Welcome to your guide to the A-Z of services, council tax and business rates 2012–2013

The front part of this booklet explains the many services the council provides for you. The second part offers a guide to your council tax and the services it is spent on. It also breaks down information on how the Government sets your business rates.

Services in the A-Z are listed alphabetically and give you the key contact details. Getting in contact is simple. You can use the website, email, phone, write or drop in to see us. Email us at justask@merton.gov.uk

If you need a service that we have not listed, you can visit our website for the complete A-Z directory at www.merton.gov.uk/atoz or telephone our contact centre on 020 8274 4901. Staff there will be happy to help.

Councillor Stephen Alambritis
Leader of Merton Council
A-Z of services

A

Adoption
Web page: www.merton.gov.uk/adoptionandfostering
Email: adoption@merton.gov.uk
Telephone: 020 8545 4688
Address: Worsfold House, Church Road, Mitcham CR4 3FA

All Saints Centre
Offers a day facility for people aged 16-65 with a physical disability.
Web page: www.merton.gov.uk/allsaints
Email: AllSaintsCentre@merton.gov.uk
Telephone: 020 8542 9587
Address: All Saints Centre, 44 All Saints Road, Wimbledon SW19 1BX

Applying for housing
Web page: www.merton.gov.uk/allocations
Email: registration@merton.gov.uk
Telephone: 020 8545 3305
Out of hours contact: 020 8770 5000

Arts and entertainment
Web page: www.merton.gov.uk/arts
Email: arts@merton.gov.uk
Telephone: 020 8545 4197

B

Benefits advice services
Web page: www.merton.gov.uk/benefitsadvice
Email: welfarebenefitsteam@merton.gov.uk
Telephone: 020 8545 4178

Blue badge parking permits
Web page: www.merton.gov.uk/bluebadge
Email: concessionarytravel@merton.gov.uk
Telephone: 020 8274 4990

Building Control services
Web page: www.merton.gov.uk/buildingcontrol
Email: buildingcontrol@merton.gov.uk
Telephone: 020 8545 3145
Bulky waste collection
Bulky household waste includes furniture, fridges, freezers and other large items. We reuse or recycle as much of this as we can. Residents who are up to date with their council tax payments can book a free collection of up to five items once every three months.
Web page: [www.merton.gov.uk/bulky](http://www.merton.gov.uk/bulky)
Email: wsgcorrespondence@merton.gov.uk
Telephone: 020 8274 4902

Children’s social services
Web page: [www.merton.gov.uk/childrensservices](http://www.merton.gov.uk/childrensservices)
Email: children@merton.gov.uk
Telephone: 020 8545 4227
Out of hours contact: 020 8770 5000
Address: Worsfold House, Church Road, Mitcham CR4 3FA

Citizens Advice Bureau
Web page: [www.mertoncab.org.uk](http://www.mertoncab.org.uk)
Email: advice@mertoncab.org.uk
Telephone: 0844 243 8430
Address: 7 Crown Parade, Crown Lane, Morden SM4 5DA

Citizenship
For information on applying for British citizenship and citizenship ceremonies. See Register Office for contact details.

Civil marriages and partnership ceremonies
See Register Office for contact details.

Colleges
Information about further education and higher education colleges in and near Merton.
Web page: [www.merton.gov.uk/colleges](http://www.merton.gov.uk/colleges)
Email: ssq@merton.gov.uk
Telephone: 020 8545 3922

Comments, compliments and complaints
Web page: [www.merton.gov.uk/complaints](http://www.merton.gov.uk/complaints)
Telephone: 020 8274 4182

Committees and meetings
Web page: [www.merton.gov.uk/committee](http://www.merton.gov.uk/committee)
Email: democratic.services@merton.gov.uk
Telephone: 020 8545 3361

Car parks
Web page: [www.merton.gov.uk/carparks](http://www.merton.gov.uk/carparks)
Email: parking@merton.gov.uk
Telephone: 020 8545 4661

Cemeteries
Web page: [www.merton.gov.uk/cemeteries](http://www.merton.gov.uk/cemeteries)
Email: cemeteries@merton.gov.uk
Telephone: 020 8545 366

Census and population figures
Web page: [www.merton.gov.uk/census](http://www.merton.gov.uk/census)
Email: getinvolved@merton.gov.uk
Telephone: 020 8545 3896

Child care
Web page: [www.merton.gov.uk/childcare](http://www.merton.gov.uk/childcare)
Email: fsd@merton.gov.uk
Telephone: 020 8545 3800

C
Community centres
Web page: www.merton.gov.uk/communitycentres

Connexions – information and advice for young people
Web page: www.connexions-direct.com
Telephone: 080 800 13 2 19
Address: Olympic House, 196 The Broadway, Wimbledon SW19 1RY

Conservation areas
Web page: www.merton.gov.uk/conservation_areas
Email: conservation.areas@merton.gov.uk
Telephone: 020 8545 3041

Council tax
Web page: www.merton.gov.uk/counciltax
Email: local.taxation@merton.gov.uk
Telephone: 020 8274 4904

Council tax benefit
Web page: www.merton.gov.uk/ctaxbenefit
Email: housing.benefits@merton.gov.uk
Telephone: 020 8274 4903

Councillors
Web page: www.merton.gov.uk/councillors
Email: democratic.services@merton.gov.uk
Telephone: 020 8545 3864

Croydon District Land Registry Office
The Croydon District Land Registry Office deals with land and property in the London Borough of Merton.
Web page: www.merton.gov.uk/croydonlandregistry

Email: croydon.office@landregistry.gsi.gov.uk
Telephone: 020 8781 9100
Address: Trafalgar House, 1 Bedroom Park, Croydon CR0 2AQ

D

Death
For information on death certificates, registering a death or conducting a historical search for a registered death see Register Office for details.

E

Education welfare services
Web page: www.merton.gov.uk/educationwelfare
Email: education.welfare@merton.gov.uk
Telephone: 020 8545 4021

Elections
For information on elections, electoral services and registering to vote.
Web page: www.merton.gov.uk/voting
Email: electoral.services@merton.gov.uk
Telephone: 020 8545 3407

Emergency information
Information about emergencies and emergency plans affecting Merton residents or businesses.
Web page: www.merton.gov.uk/emergency
Email: civilcontingencies@merton.gov.uk
Telephone: 020 8274 5890
Equipment for disabled people
The Occupational Therapy Service provides essential equipment on loan and free of charge to enable people with a physical disability to remain independent within the home. See Occupational Therapy for contact details.

Events
For information on events and exhibitions in the borough, including an events calendar and where you can publicise your event.
Web page: www.merton.gov.uk/events
Email: press@merton.gov.uk
Telephone: 020 8545 4093

Family Information Service
See Child care for contact details.

Fly-tipping
The council can remove fly-tipped refuse or rubbish from public roads and pavements.
Web page: www.merton.gov.uk/flytipping
Email: wsgcorrespondence@merton.gov.uk
Telephone: 020 8274 4902

Fostering
Web page: www.merton.gov.uk/adoptionandfostering
Email: fostering@merton.gov.uk
Telephone: 020 8545 4277
Address: Worsfold House, Church Road, Mitcham CR4 3FA

Freedom of Information
The Freedom of Information Act 2000 gives the public a statutory right to access the majority of records held by public authorities.

Freedom Passes for disabled adults
Web page: www.merton.gov.uk/freedompasses
Email: concessionarytravel@merton.gov.uk
Telephone: 020 8274 4901

Freedom Passes for older people
Web page: www.merton.gov.uk/older-persons-travel-pass
Email: mobility@londoncouncils.gov.uk
Telephone: 020 7934 9633 or 0845 275 7054

Garden waste
Web page: www.merton.gov.uk/greenwaste
Email: esenquiries@greenwaste
Telephone: 020 8274 4902

Graffiti removal
Merton aims to remove graffiti from council property within five days and offensive or racist graffiti anywhere in the borough within 48 hours.
Web page: www.merton.gov.uk/graffiti
Email: wsgcorrespondence@merton.gov.uk
Telephone: 020 8274 4902
H

Hall hire
Web page: www.merton.gov.uk/hallhire
Email: leisure@merton.gov.uk
Telephone: 020 8545 3663

Home carers for adults and older people
Web page: www.merton.gov.uk/homecare
Email: adultaccessteam@merton.gov.uk
Telephone: 020 8545 4430
Out of Hours contact: 020 8770 5000
Minicom: 020 8545 4646

Homelessness
Advice and guidance for those at risk of becoming homeless.
Web page: www.merton.gov.uk/homelessness
Email: housingadvice@merton.gov.uk
Telephone: 020 8545 3636
Out of Hours contact: 020 8770 5000

Hospices
Web page: www.merton.gov.uk/hospice
Email: enquiries@straphaels.org.uk
Telephone: 020 8335 4575
Address: St Raphael’s Hospice, London Road, North Cheam SM3 9DX

Housing benefit
Web page: www.merton.gov.uk/housingbenefit
Email: housing.benefits@merton.gov.uk
Telephone: 020 8274 4903

L

Libraries
Web page: www.merton.gov.uk/libraries
Email: library.enquiries@merton.gov.uk
Telephone: 020 8545 3783

Local land charges searches
Local land charges searches are carried out as part of the conveyancing process when a property is bought, sold or leased.
Web page: www.merton.gov.uk/landcharges
Email: locallandcharges@merton.gov.uk
Telephone: 020 8545 3350

Local Studies and Heritage Centre
Web page: www.merton.gov.uk/localstudies
Email: local.studies@merton.gov.uk
Telephone: 020 8545 3239
Address: Morden Library, Merton Civic Centre, London Road, Morden SM4 5DX

M

Markets
Web page: www.merton.gov.uk/street-trading
Email: trading.standards@merton.gov.uk
Telephone: 020 8545 4018

A-Z of services 7
Marriage
Information about marriage registration, civil marriages at the register office and historical searches of marriages. See Register Officer for contact details.

Merton Priory Homes
Merton Priory Homes is the local housing association that owns and manages housing in Merton.
Web page: www.mertonprioryhomes.org
Telephone: 0300 500 3000
Address: The Grange, 1 Central Road, Morden SM4 5PQ

MASCOT Telecare and Community Support Services
The MASCOT alarm scheme enables older people and people with a disability who live in their own homes to call for help in an emergency.
Web page: www.mascot-telecare.org.uk
Email: mascot@merton.gov.uk
Telephone: 020 8274 5940

Meals on wheels
Meals on wheels services are available seven days a week for people unable to prepare or cook hot meals for themselves.
Web page: www.merton.gov.uk/mealsonwheels
Email: mealsonwheels@merton.gov.uk
Telephone: 020 8288 4430 or 020 8543 3212

Mental health
Merton Mind provide a range of services to support people with mental health problems living in the community.
Web page: www.mind.org.uk
Email: merton.mind@virgin.net
Telephone: 020 8648 6565
Address: Merton Mind Vestry Hall, London Road, Mitcham CR4 3UD

Merton Adult Education
Web page: www.merton.gov.uk/adulteducation
Email: info@merton-adult-education.ac.uk
Telephone: 020 8274 5222
Address: Whatley Avenue, London SW20 9NS

Merton Voluntary Services Council (MVSC)
Merton Voluntary Services Council (MVSC) supports and develops community and voluntary organisations in the borough.
Web page: www.mertonconnected.com
Email: info@mvsc.co.uk
Telephone: 020 8685 1771
Address: Vestry Hall, London Road, Mitcham CR4 3UD

Nationality checking
See Register Office for contact details.

Neighbourhood Watch
Web page: www.merton.gov.uk/safermertonneighbourhoodwatch
Email: mertonhhw@met.police.uk
Telephone: 020 8649 3213

Noise
Web page: www.merton.gov.uk/noise
Email: ehealth@merton.gov.uk
Telephone: 020 8545 3025

Nursery
See Pre-school childcare for contact details.
Payments
You can use our online payments or automated telephone system to pay your council tax, rent, fines or other payments to the council.
Web page: www.merton.gov.uk/pay
Email: csenquiries@merton.gov.uk
Telephone: 020 8545 3518 (automated telephone payment system)

Penalty Charge Notices
See Parking for contact details.

Pests and pest control
Web page: www.merton.gov.uk/pestcontrol
Email: pestcontrol@merton.gov.uk
Telephone: 020 8545 3022

Physical disability
See Occupational therapy for contact details.

Planning
Web page: www.merton.gov.uk/planning
Email: planning@merton.gov.uk
Telephone: 020 8545 3777

Police
To get in contact with Merton Police you only need two numbers.
Emergency: In an emergency when a crime is happening, someone suspected of a crime is nearby, someone is injured, being threatened or in danger.
Telephone: 999
Non-emergency: In a non-emergency when you wish to report a crime that has taken place or you wish to seek advice from your local police. You can call any time, 24 hours a day, seven days a week.
Telephone: 0300 123 1212
Web page: www.met.police.uk/merton

Occupational Therapy
The occupational therapy service is available for people of all ages with a physical disability. We provide essential equipment on loan and free of charge, so people can remain independent within the home.
Web page: www.merton.gov.uk/equipmentandadaptations
Telephone: 020 8545 4430

Older people
Web page: www.merton.gov.uk/olderpeople
Telephone: 020 8545 4360
Out of hours: 020 8770 5000

Parent and toddler groups
See Child care for contact details.

Parking
Web page: www.merton.gov.uk/parking
Email: parking@merton.gov.uk
Telephone: 020 8545 4661

Parks
Web page: www.merton.gov.uk/parks
Email: leisure@merton.gov.uk
Telephone: 020 8545 3956
Pot holes
See Roads and highways for contact details.

Pre-school childcare
Web page: www.merton.gov.uk/preschool
Email: fsd@merton.gov.uk
Telephone: 020 8545 3800

Residential homes
Web page: www.merton.gov.uk/nursinghomes
Email: adultaccessteam@merton.gov.uk
Telephone: 020 8545 4430

Road safety
Web page: www.merton.gov.uk/roadsafety
Email: road.safety@merton.gov.uk
Telephone: 020 8545 3206

Roads and highways
Web page: www.merton.gov.uk/roads-highways-pavements
Email: trafficandhighwayenquiries@merton.gov.uk
Telephone: 020 8545 3700

Rubbish and waste
Web page: www.merton.gov.uk/refuse
Email: wsgcorrespondence@merton.gov.uk
Telephone: 020 8274 4902

Recycling
Web page: www.merton.gov.uk/recycling
Email: esenquiries@merton.gov.uk
Telephone: 020 8274 4902
Address: Waste Services, 63-69 Amenity Way, Morden SM4 4AX

Register offices
Contact the register office if you want to get married, have a civil ceremony, register a birth or death, name a baby or take part in a citizenship ceremony.
Web page: www.merton.gov.uk/register
Email: register.office@merton.gov.uk
Telephone: 020 8274 5777
Address: Morden Park House, Morden Park, London Road, Morden SM4 5QU

Safer Merton
We work in partnership with the police, probation service, health agencies and other organisations as part of the Safer Merton partnership, aiming to reduce crime, fear of crime and improve quality of life in Merton.
Web page: www.safermerton.org.uk
Email: safermerton@merton.gov.uk
Telephone: 020 8545 4146
Social services for adults
Web page: www.merton.gov.uk/adult-social-care
Email: adultaccessteam@merton.gov.uk
Telephone: 020 8545 4430
mobile (SMS only) 07961 243740
Out of hours contact: 020 8770 5000
Minicom: 020 8545 4431

Social services for older people
See Older people for contact details.

Special educational needs
Web page: www.merton.gov.uk/edspecialneeds
Email: sen@merton.gov.uk
Telephone: 020 8545 4810

Sports and recreation
Web page: www.merton.gov.uk/sport
Email: leisure@merton.gov.uk
Telephone: 020 8545 3663

Sports pitches
We offer a range of sports pitches for hire around the borough at competitive rates.
Web page: www.merton.gov.uk/pitchhire
Email: leisure@merton.gov.uk
Telephone: 020 8545 3667

Street care and cleaning
Web page: www.merton.gov.uk/street-care-cleaning
Email: wsgcorrespondence@merton.gov.uk
Telephone: 020 8274 4902

Street lighting
Web page: www.merton.gov.uk/streetlighting
Email: trafficandhighways@merton.gov.uk
Telephone: 020 8545 3700

School admissions
Information on applying for places in Merton’s schools.
Web page: www.merton.gov.uk/admissions
Email: schoolsadmissions@merton.gov.uk
Telephone: 020 8274 4906

School holiday activity
Web page: www.merton.gov.uk/activeplus
Email: leisure@merton.gov.uk
Telephone: 020 8545 3667

Schools
Merton has 43 primary schools with a nursery attached to each, eight secondary schools, including two academies, and three special schools.
Web page: www.merton.gov.uk/schools
Email: ssq@merton.gov.uk
Telephone: 020 8545 3922

Snow clearance
We take action, as far as reasonably practicable, to allow the safe movement of all highway users on the important routes in the borough, and keep delays to a minimum. This work includes gritting and salting roads to reduce the risk of ice forming, as well as clearing roads and footways of accumulated ice and snow.
Web page: www.merton.gov.uk/winter_maintenance
Email: trafficandhighways@merton.gov.uk
Telephone: 020 8545 3700
Supporting People
The Supporting People programme provides housing-related support services to vulnerable people living in Merton.
Web page: www.merton.gov.uk/supporting-people
Email: supportingpeople@merton.gov.uk
Telephone: 020 8545 4734

Trade waste disposal
Web page: www.merton.gov.uk/tradewaste
Email: commercial.waste@merton.gov.uk
Telephone: 020 8545 4012

Trading standards
Web page: www.merton.gov.uk/tradingstandards
Email: trading_standards@merton.gov.uk
Telephone: 0808 156 2252

Tree preservation
A tree preservation order (TPO) is an order made by the council, intended to protect one or more trees or woodland if its removal would have a significant impact on the local environment and its enjoyment by the public.
Web page: www.merton.gov.uk/tpo
Email: planning@merton.gov.uk
Telephone: 020 8545 3777

V
Voting
See Elections for contact details.

Y
Youth Justice Service
Web page: www.merton.gov.uk/yjs
Email: youth.justice@merton.gov.uk
Telephone: 020 8274 4949
Address: Athena House, 86-88 London Road, Morden SM4 5AZ

Young people
For information on services provided for young people in Merton, including details of youth clubs in the borough.
Web page: www.merton.gov.uk/youngpeople
Email: youth.office@merton.gov.uk
Telephone: 020 8274 5801
Your council tax

Council tax is a form of local taxation that helps pay for local services such as waste and recycling collections, care of the elderly and vulnerable, libraries and much more. The total that you pay each year also includes other amounts charged by other agencies such as the Greater London Authority for London-wide services including transport.

Council tax frozen
This year, the Merton element of your council tax is being frozen for the second year running. This means that the overall charge for an average Band D property in Merton, including Merton’s charge and the charge from the Greater London Authority will be £1,409.71.

Where does your council tax come from?
The council tax you pay makes up one part of the millions of pounds Merton spends each year providing services for the borough’s estimated 213,309 residents. Most of our money (65%) comes from central Government funding but unfortunately some is being reduced. This includes a dedicated grant for schools and we also receive income from local businesses and from fees we charge for some of our services. Less than 17% of the money Merton receives to spend on providing your services comes from the council tax you pay.

Balancing the budget
At the start of this year’s process back in October 2011, Merton needed to fill a budget gap of £44 million to balance its budget over the next three years. Due to reductions in the council’s funding we have had to make some very difficult decisions. However, as a result of thorough reviews of every service, we have managed to reduce our spending and balance this year’s budget, while at the same time maintaining the key services our residents need.

Investments for the future
Although Merton has faced reduced funding and has had to make savings, it still needs to invest for the future. In particular we have seen a huge increase in the number of school-aged children in the borough and by law we need to provide them with a school place. This is why we need to invest £52 million over the next year in capital projects to improve services for residents in Merton including continuing with its school expansion scheme. Improvements will also include regeneration of the borough’s town centres and improvements to leisure facilities in the area.
Merton’s spending on services

The council tax
Council tax is made up of three parts. The following shows the figures for Band D.

<table>
<thead>
<tr>
<th></th>
<th>2011–12</th>
<th>2012–13</th>
<th>Increase/Decrease</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spending on Merton’s local services</td>
<td>1,094.65</td>
<td>1,094.78</td>
<td>0.0%</td>
</tr>
<tr>
<td>Spending on Levies</td>
<td>8.34</td>
<td>8.21</td>
<td>(0.2%)</td>
</tr>
<tr>
<td>Subtotal</td>
<td>1,102.99</td>
<td>1,102.99</td>
<td>0.0%</td>
</tr>
<tr>
<td>GLA precept</td>
<td>309.82</td>
<td>306.72</td>
<td>(1.0%)</td>
</tr>
<tr>
<td>Total</td>
<td>1,412.81</td>
<td>1,409.71</td>
<td>(0.2%)</td>
</tr>
</tbody>
</table>

How Merton pays for services
The table below shows the main sources which provide the money we plan to spend on services in 2012–2013. These are:

<table>
<thead>
<tr>
<th>Funding Sources:</th>
<th>£000’s</th>
<th>%</th>
<th>£\head*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Domestic Rates and Council Tax Freeze Grant</td>
<td>60,841</td>
<td>40.9%</td>
<td>£285.22</td>
</tr>
<tr>
<td>Revenue Support Grant</td>
<td>1,180</td>
<td>0.8%</td>
<td>£5.53</td>
</tr>
<tr>
<td>Collection Fund</td>
<td>3,891</td>
<td>2.6%</td>
<td>£18.24</td>
</tr>
<tr>
<td>Council Tax Requirement</td>
<td>82,789</td>
<td>55.7%</td>
<td>£388.12</td>
</tr>
<tr>
<td>Budget Requirement</td>
<td>148,701</td>
<td>100.0%</td>
<td>£697.11</td>
</tr>
</tbody>
</table>

*based on estimated population of 213,309 in 2012 (source: DCLG)

Non-Domestic Rates, paid by businesses, are collected by local authorities and paid into a national pool. This national pool is then shared according to the number of residents each authority has. Government Revenue Support Grant is allocated using information on the population, social structure and other characteristics of each authority. The income raised from the council tax is used to fund the balance of expenditure.

Medium Term Financial Strategy (MTFS)
Merton has a MTFS which sets out details for the next four years. This can be viewed on Merton’s website at www.merton.gov.uk/finance

The change in revenue spending from 2011–12 to 2012–13

<table>
<thead>
<tr>
<th></th>
<th>£m</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue Spending 2011–12</td>
<td>151.106</td>
</tr>
<tr>
<td>Savings in Service Provision</td>
<td>(11.229)</td>
</tr>
<tr>
<td>Pay and Price increases</td>
<td>3.070</td>
</tr>
<tr>
<td>Other Corporate adjustments, capital budgets effects, etc.</td>
<td>5.754</td>
</tr>
<tr>
<td>Revenue Spending 2012–13</td>
<td>148.701</td>
</tr>
<tr>
<td>Contribution to General Fund Reserves</td>
<td>0</td>
</tr>
<tr>
<td>Budget Requirement 2012–13</td>
<td>148.701</td>
</tr>
</tbody>
</table>

Levies
Included within our spending plans are levies that we have to pay to certain bodies outside council control. These are as follows:

<table>
<thead>
<tr>
<th></th>
<th>2011–12</th>
<th>2012–13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lee Valley Regional Park</td>
<td>220,206</td>
<td>214,792</td>
</tr>
<tr>
<td>Environment Agency: Flood Defences</td>
<td>146,592</td>
<td>145,928</td>
</tr>
<tr>
<td>London Pensions Fund Authority</td>
<td>254,332</td>
<td>252,821</td>
</tr>
<tr>
<td>Wimbledon and Putney Commons Conservators</td>
<td>266,647</td>
<td>266,901</td>
</tr>
<tr>
<td>Total Levies</td>
<td>887,777</td>
<td>880,442</td>
</tr>
</tbody>
</table>
Merton’s spending

Merton uses the funds that are raised from Government, businesses and the council tax to finance the costs of services we provide. The amounts we plan to spend on these services in 2012–13 excluding schools, which are funded by the Dedicated Schools Grant, together with comparative information for 2011–2012, are shown below.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Gross</td>
<td>Income</td>
<td>Net</td>
<td>Gross</td>
</tr>
<tr>
<td></td>
<td>£000’s</td>
<td>£000’s</td>
<td>£000’s</td>
<td>£000’s</td>
</tr>
<tr>
<td>Corporate Services</td>
<td>149,486</td>
<td>-139,677</td>
<td>9,809</td>
<td>147,409</td>
</tr>
<tr>
<td>Children, Schools, and Families</td>
<td>189,353</td>
<td>-149,048</td>
<td>40,305</td>
<td>191,050</td>
</tr>
<tr>
<td>Environment and Regeneration</td>
<td>65,934</td>
<td>-35,164</td>
<td>30,770</td>
<td>64,998</td>
</tr>
<tr>
<td>Community and Housing</td>
<td>94,420</td>
<td>-31,505</td>
<td>62,915</td>
<td>91,616</td>
</tr>
<tr>
<td>Levies</td>
<td>888</td>
<td>0</td>
<td>888</td>
<td>880</td>
</tr>
<tr>
<td>Investments and Provisions</td>
<td>28,692</td>
<td>-22,273</td>
<td>6,419</td>
<td>31,458</td>
</tr>
<tr>
<td>Planned Expenditure</td>
<td>528,773</td>
<td>-377,667</td>
<td>151,106</td>
<td>527,411</td>
</tr>
<tr>
<td>Contribution to Reserves</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Net requirement for tax purposes</td>
<td>151,106</td>
<td></td>
<td>148,701</td>
<td></td>
</tr>
</tbody>
</table>

The charge and bands

The council tax uses the Band D charge as its basis. We work out all other bands from the Band D charge. The charges, including the GLA precept, are as follows:

<table>
<thead>
<tr>
<th>Band</th>
<th>Property value</th>
<th>Proportion of D Band Charge</th>
<th>Council Tax</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>up to £40,000</td>
<td>6/9</td>
<td>939.81</td>
</tr>
<tr>
<td>B</td>
<td>£40,001 – £52,000</td>
<td>7/9</td>
<td>1,096.44</td>
</tr>
<tr>
<td>C</td>
<td>£52,001 – £68,000</td>
<td>8/9</td>
<td>1,253.08</td>
</tr>
<tr>
<td>D</td>
<td>£68,001 – £88,000</td>
<td>9/9</td>
<td>1,409.71</td>
</tr>
<tr>
<td>E</td>
<td>£88,001 – £120,000</td>
<td>11/9</td>
<td>1,722.98</td>
</tr>
<tr>
<td>F</td>
<td>£120,001 – £160,000</td>
<td>13/9</td>
<td>2,036.25</td>
</tr>
<tr>
<td>G</td>
<td>£160,001 – £320,000</td>
<td>15/9</td>
<td>2,349.52</td>
</tr>
<tr>
<td>H</td>
<td>£320,001 upwards</td>
<td>18/9</td>
<td>2,819.42</td>
</tr>
</tbody>
</table>

If you live within the area of Wimbledon and Putney Common you pay an extra £24.70 (Band D) to cover the expenses of the Commons Conservators. Including this charge, the Band D charge is £1,434.41.

Borrowing

Long-term borrowing to fund the capital programme is estimated to be £117m as at 31 March 2012. The capital expenditure proposals currently show that this is expected to remain at £117m at 31 March 2013.

The interest charges arising on this amount are financed from the council tax.

People employed

The estimated number of staff we employ (calculated on a full-time basis) for 2012–2013 is 2,107. This compares with a total of 2,153 in 2011–2012.
Council tax and budget information

GREATER LONDON AUTHORITY

The Mayor of London’s share of the council tax for a typical Band D property in the 32 London boroughs has been reduced to £306.72 – a cut of 1%. Residents of the City of London – which has its own police force – will pay £78.62. The table below shows how the Council tax (at Band D) is allocated.

<table>
<thead>
<tr>
<th>Council Tax (£)</th>
<th>2011–12</th>
<th>Change</th>
<th>2012–13</th>
</tr>
</thead>
<tbody>
<tr>
<td>MOPC (Met Police)</td>
<td>227.95</td>
<td>+0.15</td>
<td>228.10</td>
</tr>
<tr>
<td>LFEPA (London Fire brigade)</td>
<td>52.20</td>
<td>-12.66</td>
<td>39.54</td>
</tr>
<tr>
<td>Core GLA (City Hall) &amp; Olympics</td>
<td>27.68</td>
<td>+9.43</td>
<td>37.11</td>
</tr>
<tr>
<td>TfL (Transport)</td>
<td>1.99</td>
<td>-0.02</td>
<td>1.97</td>
</tr>
<tr>
<td><strong>Total Band D (£)</strong></td>
<td>309.82</td>
<td>-3.10</td>
<td>306.72</td>
</tr>
</tbody>
</table>

Investing in front line services

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. His budget will protect vital front line services by:

- Investing in front line policing – ensuring that there will be 1,000 more warranted police officers at the end of his current Mayoral term than at the beginning. The Metropolitan Police will continue to drive down crime – which has fallen by more than 10% since 2008.
- Co-ordinating £221m of investment to support London’s high streets and those areas hardest hit by the August 2011 disturbances, so communities emerge from the economic downturn stronger.
- Delivering 50,000 more affordable homes and 100,000 apprenticeships for young people by the end of 2012 as well as providing secure ongoing funding for the four rape crisis centres located across London.
- Investing £22 billion to upgrade the Tube and deliver Crossrail, which will increase London’s rail capacity by 10% and maintaining London’s bus network and existing concessionary travel schemes in full, including the 24-hour Freedom Pass for older and disabled Londoners.

2012 Olympics and Paralympics

The GLA will seek to ensure the benefits of the Games are seen London-wide in order to deliver a lasting legacy.
Summary of GLA budget
The following tables compare the GLA group’s spending for 2012–13 with last year and the reasons for the changes. The change in gross expenditure reflects the impact of the phasing of transport investment and savings within the GLA Group. Overall the council requirement is broadly unchanged – although the Band D precept has been cut by £3.10. More information on the budget is available on the GLA website at www.london.gov.uk (tel: 020 7983 4000).

<table>
<thead>
<tr>
<th>How the GLA budget is funded (£m)</th>
<th>2011–12</th>
<th>Change</th>
<th>2012–13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross Expenditure (net of intra group spend)</td>
<td>13,801</td>
<td>-146</td>
<td>13,655</td>
</tr>
<tr>
<td>Fares, charges and other income</td>
<td>-6,151</td>
<td>-452</td>
<td>-6,603</td>
</tr>
<tr>
<td>Specific and general government grants</td>
<td>-6,413</td>
<td>113</td>
<td>-6,300</td>
</tr>
<tr>
<td>Use of reserves</td>
<td>-294</td>
<td>487</td>
<td>193</td>
</tr>
<tr>
<td>Surplus in council tax collection funds</td>
<td>-8</td>
<td>-2</td>
<td>-10</td>
</tr>
<tr>
<td>Amount met by council tax payers (£m)</td>
<td>935</td>
<td>0</td>
<td>935</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Changes in Spending</th>
<th>2011–12</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011–12 Council tax requirement</td>
<td>935</td>
</tr>
<tr>
<td>Inflation</td>
<td>92</td>
</tr>
<tr>
<td>Efficiencies and other savings</td>
<td>-272</td>
</tr>
<tr>
<td>Growth for existing services and new initiatives</td>
<td>157</td>
</tr>
<tr>
<td>Other changes (including income growth)</td>
<td>23</td>
</tr>
<tr>
<td>2012–13 council tax requirement</td>
<td>935</td>
</tr>
</tbody>
</table>
Council tax reductions

Valuation of properties: If you have a query about your property contact the Listing Officer of the Valuation Office at:

2nd Floor, 1 Francis Grove, Wimbledon London SW19 4DT.
Telephone 0300 501 501.

A new process for handling council tax proposals and appeals in England was introduced on 1 April 2008 giving taxpayers the option of deciding whether they want a valuation tribunal to look at the case after the Valuation Office Agency (VOA) has reviewed the banding.

The new process means the VOA will review a banding and give a formal written decision. You then have up to three months to consider and can, if you so choose, appeal direct to the valuation tribunal. Some of the reasons you can challenge the banding of your property include:

• There has been a “material reduction” in value such as physical adaptation for a disabled person or if part of the property is demolished or there have been changes to the physical area.
• Property converted into flats.
• Separately banded properties have been merged (eg flats merged into one house).
• If you have bought a property, or been granted a lease for seven years or more, and the property’s value has increased because it was extended by the previous occupier. If your property becomes, or ceases to be, a “composite” property, (property containing both domestic and non-domestic parts), such as a shop or public house with living accommodation.
• If the balance between domestic and nondomestic use within the property changes.

• If you are a new taxpayer you have six months within which to challenge the valuation band of your property as long as the Valuation Tribunal or High Court has not previously considered a challenge by a previous occupier on the same basis.
• If the Listing Officer advises you that they have altered the entry for your property in the Council Tax Valuation List, you have six months to appeal if you do not agree with the change.
• If the Valuation Tribunal or High Court has made a decision relevant to your property, you may appeal within six months of the date of that decision, if the Listing Officer has not reflected that decision in your valuation band.

Reduction for the disabled
If anyone has special facilities to meet needs related to a disability, you might be entitled to a reduced bill. We may reduce the bill to that of a property in the band below.

You can only apply for a discount or relief (reduction) on your bill if you do not already have one. Please send any claims to:

Corporate Services Department,
Merton Civic Centre, London Road, Morden SM4 5DX.

Alternatively, telephone the number on your bill. If your bill shows that we have given you a discount or relief and your circumstances change, you must tell us immediately. If you do not, you may face a penalty charge.

Other reductions are available through discounts, exemptions and Council Tax Benefit as shown on the pages that follow.
Council tax reductions

Appeals
You can appeal against your council tax if you think your property is exempt, or there has been a mistake calculating your bill. If you want to appeal you must tell us in writing, stating the reasons. You must continue to pay your bill while we deal with your claim. We will refund you any money you have overpaid if your appeal is successful.

If unsuccessful we will give you details of an independent tribunal, which you can refer your appeal to.

Discounts
You may be entitled to a 25% discount off your council tax bill if you are the only person (aged 18 or over) living in a property. Council tax is worked out by assuming that at least two adults are living in the property. However, there are some people we don’t include when working out how many adults live in the property. They are known as disregarded persons. In these cases it may allow you to receive a discount even if you do not live alone.

Disregarded persons include:

- full-time students, student nurses, apprentices and youth training trainees
- 18 and 19 year olds who are at, or who have just left, school or college
- patients in hospital
- people being looked after in care homes
- people staying in certain hostels or night shelters
- care workers on low pay (usually for charities)
- people who care for someone with a disability who is not their husband, wife, partner, or a child under 18
- members of visiting Armed Forces and certain international institutions
- foreign diplomats
- members of religious communities (such as monks and nuns)
- people in detention
- the severely mentally impaired
- if all residents living in a property fall under one or more of the discount categories, we treat the property as being empty and give a 50% discount.

For the purpose of council tax, a ‘resident’ means a person aged 18 or over who has their only or main residence in the property concerned.

Therefore we do not consider people under 18 and people in any of the discount categories when we decide how much tax you should pay.

You may be entitled to a 10% discount if your property is empty and furnished. We will need to know your main residence before giving you your discount.

Please note that the level of discount varies across the country as each local authority sets its own discount amount.

Exemptions
Certain categories of homes are exempt from council tax. These are:

Class A: An uninhabitable property requiring or undergoing major repairs or structural alterations. Exemption can be allowed for a maximum of 12 months and the property must be unoccupied and unfurnished.

Class B: Empty property owned by a registered charity. Exemption can be allowed for up to six months.

Class C: Empty and unfurnished for six months or less. Exemption can be allowed for up to six months.

Class D: Empty property where liable person is in prison or detained in hospital.

Class E: Empty property previously occupied by a person now residing in a care home, hospital or hostel.
Discount/exemption warning
It is an offence to accept a discount/exemption on your bill that you are not entitled to. You are required by law to tell us within 21 days of a change, if you are no longer entitled to a discount or exemption. If you do not tell us and have no reasonable excuse it may result in a penalty of £50.00 being issued against you. If, therefore, your bill shows a reduction that you believe you are not entitled to, please contact us straight away.

Council tax benefit
If you are on a low income or income support you may be entitled to Council Tax Benefit. The amount of benefit you get depends on:
• how much money you have coming in
• the amount of savings you have
• your personal circumstances
• how much council tax you pay.
If you want to apply for benefit contact the Benefit Service at the Civic Centre or phone 020 8274 4901.

2nd adult rebate
If you do not qualify for Council Tax Benefit (or do not wish to claim) you may get help if other adults (not a partner or lodger) residing in your household are on a low income, by means of a second Adult Rebate.

Data protection
Your personal information will be held and used in accordance with the requirements of the Data Protection Act 1998. We are under a duty to protect the public funds that we administer and, to this end, may use any information we hold in relation to council tax for the prevention and detection of fraud. We may also share this information with other bodies responsible for auditing or administering public funds for these purposes.
National non-domestic rates information

Non-domestic rates
Non-domestic rates, or business rates, collected by local authorities are the way that those who occupy non-domestic property contribute towards the cost of local services. Except in the City of London, where special arrangements apply, the rates are pooled by central Government and redistributed to local authorities as part of the annual formula grant settlement. The money, together with revenue from council tax payers, revenue support grant provided by the Government and certain other sums, is used to pay for the services provided by your local authority and other local authorities in your area. Further information about the business rates system, including transitional and other reliefs, may be obtained at http://www.businesslink.gov.uk

Rateable value
Apart from properties that are exempt from business rates, each non-domestic property has a rateable value which is set by the valuation officers of the Valuation Office Agency (VOA), an agency of Her Majesty’s Revenue and Customs. They draw up and maintain a full list of all rateable values, available on their website at www.voa.gov.uk The rateable value of your property is shown on the front of this bill. This broadly represents the yearly rent the property could have been let for on the open market on a particular date. For the revaluation that came into effect on 1 April 2010, this date was set as 1 April 2008.

The valuation officer may alter the value if circumstances change. The ratepayer (and certain others who have an interest in the property) can appeal against the value shown in the list if they believe it is wrong. Further information about the grounds on which appeals may be made and the process for doing so can be found on the VOA website or from your local valuation office.

National non-domestic rating multiplier
The local authority works out the business rates bill by multiplying the rateable value of the property by the appropriate multiplier. There are two multipliers: the standard non-domestic rating multiplier and the small business non-domestic rating multiplier. The former is higher to pay for small business rate relief. Except in the City of London where special arrangements apply, the Government sets the multipliers for each financial year for the whole of England according to formulae set by legislation. Between revaluations the multipliers change each year in line with inflation and to take account of the cost of small business rate relief. In the year of revaluation the multipliers are rebased to account for overall changes to total rateable value and to ensure that the revaluation does not raise extra money for Government. The current multipliers are shown on the front of this bill.

Revaluation 2010 and transitional arrangements
All rateable values are reassessed every five years at a general revaluation. The current rating list is based on the 2010 revaluation. Five-yearly revaluations make sure each ratepayer pays their fair contribution and no more, by ensuring that the share of the national rates bill paid by any one ratepayer reflects changes over time in the value of their property relative to others. Revaluation does not raise extra money for Government.

For those ratepayers who would otherwise have seen significant increases in their rates liability, the Government has put in
place a £2 billion transitional relief scheme to limit and phase in changes in rate bills as a result of the 2010 revaluation. To help pay for the limits on increases in bills, there were also limits on reductions in bills. Under the transition scheme, limits continue to apply to yearly increases and decreases until the full amount is due (rateable value times the appropriate multiplier). The scheme applies only to the bill based on a property at the time of the revaluation. If there are any changes to the property after 1 April 2010, transitional arrangements will not normally apply to the part of a bill that relates to any increase in rateable value due to those changes. Changes to your bill as a result of other reasons (such as because of changes to the amount of small business rate relief) are not covered by the transitional arrangements.

The transitional arrangements are applied automatically and are shown on the front of this bill.

More information on revaluation 2010 can be found at www.voa.gov.uk

Unoccupied property rating
Business rates will not be payable in the first three months that a property is empty. This is extended to six months in the case of certain industrial properties. After this period rates are payable in full unless the unoccupied property rate has been reduced by the Government by order. In most cases the unoccupied property rate is zero for properties owned by charities and community amateur sports clubs. In addition, there are a number of other exemptions from the empty property rate:

- Empty property where occupation prohibited by law
- Empty property kept empty due to action taken by the Crown, or any other local or public authority
- Empty property subject to a building preservation notice including listed buildings

- Ancient monuments
- Empty property where rateable value is less than £2,600
- Empty property where owner entitled to possession only in capacity as personal representative of a deceased person
- Empty property held by a charity or community amateur sports club (CASC) and appears likely to be used for charitable or CASC purposes
- Empty property where certain bankruptcy/insolvency proceedings apply. Please contact the council for details.

If the unoccupied property rate for the financial year has been reduced by order, it will be shown on the front of your bill.

Partly occupied property relief
A ratepayer is liable for the full non-domestic rate whether a property is wholly occupied or only partly occupied. Where a property is partly occupied for a short time, the local authority has discretion in certain cases to award relief in respect of the unoccupied part. Full details can be obtained from the local authority.

Cancellation of backdated rates liabilities
The Government has, through the Localism Act 2011, taken a power to allow for the cancellation of certain backdated rates bills that accrued on the 2005 rating list only. Information on the type of backdated rates liability that can be cancelled is available with the Business Rates Information letter titled Cancellation of Backdated Rates www.communities.gov.uk/localgovernment/localgovernmentfinance/businessrates/busratesinformationletters/

Small Business Rate Relief (SBRR)
Regulations have been amended with effect from 1 April 2012. Ratepayers who occupy property with a rateable value not exceeding £17,999 outside London or £25,499 in London will have their bills...
calculated using the lower small business non-domestic rating multiplier, rather than the national non-domestic rating multiplier that is used to calculate the liability of other businesses.

If the rateable value, or aggregate rateable value, increases above those levels, relief will cease from the day of the increase.

In addition, if the property is shown on the rating list with a rateable value which does not exceed £12,000, the ratepayer may be eligible for a percentage reduction in their rates bill for this property of up to a maximum of 50% for a property with a rateable value of not more than £6,000. See note below on the temporary increase in this relief. For more information please contact the local authority.

If relief is granted, provided the ratepayer continues to satisfy the conditions for relief which apply at the relevant time as regards the property and the ratepayer, they will not need to re-apply for relief in each new valuation period.

The ratepayer should notify the local authority if:

a) they are taking occupation of an additional property
b) there is an increase in rateable value of a property occupied in another borough.

**Extended temporary increase in SBRR to 31 March 2013**

The Government has made relief more generous until 31 March 2013, allowing relief at 100% on a rateable value of not more than £6,000 with a tapered relief of between 100% and 0% for values between £6,001 and £12,000.

Notification of these changes must be given to the local authority within four weeks of the day after the day on which the change happened. If this happens, there will be no interruption to the ratepayer’s entitlement to the relief. A notification that the ratepayer has taken up occupation of an additional property must be by way of a fresh application for relief – notice of an increase in rateable value must be given in writing. Full details on the eligibility criteria and on how to apply for this relief are available from the local authority.

**Charity and Community Amateur Sports Club (CASC) Relief**

Charities and registered CASCs are entitled to 80% relief where the property is occupied by the charity or the CASC, and is wholly or mainly used for the charitable purposes of the charity (or of that and other charities), or for the purposes of the CASC (or of that and other CASCs). The local authority has discretion to give further relief on the remaining bill. Full details can be obtained from the local authority.

**Non-profit organisation relief**

The local authority has discretion to give relief to non-profit making organisations. Full details can be obtained from the local authority.

**Hardship relief**

The local authority has discretion to give relief in special circumstances. Full details can be obtained from the local authority.

**Deferred payment of 2012–2013 rates liabilities**

The Government will give ratepayers the opportunity to defer 60% of the increase in their 2012–2013 rates bill as a result of the Retail Prices Index up-rating, to be repaid equally across the 2013–2014 and 2014–2015 financial years.

The necessary legislation will not be in place in time for the issuing of 2012 bills in April. Further details of the scheme and an application form are enclosed with your bill.

**Electronic billing**

You can now choose to receive your bill electronically. To register for this service please go to: [www.merton.gov.uk/ebilling](http://www.merton.gov.uk/ebilling)
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 £15.9 billion Crossrail project.

What is Crossrail and how will it benefit your business?
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 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.

Crossrail Ltd is committed to engaging regularly with local communities and business sectors to ensure that the voice of business is heard. Further information on Crossrail can be found at www.crossrail.co.uk by calling the Crossrail 24-hour Helpdesk on 0345 602 3813 or 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 construction and financing of Crossrail
The Mayor of London agreed a 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 tunnelling works are due to commence in 2012.

In April 2012 the Mayor is also due to introduce a community infrastructure planning levy (CIL) on new developments in London to finance Crossrail. This will be paid by the developer. Further information can be found on the GLA website at 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 borrowing by the GLA and the repayment of this sum after the end of the Crossrail construction works. A further £0.6 billion of BRS revenues will be used to finance the construction works directly. The GLA will have contributed £1.9 billion by March 2012 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.

Does my business 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% of non-domestic properties in London will therefore be exempt from the BRS. 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 2012–13 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 continue to 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:
Greater London Authority, Finance Division, 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