



Your guide to
Council Tax
& Business Rates
2012/2013

Contents

Introduction from the Leader of the Council	3
How much is my Council Tax this year and has it changed since last year?	4
How is Council Tax calculated and what does it pay for?	5
What is the Council doing to keep Council Tax rises to a minimum?	6
Where does the Borough's funding come from and how is it spent?	7
Budgeted expenditure and funding 2011/12	8
Budgeted expenditure and funding 2012/13	9
Why has the cost of Council services changed?	10
How is the Council performing?	11-12
Help with your Council Tax and Business Rates bills and appeals	13-14
Online services	15
Greater London Authority (Police, Fire, Transport and the Olympics)	16-17
Levies	18-20
Useful links, glossary and definitions	21
Useful contacts	22
Other Languages	23

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Even after the spending reductions made by the Coalition Government our country is borrowing an extra £16 million every hour. This terrifying debt is being loaded on our

children and grandchildren.

The public sector must help to restrain levels of spending. Over the 14 or 15 years to 2010 Richmond's spending had risen by a startling 50 per cent even after allowing for inflation. So it is quite possible to make savings and keep tax down, while protecting key services and investing in future needs. That is our aim.

We cannot expect soft handouts from any government. In fact, yet again, Richmond upon Thames has received the lowest Government Grant in London, over 10 per cent lower than last year – which is a loss of over £3.5million.

So, of course, we have had to review the way all services are provided. However, I am pleased to say we intend to freeze Council Tax for a third year in succession.

This is made possible by a relentless war on bureaucracy and waste; we have improved procedures for buying products and services and are reviewing how all of our services are provided, to make sure we deliver quality at a low cost. This might involve working with others to share services, rather than providing everything directly ourselves. We have reduced numbers of Council staff – and I pay tribute to the hard work and dedication of those outstanding public servants who work for us in these challenging times.

In last year's unprecedented All in One consultation thousands of households told us what they wanted for the borough. We have listened to what people want and are now placing additional investment into key areas that you said were important. We have given a boost to our small shops and high streets by extending free parking and now we have committed an additional £1m for pavement and highway repairs and made further provision in our capital budget. We are making a £1m first payment towards bringing sixth forms into local secondary schools, committing £600,000 for further improvements in our parks and green environment; and promising £500,000 for social care initiatives for the most vulnerable.

We will also work to support local regeneration. Areas as far apart as Whitton and Barnes are already seeing the benefits. Plans will be published over the next year to bring new life and hope to areas previously dismissed as 'areas of disadvantage'. And this summer we re-open Twickenham's Riverside after 25 years of sad neglect.

We are able to do all this only because we are determined to make the Council more efficient.

This budget keeps the Council on a sound financial footing. There will be hard decisions and difficulties ahead, but I am confident this administration, working in partnership with the local community, can continue to deliver excellent services at the lowest possible cost.

Cllr Nicholas True
Leader of Richmond Council

Council Tax

How much will I pay for Council Tax in 2012/13?

	LONDON BOROUGH OF RICHMOND UPON THAMES (2012/13)	GREATER LONDON AUTHORITY (2012/13)	TOTAL COUNCIL TAX (2012/13)
BAND	£	£	£
A	858.26	204.48	1,062.74
B	1,001.30	238.56	1,239.86
C	1,144.35	272.64	1,416.99
D	1,287.39	306.72	1,594.11
E	1,573.48	374.88	1,948.36
F	1,859.56	443.04	2,302.60
G	2,145.65	511.20	2,656.85
H	2,574.78	613.44	3,188.22

How has the Council Tax changed since last year?

The Council Tax for this year has reduced by 0.19% overall. The figures below show that the Council element of Band D Council Tax has remained the same and that the Greater London Authority (GLA) element has reduced by 1%.

Band D Changes	2011/12	2012/13	Change	Change
	£	£	£	%
London Borough of Richmond Upon Thames' Services (LBRUT)	1,287.39	1,287.39	0.00	0.00%
Greater London Authority (GLA)	309.82	306.72	-3.10	-1.00%
Total Council Tax	1,597.21	1,594.11	-3.10	-0.19%

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 charged depends on the band that each property falls within. The bands relate to the value of each property on 1st April 1991, with new properties having their values assessed back to this date.

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, including the contribution for the 2012 Olympic Games (£20 at Band D).
3. We deduct the amount of grant due from Central Government.
4. The resulting total is then divided by the number of properties, taking account of the Council Tax property bands.

What does Council Tax pay for?

The Council provides and commissions many services for the local community. These include rubbish collection and recycling, road and street maintenance, implementing planning policy and library services. The Council also has responsibility for providing and commissioning social services for many residents living in the Borough. This includes services for older people, people with disabilities, and vulnerable children.

Details of the Council's planned expenditure and income for 2012/13 are available on page 9 of this booklet.

A proportion of Council Tax is paid to the GLA as the Borough's contribution towards the costs incurred for transport, police, fire-fighters and emergency planning. From 2006 this also included a contribution towards the 2012 Olympic and Paralympic Games. You can read more about the services that the GLA provides on pages 16-17.

What is the Council doing to keep Council Tax rises to a minimum?

The Council has set the following key financial objective:

To deliver a zero per cent Council Tax increase in the next year and work towards zero or sustainable low increases in the years beyond.

In order to achieve its aim the Council has: continued to implement savings plans agreed last year; implemented significant change to its procurement process; proposed a number of further changes and efficiencies linked to repositioning the Council as a "Commissioning Council" and generally sought to reduce its costs where possible. The Council continues to believe it will be necessary to identify further savings if it is to sustain its Council Tax aims in the medium term, particularly with the spectre of further very difficult grant settlements until at least 2016/17.

The current Medium Term Financial Strategy will enable the achievement of the promised zero per cent Council Tax rise for 2012/13 and go some way towards achieving low or zero increases in 2013/14 and 2014/15. Later years are considerably more difficult to project but

the possibility of further grant reductions mean that significant further changes in the way the Council runs and procures services are likely to be needed if the aim of low Council Tax increases is to be sustained into the future.

Achieving the targets will not be easy, given the pressure on public finances and the scale of change required. The Council will continue to need to ensure that the following targets are achieved;

- All spending is managed within the overall agreed budget.
- That the headcount of the Council is reduced.
- That the move towards a Commissioning Council yields real savings whilst achieving excellent service standards
- That the Capital Programme is set at a prudent, affordable level to achieve the Council's priorities.

The Council's staff establishment has reduced by 136 full time equivalent (FTE) staff since 2011/12 and by 273 FTE since 2010/11 (cumulative and excluding schools). The breakdown of this change is as follows:

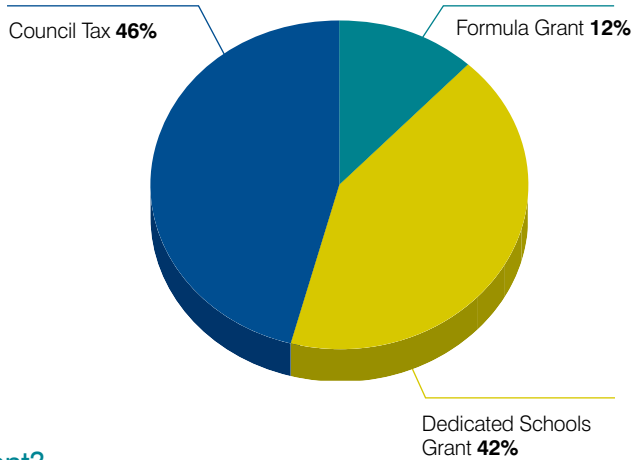
	Non School Services	Schools	Total Council
Budgeted FTE as at 1st April 2011	1,751	1,583	3,334
Budgeted increase in staff	31	91	122
Budgeted reduction in staff	-167	-	-167
Budgeted FTE as at 1st April 2012	1,615*	1,674	3,289

* Staffing budgets have been reduced for efficiency programmes that are expected to occur during 2012/13 but for which no detailed plan has yet been formalised. The impact on FTE numbers has been estimated and is included in the analysis.

The Council's full Medium Term Financial Strategy and Commissioning Strategy are available on the website: www.richmond.gov.uk

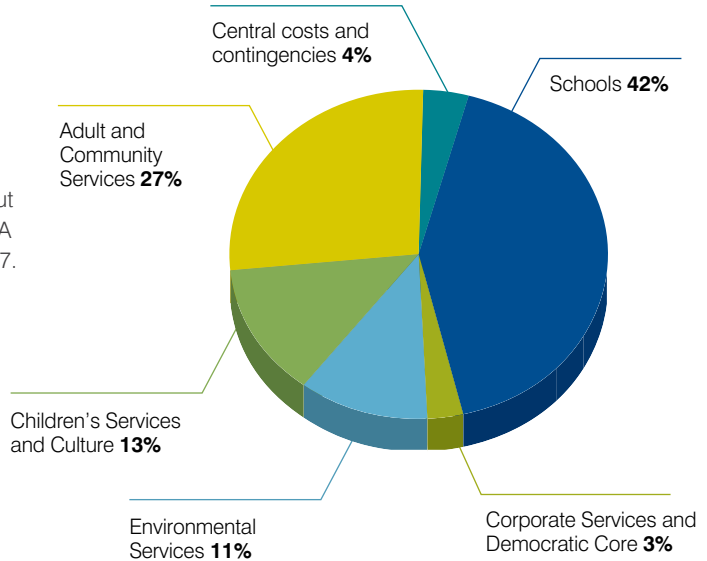
Where does the Borough's funding come from?

Richmond upon Thames receives 42% of its budget requirement from the Dedicated Schools Grant, and 12% from Central Government Formula Grant. This leaves 46% to be funded from Council Tax.



Where is the money spent?

This chart shows the proportion of Council expenditure on each service. This does not include the Council's payment to the GLA. You can read more about the services that the GLA provides on pages 16-17.



Outstanding Long-Term Borrowing	2011	2012	2013
	Actual	Estimated	Estimated
	£000's	£000's	£000's
Estimated outstanding borrowing at 31st March	45,848	45,848	57,648

The following tables show the Council's expenditure plans for this year in comparison with last year.

BUDGETED EXPENDITURE AND FUNDING 2011-12	GROSS EXPENDITURE £000's	INCOME £000's	NET EXPENDITURE £000's	NET EXPENDITURE PER RESIDENT £
Schools	105,326	-2,268	103,058	528.45
Children's Services and Culture	61,465	-9,660	51,805	265.65
Adult & Community Services*	169,138	-93,881	75,257	385.92
Environmental Services*	58,863	-36,159	22,704	116.42
Corporate Services*	38,341	-34,402	3,939	20.20
Corporate Democratic Core	3,845	-41	3,804	19.51
Non-Distributed Costs*	3,298	0	3,298	16.91
Expenditure on services	440,276	-176,411	263,865	1,353.06
Non Ringfenced Grants			-8,824	-45.25
Capital / Treasury Charges			-18,954	-97.19
Capitalisation			-700	-3.59
Contribution to/from Earmarked Reserves			1,155	5.92
Contribution to/from General Reserve			-500	-2.56
Contingencies			1,708	8.76
Carbon Reduction Commitment			250	1.28
One-off funding for education strategy			1,750	8.97
One-off funding for Twickenham Riverside/ Uplift projects			1,000	5.13
One-off funding for pavements and potholes			500	2.56
Total expenditure on the Council's services			241,250	1,237.09
Lee Valley Regional Park			277	1.42
Environment Agency Flood Defence			177	0.91
London Pensions Authority			322	1.65
Coroners' Service			141	0.72
West London Waste			6,847	35.11
LBRUT Budget Requirement (Including School Expenditure)			249,014	1,276.90
Formula Grant			-30,753	-157.70
Dedicated Schools Grant			-103,058	-528.46
Surplus on Collection Fund			-250	-1.28
LBRUT Council Tax Requirement excluding GLA Precept			114,953	589.46
Greater London Authority (GLA) Precept (see page 16 for details)			27,664	141.86
LBRUT Council Tax Requirement including GLA Precept			142,617	731.32
Tax Base (equivalent Band D properties)			89,291.15	
Band 'D' Council Tax			1,597.21	

* Figures restated where services have moved between directorates after the budget was set.

BUDGETED EXPENDITURE AND FUNDING 2012-13	GROSS EXPENDITURE £000's	INCOME £000's	NET EXPENDITURE £000's	NET EXPENDITURE PER RESIDENT £
Schools	108,365	-2,261	106,104	537.05
Children's Services and Culture	64,980	-12,685	52,295	264.70
Adult & Community Services	173,805	-100,447	73,358	371.31
Environmental Services	61,241	-38,966	22,275	112.74
Corporate Services	35,723	-31,815	3,908	19.78
Corporate Democratic Core	3,690	-41	3,649	18.47
Non-Distributed Costs	4,987	0	4,987	25.24
Expenditure on services	452,791	-186,215	266,576	1,349.29
Non Ringfenced Grants			-10,577	-53.53
Capital / Treasury Charges			-19,922	-100.83
Revenue Funding of Capital			917	4.64
Contribution to/from Earmarked Reserves			3,894	19.72
Contribution to/from General Reserve			-250	-1.27
Contingencies			830	4.20
One-off funding for pavements and highways			1,000	5.06
One-off funding for social care initiatives			500	2.53
One-off funding for wider works on Twickenham Riverside			500	2.53
One-off funding for sixth form schools (capital)			1,000	5.06
One-off funding for parks (contribution to 5 year programme)			564	2.85
Total expenditure on the Council's services			245,032	1,240.25
Lee Valley Regional Park			266	1.35
Environment Agency Flood Defence			176	0.89
London Pensions Authority			305	1.54
Coroners' Service			148	0.75
West London Waste			6,643	33.62
LBRUT Budget Requirement (Including School Expenditure)			252,570	1,278.40
Formula Grant			-30,111	-152.41
Dedicated Schools Grant			-106,104	-537.05
Surplus on Collection Fund			-500	-2.53
LBRUT Council Tax Requirement excluding GLA Precept			115,855	586.41
Greater London Authority (GLA) Precept			27,602	139.71
LBRUT Council Tax Requirement including GLA Precept			143,457	726.12
Tax Base (equivalent Band D properties)			89,992.04	
Band 'D' Council Tax			1,594.11	

WHY THE COST OF OUR SERVICES HAS CHANGED	£000's	£000's	£000's
Council Tax Requirement 2011/12 excluding GLA precept			114,953
Inflation		2,387	
Impact of grant changes			
Increase in Dedicated School Grant	-3,046		
Grants that have ended or reduced	270		
New Homes Bonus Grant (ongoing)	-1,117		
New Council Tax Freeze Grant 12/13 (one off)	-2,889		
Reduction in General Grant (excl Council Tax Freeze Grant)	3,515		
Other increases in grants	-1,009	-4,276	
Impact of outside body changes			
Concessionary Fares (increased expenditure due to additional grant)	307		
Reduction in London Borough Grants Unit	-277		
Reduction in West London Waste Authority contingency for landfill penalties	-1,503		
Transfer of Council Tax Freeze Grant to reserves	2,896		
Increase in grant funded expenditure	2,026		
Other	-39	3,410	
Demand led growth			
Care services for older people or adults with learning difficulties	500		
Services for looked after children and children with special educational needs	500		
Other	300	1,300	
Investment priorities:			
Increase in schools expenditure (grant funded)	3,046		
Impact of change in Capital programme	419		
Removal of one-off funding for 2011/12 investment priorities	-3,250		
One-off funding for pavements and highways	1,000		
One-off funding for social care initiatives	500		
One-off funding for wider works on Twickenham Riverside	500		
One-off funding for sixth form schools (capital)	1,000		
One-off funding for parks (contribution to 5 year programme)	564		
Other Investment priorities	21	3,800	
Efficiencies & income generation		-8,344	
Other Growth & Savings:		2,625	902
Council Tax Requirement 2012/13 excluding GLA Precept			115,855




How is the Council Performing?

Following the All in One consultation in 2010/11, where residents were invited to identify priorities for their local area, a new performance framework has been developed. This focuses upon providing residents with the information needed to hold the Council to account and become involved in local decision making. In addition, robust performance management is vital in enabling the Council to manage within its resources and deliver on its ambition to become a Commissioning Council.

As shown below, the performance framework consists of measures across four aspects;



these have been shaped to help residents understand what they can expect from the Council and enable them to assess whether the Council is delivering its commitments. A full version of the local performance framework and quarterly performance reports are available on the Council's website.









A further residents' survey is due to be carried out in 2012; this will provide an update on the survey measures included in the framework. The measures may change as local priorities evolve and the Council moves forward with its commissioning plans.





 Red (Off target)	 Amber (Just short of target)	 Green (On target)
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*Q2 in the table refers to Quarter 2 (i.e. July-September 2011)

**Targets have not been set for measures where we are unable to influence the result, where services need to be flexible to meet the level of need arising or where benchmarking is due to be undertaken. We are committed to improving quality of services and delivering positive outcomes for local residents.

1. What is it like to live in Richmond upon Thames?	Target**	Result	Status	When*
% of residents who are satisfied with the local area as a place to live	-	92%	-	2010
Overall crime rate per 1000 population	-	15.9	-	Q2 2011
% of residents who think crime and ASB is a problem in their neighbourhood	-	9.9%		2008
% of roads where maintenance should be considered	9%	9%		2010/11
Life expectancy (in years)				
1) Males	-	81.3		2008-10
2) Females	-	85.6	-	2008-10
Overall, Key Stage 2 results in primary schools rank Richmond in the top 5 nationally	Yes	Yes		2010/11
% of children achieving 5 A* to C grades, including English and Maths at GCSE	-	62%	-	2010/11

2. What can residents expect from Council services?	Target**	Result	Status	When*
Street and environmental cleanliness: % of land affected by				
1) litter	4%	4%		2011
2) graffiti	5%	4%		2011
At least 44% of all household waste is reused, recycled or composted	Yes	Yes		Q2 2011
At least 80% of all calls to the Council are answered within 20 seconds	Yes	Yes		Q2 2011
All Richmond residents applying for a primary school place for their child are offered a place	Yes	Yes		2010/11
All Richmond residents applying for a secondary school place for their child are offered a place	Yes	Yes		2010/11
% of people responded to within 2 working days with a decision about their referral for social care services	90%	90%		Q2 2011
% of 'minor' and 'other' planning applications processed within 8 weeks	81%	78%		Q2 2011

3. Is Richmond looking after its vulnerable people?	Target**	Result	Status	When*
% of children who have been referred to children's social care on more than one occasion within the past 12 months	-	25.6%	-	2010/11
Children subject to a child protection plan who have had one previously	15%	3.9%		2010/ 2011
No. of carers of adults offered an assessment	90%	88.2%		Q2 2011
Helping people return home: the average number delayed in hospital each week	12	5.9		Q2 2011
Keeping vulnerable adults safe: % of Adults Safeguarding referrals dealt with within 2 working days	90%	88.3%		Q2 2011

4. Are residents getting value for money?	Target**	Result	Status	When*
Change in level of Council Tax	0%	0%		2011
Overall cost per head (per resident) of all Council run and/or commissioned services	£747.16	£734.44		2011
No. of days sickness absence per year per member of staff (full time equivalent, Council employees only)	7.5 days	8.1 days		Q2 2011
% of people who have reduced/no service after adult social care have worked with them to regain independence	70%	92.6%		Q2 2011

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 payments. Council Tax Benefit can reduce the amount of Council Tax you have to pay.

If other adults in your home (other than your husband, wife or partner, or lodger) are living on a low income you may be entitled to a reduction in your Council Tax bill of up to 25 per cent.

Housing Benefit is also available to help people on a low income with their rent payments.

You don't have to be unemployed to get these benefits. 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.

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

You can also download a claim form from the website.

There are limits on the amount of Housing Benefit we can pay you if you pay rent to a private landlord. For more information please look on our website www.richmond.gov.uk/local_housing_allowance, or on the Government website www.Direct.gov.uk.

If you do not have access to the internet please phone us on 08456 122 660 for more information.

Council Tax Bills

Discounts and exemptions

The Council Tax bill is based on at least two adults living in your home.

If you are the only adult living in your home 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 one adult in your home you may still get a discount.

For a full list of discounts and exemptions available, please check the reverse of your bill or 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 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 08456 122 660.

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

Business Rates Bills

Business Rates bills are based on the rateable value of the property, the multiplier and the transitional relief scheme, where it applies.

From 2005 there are two multipliers, the standard Business Rates multiplier and the small Business Rates multiplier. The Government sets the multipliers from 1st April each year for the whole of England. The current multipliers are shown on your bill.

Empty properties

Business rates will not be payable in the first three months that a property is empty. This is extended to six months in the case of certain industrial properties. After this period, rates are payable in full unless the unoccupied property rate has been reduced by Government order.

In most cases the unoccupied property rate is zero for properties owned by charities and community amateur sports clubs. In addition, there are a number of exemptions from the unoccupied property rate. Full details on exemptions can be obtained from the Council. If the unoccupied property rate for the financial year has been reduced by order, it will be shown on the front of this bill.

Small Business Rates Relief

From April 2011, ratepayers who are not entitled to another mandatory relief or are liable for unoccupied property rates and occupy a property with a rateable value which does not exceed £25,499 in London will automatically have their bill calculated using the lower small business non-domestic rating multiplier, rather than the national non-domestic multiplier.

In addition, if the sole or main property is shown on the rating list with a rateable value which does not exceed £12,000, the ratepayer will receive a percentage reduction in their rates bill for this property of up to a maximum of 50 per cent for a property with a rateable value of not more than £6,000

For full eligibility criteria visit our 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.

Online services

Through our website at **www.richmond.gov.uk** we aim to provide a growing number of self-service options for our residents and businesses. We aim to continue to develop further options in 2012/13.

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 within the last six months or,
- If your property has changed significantly within the last six months, please contact:

The Listing Officer,
Valuation Office Agency,
2nd Floor, 1 Francis Grove,
Wimbledon,
SW19 4DT
Phone: 03000 0501501
Fax: 03000 501182
Or go to: **www.voa.gov.uk**

YOU MUST CONTINUE TO PAY YOUR COUNCIL TAX and/or YOUR BUSINESS RATES WHILE YOU APPEAL

- **Change of Address online**
When you are moving into, out of, or within the Borough, for your convenience, you can go online at **www.richmond.gov.uk/online_services** or call 08456 122 660.
- **Set up Direct Debit online**
If you are looking to set up a direct debit, why not do this online?
You can set it up online or download a form. Alternatively please call 08456 122 660 and we can help set one up over the phone.
- **Your feedback on our service**
We are always looking at ways to improve our services and would like to hear from you with any ideas or suggestions.
Please contact us for a feedback form on 08456 122 660 or complete the form online: **www.richmond.gov.uk/comment_suggestion_compliment_procedure**
- **If you would like to make a complaint about a service or a department, you can use our online complaints form on our website or call 08456 122 660 to do so.**

Council Tax and Budget Information

The Mayor of London's share of the Council Tax for a typical Band D property in the 32 London boroughs has been reduced to £306.72 – a cut of 1 percent. Residents of

the City of London – which has its own police force – will pay £78.62. The table below shows how the Council tax (at Band D) is allocated.

Council Tax (£)	2011/12	Change	2012/13
MOPC (Met Police)	227.95	+0.15	228.10
LFEP (London Fire brigade)	52.20	-12.66	39.54
Core GLA (City Hall) & Olympics	27.68	+9.43	37.11
TfL (Transport)	1.99	-0.02	1.97
Total Band D	309.82	-3.10	306.72

Investing in Front Line Services

The Mayor has put value for money at the very heart of his administration and has controlled costs tightly as well as ruthlessly cutting out waste. His budget will protect vital front line services by:

- Investing in front line policing – ensuring that there will be 1,000 more warranted police officers at the end of his current Mayoral term than at the beginning. The Metropolitan Police will continue to drive down crime – which has fallen by more than 10 percent since 2008.
- Investing £22 billion to upgrade the Tube and deliver Crossrail, which will increase London's rail capacity by 10 per cent and maintaining London's bus network and

existing concessionary travel schemes in full, including the 24 hour Freedom Pass for older and disabled Londoners.

- Co-ordinating £221m of investment to support London's high streets and those areas hardest hit by the August 2011 disturbances, so communities emerge from the economic downturn stronger.
- Delivering 50,000 more affordable homes and 100,000 apprenticeships for young people by the end of 2012 as well as providing secure ongoing funding for the four rape crisis centres located across London.

2012 Olympics and Paralympics

The GLA will seek to ensure the benefits of the Games are seen London wide in order to deliver a lasting legacy.

Summary of GLA Budget

The following tables compare the GLA group's spending for 2012-13 with last year and the reasons for the changes. The change in gross expenditure reflects the impact of the phasing of transport investment and savings within the GLA Group. Overall the council requirement

is broadly unchanged – although the Band D precept has been cut by £3.10.

More information on the budget is available on the GLA website at www.london.gov.uk. (tel: 020 7983 4000).

How the GLA budget is funded (£m)	2011/12	Change	2012/13
Gross Expenditure (net of intra group spend)	13,801	-146	13,655
Fares, charges and other income	-6,151	-452	-6,603
Specific and general Government grants	-6,413	113	-6,300
Use of reserves	-294	487	193
Surplus in council tax collection funds	-8	-2	-10
Amount met by council tax payers (£m)	935	0	935

Changes in spending	£m
2011/12 Council tax requirement	935
Inflation	92
Efficiencies and other savings	-272
Growth for existing services and new initiatives	157
Other changes (including income growth)	23
2012/13 Council tax requirement	935

Environment Agency South East Region

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	
	2011/12 '000s	2012/13 '000s
Gross Expenditure	£86,484	£86,484
Levies Raised	£10,000	£10,000
Total Council Tax Base	5,082	5,081

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 'matching' 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 total Local Levy raised has remained the same in 2012/13 as 2011/12 at £10,000,000.

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. For the second 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

Budget/Levy Changes – 2011/12 and 2012/13

	2011/12	2012/13
	£m	£m
Gross Operating Expenditure	16.8	18.3
Gross Operating Income	(7.5)	(8.8)
Net Service Operating Costs	9.3	9.5
Financing Costs		
- Debt servicing/repayments	0.7	0.7
- New capital investment	2.0	1.5
Total Net Expenditure	12.0	11.7

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

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.

WLWA levies the constituent Boroughs for its fixed costs and makes charges for the costs of waste transport and disposal through a

“Pay As You Throw” (PAYT) mechanism.

The overall cost of waste disposal for 2012/13 has been estimated as £49.350m, made up of £12.953m fixed costs and £36.397m PAYT charges. The application of £6m of Authority balances has reduced the fixed costs levy to £10.153m for 2012/13. The fixed costs are allocated to the 6 Boroughs based upon the number of band D properties.

In 2012/13 the London Borough of Richmond upon Thames has set aside £6.643m for the WLWA levy compared to £6.847m in 2011/12.

London Pension 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 2012/13, 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 the percentage change on the previous year.

	2012/13 £m	% change from 2011/12
Inner London	£13.1	0%
Greater London	£10.3	0%
Total	£23.4	0%

Western District Coroner's Service

Hammersmith & Fulham is the lead authority of the West London Consortium which consists of six boroughs' coroner services. The Coroner's officers are employed by the Metropolitan Police, whilst the Coroner is a council appointment. The main duties of the Coroner are:

- Investigating circumstances of sudden, violent or any unnatural death
- Arranging Post Mortems
- Holding of Inquests to find cause of deaths
- Issuing certificates for burial/cremation
- Helping bereaved people through the processes
- Liaising with doctors & funeral directors

The mortuary situated in Townmead Road provides and maintains safe and secure storage facilities of bodies received into the mortuary, and also provides and maintains a post-mortem room, allowing post-mortem examinations to be conducted on behalf of the Coroner. It also provides facilities for bodies to be viewed by relatives.

The cost of the Coroner's service is shared between the six boroughs based upon population. The London Borough of Richmond expects to pay £148k for the service in 2012/13, a reduction of 7% on 2011/12.

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/senior_officers_pay_and_expenses
- The Council's full Medium Term Financial Strategy is available online at: <http://cabinet.richmond.gov.uk/documents/s31018/Appendix%20C.pdf>
- The full Council Tax setting report is available on the public website at: <http://cabinet.richmond.gov.uk/documents/s31380/Report%20Item.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
- Full details of budgets, by team and transaction type, are published each year: www.richmond.gov.uk/budget_books

Glossary

GLA	Greater London Authority
DSG	Dedicated Schools Grant
LDA	London Development Authority
LFEPA	London Fire & Emergency Planning Authority
MPA	Metropolitan Police Authority
TfL	Transport for London
DLR	Docklands Light Railway

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 taxbase 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.

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 & Benefits: **08456 122 660**
Business Rates: **020 8891 7725**
Fax: **020 8891 7933 / 7934**

Customer Service Contact Details

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

Telephone: 08456 122 660 (Monday to Thursday, 9am-5.15pm and Friday 9am-5pm)

Online: www.richmond.gov.uk/customer_services_team

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

Other Useful Council contact details:

Adult & Community Services	Tel: 020 8891 7971 Email: adultsocialservices@richmond.gov.uk
Children's Services and Culture:	Tel: 020 8891 7969 Email: education@richmond.gov.uk
Freedom Passes: Blue Badges	Tel: 020 8831 6312 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 6210 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 ਇੰਟਰਪਿਊਟਰ 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 انٹریپریٹنگ سروس (ٹیلیفون پرتربہانی کی سروس) کا انتظام کر سکتے ہیں۔

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