



**Open**  
**For Business**

## **Business matters**

Your guide to what you get  
and what you pay

**FREE**  
**Business**  
**Support**  
page 4

## Harrow...a place to invest ...a place to grow

- Harrow has ambitious plans for the future with 2,500 new homes and 3000 new jobs forecast up to 2025
- 75% of residents own their own home, a figure that is 19% higher than the London average
- The borough contains nine district centres and Harrow town centre is one of London's eleven Metropolitan Town Centres
- Business growth in Harrow exceeded that of inner, greater and outer West London between 1989 and 2007
- Business growth was 130% between 1997 - 2007
- There are substantial public sector owned development sites
- 49% of residents work in professional or managerial roles.

Dear Business Owner

The past year has been a challenging one for Harrow businesses and the Council has been working hard to make sure businesses get the help they need to get through these tough times.

The Council will continue to support businesses through this period and beyond, which is one of the reasons we've published this booklet. The following pages describe the range of support and advice your business can call on.

Below are some of the ways we can help you – check the Council's website for more:

- We will continue our commitment to paying invoices from local businesses in ten working days
- Business rate payments will be extended from 10 to 12 months on agreement
- Information on contracts and opportunities with the Council will be made available and we will buy locally where we can by targeting businesses on the Harrow Business Directory (see page 4)
- We will continue to help small businesses to claim Small Business Rate Relief.

We will continue to hold regular meetings with local businesses, find out what matters to you and make sure you get the information you need.

Harrow is a thriving business community because of businesses like yours. Despite the current challenges we are looking to the future. We aim to send a clear message that we are open for business and will work to develop the local economy in preparation for future economic prosperity.

**Cllr David Ashton**

Leader of Harrow Council



## Council Services for Business

The Council provides a wide range of advice and support to help your business. Contact us to get the information and guidance you need.

### BUSINESS SUPPORT

#### Economic Development Team

For advice and guidance for you and your business needs.

Visit [www.harrow.gov.uk/business](http://www.harrow.gov.uk/business) for regular business network meetings and training courses.

**T 020 8736 6539**

**E [edo@harrow.gov.uk](mailto:edo@harrow.gov.uk)**

#### Xcite for Parents – free training

Xcite works with local people looking for local jobs. We provide a free recruitment service to fill your job vacancies.

**T 020 8736 6538**

**E [Xcite@harrow.gov.uk](mailto:Xcite@harrow.gov.uk)**

### BUSINESS CONTINUITY

Is your business prepared for an emergency? Developing a business continuity plan will let you continue to operate during and after an emergency.

**T 020 8420 9319**

**E [emergency.planning@harrow.gov.uk](mailto:emergency.planning@harrow.gov.uk)**

**W [www.londonprepared.gov.uk](http://www.londonprepared.gov.uk)**

“We can give advice  
on a range of  
issues”

“Harrow is a  
great place  
to do  
business”

### BUSINESS DIRECTORY

The directory provides a practical guide to the products, services and contact details of over 1,600 companies trading in Harrow and is used by the Council to advise local companies about possible procurement opportunities.

If your company is not already listed, register for free by following the link below.

**[www.burrows.co.uk/harrow](http://www.burrows.co.uk/harrow)**

For a free hard copy contact:

**T 020 8736 6539**

**E [edo@harrow.gov.uk](mailto:edo@harrow.gov.uk)**

**BUILDING CONTROL**

If you intend to construct a new building, or extend, alter or change the use of an existing one, then Building Regulations will probably apply. Contact our Building Contact Team for information, advice and to discuss your requirements when considering building work.

**T 020 8901 2650**

**F 020 8424 1434**

**E [www.harrow.gov.uk/buildingcontrol](http://www.harrow.gov.uk/buildingcontrol)**

**BUSINESS RATES**

Information and advice on business rates, how to pay, the transitional relief scheme, charitable relief and small business rate relief. Talk to us if you are having problems with paying your rates.

**T 020 8901 2610**

**E [www.harrow.gov.uk/businessrates](http://www.harrow.gov.uk/businessrates)**

If your business needs advice on appeals against the current rateable value you need to contact the Valuation Office Agency.

**T 020 8276 2800**

**W [www.voa.gov.uk](http://www.voa.gov.uk)**

**BUSINESS SAFETY**

We work in a number of ways to support a safe and crime free environment for business. In 2010 we are installing 21 additional CCTV cameras in North Harrow, Rayners Lane, Harrow Weald and Edgware.

We fund the Town Centre Policing Team and supported the launch of the Transport Hub Team in March 2009, targeting crime and anti social behaviour on transport in and around the town centre.

For advice for your business contact the Crime Reduction Team.

**T 020 8736 6285**

**E [communitysafety@harrow.gov.uk](mailto:communitysafety@harrow.gov.uk)**

**W [www.harrow.gov.uk/crimereduction](http://www.harrow.gov.uk/crimereduction)**

**“You may  
qualify for  
rate relief”**

## BUSINESS WITH THE COUNCIL

We are keen to work with more local businesses as we recognise the contribution they make to the local economy. Check the Council's website for current tenders.

**T 020 8424 7685**

**E [procurement.procurement@harrow.gov.uk](mailto:procurement.procurement@harrow.gov.uk)**

## ENVIRONMENTAL HEALTH

For advice on commercial health and safety matters, including food safety, noise control, pest control and outdoor events.

**T 020 8901 2600**

**F 0845 280 1845**

**E [ehealth@harrow.gov.uk](mailto:ehealth@harrow.gov.uk)/  
environment**

## GREENER BUSINESS

Get advice on how to cut costs, reduce your carbon footprint and help the environment. Improving your environment performance can save your business money!

**“We want to  
keep it  
local”**

**T 020 7841 5153**

**E [businesssupport@globalactionplan.org.uk](mailto:businesssupport@globalactionplan.org.uk)**

Make savings - a scheme we are running with Energy Helpline and Hillingdon Council offers free impartial advice on whether or not you can save money by switching supplier.

**T 0800 634 5184**

**W [www.energyhelpline.com](http://www.energyhelpline.com)**

## LICENSING & REGISTRATION

To apply for a range of premises and personal licences, including sale of alcohol, regulated entertainment (plays, music dancing, films and late night refreshments), gambling, animal licences (pet shops, animal boarding, dog breeding) skips on highways, scaffolding, small society lotteries etc.

**T 020 8901 2600**

**F 0845 2801845**

**E** [licensing@harrow.gov.uk](mailto:licensing@harrow.gov.uk)

**E** [www.harrow.gov.uk/licensing](http://www.harrow.gov.uk/licensing)

### PARKING SERVICES

For general parking enquiries - including permits, suspensions, penalty charge notices, complaints, payments, details of regulations and if your car has been removed.

**T** 020 8901 2640

**W** [www.harrow.gov.uk/parking](http://www.harrow.gov.uk/parking)

#### Payments

Online payments

**W** [www.harrow.gov.uk](http://www.harrow.gov.uk)

**T** 020 8424 1220

**E** [parking.enforcement@harrow.gov.uk](mailto:parking.enforcement@harrow.gov.uk)

### PLANNING

For help and advice on planning policy, planning enforcement, planning permission and other general enquiries. Our website contains lots of information, including downloadable application forms and you can follow the progress of current applications.

**T** 020 8901 2650

**F** 020 8424 1551

**E** [planning.applications@harrow.gov.uk](mailto:planning.applications@harrow.gov.uk)

### TOURISM

Whether you are a local hotel, restaurant or similar business, find out how to get support on attracting more visitors to your business.

**T** 020 8427 6012

**E** [gayton.library@harrow.gov.uk](mailto:gayton.library@harrow.gov.uk)

**W** [www.visitharrow.co.uk/tourism](http://www.visitharrow.co.uk/tourism)

### WASTE MANAGEMENT

For details on the Council's commercial waste collection and recycling services, and charges at the Council's waste recycling centre.

**T** 020 8901 2600

**E** [publicrealm@harrow.gov.uk](mailto:publicrealm@harrow.gov.uk)

**W** [www.harrow.gov.uk/commercial\\_waste](http://www.harrow.gov.uk/commercial_waste)

## ■ What's different on my rates bill in 2010/11?

A new rating list has come in from 1st April 2010 so your rateable value is likely to have changed. The Valuation Office will already have sent a letter about this to you. This explains what this was about.

### **Transitional Relief on your bill?**

This means that your rates bill has increased from last year and has exceeded the threshold set by Central Government. This is a scheme that helps ratepayers by phasing in any large increase in their bill. There is no discretion over the amount you get as this is set by regulations.

### **Transitional Surcharge on your bill?**

This means that your rates bill has decreased from last year and has exceeded the threshold set by Central Government. This is a scheme that phases in any reduction in your rates bill if there has been a large decrease in the amount you have to pay. This helps to pay for the Transitional Relief scheme. There is no discretion over the additional amount added to your bill as this is set by regulators.

### **Small Business Rate Relief**

Are you a small business (rateable value under £25,500)? The limits have been changed from 1st April 2010 so if you did not qualify before you might do now. Check your rateable value on your bill and if below £25,500, see [www.harrow.gov.uk](http://www.harrow.gov.uk) and download an application or call on 020 8901 2610 and one can be sent to you.

**For further information visit [www.harrow.gov.uk](http://www.harrow.gov.uk),  
[www.businesslink.gov.uk](http://www.businesslink.gov.uk) or [www.realhelpnow.gov.uk](http://www.realhelpnow.gov.uk)  
or call the team on 020 8901 2610.**

## Support for your Business

Whether you are a large or small, new or established business there are many specialist organisations on hand to offer guidance and advice to suit your business needs.

### HARROW IN BUSINESS

The local enterprise agency for Harrow provides advice, information and support whether you are considering self-employment, setting up in business or thinking of growing your business.

**T 020 8427 6188**

**E [info@hib.org.uk](mailto:info@hib.org.uk)**

**W [www.harrowinbusiness.com](http://www.harrowinbusiness.com)**

**A Enterprise House, 297 Pinner Road, Harrow, Middlesex HA1 4HS**

### BUSINESS LINK IN LONDON

#### the Gateway to Business Support

Business Link in London is a free, impartial business advisory service available to anyone starting or running a small or medium sized business. You can also attend free networking and training events to help develop your business. Business Link provides 1:1 review sessions for established businesses to help develop an Action Plan to grow their business.

**T 0845 6000 787**

**E [info@bllondon.co.uk](mailto:info@bllondon.co.uk)**

**W [www.businesslink.gov.uk/london](http://www.businesslink.gov.uk/london)**

### NWL CHAMBER

The local Chamber of Commerce is a valuable resource for business information. Regular events are organised for information sharing and to develop your business. Membership is open to any trading organisation.

**T 020 8427 2884**

**F 020 8861 5709**

**E [info@nwlchamber.org.uk](mailto:info@nwlchamber.org.uk)**

**W [www.nwlchamber.org.uk](http://www.nwlchamber.org.uk)**

**A Enterprise House, 297 Pinner Road, Harrow HA1 4HS**

### TRADING STANDARDS

For a range of advice about maintaining a fair and safe trading environment, including how to comply with the law, consumer rights, sales of dangerous goods and correct pricing and product description requirements.

**T 020 8937 5555**

**F 020 8937 5544**

**Answerphone 020 8937 5525**

**E [trading\\_standards@brent.gov.uk](mailto:trading_standards@brent.gov.uk)**

**W [www.tradingstandards.gov.uk/brent&harrow](http://www.tradingstandards.gov.uk/brent&harrow)**

**A Brent & Harrow Trading Standards Service, Quality House, 249 Willesden Lane, London NW2 5JH  
Open 9am - 5pm Monday to Friday**

### **BRENT AND HARROW EDUCATION BUSINESS SERVICE (BHEB)**

As a business you can work with BHEB to help young people develop the key skills they need for employment.

BHEB supports work experience and work related activity for students aged 14-19 years by linking up with local employers and schools.

**T 020 8937 6260**

**F 020 8937 6272**

**E [bahwec@ukonline.co.uk](mailto:bahwec@ukonline.co.uk)**

**W [www.bhebs.co.uk](http://www.bhebs.co.uk)**

### **HARROW COLLEGE**

If you are an employer looking to improve the performance of your

business and your staff, through Business Base you can find a range of services tailored to suit your needs – this includes training needs analysis, support, and successful implementation of human resource programmes.

**T 020 8909 6454**

**E [asakadavan@harrow.ac.uk](mailto:asakadavan@harrow.ac.uk)**

**W [www.harrow.ac.uk/employers](http://www.harrow.ac.uk/employers)  
or visit: [www.businessbase.org.uk](http://www.businessbase.org.uk)**

### **STANMORE COLLEGE SERVICES TO BUSINESS**

The specialist Services to Business Team will help you to meet your training and development needs by providing high quality training programmes. They will design and deliver customised training for you and can also access funding to assist your staff to gain NVQs.

**T 020 8954 6314**

**F 020 8385 7339**

**E [S2B@stanmore.ac.uk](mailto:S2B@stanmore.ac.uk)**

**W [www.stanmore.ac.uk](http://www.stanmore.ac.uk)**

### **WEST LONDON BUSINESS**

As the Chamber of Commerce for West London, West London Business offers information,

networking events, strong lobbying and representation profile and a membership with businesses from across the region.

**T 020 8607 2500**

**F 020 8577 7346**

**E [info@westlondon.com](mailto:info@westlondon.com)**

**W [www.westlondon.com](http://www.westlondon.com)**

### **JOB CENTRE PLUS**

Save time and money on recruitment. If you have a vacancy, Job Centre Plus can help you find a local person to fill it. JCP offer a professional, modern and free vacancy advertising service to help you get the right people for your business.

**T 0845 604 3719**

**E [employerdirect-vacancies@jobcentreplus.gsi.gov.uk](mailto:employerdirect-vacancies@jobcentreplus.gsi.gov.uk)**

**W [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)**

### **ENERGY ADVICE**

The government funded Carbon Trust offers free and impartial advice and a range of products to help save money. There are a number of very useful publications available from the website.

**T 0800 085 2005 (freephone)**

**W [www.carbontrust.co.uk](http://www.carbontrust.co.uk)**

### **COMPETE FOR**

Get access to London 2012 contracts. The Compete For service provides information about opportunities within the London 2012 Games and the public sector.

**T 0845 217 780**

**W [www.competefor.com](http://www.competefor.com)**

**W [www.supply2.gov.uk](http://www.supply2.gov.uk)** is a government-backed service offering easy access to low value public sector opportunities.

### **SUPPLY LONDON**

For help and support in winning public sector contracts. Your business will need a turnover of £100k or more and have been trading for two years.

**T 020 7073 7924**

**W [www.supplylondon.com](http://www.supplylondon.com)**

### **GATEWAY ASIA**

Get advice on how to access markets in India and China.

**T 020 8571 8801**

**E [info@gateway-asia.co.uk](mailto:info@gateway-asia.co.uk)**

## ■ Explanatory Notes – Non-Domestic Rates

**These notes are provided by the Department of Communities and Local Government (DCLG).**

### **Non-Domestic Rates**

Non-Domestic Rates, or Business Rates, collected by local authorities are the way that those who occupy non-domestic property contribute 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 Authorities as part of the annual formula grant settlement. The 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 authority and other Local Authorities in your area.

### **Business Rate Supplement (BRS)**

The Business Rate Supplements Act 2009 enables levying authorities – Councils and the Greater London Authority (GLA) – to levy a supplement on the business rates to support additional projects aimed at economic development of the area. BRS are not applicable to properties with a rateable value of £55,000 or below, and authorities have discretion to increase that threshold. The total maximum BRS which may be levied by a levying authority is 2p per pound of rateable value. Levying authorities have the power to apply such reliefs to the BRS as they think appropriate and in such cases must include an explanation of the rules for the application of those reliefs in the final prospectus for the BRS.

The BRS on your bill is being levied is by the GLA in relation to the Crossrail project. Further information may be found in the GLA's BRS prospectus which can be found at [www.london.gov.uk/crossrail-brs](http://www.london.gov.uk/crossrail-brs)

### **Rateable Value**

Apart from properties that are exempt from Business Rates, each non-domestic property has a rateable value which is set by the valuation officers of the Valuation Office Agency (VOA), an agency of Her Majesty's Revenue and Customs. It draws up and maintains a full list of all rateable values, available on their website at [www.voa.gov.uk](http://www.voa.gov.uk). The rateable value of your property is shown on the front of the bill. This 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 1st April 2010, this date was set as 1st April 2008.

The valuation officer may alter the value if circumstances change. 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 about the grounds on which appeals may be made and the process for doing so can be found on the VOA website or from your local valuation office.

### **National Non-Domestic Rating Multiplier**

The local authority works out the Business Rates bill by multiplying the rateable value of the property by the appropriate multiplier. There are two multipliers; the standard non-domestic rating multiplier and the small business non-domestic rating multiplier. The former is higher to pay for small business rate relief. The Government sets the multipliers for each financial year for the whole of England, except in the City of London where special arrangements apply, according to formulae set by legislation. The multipliers change each year in line with inflation and take into account the cost of small business rate relief. In the year of a revaluation, the multipliers are rebased to account for overall changes to total rateable value and to ensure that the revaluation does not raise extra money for Government. The current multipliers are shown on the front of the bill.

### **Revaluation 2010 and Transitional Arrangements**

All rateable values are assessed every five years at a general revaluation. The current rating list is based on the 2010 revaluation. Five yearly revaluations make sure each ratepayer pays their fair contribution and no more, by ensuring that the share of the national rates bill paid by any one ratepayer reflects the changes over time in the value of their property relative to others. Revaluation does not raise extra money for Government.

Whilst the 2010 revaluation will not increase the amount of rates collected nationally, within this overall picture, over a million properties will see their business rates liability reduced and some ratepayers will see increases.

For those that would otherwise see significant increases in their rates liability, the Government has put in place a £2 billion transitional relief scheme to limit and phase in changes in rates bills as a result of the 2010 revaluation. To help pay for the limits on increases in bills, there 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 appropriate 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 1st April 2010, transitional arrangements will not normally apply to the part of a bill that relates to any increase in rateable value due to those changes. Changes to your bill as a result of other reasons (such as because of changes to the amount of small business rates relief) are not covered by the transitional arrangements.

The transitional arrangements are applied automatically and are shown on the front of your bill. Further information about transitional arrangements and other reliefs may be obtained from London Borough of Harrow or the website [www.mybusinessrates.gov.uk](http://www.mybusinessrates.gov.uk).

More information on the 2010 revaluation can be found at [www.voa.gov.uk](http://www.voa.gov.uk)

### **Unoccupied Property Rating**

Business Rates will not be payable in the first three months that a property is empty. This is extended to six months in the case of certain industrial properties. After this period, rates are payable in full unless the unoccupied property rate has been reduced by the Government by order. In most cases, the unoccupied property rate is zero for properties owned by charities and Community Amateur Sports Clubs. In addition, there are a number of exemptions from the empty rate. Full details on exemptions can be obtained from the Local Authority. If the unoccupied property rate for the financial year has been reduced by order, it will be shown on the front of the bill.

### **Partly Occupied Property Relief**

A ratepayer is liable for the full non-domestic rate whether a property is wholly occupied or only partly occupied. Where a property is partly occupied for a short time, the local authority has discretion in certain cases to award relief in respect of the unoccupied part. Full details can be obtained from the Local Authority.

### **Small Business Rate Relief**

This is only available to ratepayers who apply to their local authority and who occupy either -

- (a) one property, or
- (b) one main property and other additional properties providing those additional properties have rateable values less than £2,599.

The rateable value of the property mentioned in (a), or the aggregate rateable value of

all properties mentioned in (b), must be under £17,999 outside London or £25,499 in London on everyday for which relief is being sought. If the rateable value, or aggregate rateable value, increases above those levels, relief will cease from the day of the increase.

Ratepayers who satisfy these conditions will have the bill for their single or main property calculated using the lower small business non-domestic rating multiplier rather than the ordinary non-domestic rating multiplier that is used to calculate the liability of other businesses.

In addition, if the single or main property is shown on the rating list with a rateable value of up to £12,000, the ratepayer will receive a percentage reduction in their rates bill for this property of up to a maximum of 50% for a property with a rateable value of not more than £6,000.

If an application for relief is granted, provided the ratepayer continues to satisfy the conditions for relief which apply at the relevant time as regards the property and the ratepayer, they will not need to re-apply for relief in each new valuation period.

Certain changes in circumstances will need to be notified to the local authority by the ratepayer (other changes will be picked up by the local authority). The changes which must be notified are –

- a) the ratepayer taking up occupation of a property they did not occupy at the time of making their application for relief; and
- b) an increase in the rateable value of a property occupied by the ratepayer in an area other than the area of the local authority which granted the relief.

Notifications of these changes must be given to the local authority within 4 weeks of the day after the day the change happened. If this happens, there will be no interruption to the ratepayer's entitlement to the relief. A notification that the ratepayer has taken up occupation of an additional property must be by way of a fresh application for relief; notice of an increase in rateable value must be given in writing.

Full details on the eligibility criteria on how to apply for this relief are available from the local authority.

### **Charity and Registered Community Amateur Sports Club Relief**

Charities and Registered Community Amateur Sports Clubs are entitled to 80% relief where the property is occupied by the Charity or Club and is wholly or mainly used for charitable purposes or as a Registered Community Amateur Sports Club.

The Local Authority has discretion to give further relief on the remaining bill. Full details can be obtained from the Local Authority.

### **Non-Profit Making Organisation Relief**

The Local Authority has discretion to give relief to Non-Profit Making Organisations. Full details can be obtained from the Local Authority.

### **Hardship Relief**

The Local Authority has discretion to give relief in special circumstances. Full details can be obtained from the Local Authority.

### **Deferred payment of 2009/10- rates liabilities**

Ratepayers in 2009/10 were able to defer payment of 3% of their 2009/10 rates bill and, where applicable, 60% of the increase in that bill due to the ending of the 2005 rating list transitional relief scheme. The right to apply for deferral has now ended. For those ratepayers who applied for this scheme, the deferred amount to be collected in 2010/11 and 2011/12 will be included in the bills for each of those years respectively.

### **Rating advisers**

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 – website [www.rics.org.uk](http://www.rics.org.uk)) and the Institute of Revenues Rating and Valuation (IRRV – website [www.irrv.org.uk](http://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 adviser, 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.

## Paying the Business Rate

Your Business Rates bill shows the payments that you have to make. Payments should be received by us on or before the due date shown on your bill, which is the 1st of the month. Please allow sufficient time for your payment to reach your Business Rates account.

## Appeals

You can ask the VOA to change your business's rateable value if you think it is incorrect or there has been some major change to the property. In other words, the valuation does not reflect the rental value of the property if it had been available for rent, on the open market, on 1 April 2003. This process is called 'making a proposal'. You should contact your local Valuation Office, 1st Floor, Lyon House, Lyon Road, Harrow, Middlesex HA1 2YG, Tel: 0208 276 2700, or visit the VOA website if you want to make a proposal. Before you do this, you should consider whether you have valid reasons for claiming that the rateable value is not correct. However, even if you appeal you must continue paying the business rates demanded of you until a new rateable value is agreed. If there is a reduction, your local authority will refund any overpaid amount with interest.

The VOA has a wide range of information on its website about your rateable value. In many cases, you will be able to find a summary of how that valuation was decided on (a summary valuation) and an explanation of how the office decides to make valuations.

See <http://www.voa.gov.uk>.








If you do not have access to the internet, contact your local valuation office. For Harrow this is 'Harrow Valuation Office, 1st Floor, Lyon House, Lyon Road, Harrow, Middlesex HA1 2YG, Tel: 0208 276 2700.'

## How to pay the business rates

- Pay it - online payments by credit/debit cards only at [www.harrow.gov.uk](http://www.harrow.gov.uk)
- By Telephone - (7 days a week) (020) 8424 1220 credit/debit cards only  
This telephone number is for payments only and is an automated payment line.  
Please have your credit/debit card and council tax reference number to hand when you telephone.  
Please note there is a charge for payments by credit card of 1.5%.
- Paying by Direct Debit is hassle free and saves the council money by reducing our administrative costs. To pay by direct debit see [www.harrow.gov.uk/business-rates](http://www.harrow.gov.uk/business-rates) and download the direct debit form.
- By kiosk In the foyer of Civic 1 which is available weekdays, 7am to 7pm.

## Where does the Council get its money from?

Next year (2010-11) we will get our funding from the following sources:

|   |                         |       |
|---|-------------------------|-------|
|  | Housing benefit grant   | £128m |
|  | Dedicated schools grant | £143m |
|  | Other government grants | £32m  |
|  | Council Tax             | £103m |
|  | Formula grant           | £68m  |
|  | Area based grant        | £13m  |
|  | Other income            | £88m  |



The table below analyses the changes between 2009-2010 and 2010-2011 in the total revenue budget funded from Council Tax and the Formula grant.

| <b>Changes in the Council's expenditure</b>   | <b>£m</b>    |
|---|--------------|
| <b>Budget Requirement 2009-2010</b>           | <b>168.8</b> |
| Capital financing costs and investment income | 2.7          |
| Technical changes *                           | 2.2          |
| Inflation                                     | 1.0          |
| Investment in services **                     | 4.3          |
| Efficiency programme                          | -7.3         |
| <b>Total Budget Requirement 2010-2011</b>     | <b>171.7</b> |

source February 2010 Cabinet report

\* Mainly increased cost to Harrow of Freedom Passes following a reduction in Government funding for London

\*\* Including Social Care for Children and Adults £3m and Waste disposal £0.9m

## What Council Tax is spent on

- **Adult Social Services & Housing £437.73**  
Housing, Adults Services, Community Care
- **Children's Services £254.30**  
Children's Services, Education and Schools
- **Refuse, Roads & Recycling/Arts, Community & Culture £289.45**  
Environmental Health, Parks, Transport, Libraries, Community Development, Cultural Services
- **Planning & Strategic Development £26.28**  
Planning, Development Control, Strategic Development
- **Customer Services £20.66**  
Communications, Customer Care, Human Resources, Strategy & Improvement
- **Legal & Governance £5.48**
- **Benefits & Financial Support £152.65**  
Finance, Benefits, IT, Audit & Risk, Shared Services, Collections Services, Council Tax

*(Based on a  
Band D Council  
tax rate)*



## Greater London Authority

### Introduction

Boris Johnson's second budget continues to deliver on his priority to provide taxpayer value and for the second year running he has frozen the GLA's element of the Council Tax for residents of the 32 London boroughs, as well as fulfilling his manifesto commitment that Band D households would continue to pay only 38p a week for the 2012 Olympic and Paralympic Games.

In the current economic climate the public sector must do more with less. This budget delivers sustained investment in key services without any extra cost to the council taxpayer. The Mayor will continue to invest in his priorities by maintaining front-line policing levels, improving public transport, investing in new local green spaces to make our city cleaner and greener, ensuring the capital emerges from the recession ready to compete and working to make London the World's Best Big City.

### Council Tax and Budget Information

The GLA's take of the Council Tax for Band D is £309.82 or £5.96 a week. How this is made up is laid out below.

A Band D Council Tax payer in the City of London, which has its own police force, and therefore does not fund the Metropolitan Police, will pay £92.99.

| Council Tax                    | 2009-10       | Change      | 2010-11       |
|--------------------------------|---------------|-------------|---------------|
| GLA                            | 29.50         | +1.41       | 30.91         |
| MPA (Police)                   | 224.34        | -7.51       | 216.83        |
| LFEPa (Fire)                   | 53.41         | +6.16       | 59.57         |
| TfL (Transport)                | 4.06          | -0.04       | 4.02          |
| Collection Funds               | -1.49         | -0.03       | -1.52         |
| <b>Total Band D amount (£)</b> | <b>309.82</b> | <b>0.00</b> | <b>309.82</b> |

### Investing in Front Line Services

When everyone is feeling the squeeze and people are feeling less secure in their jobs it is even more important that City Hall does all it can to do more with less, while improving public services and continuing the investment London so dearly needs to come out of recession ready to compete with the world.

### Restructuring City Hall and Controlling Costs

The Mayor has put value for money at the very heart of his administration and has controlled costs tightly as well as ruthlessly cutting out waste. City Hall has been streamlined to deliver his priorities to Londoners more efficiently and effectively. There has been a net reduction of 13 per cent in the permanent staff headcount.

These back office savings release money which will fund the Mayor's key priorities: enabling three new Rape Crisis Centres to

## GREATERLONDONAUTHORITY

be established; improving London's parks and open spaces; delivering, at 50,000, the largest number of affordable homes in a single Mayoral term; ending entrenched rough sleeping by 2012 and delivering the largest buildings retrofit programme – making them cleaner and greener – ever attempted in London.

### **Policing**

The Mayor's first priority is to make London safer. This budget enables the Police to continue to address youth violence as well as tackling gun and knife crime.

There is also extra funding for Operation Blunt 2 to take knives off the streets and also to tackle rape crime. The increasing problem of dangerous dogs will also be tackled more effectively.

Operation Herald, which is working to have clerical roles in police stations performed by civilians, will free up officers to go out on the beat. The budget will maintain the record numbers of uniformed crime fighters on public transport.

### **London's Transport System**

Following the recession and the collapse of Metronet very difficult decisions on fares have had to be made to maintain vital transport investment, whilst protecting free and concessionary travel for London's elderly, young and those on low incomes. The Mayor has extended concessionary travel to the unemployed and Employment

& Support Allowance claimants as well as those on income support. The Freedom Pass for older and disabled Londoners will continue to be valid 24 hours a day on TfL services. This means that forty per cent of bus passengers will be travelling for free or at a substantial concessionary rate.

The backoffice savings that have had to be made by TfL to maintain frontline investment has more than doubled from last year, with £1.9 billion of planned savings between 2009-10 and 2012-13. These savings will help secure investment in current and future transport improvements including:

- Financing the main construction works for the Crossrail project, which will increase London's rail capacity by over 10%;
- Introducing Oystercard Pay As You Go on London's National Rail network making journeys for rail users both cheaper and easier;
- Completing the East London Line extension pushing the TfL network into new parts of East and South London;
- Continuing the upgrade of the Tube and introducing air conditioned trains for the District, Circle, Hammersmith & City and Metropolitan Lines;
- Making London a genuine cycle-friendly city through completion of the first two cycle super highways and the launch of cycle hire.

## 2012 Olympics and Paralympics

The amount to be raised for the Games through the Council Tax remains at £20 – or 38p a week - for a Band D household. This delivers on the Mayor's commitment that it would not increase. The GLA will seek to ensure the benefits of the Games are seen London-wide. The budget also includes an allocation for a new City Operations programme to ensure necessary preparations are made in the run-up to and during the Games.

## London Fire Brigade and Emergency Planning

The LFEP budget is being placed on a firmer footing after several years when it has had to balance its books by using up reserves. The authority is building on its recent successes in reducing fires, fire deaths and arson attacks as well as hoax calls.

The budget provides for four bulk extinguishing materials centres strategically located across London. LFEP will also work with local communities to inform and educate about how to reduce the risk of fires and other emergencies, targeting those most at risk.

## Summary of GLA Group Budget

The tables below provide information on the key funding sources for the GLA, including Council Tax and the reasons for the changes in the overall budget.

The table below compares the GLA group's expenditure by functional body in 2010-11

with the previous year. Overall the budget requirement (funded from general grants and council tax) will increase by 1.8% - a reduction in real terms based on expected retail price inflation levels in 2010-11.

More information on the budget is available on the GLA website at [www.london.gov.uk](http://www.london.gov.uk). (tel: 020 7983 4000).

| How the budget is funded                                      | £m             |
|---|----------------|
| Gross Expenditure   | 13,969         |
| Fares, charges and other income                               | -5,557         |
| Government grants for specific purposes                       | -4,648         |
| General Government grants and redistributed business rates    | -2,336         |
| Paid out of reserves (TfL)                                    | -489           |
| Paid out of reserves (other bodies)                           | -11            |
| Surplus in the council tax collection fund                    | -5             |
| <b>Amount met by council tax payers</b>                       | <b>923</b>     |
| Changes in spending   | £m             |
| 2009-10 Budget requirement                                    | <b>3,203.8</b> |
| Inflation   | 286.7          |
| Efficiencies and other savings                                | -110.0         |
| Growth for existing services and new initiatives              | 332.4          |
| Other changes (including income growth)                       | -213.3         |
| Planned movements in reserves, working capital and borrowings | -236.6         |
| <b>2010-11 Budget requirement</b>                             | <b>3,263.0</b> |

The table below compares the GLA group's expenditure by functional body in 2010-11 with the previous year. Overall the budget requirement (funded from general grants and council tax) will increase by 1.8% - a reduction in real terms based on expected retail price inflation levels in 2010-11.  
More information on the budget is available on the GLA website at [www.london.gov.uk](http://www.london.gov.uk). (tel: 020 7983 4000).

| £m                                     | MPA            |                | LFEPA        |              | TfL          |              | LDA        |             | GLA          |              | Total          |                |
|--|----------------|----------------|--------------|--------------|--------------|--------------|------------|-------------|--------------|--------------|----------------|----------------|
|  | 2009-10        | 2010-11        | 2009-10      | 2010-11      | 2009-10      | 2010-11      | 2009-10    | 2010-11     | 2009-10      | 2010-11      | 2009-10        | 2010-11        |
| Gross expenditure                      | 3,603.1        | 3,645.0        | 463.4        | 469.2        | 7,594.0      | 9,160.0      | 431.3      | 338.3       | 139.9        | 356.4        | 12,231.7       | 13,968.9       |
| Specific government grants             | -564.6         | -606.6         | -10.5        | -10.8        | -3,036.0     | -3,711.0     | -405.1     | -319.7      | -            | -            | -4,016.2       | -4,648.1       |
| Other income (incl. fares and charges) | -398.2         | -360.9         | -21.1        | 21.1         | 3,741.0      | -4,948.0     | -26.2      | 0.0         | -12.8        | -227.5       | -4,199.3       | -5,557.5       |
| <b>Net expenditure</b>                 | <b>2,640.3</b> | <b>2,677.5</b> | <b>431.8</b> | <b>437.3</b> | <b>817.0</b> | <b>501.0</b> | <b>0.0</b> | <b>18.6</b> | <b>127.1</b> | <b>128.9</b> | <b>4,016.2</b> | <b>3,763.3</b> |
| Change to Level of Reserves            | -              | -4.2           | -15.6        | 0.0          | -805.0       | -489.0       | -          | -18.6       | 8.2          | 11.5         | -812.4         | -500.3         |
| <b>Budget requirement</b>              | <b>2,640.3</b> | <b>2,673.3</b> | <b>416.2</b> | <b>437.3</b> | <b>12.0</b>  | <b>12.0</b>  | <b>Nil</b> | <b>Nil</b>  | <b>135.3</b> | <b>140.4</b> | <b>3,203.8</b> | <b>3,263.0</b> |

## ■ Efficiency information

### Becoming more efficient

The London Fire and Emergency Planning Authority (LFEPA) is delivering efficiencies in non front line services, with the time spent by fire station staff on community safety continuing to both exceed target and improve year on year. The Metropolitan Police (MPA) is also delivering an efficient and effective police force, giving priority to public facing services and making savings where ever possible through reduction in support service costs and overheads.

The Audit Commission awarded LFEPA a score of 3 in their most recent use of resources assessment showing they are 'performing well'. The MPA also demonstrated adequate performance.

|  | By March 2009 | By March 2010 |
|--|---------------|---------------|
| Harrow Council                             | £6,416,000    | £12,260,000   |
| London Fire & Emergency Planning Authority | £4,724,000    | £12,885,000   |
| Metropolitan Police Authority              | £147,861,000  | £298,618,000  |

The table below shows the value of gains forecast to be achieved by March 2010 for the average Band D dwelling and compares that with the average figure for similar authorities across England:

|  | Saving per Band D dwelling | National average for similar authorities |
|--|----------------------------|--|
| Harrow Council                             | £143                       | £207                                     |
| London Fire & Emergency Planning Authority | £4                         | £4                                       |
| Metropolitan Police Authority              | £101                       | £54                                      |

## GREATER LONDON AUTHORITY

## Crossrail Business Rate Supplement

The Greater London Authority (GLA) is introducing a new business rate supplement (BRS) for the 2010-11 financial year to finance £4.1 billion of the costs of the £15.9 billion Crossrail project.

### What is Crossrail and How Will It Benefit Your Business?

Crossrail will provide a new modern railway across London connecting the outer suburbs and Heathrow to the West End, the City and Canary Wharf. It is key to the future growth of London's economy and will enable the capital to remain a leading world city for years to come. The increased earnings - from new employment opportunities and transport time savings - will benefit businesses right across London.

Once completed in 2017-18, the link will add 10 per cent to London's rail capacity and substantially reduce congestion on the Tube, DLR and national rail services. It will be by far the largest single investment in London's infrastructure for a generation or more employing up to 14,000 people at the peak of construction.

Crossrail Ltd is committed to consulting widely within local communities and the business sectors to ensure that business' voice is heard. As part of Crossrail's approach to responsible procurement it will be using CompeteFor to ensure that SMEs are also included in the tendering process. Further information on Crossrail can be found at [www.crossrail.co.uk](http://www.crossrail.co.uk), by calling the Crossrail 24 hr Helpdesk on 0345 602 3813 or visiting Crossrail's Visitor Information Centre at 16-18 St Giles High Street London WC2H 8LN.

### How Will London's Businesses Help to Fund Crossrail?

The Crossrail BRS will be used to finance £3.5 billion worth of borrowing by the GLA and the repayment of this sum after the end of the Crossrail construction works in 2018. A further £0.6 billion will be applied directly to fund the Crossrail construction in the first 5 years.

The GLA expects the Crossrail BRS will run for a period of between 24 and 31 years until the £3.5 billion of borrowing is repaid - with a target end date of 2037-38.

### Will My Business Have to Pay the Crossrail BRS?

The Crossrail BRS will be applied only to assessments (e.g. business premises) on the local rating lists of the 32 London boroughs and the City of London Corporation which have a rateable value of more than £55,000. Your rates bill makes clear if you are liable to pay the BRS.

Over 80 per cent of properties in London will therefore be exempt from the BRS - so the vast majority of small and medium sized companies will not have to pay anything. By setting the threshold at £55,000 rather than the minimum possible of £50,000 the Mayor has exempted almost 4,000 smaller businesses from the BRS.

### How Much Will I Pay if My Property's Rateable Value is Above £55,000?

The Crossrail BRS multiplier for 2010-11 is 2p in the pound. A ratepayer for a property with a rateable value of £100,000 would therefore pay £2,000 per annum (2% x £100,000).

### What Reliefs Will Apply to the BRS?

Reliefs for the Crossrail BRS (e.g. for charities) will apply on the same basis and at the same percentage rate as for National Non Domestic Rates (NNDR) - the main element of your rates bills.

Empty properties will not be exempt from the BRS - except where they are eligible for empty property relief under NNDR (for example charities and listed buildings). Businesses paying levies to a Business Improvement District will be treated on the same basis as other ratepayers and will therefore be liable to the full 2p contribution.

### Keeping You Informed

We will provide updates on the Crossrail BRS over its lifetime with your annual rates bills. Further information on the Crossrail BRS can be obtained by contacting the GLA or viewing our website:

Greater London Authority, Finance Division, 6th Floor, City Hall, The Queen's Walk London SE1 2AA Tel: 020 7983 4100

Email: [crossrail-brs@london.gov.uk](mailto:crossrail-brs@london.gov.uk); Web: [www.london.gov.uk/crossrail-brs](http://www.london.gov.uk/crossrail-brs)

## Environment Agency Thames Region

The Council Tax (Demand Notices) (England) Regulations 2009.

The Environment Agency, as a levying body for its Flood Defence functions, under the above regulations, provides the following information.

The Environment Agency has powers in respect of flood defence for 5200 kilometres of main river and along tidal and sea defences, in the area of the Thames Regional Flood Defence Committee. Flood defence money is spent on the construction of new flood defence schemes, the maintenance of the river system and existing flood defences together with the operation of a flood warning system. The financial details are:-

| <b>Thames Regional Flood Defence Committee</b> | <b>2009/2010<br/>'000s</b> | <b>2010/2011<br/>'000s</b> |
|--|----------------------------|----------------------------|
| Gross Expenditure                              | £96,798                    | £113,089                   |
| Levies Raised                                  | £10,000                    | £10,000                    |
| Total Council Tax Base                         | £4,988                     | £5,027                     |

The majority of funding for flood defence comes directly from the Department for the Environment, Food and Rural Affairs (Defra). However, where there are schemes which do not attract central funding the Agency may seek funding from County and Metropolitan Councils, Unitary Authorities and London Boroughs in the form of a Local Levy. The Local Levy is shared on the basis of Band D Equivalent between all contributing bodies within the Committee Area.

The levy is being kept at the same level as balances are being used to fund the increased expenditure on flood defence projects.

**customer service line**      **incident hotline**      **floodline**  
**08708 506 506**                      **0800 80 70 60**                      **0845 988 1188**  
[www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)



## ■ Lee Valley Regional Park Authority

Lee Valley Regional Park is a unique leisure, sports and environmental destination for all residents of London, Essex and Hertfordshire. The 26 mile long, 10,000 acre park, much of it formerly derelict land, is partly funded by a levy on the council tax.

This year there has been no increase in this levy. Find out more about hundreds of great days out, world class sports venues and award winning parklands at [www.leevalleypark.org.uk](http://www.leevalleypark.org.uk)

|   | 2009/10<br>£m | 2010/11<br>£m |
|---|---------------|---------------|
| Gross Operating Expenditure                 | 14.7          | 15.0          |
| Gross Operating Income                      | (5.6)         | (5.8)         |
| <b>Net Service Operating Costs</b>          | <b>9.1</b>    | <b>9.2</b>    |
| Financing Costs - Debt servicing/repayments | 0.7           | 0.7           |
| - New capital investment                    | 2.4           | 2.3           |
| <b>Total Net Expenditure</b>                | <b>12.2</b>   | <b>12.2</b>   |

Further details on how this budget is spent and the amount each council contributes can be found at [www.leevalleypark.org.uk](http://www.leevalleypark.org.uk)



# **Council numbers** for businesses

|                             |                      |
|-----------------------------|----------------------|
| <b>Building control</b>     | <b>020 8901 2650</b> |
| <b>Business rates</b>       | <b>020 8901 2610</b> |
| <b>Economic Development</b> | <b>020 8736 6539</b> |
| <b>Environmental Health</b> | <b>020 8901 2600</b> |
| <b>Licensing</b>            | <b>020 8901 2600</b> |
| <b>Parking Services</b>     | <b>020 8901 2640</b> |
| <b>Planning</b>             | <b>020 8901 2650</b> |
| <b>Procurement</b>          | <b>020 8416 8157</b> |