

# Your Council Tax and Business Rates Guide

2023/24



Putting Residents First



I want to restore pride in Harrow and make a positive difference for everyone who lives, works, raises a family, runs a business or visits our borough. Our vision and priorities for the year ahead will build on what we have already achieved and continue to put residents at the heart of everything we do. I'm aware that there's still a lot that needs improving, but I hope you've already noticed a positive change.



Just as there are pressures on household finances, the Council too is facing pressures from inflation and increased demand on services. We also need to fix the unsustainable use of reserves from last year's budget, to ensure the Council lives within its means. Because of this we have taken the difficult decision to increase Council Tax to deliver a balanced budget. However, we have kept this increase significantly below the rate of inflation.

Our Budget offers a sensible balance that ensures we invest in priorities that are important to you while managing our finances responsibly, maximising every pound of public money we spend and minimising the impact of increased costs on taxpayers.

We have already been putting residents first by delivering more than half a million free hours of parking, introduced multiple same-day bookings at the recycling centre, launched food waste recycling in flats, introduced a free annual bulky waste service, and reduced the cost of garden waste collections. We will continue to support the most vulnerable, modernising our neighbourhood resource centres so more services are available, delivering another year of free school meals through the school holidays, and doubling the number of apprenticeships by the end of the year.

We will keep Harrow clean and safe, installing CCTV in fly-tipping hot spots and making perpetrators pay. We're taking action on potholes and resurfacing more than 60 roads and pavements over the next 12 months. We will also be refurbishing 36 tennis courts in parks and open spaces, doubling the number of electric vehicle charging points in the borough, and creating safe and secure cycle parking at Harrow on the Hill station to encourage more active travel and healthier lifestyles.

We are committed to creating more quality family homes and protecting Harrow's character by lowering the heights of developments, giving planners more power to stop unsuitable developments and installing full fibre internet to Council homes. We're starting construction of 100% high quality affordable homes at Milton Road, adding to the 89 affordable homes now ready in the first round of plans for 21st century homes at Grange Farm.

We're committed to improving the responsiveness of the Council and listening to our residents. We will improve our website and deliver better response times to issues, making sure we get it right first time. We've also launched a new consultation platform called My Harrow Talk, keeping residents' views at the heart of all our decision-making.

With these initiatives and projects, I want to restore pride in Harrow. I look forward to seeing the changes and hearing from you about their impact and what further improvements we can make to restore pride and put residents first.

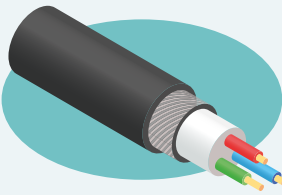
**Cllr Paul Osborn**  
**Leader of Harrow Council**

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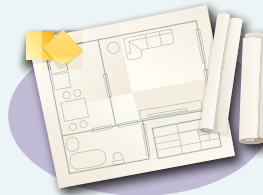
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# A COUNCIL THAT PUTS RESIDENTS FIRST

We will make it easier to contact the Council and access services, responding quickly and effectively. We'll make sure we deliver on our promises and improve communications and listen to residents. Here's how we'll do it:

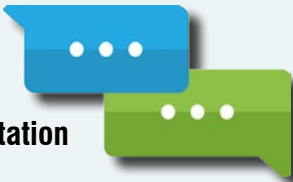


**Install full fibre internet to all council homes**

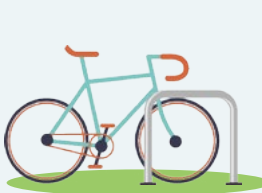


**Launch a new planning website making it easier to apply and comment**

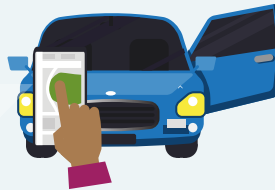
**Launch the My Harrow Talk consultation platform**



**Adopt planning protections to preserve the character of our suburbs**



**Create safe and secure cycle parking at Harrow on the Hill station**



**Rollout the first car club parking spaces**

**Respond to 90% of complaints in 15 working days**



**Improve our website to create a more personalised service**



# A BOROUGH THAT IS CLEAN AND SAFE

We will improve our public spaces and crack down on those who make Harrow dirty and unsafe. We'll invest in our parks and public spaces and encourage sustainable ways to travel in the borough. Here's how we'll do it:



**Deliver 89 affordable new homes on the Grange Farm Estate**



**Install CCTV cameras in fly-tipping hot spots**

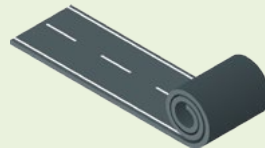
**Maintain our 6 Green Flag parks and add 3 more**



**Bring 36 tennis courts back into good condition**

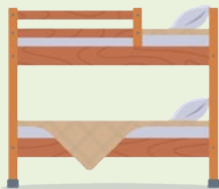


**Double the number of electric car charging points in 12 months**



**Resurface more than 60 roads and paths over the next 12 months**

**Crackdown on illegal beds in sheds**



**Hold Weeks of Action against antisocial behaviour and fly-tipping**



# A BOROUGH THAT SUPPORTS THOSE IN NEED

We will celebrate Harrow's diversity and provide better job and training opportunities for all. We'll improve our community resources for the most in need, helping residents live well for longer. Here's how...



**Deliver another year of free school meals during holidays**



**At least double the number of Council apprenticeships**

**Launch a skills and employment programme for vulnerable young people**



**Begin building affordable homes on Milton Road**



**Upgrade children's centres into family centres\***

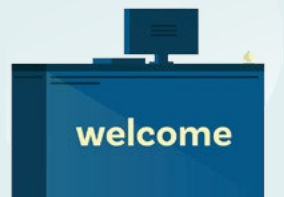


**Create a new adult social care and mental health service**

**Turn neighbourhood resource centres into true wellbeing hubs\***

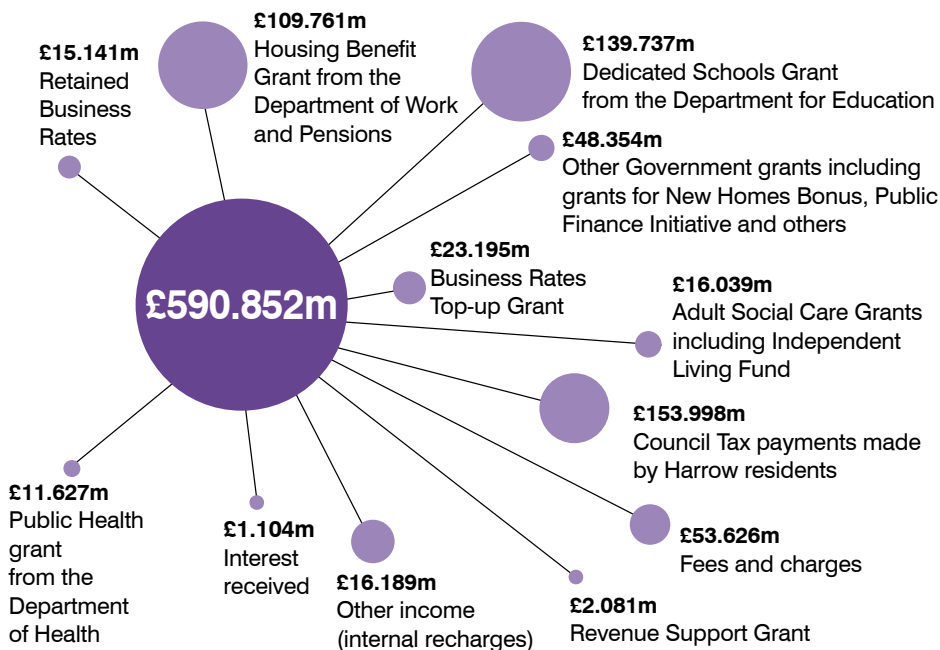


**Open our customer centre at Gayton Road**



# 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 2023/24.



The table below shows the change between 2022/23 and 2023/24 in the total budget funded from Grant, Retained Business Rates and Council Tax.

Changes in the Council's expenditure	£m
<b>Budget requirement 2022/23</b>	<b>183.285</b>
Capital financing costs & investment income	-5.480
Technical changes (including specific grant changes)	7.107
Inflation	8.640
Investment in services and budget pressures	12.621
Savings	-9.819
<b>Budget requirement 2023/24</b>	<b>196.354</b>

# Where does the money go?

From schools to housing, street cleaning to customer services, we want to ensure that you know where the money goes. Here are some of our major spending areas:



**£19.1m**

**Waste and recycling**



**£11.4m**

**Housing**

**£37.2m**

**Services supporting children and families**



**£152.9m**

**Schools, Special Educational Needs and early years provision**



**£107.3m**

**Services supporting older adults and people with disabilities**



**£48.4m**

**Highways, transport, environmental health, culture and libraries**

**£11.7m**

**Public health services**





# What will I pay?

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

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

Band	Value (at 1 April 1991)	Proportion of band D	2023/24 charge
A	Up to £40,000	6/9	£1,441.87
B	£40,001 to £52,000	7/9	£1,682.17
C	£52,001 to £68,000	8/9	£1,922.49
<b>D</b>	<b>£68,001 to £88,000</b>	<b>9/9</b>	<b>£2,162.80</b>
E	£88,001 to £120,000	11/9	£2,643.43
F	£120,001 to £160,000	13/9	£3,124.04
G	£160,001 to £320,000	15/9	£3,604.67
H	Over £320,000	18/9	£4,325.60

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](http://www.gov.uk/council-tax)

The table below shows, for a band D property, the overall increase in pounds in your Council Tax for 2023/24 when compared with 2022/23, 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. Harrow Council has no influence over the level of tax set by the GLA.

	2022/23	2023/24	Change £	Change %
	£	£		
<b>Harrow Council</b>	£1,457.76	£1,507.00	£49.24	+2.99%
<b>Adult Social Care</b>	£188.74*	£221.66**	£32.92	+2%
<b>Subtotal***</b>	£1,646.50	£1,728.66	£82.16	+4.99%
<b>Greater London Authority</b>	£395.59	£434.14	£38.55	+9.7%
<b>Total charge</b>	<b>£2,042.09</b>	<b>£2,162.80</b>	<b>£120.71</b>	<b>5.91%</b>

\* Cumulative Adult Social Care precept 2016/17 to 2022/23

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

\*\*\* The Adult Social Care precept for 2023/24 has increased by 2% of the Subtotal amount shown for 2022/23

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

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

**[www.harrow.gov.uk/counciltaxsupport](http://www.harrow.gov.uk/counciltaxsupport)** If you receive Council Tax Support, your Council Tax bill will show you how much you need to pay or you can go to **[www.harrow.gov.uk/login](http://www.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

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

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

For information on the type of changes you need to tell us about and how to tell us, go to

# What support can I claim from the Council? (continued)

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

about other benefits you may be able to receive go to

**Other benefits** To find out more

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

## Help for people receiving Council Tax Support

Council Tax payers in receipt of Council Tax Support on 1st April 2023 may be entitled to a reduction that will be shown on their annual Council Tax bill.

The reduction will be an amount of up to £25 of the Council Tax to be paid. For example, if the amount of Council Tax to be paid is equal to or more than £25, the reduction amount will be £25.

If the amount of Council Tax to be paid is less than £25, the reduction will be equal to that amount. No reduction will be given if there is no Council Tax to be paid. The above reduction is being funded by Central Government following an announcement in December 2022.

# Tell me more about Council Tax

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

## Who has to pay?

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

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

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

Married couples, persons living together as husband and wife,

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

## Discounts and Reliefs

The Council Tax charge is based on the assumption of 2 adults living in a property. If there is only one resident your bill may be reduced by 25%. You can apply online at [www.harrow.gov.uk/ctaxspdiscount](http://www.harrow.gov.uk/ctaxspdiscount)

Some residents are not counted when we work out how many adults are resident in a property. A full list is available on our website with applications and guidance on the type of evidence you will need to provide see [www.harrow.gov.uk/ctaxdiscounts](http://www.harrow.gov.uk/ctaxdiscounts)

This includes residents who are

- Full time students
- People with severe mental impairments

## Tell me more about Council Tax (continued)

- 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 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 [www.harrow.gov.uk/protectionfund](http://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 8 of this booklet for more information.

### Disabled Band Relief

If a resident uses a wheelchair within the home or the home has been adapted for a resident with disabilities we may be able to reduce the amount you have to pay by one Council Tax band. Details and an application form are available at [www.harrow.gov.uk/dbr](http://www.harrow.gov.uk/dbr)

### Unoccupied Properties and Second Homes

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

Properties which have been empty for more than 2 years are subject to a Premium.

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

From 1st April 2020, this increased to 200% for properties which had been empty for at least 5 years which means the amount payable will be 300% of the Council Tax charge. From 1st April 2021, this increased for properties which had been empty for 10 years or more to 300% which means the amount payable will be 400% of the Council Tax charge.

If you want information about

## Tell me more about Council Tax (continued)

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

If you believe your property is uninhabitable or undergoing substantial works you are not exempt and the full charge is payable unless the Valuation Office Agency (VOA) remove your property from the valuation list. For information about this call **03000 501 501** or visit **[gov.uk/council-tax](http://gov.uk/council-tax)**

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

This includes:-

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

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

### Payments

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

### Changes during the year

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

You can do this at **[www.harrow.gov.uk/evidenceform](http://www.harrow.gov.uk/evidenceform)**

If you receive Council Tax Support you must tell the Benefit team as well which you can do at **[www.harrow.gov.uk/benefits/report-change](http://www.harrow.gov.uk/benefits/report-change)**

# Business matters

## Explanatory notes

### Non-Domestic Rates

Non-Domestic Rates, or business rates, collected by local authorities are the way that those who occupy non-domestic property contribute towards the cost of local services. Under the business rates retention arrangements introduced from 1st April 2013, authorities keep a proportion of the business rates paid locally.

The money, together with revenue from Council 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 [www.gov.uk/introduction-to-business-rates](http://www.gov.uk/introduction-to-business-rates) or at [www.harrow.gov.uk/brates](http://www.harrow.gov.uk/brates)

### Business Rates Instalments

Payment of business rate bills is automatically set on a 10-monthly cycle. However, the Government has put in place regulations that allow ratepayers to require their local authority to enable payments to be made through 12 monthly instalments.

If you wish to take up this offer, you should request this at

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

### National Non-Domestic Rating Multiplier

The local authority works out the business rates bill for a property by multiplying the rateable value of the property by the appropriate non-domestic multiplier. There are two multipliers: the 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 (and who are neither entitled to certain other mandatory relief[s] nor liable for unoccupied property rates) will 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

## Business matters (continued)

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

### Rateable Value

Apart from properties that are exempt from business rates, each non-domestic property has a rateable value which is set by the Valuation Office Agency (VOA), an agency of Her Majesty's Revenue and Customs. They compile and maintain a full list of all rateable values, available at [www.gov.uk/voa](http://www.gov.uk/voa)

The rateable value of your property is shown on the front of your bill. This broadly represents the yearly rent the property could have been let for on the open market on a particular date specified in legislation. For the current rating list, this date was set as 1st April 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: [www.gov.uk/guidance/how-to-check-your-rateable-value-is-correct](http://www.gov.uk/guidance/how-to-check-your-rateable-value-is-correct)

### Revaluations

All non-domestic property rateable values are reassessed at revaluations. The most recent revaluation took effect from 1st April 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 [www.harrow.gov.uk/valuation](http://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 [www.gov.uk/introduction-to-business-rates](http://www.gov.uk/introduction-to-business-rates) and [www.harrow.gov.uk/brates](http://www.harrow.gov.uk/brates) which is normally shown on your rates bill or by contacting Harrow Council.

### Temporary Reliefs

Some of the permanent reliefs are set out below but other temporary reliefs may be introduced by the



## Business matters (continued)

Government at a fiscal event.

Further detail on current temporary reliefs is available at [www.gov.uk/apply-for-business-rate-relief](http://www.gov.uk/apply-for-business-rate-relief) or at [www.harrow.gov.uk/bratesrelief](http://www.harrow.gov.uk/bratesrelief).

### Small Business Rates Relief

If a ratepayer's sole or main property has a rateable value which does not exceed 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 [www.gov.uk/introduction-to-business-rates](http://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 [www.gov.uk/introduction-to-business-rates](http://www.gov.uk/introduction-to-business-rates).

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

- (a) the property falls vacant,
- (b) the ratepayer taking up occupation of an additional property, and
- (c) an increase in the rateable value of a property occupied by the ratepayer in an area other than the area of the local authority which granted the relief.

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

### Unoccupied Property Rate Relief

Business rates are generally payable in respect of unoccupied non-domestic property. However, 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 at <https://www.gov.uk/apply-for-business-rate-relief>.

### Transitional Rate Relief

At a revaluation, some ratepayers

will see reductions or no change in their bill whereas some ratepayers will see increases. Transitional relief schemes are introduced at each revaluation to help those facing increases. Transitional relief is applied automatically to bills. Further information about transitional arrangements may be obtained from the local authority or at [www.gov.uk/introduction-to-business-rates](http://www.gov.uk/introduction-to-business-rates).

### Local Discounts

Local authorities have a general power to grant discretionary local discounts and to give hardship relief in specific circumstances. Full details can be obtained from [www.harrow.gov.uk/bratesrelief](http://www.harrow.gov.uk/bratesrelief).

### 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.

## Business matters (continued)

uk website at: **<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 **[www.rics.org](http://www.rics.org)**) and the Institute of Revenues, Rating and Valuation (IRRV – website **[www.irrv.org.uk](http://www.irrv.org.uk)**) are qualified and are regulated by rules of professional conduct designed to protect the public from misconduct. Before you employ a rating adviser or company you should check that they have the necessary knowledge and expertise, as well as appropriate indemnity insurance.

Take great care and, if necessary, seek further advice before entering into any contract.

### Information Supplied with Demand Notices

Information relating to the relevant and previous financial years in regard to the gross expenditure of the local authority is available at **[www.harrow.gov.uk/businessratesguide](http://www.harrow.gov.uk/businessratesguide)**.

A hard copy is available on request by writing to the Council or at **020 8901 2610**.

### Business Rate Supplements

The Business Rate Supplements Act 2009 enables levying authorities – county councils, unitary district councils and, in London, the Greater London Authority – to levy a supplement on the business rate to support additional projects aimed at economic development of the area. This power has also been extended to the mayors of Cambridgeshire and Peterborough, Liverpool City Region, West of England, and West Midlands combined authorities.

Business Rate Supplements (BRS) are not applicable to properties with a rateable value of £50,000 or below, and authorities have discretion to increase that threshold. The total maximum BRS which may be levied by a levying authority is 2p per pound of rateable value.

Levying authorities have the power to apply such reliefs to the BRS as they think appropriate and in such cases must include an explanation of the rules for the application of those reliefs in the final prospectus for the BRS.

## Business matters (continued)

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 2023-24 for the Crossrail BRS is £75,000. Further information may be found in the Crossrail BRS final prospectus which is available at **[www.london.gov.uk/crossrail-brs](http://www.london.gov.uk/crossrail-brs)**.

# Civic Centre Closure

The Civic Centre's customer reception is now closed. In its place, the Council has opened two new sites in the town centre for in-person enquiries.

99% of our customer interactions are now online or over the telephone. If you have queries relating to Council Tax and Business Rates, please first visit the council's website at **[www.harrow.gov.uk](http://www.harrow.gov.uk)**.

Should you need help to access our services online, Council staff at Greenhill Library will be happy to assist you. The address is 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 new service to submit enquiries online, notify changes of circumstance, make cashless payments and submit requested documents, which will be scanned.

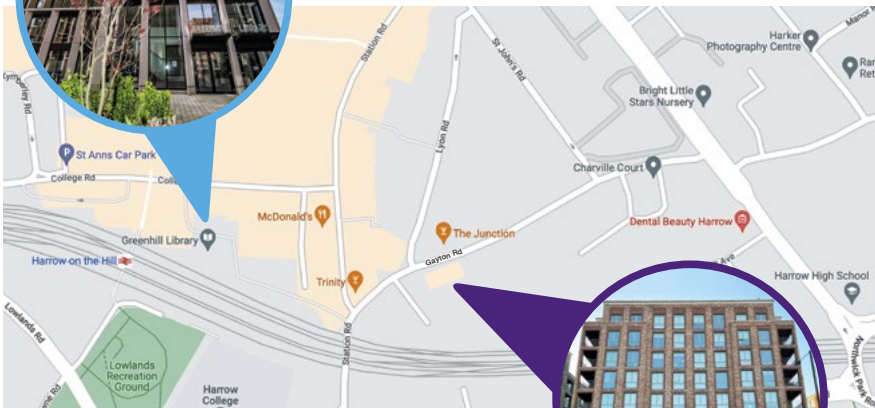
A new customer centre at 6 Gayton Road, Harrow, HA1 2FB is also now open for urgent housing and social care enquiries.

The Register Office, for the registration of births, deaths and marriages, which was located at the Civic Centre, has also now moved to Greenhill Library. It can be found in 'The Pavilion' next door to the main Library service.



## 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**

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

## Emergency Duty Team

Within office hours (9am-5pm)

**020 8901 2680**

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

## Citizens Advice Bureau (CAB)

**0808 250 5705**

**[www.cab.org.uk/local/harrow](http://www.cab.org.uk/local/harrow)**

## WDP drug and alcohol service

**0300 303 2868**

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

## Harrow Careline

For residents who have an emergency button in their home

**020 8861 3242**

## Mental Health

Mind in Harrow

**020 8426 0929**

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

## Children's Services

**020 8901 2690**

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

## Emergency Duty Team

Within office hours (9am-5pm)

**020 8901 2690**

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

## Children's Centres

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

## Comments and Complaints

Adults and Children's Social Care

**020 8901 2680 (Adults)**

**0208 901 2690 (Children)**

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

## Commercial Services

Pest control, commercial waste collections including confidential and paper, MOT service, gardening and grounds maintenance, handyperson, bulky waste collection, cookery school, commercial events, Harrow film office, Harrow meals service, venues for hire

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

### **Housing Advice**

**020 8424 1093**

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

### **Homelessness and Housing Options**

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

### **Housing Repairs**

**020 8901 2630**

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

### **Crime**

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

### **Anti-Social Behaviour**

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

### **Corporate Anti-Fraud Team**

**020 8424 1834**

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

### **Domestic Violence**

**0808 200 0247**

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

### **Stop Hate UK**

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

**0800 138 1625** (24 hour)

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

### **Environmental Services**

Commercial health and safety matters, allotments and pitch bookings

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

### **Building Control**

Advice and support on building regulations

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

### **Commercial Waste and Recycling**

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

### **Garden Waste**

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

### **Parking**

All general parking enquiries

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

### **Planning**

Enforcement, permissions and applications

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

### **Street Cleaning**

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

### **Trading Standards**

**020 8937 5555**

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

### **Waste and Recycling**

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

**Economic Development  
Employment and Training Support**

[www.harrow.gov.uk/xcite](http://www.harrow.gov.uk/xcite)  
[xcite@harrow.gov.uk](mailto:xcite@harrow.gov.uk)

**Federation of Small Businesses**

[www.fsb.org.uk](http://www.fsb.org.uk)

**Guidance on Your Business Needs**

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

**Harrow Business Directory online**

Free to register

[www.uksmallbusinessdirectory.co.uk](http://www.uksmallbusinessdirectory.co.uk)

**London Chamber of Commerce**

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

**Licensing and Registration**

Premises and personal licences

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

**Procurement**

Supplying to the Council

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

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

**Stanmore Business and Innovation  
Centre**

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

**Registration Services**

Births, deaths, marriages,  
citizenship and land charges

**020 8901 2665**

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

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

**Burials**

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

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

**Local Land Charges**

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

**Nationality Checking &  
Citizenship**

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

**M for Money Credit Union**

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

020 8756 3866

[www.m4mcu.org](http://www.m4mcu.org)



# 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. The increased earnings it will bring – from new jobs and quicker journeys – will benefit businesses across London. 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. It employed up to 14,000 people at the peak of construction. The central section opened in May 2022 and in November 2022, direct Elizabeth line services into central London from Reading, Heathrow, Shenfield and Abbey Wood began. The final timetable across the entire railway is expected to be in place by no later than May 2023.

To find out more, visit [tfl.gov.uk/modes/elizabeth-line/](https://tfl.gov.uk/modes/elizabeth-line/), call the helpline on **0343 222 1234** or go to <https://tfl.gov.uk/help-and-contact/>

## Developments in the funding of Crossrail

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 will London's businesses help fund Crossrail?

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 should be no later than March 2041, in line with the

## Crossrail Business Rate supplement (continued)

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 year the threshold has been increased from £70,000 to £75,000 reflecting 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 will be exempt from paying the BRS in 2023-24.

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

The Crossrail BRS multiplier for

2023-24 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](mailto:crossrail-brs@london.gov.uk)

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

🏢 Finance, GLA, City Hall, London E16 1ZE



## 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 2023/24, 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 and, in brackets, the percentage change on the previous year.

	<b>2023-24</b>
<b>Inner London</b>	£7,000,000 (-46%)
<b>Greater London</b>	£1,000,000 (-90%)
<b>Total</b>	<b>£8,000,000 ( 66%)</b>

From 2022 onwards, a portion of the amount previously raised as levies is being paid directly into the LPFA Pension Fund to address a funding deficit in respect of former GLC, ILEA, and LRB employees. This means that although the levy amount has reduced this year, most boroughs continue to pay the same total amount to LPFA as was paid during 2022/23.



## 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:

<b>Thames Regional Flood and Coastal Committee</b>		
	<b>2022/2023 '000s</b>	<b>2023/2024 '000s</b>
Gross Expenditure	£109,376	£139,806
Levies Raised	£12,282	£12,526
<b>Total Council Tax Base</b>	5,214	5,297

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 £12,281,930 in 2022/2023 to £12,526,341 for 2023/2024.



## 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](http://www.visitleevalley.org.uk)

### Budget/Levy 2023/2024 (£m)

	2022/2023 £m	2023/2024 £m
Authority Operating Expenditure	15.1	15.5
Authority Operating Income	(7.0)	(7.3)
<b>Net Service Operating Costs</b>	<b>8.1</b>	<b>8.2</b>
Financing Costs - Debt servicing/repayments	0.5	2.0
- Capital investment	1.3	0.9
<b>Total Net Expenditure</b>	<b>9.9</b>	<b>11.1</b>
Net use of reserves	(0.1)	(0.5)
<b>Total Levy</b>	<b>(9.8)</b>	<b>(10.6)</b>

Further details on how this budget is spent and the amount each council contributes can be found at [www.leevalleypark.org.uk](http://www.leevalleypark.org.uk)

# 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 2023-24 financial year sets out his priorities to support London's recovery from the COVID-19 pandemic and to tackle the huge social, health and economic inequalities which it has exposed and exacerbated – inequalities which have become even more apparent as a result of the current cost of living crisis. It supports job creation and London's business community, our city's future growth and economic success and the Mayor's vision to rebuild London as a greener, cleaner and safer city with stronger and more cohesive communities.

This year's budget will provide resources to improve the key public services Londoners need. This includes delivering more genuinely affordable homes, funding to maintain the capital's transport services and tackling toxic air pollution and the climate emergency. The budget also provides resources to support jobs and growth, fund skills and retraining programmes, help rough sleepers, invest in services for children and young people and

make London a fairer and cleaner place for everyone to live.

Moreover, it prioritises resources for the Metropolitan Police and London Fire Brigade to keep Londoners safe, including violence reduction initiatives, support for victims of crime, recruitment drives for additional frontline officers and projects to divert vulnerable young people away from the criminal justice system.

The Mayor is also responding to the cost of living crisis by providing £130 million of new funding to ensure all primary school pupils can receive free school meals in the 2023-24 school year.

In light of the significant reductions in fares revenue since the pandemic, it has been necessary to provide additional resources through local taxation income to maintain London's transport system including investing in preserving the bus network. However, this budget remains focused on delivering a swift and sustainable economic recovery across the capital as well as building the better, brighter, fairer future all Londoners want and deserve.

Council Tax	2022/23	Change	2023/24
<b>MOPAC</b> (Metropolitan Police)	£277.13	£15.00	£292.13
<b>LFC</b> (London Fire Brigade)	£58.80	£3.68	£62.48
<b>GLA</b>	£22.57	-£0.13	£22.44
<b>Transport services</b>	£37.09	£20.00	£57.09
<b>Total</b>	<b>£395.59</b>	<b>£38.55</b>	<b>£434.14</b>

## Council tax for GLA services

The GLA's share of the council tax for a typical Band D property has been increased by £38.55 (or 74p per week) to £434.14. The additional income raised will fund the Metropolitan Police and the London Fire Brigade and will also go towards ensuring existing public transport services in London can be maintained, meeting requirements set by the government in funding arrangements. Council taxpayers in the City of London, which has its own police force, will pay £142.01

## Investing in frontline services

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

- Ensuring the Metropolitan Police has the resources it needs to tackle violent crime – since 2019 the Mayor has funded 1,300 additional police officer posts from locally raised council tax and business rates revenues – while seeking to increase trust and confidence

amongst Londoners in the police service. His precept increase for 2023-24 will also be used to fund the recruitment of an additional 500 Police Community Support Officers (PCSOs).

- 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 enough resources to the London Fire Brigade (LFB) to ensure that first and second fire engines arrive at emergency incidents within 10 minutes on at least 90 per cent of occasions and 12 minutes on at least 95 per cent of occasions respectively, after being dispatched. The Mayor is

also providing resources to rollout a transformation programme so that the LFB can implement the recommendations of the Grenfell fire inquiry. The London Fire Commissioner, with the full support of the Mayor, is also committed to implementing the deep-rooted reform needed to the culture and systems within the LFB.

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, the disabled, armed forces personnel in uniform and eligible armed services veterans and protecting the Taxicard and Dial a Ride schemes.

- Continuing the Hopper bus fare, which makes transport more affordable for millions of Londoners.
- Completing the final stages to deliver the full operation of and timetable for the Elizabeth line by no later than May 2023. The line has increased central London's rail capacity by ten per cent and saw over 100 million passenger journeys during its first eight months. 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 £6.9 billion to allow 116,000 affordable home starts within London by the end of 2023 year and an additional 165,000 affordable homes starts by 2026, as well as allocating resources to tackle homelessness and reduce rough sleeping.
- Tackling the climate emergency including creating a new £134 million Environmental Improvement fund to help deliver the Mayor's target for London to be carbon net zero by 2030. The Mayor is also expanding the Ultra Low Emission Zone (ULEZ) London-wide to tackle air pollution, supported by a £110 million vehicle scrappage scheme for small businesses and Londoners in receipt of low income and disability benefits to help them switch to cleaner vehicles or retrofit their existing ones.
- Investing in projects to enable more walking and cycling across London.
- Funding projects to bring Londoners together, promote arts, sports and culture, help tackle inequality and improve the environment.



## Summary of GLA budget

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 Metropolitan Police

and the London Fire Brigade and to secure funding to maintain existing transport services including buses and the tube network. There has been a 1.6 per cent increase in London's residential property taxbase.

Find out more about our budget at: [www.london.gov.uk/budget](http://www.london.gov.uk/budget).

<b>How the GLA Group budget is funded (£m)</b>	<b>2023-24</b>
<b>Gross expenditure</b>	16,232.6
<b>Government grants and retained business rates</b>	-7,001.9
<b>Fares, charges and other income</b>	-7,527.2
<b>Change in reserves</b>	-350.4
<b>Amount met by Council Tax payers</b>	<b>1,353.1</b>

<b>Changes in spending (£m)</b>	<b>2023-24</b>
<b>2022-23 Council Tax requirement</b>	1,213.6
<b>Net change in service expenditure and income</b>	-108.4
<b>Change in use of reserves</b>	-278.3
<b>Government grants and retained business rates</b>	942.8
<b>Other changes</b>	-416.6
<b>Amount met by council taxpayers (£m)</b>	<b>1,353.1</b>

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



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