

WE ARE INVESTING.

WE ARE NEWHAM.



Council's 2022-23 budget: Supporting Newham residents during uncertain times



MESSAGE FROM THE MAYOR

Listening to the people of Newham and championing their priorities is my job as your Mayor.

I know that people's finances are under real pressure because of the continued fallout from the pandemic and the cost of living crisis. This is already hitting many households, with inflation at a 30-year high, rising costs for food and clothes and soaring fuel bills. It's also impacting local businesses and the Council, already having to cover the £29 million cost of the Covid-19 pandemic.

For every pound we spend as a Council, 69 pence goes towards Adult Social Care and Children Services, with the remaining 31 pence for everything else we do for you and our residents in the borough. That's why every penny in our budget for 2022-23 is being injected into all those vital services to support our most vulnerable during these uncertain times, and making sure the Council is able to deal with the challenges ahead.

So on top of the £9.3 million extra we are spending this coming financial year:

- There's an additional £3.7 million for adult services to support our elderly;
- £3.8 million more for children's services;
- Another £1 million to support people who are homeless;
- Alongside £1 million to support families with children who have No Recourse to Public Funds and facing destitution.

With people facing rising costs, we will carry on being on your side to support you and your family - delivering help where needed. Already our Eat for Free scheme is saving families £500 per year per child at nursery or primary school

and we pay our valued care staff the London Living Wage for the important work they do. We've also helped local people access some £1.7 million of additional income for their families and supported local businesses by distributing over £180 million in rates relief and over £109 million in support grants.

Like so many households in the borough, the Council's budget has to stretch further because of inflation. So we are needing to introduce a below-inflation 2.99 percent increase in Council Tax to help with rising costs and keep in place the vital support we provide to our elderly residents. Our Council Tax will still remain the lowest in East London; plus there's more help in place. The Council will be distributing to 93 percent of all households in Newham a one-off £150 grant in the spring; and we will be offering support through our 90 percent Council Tax Relief scheme for low-income households.

The Council will be distributing the one-off £150 grant in the spring to 93 percent of households in Newham. You can read more in the government leaflet enclosed which the Council is legally obliged to send to you. While all help is appreciated, the payment offered won't go far in helping our residents who face rising energy and household costs. That's why under my administration, the Council will continue doing all it can to help support our residents and local businesses – and why the budget this year will continue to fund vital frontline services.

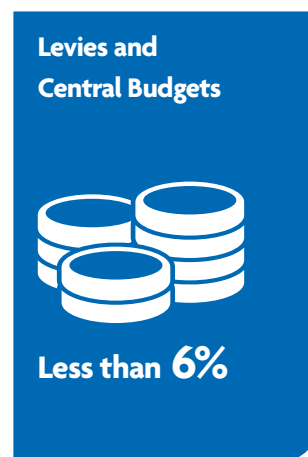
Best wishes,
Rokhsana Fiaz OBE,
Mayor of Newham
🐦@rokhsanafiaz

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HOW OUR MONEY WILL BE SPENT IN 2022/23

The council has a net budget requirement of **£326.8m** which it will spend on delivering a wide range of services for our residents. More than a quarter of this amount is funded from the local element of your Council Tax which totals **£84.8m**, with an additional **£8.2m** raised through the Government's adult social care precept. We also generate additional income, through fees and charges, to supplement the money received from the Government and Business Rates. The £326.8m is the revenue budget and does not include the additional money we spend on capital schemes such as repairing roads, building houses and improving infrastructure across the borough.



DIFFERENT WAYS TO PAY YOUR COUNCIL TAX

Direct Debit

Save time and hassle when you pay your Council Tax by Direct Debit.

Direct Debit payments are quick and easy to set up and help you pay your bill over twelve months. Payments are protected by the Direct Debit guarantee and you can choose to pay on the 1st, 8th, 15th, 22nd or 28th of each month.

It's a simple, safe and speedy way to make a payment.

To set up a Direct Debit now, visit www.newham.gov.uk/directdebit

Standing order

A set amount is paid from your bank account each week, fortnight or month (Council Tax payments are usually monthly). When the amount needs changing, you must tell your bank in good time.

To set up standing order payments contact your bank. You will need Newham's bank account details and your reference number. These can be found on your bill.

Internet / online banking

To pay via the council's website, visit www.newham.gov.uk/payit and select the relevant transaction. You will need your full Council Tax reference number, which can be found on your bill.

Telephone and internet banking services

You can also use your bank's telephone or internet banking service to pay either one-off payments, or a series of payments on set dates, direct from your account. Contact your bank to arrange. The payment details you need are on your bill.

For Council Tax, quote Sort Code 30-00-02 (Lloyds Bank), Account number 00879113 and your own Council Tax Account reference (an 8 or 9 digit number starting with a 6 as shown on the front of your bill).

By debit or credit card over the phone

Call **020 8430 2000** and choose option 1. You will need your debit or credit card to hand and your payment reference number. Full instructions on how to use the service are given when you call.

Post Office or PayPoint outlet

You can use your Council Tax bill barcode (allpay) to pay at a Post Office or any shop displaying the PayPoint sign.

COUNCIL TAX AND THE COUNCIL'S SPENDING PLANS

Your Council Tax helps to pay for hundreds of services that Newham's residents use every day from having your bins emptied to contributing to your children's welfare and education. At the council we work hard to 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. For 2022/23, the council needs to raise **£125.5m** inclusive of the Greater London Authority (GLA) precept and adult social care charge.

Council's Budget and Statement of Accounts

The council's budget is available on www.newham.gov.uk/council/council-budgets

Copies of the council's full statement of accounts are available on www.newham.gov.uk/council/annual-accounts

If you have any feedback on the statement of accounts please email chief.accountant@newham.gov.uk or write to the Chief Accountant, Financial Services, London Borough of Newham, Newham Dockside, 1000 Dockside Road, London E16 2QU.

NEWHAM'S BUDGET FOR 2022/23

	2021/22		2022/23	
	Gross Expenditure	Net Expenditure	Gross Expenditure	Net Expenditure
	£m	£m	£m	£m
Adults and Health	184.5	90.3	188.7	97.8
Children and Young People	575.8	91.8	593.3	97.3
CYP Commissioner and Brighter Futures	25.4	10.7	25.9	10.5
Environment and Sustainable Transport	80.7	21.1	82.5	21.4
Housing Revenue Account	112.5	0.0	112.8	0.0
Inclusive Economy and Housing	124.5	16.0	127.1	18.7
OneSource Non-Shared	40.3	-10.2	21.4	-11.2
OneSource Shared	21.3	-0.2	6.4	-0.2
People, Policy and Performance	36.5	15.0	249.0	23.0
Repairs and Maintenance Service	0.0	0.0	0.0	0.0
Resources	264.8	6.1	12.0	-3.1
Total service budgets	1,466.3	240.6	1,419.0	254.2
Other general budget items	70.0	57.4	84.0	72.6
Newham Council's budget requirement	1,536.3	297.8	1,503.0	326.8
Greater London Authority		29.2		32.4
Total Budget for Services Provided in the Newham Area		327.2		359.2

Council Tax requirement for Band D dwellings = Newham requirement + adult social care charge + GLA requirement

Council Tax Base

The Council Tax base is the number of Band D or equivalent dwellings in Newham. Under the assumption of a 95.8% collection rate the tax base used in calculating the Council Tax, is 81,872.40.

How your Council Tax is worked out

2021/22		2022/23	Council Tax per Band D Dwelling	Percentage increase in Council Tax
£000		£000	£	%
298,037	Newham's Net Budget Requirement	326,826		
-209,372	Less taxation and non-specific grant Council Tax and Adult Social Care	-233,765		
88,665	Charge	93,062		
81,468	Newham's share of Council Tax Adults Social Care Charge	84,824	1,036.05	1.99%
7,197	Council Tax and Adult Social Care	8,238	100.62	1.00%
88,665	Charge	93,062	1,136.67	2.99%
29,215	Greater London Authority	32,388	395.59	8.8%
117,880	Total to be raised from Council Tax	125,450	1,532.26	4.40%

COUNCIL TAX INFORMATION

Council Tax is the local tax that helps pay for services provided by your council, such as housing, street lighting, cleaning, libraries and those provided by the Greater London Authority (GLA) 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
- where at least one of the residents is employed in domestic service for the owner
- where the resident is an asylum seeker housed under section 95 of the Immigration and Asylum Act 1999 by the National Asylum Support Service.

You should tell the Council if any of the above apply to you.

Valuation bands

Council Tax is tax on domestic property collected by local authorities. All properties are given a Council Tax valuation band by the Valuation Office Agency (VOA), based on the value of your home on 1 April 1991. A different amount of Council Tax is charged for each band weighted in accordance to the value of the property. Each local authority keeps a valuation list, a list of all the domestic properties in its area, together with its valuation band.

The table on page 10 shows the Council Tax charge for 2022/23 for each Council Tax band.

Council Tax charge for 2022/2023

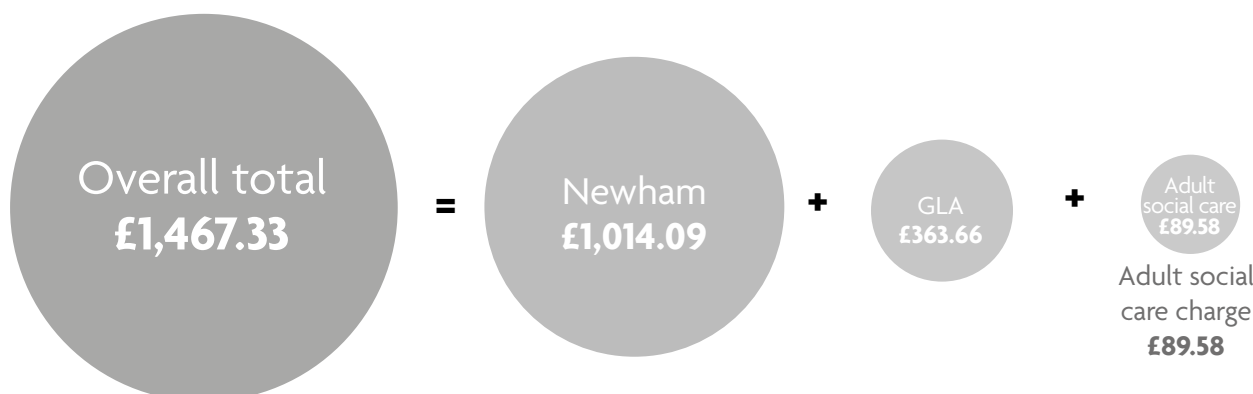
Band	Value of your property on 1 April 1991	Maximum Council Tax payable £	Maximum for Newham Council's services £	Adult social care charge £	Contribution to The Greater London Authority (GLA) £
A	Up to £40,000	1,021.51	690.70	67.08	263.73
B	£40,001 to £52,000	1,191.76	805.82	78.26	307.68
C	£52,001 to £68,000	1,362.01	920.93	89.44	351.64
D	£68,001 to £88,000	1,532.26	1,036.05	100.62	395.59
E	£88,001 to £120,000	1,872.76	1,266.28	122.98	483.50
F	£120,001 to £160,000	2,213.27	1,496.52	145.34	571.41
G	£160,001 to £320,000	2,553.77	1,726.75	167.70	659.32
H	Over £320,001	3,064.52	2,072.10	201.24	791.18

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

Band D 2022/23



Band D 2021/22



*Overall the council tax requirement has increased because of the extra resources for the Metropolitan Police and the London Fire Brigade and to secure funding to maintain existing transport services including buses and the tube network.

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 contact the listing officer. The address is Valuation Office Agency, Second Floor, 1 Ruskin Square, Dingwell Road, Croydon, CRO 2WF.

Email: ctsouth@voa.gsi.gov.uk. Telephone number **03000 501501**.

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.

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 via www.newham.gov.uk/counciltax or on **020 8430 2000** and pass on the name(s) of the person(s) responsible for paying the Council Tax.

Exempt properties

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

Such a property must be unoccupied and:

- B** Owned by a charity, unoccupied for less than six months AND when last occupied, this was in furtherance of the objects of the charity (e.g. almshouses and refuges).
- 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 an 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 the 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.

From 1 April 2013 the government abolished the following exemptions:

- A** A property requiring, undergoing, or which 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:
 - 1) a period of 12 months from the day on which it became vacant or;
 - 2) a period beginning on the day which it became vacant and ending six months after the day such repairs or alterations are substantially completed.
- C** Property substantially unfurnished for less than six months.

From 1 April 2013 both class A and C became locally determined reductions and the council has decided to have 0% reduction on Class A

and allow 100% reduction on Class C properties for up to one month only. After that period 0% reduction applies and the full charge will be made. From April 2019 if your property has been empty for more than two years then you have to pay double the normal Council Tax due. From April 2020 if your property has been empty for more than five years then you have to pay three times the normal Council Tax due. From April 2021 if your property has been empty for more than ten years then you have to pay four times the normal Council Tax due.

Discounts and reductions

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% 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 not included when 'counting' how many residents live there, for example, if they are 'disregarded' (see following 'disregarded categories').

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

Student liability

Full time students are exempt 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 not included when 'counting' the number of people in a property.

Please see www.newham.gov.uk for further information – you can find this on the "Council Tax discounts, reductions and disregards" page in the Council Tax section.

- 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 hostels or night shelters.
- 18 and 19 year olds who are at, or have just left, school or college.
- Care workers working for low pay, usually for charities.
- People caring for someone with a disability who is not a spouse.
- 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.

Single resident: only one person resides at the property and this person is liable to pay Council Tax. Discount = 25%

All but one resident: more than one person resides at the property, but only one person is counted for Council Tax purposes. Discount = 25%

All residents disregarded: all persons residing at the property are disregarded from paying Council Tax. Discount = 50%

Single person disregarded: only one person resides at the property and this person is disregarded from paying Council Tax. Discount = 50%

Discretionary reduction - the council may, at its discretion, grant individual residents a reduction on their Council Tax liability, in certain circumstances such as experiencing exceptional financial hardship. Applications for discretionary reduction must be made in writing to: PO Box 23504 E15 4UU. In 2013 the council agreed that those in receipt of military compensation would get discretionary reduction and from April 2018, it will give discretionary reduction to young people leaving Newham's care and who remain resident in Newham. Anyone who falls into either group will not need to apply for their reduction, it will be granted to them by the Council Tax section.

Discounts and charges on second homes and long-term empty properties

Each local authority now has the power to determine the level of reduction that it awards in these instances. Newham Council has decided to remove the reduction awarded on properties that are used as second homes from 10% to 0%. The exception to this is if the second property is essential as a condition of employment.

For other long-term unoccupied properties where no exemption is applicable, the discount has been reduced from 50% to 0%.

Long-term empty: property is unfurnished and unoccupied for a period in excess of six months. Reduction = 0%

Furnished between let: the property is no one's sole or main residence and is furnished e.g. furnished, ready to be let.
Reduction = 0%

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. Reduction = 50%

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.
Reduction = 0%

Boats staying in their moorings: where these are unoccupied for the first six months 100% exemption applies; where the boat is still empty after six months a 50% discount applies.
Reduction = 100/50%

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 due to 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 think your bill is wrong and disagree with the Council's decision about:

- your liability to pay Council Tax
- an exemption
- a discount
- a disability reduction
- your council tax reduction.

You can dispute our decision by writing to us, telling us why it is wrong. More information and appeal forms can be found on the Council Tax pages of our website <https://www.newham.gov.uk>

If you still disagree with the decision after we have notified you of our review, or not dealt with it within two months, you can appeal directly to the independent Valuation Tribunal. The appeal form can be found on the Valuation Tribunal's website www.valuationtribunal.gov.uk

Please check your bill

You can check your Council Tax online at any time. You don't need to register to use this service. All you need is your Council Tax reference number which can be found on your bill. Go to my.newham.gov.uk - the Council's convenient way for residents to access online services. If you are entitled to receive a discount, exemption or disabled relief and it is not included on your bill, or if your bill shows a discount or exemption which you are not entitled to, please visit www.newham.gov.uk/counciltax and complete the 'Contact us' form, or call **020 8430 2000**.

Failure to do so could result in a penalty fine of £50. Council Tax records are checked against other Council records to ensure that discounts/reductions, disregards and exemptions are correctly applied.

Reporting a change in circumstances

You must inform the 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. Visit www.newham.gov.uk/counciltax
- **people move in or out of your property** – please let us know immediately as it might affect your entitlement to a discount/reduction, benefit or your liability to pay.

If you are experiencing problems with debt, National Debtline provides free confidential and independent advice. Visit www.nationaldebtline.co.uk or phone **0808 808 4000**.

PRECEPTING AND LEVYING AUTHORITIES

Adult social care charge

In 2016 the government introduced an adult social care precept (ASCP) to enable local authorities to meet the increasing pressures within adult social care. In December 2021 the Government confirmed that councils could add a further 1% for 2022-23. Due to the continuing and unprecedented demand and cost pressures for adult social care the council has decided to apply the 1% increase to the adult social care precept for 2022/23.

Adult social care services support some of the most vulnerable members of our community, largely supporting those in old age and adults with disabilities. Whilst this precept has been helpful in meeting the increasing demands for these services, it is still not enough. The pressures of meeting the needs of our most vulnerable residents continue to grow.

As such, the government has allowed authorities to levy an adult social care precept of up to 1% in 2022/23. Alongside the general increase in Council Tax of 1.99%, the Council will further raise Council Tax by 1%. This will be solely used to fund the increasing costs of adult social care services.

Levies

Newham's budget requirement includes the following levies

2021/22		2022/23
£000		£000
14,356	East London Waste Authority	21,725
189	Environment Agency (Flood Defence)	193
193	Lee Valley Regional Park Authority	194
274	London Pensions Fund Authority	275
15,012	Total Levies	22,387

Lee Valley Regional Park Authority

Lee Valley Regional Park is a unique leisure, sports and environmental destination for all residents of London, Essex and Hertfordshire. The 26 mile long, 10,000 acre Park, much of it formerly derelict land, is partly funded by a levy on the council tax. This year there has been a 0% increase in this levy. Find out more about hundreds of great days out, world class sports venues and award winning parklands at www.visitleevalley.org.uk

Budget/Levy 2022/2023 (£'000)

	2021/22	2022/23
	£m	£m
Authority Operating Expenditure	20.9	15.1
Authority Operating Income	(12.7)	(7.0)
Net Service Operating Costs	8.2	8.1
Financing Costs - Debt servicing/repayments	0.5	0.5
- Capital investment	0.8	1.3
Total Net Expenditure	9.5	9.9
Total Levy	(9.8)	(9.8)

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

Environment Agency Thames Region

The Council Tax (Demand Notices) (England) Regulations 2011.

The Environment Agency is a levying body for its Flood and Coastal Erosion Risk Management Functions under the Flood and Water Management Act 2010 and the Environment Agency (Levies) (England and Wales) Regulations 2011.

The Environment Agency has powers in respect of flood and coastal erosion risk management for 5200 kilometres of main river and along tidal and sea defences in the area of the Thames Regional Flood and Coastal Committee. Money is spent on the construction of new flood defence schemes, the maintenance of the river system and existing flood defences together with the operation of a flood warning system and management of the risk of coastal erosion. The financial details are:

The financial details are:

Thames Regional Flood and Coastal Committee	2021/2022	2022/2023
	'000s	'000s
Gross expenditure	£116,470	£148,034
Levies raised	£12,042	£12,282
Total Council Tax base	£5,127	£5,214

The majority of funding for flood defence comes directly from the Department for the Environment, Food and Rural Affairs (Defra). However, under the new Partnership Funding rule not all schemes will attract full central funding. To provide local funding for local priorities and contributions for partnership funding the Regional Flood and Coastal Committees recommend through the Environment Agency a local levy.

A change in the gross budgeted expenditure between years reflects the programme of works for both capital and revenue needed by the Regional Flood and Coastal Committee to which you contribute. The total Local Levy raised by this committee has increased by 1.99%

The total Local Levy raised has increased from £12,042,289 in 2021/2022 to £12,281,930 for 2022/2023.

London Pensions Fund Authority

The London Pensions Fund Authority (LPFA) raises a levy each year to meet expenditure on premature retirement compensation and outstanding personnel matters for which LPFA is responsible and cannot charge to the pension fund. These payments relate to former employees of the Greater London Council (GLC), the Inner London Education Authority (ILEA) and the London Residuary Body (LRB).

For 2022/23, the income to be raised by levies is set out below. The Greater London levy is payable in all boroughs, the Inner London levy only in Inner London Boroughs (including the City of London). The figures show the total to be raised and, in brackets, the percentage change on the previous year.

- Inner London £13,065,200
- Greater London £10,317,753
- Total £23,382,953 (0%)

East London Waste Authority (ELWA)

ELWA has the statutory responsibility for the disposal of household and commercial waste collected by the London Boroughs of Barking & Dagenham, Havering, Newham and Redbridge, and for the provision of Reuse and Recycling Centres in its area.

Waste disposal is carried out under a 25-year Integrated Waste Management Services Contract by Renewi plc (previously Shanks Waste Management Ltd.). ELWA receives funding support via the government’s Private Finance Initiative.

Budget 2022/23

ELWA’s total levy requirement is £72,350,000 (2021/22: £47,563,000). The one-off release of reserves of £20,528,000 in 2021/22 accounts for the majority of the increase in the levy. In addition, the 2022/23 budget includes inflationary increases in operational costs as well as provision for increases in the amount of waste as the population grows, financing of fire improvement works and reduced income, offset by the forecast 2021/22 budget surplus. Further information can be found at <https://eastlondonwaste.gov.uk/>. The increase for the London Borough of Newham is 51.33%.

The major part of the ELWA Levy is apportioned on the basis of relative amounts of household waste delivered to ELWA by each of the four constituent London Boroughs, with the remainder apportioned according to their Council Tax Bases.

The Levy on the London Borough of Newham for 2022/23 is £21,725,000 (2021/22: £14,356,000)

GREATER LONDON AUTHORITY

Introduction

The Mayor of London's budget for the 2022-23 financial year sets out his priorities to support London's recovery from the COVID-19 pandemic and to tackle the huge social, health and economic inequalities which it has exposed and exacerbated, and which have become even more apparent as a result of the current cost of living crisis. It supports job creation and London's business community, our city's future growth and economic success and the Mayor's vision to rebuild London as a greener, cleaner and safer city with stronger and more cohesive communities.

This year's budget will provide resources to improve the key public services Londoners need. This includes delivering more genuinely affordable homes, securing funding to seek to maintain the capital's transport infrastructure and tackling toxic air pollution and the climate emergency. The budget also provides resources to support jobs and growth, fund skills and retraining programmes, help rough sleepers, invest in youth services and make London a fairer and cleaner place to live. Moreover, it prioritises resources for the Metropolitan Police and London Fire Brigade to keep Londoners safe, including violence reduction initiatives and ongoing support to improve opportunities for young Londoners. In light of the significant reductions in fares revenue and property tax income due to the pandemic, difficult decisions have been unavoidable. However, this budget remains focused on delivering a swift and sustainable recovery from the pandemic, as well as building the better, brighter, fairer future all Londoners want and deserve.

Council Tax for GLA services

The GLA's share of the council tax for a typical Band D property has been increased by £31.93 (or 61p per week) to £395.59. The additional income from this increase in council tax will fund the Metropolitan Police and the London Fire Brigade, and will also go towards ensuring existing public transport services in London can be maintained, meeting requirements set by the government in COVID-19 funding agreements. Council taxpayers in the City of London, which has its own police force, will pay £118.46.

Band D Council Tax (£)	2021-22	Change	2022-23
MOPAC (Metropolitan Police)	267.13	10.00	277.13
LFC (London Fire Brigade)	56.87	1.93	58.80
GLA	22.57	0.00	22.57
Transport Services	17.09	20.00	37.09
Total	363.66	31.93	395.59

Controlling costs at City Hall and delivering the Mayor's key priorities

The Mayor's budget includes significant savings across the GLA Group in 2022-23, including £61m over five years through relocating City Hall from Tower Bridge to the Royal Docks. This has allowed him to release resources to help meet his key priorities. His budget includes plans to invest £4.9 billion to enable 116,000 affordable home starts within London by 2023 and an additional 35,000 by 2026, as well as allocating resources to tackle homelessness and reduce rough sleeping. He has already taken steps to improve air quality in London by introducing the Ultra Low Emission Zone in central London, which was expanded to the North and South Circular roads in autumn 2021. He has continued to roll out his Green New Deal for London to address the climate emergency, with the objective of helping to create jobs and to double the size of the capital's green economy by 2030. This work is being supported in 2022-23 by the creation of a new £90 million Climate Emergency fund.

The Mayor will continue to ask the government to provide the maximum possible ongoing financial support to London businesses and Londoners as the capital emerges from the very severe impact of the COVID-19 pandemic. He will also maintain investment in skills and retraining to help tackle unemployment and support Londoners to secure better paid jobs, as well as supporting the advice sector to help Londoners impacted by the cost of living crisis.

The Mayor will also work with London's business community, key investors and other stakeholders to support the economic recovery and ensure that London's interests are protected following the UK's departure from the European Union. He will provide funding for new projects to bring communities together, tackle social inequality and boost London's economy, including supporting projects to help small and medium sized businesses.

The Mayor's Office for Policing and Crime (MOPAC)

The Mayor published his draft Police and Crime Plan for 2021-25 in November 2021. This sets out the Mayor's commitment to ensure London's police service has the resources it needs to put more officers on the streets to suppress violence, including violence against women and girls, and to respond to the demands and pressures of policing a capital city. The Plan also outlines the action the Mayor is taking to continue to hold the Metropolitan Police Service (MPS) to account, ensuring all Londoners have trust and confidence in their police force.

His key priorities include improving the MPS, providing a better criminal justice service in London and keeping children and young people safe. He will also provide resources to tackle domestic violence, which particularly affects women, and is increasing investment in violence reduction initiatives.

The Mayor published his Action Plan in November 2020 to improve trust and confidence in the MPS and to address community concerns about disproportionality in the use of certain police powers affecting Black Londoners. The Mayor has committed, as part of the Action Plan, to invest extra resources to develop greater community involvement in police officer training and in the recruitment and progression of Black officers in the MPS.

The MPS must rise to meet these challenges at a time of acute financial pressure. As a result of the net reduction in resources from the Home Office for policing between 2010 and 2019, the MPS had to close more than 100 police stations and remove over 3,300 Police Community Support Officers and 4,500 police staff in order to minimise reductions to front line officer numbers.

The Mayor is raising the police element of his council tax precept by £10 for a typical Band D property, as assumed in government calculations of police spending power. In all, through his decisions in this and previous budgets, the Mayor has funded an additional 1,300 police officer posts from locally raised revenues.

Transport for London (TfL)

TfL has faced significant financial challenges as a result of the reduced levels of ridership due to the pandemic since March 2020, which has led to a large fall in fare revenues. The Mayor continues to work with the government to secure a sustainable long-term funding settlement for TfL to allow him to continue investment in the transport network while making it more reliable and accessible. The Mayor's priorities for TfL, subject to funding constraints, include:

- working with London boroughs to maintain existing concessionary travel and assisted door to door transport schemes. This includes, for example, maintaining free bus and tram travel for under 18s as well as free off-peak travel across the network for older Londoners, the disabled, armed forces personnel in uniform and eligible armed services veterans and protecting the Taxicard and Dial a Ride schemes
- opening the central London section of the Elizabeth line (the operational name for Crossrail) in the first half of 2022, followed by the full line opening with through services as soon as possible to increase central London's rail capacity by ten per cent. This follows on from the opening of Northern line extension to Nine Elms and Battersea Power Station in September 2021
- rolling out new trains on the Piccadilly line, with the first new trains serving customers from 2025
- enhancing capacity on the London Underground and rail services, and upgrading key stations such as Bank/Monument station
- making public transport more accessible for everyone. All Elizabeth line stations once the line opens in full will also be step free
- extending the London Overground on the Gospel Oak to Barking Line to serve Barking Riverside (due to open in autumn 2022) and expanding capacity on the DLR network
- maintaining the Bus and Tram one-hour Hopper fare and investing to sustain existing journey times and reliability on the bus network
- continuing the electrification of London Buses so that all are emission free by 2037 at the latest
- tackling London's toxic air quality following on from the extension of the Ultra Low Emission Zone in central London to the North and South Circular roads in autumn 2021
- investing in schemes designed to make walking, cycling and public transport safer, cleaner and more appealing in partnership with London boroughs.

London Fire Commissioner (LFC)

The Mayor's funding ensures that the London Fire Brigade's (LFB) first and second fire engines attending an emergency incident arrive within 10 minutes on at least 90 per cent of occasions and 12 minutes on at least 95 per cent of occasions respectively, after being dispatched. The Mayor is also providing resources to roll out a transformation programme so that the LFB can implement the recommendations of the Grenfell fire inquiry. This includes investing in the new vehicles and equipment required.

London Legacy Development Corporation (LLDC)

The LLDC was set up to ensure that the city benefits from a long-term legacy from the London 2012 Olympic and Paralympic Games. The Mayor's 2022-23 budget provides funding to progress the construction of East Bank, one of the world's largest and most ambitious cultural and education districts, in Queen Elizabeth Olympic Park. It will bring an additional 1.5 million visitors to the park and surrounding area each year, and more than 2,500 jobs will be created generating an estimated £1.5 billion for the local economy.

Old Oak and Park Royal Development Corporation (OPDC)

The OPDC has been established to support the creation of 65,000 new jobs and at least 24,000 new homes in west London over the next 20 years. It will build on the regeneration benefits which High Speed 2 (HS2), the Elizabeth line and the Great Western Mainline stations at Old Oak Common are expected to bring locally.

Summary of GLA Group budget

The tables below show where the GLA's funding comes from and the reasons for the year on year change in the budget. It also explains how the GLA has calculated the sum to be collected from council tax (the council tax requirement).

How the GLA budget is funded (£ million)	2022-23
	£m
Gross expenditure	14,950.3
Government grants and retained business rates	-6,974.8
Fares, charges and other income	-6,781.5
Change in reserves	19.6
Amount met by Council Tax payers (£m)	1,213.6

Changes in spending (£ million)	2022-23
2021-22 Council Tax requirement	1,096.6
Net change in service expenditure and income	-1,034.7
Change in use of reserves	759.2
Government grants and retained business rates	391.3
Other charges	1.2
Amount met by Council taxpayers (£m)	1,213.6

Detailed budget by service area

The table below compares the GLA Group's planned expenditure on policing, fire and other services (including transport) in 2022-23 with 2021-22. LLDC and OPDC are not funded from council tax.

The GLA's planned gross expenditure is lower this year. This overall reduction is mainly due to the need to repay deficits in council tax and business rates income due to the impact of the pandemic albeit the Mayor has increased his proposed spending on services including policing. Overall the council tax requirement has increased because of the extra resources for the Metropolitan Police and the London Fire Brigade and to secure funding to maintain existing transport services including buses and the Tube network. There has been a 1.7 per cent increase in London's residential property taxbase. Find out more about our budget at: www.london.gov.uk/budget.

Summary of Spending and Income (£ million)	Police (MOPAC)		Fire (LFC)	
	2021-22	2022-23	2021-22	2022-23
(figures may not sum exactly due to rounding)				
Gross expenditure	3,968.2	4,269.2	489.3	508.6
Government grants and business rates	-2,793.0	-2,992.3	-266.9	-277.6
Other income (incl. fares and charges)	-290.1	-303.4	-41.2	-44.2
Net expenditure	885.2	973.5	181.2	186.8
Change to level of reserves	-80.3	-124.0	-9.4	-6.1
Council Tax requirement (income)	804.9	849.5	171.8	180.7

Summary of Spending and Income (£ million)	Other Services (incl. GLA, TfL, LLDC and OPDC)		GLA Group Total	
	2021-22	2022-23	2021-22	2022-23
(figures may not sum exactly due to rounding)				
Gross expenditure	9,346.9	10,172.5	13,804.4	14,950.3
Government grants and business rates	-5,394.0	-3,704.9	-8,453.9	-6,974.8
Other income (incl. fares and charges)	-4,805.6	-6,433.9	-5,136.9	-6,781.5
Net expenditure	-852.7	33.7	213.6	1,194.0
Change to level of reserves	972.7	149.7	883.0	19.6
Council Tax requirement (income)	119.9	183.4	1,096.6	1,213.6

NON-DOMESTIC RATES

Non-Domestic Rates, or business rates, collected by local authorities are the way that those who occupy non-domestic property contribute towards the cost of local services. Under the business rates retention arrangements introduced from 1st April 2013, authorities keep a proportion of the business rates paid locally. The money, together with revenue from Council taxpayers, locally generated income and grants from central government, is used to pay for the services provided by local authorities in your area. Further information about the business rates system, may be obtained at: www.gov.uk/introduction-to-business-rates and at the website of your local Council which is normally shown on your rate bill.



Business Rates Instalments

Payment of business rate bills is automatically set on a 10-monthly cycle. However, the Government has put in place regulations that allow ratepayers to require their local authority to enable payments to be made through 12 monthly instalments. If you wish to take up this offer, you should contact your local authority as soon as possible.

National Non-Domestic Rating Multiplier

The local authority works out the business rates bill for a property by multiplying the rateable value of the property by the appropriate non-domestic multiplier. There are two multipliers: the national non-domestic rating multiplier and the small business non-domestic rating multiplier. The Government sets the multipliers for each financial year, except in the City of London where special arrangements apply.

Ratepayers who occupy a property with a rateable value which does not exceed £50,999 (and who are not entitled to certain other mandatory relief[s] or are liable for unoccupied property rates) will have their bills calculated using the lower small business non-domestic rating multiplier, rather than the national non-domestic rating multiplier.

The multiplier for a financial year is based on the previous year's multiplier adjusted to reflect the Consumer Price Index (CPI) inflation figure for the September prior to the billing year. The current multipliers are shown on the front of your bill.

Rateable Value

Apart from properties that are exempt from business rates, each non-domestic property has a rateable value which is set by the Valuation Office Agency (VOA), an agency of Her Majesty's Revenue and Customs. They compile and maintain a full list of all rateable values, available at www.gov.uk/voa. The rateable value of your property is shown on the front of your bill. This broadly represents the yearly rent the property could have been let for on the open market on a particular date specified in legislation. For the current rating list, this date was set as 1st April 2015.

The Valuation Office Agency may alter the valuation if circumstances change. The ratepayer (and certain others who have an interest in the property) can also check and challenge the valuation shown in the list if they believe it is wrong.

Further information about the grounds on which challenges may be made and the process for doing so can be found on the VOA website: www.gov.uk/guidance/how-to-check-your-rateable-value-is-correct

Revaluations

All non-domestic property rateable values are reassessed at revaluations. The most recent revaluation took effect from 1st April 2017. Revaluations ensure that business rates bills are up-to-date, more accurately reflect current rental values and relative changes in rents. Frequent revaluations ensure the system continues to be responsive to changing economic conditions.



Business Rate Reliefs

Depending on individual circumstances, a ratepayer may be eligible for a rate relief (i.e. a reduction in your business rates bill). There are a range of available reliefs. Some of the permanent reliefs are set out below but temporary reliefs are often introduced by the Government at budgets. You should contact your local authority for details on the latest availability of business rates reliefs and advice on whether you may qualify. Further detail on reliefs is also provided at www.gov.uk/introduction-to-business-rates or at the website of your local Council which is normally shown on your rate bill.

Small Business Rates Relief

If a ratepayer's sole or main property has a rateable value which does not exceed an amount set out in regulations, the ratepayer may receive a percentage reduction in their rates bill for this property of up to a maximum of 100%. The level of reduction will depend on the rateable value of the property – for example eligible properties below a specified lower threshold will receive 100% relief, and you may receive partial tapered relief up to a specified upper threshold. The relevant thresholds for relief are set out in regulations and can be obtained from your local authority or at www.gov.uk/introduction-to-business-rates.

Generally, this percentage reduction (relief) is only available to ratepayers who occupy either -

- (a) one property, or
- (b) one main property and other additional properties providing those additional properties each have a rateable value which does not exceed the limit set in regulations.

The aggregate rateable value of all the properties mentioned in (b), must also not exceed an amount set in regulations. For those businesses that take on an additional property which would normally have meant the loss of small business rate relief, they will be allowed to keep that relief for a fixed additional period. Full details on the relevant limits in relation to second properties and the current period for which a ratepayer may continue to receive relief after taking on an additional property can be obtained from your local authority or at www.gov.uk/introduction-to-business-rates.

Certain changes in circumstances will need to be notified to the local authority by the ratepayer who is in receipt of relief (other changes will be picked up by the local authority). The changes which should be notified are:

- (a) the property falls vacant,
- (b) the ratepayer taking up occupation of an additional property, and
- (c) 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.

Charity and Community Amateur Sports Club Relief

Charities and registered Community Amateur Sports Clubs are entitled to 80% relief where the property is occupied by the charity or the club and is wholly or mainly used for the charitable purposes of the charity (or of that and other charities), or for the purposes of the club (or of that and other clubs).

The local authority has discretion to give further relief on the remaining bill. Full details can be obtained from the local authority.

Unoccupied Property Rate Relief

Business rates are generally payable in respect of unoccupied non-domestic property. However, they are generally not payable for the first three months that a property is empty. This is extended to six months in the case of certain other properties (for example industrial premises). Full details on exemptions can be obtained from your local authority or from gov.uk at www.gov.uk/apply-for-business-rate-relief.

Transitional Rate Relief

At a revaluation, some ratepayers will see reductions or no change in their bill whereas some ratepayers will see increases.

Transitional relief schemes are introduced at each revaluation to help those facing increases. This relief has been funded by limiting the reduction in bills for those who have benefitted from the revaluation. Transitional relief is applied automatically to bills. Further information about transitional arrangements and other reliefs may be obtained from the local authority or the website www.gov.uk/introduction-to-business-rates.



Local Discounts

Local authorities have a general power to grant discretionary local discounts and to give hardship relief in specific circumstances. Full details can be obtained from the local authority.

Rating Advisers

Ratepayers do not have to be represented in discussions about their rateable value or their rates bill. 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) 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 or company 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.

Information Supplied with Demand Notices

Information relating to the relevant and previous financial years in regard to the gross expenditure of the local authority is available at www.newham.gov.uk. A hard copy is available on request by writing to the Council or at **020 8430 3250**.

Crossrail business rate supplement (BRS)

What is Crossrail and how will it benefit your business? Crossrail is London's newest railway. It will connect the outer suburbs and Heathrow airport to the West End, City and Canary Wharf. As such, Crossrail is vital to the future of London's economy. The increased earnings it will bring – from new jobs and quicker journeys – will benefit businesses across London. It will be named the Elizabeth line in honour of Queen Elizabeth II. Crossrail is the single largest investment in London's infrastructure for decades. It employed up to 14,000 people at the peak of construction. Work is continuing to complete the project and stations along the route as soon as possible. The section through central London is expected to open in 2022. To find out more, visit www.crossrail.co.uk, call the Crossrail 24 hr Helpdesk on 0345 602 3813 or email helpdesk@crossrail.co.uk.

Developments in the funding of Crossrail

The previous Mayor of London agreed a funding settlement with Government in 2010 for the Crossrail scheme. The Mayor and the Secretary of State for Transport agreed revised funding packages for Crossrail in December 2018 and November 2020.



What is Crossrail and how will it benefit your business?

Crossrail is London's newest railway. It will connect the outer suburbs and Heathrow airport to the West End, the City and Canary Wharf. As such, Crossrail is vital to the future of London's economy. The increased earnings it will bring – from new jobs and quicker journeys – will benefit businesses across London. It will be named the Elizabeth line in honour of Queen Elizabeth II. Crossrail is the single largest investment in London's infrastructure for decades. It employed up to 14,000 people at the peak of construction. Work is continuing to complete the project and stations along the route as soon as possible. The section through central London is expected to open in the first half of 2022. To find out more, visit www.crossrail.co.uk, call the Crossrail 24 hr Helpdesk on 0345 602 3813 or email helpdesk@crossrail.co.uk.

Developments in the funding of Crossrail

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How will London's businesses help fund Crossrail?

In April 2012, the previous Mayor introduced a Community Infrastructure Levy (MCIL) on new developments in London to finance Crossrail. The developer pays this levy. Business ratepayers of larger properties have contributed through a special Crossrail Business Rate Supplement (BRS) since April 2010. Under the current funding package, the GLA is expected to contribute a total of around £6.9 billion towards Crossrail. This is financed through the MCIL and the BRS. The BRS will need to be levied until the GLA's Crossrail related borrowing is repaid. This should be no later than March 2041, in line with the published Crossrail BRS prospectus. The policies for the BRS in 2022-23 remain unchanged from last year.

Does my business have to pay the Crossrail BRS?

Your rates bill makes clear if you are liable to pay the BRS. It applies only to assessments (for example business and other non-domestic premises) with a rateable value above £70,000 in London. This threshold means that at least 85 per cent of the capital's non-domestic properties will be exempt in 2022-23.

How much do I pay if my property's rateable value is above £70,000?

The Crossrail BRS multiplier for 2022-23 remains at 2p per pound of rateable value. Reliefs for the Crossrail BRS will apply on the same basis and at the same percentage rate as for your national non-domestic rates (NNDR) bill. However, there is no transitional relief scheme for the BRS.

Keeping you up to date

We will give ratepayers an annual update over the lifetime of the BRS.

Contact for more information

020 7983 4100
crossrail-brs@london.gov.uk
www.london.gov.uk/crossrail-brs
Finance, GLA, City Hall, London E16 1ZE

COUNCIL TAX REDUCTION

Who can apply?

If you are the person liable to pay Council Tax you can apply for a Council Tax Reduction (CTR).

How to apply

You need to fill in one of our Housing Benefit and Council Tax Reduction forms.

You can claim online at: www.newham.gov.uk/Pages/Services/Housing-benefit-new-claim.aspx

Or you can get a form by:

- phoning us on **020 8430 2000**
- writing to us at Newham Benefits Service, PO Box 23504, London E15 4UU

How much will you get?

The amount of your CTR depends on things like:

- the Council Tax band you are in
- who lives with you
- your income and capital and the income and capital of people living with you
- your age and state of health and the age and state of health of people living with you.

What you actually receive depends on the details of your claim. For example, you will get more help if someone has a disability. If you have reached the qualifying age for State Pension Credit, your CTR will be calculated using 100% of your liability for Council Tax. If you have not reached the qualifying age for State Pension Credit, your CTR will be based on 90% of your liability for Council Tax, which means you will have to pay at least 10% of your Council Tax yourself. If you have reached the qualifying age for State Pension Credit and your income is too high to qualify for a CTR, you might still qualify for a 'second adult rebate'. In working out a 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 must tell us about changes that might affect the amount of CTR you get in writing as soon as soon possible or within 21 days of the change at the latest. Failure to tell us about a change could result in a fine or prosecution and delaying telling us might make it harder for you to budget for your Council Tax payments. Changes that might affect your CTR include:

- a change in your address, even a temporary one like going away for a while
- someone joining your household or moving out
- your income going up or down, or the income of someone living in your household going up or down
- your income changing, for example if you start or stop working, or start getting a social security benefit
- your partner's income changing, or the income changing of someone in your household, for example because they start working or start getting a social security benefit
- the value of your savings or investments, including property, going up or down, or the value of the savings or investments of someone living in your household going up or down.



COUNCIL TAX REDUCTION (CTR) READY RECKONER 2022/23

The ready reckoner shows the income below which you may qualify for CTR. Please note, the figures are general and actual entitlement to CTR will vary depending on your particular circumstances. For example:

- the figures assume you pay Band C Council Tax. Your qualifying income will be higher or lower depending on whether you are in a higher or lower band
- the figures for single people assume you get a single person discount. If you do not get a discount, your qualifying income would be about £5 a week higher
- if you have adults in your household (other than your partner) there may be a deduction for them (see tables on the following pages)
- your qualifying income may be higher if anyone in your household has a disability
- if you are working, we disregard National Insurance, Income Tax and half of any pension contributions when calculating income from earnings
- if you are working, we may also disregard some or all of your childcare costs.

Please note that if you are receiving Universal Credit, you should deduct any housing element or childcare element when deciding how much income you have.

Your circumstances	Maximum weekly income figures stay the same except:
	£
Single person	
Under 25	155.00
Age 25 to pensionable age	170.00
Pensionable age	295.00
Single, with children	
with one child	235.00
with two children	305.00
with three children	305.00
Couple	
Under pensionable age	240.00
Pensionable age	410.00
Couple, with children	
with one child	310.00
with two children	380.00
with three children	380.00

Deductions for non-dependants

'Non-dependants' are people aged 18 or more who live in your household. (Your partner does not count as a non-dependant.) The deduction represents the amount we think the non-dependant should contribute towards your Council Tax.

We make one deduction for non-dependant couples, the highest amount that would apply to either of them. In some cases not listed below we would not make a deduction.

Non-pensioners

Non-dependant income	Weekly deduction from 1 April 2022
	£
Full-time work - gross income £394 or more	19.80
Full-time work - gross income £316 - £393.99	16.50
Full-time work - gross income £183 - £315.99	13.10
Full-time work - gross income less than £183	6.60
Others aged 18 or over	6.60
Receiving State Pension Credit, Income Support, Income-based Jobseekers Allowance, Income-related Employment and Support Allowance, or Universal Credit on the basis that they do not have an earned income.	Nil

Pensioners

Non-dependant income	Weekly deduction from 1 April 2022
	£
Full-time work - gross income £484.00 or more	12.85
Full-time work - gross income £389.00 to £483.99	10.70
Full-time work - gross income £224.00 to £388.99	8.55
Full-time work - gross income less than £224.00	4.20
Others aged 18 or over	4.20
Receiving State Pension Credit or receiving Income Support, Income-based Jobseekers Allowance or Income-related Employment and Support Allowance.	Nil

DATA PROTECTION PRIVACY NOTICE

We gather and process your personal information in accordance with this privacy notice and in compliance with the UK General Data Protection Regulation and Data Protection Law. This notice provides you with the necessary information regarding your rights and obligations, and explains how, why and when we collect and process your personal data.

We may collect and process personal data about you in order to comply with any legal or statutory obligations, or in order to enforce or apply our contracts with you or where you have consented to the processing. This includes, but is not limited to when:

- You contact us in person, on our website, over the telephone, by email or by post
- You receive a service from us
- Delivering this service to you
- We are planning and improving the services we provide to you
- We or our partners are preventing or detecting fraud or crime
- You take part in research – using only anonymised data unless we specifically ask for your consent.

We only retain your data for as long as is necessary and for the purposes specified in this notice. Where you have consented to us processing your personal data, you are free to withdraw consent at any time.

Where we can, we'll only collect and use personal information if we need it to deliver a service or meet a requirement.

If we don't need personal information we'll either keep you anonymous if we already have it for something else or we won't ask you for it. For example in a survey we may not need your contact details and we'll only collect your survey responses.

If we use your personal information for research and analysis, we'll always keep you anonymous or use a different name, unless you've agreed that your personal information can be used for that research.

We do not share or disclosure any of your personal information without your consent, other than for the purposes specified or where there is a legal requirement

We may disclose your information to third parties if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our contracts with you; or to protect our rights, or our safety and/or the safety of our service users, or others.

We will keep your personal data in accordance with our data retention schedule.

We will share your personal information with suppliers of services in respect of any service you receive from us.

We will share your information with relevant government agencies where it is necessary, or we have a legal obligation to do so.

We do not sell your information to anyone else.

Your personal data is not transferred outside the EEA unless it is necessary and in compliance with the requirements of data protection law.

You have the right to access any personal information that the Council processes about you and to request information about:

- what personal data we hold about you
- the purposes of the processing
- the categories of personal data concerned
- the recipients to whom the personal data has/will be disclosed
- how long we intend to store your personal data for
- if we did not collect the data directly from you, information about the source.

Data may be shared with Council services for the provision of services, prevention of fraud and to improve our efficiency and reduce costs. For more information visit www.newham.gov.uk

DIRECT DEBIT – THE EASIEST WAY TO PAY

Save time and hassle when you pay your Council Tax by Direct Debit.

Direct Debit payments are quick and easy to set up and help you pay your bill over twelve months. Payments are protected by the Direct Debit guarantee and you can choose to pay on the 1st, 8th, 15th, 22nd or 28th of each month.

It's a simple, safe and speedy way to make a payment

To set up a Direct Debit now visit www.newham.gov.uk/directdebit



£150 GOVERNMENT COUNCIL TAX REBATE



If you live in a property in council tax bands A to D, you are likely to receive a £150 council tax rebate from the Government to help with the cost of living.

As countries around the world come out of Covid-19 lockdowns, surging demand for energy has meant energy prices have increased. Over the past year, the price of gas alone has quadrupled.

Whilst the problem is global, the effect is being felt by millions of households here in the UK.

The Government has listened to these concerns and it has acted.

Recently, the Government announced that around 20 million households in England in council tax bands A-D will get a £150 rebate from April.

The rebate will not need to be repaid.

WHO'S ELIGIBLE?

Households in council tax bands A-D will receive the £150 council tax rebate.

This means 4 out of 5 households in England will benefit, including around 95% of rented properties. However, second homes or empty properties will not benefit. If you are unsure of your council tax band, check your council tax band via your printed council tax bill or at: <https://www.gov.uk/council-tax-bands> or contact your local council.

What if my household isn't eligible?

- Councils will receive an extra £144 million to provide support to vulnerable households who may not qualify for the £150 council tax rebate.
- This includes people on low incomes in council tax bands E-H.
- Your council will provide more detail on how this will operate in your area.

How will my household get its £150?

- Your council will confirm how the rebate will be paid in your area.
- For people who pay council tax by direct debit, in most cases, the rebate will go directly into bank accounts. If you don't already pay by direct debit, you might want to sign up. This will make sure the rebate is paid to you quickly.
- For those who do not pay council tax via direct debit, your council will confirm how the rebate will be paid to you. Please make sure that communication is from your local council before providing payment details.
- The rebate will not need to be repaid.

What else is on offer to support households with their energy bills?

- We are helping to spread the cost of the recent jump in energy prices over several years. £200 of this year's energy bill will be taken off from October and spread equally over the next 5 years instead, easing the burden on family budgets. This is not a debt, no interest is charged and no credit ratings are affected.
- The Warm Home Discount will be expanded, so nearly 3 million low-income households will benefit from a £150 discount.

Scan the QR code with your smart mobile device to check your council tax band.



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DURING THESE UNCERTAIN TIMES.
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