



Summary of Performance 2006/2007

Council Tax and Business Rates Information 2007/2008

IMPORTANT INFORMATION FOR RESIDENTS | FIND OUT HOW NEWHAM
COUNCIL HAS PERFORMED | SEE HOW YOUR MONEY IS BEING SPENT



Newham played host to a wide range of cultural community events, including the Mayor's Newham Show and Under the Stars which attracted 42,000 people.

Contents

Message from the Mayor of Newham	4
Summary of performance 2006/2007	6
Council Tax and business rates information 2007/2008	
Council Tax and the council's spending plans	18
Precepting and levying authorities	33
Greater London Authority	35
National non-domestic rates	40
Council Tax Benefit	44
How the council collects and processes your personal information	47

Message from the Mayor of Newham, Sir Robin Wales

I was very proud last year to be re-elected as Mayor of Newham for another four years. I hope that this is a direct result of the satisfaction you feel towards the council's performance and that you are confident we are constantly trying to improve the services we provide.



After the excitement of winning the bid to host the 2012 Olympic Games and Paralympic Games, we have been laying the foundations to create opportunities for the people of Newham. Job opportunities will be in the thousands, and I want to ensure that it is the people from our community who get them. We will provide training and support to those who need it the most and develop the skills of those already in work.

Our new nationally acclaimed Newham Sports Academy is already harnessing the potential of our community and is helping our talented youngsters strive for gold – not only in the Games but in all aspects of life.

One of my pledges to you when I was first elected Mayor was to keep the Council Tax in Newham as low as possible. We have worked hard to maintain a manageable amount and have ensured that any increases are still affordable to residents and lower than those of similar councils.

Our progress and achievements were recognised by the Government's Comprehensive Performance Assessment. The council maintained its score of three out of a possible four stars and was judged to be improving well.

The council continues to work with the police, local schools and the National Health Service so that together we can deliver high quality services and monitor changes in expectations and needs. I know



there is still much to be done, particularly in areas such as street cleaning, recycling and crime, and with your help we can achieve even more in 2007. We need you to tell us what you think by taking part in community forums and consultations throughout the year.

You can contact the council on 020 8430 2000 or visit the website at www.newham.gov.uk

If you want to contact me, you can phone my office on 020 8430 2107 or email mayor@newham.gov.uk

We look forward to hearing from you.

A handwritten signature in black ink, appearing to be 'RW', written in a cursive style.

Sir Robin Wales
Mayor of Newham

Performance during 2006-2007



By 2010 Newham will be a place where people choose to live and work.

The council vision is a vision we share with Newham's major service providers and one which we strive to achieve in everything we do.

How well we are doing is something we ask you through annual surveys, consultation programmes and community forums. We take that feedback and use it to shape the services we provide, looking to improve our performance and meet your needs.

Government inspectors awarded the council three stars out of a possible four in the 2006 Corporate Assessment. In fact, Newham was the first authority to be awarded top marks for ambition. Inspectors found that the council has inspirational ambitions for young people and impressive ambitions for long-term regeneration of the borough, such as the Olympics. They said we have a track record of delivering ambitious projects like development of the Royal Docks and Channel Tunnel rail link.

But they said there was room for improvement with more work needing to be done with partners in helping to raise employment levels, reduce crime and improve the health of everyone living in the borough.

This summary is an update on what the council has been doing, what you've told us about services and how well we're performing in government assessments.

We've taken each of the six aims of the corporate plan, which guides how the council works towards achieving the vision, and described the progress we've made, from April 2006-March 2007, and the areas where improvement is still needed.



By 2010 Newham will be a place where health and well-being and the quality of housing continues to improve, where people are active, have greater independence and where the most vulnerable are supported



Healthier communities

Newham's fitness record is not good. According to a Sport England survey, adults in Newham are nearly at the bottom of the league when it comes to taking part in regular exercise and this is something we hope to change. Exercise is good for health. Rates of heart disease and diabetes in Newham are higher than the national average and we're dying too young. More exercise could help to change this.

Newham Fit Club

Around 4,000 people have signed up for Fit Club, showing that the message is getting through. Members are given a free health MOT and can access advice on how to change their lifestyle and the type of exercise that's right for them.



Join up now. Call 020 8430 6628 or visit www.newham.gov.uk



Newham's summer of sport

Around 50,000 young people took advantage of Newham's Summer of Sport which offered the chance to try out a range of Olympic sports.

And we're encouraging more and more participation through estate-based sports, which provide professionally coached training sessions on your doorstep. What's more, all the activities are free.

Find a sports club or activity. Call 020 8430 2484 or visit www.newham.com

Improving health

The council and the Primary Care Trust know they have to work harder to improve health in Newham. They have set tough targets which include tackling the 'big killers' such as smoking and heart disease. As well as making good progress in helping people quit smoking, we have been working with local businesses to prepare for the smoking ban which starts in July.



Two stars for Newham Homes

Poor housing affects people's health and the council has been working hard to improve homes in the borough. Since December 2005, following a vote by tenants, council houses and flats have been managed by Newham Homes. This organisation is known as an arms length management organisation as it is not directly run by the council and has tenants on the board. However, the council keeps overall responsibility for council homes.

Government inspectors recently gave Newham Homes a rating of two stars out of a possible three. That's especially good news as it gives the green light for spending that could add up to £240.5 million on modernising council homes.

If you need housing advice call 020 8430 2000.

Two stars for Adults' Services

Newham has been awarded two out of three stars by inspectors assessing our services for adults and older people. These include services that help older people or vulnerable adults to live at home and stay independent for longer. This rating reflected all the hard work that has gone into improving these services in recent years. The inspectors' report

praised the way that the council listens to the views of people who use the services but said we need to reduce the time people have to wait for their care packages.

Keeping warm

With the rising cost of heating bills, many over-50s welcomed the chance to keep warm and socialise in 12 community centres across the borough. Warm Centres opened their doors in November to residents to help them beat the cold while having fun and making new friends over a cup of tea. They offered

newspapers, magazines and books to read, games, arts and crafts and refreshments as well as health checks, safety and benefits advice.

For more details call 020 8430 2486.



By 2010 Newham will be a place 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

Community participation

We are proud of the richness that our diverse population adds to the borough. But we know that some people and some communities do not play as full a part in the life of the borough as they want, so we take steps to include them.

In recognition of our work ensuring people from all communities enjoy a full range of sport and cultural activities, Newham has received praise from the government and has won a national Beacon status award. This means it is one of the best services of its kind in the country. The council ensures that there are activities for everyone and encourages people to mix and make friends.



Leisure centres

Newham's four leisure centres, Atherton, Balaam, East Ham and Newham, have all been awarded the prestigious Charter Mark which recognises high standards and effective management. Newham leisure centre has been awarded Inclusive Fitness Initiative status in recognition of the centre's facilities for disabled users.



Cultural events and festivals

As in previous years, Newham played host to a wide range of cultural community events including Runga Rung, the Mayor's Newham Show and the hugely popular Under the Stars which attracted 42,000 people. These events were successful in bringing together diverse communities and increasing awareness and understanding of cultural diversity.



Have your say

As well as enjoying borough life, it is important that local people help to shape it, so it is encouraging to see increasing numbers of people taking part in community forum events.

Newham's nine community forums are there for you to have your say about services in your borough and to help you, and us make positive changes.

Last year more than 22,000 of you attended forum events and expressed your views on important local issues.

For information on how you can get involved phone 0800 519 4015.

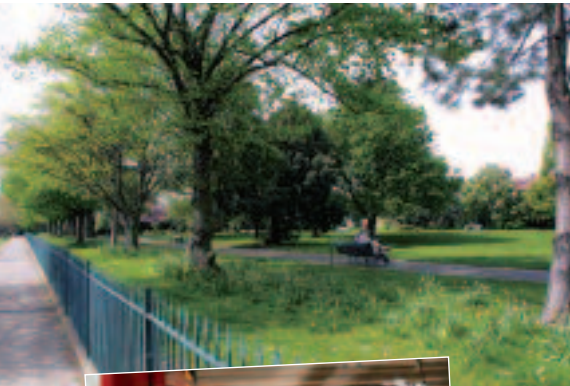
Award-winning parks

Newham's parks are among the best in the country and hold several prestigious Green Flag Awards. Central Park, Forest Lane Park and Stratford Park all received national Green Flag award status last year.

Green Flag status recognises the value of green spaces to communities, particularly in urban areas, and rewards good standards of green space management and maintenance.

Treating everybody equally

Newham has a good reputation for treating people fairly and equally. One of only a handful of councils in the country to achieve the highest level of a national equality standard, Newham has demonstrated its commitment to ensuring equality in how the council is run and how it delivers services.



By 2010 Newham will be a place which is thriving economically and socially and where all people share in the growing prosperity

Employment

In a recent survey one in five residents rated lack of jobs as an area of personal concern. Unemployment in Newham is slightly higher than the London average and considerably higher than the rest of England and Wales. The council is working together with other local organisations to increase the number of local people who have jobs. Latest data from the Annual Population Survey shows 2,600 more Newham residents are now working in comparison to the year before.

Helping local people to find jobs

The council is working together with other organisations to set up two employment shops in the borough called Workplace which are scheduled to open later this year. This will make it easier for employers to recruit local people to vacancies, including jobs associated with the 2012 Games.

Investing in Newham

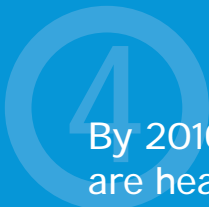
Unprecedented public and private investment in local infrastructure, transport, buildings and skills is attracting new business and jobs to Newham. For example, the council successfully lobbied the government to extend the Docklands Light Railway so that it links the Royal Docks with the Stratford International Station. Three new stations will be built serving existing areas and future developments.

We want to ensure that local people benefit from the exciting new developments taking place within the borough. For example, a portion of a European Union Grant for the Stratford City development has been targeted to generate over 10,000 jobs in construction.

Financial assistance

When people are not in work it's important that they receive the benefits to which they are entitled therefore there are a number of projects to help people on low incomes. NewCred provides services to people on low incomes who may not have access to a bank account. Services include budgeting accounts where wages and benefits can be paid in and payments made regularly to creditors such as the council and utilities companies. For more information on financial assistance please call 020 8555 5388.





By 2010 Newham will be a place where young people are healthy, educated, safe, have high aspirations for employment and good self-esteem

Education

Newham's school students are keeping up the good work of the last few years. The results for 2006 show that 52.8 per cent of the borough's 15-year-olds achieved five or more GCSE or equivalent exam passes at grades A* to C. This reflects an increase of 1.7 per cent from 2005 and 7 per cent from 2003.

However the gap between these results and the national average widened in 2006. In 2005 we were 6.1 per cent below the national average, but in 2006 the gap had widened to 6.4 per cent. Our aspiration is that by 2010 Newham's results will be at least equal to the national average.

Our students are beating the national average for achieving five or more GCSE or equivalent passes at grades A* to G. In 2006, 93.9 per cent of students achieved five or more GCSE or equivalent passes at grades A* to G compared to the 90.5 per cent national average.

We have seen improved results in English for Newham's primary school pupils aged 11, while results have stayed at the same level in maths and science.

Government inspectors rated nine Newham schools as outstanding. The schools achieved top grade results in areas such as achievement, standards, personal development and wellbeing. A further two of our schools were judged as needing to improve.

Recognition for teachers

And it's not just the students whose good work is being recognised. Primary school teaching assistant, Jim Herbert from Little Ilford School, won the UK Teaching Award, Teaching Assistant of the Year.



Safe from bullying

If we expect our children to do well in school we must keep them safe at school and free from bullying. In November, local primary school children took part in an anti-bullying march that ended with the official signing of a Newham anti-bullying charter.

Student attendance

Students can't learn if they are not in school. Newham's campaign to crack down on truants has put us top of the national secondary school attendance league table for the second year running. Attendance at Newham's primary schools is also good but dropped slightly in 2006.

Youth crime

Despite the achievement of Newham's young people, the borough still has a high level of youth crime. The council is working hard to address this. Government inspectors praised the work of the council's youth offending team following their inspection in 2006. They found the service was performing very well with a track record of innovation and achievement in an area with high rates of crime and social problems. However, the inspectors made some recommendations such as improving the enforcement of supervision requirements, supervision planning and the risk of harm strategy.



Joint Area Review of Children's Services

The council's services for children and young people were inspected in spring 2006 and inspectors found that we are well on the way to achieving our aim. They said that outcomes for children and young people in Newham are generally good and some are outstanding. However, they found the youth service to be inadequate and recommended improvements in the quality of youth work practice.





By 2010 Newham will be a place which is safer and where people feel safer

Crime a big concern for residents

More of you than ever have told us that crime is your biggest concern. The council is actively working together with the police to reduce crime in the borough and is committed to making Newham a safer place.



Effective use of CCTV

Over the past year we have seen an increase in the number of arrests made as a result of effective use of CCTV by the council and the police. Between April and September 2006 there were almost three times the number of arrests through the use of CCTV than in the same six months in the previous year. Key to this increase was the presence of a police officer in the control room with police radio access. This means a quicker reaction to calls and what is seen by the cameras.



Reducing anti-social behaviour

The council and police have worked together to make two wards in the borough a no-go zone for groups of troublemakers who had been bringing misery to neighbourhoods. The move followed

complaints from residents and businesses about levels of drug-taking, fly-tipping, drunken behaviour and general anti-social behaviour. The dispersal order means if the troublemakers return they risk arrest and face a fine or prison sentence. Another area in Forest Gate has seen reported crime fall by 40 per cent since the introduction of such an order.

We continue to use a range of methods such as anti-social behaviour orders to tackle crime and anti-social behaviour. For example, a 17-year-old was stopped from behaving anti-socially in Canning Town when he was served with an ASBO, bringing relief to residents who had suffered as a result of his intimidating behaviour, verbal abuse, graffiti and drug-taking. Anti-social behaviour will not be tolerated and we will continue to take enforcement action to prevent it.

You can report anti-social behaviour on the council's hotline 0800 731 3300.

The council and police are actively working together to shut places where drugs are taken, dealt or produced. Since April 2006, ten crack houses have been closed, bringing relief to neighbours and the wider community.

Getting rid of graffiti

You've told us that graffiti is a growing concern. To tackle this, we have three deep cleansing teams who provide graffiti removal across the borough. We remove graffiti from all public places and, with the owners' permission, from private buildings too. Offensive or racist graffiti is dealt with as a priority within 24 hours. Three times each year, independent inspectors survey graffiti levels and they found that concentrations in Newham are amongst the lowest in London.



Flytipping

Flytipping is being tackled with a greater emphasis on prosecuting those responsible. This has resulted in an increase in formal prosecutions and penalties in connection with traders who illegally dump rubbish.



Reducing domestic violence

The council's domestic violence team won an award for its campaign highlighting common misconceptions of domestic violence. The team offers confidential advice and support for victims including advice on obtaining injunctions, housing and welfare benefits. You can get in touch on 020 8430 6500 or call the 24-hour National Domestic Violence Freephone Helpline on 0808 2000 247 (a partnership between Women's Aid and Refuge).



By 2010 Newham will be a place which is attractive, clean and well-maintained

Keep Newham tidy

The state of our streets and the environment in general remains a big concern of Newham's residents. More of you than ever have said that rubbish and litter are a problem. In fact, litter in the streets is your second biggest concern after crime.

We continue to improve our street cleansing service and a recent survey reveals cleaner streets than in previous years. However, streets and other public places are still not clean enough and we are committed to improving this service. You can play your part by putting rubbish in bins or taking it home.



Flytipping

We have identified and clear the worst 50 'hot spots' for flytipping and rubbish every day. A new service has been introduced to provide quicker response times, more vehicles and an extended weekend service. The average time taken to remove illegally dumped rubbish has fallen to its lowest level in three years (less than a day).

If you spot anyone flytipping or you want to report a flytip to be removed, call the council's hotline on 020 8430 2000.

Priority locations have been targeted to deal with household waste put out on the streets. You can help by making sure you put your rubbish out on the right days.

Did you know that the council will collect large household items for disposal free of charge? Call 020 8430 2000 for more information or to request a collection.

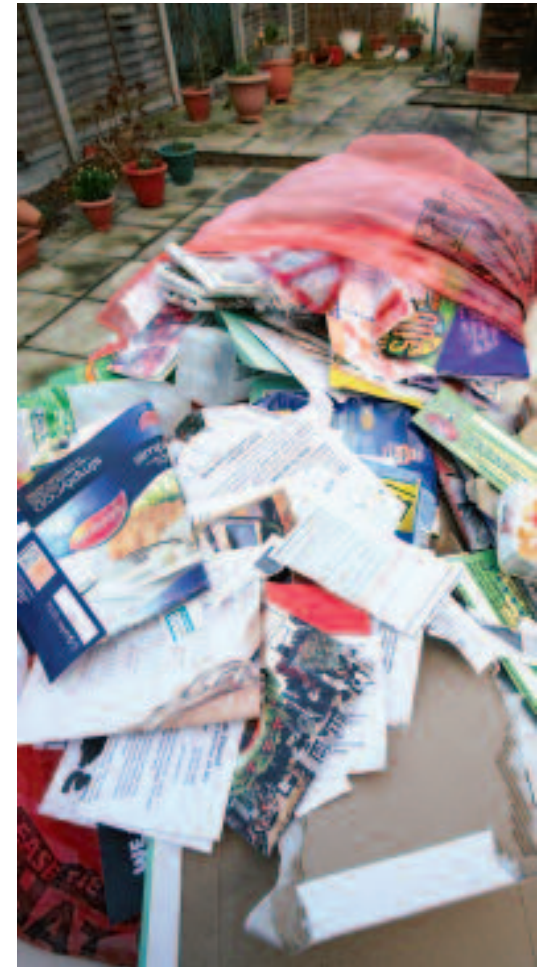
Recycling

While recycling rates have improved, we are still falling short of the targets set for us by the government. In fact, in 2005/06 recycling rates in Newham were amongst the worst in the country. Currently, nearly 13.85 per cent of all household waste is being recycled or composted, but this isn't good enough. We are working hard to improve this, but we need you to recycle more. We are making it easier by increasing door-to-door orange bag collections and there are more than 150 recycling banks in the borough. Certain types of garden waste can be recycled too. A free special collection for garden waste can be arranged, call 020 8430 2000 for more details.

And don't forget you can use the Jenkins Lane Reuse and Recycling Centre for free if you bring a proof of residency. Ring freephone 0800 389 9918 for details about what you can recycle at the centre.

Forest Gate facelift

A good environment is also about the quality of the buildings we use and see every day and the areas around them. An historic part of Newham has been recognised by the Civic Trust and the Royal Institute for Chartered Surveyors for its attractive design and contribution to the environment. The Forest Gate Heritage Economic Regeneration Scheme saw a tired Victorian shopping street transformed into a lively landmark more reminiscent of its Victorian ancestry.



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 2007/08, the council needs to raise £87.387 million from Council Tax. The table below shows what the tax is for each Council Tax band.

Council Tax charge for 2007/08

Band	Value of your property	Maximum Council Tax payable	Maximum for Newham Council's services	Contribution to The Greater London Authority (GLA)
A	Up to £40,000	813.16	610.57	202.59
B	£40,001-£52,000	948.69	712.34	236.35
C	£52,001-£68,000	1,084.22	814.10	270.12
D	£68,001-£88,000	1,219.74	915.86	303.88
E	£88,001-£120,000	1,490.79	1,119.38	371.41
F	£120,001-£160,000	1,761.85	1,322.91	438.94
G	£160,001-£320,000	2,032.90	1,526.43	506.47
H	Over £320,000	2,439.48	1,831.72	607.76

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

(1) Newham's budget for 2007/08

	Last year (2006/07)		This year (2007/08)	
	gross £m	net £m	gross £m	net £m
Service budgets				
Adults Social Services	99.3	70.0	107.9	72.2
Benefits and Customer Services	274.2	14.9	274.6	15.2
Children and Young People – social care	127.2	95.9	112.0	79.8
Corporate and Strategic Management	10.3	8.3	10.8	7.5
Crime and ASB	8.8	3.3	9.3	3.7
Culture and Community	26.7	22.7	21.5	18.2
Dedicated Schools Budget	262.2	0.0	285.4	0.0
Housing and Public Protection	134.4	3.8	109.8	4.1
Housing Revenue Account	105.2	0.0	105.1	0.0
Public Realm	69.3	37.9	71.7	37.1
Regeneration and Development	9.9	4.9	9.9	6.2
Resources	64.0	6.5	65.2	3.5
	1,191.5	268.2	1,183.2	247.5

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	-5.3	-6.3
Payments for London-wide services (1)	0.5	0.6
Other general budget items	-10.9	20.9
Money taken from general reserve	-4.3	-3.1

Newham's budget requirement	248.2	259.6
Greater London Authority (1)	20.6	21.8

Total budget for services provided for the Newham area	268.8	281.4
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(1) for further details please see pages 33 to 39

(2) Changes in Newham's spending plans

	£m	£m
Newham's budget 2006/07		248.2
Additional costs		
Forecast increase in service users	4.7	
Grounds maintenance costs	1.7	
UASC net cost increase	1.0	7.4
Additional income		
Additional car parking income		-1.3
Budget increases		
Budget pressures	1.5	
Pension fund employer's contribution increase	1.1	
Committed budget growth	1.0	
Increased ELWA levy	0.9	4.5
Efficiency savings		
Adult services savings	-1.5	
Children and young people savings	-1.9	
Corporate and strategic savings	-1.4	
Public realm savings	-1.5	
Other service savings	-1.2	-7.5
Pay and price increases (incl. capital financing)		7.1
Change in use of balances		1.2
Newham's budget 2007/08		259.6

(3) The council workforce

	2006-07	2007-08
Adult Social Services	810	858
Benefits and Customer Services	412	374
Children and Young People	5,869	6,425
Corporate and Strategic Management	83	81
Crime and ASB	105	104
Culture and Community	235	201
Housing and Public Protection	349	384
Housing Revenue Account	100	94
Public Realm	897	1,026
Regeneration and Development	118	119
Resources	682	738
	9,660	10,404

(4) How your Council Tax is worked out

2006-07	2007-08	Council Tax per band D dwelling	Percentage increase in Council Tax
£000	£000	£	%
248,190	Newham's budget requirement	259,573	
	<i>Less</i>		
-30,349	Revenue Support Grant (RSG)	-28,032	
-157,221	Business rates	-167,035	
1,729	Deficit on collection fund	1,110	
62,349	Newham requirement	65,616	915.86
20,591	Greater London Authority	21,771	303.88
82,940	Total to be raised from Council Tax	87,387	1,219.74
			4.92

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

£000		£000
8,695	East London Waste Authority	9,607
83	Environment Agency (Flood Defence)	131
212	Lee Valley Regional Park Authority	217
194	London Pensions Fund Authority	214

The Council Tax for Band D dwellings =

Newham and GLA requirements

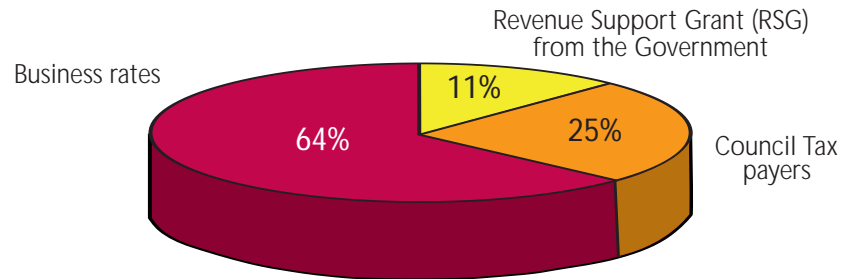
Council Tax Base

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 71,644. 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 31 March 2006, the outstanding balance on these loans amounted to £647 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 and click on council and democracy then click council finances and then select financial management.

If you have any feedback on these financial reports 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 1 April 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 Cityside, 40 Adler Street, London E1 1EE.

Telephone: 020 7441 7000, Fax: 020 7441 7099;

Web: www.voa.gov.uk or email londoncitygroup.voa@voa.gsi.gov.uk

Since 1 December 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 prohibited by law or occupation is prevented by a planning condition.
- 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 full time 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.

Student liability

Since 1 April 2004 full time students are excepted from being held jointly and severally liable for Council Tax if they live in the same property as someone who is not a full time student (including their spouse or partner), and the non-student has an equal level of interest in the property with them e.g. joint tenant.

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 1 April 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.

Details of the charge printed on your bill indicates that council records show one of the following applies to your property.

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

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

Long-term empty: Property is unfurnished and unoccupied for a period in excess of six months.
DISCOUNT=0 per cent

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

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

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

Condition of employment: The property is required as a condition of employment where the occupiers have their sole or main residence elsewhere and are registered to pay their Council Tax there.
DISCOUNT=50 per cent

Furnished second home: 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: vtwhitechapel@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 and click Council Tax under popular pages, select telling 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 and select online forms.
- Complete the form attached to the bottom of your Council Tax bill.

STANDING ORDER

Please telephone the contact centre on 020 8430 2000 for a standing order form.



TELEPHONE AND INTERNET PAYMENTS USING A CREDIT/DEBIT CARD

Call the automated 24 hour service on 020 8430 2000 and select option two or go to www.newham.gov.uk, Council Tax, select 'pay your Council Tax online'.

BANK GIRO CREDIT

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

CASH PAYMENT CARD

You can use the card to make payments at any Post Office and various shops; a full list of all outlets where you can pay will be sent to you when you receive your card. 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 can be quite considerable and will be added to your Council Tax debt.

At Newham Council we take every action available to us under the law to enforce prompt payment.

We could take money from your earnings

If you are in work, the council can order your employer to recover the amount direct from your salary and pay it straight to the council. If you do not provide employment details when requested you could incur a fine of £1000 and a criminal record.

Your house could pay your Council Tax

The council could apply to the High Court for a Charging Order on your house. This means that you cannot sell your house until the Council Tax debt has been paid.

You could be made bankrupt

The council could apply to the High Court to declare you bankrupt. This means your assets will be sold and you will be unable to obtain credit.

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

Email: business.rate@newham.gov.uk

View our website: www.newham.gov.uk

Council Tax and business rate performance over the last three years

PERCENTAGE OF COUNCIL TAX COLLECTED

2003/4	91%
2004/5	91%
2005/6	91%

PERCENTAGE OF BUSINESS RATE COLLECTED

2003/4	99%
2004/5	99%
2005/6	99%

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 Thames Region

The Council Tax and non-domestic rating (Demand Notices) (England) Regulations 2003

The Environment Agency, as a levying body for its flood defence functions, under the above regulations, provides the following information:

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. Flood defence money is spent on the construction of new flood defence schemes, the maintenance of the river system and existing flood defences together with the operation of a flood warning system. The financial details are:-

Thames Regional Flood Defence Committee

	2006/2007 £'000	2007/2008 £'000
Gross expenditure	78,057	80,963
Net expenditure	68,516	70,178
Levies raised	5,632	9,000
Total Council Tax base	4,865	4,904

The majority of funding for flood defence comes directly from the Department for the Environment, Food and Rural Affairs (DEFRA). However, where there are schemes which do not attract central funding the agency may seek funding from county and metropolitan councils, unitary authorities and London boroughs in the form of a local levy. The local levy is shared on the basis of band D equivalents between all contributing bodies within the committee area.

Changes in the gross expenditure between the years are due mainly to an increase in the programme of schemes in 2007/08 following a reduction in 2006/07. The total local levy has increased from £5,632k in 2006/07 to £9,000k for 2007/08, following a reduction from the 2005/06 level of £8,896k.

London Pensions Fund Authority

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 2007-08, the expenditure to be raised by levies is as follows:

Inner London	£13,052,000	(-8.0 per cent)
Greater London	£ 8,690,000	(+10.0 per cent)
Total	£21,742,000	(-1 per cent)

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

The increase in the levy for Greater London is due to the high incidence of settled and anticipated asbestosis claims, attaching to residual liabilities of the former Greater London Council (and successor bodies).

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

On average the Council Tax per household is £11.88 for Inner London and £2.99 for Greater London.

East London Waste Authority (ELWA)

ELWA's total levy requirement for 2007/08 is £32,990,000, an increase of £2,530,000 or 8.3 per cent over 2006/07 (2006/07: £30,460,000).

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

In December 2002, Shanks East London were awarded a new 25-year Integrated Waste Management Contract (IWMC) to carry out this work on ELWA's behalf. The main reason for the 8.3 per cent rise in the levy, apart from factors such as further government landfill taxes and inflation, is the significant increase of £9,300,000 (28.5 per cent) in the payment to Shanks in 2007/08. This reflects the investment by Shanks in the waste management facilities across the ELWA area. These are needed to meet the government's targets for increased recycling and diversion from landfill. The levy increase has, however, been smoothed by utilisation of ELWA's reserves.

Greater London Authority

Introduction

The Mayor of London's seventh budget continues to place public safety and policing at its heart, with 27p of the 29p a week (Band D) council tax increase going towards policing and safety. Neighbourhood policing is reinforced; there are extra Police Community Support Officers to patrol London Underground and National Rail stations; and there is extra funding for improving fire and rescue capability.

Transport continues to be improved with initiatives to meet demand growth and improve the quality of services for Londoners today while preparing for the demands of the 2012 Olympic and Paralympic Games. Free bus and tram travel will continue to be granted for those aged under 16 and for those under 18 in full time education.

A Band D household will pay £15.27 more for London wide services in 2007-08.

How the budget is funded	£m
Gross expenditure	10,722
Fares, charges and other income	-3,704
Government grants for specific purposes	-3,528
Government grants and redistributed business rates	-2,177
Paid out of reserves (TfL)	-390
Paid out of reserves (other)	-41
Amount to be met by Council Tax payers	882

The £882m raised from Council Tax represents eight per cent of total spending and requires a band D amount of £303.88.

Changes in Council Tax	£	Increase per week
2005-06 band D amount	288.61	
Safer Neighbourhood teams	12.78	24p
London Fire & Emergency Planning Authority	1.49	3p
Transport for London	-0.03	
Greater London Authority	0.68	1p
Surplus on borough collection funds	0.35	1p
2007-08 band D amount	303.88	29p

Policing – Safer Neighbourhoods

Every local community in London now has a dedicated policing team, with all 630 safer neighbourhood teams in place 18 months early. This has helped deliver a six-year low in crime in the capital. This budget meets the cost of delivering this. Extra visible reassurance and support is provided with funding for another 3 Police Community Support Officers for those teams covering London's most heavily populated wards.



Policing – Safer Transport

New Safer Transport teams are to be set up – an extra 375 Police Community Support Officers to focus on transport links and communities in 21 outer London boroughs.



Policing – Counter Terrorism

The budget provides an extra £23m for security policing and a further £15m for dealing with the threat of terrorism.

Tackling Climate Change

The budget also accelerates the tackling of climate change with a new programme to increase the provision of decentralised energy supply and to enable Londoners to reduce emissions from energy use in their homes. It also includes a comprehensive programme to fund energy efficient technology in transport and encourage walking and cycling, including setting up a £25m Climate Change Mitigation Fund to support initiatives to reduce carbon emissions and investing an extra £40m in cycling over the next three years. In 2007-08, £30m will be spent on travel demand management to make further progress in areas such as schools, commuting, car clubs and town centres.

Changes in spending

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

Changes in spending	£m
2006-07 budget requirement	2,939.7
Inflation	238.9
Efficiency and other savings	-201.2
Existing services and new initiatives (net of grant increases)	420.8
2008 Mayor and Assembly Elections (funded from reserves)	16.0
Changes in use of reserves and other financing adjustments	-352.4
2007-08 budget requirement	3,061.8

Transport

Funding will focus on further service improvements to London Overground, London Underground, London Buses and Docklands Light Railway. Key developments are:

- Transport for London will take responsibility for the Silverlink Metro in 2007
- Oystercard ticketing on all National Rail stations in London, starting from 2008
- Continuing expansion of the bus network
- Extensions and capacity upgrades for the Docklands Light Railway
- Construction of the East London Line extension stage 1
- Increases in capacity on London Underground
- Schemes to provide safe and attractive environments for pedestrians
- The western extension of the central London congestion charge.

Fire

The main aims of the budget are to continue reducing the number of fires and fire deaths and improve emergency response capability. There is funding for six new Fire Rescue Units to respond to major incidents, building on the experience of the July 2005 bombings. A fleet of new Command Support Units will assist incident commanders and there will be targeted community safety initiatives.



2012 Olympic and Paralympic Games

The contribution from council tax payers for the Games delivery remains at the level set last year. The Band D amount is £20 (70 per cent of London taxpayers are Band D or lower). To raise up to £625m this will require £20 at Band D for 8 more years and £9 in the final year. The GLA will also spend £0.7m to realise the wider legacy benefits.

Police and fire service preparations for the Games are to be funded by central government grant.

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.

Do you want to add Olympic pic?

£	MPA	LFEPA	TfL	LDA	GLA	Collection fund	Total
2006-07 band D Council Tax precept	210.82	45.63	4.16	Nil	29.32	-1.32	288.61
Increase for 2007-08	12.78	1.49	-0.03	-	0.68	-0.35	15.27
2006-07 band D Council Tax precept	223.60	47.12	4.13	Nil	30.00	-0.97	303.88

The Metropolitan Police District does not include the City of London and therefore a band D council taxpayer in the city will pay £80.28 for LFEPA, TfL and GLA.

£m	MPA		LFEPA		TfL		LDA		GLA		Total	
	2006-07	2007-08	2006-07	2007-08	2006-07	2007-08	2006-07	2007-08	2006-07	2007-08	2006-07	2007-08
Gross expenditure	3,267.0	3,309.9	431.2	443.0	5,393.0	6,397.0	422.5	4182	130.3	153.7	9,644.0	10,721.8
Specific grants	-425.7	-500.4	-9.6	-9.5	-	-	-	-	-2.2	-1.5	-	-3,527.6
Other income	-391.6	-272.8	-17.5	-19.6	-	-	-	-	-10.2	-14.6	-	-3,704.0
Net expenditure	2,449.7	2,536.7	404.1	413.9	64.0	402.0	Nil	Nil	117.9	137.6	3,035.7	3,490.2
Use of reserves	-24.0	-4.0	-24.6	-22.4	-52.0	-390.0	-	-	4.6	-12.0	-96.0	-428.4
Budget requirement	2,425.7	2,532.7	379.5	391.5	12.0	12.0	Nil	Nil	122.5	125.6	2,939.7	3,061.8

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

More information on the budget is available on the GLA website

at 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

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 as part of the annual formula grant settlement. 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. 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 1 April 2005, this date was set as 1 April 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 1 April 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

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 1 April 2005 there are two multipliers; the standard non-domestic rating multiplier (0.444 for 2007/08) and the small business non-domestic rating multiplier (0.441 for 2007/08). 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 1 April 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 on 020 8430 2912 or 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 on 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 on 020 8430 3028.

SMALL BUSINESS RATE RELIEF

This relief is only available to ratepayers who apply to their local authority and who occupy either—

- (a) one property, or
- (b) one main property and other additional properties providing those additional properties each have a rateable value of 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, including on 1 April each year.

Ratepayers who satisfy these conditions will have the bill for their single or main property calculated using the lower small business non-domestic rating multiplier rather than the ordinary non-domestic rating multiplier that is used to calculate the liability of other businesses.

In addition, if the single or main property is shown on the rating list with a rateable value of up to £10,000, the ratepayer will receive a percentage reduction in their rates bill for this property of up to a maximum of 50 per cent for a property with a rateable value of not more than £5,000.

If an application for relief is granted, provided the ratepayer's circumstances do not change, the application will not need to be renewed until the next revaluation of non-domestic premises, which happens every five years. Certain changes in circumstances will need to be notified to the local authority by the ratepayer (other changes will be picked up by the local authority). The changes which must be notified are —

- (a) the ratepayer taking up occupation of a property they did not occupy at the time of making their application for relief; and
- (b) an increase in the rateable value of a property occupied by the ratepayer in an area other than the area of the local authority which granted the relief.

Notification of these changes must be given to the local authority within four weeks of the day after the day the change happened. If this happens, there will be no

interruption to the ratepayer's entitlement to the relief. However, failure to notify the authority within this timeframe will mean the ratepayer ceases to be entitled to the relief with effect from the day that the change happened. If they are still eligible, the ratepayer will be entitled to the relief again with effect from the day that they notify the local authority. A notification that the ratepayer has taken up occupation of an additional property must be by way of a fresh application for relief; notice of an increase in rateable value must be given in writing.

Full details on the eligibility criteria and on how to apply for this relief are available on 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 on 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 on 020 8430 2913.

HARDSHIP RELIEF

The local council has discretion to give relief in special circumstances. Full details can be obtained from Newham Council on 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) and the Institute of Revenues Rating and Valuation (IRRV – website 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.

If you make an application for Pension Credit, Income Support or income-based Jobseekers' Allowance

You can claim Council Tax benefit at the same time as claiming Income Support, Jobseekers' Allowance or Incapacity Benefit from Jobcentre Plus over the phone. Once you have supplied all the necessary information to support your benefit claims to Jobcentre Plus they will send details of your Council Tax Benefit claim to us.

If you apply for Pension Credit, you can also claim Housing Benefit and Council Tax Benefit at the same time over the phone. Call The Pension Service on 0800 99 1234.

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 = £1,084.22)

Single people age group	Max. weekly income
Under 25, not working	£150.53
Aged 25-59, not working	£162.83
Aged 60-64, not working	£222.73
Aged 65 or over, not working	£241.78
Aged 18 or over, not working, 1 child	£226.71
Aged 18 or over, not working, 2 children	£274.16
Under 25, working	£155.53
Aged 25-29, working	£167.83
Aged 60-64, working	£227.73
Aged 65 or over, working	£246.78
Aged 18 or over, 1 child	£251.71
Aged 18 or over, 2 children	£299.16
Couples age group (where neither partner is working)	
Both 18-59	£196.48
Both 18-59, 1 child	£260.36
Both 18-59, 2 children	£307.81
Both 60-64	£285.38
One or both 65 or over	£310.68
Couples (where one or both partners are working)	
Both 18-59	£206.48
Both 18-59, 1 child	£270.36
Both 18-59, 2 children	£317.81
Both 60-64	£295.38
One or both 65 or over	£320.68

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	£124.60
Aged 25-59, not working	£136.90
Aged 60-64, not working	£196.80
Aged 65 or over, not working	£215.85
Aged 18 or over, not working, 1 child	£200.78
Aged 18 or over, not working, 2 children	£248.23
Under 25 and working	£129.60
Aged 25-29, working	£141.90
Aged 60-64, working	£201.80
Aged 65 or over, working	£220.85
Aged 18 or over, 1 child	£225.78
Aged 18 or over, 2 children	£273.23

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 be processed mainly in connection with the administration of Council Tax.

Your personal information may however, be processed by other council services where appropriate to facilitate the provision of services in respect of any of the council's activities including (but not limited to) 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 will be processed and 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

Monday - Friday
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