

Your Council Tax and Business Rates 2011-12



Our performance and spending plans



Beware of council tax scam

We are aware that fraudsters are contacting people and asking for bank details with the promise of providing a refund for an overpayment. A contact number is given, which, when dialled, results in the caller being told that an administration fee needs to be paid to get the refund.

The Council does not contact people in this manner for council tax refunds. If we believe that you are due a refund we will either refund the money directly if it has been paid by direct debit, or send a credit notice to the bill payer's address.

Never give out any bank details over the telephone to someone who claims to be from the Council offering a financial reward.

Remember, if it's too good to be true, it probably is.

If you believe you may have been contacted by someone as part of this scam, call the council tax team on 020 7361 3005.

For further copies 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

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.

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1 A Letter from the Leader of the Council



Dear Resident,

This booklet contains information on 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 qualify for a discount or exemption or if you can claim council tax benefit.

We are freezing council tax at the same level as 2010-11, as is the Greater London Authority. The Royal Borough's council tax rate will therefore remain the fourth lowest in England. Full details of the tax, including the levy of the Greater London Authority and those for garden squares, are set out on pages 3 to 5.

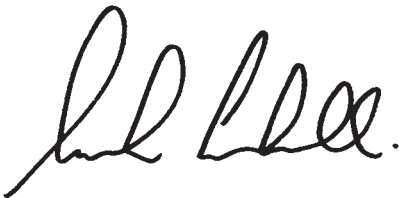
As part of the Government's necessary efforts to contain public spending, grants received by the Council will fall by over £18 million in 2011-12. The Council must also deal with higher prices and obligations such as funding the Freedom Pass. As you would expect, we are making the savings necessary to deliver a balanced budget. Despite the savings being made, the Council intends to continue to provide excellent public services as it has strived to limit the impact on services you use.

We know that Government grants will fall further in future years. Therefore, the Council is developing a range of responses to deliver even more significant savings. These include reducing the cost of our most expensive services and innovative arrangements to integrate services with our

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neighbours, Westminster City Council and the London Borough of Hammersmith and Fulham.

There is more information about the Council's work, our performance and plans, and our budget on our website: www.rbkc.gov.uk.

A handwritten signature in black ink, appearing to read 'Sir Merrick Cockell'.

Councillor Sir Merrick Cockell
Leader of the Council

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COUNCIL TAX FOR 2011-12

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 20). We also collect money on behalf of the Greater London Authority (GLA). This year the GLA is charging £309.82 for each Band D property which includes £20 towards the cost of the 2012 Olympics. The GLA's explanation of its spending and tax can be found on pages 25 to 30. 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 12. For some properties the Council also collects garden square levies (more details are on pages 4 and 5).

Band	*RBKC Council Tax (£)	GLA Tax (£)	Total Council Tax (£)
A	512.87	206.55	719.42
B	598.34	240.97	839.31
C	683.82	275.40	959.22
D	769.30	309.82	1,079.12
E	940.26	378.67	1,318.93
F	1,111.21	447.52	1,558.73
G	1,282.17	516.37	1,798.54
H	1,538.60	619.64	2,158.24

* Excluding garden square levies



GARDEN SQUARE LEVIES FOR 2011-12

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 squares is available at www.rbkc.gov.uk or you can telephone 020 7361 3276.

The table below shows the levies for the 46 Garden Squares for 2011-12. 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	36,000	125	288.00	1,367.12
Arundel/Ladbroke Gardens	39,500	256	154.30	1,233.42
Avondale Park Gardens	1,600	29	55.17	1,134.29
Barkston Gardens	33,170	252	131.63	1,210.75
Bina Gardens (West)	21,500	186	115.59	1,194.71
Bolton Gardens	35,000	121	289.26	1,368.38
Bramham Gardens	36,000	385	93.51	1,172.63
Brompton Square	15,000	187	80.21	1,159.33
Campden Hill Square	24,000	87	275.86	1,354.98
Campden House Court	21,300	226	94.25	1,173.37
Clarendon/Lansdowne Rd	14,000	52	269.23	1,348.35
Collingham Gardens	25,000	190	131.58	1,210.70
Cornwall Gardens	58,000	654	88.69	1,167.81
Courtfield Gardens (East)	20,000	214	93.46	1,172.58
Courtfield Gardens (West)	60,000	440	136.36	1,215.48
Earls Court Square	25,000	288	86.81	1,165.93
Edwardes Square	52,300	237	220.68	1,299.80
Gledhow Gardens	50,000	268	186.57	1,265.69
Hereford Square	17,000	79	215.19	1,294.31

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Garden Square	Levy £	Band D Equiv. Tax Base	Garden Charge Band D £	Band D Tax (incl. Garden) £
Holland Rd/Russell Rd	22,050	184	119.84	1,198.96
Hornton/Holland St	8,500	114	74.56	1,153.68
Iverna Court	12,000	225	53.33	1,132.45
Kensington Square	12,000	120	100.00	1,179.12
Lexham Gardens	33,000	310	106.45	1,185.57
Moreton/Cresswell Gardens	16,800	105	160.00	1,239.12
Nevern Square	34,000	301	112.96	1,192.08
Norland Square	24,000	178	134.83	1,213.95
Ovington Square	22,500	167	134.73	1,213.85
Pembridge Square	39,600	211	187.68	1,266.80
Philbeach Gardens	44,000	310	141.94	1,221.06
Royal Crescent	37,000	185	200.00	1,279.12
St James's Gardens	19,550	156	125.32	1,204.44
Stanley Crescent	35,000	187	187.17	1,266.29
Stanley Gardens (North)	26,000	120	216.67	1,295.79
Stanley Gardens (South)	43,040	180	239.11	1,318.23
Sunningdale Gardens	3,000	28	107.14	1,186.26
Wetherby Gardens	75,850	358	211.87	1,290.99
Arundel Gdns/Elgin Crescent	30,000	277	108.30	1,187.42
Blenheim/Elgin Crescent	60,000	269	223.05	1,302.17
Emperor's Gate	8,156	240	33.98	1,113.10
Ladbroke Grove	2,700	56	48.21	1,127.33
Rosmead Gardens	26,160	144	181.67	1,260.79
Lansdowne Gardens	28,000	166	168.67	1,247.79
Hanover Gardens	26,950	143	188.46	1,267.58
Montpelier Gardens	40,200	118	340.68	1,419.80
Notting Hill	7,000	36	194.44	1,273.56



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.



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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. Single residents receive 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.

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

The discount for properties that are empty but furnished (including second homes) is ten per cent.

Please note that under normal circumstances, if you receive an empty property or second home discount you cannot qualify for a resident's parking permit. There is an exception for disabled residents. To enquire about a disabled person's parking badge or a resident carer's permit, telephone 020 7361 2390.

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 A - Empty properties having structural alterations or repairs carried out, for a maximum of 12 months
- Class B - Empty properties owned by a registered charity, for a maximum of six months
- Class C - Empty properties which are substantially unfurnished and were last lived in less than six months ago. The six month period runs from the date the property first became empty and does not start again on a change in ownership

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- 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?

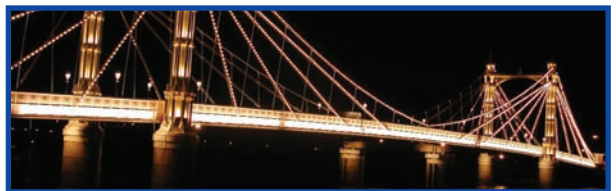
In summary, the requirements for a reduction are that the property must be the main residence of at least one disabled person and it must have at least one of the following:

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



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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. 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 email counciltax@rbkc.gov.uk

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

Email: 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.

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

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.

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Who can I contact for making an appeal?

For full details about making an appeal, contact the Valuation Officer at:
**The Valuation Office Agency, London Support Unit, New Street,
Huddersfield, West Yorkshire, HD1 2UU**

Tel: 03000 504650

Email: londonwestminstergroup.vo@voa.gsi.gov.uk

Website: 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 BENEFIT AND HOUSING BENEFIT

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

Nationally about two million people are missing out on council tax benefit that they are entitled to. 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. You can also claim benefit based on the income of other adults living in your household, so if your own income or savings are too high to qualify you might still be able to get help (see alternative council tax benefit on page 15).

How do I apply for council tax benefit and housing benefit?

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.

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 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.

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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 benefit (second adult rebate)

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

Email: 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



BUSINESS RATES FOR 2011-12

National Non-Domestic Rates or business rates, as they are more commonly known, are the Government's tax on business properties. Local authorities collect business rates for the Government and they are then redistributed across the country as part of an annual formula grant settlement. For 2011-12, businesses in Kensington and Chelsea are expected to pay £232.7 million in business rates, of which the Royal Borough will receive £82.7 million.

How is your rates bill calculated?

The gross annual rates bill is calculated by multiplying the rateable value of the property by the appropriate Government set multiplier. For 2011-12 the multiplier is 43.3p (42.6p for businesses that qualify for Small Business Rate Relief). The net rates bill may differ if: you qualify for a relief or exemption; transitional arrangements apply; you have deferred rates due for 2009 -10 under the deferral scheme or your property is subject to the Business Rates Supplement (BRS). More information about the BRS can be found on pages 31 and 32.

2010 Revaluation and Transitional Arrangements

The Valuation Office Agency (VOA) reassesses all rateable values every five years. The last revaluation came into effect on 1 April 2010.

Transitional arrangements are designed to phase in the effect of the 2010 revaluation over five years until a new revaluation comes into force. For 2011-12 these 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	7.5%
Maximum decrease before inflation	30%

Properties with a rateable of £25,500 or more

Maximum increase before inflation	17.5%
Maximum decrease before inflation	6.7%



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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: londoncentralgroup.vo@voa.gsi.gov.uk

Tel: 03000 504650

Fax: 03000 500692

Website: 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 quoting your business rates account number.

Business rates advice and support

www.businesslink.gov.uk provides impartial advice and support to help you sustain your business. At local level, Portobello Business Centre (www.pbc.co.uk) offers free advice and confidential guidance from qualified experts and www.rbkc.gov.uk/BusinessZone 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 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 or by contacting the Rates Office:

Email: rbkcndr@capita.co.uk

Tel: 020 8315 2082

Fax: 020 8315 2087

By post: PO Box 2369, Town Hall, Hornton Street, London, W8 7ZX

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

(8.30am to 5pm Monday to Friday)

OUR PERFORMANCE

The change of Government in May 2010 saw the removal of the previous administration's elaborate national performance framework for local government. While the Council consistently achieved first-rate results under these regimes¹, it has welcomed the new Coalition Government's move to reduce the burden of external assessments.

Throughout 2010-11, the Council has continued to perform very strongly. Remaining external assessments rated our services as excellent. The annual performance assessment of Adult Social Care graded the Royal Borough as "performing excellently". Children's Services also continue to perform excellently, with the very large majority of services inspected by Ofsted rated as good or outstanding and most being better than in similar areas and nationally.

The annual Report to Taxpayers describes in more detail the Council's achievements in 2010-11 – from the positive impact of the Council's work with the Police on crime and antisocial behaviour, to more of the Royal Borough's parks than ever before being recognised as among the finest in the country. The Report to Taxpayers 2010 can be viewed here:

<http://www.rbkc.gov.uk/councilanddemocracy/howthecouncilperforms/performancemanagement/reporttotaxpayers.aspx>

But it is the view of Royal Borough residents and service users that matters most. Local people rate the Council highly. In the 2010 Survey of Londoners, eight out of ten residents said the Council was doing a good job with 77 per cent agreeing that the Royal Borough is efficient and well-run.

¹ From being one of only three local authorities to achieve the highest rating in each year of the Comprehensive Performance Assessment (2002 to 2008), to achieving excellent results in the first (and last) year of the Comprehensive Area Assessment (2009).

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The Council has traditionally had a strong sense of accountability to local people and will continue to listen to their views. It remains committed to openness and transparency and will seek to ensure that local residents have access to the information they require to hold the Council and its services to account.

The Council's website already features details about senior officer salaries, numbers of staff whose pay and benefits are above £50,000 and payments over £500. This is in addition to a wide range of previously available information, such as member allowances and the way the Council manages its finances and makes decisions.

The Council's Transparency web page contains more information:

www.rbkc.gov.uk/councilanddemocracy/transparencyinthecouncil.aspx

While it is essential that the Council addresses the financial challenges it faces, this does not mean it is devoid of ambition. On the contrary, the Council is currently exploring new and innovative proposals to integrate key services with neighbouring councils in order to make the necessary savings and to provide better value for money to taxpayers. Even in challenging times, the Royal Borough continues to be an excellent provider of good and sustainable services.



WHAT WE SPEND

The Council will spend £400 million in 2011-12 on a wide range of local services such as schools, social services, highways and waste collection. A further £163 million will be provided by the Government to pay for housing and council tax benefit in the borough. Our budget requirement, after taking into account fee income and Government funding is £186 million.

The £186 million budget requirement is met from Government formula grant of £108 million and council tax of £78 million. The Council also collects nearly £31 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 30.

Year-On-Year Budget Changes

	£m
2010-11 Budget Requirement	184.2
Cost increases (e.g. pay and price inflation)	6.3
Net saving in service spending	-22.9
Loss of Government grant	20.6
Financing and Other Changes	-0.3
Council Tax Freeze Grant	-1.9
2011-12 Budget Requirement	186.0



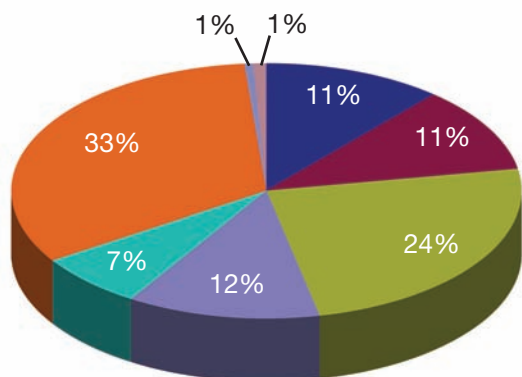
21 Our performance and spending plans

Budgeted Spending and Funding				
Services	2010-11 Estimates		2011-12 Estimates	
	Net £'000	Spending £'000	Income £'000	Net £'000
Adult Social Care	52,632	64,369	(15,533)	48,836
Central Services	14,785	60,823	(47,007)	13,816
Children's and Educational Services	46,971	137,718	(93,040)	44,678
Cultural and Related Services	15,033	17,256	(3,064)	14,192
Environmental and Regulatory Services	32,597	39,560	(8,840)	30,720
Highways and Transport Services	1,133	39,648	(39,058)	590
Housing Services	19,208	183,953	(160,931)	23,022
Planning Services	5,346	11,597	(6,815)	4,782
Total Service Budgets	187,705	554,924	(374,288)	180,636
Other e.g. financing changes	12,908	5,050	(1,000)	4,050
Area Based Grant	(20,109)			0
Council Tax Freeze Grant	0		(1,947)	(1,947)
Levies including Garden Squares	3,677	3,263		3,263
Royal Borough Budget Requirement	184,181	563,237	(377,235)	186,002
Less government Formula Grant	(105,958)			(108,267)
Surplus (-) or deficit (+) on Collection Fund	(308)			151
Royal Borough Council Tax Requirement	77,915			77,886
Divide by tax base	99,558			99,526
Equals Royal Borough Band D Council Tax	£783			£783
Add Greater London Authority Precept	30,845			30,835
Total Council Tax Requirement	108,760			108,721
Divide by tax base	99,558			99,526
Equals Total Band D Council Tax	1,092			1,092

Please note this total spend includes £163 million of housing and council tax benefits payments

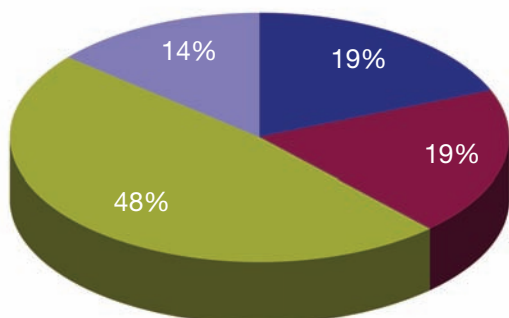
The total Royal Borough budget of £563 million is made up and funded as follows:

Royal Borough Gross Spending by Service 2011-12 (£563 million)



- Adult Social Care £64m
- Central Services £61m
- Children's and Educational Services £138m
- Cultural, Environmental, Regulatory and Planning Services £68m
- Highways and Transport Services £40m
- Housing Services £184m
- Levies £3m
- Other £5m

Royal Borough Gross Funding 2011-12 (£563 million)



- Fees, Charges and Other £108 million
- Formula Grant £108 million
- Other Grants £269 million
- Council Tax £78 million

23 Our performance and spending plans

THE COUNCIL'S SERVICES – a snapshot:

Family and Children's Services

- 10,000 pupils in 26 primary and five secondary schools
- 240 places in four nursery schools/children's centres
- 1,200 nursery aged children supported for 15 hours of free education in private, voluntary and independent nursery settings.
- 75 places in one special school and a hospital school educating over 75 children
- 60 places in the pupil referral unit
- Eight children's centres, 13 play centres and four youth/activity centres
- Care of over 130 children looked after by the Council or in 'Guardianships' and support for approximately 150 children leaving care
- Kensington Central Library and five branch libraries

Housing, Health and Adult Social Care

- 323 older people in residential and nursing homes and 79 people in supported accommodation
- 1,425 older people receiving home care
- 200 people with learning disabilities, physical disabilities, sensory impairment or mental health needs in residential and supported care
- 436 people supported to overcome drug or alcohol problems and 41 people with HIV/AIDS
- 26,201 people issued with a Freedom Pass
- 2,843 members of the Taxicard service
- 2,861 people issued with a Blue Disabled Parking Badge
- 1,142 households in temporary accommodation
- 3,309 users of 'Supporting People' services
- 1,509 food safety inspections

- 14,490 pest control inspections/visits
- 10,336 service requests to the Noise and Nuisance Service

Planning and Borough Development

- Processing of 3,500 planning applications and 1,200 enforcement cases
- Processing of 1,250 Building Regulation applications
- 5,000 full searches of the local land charges register
- Care of 7,000 street trees

Transport, Environment and Leisure Services

- Collection of over 85,000 tonnes of refuse from 86,000 homes and businesses, over 23 per cent of which is recycled
- Cleansing of 460km of pavements and roads
- Management of eight major parks and 100 smaller open spaces
- 44,000 tickets sold for 47 performances at Opera Holland Park
- Four museums and galleries, two sports centres and two cemeteries
- Issue and monitoring of 1,000 premises licenses
- Two car parks, 38,000 residents' parking permits and 19,000 parking bay suspensions each year
- Maintenance of 208km of public highway
- Illumination of 11,000 street lights, 3,500 signs/bollards and 12,300 parking signs

Corporate Services

- Management of 90,000 council tax accounts
- Processing of 79,500 benefit claims
- 1,200 marriages and civil partnerships performed
- 76 Police Community Support Officers funded
- Management of over 300 commercial properties

The text on pages 25 to 35 has been supplied by the named external bodies.

GREATERLONDONAUTHORITY



Introduction

Boris Johnson's third budget continues to deliver on his priority to provide taxpayer value and protect front line services. For three years running he has **frozen the GLA's element of the Council Tax** for residents of the 32 London boroughs, as well as fulfilling his manifesto commitment that Band D households would continue to **pay only 38p a week** for the 2012 Olympic and Paralympic Games.

In the current economic climate the public sector must do more with less, delivering improved public services for no extra cost. The Mayor will continue to invest in his priorities by increasing front-line policing levels, improving public transport, investing in new local green spaces to make our city cleaner and greener, working to increase young people's opportunities and ensuring the 2012 Games leave a lasting legacy to lengthen London's lead as the World's Best Big City.

Council Tax and Budget Information

The GLA's take of the Council Tax at Band D will remain at £309.82 or £5.96 a week. The table below shows how the Council tax (at Band D) is allocated.

Council Tax	2010-11	Change	2011-12
MPA (Police)	216.83	11.12	227.95
LFEPa (Fire)	59.57	-7.37	52.20
GLA	30.91	-0.58	30.33
TfL (Transport)	4.02	-2.03	1.99
Collection Funds	-1.51	-1.14	-2.65
Total (£)	309.82	0.00	309.82

A Band D Council Tax payer in the City of London, which has its own police force, will pay £81.87.

Restructuring City Hall and Controlling Costs

The Mayor has put value for money at the very heart of his administration and has controlled costs tightly as well as ruthlessly cutting out waste. City Hall has been streamlined to deliver his priorities to Londoners more efficiently and effectively.

These back office savings have released money which is being used to deliver the Mayor's key priorities including: supporting three new Rape Crisis Centres; delivering 50,000 more affordable homes by 2012 - the largest number in a single Mayoral term, upgrading 50 sporting facilities prior to the 2012 Games to increase participation in sports and improving 11 rundown parks alongside planting 10,000 street trees to enhance London's public realm.

Policing

The Mayor's first priority is to make London safer. This budget enables the Metropolitan Police Authority (MPA) to continue to focus resources on preventing violence against women and young people and reducing the levels of gang, knife and gun crime.

Support for local policing through the Safer Neighbourhood Teams will be maintained in order to boost confidence in the Police Service. The Metropolitan Police will have the resources to recruit more warranted officers, putting an extra 400 uniformed police onto London's public transport network. Police officer numbers will be maintained at higher levels in 2011-12 than when the current Mayor came into office.

London's Transport System

In the face of a challenging public spending round, fare rises have remained as modest as possible in order to give Transport for London a predictable and steady funding stream to maintain the investment needed to improve London's transport system. All existing free and concessionary travel schemes, including the 24-hour Freedom Pass for older and disabled Londoners, free bus travel for those under 16 and half price bus travel for Londoners who are on income related benefits have been protected.

The Mayor has fought for and secured a four year funding settlement from the Government which maintains investment in London's transport infrastructure including:

- The financing of the main construction works for the Crossrail project, which will increase London's rail capacity by over ten per cent;
- The completion of the upgrade of the Tube network and completing the delivery of new air conditioned trains for the District, Circle, Hammersmith & City and Metropolitan Lines;
- Completing the planned extensions of the Docklands Light Railway to Stratford International and the East London line to Clapham Junction and Highbury & Islington;
- Maintaining bus mileage at current levels and tackling overcrowding on the Croydon Tramlink;
- Making London a genuinely cycle-friendly city including extending the Barclays Cycle Hire Scheme before the 2012 Games and delivering 12 cycle superhighways by 2015.

The Mayor has listened to the wishes of local residents and businesses and abolished the Western Extension to the Congestion Charge zone. He is also working with London boroughs to improve road safety and deliver improvements to London's road network.

2012 Olympics and Paralympics

The amount to be raised through the council tax for the Games remains at £20 – or 38p a week - for a Band D household. This delivers on the Mayor's commitment that it would not increase. The GLA will seek to ensure the benefits of the Games are seen London-wide and leave a lasting legacy.

London Fire Brigade

The budget for the London Fire and Emergency Planning Authority (LFEPA) will protect front-line services in the London Fire Brigade. The Authority is building on its recent successes in reducing fires, fire deaths, arson attacks and hoax calls.

Summary of GLA Group Budget

The tables below provide information on the key funding sources for the GLA, including council tax and the reasons for the changes in the overall budget since last year.

How the budget is funded	£m
Gross Expenditure	13,101
Fares, charges and other income	-5,945
Government grants for specific purposes	-4,053
General Government grants	-2,341
Use of reserves	181
Surplus in council tax collection funds	-8
Amount met by council tax payers	935

29 Greater London Authority and other services

Changes in spending	£m
2010-11 Budget requirement	3,263
Inflation	124
Efficiencies and other savings	-419
Growth for existing services and new initiatives	395
Other changes (including income growth)	-80
2011-12 Budget requirement	3,283

The table below compares the GLA group's expenditure for the MPA, LFEPA and Other Services in 2011-12 with the previous year. Overall the budget requirement (funded from general grants and council tax) will increase by 0.4 per cent - a reduction in real terms of around three per cent based on expected retail price inflation levels in 2011-12. More information on the budget is available on the GLA website at www.london.gov.uk. (tel: 020 7983 4000).

Summary of Spending and Income	Police (MPA)		Fire (LFEPA)		Other Services (including GLA and TfL)		Total	
	2010-11	2011-12	2010-11	2011-12	2010-11	2011-12	2010-11	2011-12
£m								
Gross expenditure	3,645.0	3,572.3	469.2	459.6	9,854.7	9,068.6	13,968.9	13,100.5
Specific government grants	-606.6	-516.7	-10.8	-11.7	-4,030.7	-3,524.9	-4,648.1	-4,053.3
Other income (incl. fares and charges)	-360.9	-307.8	-21.1	-19.2	-5,175.5	-5,618.1	-5,557.5	-5,945.1
Net expenditure	2,677.5	2,747.8	437.3	428.7	648.5	-74.4	3,763.3	3,102.1
Change to Level of Reserves	-4.2	-34.8	0.0	-19.3	-496.1	235.5	-500.3	181.4
Budget requirement	2,673.3	2,713.0	437.3	409.4	152.4	161.1	3,263.0	3,283.5

CROSSRAIL BUSINESS RATE SUPPLEMENT

The Greater London Authority (GLA) introduced a business rate supplement (BRS) on 1 April 2010 to finance £4.1 billion of the costs of the £15.9 billion Crossrail project. Details on the progress of the project so far and the proposed policies for the BRS in the 2011-12 financial year are set out below.

What is Crossrail and how will it benefit London's economy?

Crossrail will provide a new modern railway across London connecting the outer suburbs and Heathrow to the West End, the City and Canary Wharf. It is key to the future growth of London's economy and the increased earnings - from new employment opportunities and transport time savings - will benefit businesses right across London. It will be by far the largest single investment in London's infrastructure for a generation or more employing up to 14,000 people at the peak of construction.

Crossrail Ltd is committed to engaging regularly with local communities and business sectors to ensure that business' voice is heard. As part of Crossrail's approach to responsible procurement it will be using CompeteFor to ensure that Small and Medium Sized Enterprises (SMEs) are also included in the tendering process. Further information on Crossrail can be found at www.crossrail.co.uk, by calling the Crossrail 24-hour Helpdesk on 0345 602 3813 or by visiting Crossrail's Visitor Information Centres at 16-18 St Giles High Street London WC2H 8LN and the Idea Store, 321 Whitechapel Road, London E1 1BU.

Developments in the last 12 months

The Mayor of London agreed a funding settlement with the Government in October 2010 which will allow Crossrail to be built on its agreed route and secure investment for the upgrade of the Tube.

Crossrail is now under construction at all its central station sites across London and the first contracts have been awarded to enable the tunnelling works to begin in 2011.

How will London's businesses help to fund Crossrail?

The Crossrail BRS will be used to finance £3.5 billion worth of borrowing by the GLA and the repayment of this sum after the end of the Crossrail construction works. £800 million of this was borrowed by the GLA in 2010-11 with a further £700 million scheduled to be drawn down in 2011-12. A further £600 million will be applied to fund the Crossrail construction and financing costs. The GLA has already paid over £1 billion towards the project using revenues financed by the BRS. The GLA expects the Crossrail BRS will run for a period of between 24 and 31 years until its borrowing is repaid.

Does my business or organisation have to pay the Crossrail 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 the City of London Corporation which have a rateable value of more than £55,000. Over 80 per cent of non domestic properties in London will therefore be exempt from the BRS as their rateable value is below this threshold. Your rates bill makes clear if you are liable to pay the BRS.

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

The Crossrail BRS multiplier for 2011-12 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 informed

We will provide updates on the Crossrail BRS over its lifetime with your annual rates bills. Further information on the Crossrail BRS can be obtained by contacting the GLA or viewing our website:

**Finance Division, Greater London Authority,
6th Floor, City Hall, The Queen's Walk,
London SE1 2AA**

Tel: 020 7983 4100

Email: crossrail-brs@london.gov.uk;

Web: www.london.gov.uk/crossrail-brs

WESTERN RIVERSIDE WASTE AUTHORITY

The Western Riverside Waste Authority, as a levying body under the above regulations, provides the following information.

Western Riverside Waste Authority is the statutory waste disposal authority for the London Boroughs of Hammersmith and Fulham, Lambeth and Wandsworth and for the Royal Borough of Kensington and Chelsea. The Authority's waste management policies are recycling-led, 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, due to become fully operational during 2011-12. Until that time, residual waste continues to be transported 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 2011-12 compared to the original budgeted cost in 2010-11 are shown in the table below.

Council	2011-12	2011-12	2011-12	2010-11	Increase	Increase
	Direct costs	Levy	Total costs	Total costs		
	£'000	£'000	£'000	£'000	£'000	%
Hammersmith and Fulham	8,885	844	9,729	8,821	908	10.29
Kensington and Chelsea	9,278	1,026	10,304	9,289	1,015	10.93
Lambeth	14,487	1,098	15,585	14,017	1,568	11.19
Wandsworth	11,870	1,309	13,179	11,915	1,264	10.61
Total	44,520	4,277	48,797	44,042	4,755	10.80

Total net costs have increased by 10.8 per cent compared to the original budget for 2010-11. This is due to increased contract costs as waste is sent to the new Energy from Waste Facility, capital financing costs for the Material Recovery Facility (MRF), and general inflation, which are off-set by decreases in the volume of waste managed, reduced total landfill tax costs (due to the new facility, despite increases of £8 per tonne), adjustments for inflation allowances on charges and the Levy and a contribution from the General Reserve. The increase is not uniform for all four boroughs, however, mainly because each has experienced different decreases in their budgeted waste streams between the two financial years.

For more information on Western Riverside Waste Authority visit 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 now 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 2011-12, 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	(-1.2%)
• Greater London	£10,318,000	(-9.4%)
• Total	£23,383,000	(-5.0%)

ENVIRONMENT AGENCY

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

Thames Regional Flood Defence Committee

	2010-11 '000	2011-12 '000
Gross Expenditure	£113,089	£86,484
Levies Raised	£10,000	£10,000
Total Council Tax Base	5,027	5,081

The majority of funding for flood defence comes directly from the Department for the Environment, Food and Rural Affairs (Defra). However, where there are schemes which do not attract central funding the Agency may seek funding from County and Metropolitan Councils, Unitary Authorities and London Boroughs in the form of a Local Levy. The Local Levy is shared on the basis of Band D Equivalents between all contributing bodies within the Committee Area.

Changes in the Gross Budgeted expenditure between the years reflects the impact of the Government Spending Review and national prioritisation of capital projects.

The total Local Levy raised has remained the same in 2011-12 as 2010-11 at £10,000,000.





THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Contacting the Council

www.rbkc.gov.uk

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

Streetline	020 7361 3001	streetline@rbkc.gov.uk
Environmental Healthline	020 7361 3002	environmentalhealth@rbkc.gov.uk
Arts and Leisureline	020 7361 3003	artsandleisure@rbkc.gov.uk
Parkingline	020 7361 3004	parking@rbkc.gov.uk
Council Taxline	020 7361 3005	counciltax@rbkc.gov.uk
Benefitsline	020 7361 3006	benefits@rbkc.gov.uk
Paymentsline	020 7361 3007	www.rbkc.gov.uk/onlinepayments
Housingline	020 7361 3008	housing@rbkc.gov.uk
Educationline	020 7361 3009	education@rbkc.gov.uk
Librariesline	020 7361 3010	libraries@rbkc.gov.uk
Recruitmentline	020 7361 3011	recruitment@rbkc.gov.uk
Planningline	020 7361 3012	planning@rbkc.gov.uk
Social Servicesline	020 7361 3013	socialservices@rbkc.gov.uk
Fraudline	020 7361 2777	investigations@rbkc.gov.uk

For other enquiries please contact

Enquiryline 020 7361 3000 information@rbkc.gov.uk

Your call may be recorded for training or monitoring purposes.