

# Your Council Tax and Business Rates 2014-15



## Our performance and spending plans



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

For a copy of this booklet please write to:

PO Box 10413, The Town Hall,  
Hornton Street, London W8 7WT  
Tel: 020 7361 3005, or  
Email: [counciltax@rbkc.gov.uk](mailto:counciltax@rbkc.gov.uk)

Information from this booklet can be made available in alternative formats and in different languages. If you require further assistance please use the contact details above.

March 2014

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# 1 A Letter from the Leader of the Council



**Dear Resident,**

This booklet offers information on your council tax and the Council's performance and spending plans.

It also explains how you may be able to pay less council tax if you are eligible for a discount or exemption, or by making a claim under the Council's council tax support scheme.

This year, it also explains how those who do not benefit from an exemption and who pay the council tax from their own resources will receive a one-off payment of £100. The Council has carefully managed its finances over the years, consistently delivering greater efficiencies while improving services which are valued by residents. Initiatives such as Tri-borough working with Westminster City Council and the London Borough of Hammersmith & Fulham are delivering significant reductions in management and administration costs. This means the Council can afford to return £100 to those residents who pay council tax in full.

If you are fortunate enough not to need the £100 perhaps you would consider donating the money to the Mayor's charity Trinity Hospice. If you would like more information about supporting Trinity please contact [fundraising@trinityhospice.org.uk](mailto:fundraising@trinityhospice.org.uk) or phone 020 7787 1000.

To make a donation visit their website:

<http://www.trinityhospice.org.uk/>

You will find more information about the Council's work and its services on its website [www.rbkc.gov.uk](http://www.rbkc.gov.uk)

Yours sincerely

A handwritten signature in black ink, appearing to read 'Nicholas Paget-Brown'. The signature is fluid and cursive.

**Councillor Nicholas Paget-Brown**  
**Leader of the Council**

## COUNCIL TAX FOR 2014-15

As the local Council, the Royal Borough of Kensington and Chelsea provides schools, social services, youth services and libraries, waste collection and street cleaning, leisure services, parks, parking and many other local services. Most of the council tax we collect from you is to pay for services (please see 'What we spend' on page 18).

We also collect money on behalf of the Greater London Authority (GLA). This year the GLA is charging £299.00 for each Band D property. The GLA's explanation of its spending and tax can be found on pages 25 to 29.

The following table explains how much council tax is payable for each band of property this year. You can read more about bands on page 11. For some properties the Council also collects garden square levies (more details are on pages 3 and 4).

<b>Band</b>	<b>*RBKC Council Tax (£)</b>	<b>GLA Tax (£)</b>	<b>Total Council Tax (£)</b>
<b>A</b>	511.86	199.33	711.19
<b>B</b>	597.17	232.56	829.73
<b>C</b>	682.48	265.78	948.26
<b>D</b>	767.79	299.00	1,066.79
<b>E</b>	938.41	365.44	1,303.85
<b>F</b>	1,109.03	431.89	1,540.92
<b>G</b>	1,279.65	498.33	1,777.98
<b>H</b>	1,535.58	598.00	2,133.58

\* Excluding garden square levies

## 3 Help with your local tax bill

### GARDEN SQUARE LEVIES FOR 2014-15

The Council collects garden levies for 46 garden squares within the Royal Borough. These levies are set annually by the garden committees and the Council is required to collect them, as part of the council tax, from those properties that surround the square.

More information about these garden squares can be found on our website at [www.rbkc.gov.uk](http://www.rbkc.gov.uk) or by calling 020 7361 3276/2598 or emailing [Ltclient@rbkc.gov.uk](mailto:Ltclient@rbkc.gov.uk)

The table below shows the levies for the 46 garden squares for 2014-15. It also shows the tax base for each garden, the garden charge at Band D, and the total council tax at Band D including the garden charge.

Garden Square	Levy £	Band D Equiv. Tax Base	Garden Charge Band D £	Band D Tax (incl. Garden) £
Addison Gardens	37,800	126	284.30	1,351.09
Arundel/Ladbroke Gardens	48,500	254	177.12	1,243.91
Avondale Park Gardens	1,600	28	48.82	1,115.61
Barkston Gardens	35,490	250	138.95	1,205.74
Bina Gardens (West)	24,500	182	131.14	1,197.93
Bolton Gardens	40,000	114	345.64	1,412.43
Bramham Gardens	36,000	378	81.85	1,148.64
Brompton Square	20,000	172	116.28	1,183.07
Campden Hill Square	28,000	84	321.67	1,388.46
Campden House Court	26,600	210	126.67	1,193.46
Clarendon Rd/Lansdowne Rd	15,500	45	344.44	1,411.23
Collingham Gardens	30,000	186	159.70	1,226.49
Cornwall Gardens	45,000	625	70.30	1,137.09
Courtfield Gardens (East)	20,000	216	90.77	1,157.56
Courtfield Gardens (West)	60,000	417	138.31	1,205.10
Earls Court Square	25,000	285	84.15	1,150.94
Edwardes Square	58,000	243	235.04	1,301.83
Gledhow Gardens	50,000	251	186.41	1,253.20
Hereford Square	18,500	79	234.18	1,300.97

# Help with your local tax bill 4

Garden Square	Levy £	Band D Equiv. Tax Base	Garden Charge Band D £	Band D Tax (incl. Garden) £
Holland Rd/Russell Rd	22,800	195	99.99	1,166.78
Hornton St/Holland St	12,000	111	106.00	1,172.79
Iverna Court	12,000	206	58.25	1,125.04
Kensington Square	15,000	117	109.70	1,176.49
Lexham Gardens	35,000	297	115.18	1,181.97
Moreton/Cresswell Gardens	18,480	98	188.57	1,255.36
Nevern Square	34,000	288	102.99	1,169.78
Norland Square	24,000	174	134.56	1,201.35
Ovington Square	25,000	164	151.44	1,218.23
Pembridge Square	39,000	190	173.95	1,240.74
Philbeach Gardens	55,440	307	155.96	1,222.75
Royal Crescent	42,550	180	228.07	1,294.86
St James's Gardens	24,450	150	141.29	1,208.08
Stanley Crescent	42,000	187	204.97	1,271.76
Stanley Gardens (North)	33,000	118	269.68	1,336.47
Stanley Gardens (South)	45,000	161	236.51	1,303.30
Sunningdale Gardens	3,500	27	119.60	1,186.39
Wetherby Gardens	75,850	337	221.67	1,288.46
Arundel Gdns/Elgin Crescent	32,500	274	111.87	1,178.66
Blenheim/Elgin Crescent	60,000	254	216.60	1,283.39
Emperor's Gate	9,750	226	41.86	1,108.65
Ladbroke Grove	4,500	52	86.54	1,153.33
Rosmead Gardens	55,000	134	384.61	1,451.40
Lansdowne Gardens	28,000	167	159.16	1,225.95
Hanover Gardens	26,475	142	176.63	1,243.42
Montpelier Gardens	37,000	112	288.87	1,355.66
Notting Hill	7,000	37	177.19	1,243.98

# 5 Help with your local tax bill

## Who pays the council tax?

The council tax is a property and person based charge that results in one bill for each household. Paying the bill is normally the responsibility of the freehold or leasehold owner if he or she lives in the property as his or her main or only home and is over 18.

## What happens if the owner does not live in the property?

The responsibility falls to residents in the following order - statutory or secure tenants, people living there under a licence and other residents.

## What happens if no-one lives in the property?

If the property is no-one's main or only home, then the owner will normally be liable. This applies, for instance, in the case of second homes.

## When are owners liable?

The owners would always be liable in the following circumstances:

- Residential care homes, nursing homes and some hostels.
- Religious communities.
- Houses in multiple-occupation (any property normally occupied by a number of people who do not form a single household, for example nurses' homes and hostels).
- Homes occasionally occupied by an employer whose staff live there as domestic service employees.
- The homes of ministers of religion (Church of England properties are normally the responsibility of the Diocesan Board of Finance).
- Homes provided for asylum seekers under the Immigration and Asylum Act 1999.

## What happens if more than one person is liable?

Where more than one person has an interest in a property (joint owners, for instance), then both are said to be 'jointly and severally liable', which means that the bill can be sent to either or both of them and either can be held responsible for the full amount. This applies to a husband and wife or common-law partnership even when only one of them owns the property and civil partners or those living together as civil partners. Students are not jointly or severally liable in cases where they live with non-students.



## COUNCIL TAX DISCOUNTS AND EXEMPTIONS

Certain individuals are eligible for council tax discount.

The basic council tax charge is based on two or more adults living in the property. If you are the only resident adult in the property you are eligible for a 25 per cent discount, which should have been applied to your bill if we already know that you live alone.

Your bill will not increase if there are more than two adults living in the property.

### Who can receive a discount?

Here is the full list of people who are discounted for council tax purposes:

- Full-time students, student nurses, apprentices and those on Youth Training courses.
- People in hospital.
- People being cared for in residential homes, nursing homes, hospices, mental nursing homes and hostels providing a high level of care.
- People who are severely mentally impaired.
- People kept in hospital under the Mental Health Act 1983.
- People in certain night shelters.
- Monks and nuns.
- Students who are 19 or who have just left school.
- Care workers on low pay and usually working for charity, such as Community Service volunteers.
- People caring for someone with a disability, other than a spouse, partner or child under 18.
- Convicted prisoners and those on remand, except those who are in jail for not paying fines or council tax.

To find out if a discount applies to your bill, you should count the number of adults who live with you as their main home but who are not in one of the groups listed above. If you are left with two or more people, no discount applies. If there is only one person, the bill may be reduced by 25 per cent.

# 7 Help with your local tax bill

## What if all the residents are discounted?

Then a 50 per cent discount may apply. If you are not sure you should contact the Council.

## Empty properties

**From April 2013, the Council is no longer giving a discount for second homes or empty/unfurnished property.**

## Properties exempt from council tax

Council tax is not charged on certain properties - 'exempt properties'. The classes of property exempt from council tax are shown below. If you think that your property falls into any of these classes please contact us. You may need to provide us with evidence before we grant the exemption.

**Class B** - Empty properties owned by a registered charity, for a maximum of six months and last occupied in furtherance of the charity's objects.

**Class D** - Empty properties which were lived in by people now in prison or otherwise legally detained.

**Class E** - Empty properties which were lived in by people who now permanently live in a hospital or home.

**Class F** - Empty properties where the only person who lived there has died.

**Class G** - Empty properties where the law prevents anyone from living there.

**Class H** - Empty properties held vacant for a Minister of Religion.

**Class I** - Empty properties which were lived in by people who are now receiving personal care in a place other than a hospital or home.

**Class J** - Empty properties which were lived in by people who are now living elsewhere for the purpose of providing personal care.

**Class K** - Empty properties which were lived in by students or people who will become students within six weeks of leaving the property.

- Class L** - Empty properties which have been repossessed.
- Class M** - Student halls of residence.
- Class N** - Properties occupied entirely by full time students.
- Class O** - Ministry of Defence barracks and married quarters.
- Class P** - Visiting forces accommodation.
- Class Q** - Empty properties left by someone who has become bankrupt.
- Class R** - Empty caravan pitches or boat moorings.
- Class S** - Properties only lived in by people under the age of 18.
- Class T** - Empty parts of single properties which cannot be let separately.
- Class U** - Properties which are lived in only by people who are severely mentally impaired.
- Class V** - Properties which are only lived in by foreign diplomats.
- Class W** - Parts of properties which are only lived in by the elderly or disabled relatives of those living in the rest of the property.

## **DISABLED RELIEF SCHEME**

You may be able to pay less council tax under the disabled band reduction scheme if your home has had work carried out on it to help you or someone else living there with a disability.

### **How does the disabled band reduction scheme work?**

This scheme reduces the council tax payable by disabled people who live in a larger property than they would have needed if they were not disabled. However, having a disability does not automatically entitle you to a reduction.

### **Can I qualify for a disabled band reduction?**

In summary, the requirements for a reduction are that the property must be the main residence of at least one disabled person and it must have at least one of the following:

- an additional bathroom **or** kitchen,
- any other room (not being a toilet) which is mainly used by the disabled person, or

## 9 Help with your local tax bill

- enough space for the use of a wheelchair - if the wheelchair is for outdoor use only, this will not count.

The room or the wheelchair must also be essential or of major importance to the disabled person's well-being, due to the nature and extent of their disability.

'Disabled person' in this context means a person who is substantially and permanently disabled. The disabled person can be either an adult or a child and does not have to be responsible for paying the council tax bill.

**Please note** an extra room does not need to have been specially built, but your home will not qualify for a reduction unless the 'essential or of major importance' test above is met. Simply rearranging rooms (for example, having a bedroom on the ground floor rather than the first floor) is unlikely to make your home eligible for a reduction.

### What happens if my home meets these criteria?

If your home is eligible, your bill will be reduced to that of a property in the next council tax band down. For example, a Band D property will be charged a Band C rate. Even if your property is in Band A (the lowest band) you will still receive a reduction. It will be the same in cash terms as the reductions for homes in Band B, C or D. If you would like further details please contact Council Tax Services.

### Paying your council tax

Council tax can be paid yearly, half-yearly, quarterly or in ten monthly instalments between April and January. Instalments are payable on the 15th of each month, but Direct Debit payers can choose from the 7th, 15th, 21st or 28th. You can also elect to pay your instalments over 12 months but you will need to apply before 31 March 2014 to get the full 12 months. To apply please phone or email us on the contact details shown on page 10. Payments over 12 months are payable on 15th of each month. You can set up a direct debit at any time by telephoning 020 7368 8906. There are full details of payment options on your bill.

### E-Billing

Direct Debit payers can choose to receive their bills by email rather than through the post. To sign up for this service please telephone 020 7361 3005, or apply online at [www.rbkc.gov.uk/counciltax](http://www.rbkc.gov.uk/counciltax)

## What if I miss a payment?

If you miss a payment we will send you a reminder. **Please note** that we will not send reminders for all instalments you miss. You must make sure that you pay by the dates set out on your bill. If you do not keep to these dates you will lose the right to pay by instalments. We may also take legal action against you to recover the full amount due for the year, plus extra costs.

## What if there are changes to my circumstances?

You must tell us about any changes in your circumstances that could affect the amount of council tax you should be paying, for instance if you are claiming a single person discount and someone moves into your home.

## What if I do not tell the Council of any changes?

You could face a penalty of up to £70. You could also face a penalty of £70 if you do not respond to a request from the Council asking for information that would help to identify who is responsible for paying the council tax.

## Council tax advice and information

Further information and advice on all aspects of council tax can be obtained from Council Tax Services at:

**Our website: [www.rbkc.gov.uk/counciltax](http://www.rbkc.gov.uk/counciltax)**

**Email: [counciltax@rbkc.gov.uk](mailto:counciltax@rbkc.gov.uk)**

**Tel: 020 7361 3005 Fax: 020 7368 0303**

**By post: PO Box 10413, Town Hall, Hornton Street,  
London W8 7WT**

**Visit: The Town Hall, Hornton Street, London W8 7NX  
(8.30am to 5pm Monday to Friday)**

We aim to produce council tax information in plain English and in an accessible format for all our residents. If you require further assistance please use the contact details above.

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## How does the banding system work?

The amount of council tax you pay will depend on the band set for your property by the Valuation Office Agency (VOA), part of the Government's Revenue and Customs Department. The bands are based on the market value of your home in 1991, and run from A – H. The band that applies to your property is shown on your bill and can be checked, as can the band of any other council tax property, by visiting [www.voa.gov.uk](http://www.voa.gov.uk)

## Can I appeal against my council tax band?

You can only appeal against your council tax band in limited circumstances and these do not include changes in the housing market. Changes in the value of a property which affect its band usually result from building or engineering work, in which case revaluation only takes place after the property is sold and the person appealing against it would normally be the new owner or resident.

If the value is reduced by partial demolition, a change in the surroundings or by being adapted for someone with a physical disability, then revaluation should take place as soon as possible.

An appeal is also possible where a house has been converted to flats, or vice versa, or when the Valuation Officer has changed the property's band, in which case the appeal should be made within six months.

## Who can I contact for making an appeal?

For full details about making an appeal, contact the Valuation Officer at:

**Council Tax South**

**Valuation Office Agency**

**Second Floor, 1 Francis Grove**

**Wimbledon, London SW19 4DT**

**Tel: 03000 501501 Email: [ctsouth@voa.gsi.gov.uk](mailto:ctsouth@voa.gsi.gov.uk)**

**Website: [www.voa.gov.uk](http://www.voa.gov.uk)**

**Please note** that you must continue to pay council tax until any appeal is decided.

## Other appeals

You may also appeal if you think that you should not be paying council tax, e.g. you are not living in the property, the property should be exempt or the way we have worked out the bill is not correct. If you want to appeal on these or similar grounds please write to us so that we can reconsider the case.

## COUNCIL TAX REDUCTION SCHEME AND HOUSING BENEFIT

The Council Tax Benefit Scheme was abolished on 1 April 2013 and councils replaced it with local Council Tax Reduction Schemes.

Government funding for the new scheme is 10 per cent less than for the Council Tax Benefit Scheme. Some councils have chosen to make residents who formerly received council tax benefit pay something extra, but the Royal Borough has decided that for 2014-2015 it will absorb the extra cost.

These benefits can help you pay your council tax and/or rent, whatever your age and whether or not you own your home.

Unless you have substantial savings or a high income you can probably get your council tax bill reduced.

Either you or your partner can claim and you can also claim on behalf of someone else if, for example, they are elderly or sick.

### How do I apply for housing benefit and the council tax reduction scheme?

Fill in an application form, which you can get from the Council by telephoning or visiting the Benefits Service at Kensington Town Hall or from our website.

You will need to provide evidence to support your claim. The form tells you what you need to send. If you do not have all the documents we need at the time you can send things on to us later - but send the form in quickly.

# 13 Help with your local tax bill

## What will affect how much benefit I receive?

Your income, your savings and your personal circumstances.

You must provide evidence of your income, your partner's income and any money earned by other members of your household. This includes all the money you have coming in, from all sources. If you are in doubt about any income you should declare it.

You also have to provide evidence of your savings. As a general rule, if you have capital valued at more than £16,000, then you will not be entitled to benefit. However, if there is a cost involved in disposing of a capital asset, ten per cent of the value is disregarded.

So, for example, someone with stocks and shares worth £17,000 would have £1,700 disregarded and might qualify.

You will need to tell us about your health, age and the details of all the people living in your household. This includes your partner, dependent children, grown up children, lodgers, flat sharers, sub-tenants and friends.

## How is the benefit calculated?

If you receive Jobseeker's Allowance (income based), Income Support or Pension Credit Guarantee and have no other people living with you, you will probably be entitled to 100 per cent benefit.

If you have other people living with you, such as a working son or daughter, or your income is higher then you will usually get less than the maximum benefit. If you qualify for benefit it will normally be awarded from the week after we receive your claim.

Benefit can be backdated if you would have been entitled to it earlier and can give us a good reason why you did not claim it. If you are over 60, you may be able to get your claim backdated for three months.

## Special rules for students

If you are a student you can only claim benefit if you fall within one of the Government's 'vulnerable groups', which includes single parents, disabled students and pensioners.



## Alternative Council Tax Reduction Scheme

If your income or savings are too high to qualify for benefit you might still be able to get help if you share your home with one or more other people. If you live with someone over 18 who is:

- not paying you rent
- not liable to pay council tax
- not your partner
- on a low income

then you might qualify for benefit based on their income.

## Who can I ask for help?

If you need any help or if you would like more information then contact the Benefits Service at:

**Our website: [www.rbkc.gov.uk/benefits](http://www.rbkc.gov.uk/benefits)**

**Email: [benefits@rbkc.gov.uk](mailto:benefits@rbkc.gov.uk)**

**Tel: 020 7361 3006 Fax: 020 7361 2620**

**By post: PO Box 22515 Town Hall, Hornton Street,  
London W8 7WB**

**Visit: The Town Hall, Hornton Street, London W8 7NX  
(8.30am to 5pm Monday to Friday)**

**By minicom: 020 7361 3426 Text (SMS): 07976 060332**

## Help us to fight fraud

To report suspected benefit fraud, please telephone 020 7361 2777 or email [investigations@rbkc.gov.uk](mailto:investigations@rbkc.gov.uk)

# 15 Help with your local tax bill

## **BUSINESS RATES FOR 2014-15**

National Non-Domestic Rates or business rates, as they are more commonly known, are a tax on non-domestic properties.

For 2014-15, businesses in Kensington and Chelsea are expected to pay £268 million in business rates. Under the Retained Rates scheme introduced on 1 April 2013, the Royal Borough will receive £80.9 million of this amount.

## **How is your rates bill calculated?**

Your gross annual rates bill is calculated by multiplying the rateable value of the property by the appropriate Government set multiplier. For 2014-15 the multiplier is 48.2 pence or 47.1 pence for businesses that qualify for Small Business Rate Relief. Your net rates bill may differ from the gross bill if you qualify for a relief or exemption, transitional arrangements apply, or your property is subject to the Business Rates Supplement (BRS). More information about the BRS can be found on pages 30 and 31.

## **2010 Revaluation and Transitional Arrangements**

The Valuation Office Agency (VOA) is responsible for assessing the rateable values of all non-domestic properties. The VOA normally re-values all rateable values every five years, but the Government has decided to defer the revaluation due to take effect from 1 April 2015 to 1 April 2017.

The current revaluation came into effect on 1 April 2010 and the Government introduced transitional arrangements to help phase the effects of it over five years to 31 March 2015. For 2014-15 these transitional arrangements will limit the increases or decreases in bills before adding inflation to:

### **Properties with a rateable value below £25,500**

Maximum increase before inflation 15%

Maximum decrease before inflation 55%

### **Properties with a rateable of £25,500 or more**

Maximum increase before inflation 25%

Maximum decrease before inflation 13%

## **How can I appeal against the rateable value?**

Appeals against and enquiries about rateable values should be

addressed to the Valuation Office Agency at:

**Email:** [ratinglondon@voa.gsi.gov.uk](mailto:ratinglondon@voa.gsi.gov.uk)

**Tel:** 03000 501501 **Fax:** 03000 508780

**Website:** [www.voa.gov.uk](http://www.voa.gov.uk)

**Please note** that you must continue to pay your business rates until any appeal is decided.

## E-Billing

Ratepayers who opt to pay their rates by direct debit can receive their rates bill by email. To sign up for e-billing please contact the Rates Office on 020 8315 2082 or by email to [rbkcndr@capita.co.uk](mailto:rbkcndr@capita.co.uk) quoting your business rates account number.

## Direct Debit

If you would like to pay by Direct Debit, please call the Rates Office on 020 8315 2082 or you can download the form at <http://www.rbkc.gov.uk/PDF/brdirectdebitform.pdf>

## Business rates advice and support

[www.businesslink.gov.uk](http://www.businesslink.gov.uk) provides impartial advice and support to help you sustain your business. At a local level, Portobello Business Centre ([www.pbc.co.uk](http://www.pbc.co.uk)) offers free advice and confidential guidance from qualified experts and [www.rbkc.gov.uk/businessandenterprise](http://www.rbkc.gov.uk/businessandenterprise) provides updates on Council backed initiatives that support businesses.

The Council can grant hardship relief to a ratepayer if paying all or part of the bill would cause hardship. Any ratepayer experiencing hardship can apply but relief is normally only granted in exceptional circumstances. For details on how to apply please contact the Rates Office.

## Further information

Further information about rates can be found on the explanatory notes accompanying your bill, at [www.rbkc.gov.uk](http://www.rbkc.gov.uk) or by contacting the Rates Office by:

**Email:** [rbkcndr@capita.co.uk](mailto:rbkcndr@capita.co.uk)

**Tel:** 020 8315 2082 **Fax:** 020 8315 2087

**Post:** PO Box 2369, Town Hall, Hornton Street, London, W8 7ZX

**Visit:** The Town Hall, Hornton Street, London, W8 7NX

(9am to 5pm Monday to Friday)

# 17 Our performance and spending plans

## OUR PERFORMANCE

The Royal Borough has a track record of being a high performing authority, and is committed to delivering good and affordable public services. We want to be recognised as a council that is effective, efficient and trusted. In the latest Annual Survey of Londoners, 86 per cent of our residents said they view the Council as doing a good job; and 81 per cent regard the Council as efficient and well-run. Similarly, our user experience survey of adult social care found that two thirds of people report that they are 'extremely' or 'very satisfied' with the service they receive.

The Royal Borough is recognised as a high performing Council not only by the residents we serve, but also by the auditors who inspect us. The Council has continued to achieve excellent results in the remaining external assessments of its services. For example, all our secondary schools and 80 per cent of our primary schools are rated 'good' or 'outstanding' by the Office of Standards in Education (OFSTED).

There are various ways in which the Council measures, reports and publishes performance information to enable our residents to hold us to account.

The annual **Report to Taxpayers** describes in detail the Council's achievements over the past year. For example: Holland Park School, one of the country's first and most famous comprehensive schools, moved to a magnificent new six-storey building in November 2012. In summer 2013, its students recorded the best set of exam results in the school's history. The Report to Taxpayers 2013 can be viewed here: [www.rbkc.gov.uk/reporttotaxpayers](http://www.rbkc.gov.uk/reporttotaxpayers)

The statistical companion to the Report to Taxpayers, the **Kensington and Chelsea Performance Report** is published annually in July. In 2012-13 we met (or only narrowly missed) 76 per cent of our performance targets; and for more than half, we either matched or improved on performance in 2011-12. The KCPR 2012-13 can be viewed on the Council's website here: [www.rbkc.gov.uk/KCPR](http://www.rbkc.gov.uk/KCPR)

Accurate and timely information is vital to the way we run our services, and during the year we regularly report on a small set of top priority

performance indicators which we call **Vital Signs**. The latest in-year Vital Signs reports can be found on the Council's website here: <http://www.rbkc.gov.uk/councilanddemocracy/howthecouncilperforms/performancemanagement.aspx>

The Royal Borough supports the Government's ambition to be fully transparent and has adopted a balanced and proportionate approach to publishing a wealth of information on our website. Our transparency pages provide a central hub of data and information on senior managers' salaries, Council contracts, items of spend over £500, and other key data-sets. Most are available for re-use under the Open Government Licence; this means that residents and other interested parties are able to use and re-use our data freely and flexibly. The Council's transparency pages can be viewed here: <http://www.rbkc.gov.uk/councilanddemocracy.aspx>

**We are interested to know what data and information residents would like to be able to access through the Council's transparency web pages. You can make a suggestion by emailing the Council's Service Improvement Team at: [Service.improvement@rbkc.gov.uk](mailto:Service.improvement@rbkc.gov.uk)**

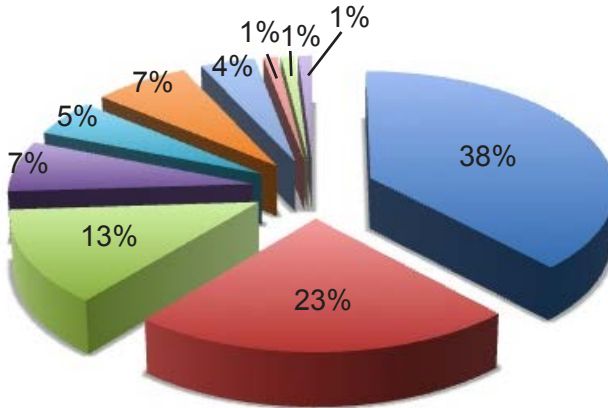
## WHAT WE SPEND

The Council will spend £427 million in 2014-15 on a wide range of local services such as schools, social services, highways and waste collection excluding housing and council tax benefits paid. Our council tax requirement after taking into account all income and Government funding is £72 million. The council also collects over £27 million on behalf of the Greater London Authority to pay for London wide services, such as the Metropolitan Police. More details can be found on pages 25 to 29.

# 19 Our performance and spending plans

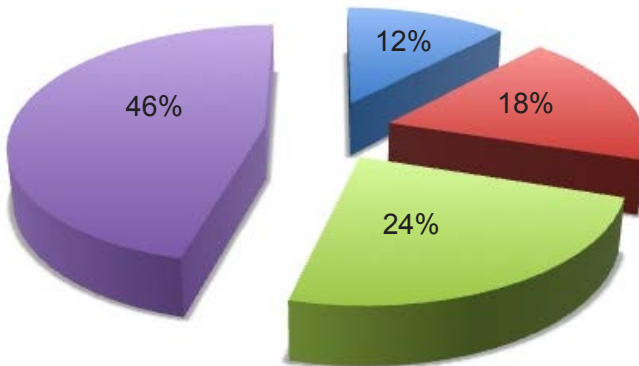
The total Royal Borough budget of £581 million is made up and funded as follows:

## Gross Spending £581 million



- Corporate Services £220 million
- Children's Services £133 million
- Adult Social Care £76 million
- Environment, Leisure and Residents' Services £42 million
- Transport and Technical Services £32 million
- Housing Services £39 million
- Public Health £22 million
- Other (incl. Adult and Family Services) £5 million
- Planning and Borough Development £7 million
- Library, Archive and Heritage Services £5 million

## Gross Funding £581 million



- Council Tax £72 million
- Revenue Support Grant and Business Rates £102 million
- Fees, Charges and Other £139 million
- Other Grants £268 million

## Budgeted Spending and Funding

**2013-14 Budget**      **2014-15 Budget**

Services	Net £'000	Spending £'000	Income £'000	Net £'000
Adult Social Care	62,574	75,885	(14,931)	60,954
Children's Services	45,078	132,440	(89,987)	42,453
Environment, Leisure and Residents' Services	36,309	42,437	(8,982)	33,455
Housing Services	13,793	38,503	(25,103)	13,400
Library, Archive and Heritage Services	6,145	5,378	426	5,804
Planning and Borough Development	4,751	6,940	(2,133)	4,807
Public Health	1,182	22,413	(21,214)	1,200
Transport and Technical Services	(10,073)	32,164	(43,491)	(11,327)
Corporate Services	18,537	219,738	(193,816)	25,922
Adult and Family Learning Services	149	1,288	(1,207)	81
<b>Total Service Budgets</b>	<b>178,445</b>	<b>577,186</b>	<b>(400,437)</b>	<b>176,749</b>
Other e.g. financing changes	4,819	403	(2,669)	(2,266)
Council Tax Freeze Grant	(780)		(800)	(800)
New Homes Bonus Grant	(1,095)		(1,095)	(1,095)
Education Services Grant	0		(1,314)	(1,314)
Levies including Garden Squares	3,218	3,276		3,276
Revenue Support Grant	(69,240)		(56,297)	(56,297)
Retained Business Rate (local forecast)	(78,547)		(81,217)	(81,217)
Business Rates Tariff (set by government)	34,395		35,065	35,065
Surplus (-) or deficit (+) on Collection Fund	(133)		(400)	(400)
<b>Royal Borough Council Tax Requirement</b>	<b>71,083</b>	<b>580,865</b>	<b>(509,164)</b>	<b>71,702</b>
Divide by tax base	90,831			91,622
<b>Equals Royal Borough Band D Council Tax</b>	<b>£782.58</b>			<b>£782.58</b>
Add Greater London Authority Precept	27,522			27,395
<b>Total Council Tax Requirement</b>	<b>98,605</b>			<b>99,097</b>
Divide by tax base	90,831			91,622
<b>Equals Total Band D Council Tax</b>	<b>£1,085.58</b>			<b>£1,081.58</b>

# 21 Our performance and spending plans

Year-on-Year Council Tax Change	£m
Pay and price inflation	2.6
External cost pressures	0.2
Savings	-11.0
External funding change	11.6
Forecast local increase in business rates yield	-2.0
Pension fund contribution reduction	-2.0
Transfer to reserves	1.8
Financing and other	-1.2
<b>Change total</b>	<b>0.0</b>

## The Council's services - a snapshot

### Adult Social Care

- 292 older people in residential and nursing homes, and 81 people in supported accommodation
- 825 older people receiving home care
- 468 service users with direct payments for all client groups
- 211 people with learning disabilities, physical disabilities, sensory impairment or mental health needs in residential and supported care
- 336 people supported to overcome drug or alcohol problems, and 11 people with HIV/AIDS
- 29,317 people issued with a freedom pass
- 3,234 members of the taxicard service
- 2,260 people issued with a blue disabled parking badge

### Children's Services

- a resident population of 29,720 young people aged 19 years and under
- 2,700 three and four year-olds attending nursery settings
- circa 7,000 places in primary schools and 4,000 places in secondary schools (including Chelsea Academy)
- a new secondary academy under construction
- educating 386 children with special educational needs resident in the borough, and 74 pupils attending two special schools



- educating 132 pupils attending non-maintained schools (including 25 pupils in the Pupil Referral Unit)
- 76.9 per cent of schools judged to be good or outstanding by OFSTED
- eight children's centres and support for 75 private, voluntary and community organisations and 50 childminders
- 74 children subject to a child protection plan
- 98 children in care
- support for 174 young people leaving care
- 220 young people supported by the Youth Offending Team
- 6,100 young people attending youth support services

## **Environment, Leisure and Residents' Services**

- collecting about 52,000 tonnes of refuse from 87,000 homes – approximately 25 per cent of which is recycled
- 4 museums and galleries with over 30,000 visits
- 2 cemeteries - Gunnersbury and Hanwell
- Opera Holland Park with 34,000 tickets sold at 36 performances
- managing eight major parks and many smaller open spaces
- 2 leisure centres with over 650,000 visits

## **Housing Services**

- 1,471 households in temporary accommodation
- 1,837 users of 'supporting people' services

## **Library, Archive and Heritage Services**

- Kensington Central Library and five branch libraries, with nearly one million visits (935,000) per annum
- 356,300 items in stock to choose from
- nearly 800,000 items issued
- 128 computers available for customers to use free of charge
- 31,300 active members
- a summer reading challenge with over 300 children completing the challenge
- home library service delivered to nearly 300 members
- bookstart packs delivered to over 3,300 children

## 23 The Council's services - a snapshot

### Planning and Borough Development

- 5,500 planning applications and 1,200 enforcement cases annually
- about six major consultations undertaken per year to respond to local issues and keep the policy framework up to date
- 6,000 full searches of the local land charges register and 1,000 personal searches per year
- caring for 7,000 trees on the Royal Borough's streets and handling about 700 listed building applications
- processing 1,250 building regulation applications each year
- maintaining the planning web pages and making publicly available through the web the archive of historic information

### Public Health

- 600 people with personal health plans
- 500 children and adults attending cook and taste programmes
- 20 food businesses gaining the Healthier Catering Commitment award
- supporting 1,215 people to quit smoking for four weeks
- preventing the spread of sexually transmitted infections; and treating, testing and caring for people with such infections - 13,521 first appointments and 2,375 follow up appointments in 2011-12
- providing specialist advice on commissioning to the West London Clinical Commissioning Group
- delivering the local authority role in health protection, ensuring that residents are protected from communicable disease and environmental threats
- substance misuse support and treatment for residents of the borough

### Transport and Technical Services

- monitoring of 1,353 licensed premises including: Licensing Act 2003 (997), Gambling Act 2005 (43), special treatment licences (242) and 6 'assorted others' (71)
- issuing around 36,000 residents' parking permits at any one time and 18,500 parking bay suspensions per annum
- administering licences for 282 houses in multiple occupation

- two major bridges - Albert Bridge and Chelsea Bridge
- operating and maintaining 13,500 lighting points, including street lights, illuminated signs and bollards
- maintaining over 200km of footways
- 1,094 food hygiene inspections and 469 food standards inspections
- 228 accidents investigated by health and safety; handling 150 health and safety complaints from residents and members of the public
- 36,247 pest control inspections / visits
- 10,165 service requests to the noise and nuisance service
- 182 environmental health training courses run; 194 training days; 1,059 candidates trained

## **Corporate Services**

- purchasing additional uniformed officers from the Metropolitan Police (currently 58 Police Community Support Officers)
- collecting council tax of £99 million from 87,000 dwellings and £297 million of business rates and business rates supplement
- payment of over £170 million of council tax benefit and housing benefit
- managing 270 properties in the commercial portfolio and 315 leases
- payroll and human resources services for 3,905 employees (headcount), including for schools
- promoting local employment
- support for around 600 Member and senior management level meetings each year

# 25 Greater London Authority and other services

*The text on pages 25 to 34 has been supplied by the named external bodies*

## GREATER LONDON AUTHORITY

### Introduction

The Mayor of London, Boris Johnson, is committed to leading a transparent administration. This guide explains how your council tax pays for GLA services. His sixth budget continues to deliver on his promise to reduce council tax and invest in London's infrastructure. **For the third year running the Mayor is cutting his part of the council tax.** This means it has fallen 24 per cent in real terms since 2008. He is also on course to meet his commitment to reduce it by ten per cent during his second term.

The current financial climate means that the public sector must deliver improved public services with fewer resources. This year's budget has required some tough but necessary choices to be made while at the same time protecting the key services Londoners expect from the Mayor - safer streets, investment in transport infrastructure and affordable housing.

### Council tax and budget information

The Greater London Authority's (GLA) share of the council tax for a typical band D property has been reduced by £4 to £299.00. The table below shows how this is allocated. A band D council taxpayer in the City of London, which has its own police force, will pay £84.48.

Council Tax (£)	2013-14	Change	2014-15
MOPAC (Met Police)	216.92	-2.40	214.52
LFEPA (Fire Brigade)	49.87	+2.55	52.42
GLA and Olympics	33.88	-4.09	29.79
TfL (Transport)	2.33	-0.06	2.27
<b>Total (£)</b>	<b>303.00</b>	<b>-4.00</b>	<b>299.00</b>

## **Controlling costs at City Hall (Core GLA)**

The Mayor has put value for money at the very heart of his administration and has controlled costs tightly and cut out waste. This is reflected in the savings and efficiencies of just under £350 million which will be delivered across the GLA Group in 2014-15.

These savings have allowed the Mayor to reduce the precept for residents of the 32 London boroughs as well as releasing money to deliver his key priorities over his current Mayoral term. This includes maintaining police officer numbers at or around 32,000; reducing tube delays by 30 per cent; the delivery of Crossrail and the Northern Line Extension; the regeneration of the Queen Elizabeth Olympic Park; the creation of over 200,000 jobs; and the delivery of 42,000 homes a year.

## **Mayor's Office for Policing and Crime (Met Police)**

The Mayor has set the Met Police a challenge to drive down crimes in key categories; boost public confidence by at least 20 per cent; reduce delays in the criminal justice system by 20 per cent; increase compliance with community sentences by 20 per cent; and reduce reoffending by young people by 20 per cent while delivering 20 per cent savings in its budget.

The MetChange programme is redesigning the way that police services are delivered in London through the One Met Model. This includes: under Neighbourhood Policing, a planned increase of more than 2,600 officers over the next two years and a reconfiguration of specialist policing services and support functions.

In order to meet the financial challenges faced by the Metropolitan Police and protect resources for front line policing it will be necessary to sell many of the under-used and outmoded buildings in MOPAC's estate and continue reforming back office functions. However, the Mayor has promised that an equivalent or better public access will be provided following this rationalisation.

Every London borough continues to have at least one front counter open 24 hours a day 7 days a week. The Mayor is also seeking to make it easier and more convenient for Londoners to access the police in new ways while ensuring that more officers are out on the beat where Londoners want to see them.

### Transport for London (TfL)

With London's population forecast to grow by one million in the next decade, the Mayor is investing in making the transport network more reliable. TfL's ten year investment plans will deliver major upgrades and improvements in day to day service reliability to support jobs, economic growth and prosperity. This investment includes:

- delivering a 30 per cent improvement in the Tube's reliability by the end of 2015 and upgrading key stations across the network;
- completing Crossrail which will increase London's rail capacity by ten per cent and delivering the Northern Line extension to Battersea;
- increasing capacity on overground and underground trains;
- introducing a new 24-hour Tube service at weekends from 2015;
- contactless payment being expanded to TfL's rail services;
- delivering 600 New Bus for London vehicles by 2016; and
- making cycling safer and improving the safety and quality of London's roads for all users.

### London Fire and Emergency Planning Authority

LFEPFA approved the Fifth London Safety Plan (LSP5) in 2013. This plan supports improvements to operational efficiency and effectiveness which will not only balance the authority's budget but also seeks to protect, and where possible, improve the London Fire Brigade's response times. LSP5 will promote community safety and fire prevention and prioritises ensuring that buildings in London conform to fire safety standards in order to protect Londoners and visitors to London.

### London Legacy Development Corporation (LLDC)

The LLDC was set up by the Mayor to ensure that London benefits from a lasting legacy from the 2012 Olympics. In Spring 2014 the Queen Elizabeth Olympic Park's southern section - including the Aquatics centre - will re-open. The Olympic Stadium is due to re-open permanently in 2016. In addition plans will be developed to boost job creation and economic growth through creating a higher education and cultural quarter.

## Summary of GLA group budget

The tables below set out the GLA's funding sources and the reasons for the year on year change in the budget.

<b>How the GLA budget is funded (£m)</b>	<b>2014-15</b>
Gross expenditure	11,037
Fares, charges and other income	-5,857
Government grants and business rates	-4,461
Net transfer to/from reserves	68
<b>Amount met by council tax payers (£m)</b>	<b>787</b>

<b>Changes in Spending (£m)</b>	<b>2014-15</b>
2013-14 council tax requirement	779
Inflation	123
Efficiencies and other savings	-349
New investment to improve services	473
Other changes	-239
<b>2014-15 council tax requirement</b>	<b>787</b>

## Detailed budget by service area

The table on page 29 compares the GLA group's expenditure on policing, fire and other services (including transport) in 2014-15 with 2013-14. The increase in the council tax requirement is supporting investment in policing, the Fire Brigade, regeneration and apprenticeships. The reduction in gross expenditure reflects the impact of savings and efficiencies made within the GLA group.

Find out more about the budget on our website: [www.london.gov.uk](http://www.london.gov.uk) (tel: 020 7983 4000).

# 29 Greater London Authority and other services

Summary of Spending and Income £m	Police (MOPAC)		Fire (LFEPA)		Other Services (incl. GLA, LLDC and TfL)		GLA Group Total	
	2013-14	2014-15	2013-14	2014-15	2013-14	2014-15	2013-14	2014-15
(Figures may not sum exactly due to rounding)								
Gross expenditure	3,269.9	3,253.0	445.1	431.6	7,527.9	7,352.3	11,242.9	11,036.9
Government grants and business rates	-2,443.0	-2,359.1	-283.3	-264.9	-2,382.2	-1,837.1	-5,108.4	-4,461.1
Other income (incl. fares and charges)	-297.1	-272.6	-30.1	-30.7	-4,975.4	-5,553.2	-5,302.6	-5,856.5
<b>Net expenditure</b>	<b>529.8</b>	<b>621.3</b>	<b>131.7</b>	<b>136.0</b>	<b>170.3</b>	<b>-38.0</b>	<b>831.8</b>	<b>719.3</b>
Change to Level of Reserves	27.3	-57.1	-3.3	2.2	-77.1	122.5	-53.1	67.6
<b>Council tax requirement (income)</b>	<b>557.1</b>	<b>564.2</b>	<b>128.4</b>	<b>138.2</b>	<b>93.2</b>	<b>84.5</b>	<b>778.7</b>	<b>786.9</b>



## CROSSRAIL BUSINESS RATE SUPPLEMENT

The Greater London Authority (GLA) introduced a business rate supplement (BRS) in April 2010 to finance £4.1 billion of the costs of the £14.5 billion Crossrail project.

### **What is Crossrail and how will it benefit your business?**

Crossrail will connect the outer suburbs and Heathrow to the West End, City and Canary Wharf. It is pivotal to the future of London's economy and the increased earnings – from new jobs and quicker journeys – will benefit businesses across London.

It is the single largest investment in London's infrastructure for decades, employing up to 14,000 people at the peak of construction. Crossrail services are due to commence on the Shenfield to Liverpool Street section in 2017 and through central London in 2018 followed by a phased introduction of services on the rest of the route.

Find out more at [www.crossrail.co.uk](http://www.crossrail.co.uk), by calling the Crossrail 24 hr Helpdesk on 0345 602 3813 or visiting Crossrail's Visitor Information Centres at Whitechapel and Tottenham Court Road.

### **Developments in the construction and financing of Crossrail**

The Mayor of London agreed a settlement with the Government in October 2010 for the Crossrail route and secured investment for the upgrade of the Tube. Crossrail is now under construction at key sites across London.

In April 2012 the Mayor introduced a community infrastructure planning (CIL) levy on new developments in London to finance Crossrail. This is paid for by the developer. Find out more at [www.london.gov.uk](http://www.london.gov.uk).

### **How will London's businesses help to Fund Crossrail?**

The Crossrail BRS will be used to finance £3.5 billion worth of GLA borrowing and the repayment of this sum after Crossrail is completed. A further £0.6 billion of BRS revenues will be used to finance the construction works directly. The GLA will have contributed nearly £3.5 billion by March 2014 towards the project using revenues financed by the BRS. It expects the Crossrail BRS will run for a period of between 24 and 31 years until its borrowing is repaid. A further contribution of £530 million is forecast for 2014-15.

### Does my business have to pay the Crossrail BRS?

Your rates bill makes clear if you are liable to pay the BRS. The Crossrail BRS is applied only to assessments (e.g. business and other non domestic premises) on the local rating lists of the 32 London boroughs and City of London Corporation with a rateable value of more than £55,000. Over 80 per cent of non domestic properties in London are therefore exempt.

### How much do I pay if my property's rateable value is above £55,000?

The Crossrail BRS multiplier for 2014-15 is 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, although no transitional relief is provided for the BRS.

### Keeping you up to date

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

### Contact for Further Information

020 7983 4100 [crossrail-brs@london.gov.uk](mailto:crossrail-brs@london.gov.uk);

[www.london.gov.uk/crossrail-brs](http://www.london.gov.uk/crossrail-brs)

Finance, GLA, City Hall London SE1 2AA

**GREATERLONDONAUTHORITY**

## WESTERN RIVERSIDE WASTE AUTHORITY

Western Riverside Waste Authority is the statutory waste disposal authority for the London Boroughs of Hammersmith & Fulham, Lambeth, Wandsworth and for the Royal Borough of Kensington and Chelsea. The Authority's waste management policies are led by the waste hierarchy principles of waste reduction, reuse and recycling, with the balance of residual waste being transported from the Authority's two transfer stations via the River Thames to a new Energy from Waste Facility on the Thames at Belvedere, which became fully operational during 2011-12. The Authority has therefore already achieved the Mayor of London's 2025 target of zero municipal waste direct to landfill.

The Authority and its constituent councils agreed on a new basis of cost apportionment from 2009-10. Under the agreement, intended to run for eight years, the Authority recovers the costs of waste delivered by its constituent councils at a rate per tonne according to the nature of the waste recycled or disposed of. There is a residual annual levy, apportioned on the basis of council tax-base, for overheads and civic amenity waste.

The estimated costs to constituent councils for 2014-15 compared to the original budgeted cost in 2013-14 are shown in the table below.

Council	2014-15	2014-15	2014-15	2013-14	Decrease	Decrease
	Direct costs	Levy	Total costs	Total costs		
	£'000	£'000	£'000	£'000	£'000	%
Hammersmith and Fulham	9,068	1,330	10,398	10,584	186	1.76
Kensington and Chelsea	9,362	1,744	11,106	11,317	211	1.86
Lambeth	14,543	1,754	16,297	16,591	294	1.77
Wandsworth	11,874	2,227	14,101	14,403	302	2.10
<b>Total</b>	<b>44,847</b>	<b>7,055</b>	<b>51,902</b>	<b>52,895</b>	<b>993</b>	<b>1.88</b>

## 33 Greater London Authority and other services

Total net costs to constituent councils have decreased by 1.9% compared to the original budget for 2013-14. The 2014-15 reduction reflects an improved contract rate for the disposal of general black bag waste as the new Energy from Waste Facility reflects a lower cost of construction than predicted and also generates higher than predicted electricity income during operation.

For more information on Western Riverside Waste Authority visit [www.wrwa.gov.uk](http://www.wrwa.gov.uk)

### **LONDON PENSIONS FUND AUTHORITY (LPFA)**

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 2014-15, 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	£13,065,000	(0%)
• Greater London	£10,318,000	(0%)
• Total	£23,383,000	(0%)

## ENVIRONMENT AGENCY

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

The Environment Agency has powers in respect of flood and coastal erosion risk management for 5,200 kilometres of main river and along tidal and sea defences in the area of the Thames Regional Flood and Coastal Committee. Money is spent on the construction of new flood defence schemes, the maintenance of the river system and existing flood defences together with the operation of a flood warning system and management of the risk of coastal erosion. The financial details are:

### Thames Regional Flood and Coastal Committee

	2013-14 '000	2014-15 '000
Gross Expenditure	£74,688	£63,731
Levies Raised	£10,500	£10,500
<b>Total Council Tax Base</b>	<b>4,471</b>	<b>4,556</b>

The majority of funding for flood defence comes directly from the Department for the Environment, Food and Rural Affairs (Defra). However, under the new Partnership Funding rule not all schemes will attract full central funding. To provide 'matching' funding the Agency may seek funding from County and Metropolitan Councils, Unitary Authorities and London Boroughs in the form of a Local Levy. The Local Levy is shared on the basis of Band D Equivalents between all contributing bodies within the Committee Area.

Changes in the Gross Budgeted expenditure between the years both reflects the impact of the Government Spending Review and national prioritisation of projects. The total Local Levy raised has increased by 0%.

The total Local Levy raised has remained the same in 2014-15 as 2013-14 at £10,500,000.

# 35 Contacting the Council

[www.rbkc.gov.uk](http://www.rbkc.gov.uk)

**You can contact our main services directly by using these phone numbers and email addresses**

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<b>Streetline</b>	020 7361 3001	<a href="mailto:streetline@rbkc.gov.uk">streetline@rbkc.gov.uk</a>
<b>Environmental Healthline</b>	020 7361 3002	<a href="mailto:environmentalhealth@rbkc.gov.uk">environmentalhealth@rbkc.gov.uk</a>
<b>Arts and Leisureline</b>	020 7361 3003	<a href="mailto:artsandleisure@rbkc.gov.uk">artsandleisure@rbkc.gov.uk</a>
<b>Parkingline</b>	020 7361 3004	<a href="mailto:parking@rbkc.gov.uk">parking@rbkc.gov.uk</a>
<b>Council Taxline</b>	020 7361 3005	<a href="mailto:counciltax@rbkc.gov.uk">counciltax@rbkc.gov.uk</a>
<b>Benefitsline</b>	020 7361 3006	<a href="mailto:benefits@rbkc.gov.uk">benefits@rbkc.gov.uk</a>
<b>Business Ratesline</b>	020 8315 2082	<a href="mailto:rbkcndr@capita.gov.uk">rbkcndr@capita.gov.uk</a>
<b>Paymentsline</b>	020 7795 8888	<a href="http://www.rbkc.gov.uk/onlinepayments">www.rbkc.gov.uk/onlinepayments</a>
<b>Housingline</b>	020 7361 3008	<a href="mailto:housing@rbkc.gov.uk">housing@rbkc.gov.uk</a>
<b>Educationline</b>	020 7361 3009	<a href="mailto:education@rbkc.gov.uk">education@rbkc.gov.uk</a>
<b>Librariesline</b>	020 7361 3010	<a href="mailto:libraries@rbkc.gov.uk">libraries@rbkc.gov.uk</a>
<b>Recruitmentline</b>	020 7361 3011	<a href="mailto:recruitment@rbkc.gov.uk">recruitment@rbkc.gov.uk</a>
<b>Planningline</b>	020 7361 3012	<a href="mailto:planning@rbkc.gov.uk">planning@rbkc.gov.uk</a>
<b>Social Servicesline</b>	020 7361 3013	<a href="mailto:socialservices@rbkc.gov.uk">socialservices@rbkc.gov.uk</a>
<b>Fraudline</b>	020 7361 2777	<a href="mailto:investigations@rbkc.gov.uk">investigations@rbkc.gov.uk</a>

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Your call may be recorded for training or monitoring purposes.