

Your Council Tax

Your Services

2011–2012



Havering
LONDON BOROUGH

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Dear resident,

We are all going through tough times at the moment, so I'm pleased that we are able to do our bit by freezing Council Tax at a time when the Government has significantly reduced funding to all councils.

Over the last few years we have been working hard to improve services by reducing bureaucracy at the Town Hall, cutting waste and getting better value from our contracts.

So, when the Government announced its emergency budget last summer, we were better placed than many councils to deal with this challenge. Our response was a package of savings totalling over £19.7 million over the next three years. That meant the bulk of our savings needed for the financial year 2011/12 have already been identified.

Although these early budget plans have put us on the right track, we may need to make some difficult decisions this summer and identify further savings. By doing this, we can ensure that we are able to balance our budget, protect key services and keep Council Tax stable.

In the meantime, I will continue to fight on your behalf for better funding from central government.

I would also like to thank everyone who took part in the Your Council, Your Say survey. Your views are very important to us and will help us to prioritise what's most important to you.

Cllr Michael White
Leader of Havering Council



Our Living Ambition

“The Government’s efforts to deal with the national debt means that all councils will have less money to spend in the future.

“This will not alter the Council’s aims and we will continue to focus on delivering services that preserve the quality of life in Havering and protect vulnerable residents.”

Cllr Michael White

Launched in May 2008, the Council’s Living Ambition remains the same, despite the millions of pounds in savings identified last summer. The Council still wants Havering residents to enjoy the highest possible quality of life.

With less money available, this means finding new ways of delivering services and supporting local people.

It means becoming even more efficient, cutting bureaucracy at the Town Hall and providing even better value to the taxpayer. To achieve this the Council is working with partner organisations and sharing services, like Havering’s IT partnership with Newham Council to save on back office costs.

It means helping people to help themselves, encouraging residents, businesses and charities to have a greater involvement in how services are run.

It means making it easier to deal with the Council by allowing more people to get in touch at a time and in a way that suits them.

It means targeting the Council’s efforts to where they are most needed and can do the most good. This includes taking early action to support vulnerable children and pick up issues so that they can be tackled before they get out of control. And it’s about working hard to encourage businesses to invest in Havering.

How your Council Tax is spent

Over the next year we will collect £135m from you in Council Tax. From this we give £28m to the Greater London Authority to fund the police, the fire brigade and Transport for London.

The remaining £107m is added to our grant from central government, giving us

£163m to spend on services in Havering over the coming financial year.

The average band D Council Tax charge in Havering is £1,505 per year. £309.82 goes to the Greater London Authority and £1,195.18 comes to the Council to fund your services.

Your average band D weekly payment is:

£22.98 per household.

This is how we spend it:

90p per household per week for environmental services

To inspect more than 4,000 premises to ensure they meet appropriate standards and to issue 806 licences and authorisations every year. This includes street cleaning.

£1.27 per household per week for highways and car parking

To provide 17,000 streetlights across the borough. To maintain 375 miles (600km) of roads in the borough.

38p per household per week for planning and economic development

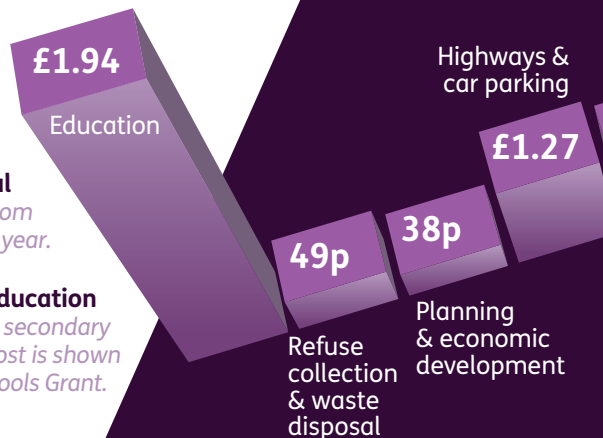
To help 1,000 local businesses access advice and support, and to secure £10m grant funding for priority regeneration and community projects.

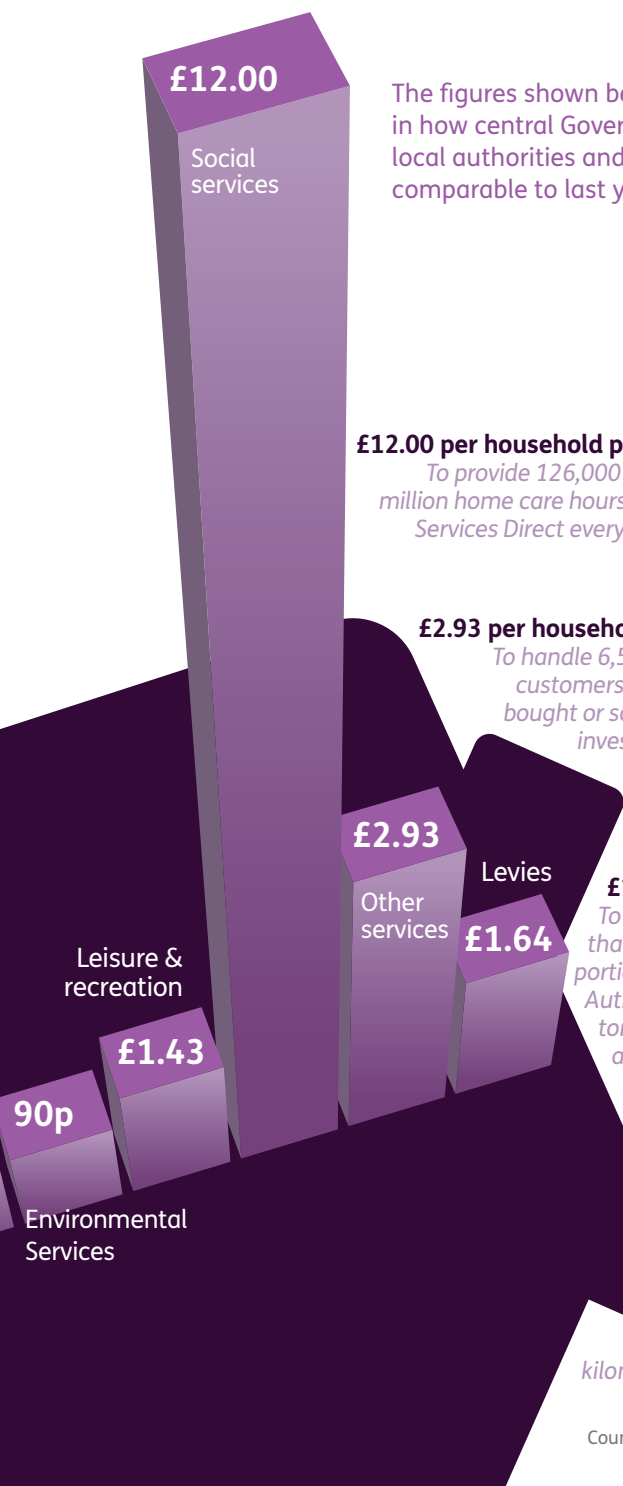
49p per household per week for refuse collection and waste disposal

To collect refuse and disposal of waste from over 99,000 households per year.

£1.94 per household per week for education

To educate more than 36,000 primary and secondary school pupils across the borough. This cost is shown minus the Dedicated Schools Grant.





The figures shown below reflect changes in how central Government now funds local authorities and are therefore not comparable to last year's figures.

£12.00 per household per week for social services

To provide 126,000 meals on wheels for elderly people, a million home care hours, and to answer 30,000 calls to Social Services Direct every year. We are caring for 69 children in foster homes at any one time.

£2.93 per household per week for other services

To handle 6,500 complaints annually on behalf of customers about consumer goods and services bought or sold in the borough. To make over 500 investigations into breaches of consumer laws and over 1,300 visits to traders to check compliance with consumer law every year.

£1.64 per household per week for levies

To pay levies made by other organisations that provide services London-wide. A large portion of this goes to the East London Waste Authority to dispose of around 130,000 tonnes of household, commercial, industrial and civic amenity site waste from our borough every year.

£1.43 per household per week for leisure and recreation

To lend one million books, DVDs, videos and cassettes from our libraries over a year. To accommodate more than 900,000 annual visitors to our sports centres and to create two kilometres of greenways.

Council Tax Information 2011-2012

This leaflet provides you with basic Council Tax information.

For information on how to pay your Council Tax, please look on the back of your Council Tax bill.

For more information on Council Tax visit www.havering.gov.uk/counciltax

To find out more specifically about benefits, go to www.havering.gov.uk/benefits

What do you pay?

All properties are subject to Council Tax. To determine the amount of Council Tax you will pay, properties are allocated to a band according to their market value as of 1 April 1991.

Band	Capital value range	2011/2012 Council Tax payable
A	Up to and including £40,000	£1,003.33
B	£40,001 to £52,000	£1,170.56
C	£52,001 to £68,000	£1,337.78
D	£68,001 to £88,000	£1,505.00
E	£88,001 to £120,000	£1,839.44
F	£120,001 to £160,000	£2,173.89
G	£160,001 to £320,000	£2,508.34
H	More than £320,000	£3,010.00

Appeals

Appeals to amend your property band can only be made if:

- the value has altered due to a physical change to the property
- the property has started to be used or stopped being used for business purposes
- a house has been converted into flats or vice versa
- the new tax payer of the property appeals within six months of becoming the tax payer

If you wish to appeal or request a change in your valuation band and would like more information contact The Valuation Office Agency at www.voa.gov.uk or call **020 8272 0100**.

They are located on the **10th floor, Crown House, Linton Road, Barking, Essex IG11 8HJ**.

While any appeal is in process, you still need to pay your Council Tax as shown on your bill. If successful, your bill will be amended and include any payments already made.

Pay now and pay less

You could save up to £45.15 by paying your Council Tax in one lump sum. Pay before 1 April 2011 and you will receive a 1.5% discount off your Council Tax.

Payment date

Your Council Tax instalments are due on the first of every month, unless you pay by Direct Debit. Direct Debit is an easy way to pay and you can choose an instalment date of either the 1st or the 15th of each month. For more information see next page.

Band	Full Charge	1.5% Discount	Balance to pay	Single charge	1.5% Discount	Balance to pay
A	£1,003.33	£15.05	£988.28	£752.50	£11.29	£741.21
B	£1,170.56	£17.56	£1,153.00	£877.92	£13.17	£864.75
C	£1,337.78	£20.07	£1,317.71	£1,003.33	£15.05	£988.28
D	£1,505.00	£22.58	£1,482.42	£1,128.75	£16.93	£1,111.82
E	£1,839.44	£27.59	£1,811.85	£1,379.58	£20.69	£1,358.89
F	£2,173.89	£32.61	£2,141.28	£1,630.42	£24.46	£1,605.96
G	£2,508.34	£37.63	£2,470.71	£1,881.25	£28.22	£1,853.03
H	£3,010.00	£45.15	£2,964.85	£2,257.50	£33.86	£2,223.64

Pay promptly

It can take several days for your payments to reach the Council's account so please ensure you make them in plenty of time. Legal action will be taken against those who do not pay or continually pay late which will involve costs of £115.

How is it spent?

Some of the money is used regionally for funding the police, the fire brigade and Transport for London.

Havering Council also uses Council Tax money to fund local services you use such as Planning & Economic Development, Highways & Car Parking, Education, Refuse Collection & Waste Disposal, Environmental Health, and Housing (General Fund only), Leisure & Recreation, Social Services and other services.

We also contribute to the following levy bodies: East London Waste Authority, the Environment Agency (Thames and Anglian Region), Lee Valley Regional Park Authority, and the London Pensions Fund Authority; and make area-based grants. For more information on levying bodies, go to the back of this booklet.

For a full breakdown of how we spend Council Tax within and outside of the borough, go to www.havering.gov.uk/counciltax

Help for people in financial difficulty or with disabilities

Having problems paying your Council Tax? Contact Customer Services on **01708 433997** as unpaid Council Tax can incur additional costs for you. We can advise on discounts, benefits and may be able to offer you a revised payment plan.

If you, or anyone who lives with you, is disabled and needs a specially adapted room, an extra bathroom or kitchen, or a wheelchair is used in the property by the disabled person, you may be entitled to a reduction in your Council Tax.

Email counciltax@havering.gov.uk or phone **01708 433997** for an application form.

If any special features have been added in your home for a disabled resident which reduces the property's value and you feel they've not been taken into account in the band on this bill, contact the Valuation Office Agency at www.voa.gov.uk or call **020 8272 0100**.

Discounts and exemptions

Discounts

These include people who are under 18, full-time students, student nurses, apprentices, youth training trainees, non-British spouses of students, those for whom child benefit is paid, school leavers, certain care workers who live in the property, severely mentally impaired, long-term hospital patients, nursing home patients, members (and dependents) of visiting armed forces, members (and dependents) of international headquarters or defence organisations, members of religious communities, people caring for someone with a disability who is in receipt of certain benefits but is not their partner or under 18, prisoners, residents of hostels for the homeless and diplomats.

Please note that this is only a summary of the discounts that are available; for full details or to apply, please contact Customer Services. Any existing discount entitlement is shown on your bill but you must tell the Council within 21 days about any changes of circumstances that may affect it or you may be subject to a fine.

From 1 April 2004, the Council Tax discount allowed on a property that is no-one's sole or main residence, but is furnished, is 10%.

From 1 April 2011, there will be no Council Tax discount allowed on a property that is no-one's sole or main residence, but is unfurnished (a period of exemption may apply prior to the full charge becoming payable – see below). For periods prior to 1 April 2011 a 50% discount will be awarded.

Exempt properties

Some properties are exempt from Council Tax. These include properties that are unoccupied and:

- substantially unfurnished and having structural alterations or repairs carried out (first 12 months only)
- owned and last used by a registered charity last lived in less than 6 months ago
- substantially unfurnished and last lived in less than 6 months ago
- were lived in by people now in prison or otherwise legally detained
- were lived in by people now permanently in a hospital or care home
- have remained unoccupied since the death of the owner (and less than 6 months have passed since the grant of probate or letters of administration)
- the law prevents anyone living there
- held vacant for a Minister of Religion

- were lived in by people now receiving personal care in a place other than a hospital or care home
- were lived in by people now living elsewhere to provide personal care
- were lived in by students who also own the property
- have been repossessed
- have been left by someone who has become bankrupt

Also exempt are properties that are:

- student halls of residence
- only lived in by students
- Ministry of Defence barracks and married quarters
- visiting forces accommodation
- only lived in by people under the age of 18
- lived in only by people who are severely mentally impaired
- only lived in by foreign diplomats
- vacant caravan pitches or boat moorings
- annexes occupied only by the elderly or disabled relatives of those living in the rest of the property
- unoccupied annexes

Please note that this is only a summary of the exemptions that are available; for full details or to apply, please contact Customer Services. If your property is exempt, you must tell the Council within 21 days about any changes of circumstances that may affect it or you may be subject to a fine.

If you think you should not pay Council Tax because:

- your property should be exempt
- you are not the resident or the owner
- you should receive a discount
- you think a mistake has been made in your bill

please contact Customer Services on 01708 433997.

Fraud prevention

The Council has a duty to protect the public funds it administers and may use information that you provide for the prevention and detection of fraud. It may also share this information with other organisations responsible for auditing or administering public funds for these purposes.

Benefits advice

We want to ensure that residents get all the benefits they are entitled to. Go to www.havering.gov.uk/benefits and download the online benefits application form. Housing Benefit can help you pay your rent, and Council Tax Benefit could help pay some or all of your Council Tax bill. The amount you could receive depends on your income, circumstances and how much Council Tax you pay.

Second adult rebate

You may be entitled to a second adult rebate if:

- you do not have a partner or your partner is discounted for Council Tax purpose
- you do not qualify for Council Tax Benefit or your benefit is less than 25% of your Council Tax bill
- you have other adults who are on a low income living in your property

To find out more, visit the website for full details or contact Customer Services on **01708 433996**.

How the Council Tax is made up

Details of the 2011 – 2012 budget

The Council Tax for band D properties has been set at **£1,505**

*Includes the Dedicated Schools Grant and reflects grant notifications not available for inclusion in the 2011/2012 budget book.

SERVICES

Planning & Economic Development
Highways & Car Parking
*Education
Refuse Collection & Waste Disposal
Environmental Services
Housing (General Fund only)
Leisure & Recreation
Social Services
Other Services

TOTAL – ALL SERVICES

Contingency and Provisions
Contribution from Financial Reserves

HAVERING'S NET EXPENDITURE

Add Levies: East London Waste Authority
Environment Agency - Thames Region
Environment Agency - Anglian Region
Lee Valley Regional Park Authority
London Pensions Fund Authority
Area Based Grants
Unringfenced

TOTAL EXPENDITURE

Less External Finance: Revenue Support Grant
National Non Domestic Rate
Community Charge
Collection Fund Surplus

HAVERING'S PRECEPT ON THE COLLECTION FUND

THE COLLECTION FUND

Precepts: London Borough of Havering
Greater London Authority

TOTAL

The make up of this charge is shown below. (The table shows what we will spend the money on. Comparison to figures for 2010 -2011).

2011/2012 Gross Exp £000	2010/2011 Gross Exp £000	2011/2012 Income £000	2010/2011 Income £000	2011/2012 Net Exp £000	2010/2011 Net Exp £000
6,650	5,352	3,931	2,821	2,719	2,531
14,106	12,734	5,110	4,658	8,996	8,076
241,859	238,418	212,483	204,230	29,376	34,188
5,946	5,713	2,497	2,384	3,449	3,329
6,684	7,585	274	304	6,410	7,281
84,718	78,236	84,499	77,175	219	1,061
12,251	12,202	2,076	2,040	10,175	10,162
96,038	90,889	10,813	21,744	85,225	69,145
52,041	56,907	29,705	32,150	22,336	24,757
520,293	508,036	351,388	347,506	168,905	160,530
				2,000	2,000
				0	0
				170,905	162,530
				10,894	10,477
				164	165
				16	16
				265	272
				306	340
				(18,677)	0
				(632)	(11,998)
				163,241	161,802
				(13,348)	(7,014)
				(43,184)	(48,300)
				0	0
				498	100
				107,207	106,588
				107,207	106,588
				27,791	27,631
				134,998	134,219

WHY DID OUR SPENDING CHANGE?

Following consultation with the residents of the borough, Havering's spending will total £163.2m.

Change In Council's Budget

	£m	£m
2010/2011 Budget	161.8	
2011/2012 Budget	163.2	
Net Increase		1.4

Reasons for changes

Inflation	0.6
Pressures/Growth/ Budget Amendments	4.2
Provisions & Other	
Issues	7.6
Increase in levies	0.4
Sub Total	12.8
Efficiencies/Savings	-11.4
Net Increase	1.4

Levying bodies

The Council Tax you pay includes money that the Council has to collect for other organisations that provide services London-wide. The organisations that make a levy on the Council are shown in this section.

East London Waste Authority (ELWA)

ELWA has the statutory responsibility for the disposal of around 469,600 tonnes of household, commercial, industrial and civic amenity site waste (current volumes) collected by the London Boroughs of Barking & Dagenham, Havering, Newham and Redbridge.

Waste disposal is carried out under a 25-year Integrated Waste Management Contract (IWMC) with Shanks East London, supported by funding via the Government's Private Finance Initiative.

Budget 2011/2012

ELWA's total levy requirement is £44,749,000 (2010/11: £40,825,000).

The main reason for the rise of 9.6% is an increase in the payment to the waste management contractor in 2011/12, which reflects a further Government landfill tax rate rise of £8 per tonne and inflation increases. The levy increase has, however, been reduced by utilisation of ELWA's reserves.

The major part of the ELWA Levy is apportioned on the basis of volumes of Household Waste with the remainder allocated according to the Council Tax Base.

The Levy on the London Borough of Havering for 2011/12 is £10,894,000 (2010/11: £10,477,000).

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 a levy on the Council Tax. This year there has been a 2% decrease in this levy. Find out more about hundreds of great days out, world class sports venues and award winning parklands at www.leevalleypark.org.uk

Havering's share of the levy is calculated in proportion to the Council Tax Base and is £265,184 for 2011/12 (2010/11: £272,109).

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

Budget/Levy Changes: 2010/2011 to 2011/2012	2010/11	2011/12
	£m	£m
Gross Operating Expenditure	15.0	15.8
Gross Operating Income	(5.8)	(6.5)
Net Service Operating Costs	9.2	9.3
Financing Costs: Debt servicing/repayments	0.7	0.7
New Capital Investment	2.3	2.0
Total Net Expenditure	12.2	12.0

The Environment Agency

The Environment Agency is a levying body for its flood defence function under the Water Resources Act 1991. It provides the following information in connection with the requirements of the above regulations.

The Environment Agency (Anglian Eastern Region)

The Anglian Eastern Region of the Environment Agency has powers in respect of flood defence for 2993 km of main river and along tidal and sea defences, in the area of the Anglian Eastern Regional Flood Defence Committee. Flood defence 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.

The financial details are:

Anglian Eastern Regional Flood Defence Committee		
	2010/2011 '000s	2011/2012 '000s
Gross expenditure	£48,699	£48,563
Levies raised	£2,486	£2,486
Total Council Tax base	958	966

The total Local Levy raised has remained the same in 2011/2012 as 2010/2011 at £2,486,008.

The Environment Agency (Thames Region)

The Thames Region of the Environment Agency has powers in respect of flood defence along the 5200km of main river and along tidal and sea defences, in the area of the Thames Regional Flood Defence Committee. Flood defence 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.

The financial details are:

Thames Regional Flood Defence Committee		
	2010/2011 '000s	2011/2012 '000s
Gross expenditure	£113,089	£86,484
Levies raised	£10,000	£10,000
Total Council Tax base	5,027	5,081

The total Local Levy raised has remained the same in 2011/2012 as 2010/2011 at £10,000,000.

The majority of funding for flood defence comes directly from the Department for the Environment, Food and Rural Affairs (Defra). However, where there are schemes which do not attract central funding the Agency may seek funding from County and Metropolitan Councils, Unitary Authorities and London Boroughs in the form of a Local Levy. The Local Levy is shared on the basis of Band D equivalents between all contributing bodies within the Committee Area.

Changes in the Gross Budgeted expenditure between the years reflects the impact of the Government Spending Review and national prioritisation of capital projects.

The following levies are made by Anglia and Thames Regions:

London Borough of Havering	2010/2011	2011/2012
Anglia Region	£16,180	£16,107
Thames Region	£164,995	£164,222

The London Pensions Fund Authority (LPFA)

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 now 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 2011/12, 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.

Inner London	£13,065,000	(-1.2%)
Greater London	£10,318,000	(-9.4%)
Total	£23,383,000	(-5.0%)

For the London Borough of Havering, the share of the levy 2011/12 expenditure is £306,280 (2010/11: £340,436).

Havering Council key contacts

The Council will be moving to 12 main telephone numbers in Spring 2011 to make it easier for customers to contact us. However, the numbers listed here will continue to work. We will be advising all customers of the new numbers shortly.

Benefits – housing and council tax

www.havering.gov.uk/benefits

benefits@havering.gov.uk

Tel: **01708 433996**

Business Rates – information

www.havering.gov.uk/businessrates

businessrates@havering.gov.uk

Tel: **0845 650 0845**

Cemeteries and Crematorium

www.havering.gov.uk/cemeteries

cemeteries@havering.co.uk

Tel: **01708 434433**

Council Tax – information

www.havering.gov.uk/counciltax

counciltax@havering.gov.uk

Tel: **01708 433997**

Education

www.havering.gov.uk/educationandlearning

or www.havering.gov.uk/schools

Admissions: **01708 436000**

Appeals: **01708 433076**

Catering Services (school dinners):

01708 433138

Education Psychology Service:

01708 433995

Education Welfare Service:

01708 434212

Elective Home Education: **01708 433828**

Excluded Pupils: **01708 434292**

Free School Meals: **01708 433953/3929**

Higher Education Loans and Grants:

01708 433871

Education (continued)

Home to School Transport (SEN):

01708 433924

Hospital Tuition Service: **01708 437805**

Learner Support Fund: **01708 433643**

Primary Schools: **01708 433894**

Secondary Schools: **01708 433925**

Special Needs: **01708 431884**

Electoral Registration

www.havering.gov.uk/elections

elections@havering.gov.uk

Tel: **01708 432444/445**

Environmental health and licensing

www.havering.gov.uk/environmentalhealth

environmental.health@havering.gov.uk

Tel: **01708 432777**

Family Information Service – nurseries, out of school clubs, parent and toddler groups, pre-schools

www.havering.gov.uk/familyinformationservice

Tel: **0800 678 1991**

Homes in Havering (Managing Agents for Council Homes)

www.havering.gov.uk/homesinhavering

contactus@homesinhavering.org

Tel: **01708 434000**

Housing

Advice and Homelessness Team:

01708 432824

Benefits: **01708 433996**

Lettings: **01708 434130**

Mardyke Estate (Old Ford Housing):

0207 204 1500

Private sector leasing: **01708 434667**

Supported housing: **01708 434608**

Transfer Waiting List: **01708 434130**

Libraries – accounts, opening times, renewals, reservations

www.havering.gov.uk/libraries

informationervices.library@havering.gov.uk

Romford Library: **01708 432387**

Hornchurch Library: **01708 434903**

24 hour renewal line: **01159 293388**

Parking

<http://www.havering.gov.uk/parking>

parking@havering.gov.uk

Permits, penalties, payments:

01708 432787

Enforcement: **01708 433122**

Blue badges: **01708 432787**

Payments – Council Tax, business rates, housing rents, garages, service charges

www.havering.gov.uk/payments

Payment line (24 hour automated):

01708 433993

Payment line (Mon-Fri, 9:00 – 5:00):

01708 433178

Planning and building control

www.havering.gov.uk/planning

planning@havering.gov.uk or

buildingcontrol@havering.gov.uk

Planning permission and general advice:

01708 433100

Planning appeals: **01708 434900**

Planning enforcement: **01708 434800**

Building control advice/inspection

requests: **01708 432700**

Registrations

www.havering.gov.uk/registration

registration@havering.gov.uk

Tel: 01708 433481

Social Services – adults (Havering Direct)

www.havering.gov.uk/adults

haveringdirect@havering.gov.uk

Tel: 01708 432000

Social Services – children and families

www.havering.gov.uk/children

Duty and Assessment Team

duty-referral@havering.gov.uk

Tel: 01708 433222

StreetCare – rubbish, recycling, roads, highways

www.havering.gov.uk/streetcare

streetcare@havering.gov.uk

Tel: 01708 432563

Trading standards

www.havering.gov.uk/tradingstandards

trading_standards@havering.gov.uk

Consumer advice from Consumer Direct:

0845 404 0506

Other inquiries

www.havering.gov.uk

info@havering.gov.uk

Tel: 01708 434343

If you would like this document in another format such as large print, braille or audio tape or if your first language is not English and you need help with it, please contact us on 01708 433997.