

TORBAY COUNCIL

Report No: **CG/2/04**

Title: **Draft Summary Best Value Performance Plan/Council Tax Booklet**

To:	Overview & Scrutiny Board	on	28th January 2004
	Executive		16th February 2004
	Council		26th February 2004

1. **Purpose**

- 1.1 To seek approval for the draft summary Best Value Performance Plan (BVPP).

2. **Relationship to Corporate Priorities**

The BVPP is based on the Corporate Themes.

3. **Recommendation**

- 3.1 That the proposal to approve the draft summary BVPP for 2004/2005 be endorsed.
- 3.2 That the views of the Overview and Scrutiny Board and the Executive be referred to the Council for consideration.

4. **Reason for Recommendation**

- 4.1 To ensure that the summary BVPP adequately meets the requirements laid down in Government guidance and reflects the Council's performance last year and plans and priorities for next year.

5. **Background**

- 5.1 The main issues involved in the production of the draft summary BVPP and the provision of Council Tax information and guidance this year have been those of format and content, that statutorily needs to be included in any proposed publications.

5.2 **Format**

It is proposed that the format of the plan this year will be different to the format that we used last year, which was a fold out leaflet. The proposed format this year is that of a 24- page A5 booklet, in 2 colours on glossy paper. This decision was taken after an officer group reviewed the approach that other local Council's were taking. The Devon consortium have produced A5 booklets for the past 2 years and it was felt, by the officer group, that this format provided a more user friendly publication than the fold out format that we used last year.

- 5.3 The use of this format also means that we can avoid the separate leaflets containing Council Tax and NNDR information that were sent out with the BVPP Summary last year. With the new proposed format, this information can be incorporated into the A5 booklet. Most significantly, the Direct Debit mandate for Council Tax and NNDR, which was contained in these leaflets, will now be placed on the back of the bill itself. Teignbridge Council reported

a significant rise in take up of Direct Debit after placing the mandate on the back of the bill.

5.4 Statutory Content

Guidance relating to this years' Summary BVPP issued by the Audit Commission states that:

'In the Government's view, it is important that local people are informed ahead of local elections each year as to how their authority is performing in key service areas. Authorities should therefore continue to make a summary of their performance available to local people by 31 March each year....Authorities have discretion over the contents of their summaries of performance, subject to the Code of Recommended Practice on Local Authority Publicity. Though such a summary might usefully reflect the priorities of the council following CPA..... The requirement for auditors to assess summaries as 'fair and accurate' reflections of Performance Plans no longer applies, although the provision of summary performance information may be taken into account in considering the quality of communication with local people as part of the CPA process.'

- 5.5 Therefore the guidance is more relaxed this year with fewer statutory requirements.
- 5.6 Another factor that was considered in the proposed contents of the Summary BVPP this year was that the fire service is now a precepting authority and therefore need to provide more financial information in the Summary BVPP. This necessitates more space in the plan.
- 5.7 A document detailing the proposed contents of the plan is attached at appendix 1. The draft plan is attached at Appendix 2. Information from the Fire Services and the police will be inserted at the end of January. Final financial information will be inserted after the setting of Council Tax levels.
- 5.8 The plan includes a response to our CPA rating, gives examples of the Council's achievements in the year and will list priorities for the year ahead (to be set at DMT and Business Development).
- 5.9 As with last year, the summary BVPP will be distributed in March with the Council Tax and NNDR bills.

Paul Lucas
Executive Director for Corporate Governance

Contact Officer: Debbie Freeman/Chris Lethbridge
Extension: 7022/7055

IMPLICATIONS, CONSULTATION AND OTHER INFORMATION

Part 1

These sections may be completed by the Report author but must be agreed by named officers in the Legal, Finance, Human Resources and Property Divisions. If these are not completed and agreed the Report will not be included on the agenda.

Does the proposal have implications for the following issues?

Insert name of
responsible officer

Legal (including Human Rights)	The Local Government Act 1999 requires that each year the Council has to publish a Best Value Performance Plan by 31st March.	Stephen Pryor
Financial – Revenue	The production of the plan has financial implications. The cost of printing 125,000 copies of an A5 booklet will be approximately £6,600. This cost will be split proportionately between the Council and the Fire and Police services. Postage costs will be approximately £7000.	Martin Philips
Financial – Capital Plan	No	Martin Phillips
Human resources (including equal opportunities)	No	Geoff Williams
Property	Matters arising out of the proposed summary BVPP which affect the Councils Property Portfolio, will engage with the Council's ongoing process of Corporate Management of its property assets through its Asset Management Plan.	Sam Partridge

Part 2

These sections must be completed by the author of the Report.

Does the proposal have implications for the following issues? Please give details as appropriate		
Sustainability	Yes or No	No
Crime and Disorder	Yes or No	No
*OfSTED Post Inspection Action Plan	Yes or No	No
*Social Services Action Plan	Yes or No	No
*Change Management Plan	Yes or No	No

Part 3

These sections must be completed by the author of the Report.

Does the proposal have implications for the following Directorates? If so, please inform the relevant Director.		
Please give details as appropriate		
Chief Executive/Corporate Services	Yes or No	No
Education Services	Yes or No	No
Environment Services	Yes or No	No
Social Services	Yes or No	No
Strategic Services	Yes or No	No

Part 4

Is the proposal contrary to or does it propose amendment to the Policy Framework or contrary to (or not wholly in accordance with) the Council's budget?	Yes	
<p>1. Details of the nature and extent of consultation with stakeholders and relevant select committees.</p> <p>The Overview and Scrutiny Board will give its views to the Executive as part of the consultation process.</p>		
<p>2. Details and outcome of consultation, as appropriate.</p>		

Part 5

Is the proposal a Key Decision in relation to an Executive function?	Yes	Reference Number General Exception
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Part 6

Wards

All

Appendices

Appendix 1 – Proposed content of Summary Best Value Performance Plan

Appendix 2 – Proposed draft Summary Best Value Performance Plan

Documents available in Members' Room

None

Background Papers:

Audit Commission Guidance on Summary Best Value

Suggested content of Best Value Summary plan

Page 1	Front Cover
Page 2	Forward from the Leader and Managing Director
Page 3, 4, 5	What we've achieved in the year
Page 6	Priorities for next year
Pages 7, 8, 9,	Financial Information
Pages 10, 11, 12, 13	Police
Pages 14, 15, 16, 17	Fire
Pages 18, 19, 20, 21, 22, 23	Council Tax & NNDR Information
Page 24	Contact Information

This document is unformatted and will be sent to design once the content is agreed
It is also presented here on A4 paper whereas the final plan will be A5 booklet size.

Torbay Council
Joint performance and Council Tax summary
2004/05

FRONT COVER (PHOTOS REQUIRED)

LOGOS (Torbay Council, Police, Fire)

Message from Chris Harris, the Leader of the Council

Torbay Council is going through a period of significant change to ensure improvement - both to services to local people and the way the organisation is run. We have already made a great deal of progress since last year, when the Council was rated as 'poor' by the Audit Commission. Following a recent re-inspection, we have now moved off the bottom rung, and into the 'weak' category. This marks a significant achievement and is a clear step towards the 'fair' rating we hope to achieve by December 2004.

We have made a number of improvements that we believe will make a significant difference to the lives of the residents of Torbay and visitors to the area. These include exploring better ways to deliver services to children, working with local housing associations to address people's housing needs, the Waterfront regeneration scheme in Torquay and the formation of a new partnership company to stimulate economic regeneration. Our level of partnership working has increased dramatically and we have embarked on a number of schemes with Health, Police and other agencies to improve people's quality of life and reduce crime.

Our challenge is to keep up the pace of improvement within the Council and constantly look at new and better ways in which to work. We accept that we will not be able to turn the Council around overnight but we feel we are heading in the right direction to becoming a good council that provides good services.

Message from Richard Painter, Managing Director of the Council

In this booklet we have combined the statutory requirement to summarise the Council's current performance and plans for next year, with the budget statement and Council Tax summary. This booklet outlines the Council's achievements in 2003/04 and some of the things we are planning to do by March 2005. We also provide information on what the Council, Police and the Fire Service spend on local services and how this is funded.

We have a difficult job in balancing the funding of services, whilst keeping Council Tax as low as possible. Housing and Council Tax Benefit are available to help people, with limited incomes, meet the costs of rent and Council Tax respectively. If you are unsure as to what benefits you may be entitled to, please see the guidance pages contained within this booklet, ring the telephone numbers on the back page or visit one of our offices.

We hope you will find this new format more useful compared to previous years and we welcome your views on its content.

What the Council achieved last year – April 2003 to March 2004

During 2003/04, we have focused our efforts on delivering better performance in the areas that were highlighted as requiring attention by the Audit Commission, when the Council was assessed in December 2002.

This includes achievements such as:

- Developing a draft Community Plan in partnership with a range of organisations and groups that outlines priorities for the future of Torbay. A number of consultation events have taken place with Torbay's residents, business people, the voluntary and community sectors and visitors, to seek their views of on these priorities. These views have been used to develop the final version of the Community Plan, which will be published in April 2004. For more information on the Plan visit www.torbay.gov.uk/lsp or contact the Officer Group on (01803) 207056 or community.plan@torbay.gov.uk
- Establishing the Torbay Development Agency, with a focus on tourism, regeneration and marine services. This provides a unique opportunity for the private sector, with support from the Council and Government agencies, to enhance economic opportunities within the Bay.
- Helping vulnerable people by developing over 50 supported accommodation places that includes extra care sheltered housing for older people, a Foyer for young people, a Women's Refuge and a scheme for people with a learning disability. We have set up a Private Sector leasing scheme, in partnership with Westcountry Housing Association and private landlords, to provide more suitable temporary accommodation for homeless families and reduce the number of families in bed and breakfast accommodation.
- Preventing and reducing the number of accidents and falls to older people, by visiting them in their own homes or seeing them at a surgery. In partnership with other agencies we carry out assessments on personal risk and older people have welcomed the initiative because it has provided them with support and they feel they are more in control of their own lives.
- Reducing significantly the offending rates for children over 10 years old looked after by the Council.
- Considering proposals to create a Children's Trust that will provide an improved and more integrated approach to the delivery of all children's services, ranging from pre school day care and education, to the welfare and protection of children. If approved the Trust would operate from 2005 and would include representatives of other organisations that provide children's services.
- Improving accessibility of information about leisure services. A disabled access report has been completed with regards to leisure facilities, together with a survey of users of parks, beaches and attractions. The information obtained will be used to identify the future needs of residents and visitors.

In addition to the above service areas that were highlighted by the Audit Commission for improvement, the Council has also been working hard at maintaining and improving other services. Some examples of these are:

- Our Waterfront regeneration scheme in Torquay, including the creation of a new bridge across the inner harbour, family restaurant and the Living Coasts attraction. This has proved a huge success and has already attracted thousands of extra visitors to the area. The Heritage Lottery Fund has awarded the Council £600,000 and this will be used to renovate buildings around the harbour that are in a poor state of repair.
- A similar regeneration scheme, in partnership with Brixham21, is starting to take shape, and with the necessary funding, we hope to start work on regenerating Brixham harbour in the coming year.
- The Council has completed pedestrianisation of Lower Union Street and is consulting the public on proposals for Upper Union Street. The Council will be taking greater control over parking in the Bay to reduce the incidence of illegal parking. A scheme to improve the traffic situation in central Paignton has been approved and a traffic study of Brixham will be completed by March 2004. Repairs have been carried out to Brixham Central Car Park to enable it to remain in use until 2005.
- A review of public toilet provision has commenced. This will look at all 38 locations and help the Council to plan for future provision.
- The opening of the new purpose built Torbay School that caters for 60 pupils, aged from 9 to 16, with emotional and

behavioural difficulties.

- The completion of a number of major building projects, which have enhanced the learning provision in Torbay's schools. These include replacement of temporary accommodation at White Rock Primary School and Paignton Community & Sports College and the provision of Neighbourhood Nurseries at St Margaret's School and Brixham Infants School.
- Eight primary schools have benefited from a successful bid to pilot the use of interactive whiteboards to improve teaching and learning in Years 2 and 3. This innovative technology is transforming the way teachers engage children in active learning in the classroom.
- Outline proposals to address issues such as drunkenness, drug misuse, homelessness and public safety concerns facing the Castle Circus area of Torquay, have been drawn up following a 'Solutions' event held at Torquay Town Hall. Torbay Council, the Police and partner agencies are now seeking the views from the public before firming up a long-term action plan to address these concerns.

What we will do next year – April 2004-March 2005 (1 page required)

Need to put more detail into this page around the following priorities or other if felt appropriate.

Our priorities for next year

Enhancing community leadership and focus

Performance Management

Risk Management

Corporate capacity

Strengthening local delivery – improving areas of performance – housing, social care, leisure

Other priorities – traffic congestion, jobs and industry, education

May need to be adjustments to take into account

Torbay Development Agency

Proposed creation of Children's Trust

Implications of draft edition of community plan.

The Council is negotiating a Local Public Service Agreement with central government. This involves agreeing approximately 12 targets covering a range of services including Education, Social Care & Health, Crime, Housing, Benefits, Libraries, Transport and cost effectiveness. If the targets are fully met over a three-year period the Council will receive an award from government of approximately £3m. The Council also receives an initial grant at the outset for each of the targets. Once the agreement has been finalised full details will appear on the Council's web site.

Council Tax – Explanatory Note

1. Enquiries

The Council maintain enquiry offices in Torquay Paignton and Brixham (as shown below) together with opening hours. The staff at these offices will be pleased to assist with any of your enquiries regarding Council Tax or the associated Benefit scheme. In addition staff will be able to deal with your enquiries concerning National Non-Domestic Rates.

Office Opening Times

Connections -Town Hall, Torquay

Mon/Tues/Thurs/Fri 9.00am –5.15pm; Wed 9.30am – 5.15pm

(please note: the cashiers office closes at 4.15pm)

56 Palace Avenue, Paignton, and Town Hall, Brixham

Mon/Tues/Thurs/Fri 9.00am –4.15pm; Wed 9.30am – 4.15pm

2. Council Tax Valuation Bands

Most domestic dwellings are subject to the Council Tax. There will be one bill per dwelling, whether it is a house, bungalow, flat, maisonette, mobile home or houseboat, and whether it is owned or rented. Each dwelling has been allocated to one of eight bands according to its open market capital value as at 1st April 1991. Your Council Tax bill shows the band applied to your dwelling and the value range of that band.

These bands are shown below:

Valuation Band	Range of Values	Valuation Band	Range of Values
A	Up to £40,000	B	£40,001 - £52,000
C	£52,001 - £68,000	D	£68,001 - £88,000
E	£88,001 - £120,000	F	£120,001 - £160,000
G	£160,000 - £320,000	H	over £320,000

Where an annexe or similar self-contained part of a property is occupied by an elderly or disabled relative of the resident living in the rest of it, then it should be regarded as a separate dwelling for Council Tax purposes. If you think these circumstances apply to you then please contact the Council for further information.

3. Exempt Dwellings

Some dwellings are exempt, including properties occupied only by full-time students, and vacant properties, which are: -

- **Unfurnished** (exempt for up to six months from the date they were last occupied).
- **Owned by a charity** (exempt for up to six months from the date they were last occupied).
- **Require or are undergoing structural or major repair work.** (exempt for up to twelve months from the date the property is deemed uninhabitable). Replacement of fixtures and fittings would not necessarily make a property uninhabitable for Council Tax purposes
- **Occupier currently in prison or held on remand. (except those in prison for non-payment of Council Tax)**
- **Occupier moved to receive permanent care in a residential home or hospital.**
- **Occupier moved to provide care or receive care from another person.**
- **Occupiers were previously all full-time students.**
- **Waiting for grant of probate or letters of administration, in respect of the estate of the previous occupier. (and for up to six months afterwards)**
- **Have been repossessed.**
- **Are the responsibility of a bankrupt's trustee.**
- **Are empty because their occupation is forbidden by law**
- **Are waiting to be occupied by a minister of religion**
- **Are occupied solely by people aged under eighteen**
- **Are occupied solely by persons who are severely mentally impaired as defined under Council Tax regulations.**

Forces barracks and married quarters are also exempt, their occupants will contribute to the cost of local services through a special arrangement.

If you think your property should be exempt, please contact the Council Tax helpline on 207207.

4. Discounts

The full Council Tax bill assumes that there are two adults living in a dwelling. If only one adult lives in a dwelling (as their main home) the Council Tax is reduced by a quarter (25%).

Discounts on second homes and long term empty property could vary between 10% and 50%, dependant on any restrictions on occupation throughout the year. Certain people will not be counted when looking at the number of adults resident in a dwelling if they meet certain conditions: -

- **Full-time students attending an educational establishment, student nurses, apprentices and those studying for training credits.**
- **Patients resident in care homes or hospital on a permanent basis.**
- **People who are severely mentally impaired as defined under Council Tax regulations.**
- **People staying in certain hostels or night shelters**
- **Eighteen and nineteen year olds who are still at, or have just left school.**
- **Careworkers working for low pay; usually for charities.**
- **People caring for someone with a disability who is not a spouse, partner or child under eighteen.**
- **Members of visiting forces and certain international institutions**
- **People in prison (except those in prison for non-payment of Council Tax)**

If you think you may be entitled to a discount you should contact the Council.

If you think your bill indicates that a discount has been allowed that you are no longer entitled to, you must inform your local Council of the change in your circumstance.

FAILURE TO DO SO MAY RESULT IN YOU HAVING TO PAY A PENALTY.

5. People with Disabilities.

If you or someone who lives with you needs a room or extra kitchen or bathroom in your property to meet the special needs arising from a disability, you may be entitled to a reduced Council Tax. This reduction is the equivalent to one Council Tax band. The scheme applies to all properties even those in the lowest band.

Please contact your local Council for more details and an application form.

6. Benefit

Council Tax Benefit ensures that people in receipt of Income Support and Job Seekers Allowance will normally pay no Council Tax. Those on low incomes and pensioners may also receive help to reduce the amount they have to pay. Please contact your local Council, and ask for a Council Tax Benefit application form.

7. Appeals

Council Tax bands are based on property values, as at 1st April 1991 – recent purchase prices are therefore not necessarily the best evidence in an appeal. The grounds for appeal about banding are restricted to the following cases: -

- Where you believe that the banding should be changed because there has been a *material increase* or *material reduction* (explained below) in the dwelling's value.
- Where you start or stop using part of the premises in order to carry out a business, or the balance between business and domestic use changes.
- Where the Listing Officer has altered a list without a proposal having been made by a taxpayer.
- Where you become the taxpayer in respect of a dwelling for the first time. (Your appeal must be made within six months, but if the same appeal has already been considered and determined by a Valuation Tribunal, it cannot be made again.)

A *material increase* in value may result from building, engineering or other work carried out on the dwelling. In these cases revaluation does not take place until after sale – so the person appealing would usually be the new owner or resident.

A *material reduction* in value may result from demolition of any part of the dwelling, any change in the physical state of the local area or an adaptation to make the dwelling suitable for use by someone with a physical disability. In these cases revaluation should take place as soon as possible.

If you wish to appeal, then you should contact the Listing Officer, Valuation Office Agency, Broadwalk House, Southernhay West, Exeter. EX1 1TS. Telephone (01392) 606900

You may also appeal if you consider that you are not liable to pay Council Tax, for example because you are not the resident or owner or because your property is exempt; or that your billing authority has made a mistake in calculating your bill. In these cases you should contact your billing authority so that the matter can be reconsidered.

Making an appeal does not allow you to withhold payment of tax owing while the matter is considered. If the appeal is successful any overpayment made will be refunded to you.

Information on appeal procedures, including the role of the Valuation Tribunal may be obtained from your Local Authority. Information concerning Council Tax band in Torbay is available on the following web site: www.voa.gov.uk/council_tax/.

National Non-Domestic Rates

The non-domestic rate, or business rates, collected by local councils are the means by which businesses and others who occupy non-domestic property make a contribution towards the cost of local services. Except in the City of London where special arrangements apply, the rates are pooled by central government and redistributed to local councils according to the number of people living in the area. This money, together with revenue from council tax payers, revenue support grant provided by the Government and certain other sums, is used to pay for the services provided by your local council and other local authorities in your area.

Rateable Value

Apart from properties that are exempt from Business Rates, each non-domestic property has a rateable value, which is normally set by the Valuation Office Agency (VOA), an Agency of the Inland Revenue. It draws up and maintains a full list of all rateable values, which are available on their web site at www.voa.gov.uk. The rateable value of your property will be shown on the front of the bill. The rateable value broadly represents the yearly rent the property could have been let for on the open market on a particular date. For the revaluation that came into effect on the 1st April 2000, the date was set as 1st April 1998.

The valuation officer has to maintain the list and may alter the value if he or she believes that the circumstances of the property have changed. The ratepayer (and certain others who have an interest in the property) can also appeal against the value shown in the list if they believe it is wrong. Further information on the grounds for making an appeal, and how to make one, can be found on the VOA web site www.voa.gov.uk or from your local valuation office.

The effect of successful appeals against values shown in the rating list that came into force on the 1st April 2000 will normally be backdated to the beginning of the financial year in which they are made, although there are exceptions to this. Further information about these arrangements may be obtained on the ODPM web site at www.local-regions.odpm.gov.uk

National Non-Domestic Rating Multiplier

The local council works out the Business Rates bill by multiplying the rateable value of the property by the multiplier or “poundage” which the Government sets from the 1st April each year for the whole of England. The Government normally changes the multiplier every year to move in line with inflation. By law, the multiplier cannot go up more than the rate of inflation, except in the year of a revaluation when it is set at a level which will keep the total amount raised in rates after the revaluation the same as before, plus inflation for that year. The current multiplier will be shown on the front of this bill.

Transitional Arrangements

Property values normally change a good deal between each revaluation. Transitional arrangements help to phase in the effects of these changes by limiting the amount by which a bill may raise following a revaluation. To help pay for the limits on increases in bills after a revaluation, there is also have to be limits on reductions in bills. Under the transition scheme, limits continue to apply to yearly increases and decreases until the full amount is due (rateable value times the multiplier).

The scheme applies only to the bill based on a property at the time of the revaluation. If there are any changes to the property after the revaluation date, transitional arrangements will not normally apply to that part of a bill that applies to any increase in rateable value due to those changes. Further information about transitional arrangements may be obtained from Torbay Council or on the ODPM web site at www.localregions.odpm.gov.uk

Unoccupied Property Rating

In general, there will be no Business Rates to pay for the first three months that a property is empty. After that, an empty property rate of 50% of the bill that would have been due on the occupied property will be payable. Industrial buildings, listed buildings and small properties with rateable values less than £1,900, pay no empty property rates even after the first three months have expired.

Charity and Discretionary Relief

Charities are entitled to relief from rates on any non-domestic property, which is wholly or mainly used for charitable purposes. Relief is given at 80% of the bill. Local councils have discretion to give relief on all or part of any rate bill for property occupied by certain non-profit making bodies.

They can also consider giving rate relief in cases of hardship or where part of a property is beyond use for a certain period.

Rate relief for new, non-agricultural business on previously agricultural land or buildings

Rate relief is available for businesses with rateable values of up to £6,000, where the business is set up on previously agricultural land or buildings. Subject to certain conditions, the business will get a 50% reduction in the rates bill for up to five years. Local councils have discretion to give further relief on the remaining bill on such property.

Rating Advisors

Ratepayers do not have to be represented in discussions about their rateable value or their rates bill. Appeals against rateable values can be made free of charge. However, ratepayers who do wish to be represented should be aware that members of the Royal Institution of Chartered Surveyors (RICS web site www.rics.org.uk) and the Institute of Revenues Rating and Valuation (IRRV web site www.irrv.org.uk) are qualified and are regulated by rules of professional conduct designed to protect the public from misconduct. Before you employ a rating advisor, you should check that they have the necessary knowledge and expertise, as well as appropriate indemnity insurance. Take great care and, if necessary seek further advice before entering into any contract.

We would welcome your views on this publication and the information contained within it.
Write to: The Town Hall, Castle Circus, Torquay, TQ1 3DR.
E-mail: best.value@torbay.gov.uk
Telephone: 01803 207020

Useful Contacts

Torbay Council Switchboard: 01803 201201

Minicom: 01803 208603

Rapid Response team (for safety and environmental issues): 01803 402943

Fax: 01803 402912

E-mail: rapidresponseteam@torbay.gov.uk

Benefits fraud hotline: 0800 731 2731

24 hour contact number: 01803 550405

Social Services emergency duty team: 01803 292166

To register to vote in elections: 01803 207076

Telephone Helpline Numbers

Mon/Tues/Thurs/Fri 9.00am -4.15pm; Wed 9.30am - 4.15pm

Council Tax Information 207207

Non-Domestic Rate information 207207

Council Tax and Housing Benefit Enquiries

Surname A - DL 207201

Surname DM - KA 207202

Surname KB - RL 207203

Surname RM - Z 207204

This booklet is available on request in large print or on tape.

If English is not your first language we can also arrange for it to be produced in another language.

Please telephone: 01803 207020

www.torbay.gov.uk

