

# Summary of Performance 2005/2006

## Council Tax and Business Rates Information 2006/2007



Important information for residents

Find out how Newham Council has performed

See how your money is being spent



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## Message from the Mayor of Newham, Sir Robin Wales

**The past year has been amazing for Newham. Services have continued to improve, our school results are better than ever, London's bid to host the 2012 Olympic Games and Paralympic Games was successful, and we achieved all of this with one of the lowest Council Tax rates in London.**

Newham supported the Olympic bid because of the huge difference the Games can make long after the show has left town. The Games will revitalise, energise and inspire the people of Newham and transform the environment and infrastructure here.

We are already seeing a huge surge in sporting participation, especially following the Summer of Sport programme for youngsters, which has not only improved their health, but has also helped to reduce anti-social behaviour, with 25 per cent less young people up before Stratford Magistrates' Court for the first time.

The 2012 Olympic Games and Paralympic Games are just one part of the regeneration of this borough, which we at the council are leading. Major projects in Newham, such as Stratford City and the regeneration of Canning Town, will bring thousands of jobs for local people, new affordable homes and a better environment. We will work with local partners to help Newham residents get the necessary skills so we can all benefit from these opportunities.

The top priority is, and always will be, education. Later in this report you can read about the magnificent achievements of schools – our students, parents, teachers and governors.

Newham residents have told us what they are most concerned about and to meet that feedback, we have established our crime and anti-social behaviour service to make a real difference to people's safety here. If you call the anti-social behaviour hotline on 0800 731 3300, if needed, we can send out officers to help you.



We are delivering in other areas too: our streets are now cleaner, abandoned vehicles – a huge issue four years ago – have now all but disappeared thanks to our work and our tenants' satisfaction with their housing is up. Latest survey results show that residents are happier with the council; you can read more about all of this in this report.

The council has worked to keep Council Tax in Newham as low as possible. For 2006/2007 we have set the lowest rise in the history of the borough, at 1.94 per cent.

The good work we have been doing over the past year has been recognised by the independent Audit Commission who have rated us as a three star authority and said that we are in good shape to continue improving. Our aim is to become a four star council – the top rating – and we are working hard to achieve this. The people of Newham deserve nothing but the best, and we are determined that every service we offer should be excellent.

In order to achieve this we need your help. We need to know your views: what is important to you, how can we make living and working in Newham the best it can possibly be. You can do this through participating in the regular Question Time events, walkabouts, advice sessions, community forums, and consultations carried out throughout the year. If you have an issue or wish to discuss your priorities for Newham, get in touch!

You can contact the council on 020 8430 2000 or visit the council's website at [www.newham.gov.uk](http://www.newham.gov.uk)

If you want to contact my office, phone 020 8430 2107 or email [mayor@newham.gov.uk](mailto:mayor@newham.gov.uk)

We look forward to hearing from you.

**Sir Robin Wales**  
Mayor of Newham



## Summary of performance 2005/2006

Over the past year, we have been improving the services we deliver in Newham and the prospects for further improvement are bright.

Newham is in good shape to take advantage of new opportunities. In December the Audit Commission, the independent body that inspects local government, awarded the council three out of a possible four stars for its services and the way it is run. Previously, the council achieved a 'fair' rating in 2002 (the equivalent of two stars) and moved up to 'good' (the equivalent of three stars) in 2003. This means that in 2005 we have managed to maintain our rating and the Audit Commission said that the council is improving well, particularly in education and Children's Social Services. Education achieved a rating of four (the highest score) and Children's Social Services achieved three.



The inspectors commented on improvements in the housing benefit service and the way the council makes sure that people can get information translated into their first language if required.

The Audit Commission has also noted our effective work with partners, especially in delivering the priorities in the Community Strategy – a plan drawn up by all the main agencies providing services in the borough after talking and listening to local people about what they think are the borough's main issues.

Over the year we have continued to develop the ways in which we make sure that we are doing what you want us to do. For example, the Newham Household Panel Survey collects detailed information on your opinions, by interviewing all adults and children aged 11 to 15 years old in 1,000 households. Individual council services also consult local people and listening events like The Big Sunday give you a chance to have your say.

One of the things that the Audit Commission looks at is how well the council uses public money. It found that Newham has strong financial management. Managing resources well means the council can make the best use of the money it has and makes sure that funds are directed to services that are a priority for local people. According to the results from the Annual Residents Survey, 61 per cent of you agree that the council is efficient and well run. This is an improvement on 54 per cent in 2004.

We have looked carefully at the way the council is structured. Changes have been made to ensure that services work more closely together – for example, the new Public Realm service looks after public spaces that were previously the responsibility of different departments. We have made savings and we continue to work towards efficiency targets set by government.

Overall, the council's work is guided by the vision that by **2010 Newham will be a place where people choose to live and work**. Through consultation with local people and our partners the vision was translated into the Community Strategy and the council now has a Corporate Plan which sets out how the council will deliver the themes in the Community Strategy. The Corporate Plan is based around six aims.

These are that, when the vision has been achieved, Newham will be a place:

- 1 where health and wellbeing and the quality of housing continues to improve, where people are active, have greater independence and where the most vulnerable are supported.
- 2 where the diversity of its people is celebrated, where people live harmoniously, respect each other and play a full part in the life of their community
- 3 which is thriving economically and socially and where all people share in the growing prosperity
- 4 where young people are healthy, educated, safe, have high aspirations for employment and good self-esteem
- 5 which is safer and where people feel safer
- 6 which is attractive, clean and well maintained.



This summary looks at what has been happening over the last year – from April 2005 to March 2006 – to deliver each of these aims and notes those areas where more needs to be done.



## The 2012 Olympic Games and Paralympic Games

It can't have escaped anyone's notice that the Olympic Games and Paralympic Games are coming to London. The 500 acre Olympic Park will be based within the Lower Lea Valley, which forms the boundary between the boroughs of Newham, Waltham Forest, Hackney and Tower Hamlets. Two thirds of the park and the majority of the facilities, including the athletes' village, the main stadium, swimming pools, media centre and warm-up tracks, will be in Newham. Eighteen of the 26 events will take place within 20 minutes', walking distance of Stratford Station.

The London 2012 Games will sit alongside the many other regeneration projects Newham is a part of and will help to speed up the regeneration of Newham, East London and the Thames Gateway, providing hundreds of jobs and business opportunities before, during and after the Games. They present a once-in-a-lifetime opportunity to raise the profile of the area, improve our transport networks and inspire people to participate in sport and healthy lifestyles.

The council has already set up a special team – Newham 2012 – to maximise the benefits to Newham residents and to ensure that the Games leave a lasting, positive legacy.



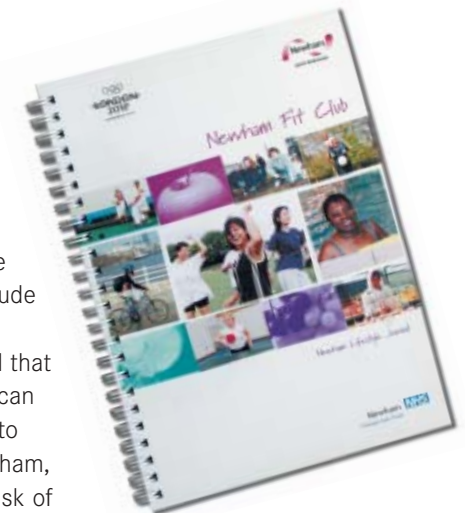
## 1 A borough where health and wellbeing and the quality of housing continues to improve, where people are active, have greater independence and where the most vulnerable are supported.

Our main aim is to narrow the health gap between Newham and better off areas of the country. Newham has the highest levels of ill-health in London. A person living in Newham will on average die five years earlier than someone living in Westminster.

Poor health is closely linked to a range of other problems such as poverty, poor housing and unemployment. So, while work is carried out with local health organisations, improvements to housing, getting people active and working to get more jobs in the borough will all make a difference to the health of local people.

This year the council has developed the Newham Fit Club, a joint project between Newham Council and Newham Primary Care Trust (PCT). It is a new initiative, all about giving local residents the right to improve their health, regardless of their background.

A number of healthy initiatives have been brought together, all designed to help local people become more active and improve their lifestyle. These include a series of events that give advice on healthy lifestyles and a specially produced lifestyle journal that is packed with ideas and information on how you can improve your enjoyment of life now and for years to come. It says how you can be more active in Newham, the best way to lose weight, how to reduce your risk of major illness such as heart disease, cancer and diabetes and how to beat stress and give up smoking. For more details go to the leisure section at [www.newham.gov.uk](http://www.newham.gov.uk)



Newham is one of nine national pilot sites allocated £100,000 through the Well @ Work campaign, an initiative led by the British Heart Foundation and funded by Sport England, the Department of Health and the Big Lottery Fund.

The council helped Newham General Hospital set up and run a Well @ Work programme that offers healthier foods, physical activities, help with quitting smoking, and more to improve the health of the workforce.

As well as free swims for children and young people, we have run free swim sessions for older people, which have been a great success. We have also helped Healthywise (which used to be known as the Healthy Living Network for Older People) get funds for a project called 'smiling more often', which aims to improve the mental wellbeing of older people. Staff have also been trained to help frail elderly people be more active.

As part of Newham Fit Club, a number of healthy initiatives have been developed to help local people become more active and improve their lifestyle. One example is the holding of regular tea dances at venues across the borough.



The council has also introduced a network of warm centres across the borough. Twenty-three community centres are open to residents over 50 to warm up over winter. They can come in for free, enjoy entertainment, share a laugh and a cup of tea. Newspapers, magazines and books are available to read, as well as health checks, film and music shows and safety and benefits advice. For details of venues and times phone 020 8430 2486.

People are generally happy and healthier if they can stay in their own homes rather than go into care. For many elderly or frail people this is only possible if they get the right support. One of the ways the council provides this support is through NEAT – Newham Electronic Assistive Technology. This is a development of the more traditional alarm and pendant type system that includes smoke and flood detectors. The new system can include bed sensors, fall detectors and property exit sensors for people who may wander due to confusion. This will be offered on a trial basis for now, but it points the way to more safety and security for those who wish to remain in their own homes.

Newham's Social Services is helping more older people to live at home – the numbers have gone up from 90 to 100 people for every 1,000 people aged 65 and over and fewer younger adults with learning or physical disabilities are being admitted to residential or nursing care.

Community Forums have played an important role in improving Newham's health over the last year. Particularly successful were a series of Community Forum Health Events; 350

people attended a joint event run by the Stratford and West Ham Community Forums; 300 people turned up for an event run by the Green Street and Plaistow Community Forums. But the most successful event was held in Newham Town Hall by Beckton, Manor Park and East Ham Community Forums, where 560 residents participated.

At the Town Hall event, more than 180 people had a free health MOT and even more took advantage of free head, shoulder and back massages. Staff from Newham's Fit Club recommended ways to fight the flab and exercise for fun and representatives from complementary medicines presented views on tackling ailments with non-conventional treatments. There was a bar serving fresh fruit and vegetables and presentations on breast cancer awareness, teenage pregnancy and sexual health.



Decent housing is important for good health. In order to improve the standard of council homes in Newham, the council has set up an Arms Length Management Organisation (ALMO) called Newham Homes. It was launched in December and has taken on managing around 25,000 council homes. As an ALMO, Newham Homes will be able to bid for government money to pay for improvements. From 2006 onwards, Newham Homes will bring in £254 million to spend on Newham's council housing.

In June 2005, the Canning Town redevelopment project was launched. This contract, which is only the fifth of its kind in the country, will see more than 1,000 rented homes brought up to the Government's Decent Homes Standard by 2010, with new kitchen and bathroom fittings, windows and heating systems. Tenants and leaseholders were consulted about the scheme and residents are heavily involved now that work is underway.

The council has also set up a housing association called Local Space which will help bring in additional investment to improve homes in Newham. The plan is to transfer 450 council homes to the association which will acquire a further 1,000 homes from the private sector over the next two years to provide accommodation for use by the council to assist the homeless.

The Choice Based Lettings scheme has gone from strength to strength and in January 2006 it moved to a weekly bidding cycle (from a fortnightly cycle), which means that there are more opportunities for people to bid for a home.

## 2 A borough where the diversity of its people is celebrated, where people live harmoniously, respect each other and play a full part in the life of their community.

Newham has a young population – about one in four of us are under 25 – and the most diverse population in the country, with more than 100 languages spoken in the borough. Everyone in Newham should be treated fairly, without discrimination and prejudice, and have equal access to council services, employment and training opportunities and be able to take part in the life of the borough.

To make sure this happens, the council carries out research and consults different groups of users – including faith groups, community organisations, disabled people etc – and also monitors the delivery of services and who uses them.

A calendar of events ensures that Newham's communities are able to come together to celebrate each other's cultures and interests. A good example was the Under the Stars multicultural music programme that attracted nearly 40,000 people.

We try to encourage everyone to use services. For example, libraries stock books in 30 different languages. We run reading groups for adults and families including a Tamil reading group at East Ham Library and an Urdu reading group at Green Street Library. A range of sports and cultural events such as Asian Sports Festival, Disabled Sports Festival and Runga Rung Festival of Light are organised.

Newham Language Shop provides translation and interpretation to ensure that all residents can access our services. Its range of services can be used by writing to the Language Shop, phoning or via the internet. A new development means that video conferencing can be used to allow access to a sign language interpreting service for deaf and hard of hearing residents.



We are committed to putting equalities at the centre of everything that we do. We are using the Equality Standard for Local Government to help us achieve this. The Equality Standard has five levels, which include things like setting out clear policies and targets, consulting people and having good systems to track progress. We are currently at level four and are working towards level five, which is about reviewing achievements, making new plans and setting new targets.

We have embraced the new Civil Partnership legislation by offering a ceremonies service as well as the statutory notice requirement and offer a Nationality Checking Service to assist those making an application for citizenship.

We have also worked with partners including the police, the probation service and voluntary organisations to tackle racial harassment. The work includes taking action against the person responsible for the harassment, improving support to victims and sharing information with other organisations.

Newham's ten Community Forums are the link between the council, other service providers and different parts of the borough. The forums are one of the main ways that local people can get involved in decisions about public services in the borough. They were set up to enable local people to agree to priorities for their areas and provide feedback on services. They also provide an opportunity for the whole community to have their say, get involved and to influence what happens in their area.

Forums run events throughout the year. This year they have run youth events, health events, planting days for Newham in Bloom, events where people could meet those who provide services in the area, a clean-up day and a Proud to be Disabled event.



### 3 A borough which is thriving economically and socially and where all people share in the growing prosperity.

At the moment Newham is the fourth most deprived area in London, and 11th in England and Wales. In order to maximise the income of Newham residents we run schemes that aim to make sure people get money that they are entitled to, such as benefits. Where people are claiming benefits it is important that they get a good service, so it was good to see the Audit Commission's view that our housing benefit service has improved.

We recognise that Council Tax can be a burden for some residents. Alongside work to make sure people get the benefits they are entitled to, work on Council Tax Benefit has resulted in £170,000 being awarded to 200 households who did not realise they were entitled. We aim to keep Council Tax to affordable levels which reflects local people's ability to pay. Last year our Council Tax increase was the third lowest in London and this year the rise of 1.94 per cent is the lowest in the history of Newham.

The council has an income maximisation programme for pensioners in Newham. This includes offering assistance in people's homes (through Age Concern and the Citizens' Advice Bureau) plus working with GPs - advice is currently available in 26 surgeries.



Advice is also given in Local Service Centres. By September 2005 some 1,150 pensioners had received home visits, together with nearly 1,130 receiving advice in GPs' surgeries. This has resulted in an overall income increase of almost £2.5 million a year. You can arrange an appointment by calling 020 8430 2000.

NewCred, the Newham Community Credit Union, based in Stratford, is now in its third year of operation. By September 2005 there were more than 3,000 members and it is one of the five top growing credit unions in the country. Due to its success, an additional branch has been opened in Canning Town. NewCred aims to make financial services accessible to everyone who works or lives in Newham and to assist in breaking the cycle of debt. In addition, it offers access to loans at a reasonable rate of interest, a special life assurance plan, and a money transfer service. To find out more call 020 8555 5388.

The future prosperity of everyone in Newham depends on local people having jobs. The council works to increase investment in the borough and to support businesses. Particularly important is the work to ensure local people benefit from major developments in the borough such as the 2012 Games, the regeneration of Canning Town (a £1.8bn project); the Stratford City development which is expected to create nearly half a million square metres of office space, the Channel Tunnel Rail Link, scheduled to open in 2007 and the building of up to 50,000 new homes over the next 15 years.



Since April 2004, the council has secured £9.5 million worth of enterprises and jobs through negotiating with developers. The job situation is improving. From April 2004 to December 2005 there has been a 3.3 per cent increase in the employment rate, which equates to 5,750 more people working. However, the unemployment rate has increased from 6.6 per cent (November 2004) to 7.5 per cent (November 2005). This compares to a rate of six per cent in inner London. We will continue to work with developers and partners on long-term solutions to unemployment by developing training and job initiatives.

An important development in the last year has been the development of the Access to Jobs Strategy for the five host boroughs of the Olympic Games and Paralympic Games. This is another solution to ensure local people benefit from the Games, as it focuses on training and employment opportunities.

## Queens Market

Queens Market is a well established and much loved place to shop in Green Street and the market will remain for as long as residents want it. At the end of December, councillors agreed in principle to a major revamp of Queens Market worth £65 million, which will see the retention of 160 spaces for market stalls as part of an improved, cleaner market, as well as a new improved library, Local Service Centre and an Asda store.

We agreed that there would be discussions with the developers to secure as many jobs as possible for local people from the development and that as many products as possible sold in the store be sourced locally. An Asda store of the size being proposed could create as many as 300 full-time and part-time jobs, along with temporary construction roles during the building works.

The proposed development will ensure full access for disabled people and people with pushchairs, plus up to 220 new homes and improvements to sheltered housing. It will be designed to eliminate crime, environmental and anti-social behaviour issues.

After listening to the views of residents, shoppers, traders and local businesses the draft plans were changed. Changes already brought about by local opinion include the retention of all the existing stalls, a reduction in the size of the proposed supermarket with the food section moved to the first floor and plans for improved toilets. The consultation will go on, and there will be continuing opportunities for people to ask questions and comment on the proposals.



## 4 A borough where young people are healthy, educated, safe, have high aspirations for employment and good self esteem.

In September 2005, the council's new Children and Young People's service was developed to integrate the range of services for children and young people from across a range of council departments.

A Children and Young People's Plan is being developed which will be a crucial part of achieving the improvements in outcomes and services which are expected as a result of the Children Act 2004 and the national Every Child Matters: Change for Children programme. This will be a single strategic overarching plan for all local services for children and young people. The plan is being prepared and will commence in April 2006.



As a borough with a young population we need to make sure that our young people get a good start in life. If we can do this, then they will have much wider choices as they grow; choices about their education, their future and their health.

Newham's Early Start programme offers services and facilities for our younger children and their parents and carers. Through this our education, health services and others join together with parents and carers to offer the best start for under fives. We are building on the success of being awarded Beacon Status for our Early Years and Childcare service in 2004 (awarded to services who are leading the way in making a real difference to the quality of life of local people) and are establishing Children's Centres. The Children's Centres will be places where children under five years old and their families can access a range of integrated services and information. Construction has now started at Early Start Docklands as part of the process to become a Children's Centre.



It has been another good year for Newham's students, teachers and schools. Top class GCSE results and more improvements in primary schools show that young people in the borough are getting off to a better start in life and that education in the borough is going from strength to strength.

The annual results for England's primary schools show that Newham's pupils have once again improved in English, maths and science. The results show how pupils did in their Key Stage 2 National Curriculum tests in May. Pupils sit these tests in the final year of primary school when they are aged 10 or 11.

The Government gives figures that are known as value added scores; these show how much a school has improved its pupils' achievements since they took their first set of tests when they were seven years old. Newham is placed fourth nationally in the value added tables. Newham's score was above the England average and 47 out of the 58 Newham schools that were measured were above average.

The best performing value added Newham schools were Monega Primary in Manor Park and Shaftesbury Primary in Forest Gate - both are in the top five per cent of schools in the country.

Results for English show 75 per cent of Newham pupils achieved level four or above - the standard the Government expects most children should reach by the end of their primary education. The figure for maths was 72 per cent and science was 84 per cent.

The great performance of the schools means that Newham is ranked fourth in the country in terms of sustained improvement; a measure of continuous improvement since 2002. Gainsborough school in West Ham and Tollgate School in Beckton are both in the top 100 in a list of most improved schools that have kept up their attainment between 2002 and 2005.

And the good results continued in secondary schools. The percentage of Newham students achieving five or more top GCSE or equivalent grades - A\* through to C - rose from 49.4 per cent in 2004 to 51 per cent in 2005.

Not only do figures show an increase on last year's results but also they are above the target of 50 per cent set for the borough by the Department for Education and Skills (DfES). However, Newham still remains below the national average of 57.1 per cent.

94.2 per cent of students achieve five or more GCSE/ GNVQ passes at grade A\* to G. This is above the national average of 90.2 per cent.

There has also been an improvement in the educational achievement of children leaving care.

The percentage achieving five A\* to C GCSEs improved from 1.6 per cent in 2004 to 27.6 per cent in 2005 and the percentage achieving one A\* to G GCSE improved from 29.2 per cent in 2004 to 42.1 per cent in 2005.

Attendance in our secondary schools is the highest nationally and attendance in our primary schools is also above average.

The importance of such good results is that more and more Newham students will be able to go on to further education and skilled employment.

There is also good news about our secondary school buildings. Alongside our partners, the council is working on its 'Building Schools for the Future' project. In addition to other borough and school initiatives, this programme will be a catalyst for the transformation of education in the borough. It will ensure first class facilities and resources are provided for students and the community. The first school will open in September 2009.

But it is important for our young people to have a range of stimulating activities to take part in outside of school. Youth staff delivered successful summer programmes to young people in Newham. All youth centre staff are working with local young people to build skills in sport, modelling, music technology, performance and youth participation. Adult education tutors are currently building on their successful summer programme. In partnership with Newham College, the new Little Ilford youth centre opened in January 2006 to provide a full youth programme of activities and skills.

In the summer, inspired by the Olympic Games and Paralympic Games, the council ran the 'Olympic Summer of Sport'. Sessions were themed around the 26 Olympic and 12 Paralympic sports, encouraging participation by children and young people. More than 64,000 people were attracted to the programme. Also in the school holidays, the successful 'kids swim free' programme was run again. It resulted in more than 58,000 visits to our pools over the summer.

Newham's libraries also ran a summer programme aimed at children and young people and throughout the year ran homework clubs. The council's youth services continue to provide things for children and young people to do, through youth clubs and activities to enthuse and inspire.





Good health in younger years is linked to success in later life, so the council and local health organisations work together to help young people live healthy lives. Breakfast clubs are a good example of what can be done and these are now running in 15 schools. In addition, some schools now have access to healthier food from vending machines and pupils can also more easily access drinking water.

There have been improvements in the health of children and young people across the borough. The teenage pregnancy rate for 2003 was 55.2 per 1,000 women aged 15-17 which is an eight per cent reduction on the 1998 baseline following initiatives led by the Teenage Pregnancy Strategy Group. The initiatives included a pilot peer project, improved sex and relationship education in schools, sexual health services for young people, youth projects developing resources on sexual health and teenage pregnancy and emergency hormonal contraception. Further measures are envisaged to reduce the rate further.

Children's Social Care Services have significantly improved as indicated in the Department for Education and Skills assessment. They awarded Children's Social Services with two stars, an improvement upon the one star received in 2004/05. The strengths in multi-agency and partnership working has seen improvement in preventative social care work. All child protection cases have an allocated worker and although not all cases have been reviewed in the required timescale we are working hard to achieve this. Improving performance on the care and support provided to children looked after by Newham has resulted in a reduction in the use of residential care from 13.6 per cent in 2004 to 7.6 per cent in 2005. We have also increased the percentage of children looked after by Newham adopted from 5.1 per cent in 2004 to 6.5 per cent in 2005. Increasing the number of adoptions continues to be a key priority and we are aiming to achieve eight per cent by the end of 2005/06.

## 5 A borough that is safer and where people feel safer.

Newham's trailblazing approach to dealing with anti-social behaviour and preventing young people turning to crime was praised in the summer by Home Office Ministers Hazel Blears and Baroness Scotland, and Home Secretary Charles Clarke, on his visit in January.

Hazel Blears MP visited Ithica House in Stratford to see the work being done with offenders, parents and victims by the Youth Offending Team, which is run jointly by the council, police, probation service and local health agencies with support from community and voluntary groups. Baroness Scotland MP praised Newham for its work on preventing youth crime when she visited the Forest Gate Youth Inclusion Project. On his visit, Charles Clarke MP, met with members of Newham's Youth Inclusion Project and members of YPAC (Young People Affected by Crime) group. He praised the council and its partners for their approach to dealing with anti-social behaviour and prevention of crime among young people.



In 2004, according to the Annual Residents survey, 50 percent of residents reported crime as a major concern, this was up five per cent on 2003. We responded by putting a great deal of effort into tackling crime and disorder with the police and since 2003/04 crime is down. Newham's clear up rate for violent crime currently stands at 28 per cent, well above our target of 12 per cent. However, latest survey results for 2005 show that for 52 per cent of you, crime is still a major concern so we will endeavour to continue to improve.

Projects that give young people things to do, such as the Summer of Sport and the Estate Based Sports programme, are designed to help reduce youth crime. In the past year the number of young people making a first court appearance to face criminal charges has dropped by 25 per cent. This compares with a one per cent reduction in



other parts of London. Overall, figures for juvenile court appearances in Newham, including those by first time and repeat offenders, are down by 38 per cent. The provision of activities for young people has made a difference: 97 per cent of respondents to a survey of those who took part in the Summer of Sport said that the event gave them a place to go and more things to do. As boredom is recognised by the Youth Justice Board as one of the main things that leads to youth crime, this result shows that these programmes are significantly contributing to diverting youth crime.

While we make considerable effort to stop people offending and re-offending, we also take action against anti-social behaviour. In the past year, in conjunction with the police, we have obtained 14 anti-social behaviour orders (ASBOs) and signed 23 acceptable behaviour contracts. We have secured seven injunctions and closed 13 crack houses and more than 170 cannabis factories.

Tackling crime and anti-social behaviour means working on a number of different fronts and recognising that what may seem like small issues can escalate to big problems.

For example, over the last year the council and police have been working together to combat illegal car trading on the streets. While one individual trying to sell their car may not cause any harm, the fact is car dealers have been causing a nuisance for residents in several parts of the borough. In three months in the summer, the council ran four operations targeting the problem, resulting in 75 cars being removed.

It's not only cars for sale that cause a problem. Removing abandoned cars continues to be a priority – not only do they become an eyesore, but they are dangerous and attract anti-social behaviour. Our good work to remove abandoned cars was mentioned by the Audit Commission in its comments about how well we are doing. We aim to inspect all reports of abandoned vehicles within 24 hours and then to remove those confirmed as abandoned or untaxed within 24 hours of the inspection – the quickest removal rate in the country and one that we meet in 99 per cent of cases.

A campaign called 'no go zone' was run during the year to target those who sell age restricted products such as tobacco, alcohol, knives, aerosol paint, and videos to young people. We concentrated on fireworks, alcohol and tobacco, blitzing retail outlets and getting them to sign up to the campaign. Test purchasing was then carried out and sales to underage children pursued as prosecutions. During the last 18 months, the council has brought 157 prosecutions against local retailers and their staff.

The council's new Crime and Anti-Social Behaviour service leads the way in making Newham a safer borough and ensures different parts of the council and other organisations work together to tackle crime and anti-social behaviour. It is also responsible for the Community Constabulary, who work with the police to improve the safety of our streets, patrol the parks and respond to incidents via the council's 24/7 hotline. On average more than 500 calls are attended by the Community Constabulary per month.

As well as the improvements we intend to make to reduce the incidents of crime, as set out in the Crime and Disorder Reduction Strategy, an improvement plan has been agreed for the Constabulary. This follows an investigation into complaints about the service.



## 6 A borough that is attractive, clean and well maintained.

The way that Newham manages the public spaces in the borough has changed. A new service called Public Realm, set up to bring together all services which are responsible for managing and maintaining public spaces (including providing services such as refuse collection, recycling and street cleansing), is now operating. There are five area teams, each responsible for a different part of the borough.

Latest survey results show us people are noticing that streets are cleaner, and 55 per cent of you rated street cleaning as excellent, very good or good, an improvement of 15 per cent from 2004. We endeavour to improve this even further.

Three of Newham's parks – Forest Lane Park, Stratford Park and Central Park – all received national Green Flag awards, acknowledging them as being amongst the best parks in the country. Only 59 parks across Greater London have received this award. Forest Lane and Stratford have previously won awards but it was the first for Central Park. Fifty-three per cent of you rate parks, playgrounds and open spaces as excellent, very good or good compared to 48 per cent in 2004.

As well as improving parks, the council has been working hard to look after other open spaces and green areas across the borough – on housing estates for example. The results of the annual tenants and leaseholders survey show that satisfaction with the caretaking service on council housing estates and high rise blocks improved substantially.

Another area of success for Public Realm is the new graffiti removal team that has been set up. Newham has a zero tolerance approach to graffiti – we know how much it affects the environment and how people want it removed as quickly as possible. The team makes repeat visits to any emerging graffiti hotspot, and keeps going back until the problem is overcome.

Last year's summary of performance told you about the highway refresh programme that was brightening up the main roads in the borough by repainting lamp posts, railings, signs and bollards, putting in new litter bins and removing unnecessary clutter. Progress has been good and the programme will be completed by the end of March 2006, meaning that we have tackled all of the main roads over two years as planned.



Our roads are not only looking better, but they are safer too. The number of people killed or injured on Newham's roads continues to fall. This is a result of a combination of projects such as traffic management schemes, more crossings, continuing to provide lollipop men and women to help children cross the road and road safety education and training, particularly for children.

We have also continued to improve parking for disabled people by making more parking bays for disabled people legally enforceable. This means that more disabled drivers who find cars improperly parked in the legally enforceable bays, can phone and ask for action to be taken. The number of penalty charges for this offence has increased this year, with a total of 1,576 from April to November 2005, compared to 1,376 for the previous 12 months.

Recycling is an area where we know, despite improvements, more must and will be done. Last year the collection of recyclable materials from people's doorsteps was extended throughout the borough and during 2005/06 there has been an increase in the amount of waste recycled and composted from 6.23 per cent in 2004/05 to a current rate of 9.24 per cent. The scheme has also been extended to all property (with the exception of high rise flats) in the borough and we hope to do the same for high rise property early in 2006/07. An important aspect of recycling is to teach young people about it. Almost 2,000 primary school children have received lessons in recycling. The percentage of residents rating the recycling service we offer as excellent, very good or good has improved from 39 per cent to 53 per cent in 2005.



We have implemented the SCAR and Alleygater projects to overcome the problem of people dumping rubbish in the borough. Alleygater tackles alleys where rubbish is dumped or where alleys are being used as toilets or for alcohol abuse, drug taking, prostitution or burglary. To solve this, appropriate gates and fencing are being put up. SCAR (street cases and roads) is a programme to identify and deal with spots, other than alleys, that have these problems. Last year we dealt with more than 50 sites.

Many local residents have been involved in community forum walkabouts, to help report on local environmental problems. Each of the ten borough forums organise approximately three walkabouts a year to report on issues and help improve neighbourhoods.

## Council Tax and the council's spending plans

Your Council Tax pays for hundreds of services that you use everyday from having your bins emptied to educating your children. At the council we work hard to try and ensure that you get value for money.

Each year the council works out how much it needs to run these services, as well as its day-to-day running costs for the next financial year. It is this figure that helps to decide how much Council Tax you pay.

The council gets its money from the Government, Business Rates and Council Tax. The Government decides roughly what proportion of a council's spending will be met from Council Tax.

For 2006/07, the council needs to raise £82.940 million from Council Tax. The table below shows what the Tax is for each Council Tax band.

### Council Tax charge for 2006/07

Band	Value of your property	Maximum Council Tax payable	Maximum for Newham Council's services	Contribution to The Greater London Authority (GLA)
<b>A</b>	Up to £40,000	775.01	582.60	192.41
<b>B</b>	£40,001-£52,000	904.18	679.71	224.47
<b>C</b>	£52,001-£68,000	1,033.35	776.81	256.54
<b>D</b>	£68,001-£88,000	1,162.52	873.91	288.61
<b>E</b>	£88,001-£120,000	1,420.86	1,068.11	352.75
<b>F</b>	£120,001-£160,000	1,679.20	1,262.32	416.88
<b>G</b>	£160,001-£320,000	1,937.53	1,456.51	481.02
<b>H</b>	Over £320,000	2,325.04	1,747.82	577.22

Your Council Tax bill shows which band your dwelling is in.

### (1) Newham's Budget for 2006/07

	Last Year		This Year	
	gross £m	net £m	gross £m	net £m
<b>Service Budgets</b>				
Adults and Culture & Community	110.6	86.8	126.0	92.7
Children & Young People	357.1	292.4	389.4	95.9
Corporate & Strategic Management (incl. Regeneration)	18.8	13.1	20.2	13.2
Crime & ASB	7.0	1.6	8.8	3.3
Housing Benefits & Customer Services	240.6	12.8	274.2	14.9
Housing & Public Protection	84.1	6.2	134.4	3.8
Housing Revenue Account	132.4	0.0	105.2	0.0
Public Realm	55.7	35.2	69.3	37.9
Resources	56.2	6.2	64.0	6.5
	<b>1,062.5</b>	<b>454.3</b>	<b>1,191.5</b>	<b>268.2</b>

Note last year's budget figures have been restated to show the council's new service areas.

### Central Items

Interest on investment of cash balances	-4.6	-5.3
Payments for London-wide services (1)	0.5	0.5
Other General Budget Items	-7.6	-10.9
<b>Money taken from General Reserve</b>	<b>-2.0</b>	<b>-4.3</b>
<b>Newham's Budget Requirement</b>	<b>440.6</b>	<b>248.2</b>
Greater London Authority (1)	18.0	20.6
<b>Total Budget for services provided for the Newham area</b>	<b>458.6</b>	<b>268.8</b>

(1) for further details please see pages 41 to 47

## (2) Changes in Newham's Spending Plans

	£m	£m
<b>Newham's Budget 2005/06</b>		440.6
<b>Additional Costs</b>		
Adult services demand increase	2.2	
Children services demand increase	1.2	
Housing benefit claims	0.5	
Stratford planning duties	0.5	4.4
<b>Unavoidable Budget Increases</b>		
Pension fund employer's contribution increase	0.9	
Committed budget growth	0.7	
Budget pressures	1.5	3.1
<b>Cost Reductions</b>		
Reduction in UASC net costs		-1.4
<b>Changes in Funding Arrangements</b>		
Removal of schools budget		-197.7
<b>Efficiency Savings</b>		
Corporate procurement activity	-1.7	
Process reviews	-0.3	
Business efficiency	-0.8	
Service review targets	-1.2	-4.0
<b>Pay and price increases (Incl. Capital Financing)</b>		<b>5.5</b>
<b>Change in use of balances</b>		<b>-2.3</b>
<b>Newham's Budget 2006/07</b>		<b>248.2</b>

## (3) The Council Workforce

	2005-06	2006-07
Adults and Culture & Community	973	1,045
Children & Young People	5,917	5,869
Corporate & Strategic Management (incl. Regeneration)	203	201
Crime & ASB	94	105
Housing Benefits & Customer Services	351	412
Housing & Public Protection	295	349
Housing Revenue Account	609	100
Public Realm	599	897
Resources	613	682
	<b>9,654</b>	<b>9,660</b>

## 4) How your Council Tax is worked out

2005-06		2006-07	Council Tax per Band D Dwelling £	Percentage Increase in Council Tax %
£000		£000		
440,602	Newham's Budget Requirement	248,190		
	<i>less</i>			
-296,020	Revenue Support Grant (RSG)	-30,349		
-83,526	Business Rates	-157,221		
0	Deficit on Collection Fund	1,729		
<b>61,056</b>	<b>Newham Requirement</b>	<b>62,349</b>	<b>873.91</b>	<b>1.94</b>
<b>18,134</b>	<b>Greater London Authority</b>	<b>20,591</b>	<b>288.61</b>	<b>13.35</b>
<b>79,190</b>	<b>Total to be raised from Council Tax</b>	<b>82,940</b>	<b>1,162.52</b>	<b>4.55</b>

### Newham's budget requirement includes the following levies (amounts charged)

£000		£000
8,739	East London Waste Authority	8,695
132	Environment Agency (Flood Defence)	83
207	Lee Valley Regional Park Authority	212
191	London Pensions Fund Authority	194

The Council Tax for Band D Dwellings =

Newham and GLA requirements

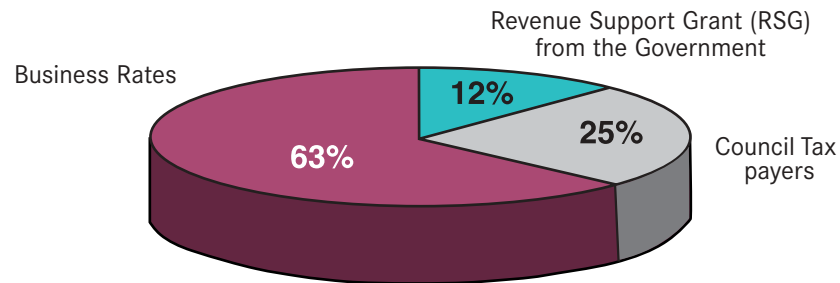
Council Tax Base

The Council Tax Base is the number of Band D or equivalent dwellings in Newham. The tax base used in calculating the Council Tax, assuming we collect 97 per cent of all Council Tax for the year, is 71,344. However, the Government use a figure based on 100 per cent collection.

## Liabilities

Newham funds some of its capital expenditure (such as major works to houses, construction of schools) from borrowing. At March 31 2005, the outstanding balance on these loans amounted to £592 million. Repayment of these loans, together with interest, is charged to the council's General Fund and Housing Revenue Account. No amount is recoverable from or payable to other authorities (either billing or precepting).

## Where the money providing your services comes from:



## Council's Statement of Accounts

Copies of the council's full statement of accounts and a summary of the accounts are available on the council's website. Go to [www.newham.gov.uk](http://www.newham.gov.uk) and click on 'C' in the A-Z search and then select Council Finances.

If you have any feedback on the statement of accounts please write to the Chief Accountant, Financial Services, London Borough of Newham, Newham Town Hall, Barking Road, East Ham E6 2RP.

## What is Council Tax?

Council Tax is the local tax that helps pay for services provided by your council, such as housing, street lighting, cleaning, libraries and meals on wheels and those provided by the Greater London Authority such as the fire brigade, the police and other London-wide organisations.

There is one Council Tax bill for each home, whether it is a house, bungalow, flat, maisonette or mobile home. Owner-occupiers or resident tenants, including council and housing association tenants, usually have to pay Council Tax.

Council Tax is based on two things:

(a) the property and (b) personal circumstances.

## Who pays Council Tax?

Normally the person living in the property will be responsible for paying the Council Tax, but there are instances where the landlord has to pay even if she/he does not live in the property. For example if the property is:

- Multi-occupied, rented by individuals who share facilities
  - a care home or nursing home
  - occupied by a religious community
  - occupied by a minister of religion
- or
- where at least one of the residents is employed in domestic service for the owner
- or
- where the resident is an asylum seeker housed under section 95 of the Immigration & Asylum Act 1999 by the National Asylum Support Service. You should tell the council if any of the above apply to you.

## How has your Council Tax been worked out?

The Valuation Office Agency (VOA) is an executive agency of the Inland Revenue. It is responsible for, among other things, valuing domestic properties for Council Tax purposes, as well as handling appeals against bandings, in England and Wales.

Under the Council Tax, all homes in England are currently placed in one of eight value bands, based on their open market value on April 1 1991.

## How can I appeal against the valuation band allocated to my property?

If you think your property has been put into the wrong band, or you require further information, you should write to the listing officer. The address is DV/VO Tower Hamlets, 2nd Floor Citywide, 40 Adler Street, London E1 1EE.

Telephone: 020 7530 7200, Fax: 020 7441 7099;

Web: [www.voa.gov.uk](http://www.voa.gov.uk) or email [londoncitygroup.voa@voa.gsi.gov.uk](mailto:londoncitygroup.voa@voa.gsi.gov.uk)

Since December 1 1993 the Government has limited the grounds for appeal, so you must contact the listing officer as soon as possible if you feel you have a case.

You must, however, continue to pay while your appeal is being considered. If your appeal is successful any overpaid amount will be refunded.

The full Valuation List is available for public inspection at 328 Barking Road, East Ham E6 2RP.

## Bills addressed to the 'Council Tax Payer'

The Council Tax bill is addressed to the person(s) the council believes is liable to pay. If it is addressed to the 'Council Tax Payer' you must contact the council immediately on 020 8430 2000 and pass on the name(s) of the person(s) responsible for paying the Council Tax.

## Exemptions and discounts

The following is a list of exempt properties where no Council Tax charge is payable.

### THESE PROPERTIES MUST BE UNOCCUPIED AND:

- A** requires, or is undergoing, or has undergone, major repair work to render it habitable, or is undergoing, or has undergone structural alteration. Such a dwelling will be exempt for a period, which is the shorter of:
  - a) a period of 12 months from the day on which it became vacant or;
  - b) a period beginning on the day which it became vacant and ending six months after the day such repairs or alterations are substantially completed.
- B** Owned by a charity and unoccupied for less than six months.
- C** Substantially unfurnished for less than six months.
- D** Left vacant by prisoners, except those jailed for non-payment of Council Tax or a fine.
- E** Left vacant by someone whose main residence is now a hospital, nursing home or care home.
- F** Where the qualifying person is the personal representative of a person, who has died, probate has not been made, or less than six months have elapsed since the day probate was granted.
- G** Occupation is forbidden by law.
- H** Held for the occupation of a minister of religion from which to perform their duties.
- I** Previously the main home of a person now living in another place (not a NHS hospital, or care home) so they can receive care.
- J** (As for class I), providing care instead of receiving it.
- K** Previously occupied only by one or more students and who are still students.
- L** Vacant following repossession by a mortgage lender.

- Q** The person is only liable as a trustee in bankruptcy.
- R** A home consisting of a pitch or mooring, which is not occupied by a caravan or a boat.
- T** Unoccupied annexe, which forms part of another property, or is situated within the area of another home and is difficult to let separately from that other property.

### THESE PROPERTIES MAY BE OCCUPIED OR UNOCCUPIED DEPENDING ON THE EXEMPTION

- M** A student hall of residence owned by an educational establishment or a charity.
- N** Property occupied wholly by student(s).
- O** Property owned by Secretary of State for Defence and held for armed forces, (not visiting forces).
- P** Property where the liable person has a relevant association with a visiting force.
- S** Property occupied only by persons under 18 years of age.
- U** Property occupied only by severely mentally impaired people or occupied together with one or more students.
- V** Property occupied by person(s) with Diplomatic Privilege/Immunity and not British Citizens.
- W** Where an annexe, or similar self-contained part of a property, is occupied by an elderly or disabled relative of the people living in the rest of the home. This will not be regarded as a separate home for Council Tax purposes.

## Discounts

The full amount is payable where there are two or more people aged 18 or over living in a property. If only one person is living in a property a 25 per cent discount is applicable.

However, a discount may still be given even if more than one person lives in the property. This is because some people are ignored when 'counting' how many residents live there, for example if they are 'disregarded'. (See following 'disregarded categories').

The charge will be reduced by 25 per cent if only one person is 'counted' as living there and by 50 per cent if no one is 'counted' as living there. The charge is not reduced for temporary absences.

## Are you a student?

From the April 1 2004 students are no longer held jointly and severally liable with other people that have the same level of interest in the property as them, unless they are all students.

## Disregarded categories

The following is a list of people who are ignored when 'counting' the number of people in a property. Please contact us on 020 8430 2000 if you require further information or a claim form.

- Full time students, student nurses, apprentices and youth training trainees
- Patients resident in hospital
- People who are being looked after in a care home
- People who are severely mentally impaired
- People staying in certain hostel or night shelters
- 18 and 19 year olds who are at or have just left school
- Care workers working for low pay, usually for charities
- People caring for someone with a disability who is not a spouse, partner, nor the parent if the person is under 18
- Members of visiting forces and certain international institutions
- Members of religious communities (monks and nuns)
- People in prison unless they have been jailed for non-payment of Council Tax or a fine.

## Changes to discounts on second homes and long-term empties

With effect from April 1 2004 the Government has changed the Council Tax legislation in relation to discounts awarded on second homes and properties that are left unfurnished and unoccupied.

Each local authority now has the power to determine the level of discount that it awards in these instances. Newham Council has decided to reduce the discount awarded on properties that are used as second homes from 50 per cent to 10 per cent. For other long-term unoccupied properties, where no exemption is applicable, the discount has been reduced from 50 per cent to 0 per cent.

Exceptions to this are if the second property is essential as a condition of employment or is a boat mooring with a boat normally moored to it.

Discount codes printed on your Council Tax bill indicates that council records show one of the following applies to your property.

**CODE 01:** Only one person resides at the property and this person is liable to pay Council Tax.  
DISCOUNT=25 per cent

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**CODE 02:** More than one person resides at the property, but only one person is counted for Council Tax purposes.  
DISCOUNT=25 per cent

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**CODE 03:** Property is unfurnished and unoccupied for a period in excess of six months.  
DISCOUNT=0 per cent

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**CODE 04:** All persons residing at the property are disregarded from paying Council Tax.  
DISCOUNT=50 per cent

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**CODE 05:** Only one person resides at the property and this person is disregarded from paying Council Tax.  
DISCOUNT=50 per cent

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**CODE 06:** The property is no one's sole or main residence and is furnished e.g. furnished ready to be let.  
DISCOUNT=10 per cent

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**CODE 07:** The property is required as a condition of employment, or is a boat mooring with a boat normally moored to it, where the occupiers have their sole or main residence elsewhere and are registered to pay their Council Tax there.  
DISCOUNT=50 per cent

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**CODE 08:** The property is furnished but is no one's sole or main residence and is considered to be a second home e.g. one may have a permanent address elsewhere, pay Council Tax there and stay at this property during the weekend.  
DISCOUNT=10 per cent

## People with disabilities

If you, or someone who lives with you, needs an extra bathroom or kitchen, or extra space in your home to meet special needs arising from a disability, the amount of Council Tax you pay can be reduced by one band, for example from “band B” to “band A”. Even if your property is listed as a “band A” property you could still be entitled to a reduction.

## How to appeal against the council’s decision

If you disagree with the council’s decision regarding liability to pay Council Tax i.e. refusal to grant a discount, an exemption, or a disabled reduction, you should appeal in writing to: The London Borough of Newham, Council Tax Section, Newham Town Hall, Barking Road, E6 2RP.

If you are not satisfied with the result of the appeal, or the council fails to reply within two months, then an appeal can be made to the Clerk of the Valuation Tribunal. The address of the Tribunal is 2nd Floor Black Lion House, 45 Whitechapel Road, London, E1 1DU, telephone 020 7247 3898 or fax 020 7247 6598 or email: london.north@vto.gsx.gov.uk

## Please check your bill

If you think any of the above may apply to you and the discount, exemption or disabled relief is not included on your bill please call the contact centre on 020 8430 2000.

Likewise if your bill shows a discount or exemption which you are not entitled to, please phone the Contact Centre on 020 8430 2000. If you fail to do so you could face a penalty of £50. Council Tax records are checked against other council records to ensure that discount, disregards and exemptions are correctly applied.

## Change in circumstance

You must inform the Council Tax section at Newham Council within 21 days if your circumstances change. For example if:

**You are about to move** – Please supply the date, your forwarding address and if possible the name of the new occupants of the property. Log on to [www.newham.gov.uk](http://www.newham.gov.uk) and click Council Tax under Quick links, select Council Tax – tell us you’ve moved, or phone the Contact Centre on 020 8430 2000.

**People move in or out of your property** – Please let us know immediately as it might affect your entitlement to a discount, benefit or your liability to pay.

## How to pay your Council Tax bill



Direct Debit is an easy, convenient way to make sure your council bills are paid on time without you having to worry about a thing.

Setting up a Direct Debit is simple:

- Telephone the Contact Centre on 020 8430 2000 to have your Direct Debit set up over the phone.
- Log on to [www.newham.gov.uk/directdebit](http://www.newham.gov.uk/directdebit) and select Council Tax form.
- Complete the form attached to the bottom of your Council Tax bill or you can download the form from [www.newham.gov.uk/directdebit](http://www.newham.gov.uk/directdebit)

**Please note:** Customers paying by cash cannot change their instalment date unless transferring to Direct Debit.

### STANDING ORDER

Please telephone the Contact Centre on 020 8430 2000 for a standing order form.

### CREDIT/DEBIT CARD

Please telephone 020 8430 2000 and select option three for payments. You will be connected to Newham Council’s 24 hours automated telephone payment service.



### INTERNET PAYMENTS

Go to Newham website [www.newham.gov.uk](http://www.newham.gov.uk). Click **Online Services**. This will take you to **Pay Council Bills**. Select **Online payments** which will connect you to the payments service.

### BANK GIRO CREDIT

Take your payment slip and your payment to your bank or building society.



### PAYMENT CARD

You can use the card to make payments at any Post Office or shop displaying the Paypoint or Payzone. To obtain a payment card please telephone the Contact Centre on 020 8430 2000.

## THROUGH YOUR BANK'S TELEPHONE OR INTERNET BANKING SERVICE

When paying this way, please ensure that you quote Sort Code 08-90-11, Account number 61165515 and your own Council Tax account reference (shown on the front of your Council Tax bill).



### BY POST

Enclose one payment voucher and send it with your cheque or postal order to The Council Tax Department, Newham Town Hall, East Ham, London, E6 2RP. Please write your account number, name and address on the back of the cheque.

## PLEASE DO NOT SEND CASH THROUGH THE POST

## What will happen if I don't pay?

Not paying your Council Tax is an offence, which can result in imprisonment. It is therefore important that you pay each monthly instalment on or before the date it is due.

If you fail to pay by the due date you will be sent a reminder notice, which gives you seven days to bring your instalments up to date. If payments are not received you will lose your right to pay by instalments and a Magistrates Court Summons for the full amount due will be issued.

At this point additional recovery costs of £95.00 will be incurred and your case could be referred to the council's bailiffs. Bailiff fees could cost as much as £300.00 and at Newham Council we take every action open to us under the law to enforce prompt payment.

Please note: only two reminders notices will be issued in a financial year. Should you fail to pay an instalment by the due date on the third occasion, you will receive a FINAL NOTICE demanding the immediate payment of the FULL yearly balance.

### **WARNING – Summons costs goes up to £95.00 from April 1 2006.**

From April 1 2006 the summons costs for not paying your Council Tax on time will be going up from £75.00 to £95.00

## You could be made bankrupt

The council has been actively pursuing bankruptcy proceedings as another way of recovering unpaid Council Tax. During 2005 these proceedings were served in 112 cases.

The costs incurred by the individual once these proceedings start can be very expensive. The amount of costs received back by the council from April to December 2005 is £77,500.

## Newham's Council Tax and Business Rates

### CUSTOMER CARE CHARTER

Our policy is:

- To respond to all customer enquiries within the published time limits.
- To provide our customers with a quality service that is friendly, polite and responsive.
- To motivate and train all staff to ensure that they are fully equipped to help you with all your Council Tax and Business Rates enquiries.
- To treat all customers in a fair and equitable way, taking into account each person's particular needs and the council's equal opportunity policy.
- Use plain English in leaflets, posters and all correspondence.
- Look fully into any complaints about our service, as set out in the council's corporate complaint procedure.

We aim to:

- Tell customers about exemptions, discounts, reliefs, other reductions and rights of appeal.
- Ensure that all our customers are satisfied with the service they receive and to maintain all standards and targets set.
- Get it right the first time, all the time.
- Answer any formal complaints about Council Tax or Business Rates within ten working days.
- Reply to all correspondence within 20 working days, but will aim to reply within ten working days.



## Do you need help?

### COUNCIL TAX AND COUNCIL TAX BENEFIT ENQUIRIES:

Most enquiries can be dealt with over the telephone.

If you have any queries please telephone the Contact Centre on: 020 8430 2000

### FOR BUSINESS RATE ENQUIRIES: 020 8430 3250

As a way of improving our telephone service your call may be recorded or monitored for quality purposes.

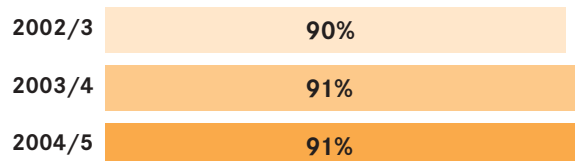
Email: [customer.services@newham.gov.uk](mailto:customer.services@newham.gov.uk)

Email: [business.rate@newham.gov.uk](mailto:business.rate@newham.gov.uk)

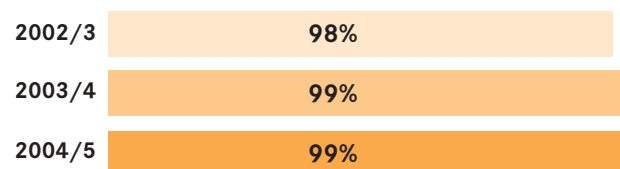
View our website: [www.newham.gov.uk](http://www.newham.gov.uk)

## Council Tax and Business Rate performance over the last three years

### PERCENTAGE OF COUNCIL TAX COLLECTED



### PERCENTAGE OF BUSINESS RATE COLLECTED



## Precepting and Levying Authorities

### Lee Valley Regional Park Authority

The Lee Valley Regional Park Authority was established by an Act of Parliament in 1966 to regenerate, develop and manage approximately 10,000 acres of the Lee Valley, which had become largely derelict and to transform it into a unique leisure and nature conservation resource for the benefit of Hertfordshire, Essex and London.

### Environment Agency: Flood risk management in your area

Our aim is to protect and improve the environment. One of the ways we do this is by working with others to encourage sustainable development. This means looking at the way we use land, air and water. The way we manage flood risk is a major part of this.

The Thames Region is home to 12 million people. Within the region it is our job to maintain 5,200km of main river and 193km of tidal defences. This includes operating the Thames Barrier – London's main defence against flooding.

It will never be possible to prevent flooding entirely – what we can do is manage floods.

The aim of flood risk management is to reduce the risks of flooding from rivers and the sea to people, property and the natural environment. We do this by providing warnings and effective defences where economically viable. We issue flood warnings directly to the public, media, emergency services and local authorities for flooding from main rivers and the sea. Our warning system Floodline Warning Direct (FWD) has four levels of warning with clear definitions:

- **Flood Watch** – Flooding possible. Be aware! Be prepared! Watch out!
- **Flood Warning** – Flooding expected affecting homes, businesses and main roads. Act now!
- **Severe Flood Warning** – Severe flooding expected. Imminent danger to life and property. Act now!
- **All Clear** – Issued when flood watches or warnings are no longer in force.

You can access up-to-date flood warnings in your area via our website, [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk) or from floodline on **0845 988 1188**.

In the event of a river flooding emergency call our incident hotline on **0800 80 70 60**.

## London Pensions Fund Authority (LPFA)

The London Pensions Fund Authority 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, the Inner London Education Authority and the London Residuary Body.

For 2006-07, the expenditure to be raised by levies is as follows;

Inner London	£14,151,000	(-5.0 per cent)
Greater London	£7,870,000	(+2.5 per cent)
Total	£22,021,000	(-2.5 per cent)

The significant reduction in the levy for Inner London arises from the use of surplus balances.

The use of surplus balances has also been applied to limit the increase in the levy for Greater London.

Anticipating rises in the current levels of payments in future years the management of balances minimises any marked fluctuation in the levies.

For Newham Council, the share of the levy expenditure is £194,499 and this relates to £2.73p per household.

## East London Waste Authority (ELWA)

ELWA has the statutory responsibility for the disposal of, currently, over 500,000 tonnes of household, commercial, industrial and civic amenity site waste collected by the London Boroughs of Barking & Dagenham, Havering, Newham and Redbridge.

In December 2002, ELWA awarded a major, new 25-year Integrated Waste Management Contract (IWMC) to Shanks East London, supported by funding via the Government's Private Finance Initiative (PFI).

ELWA's total levy requirement is £30,460,000 (2005/06: £29,803,000).

This rise of 2.2 per cent is attributable to a number of factors including a higher IWMC cost, reflecting a further increase in the Landfill Tax rate, a rise in tonnages and inflation.

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

## Greater London Authority

### Introduction

The Mayor of London's sixth budget concentrates on safer stations, safer neighbourhoods and a safer London. There are resources to ensure every neighbourhood in London gets a dedicated beat police team, extra British Transport Police to patrol our overground stations and more fire rescue crews.

The budget also delivers more transport improvements, a package of measures to improve Londoners' environment and quality of life, and support for the delivery of the 2012 Olympic Games and Paralympic Games.

This will cost a two person household in a Band D property an extra **65p** a week; **38p** of this is the financial contribution to support the cost of staging the 2012 Games that has been agreed with the Government.

The overall percentage increase in the GLA precept is **13.3** per cent of which **7.8** per cent is for the 2012 Games financial contribution.

How the budget is funded	£m
Gross expenditure	9,644
Fares, charges and other income	-3,367
Government grants for specific purposes	-3,241
Government grants and redistributed business rates	-2,108
Paid out of reserves	-96
<b>Amount to be met by Council Tax payers</b>	<b>832</b>

The £832m raised from Council Tax represents nine per cent of total spending and requires a Band D amount of £288.61.

Changes in Council Tax	£	Increase per wk
2005-06 Band D amount	254.62	
2012 Games	20.00	38p
Safer Neighbourhood teams	11.04	21p
Other policing	2.95	6p
<b>2006-07 Band D amount</b>	<b>288.61</b>	<b>65p</b>

## 2012 Olympic Games and Paralympic Games

Staging the 2012 Games will leave a lasting legacy across the whole of the capital. London will gain hugely in terms of infrastructure, new sporting facilities, business opportunities, tourism, foreign investment and the largest urban park in Europe for 150 years.

The budget includes the first contribution from Council Tax payers towards the delivery of the 2012 Games. The Band D amount is **£20** and the amount raised in 2006-07 will be £57.7m. It is estimated £550m will be raised from £20 at Band D for nine years and £5 for the final year. To raise £625m, if necessary, this will require £20 at Band D for ten years and £9 for the final year.

For every £1 raised from Council Tax, £7 comes from other sources including the National Lottery, the International Olympic Committee, business sponsorship and ticket sales.

## Transport

In addition to funding for operational improvements to London Underground, London Buses and Docklands Light Railway, Transport for London will fund key Olympic ‘background’ schemes which were a major factor in the successful bid. These include:

- Extension of the East London Line to Dalston, West Croydon and Crystal Palace;
- New Docklands Light Railway links to Woolwich and Stratford International;
- Improved services on the North London Line to provide a higher capacity into Stratford Regional station (the new terminus for the North London Line);
- East London Transit and Greenwich Waterfront Transit.



## Changes in spending

The main changes in spending that underpin the budget are shown below:

Changes in spending	£m
2005-06 Budget requirement	2,972.6
Safer Neighbourhood teams	48.1
2012 Games	57.7
Inflation	201.5
Efficiency and other savings	-267.5
Existing services and new initiatives (net of grant increases)	12.9
Changes to police & fire pensions and other financing adjustments	-85.6
<b>2006-07 Budget requirement</b>	<b>2,939.7</b>

## Policing – Safer Neighbourhoods

Every local community in London will have its own dedicated policing team by the end of April. The new teams will have four officers – a sergeant, a constable and two police community support officers – and will be based in all wards where there is not already a Safer Neighbourhood team.

This means all London’s 625 wards will have these teams two years earlier than the original April 2008 deadline. An extra constable and police community support officer will be added over the next 12 months, bringing each up to the full strength of a Safer Neighbourhood team by April 2007.



## Policing – Safer Stations

There is extra funding for an additional 89 British Transport Police officers. These extra officers will be mobile and visible, and will deal with robbery, violent crime and knife crime hotspots at overground stations. The funding will also return to full strength the 670 officers directly responsible to Transport for London who work exclusively on London Underground and the Docklands Light Railway.

## Policing – Counter Terrorism

An increase in government grant of £30m for 2006-07 will be fully spent on strengthening the police service's capability to counter the threat of terrorism.

£	MPA	LFEPa	TfL	LDA	GLA	Collection fund	Total
2005-06 Band D Council Tax precept	196.28	44.15	6.99	Nil	8.18	-0.98	254.62
Contribution for Olympics	-	-	-	-	20.00	-	20.00
Increase for 2006-07	14.54	1.48	-2.83	-	1.14	-0.34	13.99
<b>2006-07 Band D Council Tax precept</b>	<b>210.82</b>	<b>45.63</b>	<b>4.16</b>	<b>Nil</b>	<b>29.32</b>	<b>-1.32</b>	<b>288.61</b>

The Metropolitan Police District does not include the City of London and therefore a Band D council taxpayer in the City will pay £77.79, an increase of £19.45.

## Fire

The budget reflects the continuing modernisation of the fire brigade and continuing improvements to the safety and security of all Londoners. There is funding for six extra response vehicles to respond to major incidents such as terrorist attacks and other major catastrophic incidents. There are also more resources for action on preventing fires and targeted community safety initiatives.

£m	MPA		LFEPa		TfL		LDA		GLA		Total	
	2005-06	2006-07	2005-06	2006-07	2005-06	2006-07	2005-06	2006-07	2005-06	2006-07	2005-06	2006-07
Gross expenditure	3,113.9	3,267.0	449.4	431.2	5,059.0	5,393.0	392.0	422.5	68.8	130.3	9,083.1	9,644.0
Specific grants	-222.8	-425.7	-6.6	-9.6	-2,161.0	-2,383.0	-392.0	-422.5	-2.2	-2.2	-2,784.6	-3,243.0
Other income	-380.8	-391.6	-34.2	-17.5	-2,807.0	-2,946.0	-	-	-10.6	-10.2	-3,232.6	-3,365.3
<b>Net expenditure</b>	<b>2,510.3</b>	<b>2,449.7</b>	<b>408.6</b>	<b>404.1</b>	<b>91.0</b>	<b>64.0</b>	<b>Nil</b>	<b>Nil</b>	<b>56.0</b>	<b>117.9</b>	<b>3,065.9</b>	<b>3,035.7</b>
Use of reserves	-22.0	-24.0	-5.2	-24.6	-71.0	-52.0	-	-	4.9	4.6	-93.3	-96.0
<b>Budget requirement</b>	<b>2,488.3</b>	<b>2,425.7</b>	<b>403.4</b>	<b>379.5</b>	<b>20.0</b>	<b>12.0</b>	<b>Nil</b>	<b>Nil</b>	<b>60.9</b>	<b>122.5</b>	<b>2,972.6</b>	<b>2,939.7</b>

Changes in financial arrangements mean figures for 2005-06 and 2006-07 are not directly comparable. On a like for like basis there is a 3.6 per cent increase in the budget requirement.

More information on the budget is available on the GLA website

at [www.london.gov.uk/gla/budget/](http://www.london.gov.uk/gla/budget/) (telephone 020 7983 4000).

## National non-domestic rates

This information forms part of your Business Rate bill.

To contact the non-domestic rate section with an enquiry, or to book an appointment, call 020 8430 3250 or email: [business.rate@newham.gov.uk](mailto:business.rate@newham.gov.uk)

For details on how to make payments see your Demand Notice.

### NON-DOMESTIC RATES

Non-Domestic Rates, or Business Rates, collected by local councils are the way that those who occupy non-domestic property contribute towards the cost of local services. Except in the City of London, where special arrangements apply, the rates are pooled by central government and redistributed to local councils according to the number of people living in the area. The money, together with revenue from Council Tax payers, Revenue Support Grant provided by the Government and certain other sums, is used to pay for the services provided by your local council and other local authorities in your area.

### RATEABLE VALUE

Apart from properties that are exempt from Business Rates, each non-domestic property has a rateable value which is normally set by the valuation officers of the Valuation Office Agency (VOA), an agency of the Inland Revenue. It draws up and maintains a full list of all rateable values, available on their website at [www.voa.gov.uk](http://www.voa.gov.uk). The rateable value of your property is shown on the front of this bill. This broadly represents the yearly rent the property could have been let for on the open market on a particular date. For the revaluation that came into effect on April 1 2005, this date was set as April 1 2003.

The valuation officer may alter the value if the circumstances of the property have changed. The ratepayer (and certain others who have an interest in the property) can also appeal against the value shown in the list if they believe it is wrong. Further information about making appeals can be found on the VOA website or from your local valuation office.

Successful appeals against values shown in the rating list that came into force on April 1 2005 will normally be backdated to that date, although there are exceptions to this. Further information about these arrangements may be found on the VOA website at [www.voa.gov.uk](http://www.voa.gov.uk)

### NATIONAL NON-DOMESTIC RATING MULTIPLIER

The local authority works out the Business Rates bill by multiplying the rateable value of the property by the appropriate multiplier. From April 1 2005 there are two multipliers; the standard non-domestic rating multiplier (0.433 for 2006/07) and the small business non-domestic rating multiplier (0.426 for 2006/07). The former is higher to pay for small business rate relief. The Government sets the multipliers for each financial year for the whole of England. The Government normally changes both multipliers every year in line with inflation. By law, the multipliers cannot go up by more than the rate of inflation apart from some minor adjustments to counteract losses from appeals and, in relation to the standard multiplier, to pay for small business rate relief. In the year of a revaluation it is set at a level which will keep the total amount raised in rates after the revaluation the same as before, plus inflation for that year. The current multipliers are shown on the front of this bill.

### TRANSITIONAL ARRANGEMENTS

Property values normally change a good deal between each revaluation. Transitional arrangements help to phase in the effects of these changes by limiting increases in bills. To help pay for the limits on increases in bills, there also have to be limits on reductions in bills. Under the transition scheme, limits continue to apply to yearly increases and decreases until the full amount is due (rateable value times the appropriate multiplier).

The scheme applies only to the bill based on a property at the time of the revaluation. If there are any changes to the property after April 1 2005, transitional arrangements will not normally apply to the part of a bill that relates to any increase in rateable value due to those changes. Any transitional adjustments are shown on the front of this bill.

Further information about transitional arrangements and other reliefs may be obtained from London Borough of Newham, Business Rate Section Tel: 020 8430 2912 or the website [www.mybusinessrates.gov.uk](http://www.mybusinessrates.gov.uk)

## UNOCCUPIED PROPERTY RATING

Business Rates will not be payable in the first three months that a property is empty. After this period, empty rate is charged at 50 per cent of the bill that would have been due had the property been occupied. There are a number of exemptions from the empty rate (e.g. industrial properties and listed buildings and small properties with rateable values of less than £2,200). Full details can be obtained from Newham Council. Tel: 020 8430 3250.

## PARTLY OCCUPIED PROPERTY RELIEF

A ratepayer is liable for the full non-domestic rate whether a property is wholly occupied or only partly occupied. Where a property is partly occupied for a short time, the local authority has discretion to award relief in respect of the unoccupied part. Full details can be obtained from Newham Council. Tel: 020 8430 3028.

## SMALL BUSINESS RATE RELIEF

This is available at 50 per cent for ratepayers occupying single properties with a rateable value up to £5,000, with relief declining in percentage terms on a sliding scale until it is 0 per cent at £10,000.

The relief is only available to ratepayers with either:

- (a) one property, or
- (b) one main property and other additional properties providing those additional properties have rateable values less than £2,200.

The rateable value of the property mentioned in (a), or the aggregate rateable value of all properties mentioned in (b), must be under £15,000 outside London or £21,500 within London.

The scheme is funded through a supplement on the rate bills of those businesses not eligible for the relief. The supplement is built into the standard non-domestic rating multiplier. However, ratepayers of eligible business properties with rateable values between £10,000 and £15,000 (£21,500 within London) do not have to contribute towards the relief and will have their bills calculated using the lower small business non-domestic rating multiplier.

Ratepayers must apply for the relief each year and must be eligible on April 1 of each year. If a ratepayer ceases to be eligible on a day during the year in question, the relief will cease on that day. An application for relief must be submitted in writing to the local authority within six months of the end of the financial year to which it relates.

Full details on how to apply for this relief are available from Newham Council. Tel: 020 8430 3250.

## CHARITY AND REGISTERED COMMUNITY AMATEUR SPORTS CLUB RELIEF

Charities and registered community amateur sports clubs are entitled to 80 per cent relief where the property is occupied by the charity or club and is wholly or mainly used for charitable purposes or as a registered community amateur sports club.

The local authority has discretion to give further relief on the remaining bill. Full details can be obtained from Newham Council. Tel: 020 8430 2913.

## NON-PROFIT MAKING ORGANISATION RELIEF

The local council has discretion to give relief to non-profit making organisations. Full details can be obtained from Newham Council. Tel: 020 8430 2913.

## FORMER AGRICULTURAL PREMISES RELIEF

Certain businesses set up on agricultural land or buildings that were previously exempt from the Non-Domestic Rate may be entitled to 50 per cent relief until August 14 2006, if the property is occupied and the rateable value less than £7,000. The local council also has discretion to give further relief on the remaining bill. Full details can be obtained from Newham Council.

## HARDSHIP RELIEF

The local council has discretion to give relief in special circumstances. Full details can be obtained from Newham Council. Tel: 020 8430 2913.

## RATING ADVISERS

Ratepayers do not have to be represented in discussions about their rateable value or their rates bill. Appeals against rateable values can be made free of charge. However, ratepayers who do wish to be represented should be aware that members of the Royal Institution of Chartered Surveyors (RICS – website [www.rics.org.uk](http://www.rics.org.uk)) and the Institute of Revenues Rating and Valuation (IRRV – website [www.irrv.org.uk](http://www.irrv.org.uk)) are qualified and are regulated by rules of professional conduct designed to protect the public from misconduct. Before you employ a rating adviser, you should check that they have the necessary knowledge and expertise, as well as appropriate indemnity insurance. Take great care and, if necessary, seek further advice before entering into any contract.

# Council Tax Benefit

## Who can apply?

If you are the person liable to pay Council Tax you can apply for Council Tax Benefit.

## How to apply?

You need to fill in one of our Housing Benefit and Council Tax Benefit application forms. There are three ways you can get a form:

- Visit one of our Local Service Centres.
- Phone us on 020 8430 2000.
- Write to us at:

Newham Benefits Service, PO Box 23504, London E15 4UU.

Besides filling in the form you will need to show us papers to support your application. For example, we have to see something with your National Insurance number on.

We always ask for originals. We cannot accept copies. But instead of putting originals in the post you can take them to a Local Service Centre for checking.

## How much will you get?

The amount of your Council Tax Benefit depends on things like:

- The Council Tax band you are in.
- Your income and savings.
- Who lives with you.
- Your age and the age of anyone living with you.

The figures in the Ready Reckoner are only a guide. What you will actually get depends on the details of your claim. For example, you will get more help if someone has a disability or if you have childcare costs.

If your income is too high to qualify for main Council Tax Benefit, you might still qualify for a 'second adult rebate'. To work out second adult rebate, we ignore your circumstances and your partner's circumstances. We only look at the income of other adults living with you.

## Changes in circumstances

You need to tell us about anything that might affect your Council Tax Benefit. Let us know straight away, otherwise you may lose benefit.

## Things you need to tell us about include:

- Your income, or the income of anyone who lives with you, going up or down.
- Your income stopping, or the income of anyone who lives with you stopping, or if anyone starts to receive a new type of income, including a social security benefit like Income Support or Jobseekers' Allowance.
- You or anyone you live with starting or stopping work.
- Changes to your savings or investments, or to those of anyone living with you.

You also need to tell us if you change address. If you move inside Newham you don't need to apply again, as long as you tell us about the change as soon as possible. Your Council Tax Benefit will continue at the new address.

If you move outside Newham you need to tell us about the change. But you will also need to apply again for Council Tax Benefit from the council whose area you have moved to.



## Council Tax Benefit Ready Reckoner

### Income levels based on band C property (Council Tax for band C = £1,033.35)

Single people	Max. weekly income
Under 25, not working	£143.59
Aged 25-59, not working	£155.29
Aged 60-64, not working	£208.54
Aged 65 or over, not working	£224.99
Aged 18 or over, not working, 1 child	£215.27
Aged 18 or over, not working, 2 children	£259.15
Under 25, working	£148.59
Aged 25-29, working	£160.29
Aged 60-64, working:	£213.54
Aged 65 or over, working	£229.99
Aged 18 or over, 1 child	£240.27
Aged 18 or over, 2 children	£284.15
<b>Couples – neither partner working</b>	
Both 18-59	£187.24
Both 18-59, 1 child	£247.22
Both 18-59, 2 children	£291.10
Both 60-64	£266.14
One or both 65 or over	£287.69
<b>Couples - one or both working</b>	
Both 18-59	£197.24
Both 18-59, 1 child	£257.22
Both 18-59, 2 children	£301.10
Both 60-64	£276.14
One or both 65 or over	£297.69

The figures for single people assumes there's no single person discount.  
Based on a single person discount the figures would be:

Single people	
Under 25, not working	£118.82
Aged 25-59, not working	£130.52
Aged 60-64, not working	£183.77
Aged 65 or over, not working	£200.22
Aged 18 or over, not working, 1 child	£190.50
Aged 18 or over, not working, 2 children:	£234.38
Under 25 and working	£123.82
Aged 25-29, working	£135.52
Aged 60-64, working	£188.77
Aged 65 or over, working	£205.22
Aged 18 or over, 1 child	£215.50
Aged 18 or over, 2 children	£259.38

## How the council collects and processes your personal information

The Data Controller is the London Borough of Newham and we are responsible for the collection and processing of your personal information. Processing includes the organisation, retrieval, consultation, use and deletion or destruction of information and its disclosure to other agencies. The information you provide will continue to be processed mainly in connection with the administration, collection and recovery of Council Tax.

Your personal information may however, in future, be processed by other council services to facilitate any of the council's activities including benefits, to verify data accuracy, housing, environmental health and care services. There may be a need to share with external partners and organisations e.g. health and other local authorities or information may be used in the prevention and detection of fraud and crime. A full list of what information we control and process and for what purposes is set out in the council's data protection notifications filed annually with the Information Commissioner.

All information collected and processed will be held securely under the principles of the Data Protection Act 1998. For further information on data protection, the council's use of information sharing, please contact the Information Governance Team on 020 8430 3737 or [information.governance@newham.gov.uk](mailto:information.governance@newham.gov.uk)

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