

## New online Council Tax and Benefit checker

A new online service gives you instant access to a whole range of information about your Council Tax account and benefit claim. Find your login details on your Council Tax bill or benefit claim documents.

### Council Tax

- ✓ how much to pay
- ✓ instalment details
- ✓ how your bill is calculated, including discounts or benefits
- ✓ your property band
- ✓ how your Council Tax is spent

### Housing Benefit

- ✓ claim status
- ✓ claim start date
- ✓ weekly entitlement
- ✓ next payment date and amount

### Council Tax Reduction

- ✓ claim start and end date
- ✓ weekly entitlement
- ✓ weekly liability (how much you owe)

You can already register for council tax, pay your bill, apply for benefit or tell us you've moved or about a change in circumstances that may affect your benefit entitlement on our website [www.reigate-banstead.gov.uk/checker](http://www.reigate-banstead.gov.uk/checker)

## Alternative formats

We're happy to provide this information in other languages, large print or on audio tape.

Please contact us if you would like this service.

Reigate & Banstead Borough Council  
Town Hall, Castlefield Road, Reigate, Surrey RH2 0SH  
[www.reigate-banstead.gov.uk](http://www.reigate-banstead.gov.uk)  
01737 276000  
SMS text: 07834 626468 (for the hearing impaired)



# Council Tax 2016/17

How your money helps  
fund the services we  
provide

"Reigate & Banstead Borough Council is an ambitious, confident and high achieving council"  
Local Government Association Corporate Peer Challenge report

This booklet is about how much your Council Tax will be and how our budget is spent.

Reigate & Banstead  
BOROUGH COUNCIL  
Banstead | Horley | Redhill | Reigate

## Dear resident

**While protecting and improving services and facilities, the Council has saved over £8 million from our annual budget in the last five years.**

This year alone we have made savings of £600,000. We've achieved these savings by investing in new technology, reducing our management team and staff costs and letting out surplus office space.

Our grant from government will end in 2017/18, two years earlier than expected, along with 15 other district or borough councils. Our good financial management means that we were prepared for our grant to end sooner than 2020.

As Government reduces the amount of grant we receive, it will increasingly fall to residents to pay for local services.

This year we are increasing our share of the Council Tax bill by 1.9%, or less than 8 pence per week for the average household\*.

This is vital if we are to continue to deliver quality services to our 140,000 residents, to ensure the borough is a great place to live and work. This approach has consistently been endorsed by residents in our residents' survey.

To ensure we remain a well-run, financially sound and forward-looking authority we will continue to look for ways that we can become more commercial. We are finding new sources of income, taking a more commercial approach to our property and assets, which can provide significant financial returns, and encouraging online self-service where possible.

All Surrey councils are facing a challenging situation but we are working together wherever we can to increase efficiency and improve services for residents and businesses.

In every pound of Council Tax, you pay just 12 pence for Reigate & Banstead Borough Council's services.

**Cllr Victor Broad, Leader, Reigate & Banstead Borough Council**

## Band D average Council Tax

For 2016/17 the average\* Council Tax for a Band D property is £1,697.91 (of which we get 12%) broken down as follows:

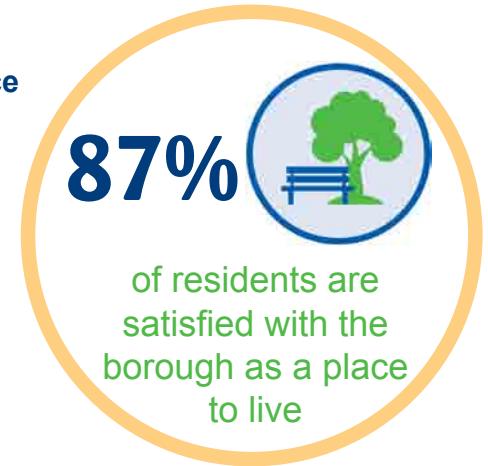
	2016/17	2015/16	Increase since 2015/16
Reigate & Banstead Borough Council	£209.44	£205.45	1.94%
Surrey County Council	£1,268.28	£1,219.68	3.98%
Surrey Police	£220.19	£215.89	1.99%
Plus one of the following charges if you live in a parished area:			
Horley Town Council	£35.24	£34.62	1.79%
Salfords and Sidlow Parish Council	£22.80	£23.47	(2.85%)

\*based on Band D charges for a two adult household

## 2. Place

**To help make the area a great place to live and work we are:**

- securing over £750 million investment into our communities from public and private sector partners to make these better places to live, work and do business
- attracting new businesses to the borough, with an increase of 7.8% to 6,570 businesses in 2015
- helping small businesses to thrive and grow through our business support initiatives
- looking after our towns and public spaces so they are clean and attractive.



## 3. Organisation

**To be a great council we are:**

- on course to be financially self-sufficient by 2017 without impacting on our services or priorities
- generating £1.3 million income a year from our property and assets helping to keep Council Tax rises down
- sharing services with other authorities to save money
- communicating and engaging with residents and businesses to help inform our service delivery.



You can read more about our Five Year Plan on our website at [www.reigate-banstead.gov.uk](http://www.reigate-banstead.gov.uk) or call us on **01737 276000** for your copy.

## Delivering our Five Year Plan

Our Five Year Plan 2015-2020 explains how we will be delivering and prioritising our services over the coming years.

Our ambition is to be a leading and increasingly commercial council:

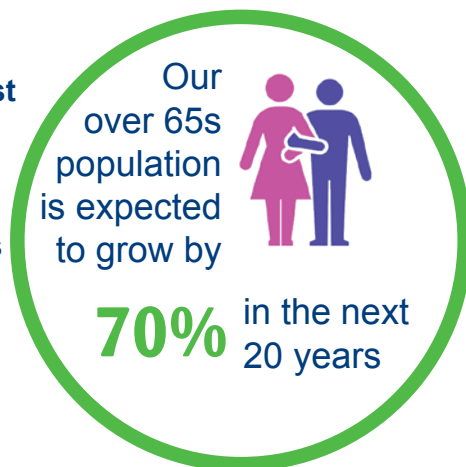
- delivering quality services and support
- making the borough a great place to live
- providing value for money
- being flexible and sustainable so we can respond to the needs of residents, businesses and our borough.

Our Five Year Plan has three key themes - People, Place and Organisation - each with a number of priorities. Below are some examples of what we are delivering under those themes, since we launched the plan last year.

### 1. People

To support residents to enjoy happy, healthy lifestyles in the last year we have:

- delivered a new £11 million leisure and community centre in Tadworth, improving opportunities for local residents to live healthy and active lives
- funded 11 projects to support older people and help them stay independent for longer
- supported 51 families through the Family Support Programme
- provided work experience to 26 people through our Young Workers Scheme
- tackled antisocial behaviour through our Joint Enforcement Team, working with Surrey Police to make residents feel safer.



## What your Council Tax helps to fund

Here are just a few of the things our 13% pays for. To:

- empty **11 million** bins and recycling boxes
- clean **300 miles** of streets and clear **2,400 tonnes** of litter
- maintain **55** parks and open spaces and **33** children's play areas which receive almost **9 million** visits
- provide for **1 million** visits to our three leisure centres
- license and regulate over **2,000** bars, restaurants, events, taxis and minicabs and their drivers
- check **450** businesses for cleanliness and safety
- award over **£400,000** in grants to local voluntary groups
- determine **1,500** planning applications
- provide three community centres who run activities and support for older people
- help over 55s stay active through our Ageing Well programme



“For Reigate & Banstead Borough Council’s services, an average household pays just £209.44 a year, which equates to £4.02 a week”  
Reigate & Banstead Borough Council

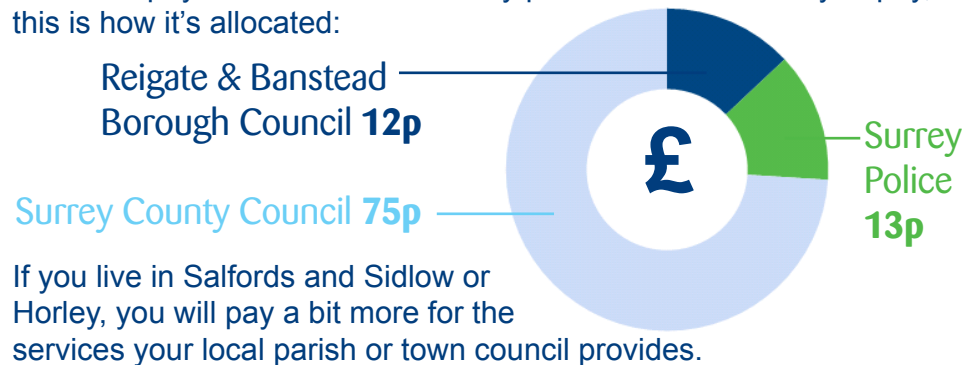
## How much Council Tax each band pays

Council tax payments for 2016/17 (based on a two adult household) are:

Band	Horley Town Council area	Salfords & Sidlow Parish area	Rest of Borough	Properties in Band
A	£1,155.43	£1,147.14	£1,131.94	1.8%
B	£1,348.01	£1,338.33	£1,320.60	6.2%
C	£1,540.57	£1,529.52	£1,509.25	19.8%
D	£1,733.15	£1,720.71	£1,697.91	28.5%
E	£2,118.29	£2,103.09	£2,075.22	17.8%
F	£2,503.44	£2,485.47	£2,452.53	12.1%
G	£2,888.58	£2,867.85	£2,829.25	12.1%
H	£3,466.30	£3,441.42	£3,395.82	1.7%

## How your Council Tax is allocated

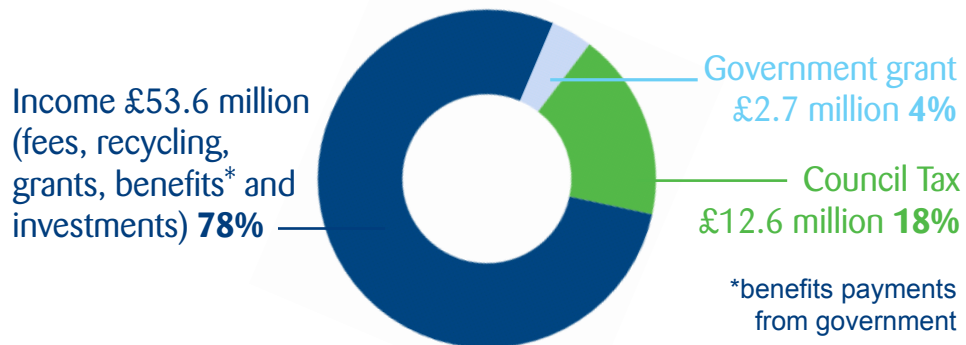
Your Council Tax bill is set by Surrey County Council, Surrey Police and us to pay for services. For every pound in Council Tax you pay, this is how it's allocated:



Reigate & Banstead Borough Council collects your Council Tax on behalf of all these authorities.

## Budget breakdown

At Reigate & Banstead Borough Council, our budget for providing services is £68.5 million, excluding capital charges, made up of:



Horley Town Council's budget is £315,882 and Salfords and Sidlow Parish Council's budget is £31,265.

For information about Surrey Council Council's budget, visit [www.surreycc.gov.uk](http://www.surreycc.gov.uk) or call **03456 009009**.

For Surrey Police's budget, visit [www.surrey-pcc.gov.uk](http://www.surrey-pcc.gov.uk) or call **01483 630200**.

## How your Council Tax is spent

Services	Expenditure (£000)	Income <sup>1</sup> (£000)	2016/17 Net (£000)	2015/16 Net (£000)
Housing and Leisure	2,795.8	(1,334.3)	1,461.5	1,207.2
Neighbourhood Services	7,738.9	(4,301.5)	3,437.4	3,294.0
Policy and Regeneration	588.2	(5.0)	583.2	548.0
Building and Development	1,703.5	(1,385.9)	317.6	308.6
Council Tax and Benefits	40,126.2	(40,180.9)	(54.7)	(15.0)
Environmental Health & Parking	2,217.2	(3,172.0)	(954.8)	(987.0)
Corporate Resources	13,306.7	(3,208.0)	10,098.7	11,314.4
<b>Cost of services</b>	<b>68,476.5</b>	<b>(53,587.6)</b>	<b>14,888.9</b>	<b>15,670.2</b>
Horley Town Council precept			315.9	302.8
Salfords & Sidlow Parish Council precept			31.2	32.0
<b>Total budget</b>			<b>15,236.0</b>	<b>16,005.0</b>
Government grants & Business Rates			(2,678.3)	(3,830.6)
Council Tax requirement			(12,557.7)	(12,174.4)
<b>Total funding</b>			<b>(15,236.0)</b>	<b>(16,005.0)</b>

<sup>1</sup> From grants, fees for services and investments

Our annual financial report is available on our website [www.reigate-banstead.gov.uk](http://www.reigate-banstead.gov.uk).

As at 1 February 2016, we employ



or **416.2** full-time equivalent posts once part-time staff have been taken into account.