

Performance¹³ & Finance 2003/05



New Inside: How you rated our services ▶



Performance & Finance 2003/05

Street Scene



Following the May 2003 local elections there are 33 Conservative, 13 Liberal Democrat and 7 Labour Councillors. This booklet provides information about our performance and budget.

Our Performance

Pages 3 - 11 ▶

In this section we look back at our performance for 2003/04. This includes the initial results of recent public satisfaction surveys, highlighted in yellow. The Government will audit these results to ensure they are accurate and representative. We also look forward by setting out some of our priorities for improving services in 2004/05. Our key priorities, where we are especially looking for improvement, are also highlighted in yellow.

Council Tax

Pages 12 - 18 ▶

Most of the Council Tax we collect from households in the borough is used to fund services provided by Kent County Council, the police and fire services, and parish councils. This section shows Council Tax levels across our borough and how it is shared out between the Borough Council and these other organisations. It also explains the basis of exemptions and discounts.

Our Budget

Pages 19 - 20 ▶

Our Budget is funded from Government grants and other sources, as well as a portion of Council Taxes and Business Rates. This section provides a breakdown of our income and expenditure.

Business Rates

Pages 21 - 23 ▶

We collect Business Rates, also known as National Non-Domestic Rates, from businesses in our borough. We pass this money to the Government, which pools all Business Rates from all councils and then redistributes it back to councils according to the number of people living in each area. This section explains the system.

The information contained in this booklet, together with your bill, make up the demand notice, in accordance with The Council Tax and Non-Domestic Rating (Demand Notices) (England) Regulations 2003.

Our overall aim:

To protect and enhance the built and natural environment.

Looking back over 2003/04

Did we achieve what we said we would?

Improve the appearance of our streets, neighbourhood centres and public open spaces.

Yes, we increased our cleansing activities to maintain a high level of public satisfaction with cleanliness borough-wide.

Work with the Police to expand "Operation Cubit" to remove unlicensed and abandoned vehicles on the spot.

Yes, we carried out four separate operations, two more than last year! During these operations about 300 illegal vehicles were removed from around the borough.

In a 2003 public satisfaction survey of over 2000 residents, 69% said that they are very or fairly satisfied that Tonbridge & Malling Borough Council keeps public land clear of litter and refuse.

69%

0%

100%

Looking forward to 2004/05

We plan to:

- Achieve a cleaner, smarter and better-maintained "street scene" and open space environment.
- Improve the appearance of neighbourhood centres.

Street related problem?

To report any street related problem that needs our attention including potholes, roadwork problems, overflowing recycling sites, littering, dog fouling, weeds and long grass, blocked road gullies, abandoned vehicles, faulty street lights, fly tipping, flooding or graffiti, call Streetline on:

 **01732 876060**

Waste and Recycling

Our overall aim:

To protect and enhance the built and natural environment.

Looking back over 2003/04

Did we achieve what we said we would?

Recycle a larger percentage of household waste.

Yes, we are on course to recycle almost 17% of household waste this year. This should continue to place us amongst the best Councils in Kent.

In a 2003 public satisfaction survey of over 2000 residents, 77% said that they are very or fairly satisfied with Tonbridge & Malling Borough Council's provision of local recycling facilities overall.

77%

In the same survey 92% said they are very or fairly satisfied with our waste collection service overall.

92%

Looking forward to 2004/05

We plan to:

- Recycle a larger percentage of household waste. We will do this by expanding our Green Waste Scheme to another 5000 homes, providing Kent County Council approves a site for us to compost this extra green waste.

Main services that we provide:

We collect your rubbish and recycled paper and cans from the kerbside. We provide recycling centres at places that are convenient to you. We collect dumped rubbish that you report and we clean the streets.

For more information visit our website or call:

☎ 01732 876147 – Waste Collection, Recycling & Green Waste

Highways and Land Drainage

Our overall aim:

To promote an ordered traffic environment.

Looking back over 2003/04

Did we achieve what we said we would?

Better regulate on-street parking.

Reduce hazardous parking.

Yes, additional parking wardens are working evenings and weekends to improve parking in the borough. We have also completed a parking plan for West Malling.

Improve routine maintenance of: streets, pavements, streetlights, signs and gullies.

Yes, an independent survey indicates improvement during the past two years.

Improve highway drainage.

Yes, our gullies are better maintained, reducing the risk of localised flooding.

Complete more improvement projects on time.

Yes, due to better planning and monitoring we delivered most projects on time and within budget.

Looking forward to 2004/05

We plan to:

- Further improve the routine maintenance of: streets, pavements, street lights and signs.
- Ensure parking is regulated to meet the needs of drivers, visitors and residents.

Main services that we provide:

We safeguard road and pavement users within the borough by undertaking works such as repairing potholes, pavements and maintaining streetlights. On behalf of Kent County Council we maintain and manage the highway network so that it can continue to cope with demands of traffic and users.

For more information visit our website or call:

☎ 01732 876060 – Streetline, for road and pavement repairs
☎ 01732 876034 – Car parking fines

Crime and Disorder

Value for Money

Our overall aims:

To reduce crime and disorder and the fear of crime.
To promote and improve public safety.

Looking back over 2003/04

Did we achieve what we said we would?

Work with the police and other agencies to reduce crime, drug & alcohol abuse, and anti-social behaviour.	Yes, our work with the Police has helped reduce anti-social behaviour in areas such as Larkfield and North Tonbridge.
Inform the public of the comparatively low levels of crime in the borough, reduce the fear of crime.	Yes, we publish "Stamping Out Crime" a regular column in every edition of the council's newspaper, "Here and Now".

Looking forward to 2004/05

We plan to:

Reduce levels of: Crime
Drug and alcohol abuse
Anti-social behaviour

Main services that we provide:

We lead the local Crime and Disorder Reduction Partnership. With our partners we: encourage involvement of local communities to address crime and disorder in their own neighbourhood, take action against those who act in an antisocial way, promote community safety initiatives, aim to reduce racial incidents and we help to keep young people out of trouble and away from drugs.

For more information visit our website or call:

01732 876132 – Community Safety
0800 138 1685 – Racial Incident Reporting line

Our overall aim:

To continuously improve our services in terms of value for money.

Looking back over 2003/04

Did we achieve what we said we would?

Consult the public when setting the Council's priorities and budgets.	Yes, we consulted a good cross-section of over 1100 residents. Most said the level of Council Tax should not be increased. Even more said services should not be cut. So we have to balance these views.
Better target our resources to reflect priorities.	Yes, for example we fast-tracked affordable housing schemes to secure £12.5 million of Government funding.

Gauging value for money

We have traditionally had below average levels of Council Tax compared with other Kent districts and high public satisfaction with our services.

In 2003/04 our "Band D" charge was £125.46, compared with an average "Band D" charge of £131.10 for all other district councils in Kent.

In a 2003 public satisfaction survey of over 2000 residents, 70% said they are very or fairly satisfied with the way that Tonbridge & Malling Borough Council runs things, taking everything into account.



Looking forward to 2004/05

We plan to:

- Continue to better target our resources to reflect priorities, particularly through improved medium-term financial planning.

For more information visit our website or call:

☎ 01732 876095 - Financial Planning
☎ 01732 876020 - Public Satisfaction Survey

Council Tax

Council tax requirements

The Borough Council collects council tax not only for its own purposes but also on behalf of Kent County Council, Kent Police Authority, Kent & Medway Towns Fire Authority and Parish Councils. The overall requirement for Council Tax is as follows:

2003/2004				2004/2005		
Council Tax £'000	Band D £	%		Council Tax £'000	Band D £	%
5,551	125.46	11.4	Borough Council	5,913	131.67	11.3
37,735	852.84	77.5	Kent County Council Precept	37,980	845.73	72.4
4,201	94.95	8.6	Kent Police Authority Precept	4,745	105.66	9.1
-	-	-	Kent & Medway Towns Fire Authority	2,486	55.35	4.7
1,223	27.65	2.5	Parish Council Precepts (average)	1,304	29.04	2.5
48,710	1,100.90	100.0	Total	52,428	1,167.45	100.0

In 2004/2005, the Borough Council's requirement for a Band D property at £131.67 is equivalent to just over 36p per day, for the Kent County Council at £845.73 it is just over £2.31 per day, for the Kent Police Authority at £105.66 it is just under 29p per day and for the Kent & Medway Towns Fire Authority at £55.35 it is just over 15p per day.

The figures comparing the amount of council tax calculated by Kent County Council for your dwelling for this financial year and the previous financial year are not direct comparisons because this year the combined Fire Authority has issued a precept which is shown separately on your bill.

Details of the County Council's, the Police Authority's and the Fire Authority's expenditure together with other information is provided in separate leaflets. Details of the Parish Council precepts are shown on pages 13 to 15 of this booklet and the Council Tax Valuation Band on page 16. Information on the Borough Council's expenditure plans are given on pages 19 to 20.

Council Tax

Parish council precepts

Council Tax will vary in those parts of the Borough where Parish Councils have issued a precept to the Borough Council. Details of Parish Council Precepts and Council Tax for Band D are shown below.

Precept 2003/2004 £	Band D Equiv. £	Parish	Precept 2004/2005 £	Band D Equiv. £
11,500.00	30.55	Addington	12,000.00	31.37
144,012.00	36.75	Aylesford	143,000.00	36.50
6,936.00	34.37	Birling	8,500.00	23.50
66,253.00	43.51	Borough Green	71,000.00	43.50
11,000.00	23.70	Burham	11,000.00	23.70
179,182.00	103.56	Ditton	189,000.00	103.56
163,045.60	35.87	East Malling & Larkfield	163,000.00	35.87
49,200.00	37.35	East Peckham	47,400.00	37.35
59,850.00	38.41	Hadlow	68,200.00	38.41
25,386.74	11.95	Hildenborough	22,840.00	11.95
27,250.00	24.82	Ightham	27,250.00	24.82
58,416.00	31.00	Kings Hill	66,475.00	31.00
41,974.00	33.11	Leybourne	48,500.00	33.11
7,500.00	17.13	Mereworth	7,500.00	17.13
12,204.00	32.67	Offham	12,204.00	32.67
21,000.00	27.81	Platt	28,000.00	27.81
17,916.00	32.96	Plaxtol	17,916.00	32.96
9,135.72	32.18	Ryarsh	10,000.00	32.18
2,001.68	8.13	Shipbourne	2,001.68	8.13
169,969.00	54.71	Snodland	180,000.00	54.71
3,411.18	14.51	Stansted	4,800.00	14.51
5,832.18	21.92	Trottscliffe	7,120.00	21.92
31,540.67	34.90	Wateringbury	39,533.45	34.90
48,789.00	46.24	West Malling	52,758.00	46.24
1,500.00	9.47	West Peckham	2,300.00	9.47
16,555.65	37.93	Wouldham	18,101.00	37.93
32,000.00	37.44	Wrotham	42,000.00	37.44
1,223,360.42		Total	1,303,979.40	

Four Parish Councils have issued Precepts to the Borough Council for sums in excess of £100,000. In accordance with relevant regulations, these Parish Councils have provided the information shown on pages 14 and 15. Should you have any questions regarding the Parish Council information, they should be raised direct with the relevant Parish Council.