

Your guide to  
**Council Tax**  
and spending 2024/25

Putting Residents First



LONDON BOROUGH OF  
**HARROW**



# Cllr Paul Osborn

## Leader, London Borough of Harrow

This time last year I pledged to help restore pride in Harrow by taking action on the things that matter most to residents, identifying three priority areas. We've started to deliver on those pledges, but we know that there is still so much more to do.

We put residents first, replacing our previous planning portal that wasn't fit for purpose and launching our new MyHarrow Talk to give residents more say in what the Council does. We've adopted planning protections to preserve the character of our suburbs.

We worked to make Harrow clean and safe, installing many CCTV cameras in fly-tipping hotspots. We delivered affordable homes on the Grange Farm Estate and brought 36 tennis courts up to a professional standard, a number of these previously were unusable.

More than 60 roads and pathways have been resurfaced, I know we have much more to do to bring our roads up to the standard they should be.

We have continued to support those in need, doubling apprenticeships, upgrading our children's centres into family hubs, and opened our face-to-face customer service centre in Gayton Road.

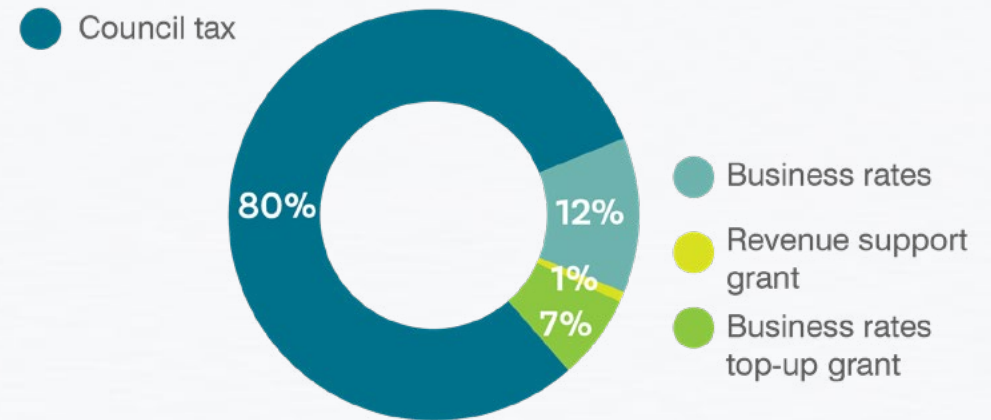
We did this while delivering a balanced budget last year and we're doing the same in the coming year. We are again facing inflationary pressures and an increasing demand on our services, particularly in adult social care, which accounts for over two thirds of our spending.

You told us what matters to you, and we have set out new Flagship Actions for the coming year that will address your needs and concerns.

We will continue to put residents first, making it easier to contact the Council and access services. We will be piloting a customer service kiosk at a library branch to bring services to the community, if this is successful, we will roll this out to other libraries.

## Our income sources

Our net Budget requirement for 2024/25 is £203million. Of this, £162million is funded from council tax.



Work is starting to make Harrow town centre better connected, more accessible and sustainable.

We will continue to keep Harrow clean and safe; we are investing £270K in street cleaning, creating neighbourhood teams who will specialise in their areas. We are also investing £200K in enforcement against those who fly-tip in our borough. We are allocating £240k to create a pothole squad to repair our roads and using new technology to make sure our repairs are more durable. We are tackling antisocial behaviour by bringing police, Council services and other partners together to intensively target known problem areas.

We will continue to support those in need, delivering 60 extra care units for older people at the former

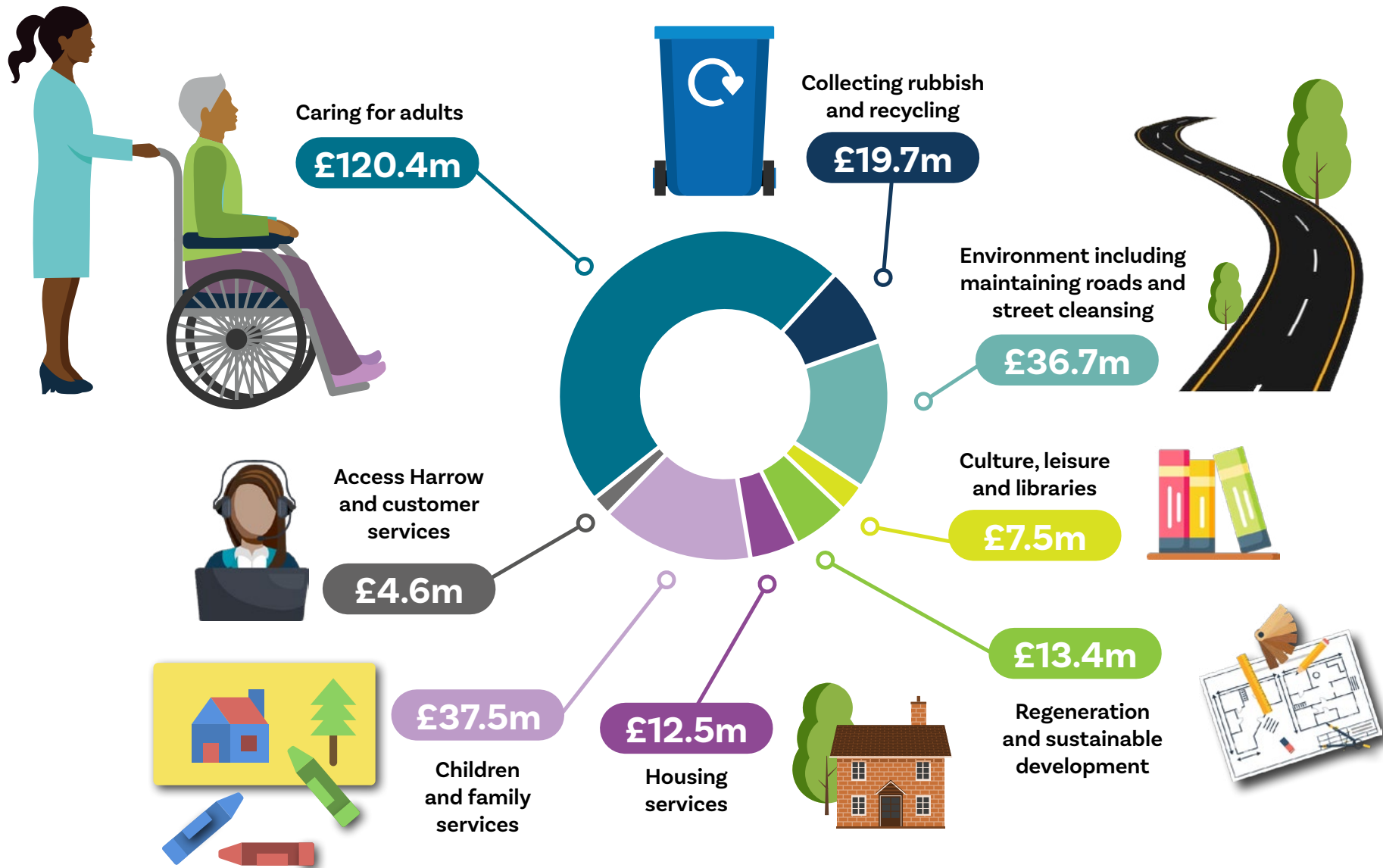
Kodak site, extending our skills and employment offer for vulnerable young people to care leavers and people with special needs. Housing and other vital services will be brought into our new Family Hubs model.

I know we have a lot more to do but I hope you are beginning to see positive changes. We will continue to work to restore pride in the borough and make Harrow a place where you feel proud to live, where you feel safe and can enjoy clean streets and green spaces.

**Cllr Paul Osborn,**  
**Leader,**  
**London Borough of Harrow**

# Where your money goes....

Here are some of the major service areas your council tax helps pay for. It totals £252.3million and includes some funding from dedicated grants. Adult social care accounts for 48% of this total.



# Why your council tax matters...

A lot of our funding comes in the form of ring-fenced grants, which restrict how we spend the money. Most of what is left to pay for the majority of our services comes from you, the council tax payer. From

caring for our most vulnerable residents to fixing potholes, from customer services to supporting people into work, your council tax helps. Here's a flavour of just some of the ways we do it...



**“We’re John and Steve from the street cleansing team.** We take pride in keeping Harrow clean and safe. The council is bringing in neighbourhood cleaning crews so we really get to know the communities we work in and can tackle hotspot areas for dirt and mess.”

**Environmental services account for £36.7million of your Council Tax**

## **Nikki\* has severe autism and behavioural problems**

and cannot look after herself in her home. She lives on her own and needs 24 hour support with caring for herself, cooking and attending medical appointments. She also receives 21 hours of community care a week, enabling her to go to places like the Conversation Cafe to meet other people and help build social skills.



**We spend £120million a year helping adults like Nikki**

\* Identity has been protected



## **“I’m Santa, one of Harrow’s social workers.**

I was already working with adults when the council offered me the opportunity to take my work to the next level with an apprenticeship. I completed an accredited qualification and am now a qualified social worker for the London Borough of Harrow.”

**“I’m Patrick, one the Special Needs Transport drivers.** We make sure children with special needs can get to and from school. As a team we cover 70 routes, making dozens of trips a day. I love interacting with the children and parents.”



**The annual cost of Special Needs Transport is £8,900 per person**



**“I’m Juliet from Access Harrow, the front door to the council.** We receive around 34,000 calls a month from residents needing our support and advice on matters like housing, social care and benefits. I’m committed to finding solutions that make their day go a little better.”

**Our customer services cost £4.6million a year**

# Explanatory Notes to Council Tax Bill 2024/25 Date: 12 March 2024

## Adult Social Care Precept within your Council Tax

The council tax attributable to London Borough of Harrow includes a precept to fund adult social care. The Government allows local councils to raise additional funds through Council Tax specifically to fund social care. We are therefore, as in previous years, applying the Adult Social Care precept on Council Tax to help ensure that local care needs and rising costs are met. This is 2 per cent this year and included within the overall Council Tax increase.

The table below shows, for a band D property, the overall increase in pounds in your Council Tax for 2024/25 when compared with 2023/24, including the increase for Adult Social Care. It also shows the amount of your council tax which goes to Harrow and the amount which goes to the Greater London Authority.

Comparison with previous year	2023/24	2024/25	Change £	Change %
Harrow Council General Expenditure	£1,507.00	£1,558.69		
Adult Social Care (ASC) Precept*	£221.66	£256.23		
<b>Sub-Total</b>	<b>£1,728.66</b>	<b>£1,814.92</b>	<b>£86.26</b>	<b>+4.99%</b>
Greater London Authority	£434.14	£471.40	£37.26	+8.6%
<b>Total Council Tax payable</b>	<b>£2,162.80</b>	<b>£2,286.32</b>	<b>+123.52</b>	<b>+5.71%</b>

\* The Council Tax attributable to Harrow Council Includes £256.23 for the average band D property, which is the cumulative precept amount, charged between 2016/17 to 2024/25, to fund Adult Social Care.

The Secretary of State made an offer to adult social care authorities. ("Adult social care authorities" are local authorities which have functions under Part 1 of the Care Act 2014, namely county councils in England, district councils for an area in England for which there is no county council, London borough councils, the Common Council of the City of London and the Council of the Isles of Scilly.)

The offer was the option of an adult social care authority being able to charge an additional "precept" on its council tax without holding a referendum, to assist the authority in meeting its expenditure on adult

social care from the financial year 2016-17. It was originally made in respect of the financial years up to and including 2019-20. If the Secretary of State chooses to renew this offer in respect of a particular financial year, this is subject to the approval of the House of Commons.

Local Authorities with social care responsibilities, have been given authority for 2024/25, to set an adult social care precept of up to 2% of their Council Tax amount for 2023/24, without a referendum. For Harrow, that represents up to 2% of £1,728.66 (i.e. excluding the Greater London Authority charge for 2023/24).

**For more information go to [www.harrow.gov.uk/counciltaxguide](http://www.harrow.gov.uk/counciltaxguide)**