2,264.35	2,767.55	3,270.72	3,773.92	4,528.70
Trawden Forest	1,538.66	1,795.09	2,051.54	2,307.98	2,820.87	3,333.74	3,846.64	4,615.96

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

Parish precept 2022/23 £	Parish precept 2023/24 £	Tax base 2023/24	Band D Parish tax £
275,000	295,000	3,213.5	91.80
183,500	206,200	2,172.8	94.90
10,000	10,302	301.9	34.12
180,000	184,140	2,120.4	86.84
674,580	754,912	4,925.1	153.28
134,150	137,350	1,260.3	108.98
23,611	35,416	600.9	58.94
6,700	7,848	118.2	66.39
19,415	19,950	355.7	56.09
15,250	15,250	345.4	44.15
45,000	45,410	310.6	146.20
690,945	690,945	6,143.3	112.47
12,500	12,500	646.2	19.34
11,513	11,976	736.1	16.27
7,652	8,491	160.3	52.97
20,000	21,000	318.2	66.00
130,000	100,000	912.2	109.63



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 – **01282 661661 (option 1)**



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



www.pendle.gov.uk/waystopay

in partnership with
Liberata

Borough of Pendle