



**your
council
tax** and
business
rates
guide
2018/2019



*Harrow***COUNCIL**
LONDON

I'm Sachin Shah, leader of Harrow Council. I take being careful with your money very seriously. We have saved £7.4 million by cutting back staffing, red tape and waste. We are earning millions from sharing services and new commercial ventures. We are coping with massive government cutbacks, and Harrow's budget is balanced for this year – unlike most councils.

Every year, the government is cutting its funding for councils. As a result, Northamptonshire this year became the first council to issue a "section 114 notice". It basically means they have run out of money. The consequences are dire: all their services are now in danger, from bin collection to care for young people. Other councils will surely follow.

Our job is to make sure this does not happen in Harrow. That is why, like 95% out of 151 councils in the UK, Council Tax is rising this year in Harrow. We know what higher tax means for you. We do not take this decision lightly. So I am writing to explain the choice we face.

To keep providing high-quality services like children's centres and beat sweeping, that other councils have axed, we need more help from you. We believe Harrow people want to care for the vulnerable and make our borough clean.

So please accept my thanks – and the thanks of our service users.



Cllr Sachin Shah
Leader of Harrow Council

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Building A Better Harrow

After a year of design work and extensive engagement with local residents and community groups, the design team have submitted a planning application for the proposal to move the Civic Centre to Wealdstone.

Our plans for the new building include a more efficient, compact work space for the Council, a customer service hub and new democratic spaces.

The plan also includes outline proposals for a replacement temple, and detailed proposals for car parking and improvements to the surrounding streets, complementing the improvements taking place at nearby

Wealdstone Square, and opening the route towards Byron Quarter.

Significant work has taken place to design the building to become a distinctive part of Wealdstone, bringing much-needed investment and footfall into the area.

We plan to continue engaging with the community and other potential users of the building to ensure it fulfils its purpose as an asset to Wealdstone and the borough.

For details on the proposals, search 'Harrow Planning' and use the reference: P/5737/17

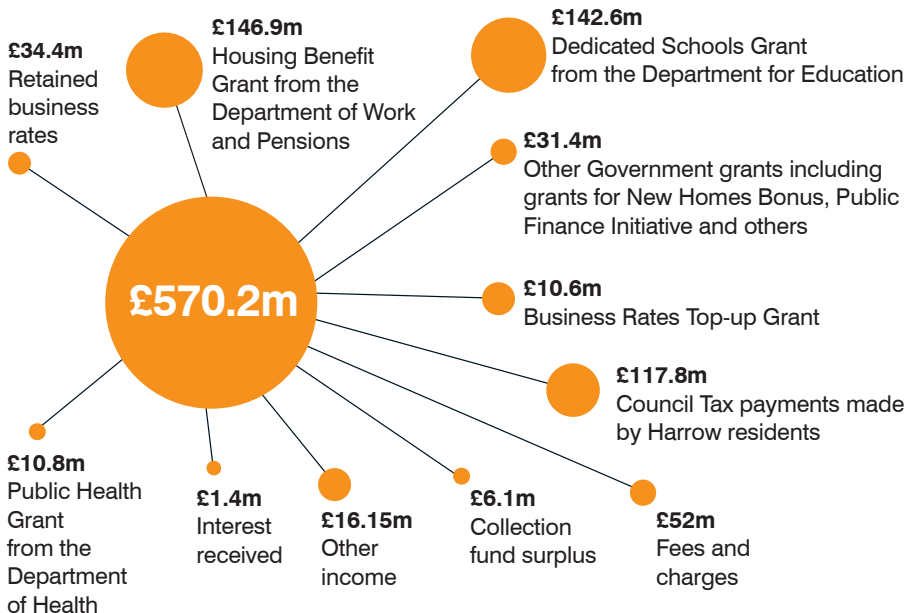
BUILDING A **BETTER**
HARROW

Keep up to date with
what's happening and
how to get involved – visit
buildingabetterharrow.co.uk
and sign up
to our newsletter



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 2018/19.

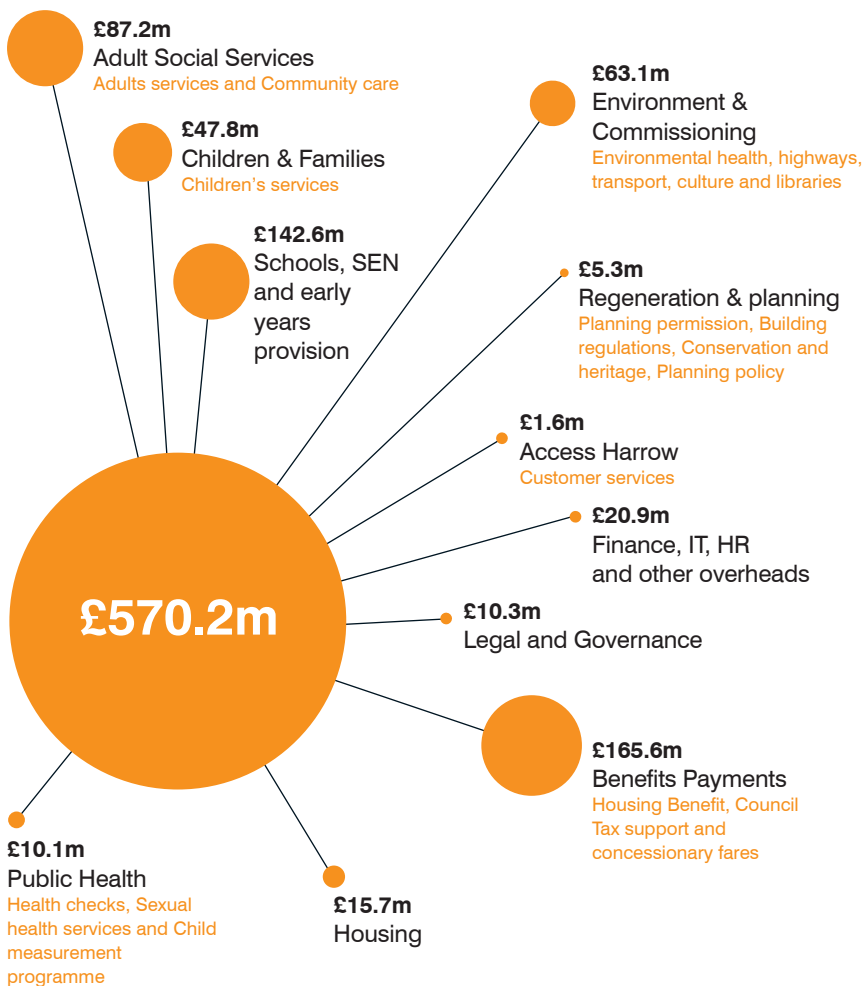


The table below shows the change between 2017/18 and 2018/19 in the total budget funded from Grant, retained Business Rates and Council Tax.

| Changes in the council's expenditure | £m |
|------------------------------------------------------|--------------|
| Budget requirement 2017-18 | 164.8 |
| Capital financing costs & investment income | 0.789 |
| Technical changes (including specific grant changes) | -0.539 |
| Inflation | 1.469 |
| Investment in services and budget pressures | 9.771 |
| Savings | -7.377 |
| Budget requirement 2018-19 | 168.9 |

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 of 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 | Total 2018/19 Council Tax |
|----------|----------------------|----------------------|---------------------------|
| A | Up to £40,000 | 6/9 | £1,125.95 |
| B | £40,001 to £52,000 | 7/9 | £1,313.61 |
| C | £52,001 to £68,000 | 8/9 | £1,501.26 |
| D | £68,001 to £88,000 | 9/9 | £1,688.92 |
| E | £88,001 to £120,000 | 11/9 | £2,064.23 |
| F | £120,001 to £160,000 | 13/9 | £2,439.55 |
| G | £160,001 to £320,000 | 15/9 | £2,814.86 |
| H | Over £320,000 | 18/9 | £3,377.84 |

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 www.gov.uk/contact-voa

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.

| Comparison with Previous Year | 2017/18 | 2018/19 | Change £ | Change % |
|-------------------------------------------|------------------|------------------|----------------|---------------|
| Harrow Council General Expenditure | £1,347.66* | £1,387.96 | +£40.30 | +2.99% |
| Adult Social Care (ASC) Precept | – | £6.73 | +£6.73 | + 0.5% |
| Greater London Authority | £280.02 | £294.23 | +£14.21 | +5.07% |
| Total Council Tax Payable | £1,627.68 | £1,688.92 | +£61.24 | +3.76% |

* Includes ASC precept

Extra support for adults in Harrow

The Secretary of State for Communities and Local Government has 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 is the option of an adult social care authority being able to charge an additional “precept” on its Council Tax for financial years from the financial year beginning in 2016 without holding a referendum, to assist the authority in meeting expenditure on adult social care. Subject to the annual approval of the House of Commons, the Secretary of State intends to offer the option of charging this “precept” at an appropriate level in each financial year up to and including the financial year 2019-20.

| Band | Total Harrow Band cost 2018/19* | Greater London Authority precept | Total 2018/19 Council Tax | Council Tax increase i | Adult Social Care 2018/19 ii | Adult Social Care 2017/18 iii | Adult Social Care 2016/17 iv | Cumulative Adult Social Care precept 2016/17 + 2017/18 + 2018/19 ii + iii + iv |
|------|---------------------------------|----------------------------------|---------------------------|------------------------|------------------------------|-------------------------------|------------------------------|--------------------------------------------------------------------------------|
| A | £929.80 | £196.15 | £1,125.95 | £26.87 | £4.49 | £25.66 | £16.45 | £46.60 |
| B | £1,084.76 | £228.85 | £1,313.61 | £31.34 | £5.24 | £29.95 | £19.20 | £54.39 |
| C | £1,239.72 | £261.54 | £1,501.26 | £35.82 | £5.98 | £34.22 | £21.94 | £62.14 |
| D | £1,394.69 | £294.23 | £1,688.92 | £40.30 | £6.73 | £38.49 | £24.68 | £69.90 |
| E | £1,704.62 | £359.61 | £2,064.23 | £49.26 | £8.22 | £47.05 | £30.17 | £85.44 |
| F | £2,014.55 | £425.00 | £2,439.55 | £58.21 | £9.72 | £55.61 | £35.65 | £100.98 |
| G | £2,324.48 | £490.38 | £2,814.86 | £67.17 | £11.21 | £64.16 | £41.14 | £116.51 |
| H | £2,789.38 | £588.46 | £3,377.84 | £80.61 | £13.45 | £77.00 | £49.37 | £139.82 |

* Includes ASC precept

What benefits can I claim from the council?

If you are on a low income or claim certain means tested benefits (Income Based Job Seeker's Allowance, Pension Credit, Income Based Employment Support Allowance or Income Support), you may be able to get help with your rent and/or Council Tax.

Housing Benefit – This provides help with rent for people who have a low income and less than £16,000 in savings, or who receive certain means tested benefits as detailed above. Some people may get all of their eligible rent paid.

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 as detailed above. This can provide help with your Council Tax bill.

If you receive Council Tax Support, your Council Tax bill will show you how much you need to pay. Alternatively, you can go to <https://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. Go to www.harrow.gov.uk/benefits to use our online benefits calculator and find out how you can claim.

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/circumstances

Universal Credit is being rolled out in Harrow in 2018. Universal Credit will replace the following means tested benefits: Income Support, Income Related Job Seeker's Allowance, Income Related Employment Support Allowance, Housing Benefit and Working Tax Credit/Child Tax Credit. Universal Credit is claimed from the Department of Work and Pensions (DWP).

For more information and to find out whether people who live in your area can claim go to www.gov.uk/universal-credit. People who receive Universal Credit may still be able to receive Council Tax Support which will continue to be claimed from the Council. For details, go to www.harrow.gov.uk/counciltaxsupport

Other benefits – To find out more about other benefits you may be able to receive go to www.dwp.gov.uk

Tell me more about Council Tax

The following pages detail how your Council Tax is calculated together with general information about reductions, discounts and exemptions.

Who has to pay?

Only people aged 18 or over have to pay Council Tax. Where there is more than one person over 18 resident in your home the person(s) who will be responsible to pay the Council Tax are the ones nearest to the top of the following list:-

- Resident freeholder
- Resident leaseholder
- Resident tenant
- Resident licensee
- Any other resident
- The owner, where there are no occupants

A resident is someone who has their only or main home at your property. If there are two or more people that meet the same description they will be jointly and severally responsible for the payment of the bill. This means the council can require all or any one of them to pay the Council Tax.

Married couples, those living together in a spousal relationship or civil partnership are also jointly liable even if they do not have an equal interest in the property.

Discounts, reliefs and exemptions

The Council Tax charge is based on

two 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/spd

Other people are not counted when we work out how many adults are resident in a property subject to meeting certain conditions.

A full list is available on our website with some guidance and application forms that can be submitted via our evidence upload form at www.harrow.gov.uk/evidenceform. This includes most full-time students, people who have severe mental health needs and 18-19 year olds who are still at or just recently left school. A discount will only be considered if all the other adults except one also qualify not to be counted.

Council Tax Support

If you have a low income, you may be able to get some extra help with your Council Tax. See page 9 for more information.

Unoccupied properties and second homes

In most instances the full Council Tax charge will have to be paid. If the property has been empty for more than 2 years it will become subject to

Tell me more about Council Tax (continued)

a premium of 50% i.e. the charge will be 150%.

Exemptions

Exemptions can apply if a property is occupied or unoccupied. A full list is available on our website page with some guidance and application forms that can be submitted via our evidence upload form at **www.harrow.gov.uk/evidenceform**. This includes if you have left your property empty to receive or provide care, all residents have severe mental health needs or all residents are qualifying full time students.

People with Disabilities

If you have to use a wheelchair constantly or your home has been adapted for someone with a disability who is resident in your home, we may be able to reduce the amount you have to pay by one Council Tax band. The application form and guidance is **available at www.harrow.gov.uk/ctax**.

Changes during the year

If we know that your exemption or discount is due to end we will send you a new bill nearer the time telling you the new amount to pay. If your circumstances change and you

believe this may affect the reduction you are getting you must let us know within 21 days of the change.

Applying for a discount, relief or exemption is not grounds for not making payment of your Council Tax bill. Your application may be refused if you do not provide the required evidence.

Appeals

To appeal against

- your Council Tax band, go to **www.gov.uk/contact-voa**
- the amount of Council Tax Support you get, go to **www.harrow.gov.uk/ctsdspites**
- your Council Tax bill being wrong for any other reason please fill in an enquiry form telling us why and submit via **www.harrow.gov.uk/ctaxenquiry**

Fraud

If you suspect anyone of committing fraud against the authority, you can contact the Corporate Anti-Fraud Team (CAFT) confidentially on 020 8424 1834 (this number is also an out-of-hours answer machine) to provide information.

You can also report fraud via email to **fraud@harrow.gov.uk** or online at **www.harrow.gov.uk/fraud**

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. This provides a direct financial incentive for authorities to work with local businesses to create a favourable local environment for growth since authorities will benefit from growth in Business Rates revenues. 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 local authorities in your area. Further information about the Business Rates system, including transitional and other reliefs, may be obtained at **www.gov.uk**.

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. They draw up and maintain a full list of all rateable values, available at **www.gov.uk/government/**

organisations/valuation-office-agency.

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. For the revaluation that came into effect on 1st April 2017, this date was set as 1st April 2015.

The valuation officer may alter the value if circumstances change. The ratepayer (and certain others who have an interest in the property) can appeal against the value shown in the list if they believe it is wrong. Full details on your rights of appeal are available from the Valuation Office Agency. Your billing authority can only backdate any Business Rates rebate to the date from which any change to the list is to have effect. Further information about the grounds on which appeals may be made and the process for doing so can be found on the **www.gov.uk** website or obtained 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

Business matters (continued)

pay for small Business Rate relief. Except in the City of London where special arrangements apply, the Government sets the multipliers for each financial year for the whole of England according to formulae set by legislation.

The current multipliers are shown on the front of your bill.

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 businesses 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 contact the local authority as soon as possible.

Revaluation 2017 and Transitional Arrangements

All rateable values are reassessed at a general revaluation. The most recent revaluation took effect from 1 April 2017. 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 changes over time in the value of their property relative to others. Revaluation does not raise extra money for Government. Whilst the 2017 revaluation did not increase the amount of rates

collected nationally, within this overall picture, the majority of ratepayers received a reduction or no change in their bill whereas some ratepayers saw increases.

A £3.6 billion transitional relief scheme limits changes in rate bills as a result of the 2017 revaluation. To help pay for the limits on increases in bills, there are also limits on reductions in bills. Under the transitional 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 2017, 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 changes to the amount of small Business Rate 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 Harrow Council or www.gov.uk/introduction-to-business-rates.

More information on the 2017 revaluation can be found at www.gov.uk/introduction-to-business-rates/revaluation

Business matters (continued)

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 unoccupied property rate. Full details on exemptions can be obtained from your local authority. If the unoccupied property rate for the financial year has been reduced by order, it will be shown on the front of your 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 Harrow Council.

Small Business Rate Relief

Ratepayers who occupy a property with a rateable value which does not

exceed £50,999 (and who are not entitled to other mandatory relief 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.

In addition, generally, if the sole or main property is shown on the rating list with a rateable value which does not exceed £15,000, the ratepayer will receive a percentage reduction in their rates bill for this property of up to a maximum of 100%. For a property with a rateable value of not more than £12,000, the ratepayer will receive a 100% reduction in their rates bill.

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 £2,899.

The rateable value of the property mentioned in (a), or the aggregate rateable value of all the properties mentioned in (b), must not exceed £19,999 outside London or £27,999 in London on each day 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.

The Government has introduced

Business matters (continued)

additional support to small businesses. For those businesses that take on an additional property which would normally have meant the loss of small Business Rate relief, the Government has confirmed that they will be allowed to keep that relief for a period of 12 months.

Where a ratepayer meets the eligibility criteria and has not received the relief they should contact their local authority. 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 automatically continue to receive relief in each new valuation period.

Certain changes in circumstances will need to be notified to the local authority by a 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 ratepayer taking up occupation of an additional property, 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.

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/businessrates

Relief for Local Newspapers

The Government is providing funding to local authorities so that they can provide a discount worth up to £1,500 a year for 2 years from 1st April 2017, to office space occupied by local newspapers. This is up to a maximum of one discount per local newspaper title and per hereditament, and up to state aid limits. The relief will be delivered through local authority discretionary discount powers (under section 47(3) of the Local Government Finance Act 1988). Eligibility criteria for this relief is set out in a guidance note: "The case for a Business Rates relief for local newspapers", which can be obtained at www.gov.uk/government/consultations/the-case-for-a-business-rates-relief-for-local-newspapers

Spring Budget 2017 Relief Scheme: Supporting Small Business

Ratepayers losing Small Business

Business matters (continued)

or Rural Rate Relief as a result of the 2017 revaluation will have their increases limited to the greater of either (i) a cash value of £600 per year, or (ii) the matching cap on increases for small properties in the transitional relief scheme. This relief will run for 5 years to 31 March 2022 and ratepayers will receive the relief until this date or they reach what their bill would have been within the relief scheme, whichever is first. This relief will be delivered through local authority discretionary discount powers (under section 47(3) of the Local Government Finance Act 1988). Further information can be obtained from your local authority.

Spring Budget 2017 Relief Scheme: Discretionary Scheme

The Government is providing £300 million of funding to local authorities over 4 years to 31 March 2021 to provide discounts to ratepayers in their area on a discretionary basis. Each authority has been allocated a share with which to design and implement a scheme to deliver targeted support to ratepayers. The £300m will cover the 4 years from 2017/18: £175m in 2017/18; £85m in 2018/19; £35m in 2019/20 and £5m in 2020/21.

Local authority allocations can be found at:

<https://www.gov.uk/government/consultations/discretionary-business-rates-relief-scheme>

This relief will be delivered through local authority discretionary discount powers (under section 47(3) of the Local Government Finance Act 1988). Further information can be obtained from your local authority.

Spring Budget 2017 Relief Scheme: Support for Pubs

The Government is providing funding for local authorities to provide a £1,000 discount to pubs with a rateable value of below £100,000. This was to run for 2017/18 only; at Autumn Budget 2017, the Government extended the scheme for an additional year. Pubs with a rateable value of below £100,000 will also receive a £1,000 discount for 2018/19.

This relief will be delivered through local authority discretionary discount powers (under section 47(3) of the Local Government Finance Act 1988). Further information can be obtained from your local authority.

Local Discounts

Local authorities have a general power to grant discretionary local discounts. Full details can be obtained from the local authority.

State Aid

The award of such discounts 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 £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.

Hardship Relief

The local authority has discretion to give hardship relief in specific circumstances. Full details can be obtained from the local authority.

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**) and the Institute of Revenues, Rating and Valuation (IRRV – website **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.

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/businessrates**. A hard copy is available on request by writing to the council.

Support for businesses:

Useful numbers

Contact the Council's Economic Development Team about:

- Mentoring Harrow: a free programme for start-ups and enterprises trading for up to five years
 - Help to recruit staff from the local area
 - Free training to improve the skills of your workforce
 - Marketing your goods to local residents
 - Becoming a Council supplier
 - Available premises
 - Pop-up shops
 - Apprentices
 - Business events
 - Latest news from our Harrow Business e-newsletter
- ✉ edo@harrow.gov.uk
📄 www.harrow.gov.uk/business

Business Rates

Information on account and payment matters
www.harrow.gov.uk/businessrates
020 8901 2610

Building Control

Advice and support on building regulations
www.harrow.gov.uk/buildingcontrol
020 8736 6058

Commercial Waste and Recycling

www.harrow.gov.uk/commercialwaste
020 8736 6762

Environmental Health

Commercial health and safety matters
www.harrow.gov.uk/environment
020 8901 2600

Licensing and Registration

Premises and personal licences
www.harrow.gov.uk/licensing
020 8901 2600

Parking

All general parking enquiries
www.harrow.gov.uk/parking

Planning

Enforcement, permissions and applications
www.harrow.gov.uk/planning
020 8901 2650

Procurement

Supplying to the council
www.harrow.gov.uk/business
procurement@harrow.gov.uk

Harrow Business Directory online

Free to register
www.burrows.co.uk/harrow

Specialist Organisations

Government Website

www.gov.uk/browse/business

Business Support Helpline

0300 456 3565
enquiries@businesssupporthelpline.org

Harrow in Business

www.harrowinbusiness.com
020 8427 6188

Federation of Small Businesses

www.fsb.org.uk/regions/greater-london

London Chamber of Commerce

www.londonchamber.co.uk
020 7248 4444

Stanmore Business and Innovation Centre

www.stanmore-bic.co.uk
020 8731 5200

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

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

Compass Drug and Alcohol Service

☎ 020 8861 2787

🌐 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

Children's Services

☎ 020 8901 2690

🌐 www.harrow.gov.uk/socialcarecontacts

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

Comments and Complaints

For Adults and Children's Social Care

☎ 0800 136 104

🌐 www.harrow.gov.uk/complaints

Housing Advice

☎ 020 8424 1093

🌐 www.harrow.gov.uk/housingadvice

Homelessness and Housing Options

🌐 www.harrow.gov.uk/homeseekers

Housing Repairs

☎ 020 8901 2630

🌐 www.harrow.gov.uk/tenants

Crime

In an emergency, always call 999.

Anti-Social Behaviour

☎ 0845 371 4110

🌐 www.harrow.gov.uk/crimeprevention

Corporate Anti-Fraud Team

☎ 020 8424 1834

🌐 www.harrow.gov.uk/fraud

Domestic Violence

☎ 0808 200 0247

🌐 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.harrow.gov.uk/crimeprevention

Environmental Services

🌐 www.harrow.gov.uk/environment

Allotments and Pitch Bookings

🌐 www.harrow.gov.uk/allotments

🌐 www.harrow.gov.uk/pitchbookings

Trading Standards

☎ 020 8937 5555

🌐 www.harrow.gov.uk/tradingstandards

Economic Development

Employment and Training Support

☎ 020 8420 9392

🌐 xcite@harrow.gov.uk

Guidance on Your Business Needs

☎ 020 8736 6539

🌐 www.harrow.gov.uk/business

Procurement (supplying to the council)

☎ 020 8416 8157

Licensing and Registration

🌐 www.harrow.gov.uk/licensing

Registration Services

☎ 020 8901 2665

Births, Deaths, Marriages and Civil Partnerships

🌐 www.harrow.gov.uk/birth

🌐 www.harrow.gov.uk/death

🌐 www.harrow.gov.uk/marriages

Cemeteries

Memorial applications, rights of burial etc

🌐 www.harrow.gov.uk/cemeteries

Local Land Charges

🌐 www.harrow.gov.uk/landcharges

Nationality Checking & Citizenship

🌐 www.harrow.gov.uk/nationalitycheckingservice

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

Crossrail Business Rate supplement (BRS)

What is Crossrail and how will it benefit your business?

Crossrail will connect the outer suburbs and Heathrow airport to the West End, City and Canary Wharf. It 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. It will be named the Elizabeth line upon full opening in honour of Queen Elizabeth II.

The single largest investment in London's infrastructure for decades, it has employed up to 14,000 people at the peak of construction. The new Crossrail trains are currently in operation on a section of the route from Liverpool Street to Shenfield. Furthermore a significant milestone has been reached as the permanent track for the Elizabeth line has been completed. Crossrail services are due to commence through central London by the end of 2018 with full opening of the line by December 2019. To find out more, visit

www.crossrail.co.uk, call the Crossrail 24 hr Helpdesk on 0345 602 3813 or email **helpdesk@crossrail.co.uk**.

Developments in the construction and financing of Crossrail

The Mayor of London agreed a settlement with government in October 2010 for the Crossrail route and secured investment to upgrade the Tube. Crossrail is now being built at its key sites across London. In April 2012 the Mayor introduced a community infrastructure planning (CIL) levy on new developments in London to finance Crossrail. This is paid for by the developer.

Find out more at: www.london.gov.uk

How will London's businesses help fund Crossrail?

The Crossrail Business Rate Supplement

(BRS) has been used to finance £4.1 billion of the costs of the project. Of this, around £3.3 billion has been borrowed with the remaining £0.8 billion being funded directly using BRS revenues. It will need to be levied until the GLA's borrowing is repaid. This is expected to be some time in the 2030s.

Does my business have to pay the Crossrail BRS?

Your rates bill makes clear if you are liable to pay the BRS. Since April 2017 the 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. Around 85 per cent of non domestic properties in London will be exempt from the BRS in 2018-19 due to this threshold.

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

The Crossrail BRS multiplier for 2018-19 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
- 🌐 www.london.gov.uk/crossrail-brs
- 📍 Finance, GLA, City Hall, London SE1 2AA

Greater London Authority information

This is Sadiq Khan's second budget as the Mayor of London. It is built around his vision of a London where nobody feels left behind and where everyone has the opportunities they need to fulfil their potential. 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.

Sadiq Khan will not tolerate any waste of public money, particularly against a background of ever tightening resources from the Government. This year's budget has required some tough choices. It will improve the key services Londoners need. That means ensuring transport fares are more affordable and building more affordable homes. The budget also provides resources to support jobs and

growth, tackle rough sleeping and make London a fairer and cleaner place to live. The Mayor will also provide extra resources from council tax and business rates for the Metropolitan Police and London Fire Brigade to keep Londoners safe. This will help offset the impact of continuing real terms cuts in government grant.

Council tax for GLA services

The GLA's share of the council tax for a typical Band D property has been increased by £14.21 (or 27p per week) to £294.23. The additional income raised is being applied to fund the Metropolitan Police and London Fire Brigade. A Band D council taxpayer in the City of London, which has its own police force, will pay £76.10.

| Council Tax (£) | 2017-18 | Change | 2018/19 |
|-----------------------------|----------------|---------------|----------------|
| MOPAC (Met Police) | £206.13 | £12.00 | £218.13 |
| LFEPA (Fire Brigade) | £48.01 | £2.21 | £50.22 |
| GLA | £23.80 | £0.04 | £23.84 |
| TfL (Transport) | £2.08 | £-0.04 | £2.04 |
| Total | £280.02 | £14.21 | £294.23 |

Investing in frontline services

This budget will enable the Mayor to fulfil his key priorities for London in his current term. 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 will be frozen until at least 2020. This will save travellers around £40 million a year. A new bus and tram one hour Hopper fare has also been introduced
- continue to tackle London's housing

crisis, using £3.15 billion of funding to support starts of 90,000 new affordable homes by 2021

- providing the best policing service possible within the funding made available by the Government which continues to fall in real terms year on year
- providing extra resources to support disadvantaged young Londoners and protect vulnerable children and women at risk of abuse and domestic violence
- providing sufficient resources to the London Fire Brigade ensure that first and

Greater London Authority (continued)

second fire engines arrive at emergency incidents within six and eight minutes respectively

- 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 on the London Underground, commencing the operation of Elizabeth line (formerly Crossrail) through central London by the end of 2018 and his introduction of the Night Tube and Night Overground services

- making public transport more accessible for everyone. Step-free access is planned to be introduced at five more London Underground stations in 2018-19

and funding has been secured for a further 13. All Elizabeth line stations will also be step free and

- funding projects to bring Londoners together, promote arts and culture, help tackle inequality, improve the environment, and boost London's economy.

Summary of GLA budget

The following tables compare the GLA group's spending for 2018-19 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 additional investment planned by the Mayor in transport, policing and the fire service. Overall the council tax requirement has increased because of the extra funding for the Metropolitan Police and the London Fire Brigade alongside. There has also been a 2.4 per cent increase in London's residential property taxbase. Find out more about our budget at: www.london.gov.uk/budget (tel: 020 7983 4000).

| How the GLA Group budget is funded (£m) | 2018-19 |
|-----------------------------------------------|----------|
| Gross expenditure | 12,178.4 |
| Government grants and retained business rates | -4,638.3 |
| Fares, charges and other income | -6,163.9 |
| Use of reserves | -510.5 |
| Amount met by Council Tax payers | 865.7 |

| Changes in spending (£m) | 2018-19 |
|------------------------------------|---------|
| 2016-17 Council Tax requirement | 804.8 |
| Inflation | 227.3 |
| Efficiencies and other savings | -324.2 |
| New initiatives | 296.2 |
| Other changes (e.g. fares revenue) | -138.4 |
| 2018-19 Council Tax requirement | 865.7 |