



Your guide to **Council Tax** & Business Rates **2017/2018**

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Our Council still faces unprecedented financial challenges. By 2019 Richmond will have lost 66% of its Government funding. Therefore we need to save a further £21m between 2017-2019/20.

For the past 7 years, because of sound financial management and cutting back office bureaucracy, by sharing services and management with others, we have been able to freeze Council Tax, which many people have said has been a great help in difficult times.

Meanwhile, since 2011 the Council has saved £44.1 million, while protecting and improving key services. Just the last year, we have begun building a new secondary school, consulted on major redevelopments in Ham and Twickenham, invested in our precious parks and open spaces, sustained weekly refuse collections and have again invested in our successful Community Pavement Fund and Fuel Grants scheme.

As pressures on our services increase, and the available funding decreases, we will continue to find ways to live within our means. We can achieve this by becoming more entrepreneurial and more efficient in the way decisions are made and services delivered. Our imaginative shared staffing arrangement with Wandsworth Council is working well and will save £10 million. However, we will still need to generate new income streams and review fees and charges. Some difficult decisions will have to be made over the next few years. Every effort will be made to deliver our priorities and to protect local services, but the scale

of savings required will inevitably mean changes in the way services are delivered and some service reductions.

Our borough is home to many older people. Our highest spend is on social care. It pays for services for our most elderly and vulnerable residents. As our borough ages, so our social care costs rise. This year, the Government is requiring more money to be raised locally by councils – promoting a local precept or additional charge for social care. Like most councils, we have had to accept this and so we are levying a 2% charge on Council Tax for social care. This will enable us to protect front line, high quality care services for the coming year. This is less than the 3% maximum the Government allows councils to charge.

As a council we have a responsibility to do all we can to minimise Council Tax rises, but we also have to provide for a very wide range of other services that are of high importance to our residents – children’s social care, roads, pavements, parks and libraries to name but a few.

This year we aim to keep the Council Tax increase in line with the rise in the cost of living - a 1.99% rise. In real terms, that means that those living in a Band D property will have to pay an additional 50p a week (excluding the Social Care precept).

Unfortunately we have no choice. If we are to protect key services, we have to find the money from somewhere. By this small increase we will be able still to provide high quality services and protect our most vulnerable.

Lord True
Leader of Richmond Council

Council Tax

How much will I pay for Council Tax in 2017/18?

BAND	RICHMOND COUNCIL (2017/18)	GREATER LONDON AUTHORITY (2017/18)	TOTAL COUNCIL TAX (2017/18)
	£	£	£
A	905.68	186.68	1,092.36
B	1,056.63	217.79	1,274.42
C	1,207.57	248.91	1,456.48
D	1,358.52	280.02	1,638.54
E	1,660.41	342.25	2,002.66
F	1,962.31	404.47	2,366.78
G	2,264.20	466.70	2,730.90
H	2,717.04	560.04	3,277.08

How has the Council Tax changed since last year?

The overall Council Tax for this year has increased by 3.55%. The Richmond element is a 3.99% increase and the Greater London Authority (GLA) element is a 1.46% increase.

Band D Changes	2016/17	2017/18	Change	Change
	£	£	£	%
Richmond Council	1,306.39	1,358.52	52.13	3.99%
Greater London Authority	276.00	280.02	4.02	1.46%
Total Council Tax	1,582.39	1,638.54	56.15	3.55%

As part of the Provisional Local Government Finance Settlement (LGFS) 2017/18 the Secretary of State offered local authorities with adult social care responsibilities the option of increasing Council Tax by up to 4.99% for the next 2 years provided at least the equivalent of 3% of this extra income is spent on protecting social care.

The Provisional LGFS 2017/18 built on the 2016/17 Settlement, with additional grant

reductions for the Council over and above the numbers previously agreed. This Settlement still leaves the Council with the largest grant loss in London (by percentage loss per head). As a result, the Council needs to increase its element of Council Tax by 3.99% as well as achieving significant efficiencies to meet this funding loss.

What is Council Tax?

Council Tax is the local tax that helps to pay for a wide variety of public services in your area. Each household receives a bill, whether the property is owned or rented.

The amount of Council Tax you are charged depends on the band that your property

falls within. The bands relate to the value of your property on 1st April 1991, with new properties having their values assessed back to this date. The assessments are made by the Government's Valuation Office Agency.

How is Council Tax calculated?

1. We plan services for the coming year and then calculate their costs, less any income from fees and charges
2. The payment to the GLA is added.
This pays for services such as Police, Fire and Transport
3. We deduct the amount of grant due from Central Government and the amount of Business Rates the Council is able to retain
4. The resulting total is then divided by the number of properties, taking account of the Council Tax Property Bands.

What does the Richmond Council Tax pay for?

The Richmond Council element of Council Tax pays for many services used by the local community, including:

- Social services for older people and people with learning or physical disabilities
- Vulnerable children
- Homelessness services
- Sports and cultural services
- Waste collection and recycling
- Road and street maintenance
- Library services
- Parks.

What does the Greater London Authority charge pay for?

A proportion of Council Tax is paid to the GLA as the borough's contribution towards the

costs incurred for Transport, Police, Fire services and City Hall.

What is the Social Care Precept?

The Secretary of State for Communities and Local Government has made an offer to adult social care authorities. ("Adult social care authorities" are local authorities which have functions under Part 1 of the Care Act 2014, namely county councils in England, district councils for an area in England for which there is no county council, London borough councils, the Common Council of the City of London and the Council of the Isles of Scilly.)

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



What is the Council doing to keep Council Tax rises to a minimum and maintain the quality of services in 2017/18?

The 2017 Provisional Local Government Finance Settlement has largely followed the overall proposals set out in 2016, although with 2 further negative adjustments for the Council. By 2019/20 the Council's general Government Grant and Retained Business Rates will have reduced by 66%. This level of reduction is twice the London and all England average and leaves Richmond as the worst funded London Borough. By 2019/20 Richmond is projected to receive £77 per head of population, £35 less per head than the next lowest borough, and £239 lower than the London average.

This continued loss of funding has again forced a fundamental reconsideration of the Council's financial strategy and confirmed the need for additional savings and Council Tax increases. The Settlement allows councils to increase Council Tax by up to 4.99% for the next 2 years provided at least the equivalent of 3% of this extra income is spent on protecting social care. It has always been the Council's aim to minimise any increases in Council Tax, but also to balance this with the need to provide the level of services that residents expect whilst focusing on services to the most vulnerable residents.

The Council's current financial strategy therefore is to assume Council Tax increases of 3.99% per annum for the next 3 years, as the longer term reductions in the Council's funding remain very significant. However, the final decision on Council Tax each year will be dependent on a variety of factors including final Government funding decisions, demand for services, achievement of savings and efficiencies, income from fees and charges, and inflationary pressures. Whilst this strategy provides a framework, it will be kept regularly under review.

The Council's aim will remain the same - to focus expenditure on services of direct benefit to local residents, act as trustees for the natural and built environment and support the most vulnerable in the community. The Council also aims to continue to be open and accountable and give local people a more direct say in council services.

The Council is continuing to implement significant changes to its processes and strategy through shared services partnerships. For example, on 1st October 2016 the Shared Staffing Arrangement (SSA) was formally established with the London Borough of Wandsworth in which both councils share staff. The Council has also already successfully implemented delivery models for a number of shared services including Audit, Youth Offending, Pensions, and Legal services. The Council also created in 2014 alongside the Royal Borough of Kingston, Achieving for Children (AfC), which is a social enterprise company that provides both councils' children's services.

Between 2011/12 and 2016/17, the Council has achieved efficiencies of £44.1m. These have been achieved by £19.3m from internal restructuring and the sharing of services with other organisations, £14.2m from procurement and contract savings and £10.6m from income generation, inflation restrictions and other savings. However, to continue to set the lowest possible Council Tax, additional savings will still need to be identified. The Council's financial strategy has identified £12.7m of savings for 2017/18 and further savings of £8.5m over the following 2 years (This includes £10m anticipated from the SSA).

The Council's Medium Term Financial Strategy and the Council's Commissioning Strategy are both available at **www.richmond.gov.uk**.

The following tables show the Council's expenditure plans for this year in comparison with last year. Both tables exclude internal support charges, depreciation, and deferred capital charges. The 2016/17 table has been restated to reflect changes in service Directorates and how they are now reported under the SSA with the London Borough of Wandsworth, and with updated population figures published in May 2016.

BUDGETED EXPENDITURE AND FUNDING 2016/17	GROSS EXPENDITURE £000's	INCOME £000's	NET EXPENDITURE £000's	NET EXPENDITURE PER RESIDENT £
Schools	95,528	0	95,528	478.32
Children's Services	42,725	-11,796	30,929	154.86
Adult Social Services (including Public Health)	95,374	-31,676	63,698	318.94
Environment and Community Services (including Arts, Libraries and Sports)	40,868	-26,890	13,978	69.99
Resources	16,261	-3,342	12,919	64.69
Chief Executive's Group	8,200	-1,434	6,766	33.88
Housing and Regeneration	83,959	-77,564	6,395	32.02
Corporate Democratic Core	2,365	-51	2,314	11.59
Non-Distributed Costs	4,885	0	4,885	24.46
Expenditure on services	390,165	-152,753	237,412	1,188.75
Non Ringfenced Grants			-4,620	-23.12
Transition Grant			-2,910	-14.57
Dedicated Schools Grant			-95,528	-478.32
Central Capital and Treasury charges			8,555	42.84
Contribution to/from Earmarked Reserves			-1,476	-7.39
Contribution to/from Earmarked Reserves – to hold down any potential Council Tax increases			-2,993	-14.99
Contingency			500	2.50
Contingency – National Insurance and Pay Award			1,240	6.21
Investment Items			500	2.50
Business Rates Levy / Tariff			3,847	19.26
Total expenditure on the Council's services			144,527	723.67
Lee Valley Regional Park levy			267	1.33
Environment Agency Flood Defence levy			196	0.98
London Pensions Fund Authority levy			325	1.63
Coroner's Service levy			124	0.62
West London Waste levy			7,375	36.93
LBRUT Budget Requirement			152,814	765.16
Revenue Support Grant			-12,334	-61.76
Retained Business Rates			-24,397	-122.16
Surplus on Collection Fund			-2,750	-13.77
LBRUT Council Tax Requirement (excluding GLA Precept)			113,333	567.47
Greater London Authority (GLA) Precept			23,944	119.89
LBRUT Council Tax Requirement (including GLA Precept)			137,277	687.36
Tax Base (equivalent Band D properties) / Population			86,753.10	199,715
Band 'D' Council Tax			1,582.39	

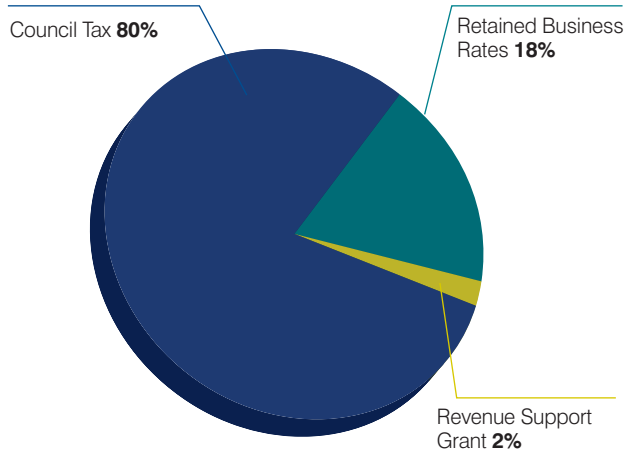
BUDGETED EXPENDITURE AND FUNDING 2017/18	GROSS EXPENDITURE £000's	INCOME £000's	NET EXPENDITURE £000's	NET EXPENDITURE PER RESIDENT £
Schools	95,487	0	95,487	471.36
Children's Services	42,769	-10,087	32,682	161.33
Adult Social Services (including Public Health)	94,144	-33,297	60,847	300.36
Environment and Community Services (including Arts, Libraries and Sports)	41,409	-30,548	10,861	53.61
Resources	14,934	-3,231	11,703	57.77
Chief Executive's Group	8,000	-1,890	6,110	30.16
Housing and Regeneration	83,478	-77,655	5,823	28.75
Corporate Democratic Core	2,036	-51	1,985	9.80
Non-Distributed Costs	4,380	0	4,380	21.62
Expenditure on services	386,637	-156,759	229,878	1,134.76
Non Ringfenced Grants			-4,323	-21.34
Transition Grant			-2,920	-14.41
Dedicated Schools Grant			-95,487	-471.36
Central Capital and Treasury charges			8,112	40.04
Contribution to/from Earmarked Reserves			-963	-4.75
Contribution to/from Earmarked Reserves – to hold down any potential Council Tax increases			-1,800	-8.89
Contingency			500	2.47
Contingency - National Insurance and Pay Award			1,875	9.26
Investment Items			500	2.47
Business Rates Levy / Tariff			4,964	24.50
Total expenditure on the Council's services			140,336	692.75
Lee Valley Regional Park levy			267	1.32
Environment Agency Flood Defence levy			196	0.97
London Pensions Fund Authority levy			325	1.60
Coroner's Service levy			124	0.61
West London Waste levy			7,838	38.69
LBRUT Budget Requirement			149,086	735.94
Revenue Support Grant			-3,453	-17.05
Retained Business Rates			-24,113	-119.03
Surplus on Collection Fund			-1,750	-8.63
LBRUT Council Tax Requirement (excluding GLA Precept)			119,770	591.23
Greater London Authority (GLA) Precept			24,687	121.86
LBRUT Council Tax Requirement (including GLA Precept)			144,457	713.09
Tax Base (equivalent Band D properties) / Population			88,162.10	202,579
Band 'D' Council Tax			1,638.54	

WHY HAS THE COST OF COUNCIL SERVICES CHANGED?	£000's	£000's
Council Tax Requirement 2016/17 (excluding GLA Precept)		113,333
Inflation		1,760
Impact of grant changes		
General Grant, Retained NNDR, S31 and Transition Grants	10,308	
Specific and other Grant decreases	2,266	
Specific and other Grant expenditure changes	-1,047	11,527
Impact of outside body changes		
Change in NNDR Tariff and Levy	1,117	
National Living Wage	500	
Other	2	1,619
Demand led growth		
Children's Services	2,500	
Care services for older people and adults with learning difficulties	500	3,000
Investment priorities		
Treasury		1,320
Other growth and savings		
Reversal of 2016/17 use of reserves	1,193	
Remove direct revenue financing of Capital Programme	-615	
Reduction in pensions deficit contribution	-500	
Other	-120	-42
Efficiencies and income generation		
2017/18 efficiencies	-7,397	
Shared Staffing Arrangement efficiencies	-5,350	-12,747
Council Tax Requirement 2017/18 (excluding GLA Precept)		119,770

Outstanding Long-Term Borrowing	2016 Actual £000's	2017 Estimated £000's	2018 Estimated £000's
Maximum estimated external borrowing at 31st March implied by the Capital Programme	98,119	109,453	133,072

Where does the borough's funding come from?

Richmond funds 80% of its non-schools Budget Requirement from Council Tax and 20% from the Revenue Support Grant and Retained Business Rates.



How is the money spent?

This chart shows the proportion of Council gross revenue expenditure on each service. This does not include schools, internal support charges, capital charges or the Council's payment to the GLA. You can read more about the services the GLA provides on pages 12-14.



GREATER LONDON AUTHORITY

Introduction

This is Sadiq Khan's first budget as the new Mayor of London. It is based on his vision of a London where nobody feels left behind and where everyone has the opportunities they need to fulfil their potential. It supports London's future growth and economic success, while building on our City's extraordinary creativity, tolerance, diversity and openness to the world.

Sadiq will not tolerate any waste of public money, particularly against a background

of ever tightening resources from the Government. This year's budget has therefore required some tough choices. It will improve the key services Londoners need. That means making transport fares more affordable and building more affordable homes. The budget also provides resources to support jobs and growth, improve neighbourhood policing, tackle homelessness and make London a fairer and cleaner place to live.

Council Tax for GLA Services

The GLA's share of the Council Tax for a typical Band D property has been increased by £4.02 (or 8p per week) to £280.02 allowing the Mayor to help maintain Police

officer numbers across London and keep Londoners safe. A Band D Council Taxpayer in the City of London, which has its own police force, will still pay £73.89.

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

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

- Making transport more affordable. Single bus fares, single pay as you go fares on the Tube and DLR and Santander cycle hire scheme charges will be frozen until at least 2020. This will save travellers around £40 million in 2017/18. The new bus and tram 1 hour Hopper fare will also be extended over the next 4 years;
- Investing £3.15 billion to build 90,000 new affordable homes in London;
- Improving neighbourhood policing for all Londoners and providing better support for victims of crime. Extra resources will also be provided to tackle knife crime and protect vulnerable children and women at risk of abuse;
- Investing in front line policing by maintaining a strategic target of 32,000 Police officers in London;
- Tackling London's filthy air by doubling the amount spent on improving air quality to £875 million by 2021/22;
- Working with London Boroughs to maintain existing concessionary travel schemes. This includes free 24 hour travel for the over 60s, the disabled, armed forces personnel in uniform and eligible war veterans. Discounts on travelcards are also available for apprentices;
- Increasing capacity on the London Underground and expanding the Overground, DLR and tram network while planning for the opening of Crossrail by 2019;
- Making public transport more accessible for everyone. In 2017 work will be undertaken to make Bond Street, Finsbury Park, Tottenham Court Road, Victoria, Harrow on the Hill and Newbury Park Tube stations step free;
- Ensuring a fire engine arrives within 10 minutes of any incident being reported at least 90% cent of the time and;
- Funding new projects to bring Londoners together, tackle inequality, improve the environment and boost London's economy.

Summary of GLA Budget

The following tables compare the GLA group's spending for 2017/18 with last year and sets out why it has changed. The GLA's gross expenditure is higher this year primarily as a result of the impact of the 2017 Business Rates revaluation which has increased the share of London's revenues the Mayor has to pay over to the Government to support local

services elsewhere in England, alongside additional investment in transport. Overall the Council Tax Requirement has increased as a result of the additional funding for policing alongside a 2.4% increase in London's residential property Tax Base. Find out more about our budget at: www.london.gov.uk/budget or telephone: 020 7983 4000.

How the GLA budget is funded	2017/18 £m
Gross expenditure	11,758.4
Government Grants and Retained Business Rates	-4,670.3
Fares, charges and other income	-6,282.3
Use of reserves	-1.0
Amount met by Council Taxpayer	804.8

Changes in spending	2017/18 £m
2016/17 Council Tax Requirement	774.3
Inflation	183.3
Efficiencies and other savings	-317.8
New initiatives	42.9
Other changes (for example fares revenue and Government Grants)	122.1
2017/18 Council Tax Requirement	804.8

Levies

Residents of Richmond upon Thames contribute to the budgets of levying bodies. Levies relate to services used by the local area but not directly delivered by the Council.

The levies are allocated between relevant boroughs based upon Tax Base with the exception of the Coroner's Service which is based upon population.

	2016/17 Budget £000's	2017/18 Budget £000's
West London Waste Authority	7,375	7,838
London Pensions Fund Authority	325	325
Lee Valley Regional Park Authority	267	267
Environment Agency	196	196
Coroner's Service	124	124
Total	8,287	8,750

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 6% 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.

Budget / Levy Changes – 2016/17 and 2017/18

	2016/17	2017/18
	£m	£m
Authority Operating Expenditure	11.8	11.8
Authority Operating Income	-3.3	-3.4
Net Service Operating Costs	8.5	8.4
Financing Costs		
- Debt servicing / repayments	0.5	0.5
- New capital investment	1.8	1.3
Total Net Expenditure	10.8	10.2
Total Levy	-10.8	-10.2

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

Environment Agency

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 5,200 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	
	2016/17 £000's	2017/18 £000's
Gross Expenditure	76,358	98,813
Levies Raised	10,912	11,130
Total Council Tax Base	4,801	4,906

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 level.

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 has increased from £10,912,420 in 2016/17 to £11,129,577 in 2017/18.

Coroner's Service

The Senior Coroner for West London is an independent judicial official who has a duty to investigate the circumstances of sudden, unnatural or uncertified deaths that are reported to them. The Coroner has to find out the medical cause of the death, if it is not known, and to enquire about the cause of it.

The West London Coroner's area covers Ealing, Hammersmith and Fulham, Hillingdon, Hounslow, Kingston, and Richmond boroughs.

Hammersmith and Fulham is the lead authority that hosts the Coroner's Court and is responsible for meeting costs associated with the Coroner's Service.

Hammersmith and Fulham charges a proportion of the service to all boroughs in the area based on population figures. The London Borough of Richmond has budgeted for £124,000 in 2017/18.

West London Waste Authority

West London Waste Authority (WLWA) carries out the waste disposal function for 6 London Boroughs – Brent, Ealing, Harrow, Hillingdon, Hounslow and Richmond upon Thames.

Although the majority of waste is sent to landfill (by rail), an increasing proportion is being composted, thermally treated (Energy from Waste) and treated through a Materials Recovery Process.

The overall cost of waste disposal for 2017/18 has been estimated as £59.9m.

WLWA levies the constituent boroughs for the costs of waste transport and disposal according to the volume of waste actually received. WLWA's fixed costs are allocated using each borough's Council Tax Base figures for 2017/18.

The London Borough of Richmond upon Thames has set aside £7.8m for the WLWA levy in 2017/18 compared to £7.4m in 2016/17.

London Pensions Fund Authority

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 2017/18, the income to be raised by the 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 the percentage change on the previous year.

	2017/18 £000's
Inner London	13,065
Greater London	10,318
Total	23,383

Help with your Council Tax and rent payments

If you are living on a low income you might be entitled to some help with your Council Tax or rent payments. In some circumstances if other adults live in your home (other than your spouse, partner, or lodger) and you are living on a low income you may still be entitled to a reduction in your Council Tax bill. Housing Benefit is also available to help people on a low income with their rent payments. You don't have to be unemployed to make a claim for these benefits. For example, if you are working but earning a low wage or you are living on a pension or other benefits, you may be entitled to some help.

There are limits on the amount of Housing Benefit the Council can pay if your rent is considered to be too high or your accommodation is too large. Also, from 1st April 2014 the maximum Council Tax

reduction will be limited to Band E for working age people who are not considered to be vulnerable. This means that the Council will only use the Council Tax charge for a Band E property to calculate the amount of Council Tax reduction due.

From 1st April 2017 all working age people who are not considered to be vulnerable will have to pay at least 15% of their Council Tax.

More information can be found at www.richmond.gov.uk/housing_benefit_and_council_tax_reduction or on the Government website www.direct.gov.uk

You can find out if you may be entitled to a reduction by using our online benefits calculator at www.richmond.gov.uk/benefits_calculator

Council Tax Bills

Discounts and exemptions

The Council Tax bill is based on at least 2 adults living in your home. If you are the only adult living in your home, it is likely that we can reduce your bill by a quarter. You do not have to pay Council Tax on some homes known as exempt properties and some people are not counted

when we work out the Council Tax. So even if there is more than 1 adult in your home you may still get a discount. For a full list of discounts and exemptions please visit our website:

www.richmond.gov.uk

Relief for people with a disability

If anyone living in your home has a disability and uses a wheelchair at home or needs a room or extra bathroom or kitchen to meet their special needs, you may be entitled to a reduced bill. If this applies we will charge you at the rate of the band immediately below that shown for your home. If your home is already in Band A, you will still get a reduction. This will not depend

on your income or savings. If you think you may be entitled to any of these Council Tax reductions, please call us or visit our website www.richmond.gov.uk for further information and to download an application form. If you do not have access to our website, please contact **020 8891 1411**.

Council Tax Appeals

The Council has done its best to ensure your Council Tax has been calculated correctly. You can appeal if you think that:

- You are not the person who should pay the Council Tax
- Your home is exempt

- The amount on your bill is wrong.

Please contact us in writing:

Revenues and Benefits
Civic Centre, 44 York Street,
Twickenham, TW1 3BZ

Or visit: www.richmond.gov.uk/council_tax

Business Rates

What are Non-Domestic Rates?

Non-Domestic Rates, or Business Rates, are collected by local authorities and are the way that those who occupy non-domestic property contribute towards the cost of local services.

From 2017/18 the Council will pay 33% of money collected, over to Central Government, 37% to the Greater London Authority and will retain 30% for use on local services.

How are Non-Domestic Rates calculated?

The amount a business pays will depend on 2 factors:

- Rateable value of the business premises – The rateable value is set by the Government's Valuation Office Agency (not the Council) and is based on the rental value for which a property could have been let on the open market on 1st April 2015 – plus the square

footage, usage and location

- Multiplier – The multiplier is set by Central Government each year and represents the unit rate at which Business Rates will be charged. The Government sets a Small Business Rates Multiplier (0.466 in 2017/18) and a Standard Business Rates Multiplier (0.479 in 2017/18) each year.

Small Business Rate Relief

Ratepayers who occupy a property with a rateable value of less than £51,000 will have their bill calculated using the Small Business Rates Multiplier unless they are entitled to another mandatory relief e.g. charitable relief or are liable for unoccupied property rates.

property with a rateable value of not more than £12,000.

For full eligibility criteria visit the Council's website. If you think that you meet the criteria but have not received the relief, please contact the Business Rates Team on **020 8891 7725**.

In addition, if the sole or main property is shown on the rating list with a rateable value which does not exceed £15,000, the ratepayer will receive a percentage reduction in their rates bill for this property of up to a maximum of 10% for a

Empty Properties (Unoccupied Property Rates)

Business Rates will not be payable in the first three months that a property is empty. This is extended to 6 months in the case of certain industrial properties. After this period, rates are payable in full. However, in most cases the unoccupied property rate is zero for properties owned by charities and community amateur sports clubs and there are a number of other exemptions from the unoccupied property rate. Full details on exemptions can be obtained from the Business Rates Team.

Valuation Appeals – Business Rates and Council Tax

- If you think that the rateable value of your business property is wrong or
- If you have a query about the valuation band of your property or
- If you wish to appeal and have moved into your home in the last 6 months or
- If your property has changed significantly within the last 6 months, please contact:

Valuation Office Agency,
1 Francis Grove,
Wimbledon,
SW19 4DT

Phone: **03000 501 501**

Or go to: **www.voa.gov.uk**

**YOU MUST CONTINUE TO PAY YOUR
COUNCIL TAX AND/ OR BUSINESS RATES
WHILE YOU APPEAL**



Useful Links

- Details of all payments to suppliers, over £500, are published monthly:
www.richmond.gov.uk/council_payments_to_suppliers
- Details of senior officer pay and expenses are published each year:
www.richmond.gov.uk/officers_pay_and_expenses
- The Council's full Medium Term Financial Strategy is available online at:
<https://cabnet.richmond.gov.uk/documents/s66184/Appendix%20C%20MTFS%20FINAL.pdf>
- The full Council Tax setting report is available on the public website at:
<https://cabnet.richmond.gov.uk/documents/s66181/A%20Cabinet%20Report%20FINAL.pdf>
- All reports that are discussed at Council meetings are available 1 week in advance at the following web address:
www.richmond.gov.uk/calendar_of_meetings.htm
- Full details of budgets, by team and expenditure type, are published each year:
www.richmond.gov.uk/budget_books
- The current Community Plan is available online at: http://www.richmond.gov.uk/community_plan_2016_2020.pdf

Glossary

GLA	Greater London Authority
TfL	Transport for London
WLWA	West London Waste Authority
ILEA	Inner London Education Authority
LRB	London Residuary Body

Useful Definitions

Corporate and Democratic Core – Income and expenditure that relates to corporate policy making, member-based activities, functions of the individual designated the head of paid service (Chief Executive) and costs associated with the information required for public accountability.

Non-Distributed Costs – Past service costs relating to retirement benefits.

Levies – Annual charges the Council is obliged to pay for services associated with the local area that are not directly provided by the Council. These charges are commonly based upon the Council's Tax Base or population.

Reserves – Money set aside by the Council for use in future years.

Tax Base – Number of Band D equivalent properties.

Council Tax Requirement – The amount the Council plans to collect in Council Tax during the year. Dividing the Council Tax Requirement by the Tax Base gives the Band D charge for the year.

MOPAC	Metropolitan Police
LFEPA	London Fire Brigade
GLC	Greater London Council
LPFA	London Pension Fund Authority
NNDR	National Non-Domestic Rates

Please visit our website for more information on Council Tax, Benefits and Business Rates:

Council Tax: www.richmond.gov.uk/council_tax
Benefits: www.richmond.gov.uk/housing_benefits
Business Rates: www.richmond.gov.uk/business_rates

Or Telephone:

Council Tax and Benefits: **020 8891 1411**
Business Rates: **020 8891 7725**

Customer Service Contact Details

The Customer Service Team is responsible for providing information on all Council services, in person, by telephone, and by email.

Tel: 020 8891 1411 (Monday to Thursday, 9am–5.15pm and Friday 9am–5pm)

Online: www.richmond.gov.uk/council_contact_numbers

In Person: Civic Centre, 44 York Street, Twickenham, TW1 3BZ

Other Useful Council contact details:

Adult Social Services

Tel: **020 8891 7971**

Email: adultsocialservices@richmond.gov.uk

Children's Services:

Tel: **020 8891 7969**

Website: www.achievingforchildren.org.uk

(Children's services for Richmond Council is delivered by Achieving for Children, a Community Interest Company wholly owned by Richmond and Kingston Councils)

Cultural Services:

Email: culturalservices@richmond.gov.uk

Freedom Passes:

Tel: **020 8831 6312**

Blue Badges

Tel: **020 8831 6096**

Email: accessibletransport@richmond.gov.uk

Pest Control

Tel: **020 8891 7800**

Email: residentialeh@richmond.gov.uk

Out of Hours Emergencies

Tel: **020 8744 2442**

Please contact us on 020 8831 6233 or minicom 020 8831 6001 if you need this in Braille, large print, audiotape, or another language.

Other Languages

BENGALI

এই প্রকাশনার অর্থ বুঝতে পারায় যদি আপনার কোন সমস্যা হয়, নিচে দেওয়া ঠিকানায় রিসেপশন-এ চলে আসুন যেখানে আমরা আপনাকে টেলিফোনে দোভাষীর সেবা প্রদানের ব্যবস্থা করতে পারবো।

PUNJABI

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਨੂੰ ਸਮਝਣ ਵਿੱਚ ਮੁਸ਼ਕਲ ਪੇਸ਼ ਆਉਂਦੀ ਹੈ ਤਾਂ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਪਤੇ ਉੱਪਰ ਰਿਸੈਪਸ਼ਨ 'ਤੇ ਆਉ ਜਿੱਥੇ ਅਸੀਂ ਟੈਲੀਫੋਨ ਤੇ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਇੰਟਰਪ੍ਰਿਟਰ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

ARABIC

إذا كانت لديك صعوبة في فهم هذا المنشور، فنرجو زيارة الإستقبال في العنوان المعطى أدناه حيث بإمكاننا أن نرتب لخدمة ترجمة شفوية هاتفية.

ALBANIAN

Nese keni veshtersi per te kuptuar kete botim, ju lutemi ejani ne recepcionin ne adresen e shenuar me poshte ku ne mund te organizojme perkthime nepermjet telefonit.

GUJARATI

જો તમને આ પુસ્તિકાની વિગતો સમજવામાં મુશ્કેલી પડતી હોય તો, કૃપયા નીચે જણાવેલ સ્થળના રિસેપ્શન પર આવો, જ્યાં અમે ટેલિફોન પર ગુજરાતીમાં ઇન્ટરપ્રિટીંગ સેવાની ગોઠવણ કરી આપીશું.

FARSI

اگر در فهمیدن این نشریه مشکل دارید، لطفاً به موز پذیرش در آدرس قید شده در زیر رجوع فرمایید تا سرویس ترجمه تلفنی برایتان فراهم آورده شود.

URDU

اگر آپ کو اس اشاعت کو سمجھنے میں کوئی مشکل ہے تو، براہ کرم نیچے دیئے ہوئے ایڈریس کے استقبالیے پر جا کر ملیئے، جہاں ہم آپ کیلئے ٹیلیفون انٹریپرٹنگ سروس (ٹیلیفون پرتربہانی کی سروس) کا انتظام کر سکتے ہیں۔

To receive a booklet in large print please call 020 8891 1411

