

# How is your money spent?

## Your council tax explained



Dear resident,  
For the fourth year running, Hillingdon Council will not levy a social care precept and the Hillingdon element of council tax will be frozen for over-65s for a 13th year.

For all other residents, council tax will be increased this year at a maximum of 90 per cent of what our three neighbouring London boroughs (Ealing, Harrow and Hounslow)

increased their tax by in 2018/19. The 2.40 per cent increase is around 51p a week for a Band D property, the lowest rise of all London boroughs this year.

Our sound financial management ensured that all residents were able to benefit from a council tax freeze for a decade. However funding pressures that are out of the council's control, such as substantial reductions in government funding and a rising population at both ends of the age spectrum, have resulted in an increase in demand for central services and this year, we have needed to carefully review our budget.

Having built up record levels of financial reserves we are able to continue to weather the storm but raising council tax by this small amount will contribute £2.7 million a year towards maintaining services and fund care for those who need our help.

The council is also continuing its policy of benchmarking fees and charges, including parking, which again remains frozen for residents, with charges being set at a maximum of 90 per cent of what neighbouring authorities are charging.

You will also see an increase in your bill as the Mayor of London has increased the precept that he sets for the services he and the GLA have responsibility to deliver.

Education remains a priority and our school building and expansion programme, one of the largest in London, will continue to ensure that every child in Hillingdon is offered a primary or secondary place close to where they live.

The council's free and easy-to-use weekly waste and recycling collections and your concerted efforts have seen Hillingdon placed in the top five of London boroughs for recycling. Last year, we introduced several initiatives to reduce the use of plastic bottles and cups, and our bulky waste collection service which was made free for all residents is proving popular, creating a knock-on decrease in fly-tipping and this year's budget has set aside funding to create a dedicated prosecution unit to target fly-tippers.

During the last financial year, we provided additional investment for the highway resurfacing programme and significant funding has been set aside to continue to maintain your roads and pavements. Supporting your high streets and boosting the local businesses within them also remains a priority and regeneration projects are ongoing in Uxbridge and Eastcote to give you high streets you can feel proud of and want to visit. The council's flagship shop front grant scheme has also been extended to two parades in Charville ward (Kingshill Avenue and Hayes End Parade) and will be rolled out in Ruislip in the 2019/20 financial year. Complementary public realm upgrades will follow.

As promised, defending our environment and the wellbeing of our people against the devastating effects the proposed expansion of Heathrow Airport remains, as it has been for many years, something that we will continue for however long it takes.

Last year we invested £1.65 million in a major upgrade of the borough's CCTV cameras to provide more extensive coverage, keep residents safe and ensure our neighbourhoods remain pleasant places to live and work. Additional funding this year will support its 24-hour coverage, 7 days a week.

Our Chrysalis programme funded enhancement works to council-owned community facilities throughout 2018/19, including a variety of outdoor gyms and playgrounds; and our ward budget scheme gave each of Hillingdon's 22 wards its own budget to make improvements or fund local projects that are important to residents. Our 2019/20 budget has set aside further investment for both of these initiatives.

Putting our residents first remains a top priority and we will continue to support over-65s with free burglar alarms, free swimming and swimming lessons, free allotments, tea dances and exercise sessions, a heater loan scheme, our Brown Badge parking scheme, and social outings and activities at a range of dining clubs, community groups and associations. The TeleCareLine service is also free of charge for over-75s to help them to maintain their independence at home.

This year the council will also provide additional support for the local voluntary sector and further investment has been earmarked to tackle domestic violence.

Ensuring that you have access to high quality leisure facilities also remains important to us. Our libraries, leisure centres, theatres and heritage sites offer a wide range of services and event programmes for residents of all ages. Last March we opened our Battle of Britain Bunker Exhibition and Visitor Centre in Uxbridge and since, 24,000 people have toured the new facility with its interactive exhibits, tours to the underground bunker and special events throughout the year. All of our libraries and leisure centres will be enhanced through boroughwide refurbishment programmes and a new swimming pool is planned for the Yiewsley and West Drayton area.

Once again, the borough retained its reputation as one of the greenest boroughs in the country last year, receiving more Green Flag awards for parks and green spaces than any other local authority in the UK for the sixth year running, with 50 flags in total. For the third year, Hillingdon also won an overall Gold in London in Bloom and the Large City category (representing London). Our parks and green spaces offer residents a variety of recreational opportunities.

There are still financially challenging times ahead for all local authorities but here in Hillingdon, our sound financial management allows us to continue to deliver high quality services and facilities and put our residents first and at the heart of all that we do.

Leader of the Council  
Cllr Ray Puddifoot MBE



HILLINGDON  
LONDON

[www.hillingdon.gov.uk/counciltax](http://www.hillingdon.gov.uk/counciltax)

# Your council tax

This booklet contains information about your council tax for the financial year beginning on 1 April 2019. It tells you how much you will pay, how the money will be used and how much goes to other organisations, such as the Greater London Authority (GLA), which is headed by the Mayor of London.

Every house in the country receives a council tax bill. Whether you live in a house or a flat, own your own house or rent, everyone has to pay council tax, which helps to pay for the services that Hillingdon Council delivers for local people – everything from leisure centres, young people's centres, children's centres and libraries to waste and recycling, parks, keeping you safe, services for the elderly and housing.

We continue to put our residents first by working hard to keep your council tax as low as possible and, for a thirteenth successive council tax freeze for over 65s and a fourth year of avoiding implementation of the social care precept, to be delivered while maintaining frontline services through use of general balances and a 2.4 per cent increase in council tax for other residents. Table 1 shows the amount you will pay for Hillingdon Council's services and how much you will pay to the GLA, which includes the police and fire service.

**Table 1: Council tax by band**

Property band	Hillingdon £	GLA £	Total council tax payable £	Property value (1991 value) £
A	759.76	213.67	973.43	up to 40,000
B	886.39	249.29	1,135.68	40,001 to 52,000
C	1,013.01	284.90	1,297.91	52,001 to 68,000
D	1,139.64	320.51	1,460.15	68,001 to 88,000
E	1,392.89	391.73	1,784.62	88,001 to 120,000
F	1,646.15	462.96	2,109.11	120,001 to 160,000
G	1,899.40	534.18	2,433.58	160,001 to 320,000
H	2,279.28	641.02	2,920.30	more than 320,000

## Valuation of properties and valuation banding appeals

All homes, including houses, flats, mobile homes and houseboats, must pay council tax. Every property is placed in a valuation band for England by the listing officer at the Valuation Office Agency (VOA) for HM Revenue and Customs. Your council tax bill shows which band your property is in, based on the expected sale price as at 1 April 1991.

If you have an enquiry about the banding of your property or wish to appeal against it, please contact the VOA via [www.gov.uk/voa/contact](http://www.gov.uk/voa/contact) or call the VOA centralised switchboard on 03000 501 501.

## Council tax appeals

You can appeal against your council tax if you think:

- you are not the resident or owner
- your property is exempt
- there has been a mistake in calculating your bill

If you want to appeal, you must tell us in writing, giving the reasons why you are appealing.

You must continue to pay your council tax while your appeal is being dealt with. We will refund any money that you have overpaid, if your appeal is successful.

## Discounts for over-65s

Hillingdon Council offers a council tax discount, if:

- you, or your partner, are 65 or over on 1 April 2019
- you are living in a property in the borough of Hillingdon and responsible for paying the council tax **and**
- you do not receive a council tax reduction

**If you think you may be entitled to the over-65s discount and it is not already shown on your bill please contact us on 0300 123 1384.**

## Are you entitled to a reduction?

In some cases, you may be entitled to a reduction. If you are the only adult living in a property, you may be entitled to a 25 per cent discount. We work out your council tax based on at least two adults living at the property. However, the following people are not counted for council tax purposes, which may entitle you to a reduction, even if you do not live alone:

- full-time students, student nurses, apprentices (earning less than £195 a week) and youth training trainees
- 18 and 19 year olds who are in, or who have just left, a course of education for the period 1 May to 31 October in any year
- patients in hospital and people looked after in a care home
- people who are severely mentally impaired
- those staying in certain hostels or night shelters
- care workers on low pay, working for charities
- people caring for someone with a disability who is not a spouse, partner or child under 18 years of age
- members of visiting armed forces and certain international institutions
- members of religious communities (monks and nuns)
- people in prison (unless sentenced for non-payment of council tax or a fine)

If your property has an annexe that is occupied by a relative, you may be entitled to a 50 per cent reduction in the amount of council tax you have to pay.

If you think you qualify please contact us on 0300 123 1384.

## Discounts for empty homes

A discount of 100 per cent will be applied to a property that is unoccupied and substantially unfurnished, including newly-built property for up to 21 days (prescribed Class C). The discount is reduced to zero per cent after 21 days, which means that the full council tax will be payable if the property remains empty after 21 days. Similarly, a 100 per cent discount will be applied to a property that is undergoing (or requires) major repair work or is being structurally altered for a period of 21 days (prescribed Class D). Thereafter, the full council tax will be due on the property after 21 days.

The council will only award a discount when the position has been verified. It is, therefore, important to advise the council as soon as your property becomes empty.

Second homes and furnished properties that are not used as a sole or main residence do not attract a discount.

## Exemptions

The following unoccupied properties are exempt from council tax:

- previously occupied and owned by a charity (exempt for up to six months)
- was last occupied by someone who has gone into prison (unless sentenced for non-payment of council tax or a fine)
- was last occupied by someone who has gone into hospital or a nursing home to receive personal care
- where probate or letters of administration are awaited (exempt for up to six months after either have been granted)
- where occupation is prohibited by law
- is waiting to be occupied by a minister of religion
- where the previous occupier has moved elsewhere (other than hospital or care home) to receive or provide personal care through old age, disability, illness or mental disorder past or present, or through alcohol or drug dependence
- is owned by a full-time student and was their last sole or main residence
- has been repossessed
- where the liable person is acting as a trustee in bankruptcy

Exemptions also apply to the following occupied properties:

- student halls of residence, forces' barracks and married quarters, a caravan pitch or mooring not in use and an unoccupied annexe that is part of a single dwelling
- property where the liable person is a member of (or has a relevant association with) visiting armed forces, or is a visiting non-UK citizen entitled to diplomatic privileges or immunities
- property where all residents are full-time students or is occupied by person(s) under 18, or those severely mentally impaired
- an annexe of an occupied dwelling that is occupied by a dependent relative

Certain conditions may apply to discounts or exemptions. Please call 0300 123 1384 for advice.

**If your council tax bill shows a discount, the council has made the assumption that you are entitled to the discount for the period covered by the bill. If this assumption is no longer correct, because your circumstances have changed, or you know that they will change during the period covered by your bill, please let us know. You are required to let the council know in writing within 21 days of realising that you are no longer entitled to a discount. Failure to do this without a reasonable excuse could lead to a £70 penalty.**

If you are unsure whether your change of circumstances will affect any entitlement to discount, please call 0300 123 1384 for advice.

## Empty homes premium

Since 1 April 2017, properties that have been unoccupied, and substantially unfurnished for two years or more, are subject to a charge of 150 per cent. Periods of six weeks or less when the property is occupied/furnished are disregarded for the purposes of calculating the two-year period for the empty homes premium.

The empty homes premium will not be charged to properties left empty for a specific purpose that have a specific statutory exemption, for example:

- when a person goes into care
- a property that would otherwise be the sole or main residence of a member of the armed services, who is absent from the property as a result of such service
- a dwelling that forms part of a single property being treated by a resident of that property as part of the main dwelling, ie. annexes

## People on a low income

If you are on a low income, you can apply for council tax reduction on the amount you have to pay. The level of reduction will depend on the size of your family, your savings, your income and the amount of council tax. The maximum reduction you can receive is 75 per cent or, where you or any member of your household is in receipt of any disability premium, the maximum would be 90 per cent. If you are receiving Income Support, Universal Credit (without any earned income), Jobseeker's Allowance, or Employment Support Allowance, you have to pay 25 per cent or 10 per cent (if in receipt of disability premium). This could be more if you have non-dependant adults living with you. More details of the council's local council tax reduction scheme can be found at [www.hillingdon.gov.uk/counciltax](http://www.hillingdon.gov.uk/counciltax).

## Couples

If you are married or living with someone as husband, wife or same sex partner, you will normally be jointly responsible for the council tax bill. Only make one claim for council tax reduction, which will be assessed on your joint income.

## Capital limit

If you or your partner has savings of more than £16,000 you will not be entitled to council tax reduction. For couples, the £16,000 applies for each claim, not for each person. However, if you are receiving the guarantee part of the Pension Credit, there is no savings limit.

## Non-dependents deduction

Your council tax reduction will be affected if you have someone other than your partner or dependent children living in your household. The amount will depend on the person's gross weekly income. More details on the non-dependant deductions can be found at [www.hillingdon.gov.uk/ctrscheme](http://www.hillingdon.gov.uk/ctrscheme). You can also find out how much council tax reduction you may be entitled to by using the council tax reduction calculator at [www.hillingdon.gov.uk/counciltax](http://www.hillingdon.gov.uk/counciltax).

## People with disabilities

You may be entitled to a reduction in your council tax bill if your home has certain features that are essential (or of major importance) to the wellbeing of a disabled person who lives there. These features are:

- a room (other than a bathroom, kitchen or toilet) used mainly by a disabled person (for example, for storing dialysis equipment or a ground-floor bedroom in a property with two or more floors)
- an additional kitchen or a bathroom (with bath and/or shower, not just a toilet and wash basin) for use by the disabled person
- extra space inside the property to allow for the use of a wheelchair.

If you are eligible, your bill will be reduced to that of a property in the valuation band immediately below the actual band of your property.

## How to pay

Council tax is usually paid in 10 instalments from April to January or you can apply to pay in 12 instalments. If you wish to do so, your request must be received in writing by 1 April. Where requests are received after 1 April, council tax will be payable in the number of months remaining up to and including March of the following year. Details of the different payment methods and contact information are online at [www.hillingdon.gov.uk/counciltax](http://www.hillingdon.gov.uk/counciltax).

# This year's council tax

For the 14th successive year, Hillingdon's element of council tax will not increase for over-65s; the Greater London Authority's element of council tax will increase by 8.9 per cent. In addition to not increasing council tax, Hillingdon Council has also not levied the social care precept for the fourth year running.

Hillingdon's budget for 2019/20 includes £5.3 million savings and efficiencies, which allows council tax to be held at 2018/19 levels for over-65s.

**Table 2: Amount to be raised by council tax**

	2018/19 £'000	2019/20 £'000
Gross expenditure on services	432,449	450,506
Service income (specific government grants, fees and charges)	(212,113)	(220,578)
<b>Net expenditure on services</b>	<b>220,336</b>	<b>229,928</b>
Corporate income (business rates, general government grants and use of balances)	(110,078)	(115,428)
<b>Hillingdon's council tax requirement</b>	<b>110,258</b>	<b>114,500</b>
Greater London Authority precept	29,149	32,202
<b>Total council tax requirement</b>	<b>139,407</b>	<b>146,701</b>
Divided by Band D equivalent properties within the borough	99,070	100,470
<b>Charge for each Band D household</b>	<b>£1,407.16</b>	<b>£1,460.15</b>

**Table 3: Development of 2019/20 budget**

	£'000
<b>Council tax requirement 2018/19</b>	<b>110,258</b>
Decrease in government funding	3,992
Growth in business rate income	(4,091)
Movement in drawdown from balances	(5,251)
Inflationary cost increases	7,352
Increase in contingency	4,926
Savings and efficiencies	(5,328)
Priority growth	1,442
Corporate adjustments	1,200
<b>Council tax requirement 2019/20</b>	<b>114,500</b>

# What do I get for my money?

The council delivers nearly 800 different services, which directly benefit local residents and the borough. These services are funded through a combination of grants from central government, a share of local business rates and your council tax. The amount to be raised from council tax is known as the council tax requirement.

Further information about the council's budget can be found at [www.hillingdon.gov.uk/budgetreports](http://www.hillingdon.gov.uk/budgetreports).

**Table 4: The split of costs between different council services**

	2018/19 £'000	Change £'000	2019/20 £'000
Adult social care	76,614	666	77,280
Cultural, environmental and planning services	38,984	828	39,812
Children's social care	38,342	5,132	43,474
Public health	17,465	(394)	17,071
Education services	12,257	20	12,277
Highways, roads and transport services	10,816	927	11,743
Housing services	8,268	(371)	7,897
Central services to the public	5,884	656	6,540
Capital financing charges	5,757	1,959	7,716
Corporate and democratic core	4,138	87	4,225
Priority growth and general contingency	1,000	82	1,082
Levies and other London-wide charges	811	0	811
	<b>220,336</b>	<b>9,592</b>	<b>229,928</b>



# Greater London Authority

This is Sadiq Khan's third budget as the Mayor of London. It is built around his vision of a London where nobody feels left behind and where everyone has the opportunity they need to fulfil their potential. It supports London's future growth and economic success, building on our City's thriving economy, extraordinary creativity, tolerance, diversity and openness to the world.

Sadiq Khan will not tolerate any waste of public money, particularly against a background of tightening resources from the Government over the last decade. This year's budget has required some tough choices. It will improve the key services Londoners need. That means ensuring transport fares are more affordable and building more homes. The budget provides resources to support jobs and growth, tackle rough sleeping and make London a fairer and cleaner place to live too. It also provides extra resources from council tax and business rates for the Metropolitan Police and London Fire Brigade to keep Londoners safe. This will help offset the ongoing impact of real terms cuts in government grant since 2010.

## Council tax for GLA services

The GLA's share of the council tax for a typical Band D property has been increased by £26.28 (or 50p per week) to £320.51. The additional income raised will fund the Metropolitan Police and the London Fire Brigade. Council taxpayers in the City of London, which has its own police force, will pay £78.38.

**Table 5: The GLA's share of council tax**

Council tax	2018/19 £	Change £	2019/20 £
MOPAC (Metropolitan Police)	218.13	24.00	242.13
LFC (London Fire Brigade)	50.22	2.78	53.00
GLA	23.84	(0.46)	23.38
TfL (Transport)	2.04	(0.04)	2.00
<b>Total</b>	<b>294.23</b>	<b>26.28</b>	<b>320.51</b>

## Investing in frontline services

This budget will enable the Mayor to fulfil his key priorities for London. These include:

- making transport more affordable. Single bus fares, single pay as you go fares on the Tube and DLR and Santander cycle hire scheme charges will be frozen until at least 2020. This will save travellers around £40 million a year. A new bus and tram one hour Hopper fare has also been introduced
- continuing to tackle London's housing crisis, using £4.8 billion of funding to support starts of 116,000 new affordable homes by 2022
- providing the best policing service possible within the funding made available by the Government with resources being provided in his Budget for an additional 1,300 police officers in 2019-20
- providing extra resources to support disadvantaged young Londoners and protect vulnerable children and women at risk of abuse and domestic violence
- providing sufficient resources to the London Fire Brigade to ensure that first and second fire engines arrive at emergency incidents within six and eight minutes respectively
- working with London boroughs to maintain existing concessionary travel and assisted door to door transport schemes. This includes free 24 hour travel for the over 60s, the disabled, armed forces personnel in uniform and eligible war veterans and protecting the Taxicard and Dial a Ride schemes. Discounts on travelcards are also available for apprentices
- increasing capacity on the London Underground and working to complete the Elizabeth line (formerly Crossrail) the Northern line extension to Battersea Power station and the Overground extension to Barking Riverside as soon as possible. The Mayor will also maintain the Night Tube and Night Overground services
- investing £2.3 billion in Healthy Streets by 2024 to fund projects to enable more walking and cycling across London. The Mayor will also introduce the Ultra Low Emission Zone in central London to tackle local air pollution;
- making public transport more accessible for everyone. Step-free access is planned to be introduced at a further 15 suburban tube stations by Spring 2020. All Elizabeth line stations will be step free
- funding projects to bring Londoners together, promote arts and culture, help tackle inequality, improve the environment, and boost London's economy

## Summary of GLA budget

The following tables compare the GLA group's spending for 2019/20 with last year and set out why it has changed. The GLA's gross expenditure is higher this year. This is mainly due to the impact of extra investment planned by the Mayor in transport, policing and the fire service. Overall the council tax requirement has increased because of the extra funding for the Metropolitan Police and the London Fire Brigade. There has also been a 1.9 per cent increase in London's residential property taxbase. Find out more about our budget at [www.london.gov.uk/budget](http://www.london.gov.uk/budget) (tel: 020 7983 4000).

**Table 6: How the GLA budget is funded**

	2019/20 £m
Gross expenditure	12,232.6
Government grants and business rates	(4,754.5)
Fares, charges and other income	(6,522.1)
Use of reserves	4.6
<b>Amount met by council tax payers</b>	<b>960.6</b>

**Table 7: Changes in spending**

	2019/20 £m
2018/19 council tax requirement	865.7
Inflation	235.9
Efficiencies and other savings	(243.2)
New initiatives	641.1
Other changes (for example fares revenue and government grants)	(538.9)
<b>2019/20 council tax requirement</b>	<b>960.6</b>

## Environment Agency

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

The Environment Agency is a levying body for its flood and coastal erosion risk management functions under the Flood and Water Management Act 2010 and the Environment Agency (Levies) (England and Wales) Regulations 2011.

The Environment Agency has powers in respect of flood and coastal erosion risk management for 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 outlined below:

**Table 8: Thames Regional Flood and Coastal Committee budget**

	2018/19 £'000	2019/20 £'000
Gross expenditure	97,838	112,919
Levies raised	11,351	11,577
<b>Total council tax base</b>	<b>5,001</b>	<b>5,085</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 local funding for local priorities and contributions for partnership funding, the Regional Flood and Coastal Committees recommend, through the Environment Agency, a local levy.

A change in the gross budgeted expenditure between years reflects the programme of works for both capital and revenue needed by the Regional Flood and Coastal Committee to which you contribute.

The total local levy raised by this committee has increased by 1.99 per cent. The total Local Levy raised has increased from £11,351,056 in 2017/2018 to £11,576,943 for 2019/2020.

# Lee Valley Regional Park Authority

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

**Table 9: Lee Valley Regional Park Authority budget**

Budget/levy changes	2018/19 £m	2019/20 £m
Authority operating expenditure	11.2	10.6
Authority operating income	(3.3)	(2.7)
<b>Net service operating costs</b>	<b>7.9</b>	<b>7.9</b>
Financing costs		
- debt servicing/repayments	0.5	0.5
- capital investment	1.2	1.2
<b>Total net expenditure</b>	<b>9.6</b>	<b>9.6</b>
<b>Total levy</b>	<b>(9.6)</b>	<b>(9.6)</b>

Further details on how this budget is spent and the amount each council contributes can be found at [www.leevalleypark.org.uk](http://www.leevalleypark.org.uk).

# London Pensions Fund Authority

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

For 2019/20, 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.

**Table 10: London Pensions Fund Authority levy**

Share of levy	£
Inner London	13,065,200
Greater London	10,317,753
<b>Total</b>	<b>23,382,953</b> <b>0% change</b>