

Your guide to
Council Tax
and Business Rates
2024/25

Putting Residents First



LONDON BOROUGH OF
HARROW



Cllr Paul Osborn

Leader, London Borough of Harrow

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

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

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

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

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

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

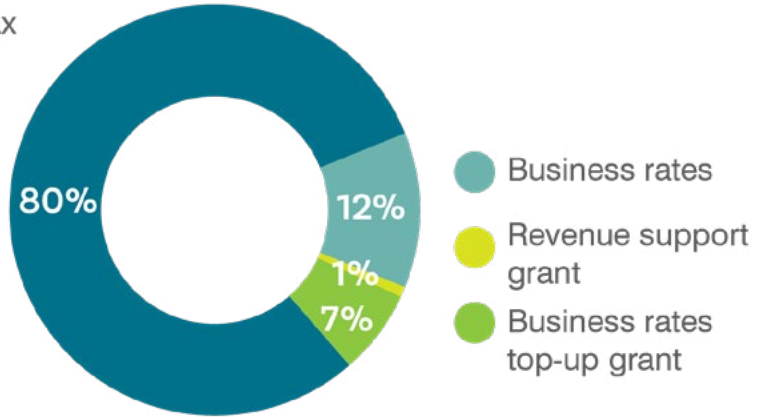
You told us what matters to you, and we have set out new Flagship Actions for the coming year that will address your needs and concerns.

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

Our income sources

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

 Council tax



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

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

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

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

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

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

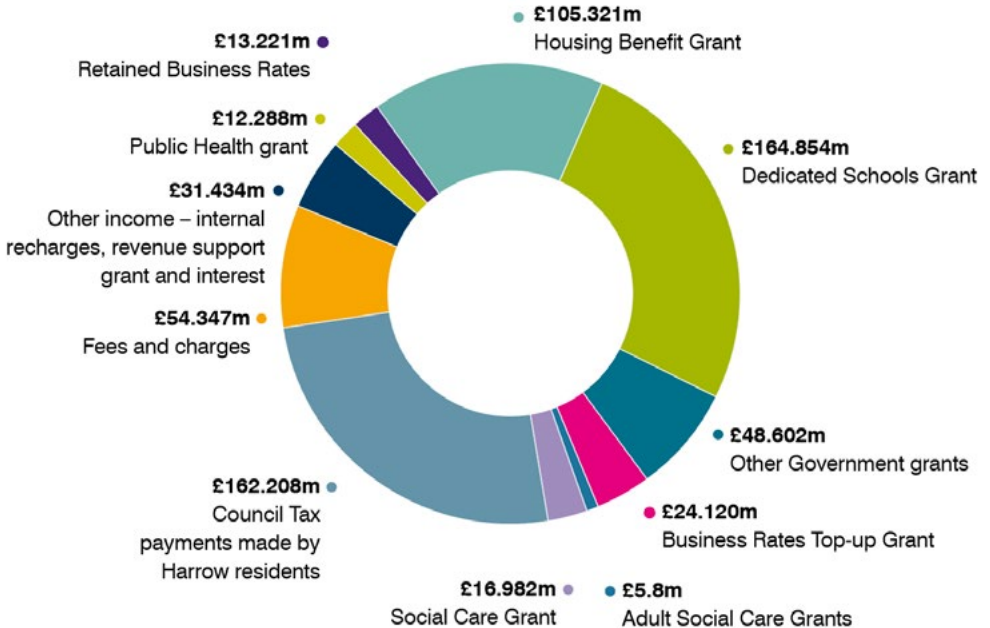
Changes in expenditure

The table below shows the change between 2023/24 and 2024/25 in the total budget funded from Grant, Retained Business Rates and Council Tax.

Changes in the Council's expenditure		£m
Budget requirement 2023/24		196.354
Capital financing costs and investment income		-1.257
Technical changes (including specific grant changes)		-5.234
Inflation		6.500
Investment in services and budget pressures		15.584
Savings		-9.389
Budget requirement 2024/25		202.558

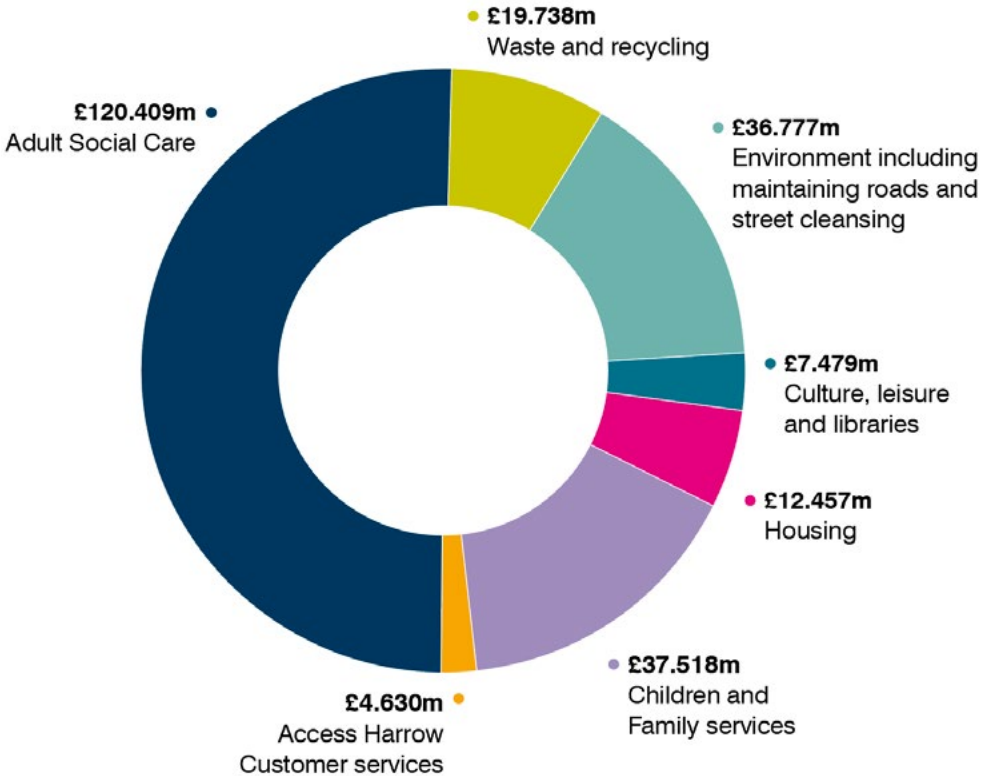
Where does the Council get its money?

This chart shows income including ring-fenced grants in the coming year 2024/25.



Where does your council tax go?

From schools to housing, street cleaning to customer services, we want to ensure that you know where your money goes. Here are some of the services that your Council Tax helps support:



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 London Borough of Harrow 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 (at 1 April 1991)	Proportion of band D	2024/25 charge
A	Up to £40,000	6/9	£1,524.22
B	£40,001 to £52,000	7/9	£1,778.24
C	£52,001 to £68,000	8/9	£2,032.28
D	£68,001 to £88,000	9/9	£2,286.32
E	£88,001 to £120,000	11/9	£2,794.40
F	£120,001 to £160,000	13/9	£3,302.46
G	£160,001 to £320,000	15/9	£3,810.54
H	Over £320,000	18/9	£4,572.64

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/council-tax

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

London Borough of Harrow has no influence over the level of tax set by the GLA.

	2023/24	2024/25	Change £	Change %
	£	£		
London Borough of Harrow	£1,507.00	£1558.69		
Adult Social Care	£221.66*	£256.23**		
Subtotal***	£1,728.66	£1814.92	£86.26	+4.99%
Greater London Authority	£434.14	471.40	£37.26	+8.6%
Total charge	£2,162.80	£2,286.32	£123.52	5.71%

* Cumulative Adult Social Care precept for 2016/17 to 2023/24

** Cumulative Adult Social Care precept for 2016/17 to 2024/25

*** The Adult Social Care precept for 2024/25 has increased by 2% of the Subtotal amount shown for 2023/24

What support 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). To find out more about Universal Credit go to **gov.uk/universal-credit**

Only pensioners and working age people in temporary accommodation or supported accommodation can make a new claim for Housing Benefit from the Council. 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 **harrow.entitledto.co.uk**

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. There is more information about the Council Tax Support scheme and how to claim it on the Council's website **harrow.gov.uk/counciltaxsupport**

If you receive Council Tax Support, your Council Tax bill will show you how much you need to pay or you can go to **harrow.gov.uk/login**

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 **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 **harrow.gov.uk/change**

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

Find details of support available from the London Borough of Harrow, the Government, companies and charities at **harrow.gov.uk/costofliving**

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

Who has to pay?

Only people over 18 have to pay Council Tax. If there is more than one resident over 18 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 harrow.gov.uk/spd

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 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 resident adults or all resident adults except one are disregarded as well.

You may also apply for a discount under the Council's local discount

Tell me more about Council Tax (continued)

scheme if you are experiencing exceptional financial hardship for example. This is a discretionary scheme and details of it and how you may apply, can be found by visiting [harrow.gov.uk/protectionfund](https://www.harrow.gov.uk/protectionfund)

Where a discount has been shown on your bill and you believe that the discount should either not have been given, or should have been given at a lower amount, you must tell us within 21 days. Failure to do so without reasonable excuse, may give rise to the imposition of a financial penalty.

Council Tax Support

If you have a low income you may be able to get some extra help with your Council Tax. See page 7 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 you have to pay by one Council Tax band. Details and an application form are available at [harrow.gov.uk/dbr](https://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 12 months are subject to a Premium of 100% which means the amount payable will be 200% of the Council Tax charge.

There is a 200% premium for properties which have been empty for at least 5 years, which means the amount payable will be 300% of the Council Tax charge. There is a premium of 300% for properties which have been empty for 10 years or more which means the amount payable will be 400% of the Council Tax charge.

Details of the charges varying from 200% to 400% are shown at [harrow.gov.uk/emptypremium](https://www.harrow.gov.uk/emptypremium)

If you want information about bringing an empty property back into use and what help is available see [harrow.gov.uk/derelictproperty](https://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. For information about this call **03000 501 501** or visit [gov.uk/council-tax](https://www.gov.uk/council-tax)

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 with guidance and application forms at 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 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

harrow.gov.uk/evidenceform

If you receive Council Tax Support you must tell the Benefit team as well which you can do at harrow.gov.uk/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 Tax payers, 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 [gov.uk/introduction-to-business-rates](https://www.gov.uk/introduction-to-business-rates) or at [harrow.gov.uk/brates](https://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 [harrow.gov.uk/brenquiry](https://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 standard 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 will generally have their bills calculated using the lower small business non-domestic rating multiplier, rather than the standard non-domestic rating multiplier.

Both multipliers for a financial year are 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, unless a lower multiplier is set by the Government. The current multipliers are shown on the front of your bill.

Business matters (continued)

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 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 [gov.uk/voa](https://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 2021.

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 obtained by contacting the VOA or by consulting the VOA website: [gov.uk/guidance/how-to-check-your-rateable-value-is-correct](https://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 2023. Revaluations ensure that business rates bills are up-to-date and more accurately reflect current rental values and relative changes in rents. Frequent revaluations ensure the system continues to be responsive to changing economic conditions. Further information is available at [harrow.gov.uk/valuation](https://www.harrow.gov.uk/valuation)

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. Further details are provided below and at [gov.uk/introduction-to-business-rates](https://www.gov.uk/introduction-to-business-rates) and [harrow.gov.uk/brates](https://www.harrow.gov.uk/brates) which is normally shown on your rates bill or by contacting London Borough of Harrow.

Temporary Reliefs

Some of the permanent reliefs are set out below but other temporary reliefs may be introduced by the Government at a fiscal event.

Business matters (continued)

Further detail on current temporary reliefs is available at [gov.uk/apply-for-business-rate-relief](https://www.gov.uk/apply-for-business-rate-relief) or at [harrow.gov.uk/bratesrelief](https://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 a set threshold, the ratepayer may receive a percentage reduction in their rates bill for the 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 while eligible properties above the lower threshold and below a specified upper threshold may receive partial relief. The relevant thresholds for relief are set by the government by order and can be obtained from your local authority or at [gov.uk/introduction-to-business-rates](https://www.gov.uk/introduction-to-business-rates).

Generally, these percentage reductions (reliefs) are 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 by order.

The aggregate rateable value of all the properties mentioned in (b), must also not exceed an amount set by order. 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 [gov.uk/introduction-to-business-rates](https://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.

Business matters (continued)

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.gov.uk/bratesrelief](https://www.harrow.gov.uk/bratesrelief).

Unoccupied Property Rate Relief

Business rates are generally payable in respect of unoccupied non-domestic property. However, 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 industrial premises whilst certain other properties such as vacant listed buildings for example, are not liable for business rates until they are reoccupied. Full details on exemptions can be obtained from the local authority or [gov.uk](https://www.gov.uk) at [gov.uk/apply-for-business-rate-relief](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. Transitional relief is applied automatically to bills. Further information about transitional arrangements may be obtained from the local authority or at [gov.uk/introduction-to-business-rates](https://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 [harrow.gov.uk/bratesrelief](https://www.harrow.gov.uk/bratesrelief).

Subsidy Control

The new UK subsidy control regime commenced from 4th January 2023. The new regime enables public authorities, including devolved administrations and local authorities, to deliver subsidies that are tailored for local needs. Public authorities giving subsidies must comply with the UK's international subsidy control commitments. The subsidy control legislation provides the framework for a new, UK-wide subsidy control regime. Further information about subsidy control can be found on the [gov.uk](https://www.gov.uk) website at:

Business matters (continued)

[gov.uk/government/collections/subsidy-control-regime](https://www.gov.uk/government/collections/subsidy-control-regime).

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 [rics.org](https://www.rics.org)) and the Institute of Revenues, Rating and Valuation (IRRV – website [irrv.org.uk](https://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 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 [harrow.gov.uk/businessratesguide](https://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

Business matters (continued)

for the BRS.

The business rate supplement applicable in London is being levied by the Greater London Authority in relation to the Crossrail project, which delivered the

Elizabeth line.

The rateable value threshold in 2024-25 for the Crossrail BRS is £75,000. Further information may be found in the Crossrail BRS final prospectus which is available at **london.gov.uk/crossrail-brs**.

Crossrail Business Rate supplement

What is the Elizabeth line (formerly Crossrail) and how will it benefit your business?

The Elizabeth line is London's newest railway. It connects the outer suburbs and Heathrow airport to the West End, the City and Canary Wharf. As such, it is vital to the future of London's economy. It was named the Elizabeth line in honour of the late Queen Elizabeth II.

The Elizabeth line has been the single largest investment in London's infrastructure for decades. At the peak of construction, it employed up to 14,000 people. The central section opened in May 2022. Six months later, direct Elizabeth line services into central London from Reading, Heathrow, Shenfield, and Abbey Wood began. The final timetable for the entire railway was introduced in May 2023. The increased earnings it has brought – from new jobs and faster journeys – are benefitting businesses across London.

To find out more, visit www.tfl.gov.uk/modes/elizabeth-line/ or call the helpline on **0343 222 1234**.

Developments in the funding of the Elizabeth line

The previous Mayor of London agreed a funding settlement with the government in 2010 for the Crossrail scheme. The Mayor and the Secretary of State for Transport agreed revised funding packages for Crossrail in December 2018 and November 2020.

How have London's businesses help fund the Elizabeth line?

In April 2012, the previous Mayor introduced a Community Infrastructure Levy (MCIL) on new developments in London to finance Crossrail. The charging schedule changed in April 2019. The developer pays this levy.

Business ratepayers of larger properties have contributed through a special Crossrail Business Rate Supplement (BRS) since April 2010.

Under the current funding package, the GLA is expected to contribute a total of around £7 billion towards Crossrail. This is financed through the MCIL and the BRS. The BRS will need to be levied until the GLA's Crossrail related borrowing is repaid. This

Crossrail Business Rate supplement (continued)

should be no later than March 2041, in line with the published Crossrail BRS prospectus.

Does my business have to pay the Crossrail BRS?

Your rates bill makes clear if you are liable to pay the BRS. It applies only to assessments (for example business and other non-domestic premises) with a rateable value above £75,000. This threshold was increased from £70,000 to £75,000 on 1 April 2023 to reflect the impact of the 2023 business rates revaluation. This higher threshold means that at least 86 per cent of the capital's non-domestic properties are expected to be exempt from paying the BRS in 2024-25.

How much do I pay if my property's rateable value is above £75,000?

The Crossrail BRS multiplier for 2024-25 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, there is no transitional relief scheme 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



London Pensions Fund Authority (LPFA) levy

The London Pensions Fund Authority (LPFA) raises a levy each year to meet expenditure on premature retirement compensation and outstanding personnel matters for which LPFA is responsible and cannot charge to the pension fund. These payments relate to former employees of the Greater London Council

(GLC), the Inner London Education Authority (ILEA) and the London Residuary Body (LRB).

For 2024/25, the income to be raised by levies is set out below. The Greater London levy is payable in all boroughs, the Inner London levy only in Inner London Boroughs (including the City of London). The figures show the total to be raised.

	2024-25
Inner London	£7,000,000
Greater London	£1,000,000
Total	£8,000,000

From 2022 onwards, a portion of the amount previously raised as levies is being paid into the LPFA Pension Fund to address a funding deficit in respect of former GLC, ILEA, and LRB employees.



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		
	2023/2024 '000s	2024/2025 '000s
Gross Expenditure	£140,213	£157,319
Levies Raised	£12,526	£12,776
Total Council Tax Base	5,297	5,365

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 £12,526,341 in 2023/2024 to £12,775,615 for 2024/2025.



Lee Valley Regional Park Authority

Lee Valley Regional Park is a unique leisure, sports and environmental destination for all residents of London, Essex and Hertfordshire. The 26 mile long, 10,000 acre Park, much of it formerly derelict land, is partly funded by the levy on the Council Tax. This year there has been a 9% increase in this levy.

Find out more about hundreds of great days out, world class sports venues and award winning parklands at www.visitleevalley.org.uk

Budget/Levy 2024/2025 (£m)

	2023/2024 £m	2024/2025 £m
Authority Operating Expenditure	15.5	15.3
Authority Operating Income	(7.3)	(7.8)
Net Service Operating Costs	8.2	7.5
Financing Costs - Debt servicing/repayments	2.0	2.2
- Capital investment	0.9	1.3
Total Net Expenditure	11.1	11.0
Net use of reserves	(0.5)	(0.0)
Total Levy	(10.6)	(11.0)

Further details on how this budget is spent and the amount each council contributes can be found at leevalleypark.org.uk

Where to go for help

Over 95% of our customer interactions are now online or over the telephone. If you have enquiries relating to Council Tax and Business Rates, please first visit **harrow.gov.uk**

Should you need assistance to access our services online, Council staff at Greenhill Library will be happy to help you at: Greenhill Library, Perceval Square, College Road, Harrow, HA1 1GX.

This service is available Monday to Friday, 10am to 6pm. The opening hours of the main library may differ.

You can use this service to submit enquiries online, notify changes of circumstance, make cashless payments and submit requested documents. Documents will be scanned and returned to you.

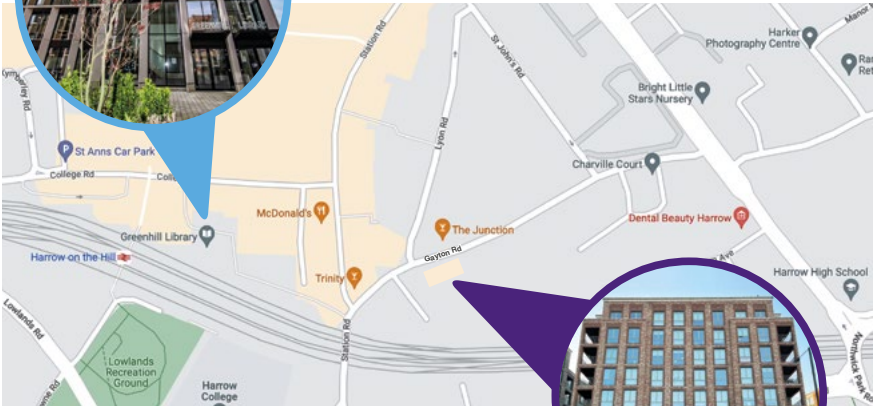
A customer centre at 6 Gayton Road, Harrow, HA1 2FB is available for urgent housing and social care enquiries.

The Register Office, for the registration of births, deaths and marriages, is located at Greenhill Library, Perceval Square, HA1 1GX. This can be found in 'The Pavilion' next door to the main library building.



Greenhill Library Perceval Square, HA1 1GX

everyday enquiries and help to do things online



6 Gayton Road HA1 2FB

urgent social care and housing issues only

Your Local Directory

Please note that our telephone lines are only available for certain services and a number of everyday council services are only accessible online, including Waste and Recycling, Parking, School Admissions and Planning.

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

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)

0808 250 5705

citizensadviceharrow.org.uk

WDP drug and alcohol service

0300 303 2868

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

mindinharrow.org.uk

Children's Services

020 8901 2690

harrow.gov.uk/childrens-social-care

Emergency Duty Team

Within office hours (9am-5pm)

020 8901 2690

020 8424 0999 (Out of hours)

Children's Centres

harrow.gov.uk/childrenscentres

Comments and Complaints

Adults and Children's Social Care

020 8901 2680 (Adults)

0208 901 2690 (Children)

harrow.gov.uk/complaint

Housing Advice

020 8424 1093

harrow.gov.uk/housingadvice

Homelessness and Housing Options

harrow.gov.uk/homelessness

Housing Repairs

020 8901 2630

harrow.gov.uk/housing

Crime

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

Anti-Social Behaviour

asb@harrow.gov.uk

Corporate Anti-Fraud Team

020 8424 1834

harrow.gov.uk/fraud

Domestic Violence

0808 200 0247

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)

stophateuk.org

Environmental Services

Commercial health and safety matters, allotments and pitch bookings

harrow.gov.uk/environment

Building Control

Advice and support on building regulations

harrow.gov.uk/buildingcontrol

Commercial Waste and Recycling

harrow.gov.uk/commercialwaste

Garden Waste

harrow.gov.uk/gardenwaste

Parking

All general parking enquiries
harrow.gov.uk/parking

Planning

Enforcement, permissions and applications

harrow.gov.uk/planning

Street Cleaning

harrow.gov.uk/streets

Trading Standards

020 8937 5555

harrow.gov.uk/tradingstandards

Waste and Recycling

harrow.gov.uk/bins

Economic Development

Employment and Training Support

harrow.gov.uk/xcite

xcite@harrow.gov.uk

Federation of Small Businesses

fsb.org.uk

Guidance on Your Business Needs

harrow.gov.uk/business

Harrow Business Directory online

Free to register

uksmallbusinessdirectory.co.uk

London Chamber of Commerce

londonchamber.co.uk

Licensing and Registration

Premises and personal licences

harrow.gov.uk/licensing

Procurement

Supplying to the Council
harrow.gov.uk/business
procurement@harrow.gov.uk

Stanmore Business and Innovation Centre

stanmore-bic.co.uk

Registration Services

Births, deaths, marriages,
citizenship and land charges
020 8901 2665

Births, Deaths, Marriages and Civil Partnerships

harrow.gov.uk/marriages

Burials

harrow.gov.uk/burials
harrow.gov.uk/cemeteries

Local Land Charges

harrow.gov.uk/landcharges

Nationality Checking & Citizenship

gov.uk

M for Money Credit Union

The M for Money Credit Union offers small, affordable loans or savings accounts, accessible for those who are unable to use High Street banks.
020 8756 3866
m4mcu.org

Information supplied by the Greater London Authority

The following text is from the Mayor of London's office.

The Mayor of London's budget for the 2024-25 financial year sets out his priorities, including supporting Londoners through the current cost-of-living crisis. The budget also supports job creation and London's business community, our city's future growth and economic success and the Mayor's work to continue building a safer, fairer and greener London for everyone.

This year's budget will provide resources to improve the key public services Londoners need and help address the cost-of-living crisis. This includes extending the Mayor's universal free school meals programme for all state primary school children for a further academic year until at least July 2025, freezing TfL pay as you go and other non-government regulated fares for the next twelve months and delivering more genuinely affordable homes. The budget also provides resources to support jobs and growth, fund skills and retraining programmes, help rough sleepers off the streets, invest in services for children and young people and make London a fairer and greener place to live.

Moreover, it prioritises resources for the Metropolitan Police Service (MPS) and London Fire Brigade (LFB) to keep Londoners safe, including violence reduction initiatives, support for victims of crime, funding to maintain frontline officer numbers, continued reform of the MPS and the delivery of projects to divert vulnerable young people away from gangs and violence.

In light of the conditions imposed as a result of government funding deals, it has been necessary to provide additional resources through local taxation income, including council tax, to maintain London's transport system and preserve and expand the bus network.

Council tax for GLA services

The Greater London Authority's (GLA) share of the council tax for a typical Band D property has been increased by £37.26 (or 72p per week) to £471.40. The additional income from this increase in council tax will fund the MPS and the LFB, and will also go towards

Council Tax	2023/24	Change	2024/25
MOPAC (Metropolitan Police)	£292.13	£13.00	£305.13
LFC (London Fire Brigade)	£62.48	£4.26	£66.74
GLA	£22.44	£0.00	£22.44
Transport services	£57.09	£20.00	£77.09
Total	£434.14	£37.26	£471.40

ensuring existing public transport services in London can be maintained, meeting requirements set by the government in funding agreements. Council taxpayers in the City of London, which has its own police force, will pay £166.27.

Investing in frontline services

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

- Freezing TfL fares (excluding central government regulated fares such as travelcards) in 2024 with off-peak fares being introduced on Fridays all day for an initial three month trial period between March and May 2024
- Working with London boroughs to maintain existing concessionary travel and assisted door to door transport schemes. This includes, for example, maintaining free bus and tram travel for under 18s as well as free off-peak travel across the network for older Londoners (supplemented by free travel before

9am on Fridays for those aged 60+ for an initial three month trial period from March to May 2024), the disabled, armed forces personnel in uniform and eligible armed services veterans and protecting the Taxicard and Dial-a-Ride schemes.

- Providing £140 million to continue to fund universal free school meals for London's estimated 287,000 state primary school children for a second academic year until at least July 2025. This will save families up to £1,000 over two years per child as the cost-of-living crisis continues to hit
- Ensuring the Metropolitan Police Service (MPS) has the resources it needs to tackle violent crime by investing an additional £151 million in 2024-25 in policing and crime prevention. This includes investing an extra £6.5 million in London's Violence Reduction Unit to divert young people away from gangs and crime. More generally an additional £189 million is being

invested to deliver reform of the MPS, including through the New Met for London programme to increase trust and confidence amongst Londoners in their police service

- Funding 1,300 additional police officer posts and 500 extra Police Community Support Officers (PCSOs) from locally raised council tax and business rates revenues. This budget will see MPS receiving a record £1.143 billion in funding from the GLA

- Tackling the underlying causes of crime through the rollout of funding to support disadvantaged young Londoners to access positive opportunities and constructive activities that allow them to make the most of their potential, as well as resources for new violence reduction initiatives

- Protecting vulnerable children and women at risk of abuse and domestic violence

- Providing resources to rollout a transformation programme so that the London Fire Brigade (LFB) can implement the recommendations of the Grenfell Tower Inquiry and other key improvements. The London Fire Commissioner, with the full support of the Mayor, is also committed to continuing to implement the deep-rooted reform needed to the culture and systems within the LFB

- Continuing the Hopper bus fare, which makes transport more affordable for millions of Londoners

- Delivering the Elizabeth line on its full timetable and route. The Elizabeth line has increased central London's rail capacity by ten per cent and is forecast to see upwards of 200 million passenger journeys per annum making it the busiest rail line in the UK. This follows on from the opening of Northern line extension to Nine Elms and Battersea Power Station in September 2021

- Continuing to tackle London's housing crisis, by investing £6.4 billion over the next five years to increase the number of Londoners who have a safe, decent and affordable home as well as allocating resources to tackle homelessness and reduce rough sleeping

- Tackling the climate emergency following the expansion of the Ultra Low Emission Zone (ULEZ) London-wide to tackle air pollution, which has been supported by a £210 million vehicle scrappage scheme for small businesses and Londoners to help them switch to cleaner vehicles or retrofit their existing ones

- Investing in projects to enable more walking and cycling across London and

- Funding projects to bring Londoners together, promote arts, sports and culture, help tackle inequality and improve the environment.

Summary of the GLA Group budget

The following tables compare the GLA Group’s planned spending for 2024-25 with last year and sets out why it has changed.

The GLA’s planned gross expenditure is higher this year. This

reflects the additional resources the Mayor is investing in policing, the fire brigade and transport services. Overall, the council tax requirement has increased because of the extra resources for the MPS and the LFB and to secure funding to maintain existing transport services including buses and the tube network. There has been a 1.4 per cent increase in London’s residential property taxbase.

Find out more about our budget at: london.gov.uk/budget.

How the GLA Group budget is funded (£m)	2024-25
Gross expenditure	17,480.4
Government grants and retained business rates	-7,344.2
Fares, charges and other income	-8,130.3
Change in reserves	-426.6
Amount met by Council Tax payers	1,490.3

Changes in spending (£m)	2024-25
2023-24 Council Tax requirement	1,353.1
Net change in service expenditure and income	485.3
Change in use of reserves	43.7
Government grants and retained business rates	-272.3
Other changes	-119.5
Amount met by council taxpayers (£m)	1,490.3

The above text is supplied by the Mayor of London’s office.