



Useful contacts inside



**your  
council  
tax** and business  
**rates**  
**guide**  
2020/2021

**A**s Leader of Harrow Council I am passionate about keeping our services open for residents and ensuring you receive value for money.



Once again our Budget will be balanced but with a continued rise in demand for essential services with less funding from government we have taken the difficult decision to increase Council Tax.

We've seen our funding from government almost disappear – a 97 per cent cut in our government grant has seen our funding reduce from £52m to £1.6m over the past seven years. Increased demand for social care across all age groups and for pupils with special educational needs, and a need to invest in vital frontline services has created budget gaps. Council Tax has had to fill those gaps and now makes up almost 80 per cent of our £168m budget.

Despite these cuts, I am proud of what we are achieving – we are continuing to make services more efficient and invest in our children and adults services, families, schools and libraries, keeping the streets clean, supporting vulnerable people and cracking down on those who break the rules.

With rising costs in living I know that this increase will be a challenge for some of you, which is why we have invested in our council tax support scheme – making it easier for more of those most unable to pay to get help.

Please accept my thanks – working together we're making a real difference to people's lives.

**Cllr Graham Henson**  
Leader of Harrow Council

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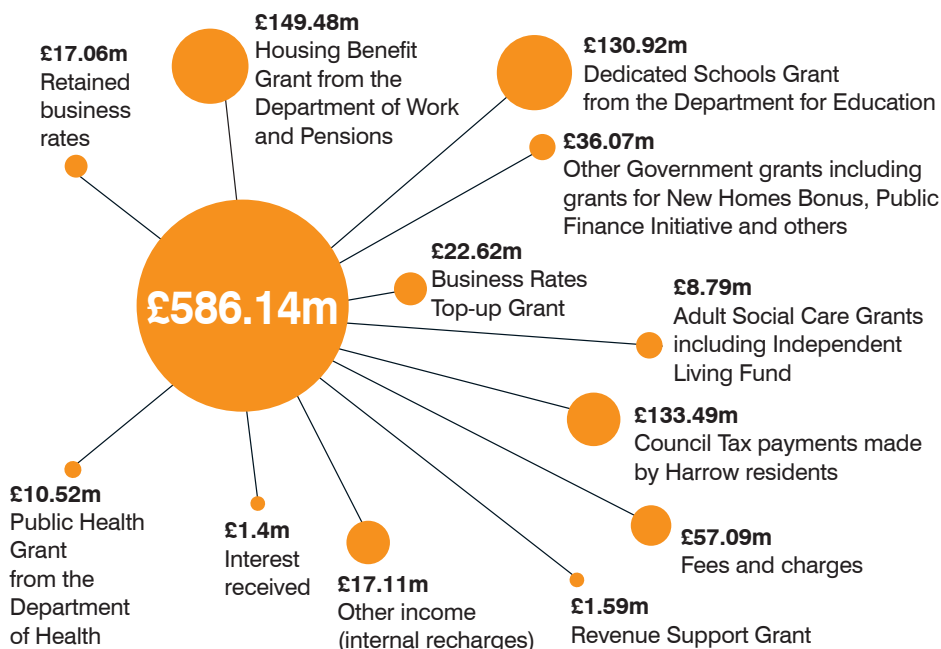
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*All information in this document was correct at time of publication.*

# Where does the council get its money?

We get our money from a variety of sources, and Council Tax is one of them. This chart shows you where we will get our money from for the coming year 2020/21.

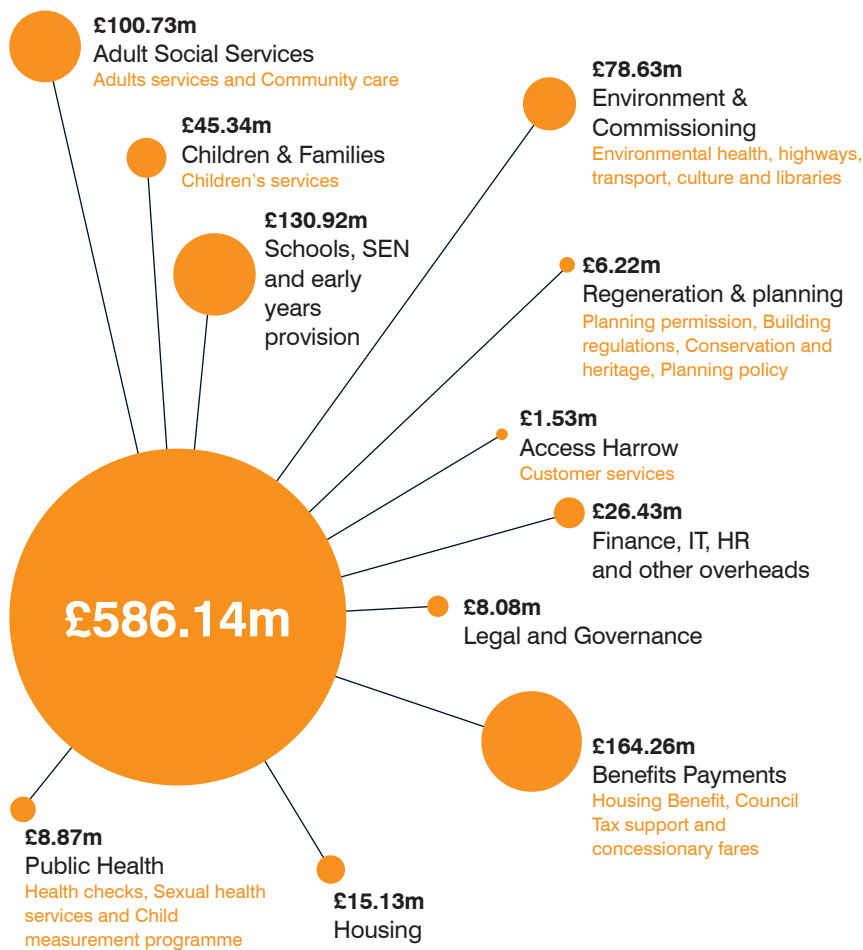


The table below shows the change between 2019/20 and 2020/21 in the total budget funded from Grant, Retained Business Rates and Council Tax.

Changes in the council's expenditure	£m
<b>Budget requirement 2019-20</b>	<b>167.08</b>
Capital financing costs & investment income	-0.914
Technical changes (including specific grant changes)	4.807
Inflation	2.500
Investment in services and budget pressures	5.101
Savings	-3.813
<b>Budget requirement 2020-21</b>	<b>174.762</b>

# Where does my money go?

From schools to housing, we want to ensure that you know where your money goes.



# What will I pay?

**When the council sets the Council Tax, it sets the amount for a band D property. The amount for the other valuation bands is worked out as a proportion of the band D amount.**

Your home is placed in one of eight valuation bands based on its value on 1st April 1991. The Valuation Office Agency, which is part of HMRC (Her Majesty's Revenue & Customs), determines which band your home is in. The Council Tax is collected by Harrow Council and shared between the council and the Greater London Authority (GLA).

The range of values and the proportion of the band D charge for each band are as follows:

Band	Value	Proportion of band D	2020/21 charge
A	Up to £40,000	6/9	£1,236.54
B	£40,001 to £52,000	7/9	£1,442.62
C	£52,001 to £68,000	8/9	£1,648.70
D	<b>£68,001 to £88,000</b>	<b>9/9</b>	<b>£1,854.79</b>
E	£88,001 to £120,000	11/9	£2,266.96
F	£120,001 to £160,000	13/9	£2,679.14
G	£160,001 to £320,000	15/9	£3,091.32
H	Over £320,000	18/9	£3,709.58

These amounts include the precept levied by the Greater London Authority and other agencies. If you believe that the band for your home is wrong, call 03000 501 501 or visit [gov.uk/council-tax](http://gov.uk/council-tax)

The table below shows, for a band D property, the amount of your Council Tax which goes to us and the amount which goes to the GLA. Harrow Council has no influence over the level of tax set by the GLA.

	2019/20	2020/21
	£	£
<b>Harrow Council</b>	1,366.50	1,395.64
<b>Adult Social Care</b>	97.79*	127.08**
<b>Greater London Authority</b>	320.51	332.07
<b>Total charge</b>	<b>1,784.80</b>	<b>1,854.79</b>

\* Cumulative Adult Social Care precept 2016/17 to 2019/20

\*\* Cumulative Adult Social Care precept 2016/17 to 2020/21

# Extra support for adults in Harrow

In relation to the year beginning in 2020 and any subsequent year, the Secretary of State made an offer to adult social care providers (“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.

Band	Adult Social Care 2020/21 ii	Adult Social Care 2019/20 iii	Adult Social Care 2018/19 iv	Adult Social Care 2017/18 v	Adult Social Care 2016/17 vi	Cumulative Adult Social Care precept 2016/17 + 2017/18 + 2018/19 ii + iii + iv
A	£19.53	£18.60	£4.49	£25.66	£16.45	£84.73
B	£22.78	£21.70	£5.24	£29.95	£19.20	£98.87
C	£26.03	£24.80	£5.98	£34.22	£21.94	£112.97
D	<b>£29.29</b>	<b>£27.89</b>	<b>£6.73</b>	<b>£38.49</b>	<b>£24.68</b>	<b>£127.08</b>
E	£35.79	£34.10	£8.22	£47.05	£30.17	£155.33
F	£42.29	£40.30	£9.72	£55.61	£35.65	£183.57
G	£48.82	£46.50	£11.21	£64.16	£41.14	£211.83
H	£58.58	£55.80	£13.45	£77.00	£49.37	£254.20

\* Includes ASC precept

## Adult Social Care Precept within your Council Tax

The government is leaving local councils to raise much of the money needed to address a national crisis in social care funding. We are therefore, as the government expects us to, also applying the government’s Adult Social Care precept of 2 per cent on council tax to help ensure that local care needs are met.



# What benefits can I claim from the council?

**If you are on a low income or claim certain means tested benefits, you may be able to get help with your rent and/or Council Tax.**

**Housing Costs** Most working age people need to claim Universal Credit from the Department for Work & Pensions (DWP) for help with housing costs (rent).

Only pensioners and working age people in temporary accommodation or supported accommodation can make a new claim for Housing Benefit from the council. People who receive a Severe Disability Premium may also be able to qualify for Housing Benefit. If you are in one of these groups, have a low income and less than £16,000 in savings, or receive certain means tested benefits then you could be entitled. Examples of means tested benefits are Job Seekers Allowance, Income Support, Employment Support Allowance, Pension Credit Guarantee Credit and maximum Universal Credit.

To find out if you qualify for Housing Benefit use our online calculator **[www.harrow.entitledto.co.uk](http://www.harrow.entitledto.co.uk)**. To find out more about Universal Credit go to **[www.gov.uk/universalcredit](http://www.gov.uk/universalcredit)**

**Council Tax Support** This is sometimes called Council Tax Reduction and is available to people in Harrow who have a low income and less than £16,000 in savings or receive certain means tested benefits such as those listed above.

Council Tax Support reduces how much

Council Tax you may need to pay. After carrying out a public consultation about proposed changes from 2020, the Council has changed its Council Tax Support scheme for people who receive Universal Credit.

There is more information about the Council Tax Support scheme and how to claim it on the Council's website **[www.harrow.gov.uk/counciltaxsupport](http://www.harrow.gov.uk/counciltaxsupport)** If you receive Council Tax Support, your Council Tax bill will show you how much you need to pay. Alternatively, you can go to **[myharrowaccount.harrow.gov.uk](http://myharrowaccount.harrow.gov.uk)** to find out how much you need to pay.

If you do not make a claim, you will not receive a benefit so go online today to find out what you could be entitled to **[www.harrow.gov.uk/benefits](http://www.harrow.gov.uk/benefits)**

**Have your circumstances changed?** If you receive Housing Benefit or Council Tax Support, you must tell us about any changes that might affect the benefit you can receive.

For information on the type of changes you need to tell us about and how to tell us, go to **[www.harrow.gov.uk/benefits/report-change](http://www.harrow.gov.uk/benefits/report-change)**

**Other benefits** To find out more about other benefits you may be able to receive go to **[www.dwp.gov.uk](http://www.dwp.gov.uk)**



# Tell me more about Council Tax

**The following pages give some general information about how your Council Tax is calculated and guidance about reductions you may be able to apply for. Further details and application forms are available on our website at [www.harrow.gov.uk/counciltax](http://www.harrow.gov.uk/counciltax)**

## Who has to pay?

Only people over 18 have to pay Council Tax. If there is more than one resident over 18 resident at the property, the resident (s) who will be legally responsible to pay the Council Tax will be those that are highest in the following list:-

- Resident freeholder
- Resident leaseholder
- Resident tenant
- Resident licensee
- Any other resident
- The owner(s) generally, where there are no residents

A resident is someone who has their only or main residence at a property. If there are two or more residents who have the same level of legal interest in the property from the list above they will be jointly and severally responsible for paying the Council Tax bill. This means the Council can ask all or any one of them to pay the Council Tax.

Married couples, persons living together as husband and wife, civil partners and those living as civil partners together are also jointly liable even if they do not have an equal legal interest in the property.

## Discounts and Reliefs

The Council Tax charge is based on the assumption of 2 adults living in a

property. If there is only one resident your bill may be reduced by 25%. You can apply online at

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

Some residents are not counted when we work out how many adults are resident in a property. A full list is available on our website with applications and guidance on the type of evidence you will need to provide see

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

This includes residents who are

- Full time students
- People with severe mental impairments
- 18-19 year olds who are still at or have recently left school

A discount will only be considered if all other adults except one are disregarded as well.

## Council Tax Support

If you have a low income you may be able to get some extra help with your Council Tax. See page 8 of this booklet for more information.

## Disabled Band Relief

If a resident uses a wheelchair within the home or the home has been adapted for a resident with disabilities we may be able to reduce the amount

## Tell me more about Council Tax (continued)

you have to pay by one Council Tax band. Details and an application form are available at [www.harrow.gov.uk/dbr](http://www.harrow.gov.uk/dbr)

### Unoccupied Properties and Second Homes

In most instances the full Council Tax charge will have to be paid even if it is empty.

Properties which have been empty for more than 2 years are subject to a Premium. This is 100% of the Council Tax payable which means the amount payable will be 200% of the Council Tax charge.

From 1st April 2020, this will increase to 200% for properties which have been empty for at least 5 years which means the amount payable will be 300% of the Council Tax charge.

A further change is due to take place on 1st April 2021 for properties which have been empty for 10 years or more to increase the charge to 300% which means the amount payable will be 400% of the Council Tax charge.

If you want information about bringing an empty property back into use and what help is available see [www.harrow.gov.uk/derelictproperty](http://www.harrow.gov.uk/derelictproperty)

If you believe your property is uninhabitable or undergoing substantial works you are not exempt and the full charge is payable unless the Valuation Office Agency (VOA) remove your property from the valuation list. Information about this is available at [www.voa.gov.uk](http://www.voa.gov.uk)

### Exemptions

Exemptions can apply if a property is occupied or unoccupied. A full list is available on our website with some guidance and application forms at [www.harrow.gov.uk/ctaxdiscounts](http://www.harrow.gov.uk/ctaxdiscounts)

This includes:-

- if you have left your home empty to provide or receive care whether at someone else's home or in a hospital or home;
- If all residents qualify as severely mentally impaired
- If all residents qualify as full time students

**If you apply for any reductions the Council Tax must still be paid as shown on your last bill until you are notified of any change.**

### Payments

Details about the different ways, dates and frequencies you can pay your Council Tax are on our website at [www.harrow.gov.uk/ctaxhowtopay](http://www.harrow.gov.uk/ctaxhowtopay)

### Changes during the year

If we know that your exemption or discount is due to change we will send you a new bill nearer the time telling you the new amount to pay. If your circumstances change which may affect your entitlement to any reduction from your Council Tax you must tell us within 21 days.

You can do this at

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

If you receive Council Tax Support you must tell the Benefit team as well which you can do at

[www.harrow.gov.uk/benefits/report-change](http://www.harrow.gov.uk/benefits/report-change)

# Business matters

## Explanatory notes

### 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. Under the business rates retention arrangements introduced from 1st April 2013, authorities keep a proportion of the business rates paid locally. The money, together with revenue from council taxpayers, locally generated income and grants from central government, is used to pay for the services provided by local authorities in your area. Further information about the business rates system, may be obtained at [www.harrow.gov.uk/brates](http://www.harrow.gov.uk/brates)

### Business Rates Instalments

Payment of business rate bills is automatically set on a 10-monthly cycle. However, the Government has put in place regulations that allow ratepayers to require their local authority to enable payments to be made through 12 monthly instalments. If you wish to take up this offer, you should request this at [www.harrow.gov.uk/brenquiry](http://www.harrow.gov.uk/brenquiry)

### National Non-Domestic Rating Multiplier

The local authority works out the

business rates bill for a property by multiplying the rateable value of the property by the appropriate non-domestic multiplier. There are two multipliers: the national non-domestic rating multiplier and the small business non-domestic rating multiplier. The Government sets the multipliers for each financial year, except in the City of London where special arrangements apply.

Ratepayers who occupy a property with a rateable value which does not exceed £50,999 (and who are not entitled to certain other mandatory relief[s] or are liable for unoccupied property rates) will have their bills calculated using the lower small business non-domestic rating multiplier, rather than the national non-domestic rating multiplier.

The multiplier for a financial year is based on the previous year's multiplier adjusted to reflect the Consumer Price Index (CPI) inflation figure for the September prior to the billing year. The current multipliers are shown on the front of your bill.

### Rateable Value

Apart from properties that are exempt from business rates, each non-domestic property has a rateable value which is set by the

## Business matters (continued)

Valuation Office Agency (VOA), an agency of Her Majesty's Revenue and Customs. They compile and maintain a full list of all rateable values, available at [www.gov.uk/voa](http://www.gov.uk/voa) The rateable value of your property is shown on the front of your bill. This broadly represents the yearly rent the property could have been let for on the open market on a particular date specified in legislation. For the current rating list, this date was set as 1st April 2015.

The Valuation Office Agency may alter the valuation if circumstances change. The ratepayer (and certain others who have an interest in the property) can also check and challenge the valuation shown in the list if they believe it is wrong.

Further information about the grounds on which challenges may be made and the process for doing so can be found on the VOA website: [www.gov.uk/guidance/how-to-check-your-rateable-value-is-correct](http://www.gov.uk/guidance/how-to-check-your-rateable-value-is-correct)

### Revaluations

All non-domestic property rateable values are reassessed at revaluations. The most recent revaluation took effect from 1st April 2017. Revaluations ensure that business rates bills are up-to-date, more accurately reflect current rental values and relative changes

in rents. Frequent revaluations ensure the system continues to be responsive to changing economic conditions.

### Business Rate Reliefs

Depending on individual circumstances, a ratepayer may be eligible for a rate relief (i.e. a reduction in your business rates bill). There are a range of available reliefs. Some of the permanent reliefs are set out below but temporary reliefs are often introduced by the Government at Budgets. You should contact your local authority for details on the latest availability of business rates reliefs and advice on whether you may qualify. Further detail on reliefs is also provided at [www.gov.uk/introduction-to-business-rates](http://www.gov.uk/introduction-to-business-rates) or at [www.harrow.gov.uk/bratesrelief](http://www.harrow.gov.uk/bratesrelief)

### Small Business Rates Relief

If a ratepayer's sole or main property has a rateable value which does not exceed an amount set out in regulations, the ratepayer may receive a percentage reduction in their rates bill for this property of up to a maximum of 100%. The level of reduction will depend on the rateable value of the property – for example eligible properties below a specified lower threshold will receive 100% relief, and you may receive partial tapered relief up to

## Business matters (continued)

a specified upper threshold. The relevant thresholds for relief are set out in regulations and can be obtained from your local authority or at

**[www.gov.uk/introduction-to-business-rates](http://www.gov.uk/introduction-to-business-rates).**

Generally, this percentage reduction (relief) is only available to ratepayers who occupy either—

- (a) one property, or
- (b) one main property and other additional properties providing those additional properties each have a rateable value which does not exceed the limit set in regulations.

The aggregate rateable value of all the properties mentioned in (b), must also not exceed an amount set in regulations. For those businesses that take on an additional property which would normally have meant the loss of small business rate relief, they will be allowed to keep that relief for a fixed additional period. Full details on the relevant limits in relation to second properties and the current period for which a ratepayer may continue to receive relief after taking on an additional property can be obtained from your local authority or at

**[www.gov.uk/introduction-to-business-rates](http://www.gov.uk/introduction-to-business-rates).**

Certain changes in circumstances

will need to be notified to the local authority by the ratepayer who is in receipt of relief (other changes will be picked up by the local authority). The changes which should be notified are—

- (a) the property falls vacant,
- (b) the ratepayer taking up occupation of an additional property, and
- (c) 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.

### Charity and 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 the club and is wholly or mainly used for the charitable purposes of the charity (or of that and other charities), or for the purposes of the club (or of that and other clubs).

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

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

### Unoccupied Property Rate Relief

Business rates are generally payable in respect of unoccupied non-domestic property. However,

## Business matters (continued)

they are generally not payable for the first three months that a property is empty. This is extended to six months in the case of certain other properties (for example industrial premises or listed buildings).

Full details on exemptions can be obtained from your local authority or from **gov.uk** at

**<https://www.gov.uk/apply-for-business-rate-relief>**.

### Transitional Rate Relief

At a revaluation, some ratepayers will see reductions or no change in their bill whereas some ratepayers will see increases.

Transitional relief schemes are introduced at each revaluation to help those facing increases. This relief has been funded by limiting the reduction in bills for those who have benefitted from the revaluation. Transitional relief is applied automatically to bills. Further information about transitional arrangements and other reliefs may be obtained from the local authority or the website **[www.gov.uk/introduction-to-business-rates](http://www.gov.uk/introduction-to-business-rates)**.

### Local Discounts

Local authorities have a general power to grant discretionary local discounts and to give hardship relief in specific circumstances. Full

details can be obtained from **[www.harrow.gov.uk/bratesrelief](http://www.harrow.gov.uk/bratesrelief)**.

### State Aid

The award of discretionary reliefs is considered likely to amount to State aid. However, it will be state aid compliant where it is provided in accordance with the De Minimis Regulations EC 1407/2013. The De Minimis Regulations allow an undertaking to receive up to EUR 200,000 'de minimis' aid over a rolling three-year period. If you are receiving, or have received, any 'de minimis' aid granted during the current or two previous financial years (from any source), you should inform the local authority immediately with details of the aid received.

### Rating Advisers

Ratepayers do not have to be represented in discussions about their rateable value or their rates bill. 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](http://www.rics.org)**) 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.

## Business matters (continued)

Before you employ a rating adviser or company 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.

### Information Supplied with Demand Notices

Information relating to the relevant and previous financial years in regard to the gross expenditure of the local authority is available at **[www.harrow.gov.uk/businessratesguide](http://www.harrow.gov.uk/businessratesguide)**. A hard copy is available on request by writing to the council or at **020 8901 2610**.

### Business Rate Supplements

The Business Rate Supplements Act 2009 enables levying authorities – county councils, unitary district councils and, in London, the Greater London Authority – to levy a supplement on the business rate to support additional projects aimed at economic development of the area. This power has also

been extended to the mayors of Cambridgeshire and Peterborough, Liverpool City Region, West of England, and West Midlands combined authorities. Business Rate Supplements (BRS) are not applicable to properties with a rateable value of £50,000 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 business rate supplement applicable in London is being levied by the Greater London Authority in relation to the Crossrail project. The rateable value threshold in 2020-21 for the Crossrail BRS is £70,000. Further information may be found in the Crossrail BRS final prospectus which is available at **[www.london.gov.uk/crossrail-brs](http://www.london.gov.uk/crossrail-brs)**.



# Your Local Directory

## Adult Services

If you are concerned that an elderly or disabled adult may be experiencing abuse, harm or exploitation, please call for advice and support or to report a concern.

**020 8901 2680**

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

## Emergency Duty Team

Within office hours (9am-5pm)

**020 8901 2680**

**020 8424 0999** (Out of hours)

## Citizens Advice Bureau (CAB)

**020 8427 9477**

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

## Compass Drug and Alcohol Service

**020 8861 2787**

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

## Harrow Careline

For residents who have an emergency button in their home

**020 8861 3242**

## Mental Health

Mind in Harrow

**020 8426 0929**

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

## Children's Services

**020 8901 2690**

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

## Emergency Duty Team

Within office hours (9am-5pm)

**020 8901 2690**

**020 8424 0999** (Out of hours)

## Children's Centres

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

## Comments and Complaints

Adults and Children's Social Care

**0800 136 104**

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

## Commercial Services

Pest control, commercial waste collections including confidential and paper, MOT service, gardening and grounds maintenance, handyperson, bulky waste collection, cookery school, commercial events, Harrow film office, Harrow meals service, venues for hire  
**[www.harrowcommercialservices.co.uk](http://www.harrowcommercialservices.co.uk)**

## Housing Advice

**020 8424 1093**

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

## Homelessness and Housing Options

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

## Housing Repairs

**020 8901 2630**

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

## Crime

In an emergency, always call **999**.

## Anti-Social Behaviour

**0845 371 4110**

## Corporate Anti-Fraud Team

**020 8424 1834**

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

## **Domestic Violence**

**0808 200 0247**

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

## **Stop Hate UK**

Hate incidents/crimes are targeted at a person because of hostility or prejudice towards that person's disability, race or ethnicity, religion or belief, sexual orientation, or transgender identity.

**0800 138 1625** (24 hour)

**[www.stophateuk.org](http://www.stophateuk.org)**

## **Environmental Services**

Commercial health and safety matters, allotments and pitch bookings

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

## **Building Control**

Advice and support on building regulations

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

## **Commercial Waste and Recycling**

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

## **Garden Waste**

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

## **Parking**

All general parking enquiries

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

## **Planning**

Enforcement, permissions and applications

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

## **Street Cleaning**

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

## **Trading Standards**

**020 8937 5555**

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

## **Waste and Recycling**

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

## **Economic Development**

### **Employment and Training Support**

**020 8420 9392**

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

## **Federation of Small Businesses**

**[www.fsb.org.uk/regions/greater-london](http://www.fsb.org.uk/regions/greater-london)**

## **Guidance on Your Business Needs**

**020 8736 6539**

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

## **Harrow Business Directory online**

Free to register

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

## **London Chamber of Commerce**

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

## **Licensing and Registration**

Premises and personal licences

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

## **Procurement**

Supplying to the council

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

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

## **Stanmore Business and Innovation Centre**

**[www.stanmore-bic.co.uk](http://www.stanmore-bic.co.uk)**

## **Registration Services**

Births, deaths, marriages, citizenship and land charges

**020 8901 2665**

## **Births, Deaths, Marriages and Civil Partnerships**

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

## **Burials**

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

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

## **Local Land Charges**

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

## **Nationality Checking & Citizenship**

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

### **M for Money Credit Union**

The M for Money Credit Union offers small, affordable loans or savings accounts. It is also accessible for those who are unable to use High Street banks.

020 8756 3866

[www.mformoneycreditunion.org](http://www.mformoneycreditunion.org)

# Crossrail Business Rate supplement

## What is Crossrail and how will it benefit your business?

Crossrail is London's newest railway. It will connect the outer suburbs and Heathrow airport to the West End, City and Canary Wharf. As such, Crossrail is vital to the future of London's economy. The increased earnings it will bring – from new jobs and quicker journeys – will benefit businesses across London. When it opens, it will be named the Elizabeth line in honour of Queen Elizabeth II.

Crossrail is the single largest investment in London's infrastructure for decades. It employed up to 14,000 people at the peak of construction. Work is now continuing to complete the project and stations along the route as soon as possible with the section through central London expected to open in 2021.

To find out more, visit **[www.crossrail.co.uk](http://www.crossrail.co.uk)**, call the Crossrail 24 hr Helpdesk on **0345 602 3813** or email **[helpdesk@crossrail.co.uk](mailto:helpdesk@crossrail.co.uk)**.

## Developments in the funding of Crossrail

The previous Mayor of London agreed a funding settlement with Government in 2010 for the Crossrail route. The Mayor and the

Secretary of State for Transport announced a revised funding package for Crossrail on 10 December 2018.

## How are London's businesses helping fund Crossrail?

In April 2012, the previous Mayor introduced a Community Infrastructure Levy (MCIL) on new developments in London to finance Crossrail. This is paid for by the developer. Business ratepayers of larger properties have contributed through a special Crossrail Business Rate Supplement (BRS) since April 2010.

Under the December 2018 funding package, the GLA's total contribution towards Crossrail financed through the MCIL and BRS is expected to be around £6.1 billion. The BRS will need to be levied until the GLA's Crossrail related borrowing is repaid. This is expected to be some time in the mid to late 2030s, in line with the published prospectus. The policies for the BRS in 2020-21 remain unchanged from last year.

## Does my business have to pay the Crossrail BRS?

Your rates bill makes clear if you are liable to pay the BRS. The

**Continued on next page**

## Crossrail Business Rate supplement (continued)

Crossrail BRS is applied only to assessments (for example business and other non-domestic premises) with a rateable value of over £70,000 on the local rating lists of the 32 London boroughs and City of London Corporation. This threshold means that around 85 per cent of non-domestic properties in London will be exempt from the BRS in 2020-21.

### How much do I pay if my property's rateable value is above £70,000?

The Crossrail BRS multiplier for 2020-21 remains at 2p per pound of rateable value. Reliefs for the

Crossrail BRS will apply on the same basis and at the same percentage rate as for your national non-domestic rates (NNDR) bill. However, no transitional relief is provided for the BRS.

### Keeping you up to date

We will give ratepayers an annual update over the lifetime of the BRS.

### Contact for more information

📞 020 7983 4100

✉️ [crossrail-brs@london.gov.uk](mailto:crossrail-brs@london.gov.uk)

🌐 [www.london.gov.uk/crossrail-brs](http://www.london.gov.uk/crossrail-brs)

🏢 Finance, GLA, City Hall London  
SE1 2AA

# Greater London Authority information

The Mayor of London's budget for the 2020-21 financial year is built around his vision of a city where nobody is left behind, and opportunities are open to all. It supports London's future growth and economic success, building on our city's thriving economy, extraordinary creativity, tolerance, diversity and openness to the world.

This year's budget will provide resources to improve the key services Londoners need. This includes delivering more genuinely affordable homes, keeping transport fares as low as possible and tackling toxic air pollution and the climate emergency. The budget also provides resources to support jobs and growth, help rough sleepers, invest in youth services and make London a fairer and cleaner place to live. Moreover, it provides extra

resources from council tax and business rates for the Metropolitan Police and London Fire Brigade to keep Londoners safe. Over £100 million in additional funding is being provided by the Mayor to the police, for violence reduction initiatives and to improve opportunities for young Londoners. This will help offset the ongoing impact of the reductions in government funding over the last decade.

## Council tax for GLA services

The GLA's share of the council tax for a typical Band D property has been increased by £11.56 (or 22p per week) to £332.07. The additional income raised will fund the Metropolitan Police and the London Fire Brigade. Council taxpayers in the City of London, which has its own police force, will pay £79.94.

Council Tax (£)	2019-20	Change	2020/21
<b>MOPAC</b> (Met Police)	£242.13	£10.00	£252.13
<b>LFC</b> (London Fire Brigade)	£53.00	£2.28	£55.28
<b>GLA</b>	£23.38	-£0.69	£22.69
<b>TfL</b> (Transport)	£2.00	-£0.03	£1.97
<b>Total</b>	<b>£320.51</b>	<b>£11.56</b>	<b>£332.07</b>

## Investing in frontline services

This budget will enable the Mayor to fulfil his key priorities for London. These include:

- making transport more affordable. Single bus fares, single pay as you go fares on the

Tube and DLR and Santander cycle hire scheme charges have been frozen again in 2020. This will save travellers around £40 million this year. The bus and tram one hour Hopper fare introduced by the current Mayor will also continue;

- continuing to tackle London's housing crisis, using £4.8 billion of funding to support starts of 116,000 new affordable homes by 2022;
- ensuring the Metropolitan Police have the resources they need to tackle violent crime – the Mayor has funded 1,300 additional police officer posts from locally raised council tax and business rates revenues;
- tackling the underlying causes of crime, with £25 million of extra funding to support disadvantaged young Londoners access positive opportunities and constructive activities that allow them to make the most of their potential as well as providing £34 million extra for new violence reduction initiatives;
- protecting vulnerable children and women at risk of abuse and domestic violence;
- tackling the climate emergency through the creation of a new £50 million Green New Deal for London fund;
- providing enough resources to the London Fire Brigade (LFB) to ensure that first and second fire engines arrive at emergency incidents, on average, within six and eight minutes respectively. The Mayor is also providing resources to rollout a transformation programme so that the LFB can implement the recommendations of the Grenfell fire inquiry. This includes investing in the new vehicles and equipment required;
- working with London boroughs to maintain existing concessionary travel and assisted door to door transport schemes. This includes free 24 hour travel for the over 60s, the disabled, armed forces personnel in uniform and eligible war veterans and protecting the Taxicard and Dial a Ride schemes. Discounts on travelcards are also available for apprentices;
- increasing capacity and introducing new trains on the London Underground and working to complete the Elizabeth line (formerly Crossrail), the Northern line extension to Battersea Power station and the Overground extension to Barking Riverside as soon as possible. The Mayor will also maintain the Night Tube and Night Overground services;
- investing £2.3 billion in Healthy Streets by 2024 to fund projects to enable more walking and cycling across London. The Mayor will also expand the Ultra Low Emission Zone to the North and South Circular roads in autumn 2021 to tackle local air pollution;
- making public transport more



accessible for everyone. By 2024 nearly 40 per cent of tube stations are expected to be step free. All new Elizabeth line stations will be step free; and

- funding projects to bring Londoners together, promote arts, sports and culture including honouring London's host city commitments for the UEFA 2020 football championships, help tackle inequality, improve the environment, and boost London's economy. The Mayor is providing funding for around 1,000 cultural and community events across London and for the planting of thousands more street trees over the next year.

## Summary of GLA budget

The following tables compare the GLA group's spending for 2020-21 with last year and set out why it has changed. The GLA's gross expenditure is higher this year. This is mainly due to the impact of extra investment planned by the Mayor in transport, policing, adult education and the fire service as well as additional business rates receipts being paid over to the Government to support local services elsewhere in England. Overall the council tax requirement has increased because of the extra funding for the Metropolitan Police and the London Fire Brigade. There has also been a 1.6 per cent increase in London's residential property taxbase. Find out more about our budget at: [www.london.gov.uk/budget](http://www.london.gov.uk/budget) (tel: 020 7983 4000).

How the GLA Group budget is funded (£m)		2020-21
Gross expenditure		13,365.9
Government grants and retained business rates		-5,486.6
Fares, charges and other income		-6,787.3
Use of reserves		-81.1
Amount met by Council Tax payers		1,010.9
Changes in spending (£m)		2020-21
2018-19 Council Tax requirement		960.6
Inflation		244.8
Efficiencies and other savings		-150.8
New initiatives		512.1
Other changes (e.g. fares revenue)		-555.8
2020-21 Council Tax requirement		1,010.9



## The Council Tax (Demand Notices) (England) Regulations 2011

The Environment Agency is a levying body for its Flood and Coastal Erosion Risk Management Functions under the Flood and Water Management Act 2010 and the Environment Agency (Levies) (England and Wales) Regulations 2011.

The Environment Agency has powers in respect of flood and coastal erosion risk management for 5200 kilometres of main river and along tidal and sea defences in the area of the Thames Regional Flood and Coastal Committee. 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 and management of the risk of coastal erosion. The financial details are:

Thames Regional Flood and Coastal Committee		
	2019/2020 '000s	2020/2021 '000s
Gross Expenditure	£100,146	£101,860
Levies Raised	£11,577	£11,807
<b>Total Council Tax Base</b>	<b>5,085</b>	<b>5,163</b>

The majority of funding for flood defence comes directly from the Department for the Environment, Food and Rural Affairs (Defra). However, under the new Partnership Funding rule not all schemes will attract full central funding. To provide local funding for local priorities and contributions for partnership funding the Regional Flood and Coastal Committees recommend through the Environment Agency a local levy.

A change in the gross budgeted expenditure between years reflects the programme of works for both capital and revenue needed by the Regional Flood and Coastal Committee to which you contribute. The total Local Levy raised by this committee has increased by 1.99%

The total Local Levy raised has increased from £11,576,942 in 2019/2020 to £11,807,323 for 2020/2021.