



I'm Sachin Shah, leader of Harrow Council. I'm sure you're aware of the financial difficulties faced by all councils due to unprecedented budget cuts. Unfortunately Harrow Council is no different. While the government cuts our funding each year, the demand is sky-rocketing for services we are legally obliged to provide. That includes protecting children at risk of abuse and older people in need of care.

This is why we have taken the difficult decision to increase your Council Tax. 147 out of 151 councils across Britain are doing the same. The government says it expects councils to raise tax, as the only way to deal with the national crisis in social care.

We are doing everything in our power to protect frontline services. We are becoming more lean and efficient, cutting red tape and back office costs. We are sharing our services with other councils and we have an ambitious plan to generate £15m per year of income. The first project is an exciting partnership with IBM to use technology to give more choice and control to people using care services.

We are making Harrow clean again. We know it's a top priority of yours. That's why we now clean your street every week. We're also cracking down on those that litter and fly-tip. We have issued more than 7,000 fines and we are taking people who dump rubbish to court.

We continue to build a better Harrow with new jobs and homes, and increased investment into the town centre, which will bring new restaurants and leisure facilities.

We know what higher Council Tax means for you. We don't take this decision lightly. We will continue to work tirelessly to make sure every penny you pay goes on giving you the services you need, improving our borough and looking after those most in need.



Cllr Sachin Shah Leader of Harrow Council

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Building a Better Harrow



We are Building A Better Harrow together, for now and for the future, with the biggest regeneration programme in a generation.

Our plans will bring more homes, schools, public spaces and business opportunities to the Heart of Harrow and beyond. Leaving our costly Civic Centre and developing our land is just one way we are making sure we get maximum value for Council Tax payers and provide the homes and amenities they need.

The people of Harrow are at the heart of our regeneration plans and will be involved in decision-making at every stage. Our Regeneration Residents' Panel has been meeting for a more than a year and we have been

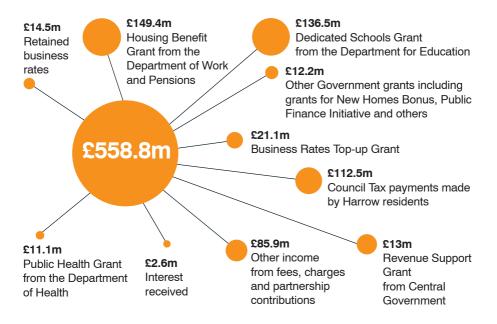


holding drop-in events and asked for your feedback in surveys. We will continnue to engage with residents at every opportunity to make sure we build the Harrow you need and deserve.

The Building A Better Harrow website will keep you updated about what's happening in the regeneration programme across the borough, including project updates, news and events. The website will tell you about important changes and ways you can get involved in Building A Better Harrow. Visit buildingabetterharrow.co.uk and sign up to our newsletter to receive regular updates.

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 2017/18.

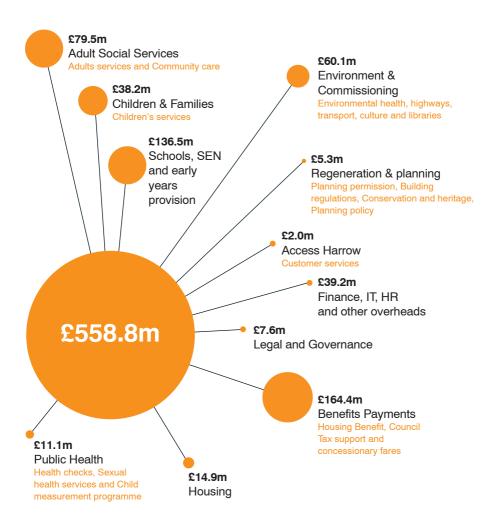


The table below shows the change between 2016/17 and 2017/18 in the total budget funded from Grant. retained Business Rates and Council Tax.

Changes in the council's expenditure	£m
Budget requirement 2016-17	165.0
Capital financing costs & investment income	2.2
Technical changes (including specific grant changes)	-5.9
Inflation	3.0
Investment in services and budget pressures	10.7
Savings	-10.2
Budget requirement 2017-18	164.8

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	2017/18 charge
Α	Up to £40,000	6/9	£1,085.12
В	£40,001 to £52,000	7/9	£1,265.97
С	£52,001 to £68,000	8/9	£1,446.83
D	£68,001 to £88,000	9/9	£1,627.68
E	£88,001 to £120,000	11/9	£1,989.39
F	£120,001 to £160,000	13/9	£2,351.09
G	£160,001 to £320,000	15/9	£2,712.80
Н	Over £320,000	18/9	£3,255.36

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, visit **www.voa.gov.uk** or call directly on 03000 501 501.

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.

	2016/17	2017/18	Change*
	£	£	% increase
Harrow Council	£1,258.93	£1,309.17	+2.0%
Adult Social Care	£24.68	£38.49	+3.00%**
Greater London Authority	£276.00	£280.02	+1.5%
Total	£1,559.61	£1,627.68	+4.4%

^{*} Figures rounded to one decimal point

^{** 3%} of total Council Tax raised

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.

				Additional information			
Band	Total Harrow Band Cost 2017/18*	Greater London Authority	Total 2017/18 Council Tax	Council Tax increase	Adult Social Care 2017/18	Adult Social Care 2016/17	Cumulative Adult Social Care Precept 2016/17 and 2017/18
Α	£898.44	£186.68	£1,085.12	£17.04	£25.66	£16.45	£42.11
В	£1.048.18	£217.79	£1,265.97	£19.87	£29.95	£19.20	£49.15
С	£1.197.92	£248.91	£1,446.83	£22.71	£34.22	£21.94	£56.16
D	£1,347.66	£280.02	£1,627.68	£25.56	£38.49	£24.68	£63.17
Е	£1,647.14	£342.25	£1,989.39	£31.23	£47.05	£30.17	£77.22
F	£1,946.62	£404.47	£2,351.09	£36.91	£55.61	£35.65	£91.26
G	£2,246.10	£466.70	£2,712.80	£42.59	£64.16	£41.14	£105.30
Н	£2,695.32	£560.04	£3,255.36	£51.10	£77.00	£49.37	£126.37

^{*} Includes Council Tax increase and Adult Social Care precept for 2017/18

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.

In 2014 we consulted with you on possible changes we could make to our Council Tax Support Scheme. You told us that you thought the scheme shouldn't change.

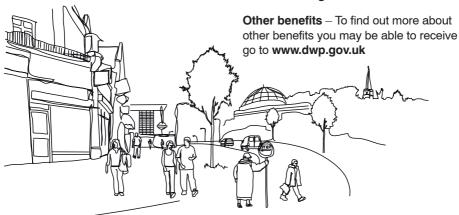
Taking your feedback into account, the scheme for 2017/18 remains the same as in 2016/17. If you receive Council Tax Support, your Council Tax bill will show you how much you need to pay. Alternatively, you can go to https://myharrowaccount.harrow.gov.uk to find out how much you need to pay.

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/benefits



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

Tell me more about Council Tax (continued)

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, 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.voa.gov.uk
- the amount of Council Tax Support you get go to www.harrow.gov.uk/ctsdisputes
- your Council Tax bill being wrong for any other reason please fill in an enquiry form telling us why you think we have made a mistake 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.

The Valuation Office Agency will continue to fulfil their legal obligations to alter rating assessments if new information comes to light indicating the valuation is inaccurate.

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 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 2017 revaluation takes effect from 1st 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 will not increase the amount of rates collected nationally, within this overall picture, over 7 out of 10 ratepayers will receive a reduction or no change in their bill and some ratepayers will see increases.

For those that would otherwise see significant increases in their rates liability, the Government has put in place a £3.6 billion transitional relief scheme to limit and phase in changes in rate bills as a result of the 2017 revaluation. To help pay for the limits on increases in bills, there also have to be 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 the www.gov.uk/introduction-tobusiness-rates.

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

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.

The Government has introduced a temporary measure for unoccupied new builds from October 2013. Unoccupied new builds will be exempt from unoccupied property rates for up to 18 months (up to state aid limits) where the property comes on to the list between 1st October 2013 and 30th September 2016. The 18-month period includes the initial 3- or 6-month exemption and

so properties may, if unoccupied, be exempt from non-domestic rates for up to an extra 15 or 12 months.

Partly Occupied Property Relief

A ratepayer is liable for the full nondomestic 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 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.

An application for Small Business Rate Relief is not required. 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 Harrow Council.

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

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

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

- · Available premises
- Pop-up shops
- Apprentices
- Business events
- Latest news from our Harrow Business e-newsletter
- www.harrow.gov.uk/business

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

020 8/31 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.

- **(7)** 020 8901 2680
- www.harrow.gov.uk/safeguardingadults

Emergency Duty Team

Within office hours (9am-5pm)

- **(7)** 020 8901 2680
- **© 020 8424 0999** (Out of hours)

Citizens Advice Bureau (CAB)

- **(7)** 020 8427 9477
- www.harrowcab.org.uk

Compass Drug and Alcohol Service

- © 020 8861 2787
- www.harrow.gov.uk/drugsandalcohol

Harrow Helpline

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

- **(7)** 020 8901 2690
- www.harrow.gov.uk/socialcarecontacts

Emergency Duty Team

Within office hours (9am-5pm)

- (°) 020 8901 2690
- (Out of hours)

Children's Centres

www.harrow.gov.uk/childrenscentres

Comments and Complaints

For Adults and Children's Social Care

- **(7)** 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

- **(7)** 0845 371 4110
- www.harrow.gov.uk/crimeprevention

Corporate Anti-Fraud Team

- (°) 020 8424 1834
- # www.harrow.gov.uk/fraud

Domestic Violence

- **(7)** 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

- **(7)** 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

- **(7)** 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

Memoral 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

Sign up for a MyHarrow account

The MyHarrow account is a secure, FREE online service, putting you in control of the council services you use, at a time and place that's convenient for you.

Use your computer, laptop or tablet to:

- keep track of your Council Tax, Housing Benefit and rent accounts
- update your personal information when circumstances change
- renew your parking permits
- report issues to us and keep track of their progress

You can also set up alerts for

information about planning applications, bin collections and other important updates in your local area.

Opening an account couldn't be simpler:

- Follow the instructions at www.harrow.gov.uk/register
- 2. Link your council accounts, such as Council Tax, Housing Benefit and Housing Rent, to view them via your MyHarrow account.

Great deals for Harrow residents

Our Harrow Deals website offers you fantastic discounts from local and national businesses.

Whether you're looking for a low-cost lunch in Harrow's bars and restaurants, a marked-down makeover in a beauty salon, or a bargain break in a top hotel – we have an offer for you. To find out more about great



deals on leisure, entertainment, travel, gifts and electronics, visit www.harrow-deals.com

If your Harrow business would like to get involved, email harrowdeals@harrow.gov.uk

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. The single largest investment in London's infrastructure for decades, it has employed up to 14,000 people at the peak of construction. Crossrail services are due to start on the Shenfield to Liverpool Street section in 2017 and through central London in 2018. This will be followed by a phased introduction of services on the rest of the route. 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 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. 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. This year the threshold has been increased from £55,000 in line with the average change in rateable values for properties liable to the BRS as a result of the 2017 business rates revaluation. Around 85 per cent of non domestic properties in London will be exempt from the BRS due to this threshold.

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

The Crossrail BRS multiplier for 2017-18 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

- 3 020 7983 4100
- □ crossrail-brs@london.gov.uk
- www.london.gov.uk/crossrail-brs
- Finance, GLA, City Hall, London SF1 2AA

Greater London Authority information

This is Sadiq Khan's first budget as the new Mayor of London. It is based on 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, while building on our City's 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 therefore required some tough choices. It will improve the key services Londoners need. That means making

transport fares more affordable and building more affordable homes. The budget also provides resources to support jobs and growth, improve neighbourhood policing, tackle homelessness and make London a fairer and cleaner place to live.

Council Tax for GLA Services

The GLA's share of the Council Tax for a typical Band D property has been increased by £4.02 (or 8p per week) to £280.02 allowing the Mayor to help maintain police officer numbers across London and keep Londoners safe. A Band D Council Tax payer in the City of London, which has its own police force, will still pay £73.89.

Council Tax (£)	2016-17	Change	2017/18
MOPAC (Met Police)	£202.11	£4.02	£206.13
LFEPA (Fire Brigade)	£47.04	£0.97	£48.01
GLA	£24.72	-£0.92	£23.80
TfL (Transport)	£2.13	-£0.05	£2.08
Total	£276.00	£4.02	£280.02

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 will be frozen until at least 2020. This will save travellers around £40 million a year. The new bus and tram one hour Hopper fare will also be extended over the next four years;
- investing £3.15 billion to build 90,000 new affordable homes in London;

- improving neighbourhood policing for all Londoners and providing better support for victims of crime. Extra resources will also be provided to tackle knife crime and protect vulnerable children and women at risk of abuse;
- investing in frontline policing by maintaining a strategic target of 32,000 police officers in London;
- tackling London's filthy air by doubling the amount spent on improving air quality to £875 million by 2021-22;
- · working with London boroughs to maintain

Greater London Authority (continued)

existing concessionary travel schemes. This includes free 24 hour travel for the over 60s, the disabled, armed forces personnel in uniform and eligible war veterans. Discounts on travelcards are also available for apprentices;

- increasing capacity on the London Underground and expanding the Overground, DLR and tram network while planning for the opening of Crossrail by 2019;
- making public transport more accessible for everyone. In 2017 work will be undertaken to make Bond Street, Finsbury Park, Tottenham Court Road, Victoria, Harrow on the Hill and Newbury Park Tube stations step free;
- ensuring a fire engine arrives within 10 minutes of any incident being reported at least 90 per cent of the time and;

 funding new projects to bring Londoners together, tackle inequality, improve the environment and boost London's economy.

Summary of GLA budget

The following tables compare the GLA Group's spending for 2017-18 with last year and set out why it has changed. The GLA's gross expenditure is higher this year primarily as a result of the impact of the 2017 Business Rates revaluation which has increased the share of London's revenues the Mayor has to pay over to the Government to support local services elsewhere in England alongside additional investment in transport. Overall the Council Tax requirement has increased as a result of the additional funding for policing alongside 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)	2017-18
Gross expenditure	11,758.4
Government grants and retained business rates	-4,670.3
Fares, charges and other income	-6,282.3
Use of reserves	-1.0
Amount met by Council Tax payers	804.8

Changes in spending (£m)	2017-18
2016-17 Council Tax requirement	774.3
Inflation	183.3
Efficiencies and other savings	-317.8
New initiatives	42.9
Other changes (e.g. fares revenue)	122.1
2017-18 Council Tax requirement	804.8