

Richmond upon Thames
Annual Report on Performance and Finance 2008/09

What we achieved
for you and your community



Welcome to

London Borough of Richmond upon Thames'
report on finance and performance for 2008/09



You have told us that Richmond upon Thames is an excellent place to live, with high quality local services. The Council continues to perform well, offering good value for money to local people. For the first time, the Audit Commission, the regulatory organisation which assesses councils on how they are delivering priorities for local people rated us in the highest category as a four star authority, improving strongly.

We are proud that satisfaction with the local area and with local services continues to be high and we are determined to maintain this position.

Cllr Serge Lourie
Leader of Richmond Council

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Becoming an Excellent Organisation



Financial Summary 2008/09



Want to know more?



Tell us what you think

What does the Council do for me?

Along with other statutory and voluntary agencies, which work together through the Richmond upon Thames Local Strategic Partnership, we provide you with services locally.



The services the Council provides include:

Adult Social Care

Children's Services

Education

Libraries and Culture

Council Tax and Housing Benefit

Waste and Recycling

Roads and Transport Planning

Parks and Open Spaces

Our priorities

In 2008/09 we were working to deliver the following set of priorities as set out in our Corporate Plan.

-  Environment and Sustainability
-  A Safer Community
-  Education and Children's Services
-  Promoting the Health, Housing and Well-being of All Residents
-  Tackling Disadvantage and Promoting Equality and Diversity
-  Developing the Local Economy

In 2008/09 the Council spent a net £143m on providing core services to residents (excluding general grant and council tax income) and £44m to enhance the Council's assets (e.g. buildings, vehicles). Richmond received the lowest level of funding per head in London via General Government Grant at £182 per head in 2008/09. This is £261 below the outer London average. The Council is also one of the lowest spenders per head at £1,334. Despite this low level of grant Richmond has been awarded the maximum score possible in its performance assessment and has been assessed as improving strongly.

Listening to your views

In 2008, for the first time, central government required all local authorities to undertake a new survey called The Place Survey. This replaced the Best Value User Satisfaction Survey which asked some similar questions and provides us with a basis for seeing how views have changed.

Richmond's Place Survey asked a sample of residents what they think about their local area and all their local public services, including the Council. It provides us with a wide range of information about your views on what you think is important in Richmond and what needs improving. We use this information, together with results from other consultations and user satisfaction surveys, to monitor how well we are performing and to plan our services.

The Place Survey results were published in July this year. In this report we give you a summary of some of the things residents told us in the survey together with

information on how the Council is performing. We also tell you what we are doing to maintain and improve our services together with details of how much they cost.

If you would like to view The Place Survey in full, go to: http://www.richmond.gov.uk/place_survey_report_2008-09.pdf

Richmond Upon Thames – a great place to live

In the Place Survey, residents told us that the overwhelming majority of you – 9 out of 10 – are satisfied with Richmond upon Thames as a place in which to live. This is the second highest score in London and one of the highest in the country.

What you think about your Council

Over half of residents (53%) are satisfied with the way the Council runs things. Whilst these figures are down slightly (from 62%), this is line with the national trend across all Councils.

Priority: Environment and Sustainability



What we do

The Council provides a broad range of diverse services including building control, refuse collection and recycling, street cleansing, highway maintenance including street lighting and trees and parks and open spaces. A number of these environmental services are outsourced and delivered through partner organisations.

In 2008/09 we

- Maintained 405km of roads, 10.3 km of riverbank and approximately 17,000 street trees.
- Collected 7,000 tonnes of trade waste, 40% of which is recycled in addition to the 43,000 tonnes of domestic waste generated from approximately 80,000 properties
- Maintained 517 hectares of parks and open spaces in 146 different locations.
- Adopted the Local Development Framework, the spatial planning strategy which sets out how planning is managed in the local area.
- Dealt with almost 4,000 planning applications as well as 1,900 building regulation applications involving over 12,000 inspections and 400 health and safety inspections.



Achievements

Increased Car Club Use: Between February and June 2009 there has been an increase of 737 Car Club members, which is a 74% increase in membership of the Richmond car clubs in 4 months. Car clubs are privately operated 'pool cars' and members of the club can book a car online or by phone as a cheaper alternative to owning a car.

Reduced casualties caused by road traffic accidents: Casualties on the Borough's roads have reduced by 12% from 67 to 59 per year.

Completed Terrace Gardens: The Terrace Gardens are now complete. More than two years' work has been carried out by the Council from consulting with residents to carrying out new landscaping works, including resurfacing pathways. A key feature of the gardens is the magnificent view from Richmond Hill through the gardens to the River Thames and beyond which was previously obscured by overgrown vegetation.

Achieved Green Flag status, the national standard, for four of our parks and open spaces.

What you said

You rate the area's parks and open spaces highly – 93% of Place Survey respondents are satisfied with them, the highest score in London. You were also satisfied with refuse collection (75%) and local tips (69%). However, you felt that traffic congestion (53%) and road and pavement maintenance (40%) were the two service areas which most needed improving locally.

Priority: Education and Children's Services



What we do

We work closely with partners such as health services, the police and the voluntary sector. Together, we form a partnership known as the Children and Young People's Trust. This is managed principally through the Children and Young People's Trust Board which provides leadership for the delivery of services for children and young people in the local area.

During 2008/09 the Children and Young People's Trust prepared and consulted on a new Children and Young People's Plan - 'Tackling Inequality, Creating Opportunity' - covering 2009-2013. The plan was launched in June 2009 and sets out what the organisations working with children and young people will do to improve outcomes for children and young people.

In 2008/09 we

- Educated 20,450 pupils in our local schools
- Provided an Early Excellence Centre, 41 primary schools, 8 secondary schools, 2 special schools and a pupil referral unit
- Opened 2 new Children's Centres in Ham and Heathfield, 2 of the most disadvantaged areas in the Borough
- Received an outstanding score in inspection for protecting children and young people from harm



Achievements*

Increased educational attainment in primary and secondary schools

– performance at primary is outstanding and amongst the strongest nationally. Achievement at Key Stage 2 level 4 and above in English and Maths improved further from 80% in 2006/07 to 84% in 2007/08.

At secondary level the percentage of pupils attaining 5 A*-C grades at Key Stage 4 (GCSEs) improved significantly from 58% in 2006/07 to 64% in 2007/08.

Increased the number of young people taking part in sport and physical activity

– 1,548 young people were involved in trials for the London Youth Games and 30,961 young people were involved in Council-led sports events during the year. We also continue to have one of the lowest obesity levels for children in the country: 6.2% in reception and 12.4% in Year 6.

Increased the number of young people who regularly participate in the youth service

from 1,404 in 2006/07 to 2,151 in 2008/09. The number of young people who have achieved a nationally recognised qualification, has increased by 79%, from 437 in 2007/08 to 783 in 2008/09.

Ensured excellent outcomes for children in care.

This has led to 89% of children achieving least one pass at grades A*-G at Key Stage 4 (GCSE) in 2008/09. 23 children leaving care were in Higher Education In 2008/09, 2 young people graduated from university both with 2:1 honours degrees.

Excellent participation by children and young people in cultural activities led to 10,107 children and young people taking part in arts education events at Orleans House Gallery

*Education figures refer to the academic year 2007/08.

What you said

Education is a relatively high priority for you (34% said it was important, ranking it the 6th highest priority) but only 11 % thought it need improving locally. Activities for teenagers were less of a priority but 33 % said that they needed improving locally. Nearly a third of people (34%) thought that teenagers hanging around on streets were a problem. This is down from 50% in 2006/07 and lower than most other areas in London.

Priority: Tackling Disadvantage and Promoting Equality and Diversity



What we do

We focus on tackling disadvantage and promoting equality and diversity in delivering all our services.

The Council works with other local services to address disadvantage in the Borough. We have identified five areas on which to focus our efforts – Ham, Heathfield, Mortlake, Castlenau and Hampton Nurserylands and the Dean Road area.

We also have a role as an employer and service provider in reducing the disadvantages which certain groups and people experience. We aim to be a Borough which values the diversity of all its communities and enables all its residents to become full and active citizens with a shared sense of belonging.

In 2008/09 we

- Worked with partners to support local Working Together groups, which bring local people together with local services which produced action plans for each area.
- Achieving Level 3 of the Equality Standard for Local Government, recognising the Council's fair and equal treatment in services and employment.
- Reviewed our policies and procedures to ensure that they meet the needs of different communities and staff groups.



Achievements

Trained 33 people in customer service skills, to help them get into work.

Created 20 new jobs for people with learning difficulties in partnership with local employers.

Brought more than 30 empty properties back into use, in the private sector.

Improved access to buildings and made progress towards ensuring bus stops are compliant with the Disability Discrimination Act.

What you said

Most residents (87%) feel that people from different backgrounds get on well together in their local area and feel that they belong to their neighbourhood (64%). These results are the second highest in London. Few people (18%) think that there is a problem with people not treating each other with respect and consideration and 75% think that they have been treated with respect and consideration by local public services all or most of the time.



What we do

The Community Safety Partnership brings together the Council, the police, and other local services to co-ordinate the Borough's response to crime and disorder and achieve our aim of being the safest borough in London.

We also work closely with communities, for example through the Safer Neighbourhood Teams, to address people's fear of crime and ensure that it reflects the very low levels of crime in the Borough

In 2008/09 we

- Dealt with 161 domestic abuse referrals to the multi agency risk assessment conference, and co-ordinated a community approach to domestic violence.
- Developed a local alcohol strategy to reduce alcohol-related harm.
- Developed Operation Lockout, a property marking scheme to reduce property crime including targeting geographic hotspots.
- Purchased and allocated 4,000 personal alarms to schools, police Safer Neighbourhood Teams, police and council buildings.
- Provided a Positive Activities for Young People scheme to provide young people personal development opportunities in the schools holidays contributing to significant drops in robberies and criminal damage during these periods.



What you said

The level of crime is the most important thing in making an area a good place to live (66%). However, only 18% of residents think that it is an issue which needs improving locally. Almost all residents feel safe during the day (95%) and a majority feel safe after dark (66% safe). Over a third of people (34%) agree that the police and other local public services are successfully dealing with anti-social behaviour and crime issues, which is better than the London and national averages.

Achievements

Safest Borough in London

We have the lowest number of crimes per person.

Reduced residential burglary

By 7% over the past two years.

Reduced numbers of serious and less serious assaults

The lowest number in London.

Improved residents' perceptions of anti-social behaviour

Fewer people in Richmond think that anti-social behaviour is a problem, with only 10% thinking drug dealing and using is a problem and only 24% thinking people being drunk or rowdy in public places is a problem – these are the best results in London.

Won first prize for our community outreach initiative 'Compass Point North'

This award from the Metropolitan Police Authority recognises an outreach project targeting elderly, vulnerable and housebound members of our community. Almost 100 vulnerable members of the community have already benefited.

Priority: Promoting the Health, Housing and Well-being of All Residents



What we do

The Council provides care services to help people to retain their independence, offering choice to service users and support to carers. Our housing services help to prevent homelessness, to support people if they become homeless, provide supported living arrangements and build new affordable homes. We work with partner organisations, including NHS Richmond, to improve the health of our residents.

In 2008/09 we

- Housed 251 households in temporary accommodation, including 147 households in short-term leased accommodation, 56 households in bed and breakfast accommodation and 48 people in hostels.
- Provided 971 people with a personal budget for their care and support.
- At the end of the year, were providing 532 people with intensive care at home (home care and direct payments).
- Provided 8,438 items of equipment to individuals and minor adaptations to over 2,000 people.
- 890 people received support services to assist with housing enquiries with our provider partnerships.



What you said

Nearly 89% of people aged over 65 said that they were satisfied with both their home and their local area – the second highest in London. Most residents describe their health as good or very good (85%), which is above average for London (79%). A fifth (20%) believe that older people in their area are able to get the services and support they need to live at home for as long as they wish. This finding is similar to the London average (23%), but below the national average..

Achievements

Implemented Self Directed Support

Exceeding our target of 500 people receiving a personal budget by almost 40%.

Increased older people's satisfaction with their homecare

By 12% between 2006 and 2009.

Increased the number of people receiving home disability grants and energy efficiency grant.

Delivered 175 affordable homes

Against our target of 160.

Reached our target of reducing the number of people in temporary accommodation by 50%

Two years ahead of schedule.

Priority: Developing the Local Economy



What we do

The Council works with other partners and businesses to promote and develop the local economy.

During the year, as the recession has begun to bite, the Council has moved swiftly to change the focus of its work in order to concentrate on supporting the local economy. Addressing the impacts of the recession and supporting a strong recovery will be a key priority in next year's Corporate Plan.

In 2008/09 we

- Consulted local business leaders on options to address the recession at an event in November.
- Established a new scheme to support business in our town centres, supporting 'shop local' schemes, website development and events.
- Created 8 new government-funded jobs for long-term unemployed young people, each providing 6 months paid employment to help them return to work.
- Continued to encourage visitors to the borough to boost local business through marketing and working with visitor attractions.
- Prepared a procurement guide for local businesses, supporting their capacity to compete for council business
- Improved our planning support to help local businesses considering development or change of use.



What you said

The Place Survey did not seek residents' views on the local economic development. However, the Council and its partners have sought views of local businesses – 80 have so far attended local recession-related events.

Achievements

Supported traders by changing parking charges including free parking on a Bank Holiday and introducing a 20p for 20 minutes parking schemes.

Provided Credit Crunch information through the Council's website – receiving 2,500 hits per month.

Improved the payment of invoices the Council became an approved signatory of the Prompt Payment Code and is committed to paying suppliers within their agreed payment terms.

Small business rate relief provided to over 1000 businesses up to September 2009.

Helped 45 businesses save money through energy efficiency reviews, up to September 2009. 24 businesses have received the official Go Green Richmond upon Thames award recognising businesses who have reduced their environmental impact.

Increased visitor numbers at the borough's attractions in the Summer of 2009.

Increased the number of VAT registered firms from 9,100 in 2006 to 10,100 in 2008.

How we deliver: Becoming an Excellent Organisation



For 2008/09, we were working to four cross-cutting priorities which apply to all the services we deliver to ensure that we continue to meet the high standards of service provision

Access to services and customer care

What we did

- Achieved Customer Service Excellence award, the national standard for customer service at a corporate level and accreditation with the Customer Contact Association for the Contact Centre.
- Committed all front line services to achieve Customer Service Excellence accreditation by 2011, with six services on track to achieve by 31 March 2010.
- Enabled more services to be accessed via our website and modernised the overall look and feel of the site.
- Enabled payments for a range of Council services in eighteen Post Offices and over thirty other local shops through the PayPoint service.
- Enabled more people to access leisure opportunities.
- Provided targeted support for more disadvantaged groups including those within the five areas of relative disadvantage and disabled residents.

What you said

Residents found local shops, chemists, and public transport the easiest local services to reach.

Engaging with customers and communities

What we did

- Undertook a wide range of consultation and engagement activity, including measuring how satisfied services users are with the services we provide.
- Used mystery shopping to identify areas for improvement in our services.
- Set up a Councillor-led Task Group to look at how we undertake consultation which reported in June 2009
- Worked internally and with partner organisations to improve the way we co-ordinate consultation activity.

What you said

31% of residents agreed that they could influence decisions affecting their local area. Whilst this is comparable with national figures, it represents a fall of 9% since this was last measured in 2006/07. 32% wanted to be more involved and a further 60% wanted to be more involved depending on the issue. We will be working with our partners to improve the way we engage with our communities and drawing up a Community Engagement Strategy to shape our work over the coming year.

Delivering value for money

What we did

- Kept spend per head in the bottom 10% nationally when compared with other Councils performing similar functions.
- Exceeded government efficiency targets.
- Undertook efficiency reviews of key services including transport and libraries.
- Implemented 'the 'Richmond Works' programme to make best use of our accommodation and introduce flexibility in working arrangements.

What you said

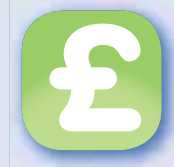
30% of residents agreed that the Council offers value for money. This is slightly below the London and national averages. We have drawn together all of our efficiency projects into one co-ordinated programme – the 'Efficiency Challenge Programme'.

Our employees

Our employees are key to the Council achieving our ambitions to provide high quality services. During 2008/09 we developed a new Workforce Development Plan setting out how we will

recruit, develop, manage and reward our people to enable them to perform at their best in a time of change. We also achieved re-accreditation as Investors in People.

Financial Summary 2008/09



How did we spend your money?

The Income and Expenditure Account provides a summary of how the Council spent your money in 2008/09. All Councils produce this information in the same format to allow you to make comparisons between them. If you would like to see a further breakdown of each service area mentioned in the table below please see the full financial statement at the following web address:

www.richmond.gov.uk/statements_of_accounts

Income and Expenditure Account for the year ended 31st March 2009	2008/09 Net Expenditure (£000)	2007/08 Net Expenditure (£000)
Central services - local taxation	2,453	2,536
Other central services to the public	*1,435	1,488
Adult social services	*51,651	45,197
Children's and education services	*65,716	41,658
Cultural, environmental, regulatory and planning services	*32,455	29,209
Highways and transport services	*8,928	9,591
Housing services	4,084	3,897
Corporate and democratic core	3,976	4,558
Non distributed costs	3,324	579
Total net cost of services	*174,022	138,713
Levies	6,483	5,600
Trading accounts	-28	-82
Gain/loss on disposal of fixed assets including assets previously disposed	-2,027	-3,760
Contribution of housing capital receipts to government pool	66	61
Distribution of capital receipts to other local authorities	160	400
Net interest received	-611	-1,550
Other corporate income (reward/incentive grant)	-900	-365
Net return on pension assets	4,270	574
Net operating expenditure	*181,435	139,591
Council Tax income	-109,683	-104,389
General government grant including redistributed Business Rates	-33,441	-24,041
Surplus / deficit for the year	*38,311	11,161
Other amounts required to be taken into account in determining general fund surplus	-37,672	-11,161
Overall surplus / deficit for the year	*639	0

*Any reduction in the value of assets must be recognised as an expense in the year of revaluation. In 2008/09 the Council incurred £36.7m worth of reductions on land and buildings. This has increased the net expenditure figure when compared to 2007/08. This is a technical accounting adjustment, it does not represent a cash movement and has no impact on Council Tax.

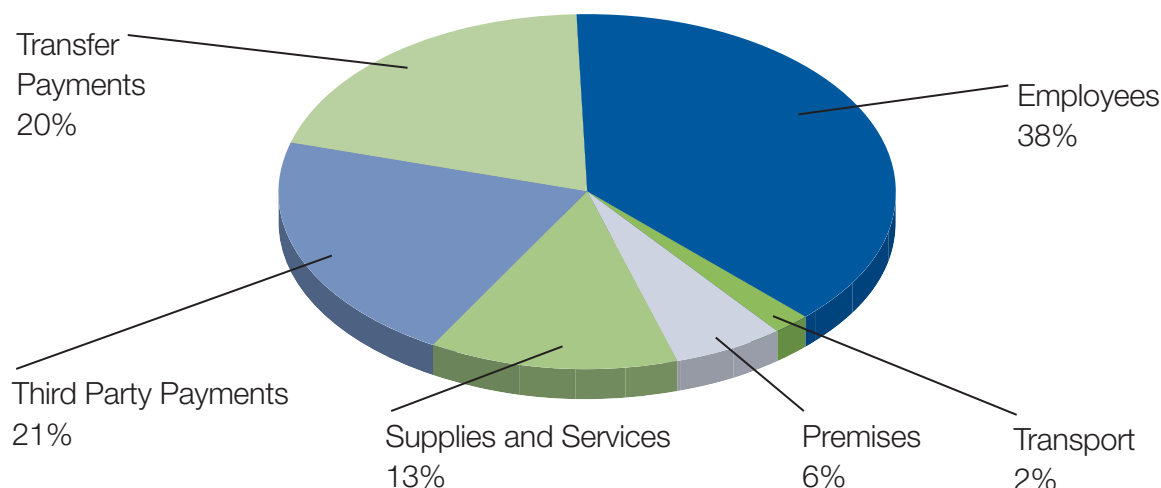
Council Gross Expenditure 2008/09



The gross expenditure in the net cost of services section can also be broken down by type of expenditure. The Council divides expenditure into the following categories (excludes capital charges and recharges):

- Employee costs – all staff costs e.g. salaries
- Transport – all costs associated with the provision, hire or use of transport e.g. cost of fuel for Council vehicles
- Premises – all costs directly related to the running of premises and land e.g. electricity costs
- Supplies and services – all other supplies and services purchased by the Council e.g. telephone bill
- Third Party payments – payments to an external or internal provider that is operating independently to deliver a defined service e.g. payments for the waste contract
- Transfer payments – payments to individuals for which no goods or services are received in return by the authority e.g. a direct payment to a social services client to buy their own care

The split of gross expenditure over these categories in 2008/09 is illustrated by the chart below:



Where did the money come from?

Each year the Council receives income from a variety of sources including grants from Central Government and other external bodies and charging for Council services. Any money that is needed over and above the amount that can be raised through these sources needs to be raised from Council Tax. The main sources of income in 2008/09 were:

Type of Income	2008/09 (£000)	Comment
Dedicated schools grant	-91,127	Ring-fenced to schools
Housing and council tax benefit	-58,549	Reimbursement of benefits paid out
Children's services and culture specific grants	-7,850	Ring-fenced to children's services and culture
Adult social services specific grants and contributions	-12,041	Ring-fenced to adult social services
Other service specific grants	-4,751	Ring-fenced to services other than adults social and children's services
Customer and client receipts	-51,818	Charges for services e.g. parking, trade refuse, leisure facilities
General government grant	-33,441	Government grant that is not ring-fenced to a specific purpose
Council tax	-109,683	

What do we own and what do we owe?



The statement below is called a Balance Sheet. All Councils publish a Balance Sheet every year. It provides details of all the assets and liabilities of the Council. Long term assets are things that the Council owns that will provide benefit for more than 1 year (e.g. a building). Liabilities are things that the Council owes (e.g. a loan). Current assets and liabilities are items that we owe or are owed/belong to the Council that will be settled in less than 1 year.

Balance Sheet as at 31st March 2009	2008/09 Actual (£000)	2007/08 Actual (£000)
Long Term Assets		
Fixed assets (land, buildings, roads)	618,761	615,852
Other – long term investments and debtors	32,451	34,972
Current Assets and Liabilities		
Stocks	278	427
Debtors (what others owe us)	29,600	24,774
Short term investments	44,297	58,593
Short term borrowing	-7,224	-6,286
Creditors (what we owe)	-45,681	-41,908
Long Term Liabilities		
Future pension liability	-113,491	-74,003
Long term borrowing and creditors	-38,234	-40,569
Other grants and deposits	-76,353	-58,995
Provisions for future revenue expenditure	-2,571	-4,042
Total Net Assets	441,833	508,815

The full financial statement provides further details of all the items that are included in the Balance Sheet. This information is available on the Council website at: http://www.richmond.gov.uk/statements_of_accounts

The Council's net worth is represented by a combination of reserves. Some of these can be used to finance future expenditure. The unusable reserves are not available to be used by the Council. These represent accounting adjustments in respect of assets e.g. depreciation and revaluation etc (£387m).

In 2008/09 the Council used £11.4m from usable reserves and the overall level of these reserves fell by £6.7m due to contributions during the year and accounting adjustments. For a further breakdown of the movements please refer to the full statement of accounts on the Council's website.

Revenue and Capital Reserves	2008/09 Actual (£000)	2007/08 Actual (£000)
Unusable capital and revenue reserves	386,946	447,276
Usable capital grants and receipts	8,183	11,704
Revenue reserves earmarked for future expenditure	28,844	30,191
General reserves and contingencies	11,455	12,094
Schools' reserves and reserves not directly controlled by the Council	6,405	7,550
Total Net Worth	441,833	508,815

Investing for the future



Each year the Council spends money on buying or improving assets, this is known as capital expenditure. In 2008/09 the Council spent £43.8 million of which £29.0million was funded from government grant and external sources. Expenditure was as follows:

Capital Expenditure	2008/09 Actual (£000)	2007/08 Actual (£000)
Children's Services & Culture	20,493	15,443
Adult & Community Services	3,566	5,545
Environmental Services	14,716	16,533
Finance and Corporate Services	5,065	3,438
Total Capital Expenditure	43,840	40,959

The biggest projects were:

- £16.2m on school buildings
- £10.4m on roads and footpaths
- £1.4m on pay and display equipment
- £3.4m on housing related schemes
- £2.3m on the accommodation scheme
- £1.1m on parks and open spaces

What are we doing to increase efficiency and provide value for your money?

Each year the Audit Commission assesses the Council on how well it uses its resources. In 2008 the Council was given the maximum score of 4 for value for money. Richmond Council is one of the lowest spending Councils per head of population in London and has been assessed as 'improving strongly'. For further information on the Council's performance assessment please go to the Audit Commission website at: <http://cpa.audit-commission.gov.uk/STCCScorecard.aspx?taxid=106900>

Efficiency is at the heart of all the Council's activities. Richmond has a strong track record in achieving government efficiency targets and this has contributed to its excellent rating for value for money. However, the Council is not complacent on this issue and has recently launched a Council-wide Efficiency Challenge which will form a key part of our response to the deteriorating position of the public finances. We aim to continue improving the way we use resources to provide services over the next few years and are conducting a wide range of reviews to highlight areas for improvement. As the demand for public services continues to increase and the public purse tightens Richmond is committed to the continued provision of high quality, value for money services for Richmond residents.

Moving forward we have reviewed our Corporate Plan and over the period 2009/2012 our vision is to be the best place in London in which to live, work and learn. Our priorities and areas for improvement are

- **Focus on supporting the community through the recession**
Increase the use of advice and support services by businesses and maintain our commitment to providing an excellent service to people in need of housing benefit through the recession.
- **Keep the environment at the heart of decision making**
Reduce CO₂ emissions from Council operations and in the local area.
- **Maintain a safe environment for all our residents**
Maintain low levels of crime and continue to safeguard children and vulnerable adults.
- **Improve schools in the borough**
Improve attainment at both primary and secondary level, increase access for children with disabilities and learning difficulties to short break care and respite.
- **Promote the independence and well being of older people**
Promote awareness of the support and services available to older people in the borough.

Our services are provided for you. We want to work with you to make sure all our expenditure is targeted in the best possible way. If you have any suggestions on how the Council could improve the efficiency of any services you have used, please let us know on section two of the feedback form on page 15.

For more information about the Council's Finance and Performance please go to the Council website at www.richmond.gov.uk

Want to know more?



Tell us what you think

Once again we welcome all of your feedback on Council publications. The comments you provide will contribute to the improvement of public documents in the future.

If you would like the Council to reply to your comments, please provide your contact details. You can provide feedback by either using the below form or by going to: **www.richmond.gov.uk/performance_finance_feedback** or emailing: **accountancy@richmond.gov.uk**.



Feedback form



Name (optional): Email Address (optional):

Address (optional):

1a) Was the document useful in helping you to understand the Council's finances and performance? (please tick) Yes No

1b) Please explain why:

2) Please write any other comments below:

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Please contact us at the address below if you would like this information in Braille, audiotape, or another language. We can also arrange a telephone interpreting service.

Communications
London Borough of
Richmond upon Thames
York House
Richmond Road
Twickenham, TW1 3AA



Albanian

Nese keni veshtersi per te kuptuar kete botim, ju lutemi e jani ne recepcionin ne adresen e shenuar me poshte ku ne mund te organizojme perkthime nepertzet telefonit.

Arabic

إذا كانت لديك صعوبة في فهم هذا المنشور، فترجو زيارة الإستقبال في العنوان المعطى أدناه حيث بإمكاننا أن نرتب خدمة ترجمة شفوية هاتفية

Bengali

এই প্রকাশনাটির ব্যর্থ বোঝা আপনার যদি সমস্যা হয়, দয়া করে আমাদের কার্যালয়-এ এসে আমাদের কাছ থেকে পরামর্শ নিন। আমরা আপনাকে মুদ্রিত নথির একটি কপি প্রস্তুত করে দেব।

Farsi

اگر در فهمیدن این نشریه مشکل دارید، لطفاً به میر پذیرش در آدرس قلم شده در زیر رجوع فرمایید تا سرویس ترجمه تلفنی برایتان فراهم آورده شود.

Gujarati

જો તમને આ અભિવ્યક્તિ, ચિત્રો અથવા અન્ય મહત્વની વસ્તુ સંબંધે કોઈ સમસ્યા અથવા સવાલો (સંશયો) હોય, તો કૃપા કરીને અમારા કાર્યાલય (અધિકાર સંચાલક) ના કાર્યાલયમાં અમારા સંપર્ક વિગતો (અધિકાર સંચાલક) ના સંપર્ક કરો.

Punjabi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਪਬਲਿਸ਼ਮੈਂਟ ਵਿੱਚ ਕੋਈ ਸਮੱਸਿਆ ਹੋਵੇ ਜਾਂ ਤੁਹਾਨੂੰ ਕੋਈ ਹੋਰ ਸਵਾਲ ਪਵੇ ਤਾਂ ਪੁੱਛ-ਚਿੱਠੀਆਂ ਦੇ ਆਉਣ 'ਤੇ ਅਸੀਂ ਆਪਣੇ ਟੈਲੀਫੋਨ ਤੇ ਵਾਲੰਟਰ ਕਰਨ ਵਾਲੀ ਇੰਟਰਪ੍ਰੀਟਰ ਦਾ ਪੁੱਛ-ਕਰ ਸਕਾਂਗੇ।

Urdu

اگر آپ کو اس امر سے کوئی مسئلہ پیش آئے، براؤزر کے ذریعے میر پذیرش سے رابطہ کر سکتے ہیں۔ اگر آپ کو کوئی اور سوال ہے تو براؤزر کے ذریعے میر پذیرش سے رابطہ کر سکتے ہیں۔

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