

# Council tax guide

April 2011 – March 2012



**Council tax frozen  
for third year!**

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Want to pay less council tax? Find out how on page 10.

# Welcome



## Dear resident,

Lambeth has frozen council tax for the third year in a row because we are committed to supporting residents when we are all experiencing other increases in the cost of living. At the same time we get the majority of our funding from Central Government, and the amount we will get next year is much lower than we expected. This means we are making some tough choices.

We have to find ways of saving £79 million over the next three years – an enormous amount of money. The other problem is that we have to find nearly half of this over the coming financial year (April 2011- March 2012) which means we will have £37 million less to spend on services than we did the previous year.

Inevitably, taking a large sum of money away like this will impact upon our ability to provide services across the board. We will not shy away from this, and in budget consultations we have asked for your views. You have told us about the services you value most and where we should look at cutbacks. Your views are important and we are also clear that looking after the vulnerable, keeping people safe and protecting everyday services is vital for all of us.

We are proud to have a reputation as an innovative, creative and progressive borough, and in 2011, we will launch our big idea for running local government in the future. Our Co-operative Council approach will involve local people and local groups working with us to run services. Our view is putting more control of local services into the hands of those who use them will lead to better quality and greater responsiveness. Find out more at [www.lambeth.gov.uk/cooperativecouncil](http://www.lambeth.gov.uk/cooperativecouncil)

We will continue to work hard to use your money well and understand that you want us to deliver services that are value for money. This year will not be easy but we are totally committed to Lambeth and to the people that live here.

A handwritten signature in black ink that reads "Steve Reed". The signature is written in a cursive style and is positioned above a horizontal line.

**Steve Reed**, Leader of Lambeth Council

# Who pays for council tax?

Every home in Lambeth gets a council tax bill, whether it's a house or a flat, and it makes no difference if it's owned or rented.



London, such as transport, police, and fire services. Other bodies also make charges for their services, called precepts, and details of these can be found from page 32 onwards.

How much council tax you pay depends on your property band. There are eight property bands and every property is put into one of those bands depending on its value.

While your council tax pays for services we provide, a share of it goes to the Greater London Authority, which is used to pay for services across

The range of property values and the council tax charge for each band are given below.

Band	Market value of your home on 1 April 1991	Council tax 2010/11	Council tax 2011/12
A	Up to £40,000	£823.41	£823.41
B	£40,001 to £52,000	£960.64	£960.64
C	£52,001 to £68,000	£1,097.88	£1,097.88
D	£68,001 to £88,000	£1,235.11	£1,235.11
E	£88,001 to £120,000	£1,509.58	£1,509.58
F	£120,001 to £160,000	£1,784.05	£1,784.05
G	£160,001 to £320,000	£2,058.52	£2,058.52
H	£320,001 and over	£2,470.22	£2,470.22

# How to pay your council tax

We want to make sure paying your council tax is as easy as possible, that's why we offer a variety of different ways that you can pay.

Your bill shows you how much council tax you have to pay. Payments must be received on or before the date they are due. Please allow at least seven working days for your payment to reach your account.



## Direct Debit

There are a number of advantages of paying your council tax bill by Direct Debit. For example, you can choose from six payment dates to suit you, and you are protected by a money back guarantee if an error occurs and you have the peace of mind of knowing you will never miss a payment.

Simply call 0345 302 2312 and tell us your bank details and we will set up your Direct Debit.

If you choose to pay by Direct Debit, all your payments are covered by a guarantee. This guarantee is offered by all banks and building societies that take part in the Direct Debit scheme. The efficiency and security of the scheme is monitored and protected by your own bank or building society.

If the amounts to be paid or the payment date changes, we will notify you 10 working days in advance of your account being debited as otherwise agreed.

If an error is made by Lambeth Council or your bank or building society, you are guaranteed a full refund.

You can cancel a Direct Debit by contacting your bank or building society. Please also contact us so we can amend our records.

## e-Billing

As a Direct Debit payer you can choose to have your bills sent to your email address – saving paper, printing and postage costs. Just call 0345 302 2312 and ask about e-billing.

If you are paying your council tax by Direct Debit before 14 July 2011 you will be entered in the London-wide Direct Debit draw to win £25,000.

Want to make sure you pay on time?  
 Want to make it easy?  
 Take a couple of minutes and...

**Make it**

**DIRECT**

## Why not pay your council tax by Direct Debit?

With over 500,000 payments made last year with no mistakes it's the safe, smart and easy way to make sure your council tax is paid on time.

It's simple to switch and no forms are needed – just call **0345 302 2312** with your bank details and we'll do the rest. There's even a choice of dates when you want the payment to be taken from your account.

Your payments are covered by the Direct Debit guarantee which means you won't lose out if a mistake is made.



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## How to pay your council tax (continued)

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### Online

You can pay your council tax by logging onto [www.lambeth.gov.uk/](http://www.lambeth.gov.uk/) payments to pay with your credit or debit card using our secure service.

### Telephone

You can call 020 8290 2086 and pay over the phone using a debit or credit card. Our automated service is open 24 hours a day, every day. Full instructions on using the service are given in each call.

### Internet/telephone banking

If you are using your bank's own website or telephone banking service, payments should be made to 'London Borough of Lambeth' using bank sort code 57-65-07, account number 00000000, and quoting your council tax reference as shown on your bill.

### PayPoint

You can make cash payments at any PayPoint retailer. No fee is charged. You must take your bill or payment booklet with you because the retailer will need the barcode printed on them.

### Post

Send your cheque or postal order, made payable to 'London Borough of Lambeth' to Lambeth Cashiers

Service, PO Box 67060,  
 18 Brixton Hill, SW2 9HQ.

Write your name and council tax account number on the back of the cheque or postal order and enclose a payment slip from your booklet. Please do not send cash, or post-dated cheques.

### In person

You can pay by cheque, cash, postal order, credit or debit card at the cashier's office at Olive Morris House on weekdays between 9am and 4.15pm.

Alternatively, you can pay by credit or debit card at either the Brixton or Gracefield Gardens customer centre. Address details and opening times on page 22.

You can also pay at any bank, building society or post office using cash, a cheque, postal order or credit, or debit card. You must take your bill or payment booklet with you and you may be charged. It may take seven days for the payment to go through and show on your account.

**This year we will be introducing a payment charge for using a credit card. Payments made by debit card will remain free.**

## How to pay your council tax (continued)

### How we use information about you

Any information we hold about you will be used for the purposes of billing, collection and recovery of council tax. Lambeth Council has a duty to protect the public funds that it administers and may therefore use council tax information, either within the council or with other agencies, for the prevention and detection of fraud or crime. The council uses data matching against external databases, including credit reference data, to ensure that council tax data is current and accurate and to guard against fraud.

To provide you with a more joined-up service, the name and address information provided for council tax purposes may be used to update our central customer records. When you call the council you may be asked to confirm that the information we hold is correct.

Lambeth Council will collect, store, use and disclose the information you provide in a manner that is compatible with the Data Protection Act 1998 and our data protection policy. For more information, visit [www.lambeth.gov.uk/dataprotection](http://www.lambeth.gov.uk/dataprotection)



## How we can help you

If you have any questions about your council tax, we are here to help. The best way to get answers to your council tax questions is to call 0345 302 2312, or go to [www.lambeth.gov.uk/counciltax](http://www.lambeth.gov.uk/counciltax)

### Having difficulty with payments

If you are experiencing difficulty paying your council tax, or you think that you might in the future, talk to us. We can offer advice and help. You may find you are entitled to a benefit or discount to help you pay.

Call 0345 302 2312 and we will discuss your situation, or turn to pages 10 and 11 to find out more.

To find out more about the service you can expect from us go to [www.lambeth.gov.uk/counciltaxcustomercharter](http://www.lambeth.gov.uk/counciltaxcustomercharter)

### Paying your share

It is very important that we receive your council tax contribution in full and on time. Every resident receives some kind of service from the council, so it's only reasonable that everyone contributes. When people do not pay, it harms our ability to deliver services so we take a zero-tolerance attitude to this. We will send you a reminder notice if you miss a payment or pay late. If you still don't



pay or pay late again, we will issue a summons for you to go to court. In court, we will ask for an order that gives us the power to recover the debt from you. This could mean calling in bailiffs to seize goods for the amount owed.

If your debt is more than £1,000 we could make you bankrupt, or get a charging order on your home, which gives us the power to sell it to get back the money we are owed. In some cases, people have been sent to prison for refusing to pay.

# Do you want to pay less council tax?

Some people do not have to pay the full amount of council tax because their personal situation or the circumstances surrounding their property entitles them to some kind of reduction.

Read these notes and if you think you might be entitled to one of these reductions, download the relevant application form from our website [www.lambeth.gov.uk/counciltax](http://www.lambeth.gov.uk/counciltax) or call 0345 302 2312 to request a copy. You can also apply for council tax benefit online at [www.lambeth.gov.uk/benefitsonline](http://www.lambeth.gov.uk/benefitsonline)

If you are already receiving an exemption, you will get a letter from us explaining what it is for.

## Council tax discount

Some people are disregarded (not counted) for council tax purposes. If two or more people live in a property, you can get 25 per cent off your bill if only one of those people counts towards payment of council tax. You can get 50 per cent off your bill if all the occupiers are disregarded.

## People described as ‘disregarded’ and entitled to council tax discounts, are:

- full time students, student nurses, apprentices and youth training trainees
- people aged over 18 who have child benefit paid for them
- people living in hospital or care homes
- people staying in certain hostels or night shelters
- 18 and 19 year olds who are at, or who have just left, school or college
- care workers on low pay who live where they work
- carers who care for a friend or relative at home
- members of visiting forces, diplomats and members of international headquarters and defence organisations
- members of religious communities
- people with severe mental impairments
- people in prison, except those in prison for not paying their council tax or a council tax fine.

# We can help you



## Disability discount

If a member of your household is disabled and any room in your home has been adapted for the disabled person – this includes an adult or a child, including the person responsible for council tax – we may be able to reduce your bill by one band, for example from band D to band C.

## Single person discount

If you are the only person aged over 18 living in your home, you should receive a 25 per cent ‘single person’ discount.

## Second home discount

These apply to properties that are not someone’s main home and there are no personal possessions in it. The discounts do not apply if the

main home is not in Great Britain. More details at [www.lambeth.gov.uk/counciltax](http://www.lambeth.gov.uk/counciltax)

## Council tax benefit

You could be entitled to receive some help with your council tax bill, or even have the entire bill paid for you. Anyone who has to pay council tax can apply for council tax benefit although there are some qualifying conditions.

Council tax benefit is means tested so it is based on your income, savings, and household make up. If you are on a low income you may be entitled to help paying your council tax bill.

To find out if you are entitled fill in the online benefits claim form at [www.lambeth.gov.uk/benefitsonline](http://www.lambeth.gov.uk/benefitsonline)

# We can help you (continued)

## Changes to non-dependant deductions applied to council tax and housing benefit awards

amount of non-dependant deductions applied to housing and council tax benefit awards.

From 1 April 2011 (council tax benefit) and 6 April 2011 (housing benefit), there will be an increase in the

Please see the table below showing new deduction rates.

Non-dependant earnings	Housing benefit deduction - £	Council tax benefit deduction - £
Aged 25 and over in receipt of Income Support or Job Seekers Allowance, or in receipt of main phase Employment Support Allowance (income rate)	9.40	2.85
Aged 18 or over, not in remunerative work	9.40	2.85
Gross income: less than £122.00	9.40	2.85
Gross income: £122 to £179.99	21.55	2.85
Gross income: £180 to £233.99	29.60	5.70
Gross income: £234 to £309.99	48.45	5.70
Gross income: £310 to £386.99	55.20	7.20
Gross income: £387 and above	60.60	8.60

For more information about housing and council tax benefit, please visit [www.lambeth.gov.uk/benefits](http://www.lambeth.gov.uk/benefits)

## FAQ

### Can I get help even if I am working?

Yes. Council tax benefit is based on your household income whatever that may be. It's the amount of income that counts, not the type of income.

### Can I get help if I own my home?

Yes. So long as you or your partner has to pay you can apply for help with your council tax.

### I live with someone who is on a low income but is not my partner.

#### Can I get any help?

Yes. You may qualify for a second adult rebate. Council tax benefit is not awarded automatically – you must make a claim. If you pay rent you may also be entitled to housing benefit.



### London Mutual Credit Union

The London Mutual Credit Union is a financial co-operative that offers a secure savings and low-cost loans facility to anyone who lives or works in the borough. You can get advice on a range of financial matters about convenient saving facilities and affordable loans.

10 Acre Lane, London SW2 5SG

Telephone: 0207 787 0770

Email: [info@creditunion.co.uk](mailto:info@creditunion.co.uk)

Go online: [www.creditunion.co.uk](http://www.creditunion.co.uk)

Opening hours: Monday to Thursday – 9.30am to 4.30pm

Friday – 11.00am to 4.30pm



# Property exemptions

Some properties are exempt from council tax. This list gives details of those. Please note the exemptions have been set by regulation and the council has no ability to alter them.

- A** Unoccupied, substantially unfurnished and either uninhabitable or undergoing major repairs. The exemption may last for up to 12 months.
- B** Unoccupied and owned by charity. Exempt for up to six months.
- C** Unoccupied and unfurnished. Exempt for up to six months.
- D** Unoccupied as the liable person is in prison (except for non-payment of council tax or council tax fines).
- E** The property is unoccupied because the person responsible for council tax is now living in a hospital, residential care home or nursing home.
- F** The property is unoccupied following the death of the person responsible for the council tax. Exemption continues for up to six months after probate or letters of administration are granted.
- G** An empty property where occupation is prevented by law.
- H** An unoccupied property being held for a minister of religion.
- I** The property is unoccupied because the person responsible for council tax is living elsewhere to receive care.
- J** The property is unoccupied because the person responsible for council tax is living elsewhere to provide care.
- K** The property is unoccupied because the person responsible for council tax is a student living elsewhere to study.

- L** An unoccupied property repossessed by a mortgage lender.
- M** The property is a student hall of residence.
- N** The property is only lived in by full time students.
- O** The property is only lived in by UK armed forces.
- P** The property is only lived in by visiting service personnel.
- Q** The property is left unoccupied by a trustee in bankruptcy.
- R** The property is an empty caravan pitch or boat mooring.
- S** The property is only lived in by people aged under 18.
- T** The property is an unoccupied annexe of another property that may not be let or occupied separately due to planning restrictions.
- U** The property is only lived in by severely mentally impaired people, or is lived in both by severely mentally impaired people and full time students.
- V** The property is lived in by at least one foreign diplomat or specified member of an international organisation.
- W** The property is an occupied annexe of another property and is used by a dependent relative of the person responsible for council tax, sometimes known as a 'granny annexe'.



## How we calculate your bill

All homes in Lambeth have been valued and put into one of eight bands from 'A' to 'H'. The banding reflects the market value of the property at 1 April 1991, assuming it is in reasonable repair.



fluctuations are not a reason for appealing for a change to the council tax band.

**For further enquiries about appealing, contact:**

Lambeth Listing Officer  
Lambeth Valuation Office  
2nd Floor  
1 Francis Grove  
Wimbledon  
London SW19 4DT  
Tel: 020 8276 8600  
Fax: 020 876 8699  
Email:  
londonsouthgroup.vo@voa.gsi.gov.uk

Making an appeal does not allow you to withhold payment of your council tax. If your appeal is successful your bill will be adjusted accordingly. If you have overpaid, you will receive a refund. Any appeal must be made within six months of you becoming responsible for paying the council tax at that property. Please be advised that following your appeal your band could go up or down.

The council tax charge for each band is calculated as a multiple of band D.

The valuations that these calculations are based upon were carried out by the Valuation Office Agency and not by the council, therefore the council cannot deal with any queries or appeals in relation to these.

Only the person responsible for paying the council tax or an agent acting on their behalf can appeal against their property banding. Changes to the value of properties based upon market

## Who is responsible for council tax?

There are six categories of person responsible for payment of council tax and the person highest up this list is deemed to be the person liable.

- 1 The resident freeholder.**
- 2 The resident leaseholder.**
- 3 The resident tenant (including council tenants).**
- 4 A resident licensee.**
- 5 Someone who lives in the property (including squatters).**
- 6 The non-resident owner.**

If two or more people are in the same category, all of them are responsible for paying all of the tax. This is called 'joint and several liability'. In some cases, however, the owner of the property has to pay the tax even though they live elsewhere and someone else lives in the property.

**This applies when:**

- more than one household occupies the property. This is called a House in Multiple Occupation (HMO)
- it is a residential care or nursing home
- it is occupied by a religious community or a minister of religion
- only domestic staff live in the property
- it is accommodation provided to asylum seekers.

**You may appeal if:**

- you have been sent a bill for council tax but do not think you should be responsible for paying it
- you have claimed a discount or exemption and this has been refused
- you think any item on your bill has been wrongly calculated.

To appeal, please write to Lambeth Council Tax, PO Box 166, ERITH, DA8 9DX. Alternatively, you can email [lambeth.ctax@secure.capita.co.uk](mailto:lambeth.ctax@secure.capita.co.uk) Please mark your letter/email 'APPEAL'.

We will respond to your appeal within two months. If you are not satisfied with the response, contact:

The Valuation Tribunal Service  
2nd Floor, Black Lion House,  
45 Whitechapel Road,  
London E1 1DU  
Tel: 020 7426 3939  
Fax: 020 7247 6598  
Email: [vtwhitechapel@vto.gsx.gov.uk](mailto:vtwhitechapel@vto.gsx.gov.uk)

**Making an appeal does not allow you to withhold payment of your council tax.**

# Your council tax makes a difference

We never forget that your money pays for the work we do. In the past year, your council tax contributions, alongside the money we received in grants from the government and other sources, have been invested wisely in services that matter to you.

The council measures its performance against key indicators which set targets for delivering services. Overall 62 per cent of these indicators met or exceeded their target in 2009/10 which is an improvement on previous years. Here are just a few of the areas where we have delivered excellent outcomes to you.

### A safer Lambeth with strong communities

**Making Lambeth a safer place to live is one of our top priorities, and we are making good progress.**

- ✓ Neighbourhood crime and justice programmes have been introduced, including the successful launch of a community payback scheme for offenders.
- ✓ The level of domestic violence has fallen in Lambeth and our Domestic Violence Partnership was rated by the Home Office as the second best in England.
- ✓ To prevent anti-social behaviour,

the council agreed funding for additional police community support officers and new CCTV was bought and deployed.

- ✓ Our Dogs Action Plan has resulted in greater numbers of dangerous dogs being micro-chipped and registered across the borough.
- ✓ Transport schemes and programmes, such as 20mph zones and safer routes to schools schemes, have resulted in a significant reduction in the number of casualties on our roads.

### More opportunities for children and young people

**Giving our young people the best possible start in life and helping them fulfil their potential is one of our goals.**

- ✓ New school buildings have been completed winning recognition for standards of architecture and design.
- ✓ The number of young people aged between 16 and 19 who are not in education, employment or



training continues to fall.

- ✓ The performance of Lambeth's GCSE pupils whose achievement of five or more A\* to C grades (including English and maths) has increased by more than six per cent.
- ✓ Our children's services were judged to be performing well and 26 of the borough's nurseries were rated as outstanding by Ofsted.

### Better housing and flourishing local economies

**We provide decent quality homes for our residents and help people into work through training and guidance. In tough economic times, we want to support businesses to grow.**

- ✓ To help people find work, we launched the Lambeth Working campaign, which achieved widespread coverage and recognition and latest figures show the overall employment in Lambeth is higher than both the national and London averages.
- ✓ Proposals for the Streatham Hub leisure development were agreed, and work on a similar development in Clapham got under way. The plans will see new homes, business space and community facilities alongside new leisure centres and swimming pools.

# Your council tax makes a difference

(continued)



Mayor of London target for the number of affordable homes delivered and we continue to make inroads in reducing the number of households living in temporary accommodation.

**Respect for the environment**  
**Our aim is to provide the best local environment for our community with high-quality streets, pavements, parks and places. We plan and work towards a sustainable future for all.**

- ✓ Our reuse and recycling centre has increased the range of materials it can accept (including wood, rigid plastics, aluminium foil, bicycles, tools and spectacles) and household recycling rates continue to increase.
- ✓ Our bid for Brixton to become a low carbon zone was approved by the Mayor of London. The funding we received meant we could run schemes to cut fuel bills in hundreds of Brixton homes.
- ✓ We opened the first sports hall in the world to be built from recycled shipping containers. The space at Dunraven Secondary School in Streatham was built from 30 shipping containers and features a weather-controlled heating system.

- ✓ We have introduced events and initiatives designed to support enterprise and are paying a larger number of small and medium-sized suppliers within our target of 10 days compared to previous years.
- ✓ We have already exceeded our

## Delivering personalised care services

**We want to give users of our services more choice and control over the care they receive.**

- ✓ Our Every Pound Counts scheme, which supports older and disabled people to get the financial support they are entitled to, helped people who use this service to be £11.5 million better off.
- ✓ We worked with the voluntary and community sector to establish the Gateway Network, which are clubs providing activities, befriending opportunities, healthy living advice and meals to older people.
- ✓ We have supported more vulnerable people to live independently and our Lambeth 1 Call service means older people can get information, advice and practical help with housing repairs and adaptations.
- ✓ We recognised the enormous contribution and tireless efforts of the borough's carers in our annual carers' awards in January.

**Serving our customers well**  
**Understanding the needs and aspirations of local people is at the heart of everything we do.**

- ✓ Our online benefit claim and calculator helps people to find out what benefits they are entitled to and improves the time it takes to claim housing and council tax benefits.
- ✓ Processing of benefit claims has significantly improved with the turnaround time between application and receiving your money averaging 13 days.
- ✓ Residents told us that our 'Really useful guide to services in Lambeth' made them feel more informed about the services we offer.
- ✓ We signed up 92 per cent of households to the electoral register, making those people eligible to vote.

**We're careful with your money**  
**We are careful with public money to ensure it is spent where it's needed most. We regularly review and monitor our activities to identify areas where savings can be made without having a significant negative impact upon services. An efficiency saving occurs when the cost of an activity falls but its effectiveness and quality is not reduced and in the financial year 2009/10 alone, a total of £5 million in efficiency savings were made. In total, we have achieved £45 million in efficiency savings in the five years to 2009/10.**

# Lambeth at your service

We are a complex organisation offering nearly 600 services and we know it can be daunting for people to know how to ask us questions, how to get a service, where to get advice, or feed back their thoughts to us. That's why we offer a range of options for Lambeth residents to interact with their council.

## Customer centres

Visit us in person at one of our customer centres where benefits, council tax, housing and parking enquiries can be dealt with. You can also use the self-service terminals to access general services, pay bills, report faults and apply for housing and council benefit.

### Brixton Customer Centre

18 Brixton Hill  
London SW2 1RD

**Open: Monday, Tuesday,  
Wednesday and Friday: 9am to 5pm.**

**Thursday 9am to 7pm**

**Closed: Saturday and Sunday**

### Gracefield Gardens Customer Centre

2–8 Gracefield Gardens  
Streatham  
London SW16 2ST

**Open: Monday to Friday  
9am to 5pm**

**Closed: Saturday and Sunday**

## Service centre

If you have a general enquiry about a council service you can call or email the Lambeth service centre and speak to one of our agents.

Call 020 7926 1000 between 9am and 5pm, or email [infoservice@lambeth.gov.uk](mailto:infoservice@lambeth.gov.uk) and we will respond to your email by the end of the next working day.

## Council tax enquiries

For enquiries specifically about council tax, you can:

- visit a customer centre
- go online at [www.lambeth.gov.uk/counciltax](http://www.lambeth.gov.uk/counciltax)
- email [lambeth.ctax@secure.capita.co.uk](mailto:lambeth.ctax@secure.capita.co.uk)
- write to Lambeth Council Tax, PO Box 166, Erith, DA8 9DX
- telephone 0345 302 2312.

Information about making a complaint is provided on page 42.

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

Lambeth Council's website is a goldmine of information about council services and a good source of news about the borough.

## Online benefit claim and calculator

Checking you are receiving the right benefits is easy using Lambeth's online benefit claim and calculator. In less than 30 minutes you can find out which benefits you are entitled to and how much you are entitled to. It also allows you to claim housing benefit and council tax benefit straightaway. The online benefit claim and calculator can be used to:

- calculate how much housing benefit and council tax benefit you can get if you are in rented property or if you own your own home
- claim your housing benefit and council tax benefit online
- find out if you may be entitled to income support, pension credit or tax credits.

To find out what benefits you are entitled to visit [www.lambeth.gov.uk/benefitsonline](http://www.lambeth.gov.uk/benefitsonline)

If you do not have access to a computer with internet connection at home then your local Lambeth library provides free access to computers



with high-speed internet. This service is totally free of charge. Call us on 020 7926 1000 to find out where your nearest library is.

You can also access the online benefit claim and calculator at our customer centres (see page 22 for address details and opening hours).

[www.lambeth.gov.uk](http://www.lambeth.gov.uk) (continued)

### Online payments

Another handy feature offered by the website is the ability to make payments for many council services and charges easily and safely 24 hours a day, seven days a week. All payments are encrypted, which means they cannot be intercepted on the internet. Lambeth does not store your payment details so there is no risk of information being accessed by other people after you have finished making your payment.

You can make payments using most credit or debit cards for council tax, business rates, housing rent, housing benefit overpayments, leaseholder and freeholder service charges, house purchase payments, commercial (trade) waste, residential and home care payments, sundry debts and parking penalty charge notices.

**This year we will be introducing a payment charge for using a credit card. Payments made by debit card will remain free.**

### Other things you can do:

- find information about all council services via an extensive A–Z feature
- report faults such as broken pavements and street lighting

- access information about the council and the councillors who represent you
- find out about decisions being made by the council's cabinet
- find out what events are happening in the borough
- read the latest council press releases
- make a complaint or offer a compliment about the council's services
- take part in consultations about planning matters, and other things affecting your neighbourhood
- start an e-petition which will give other residents an opportunity to feedback support for that view.



## Online benefit claim and calculator

[www.lambeth.gov.uk/benefitsonline](http://www.lambeth.gov.uk/benefitsonline)

Do you want to find out how much benefit you could get and claim your housing benefit and council tax benefit at the same time? Then apply online using our benefits claim and calculator.

**The quickest and easiest way to apply for benefits**



## 2010/11 budget consultation

Each year, through our budget consultation, we ask residents about how we should spend money, improve services or make savings. We use this information to make budget decisions and to understand local people's perception of our service.



### **Services for children, the disabled, the elderly and those most disadvantaged are most important to you.**

The council spends nearly two thirds of its budget supporting the borough's most vulnerable children and adults. This is your top priority and we will continue to protect the most disadvantaged where possible, this means that:

- no services safeguarding and protecting children will be stopped
- adult social care eligibility has not been changed, and
- meals on wheels has been protected.

### **Crime is a high priority but you are confused about how the council's work complements police work.**

We will be protecting the 22 Police Community Support Officers who are directly funded by the council, which support our Safer Neighbourhood Teams, and work together with the police. Services to tackle anti-social behaviour will also be protected.

This year we consulted with residents through surveys, workshops, focus groups and public meetings. We asked you how you want us to meet the financial challenges we are facing. This is what you told us.

### **There are opportunities to make savings in how waste and recycling is delivered, but you want to see weekly waste collections continue.**

You are very positive about the waste and recycling collection and street cleaning service in the borough. Many residents recognise that it is better than other boroughs and that reducing the frequency of some services, such as street cleaning, would be preferable to cuts elsewhere. The council will continue to offer a weekly rubbish collection and maintain street sweeping in town centre areas but will find savings in other areas, such as bulky waste collection fees.

### **You would prefer us to reduce arts and cultural services, customer services, parking and business support above others.**

Services such as arts and culture, customer services and parking are considered by most to be areas where the council could reduce its quality without significantly affecting residents. However, some residents feel that some of our services, such as libraries, are an integral part of the community. The council is looking at ways of delivering these services at a lower cost, potentially through involving residents more or providing the service at cheaper locations.



## 2010/11 budget consultation

**You feel that the council should be doing all it can to work co-operatively with residents, councils and other public sector organisations to lower the cost of services.**

The council is working with residents, community groups and other public organisations to become a co-operative council. Residents support this way of delivering services but are clear that the council will need to incentivise many people to take a greater role in the community.

**You want the council to reduce inefficiency, duplication and waste in the organisation before reducing frontline services.**

Lambeth Council has explored where it is possible to make savings across the organisation without affecting the level of service we deliver to residents. Of the £37million savings we have found, over £23 million has been achieved by centralising some of the work we do, cutting out duplication and getting more value for money from our contractors. In short, about two-thirds of our savings have come from changes to back-office functions.

**Your borough, your budget, your choice**

Each year we invite residents and local groups to help decide how the council allocates its budget. In 2009, we launched 'Your borough, your budget, your choice' which gave residents the power to decide how the council spent £250,000. In 2010, the second year of the scheme, we asked residents and local groups to submit ideas for funding. Twelve projects were shortlisted and divided into four bands of £100,000, £75,000, £50,000 and £25,000. More than 8,000 residents voted for their favourite projects. The four winning projects are:

**Band 1 – £100,000**

Brixton Reuse Centre, Coldharbour ward, Brixton

**Band 2 – £75,000**

Wellfield Community Centre, Streatham Wells ward, Streatham

**Band 3 – £50,000**

Waterloo Action Centre, Bishop's Ward, North Lambeth

**Band 4 – £25,000**

Southside Rehab Association, Knight's Hill ward, Norwood

For more information, visit [www.lambeth.gov.uk/budgetconsultation](http://www.lambeth.gov.uk/budgetconsultation)

## New opening hours for our customer centres and service centre.

**Brixton Customer Centre**

**Monday, Tuesday, Wednesday and Friday: 9am to 5pm  
Thursday: 9am to 7pm**

**Gracefield Gardens Customer Centre**

**Monday to Friday: 9am to 5pm**

**Lambeth service centre**

**(020 7926 1000)  
Monday to Friday 9am to 5pm**



For more information and customer centre address details see page 22.



# How the council's money will be spent

In 2011/12, the council's income will be made up of grants from the government, fees and charges, rates from local businesses and council tax from residents.

This section gives details of how this money will be spent.

## Capital expenditure

The council's capital expenditure plans, agreed as part of the service and financial planning process, are shown in this table (right).

Capital expenditure refers to money spent on our assets, such as buildings.

## Revenue expenditure

Revenue expenditure (right) refers to money spent on day-to-day running of the council, such as delivery of services.

<b>Proposed capital expenditure</b>		<b>2011/12</b>
<b>Department</b>		<b>£'000</b>
Adults' and Community Services		3,674
Children and Young People's Services (incl. BSF)		59,877
Finance and Resources		2,850
Office of the Chief Executive		0
Housing, Regeneration and Environment (incl. HRA)		63,853
<b>Total</b>		<b>130,254</b>

<b>Outstanding loans as at 31/03/11</b>		
<b>Type of borrowing</b>		<b>£'000</b>
Public works loans board (end of 10/11)		600,427

<b>Change in net budget requirement</b>		
		<b>£'000</b>
<b>Budget requirement 2010/11</b>		<b>310,679</b>
Surplus on Collection Fund		(800)
<b>Lambeth budget 2010/11</b>		<b>309,879</b>
Transfers, adjustments and inflation		24,019
Net savings		(40,920)
<b>Grants rolled in</b>		<b>28,784</b>
<b>Council tax freeze grant</b>		<b>(2,463)</b>
<b>Lambeth budget 2011/12</b>		<b>319,300</b>
Surplus on Collection Fund		0
<b>Budget requirement 2011/12</b>		<b>319,300</b>

2011/12 compared with 2010/11

<b>Departments</b>	<b>2010/11</b>	<b>2011/12</b>		
	<b>Net Budget</b>	<b>Council spending</b>	<b>Money raised from grants, fees and charges</b>	<b>Net Budget</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
Adults and Community Services	112.439	161.713	(37.907)	123.806
Children and Young People's Services	77.042	318.843	(252.286)	66.557
Finance and Resources	27.964	310.518	(285.678)	24.840
Office of the Chief Executive	6.136	5.885	(0.054)	5.831
Housing, Regeneration and Environment (General Fund)	45.930	116.294	(76.252)	40.042
Corporate items	41.169	148.345	(90.122)	58.224
<b>Budget requirement</b>	<b>310.679</b>	<b>1,061.598</b>	<b>(742.298)</b>	<b>319.300</b>
Surplus on the Collection Fund	(0.800)			0.000
Formula grant	213.934			220.795
<b>Lambeth council tax requirement</b>	<b>95.946</b>			<b>98.505</b>
Greater London Authority (GLA) council tax requirement	32.126			32.983
<b>Total council tax requirement</b>	<b>128.072</b>			<b>131.488</b>

Council tax base (number of band D equivalent properties)	103,692.4			106,459.0
Lambeth band D council tax	925.29			925.29
GLA band D council tax	309.82			309.82
<b>Total band D amount</b>	<b>1,235.11</b>			<b>1,235.11</b>

**NOTE:** This year's formula grant total is not comparable like-for-like with last year's £213.9m. The increase is wholly due to rolled-in grants, which were previously specific grants that formed part of departments other income. Departments no longer receive these grants directly, so these are not extra resources, but the same resources paid over in a new way.

# How the GLA will spend

## GREATER LONDON AUTHORITY

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 Group's take of the council tax for a typical band D property will remain at £309.82 or £5.96 a week. The table below shows how the council tax (at band D) is allocated. A band D council tax payer in the City of London, which has its own police force, will pay £81.87.

Council tax (band D)	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
<b>Total band D (£)</b>	<b>309.82</b>	<b>0.00</b>	<b>309.82</b>



### 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 TfL 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.

## How the GLA will spend (continued)

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 10 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 DLR 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 2011/12	£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
<b>Amount met by council tax payers</b>	<b>935</b>

Changes in spending	£m
2010/11 Budget requirement	3,263
Inflation	124
Efficiency and other savings	-419
Investment in new and existing services	395
Other changes (including income growth)	-80
<b>2011/12 Budget requirement</b>	<b>3,283</b>

The following table on page 36 compares the GLA group's expenditure for the MPA, LFEPA and for 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 – reduction in real terms of around 3 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](http://www.london.gov.uk) (tel: 020 7983 4000).

## How the GLA will spend (continued)

£m		Gross expenditure	Specific government grants	Other income (incl. fares and charges)	Net expenditure	Changes of level of reserves	Budget requirement
Police MPA	10/11	3,645.0	-606.6	-360.9	<b>2,677.5</b>	-4.2	<b>2,673.3</b>
	11/12	3,572.3	-516.7	-307.8	<b>2,747.8</b>	-34.8	<b>2,713.0</b>
Fire LFEPA	10/11	469.2	-10.8	-21.1	<b>437.3</b>	0.0	<b>437.3</b>
	11/12	459.6	-11.7	-19.2	<b>428.7</b>	-19.3	<b>409.4</b>
Other Services (GLA and TfL)	10/11	9,854.7	-4,030.7	-5,175.5	<b>648.5</b>	-496.1	<b>152.4</b>
	11/12	9,068.6	-3,524.9	-5,618.1	<b>-74.4</b>	235.5	<b>161.1</b>
Total	10/11	13,968.9	-4,648.1	-5,557.5	<b>3,763.3</b>	-500.3	<b>3,263.0</b>
	11/12	13,100.5	-4,053.3	-5,945.1	<b>3,102.1</b>	181.4	<b>3,283.5</b>

**Lee Valley Regional Park Authority**

Lee Valley Regional Park is a unique leisure, sports and environmental destination for all residents of London, Essex and Hertfordshire. The 26 mile long, 10,000 acre Park, much of it formerly derelict land, is partly funded by a levy on the council tax. This year there has been a 2 per cent decrease in this levy. Find out more about hundreds of great days out, world class sports venues and award winning parklands at [www.leevalleypark.org.uk](http://www.leevalleypark.org.uk)

Budget/levy charges – 2010/2011 to 2011/2012 (£'000)	2010/11	2011/12
	£m	£m
Gross operating expenditure	15.0	15.8
Gross operating income	(5.8)	(6.5)
<b>Net service operating costs</b>	<b>9.2</b>	<b>9.3</b>
Financing costs – debt servicing/repayments	0.7	0.7
– new capital investment	2.3	2.0
<b>Total net expenditure</b>	<b>12.2</b>	<b>12.0</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)

**The 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 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.

2011/12 income to be raised by levies	
Inner London	£13,065k (-1.2%)
Greater London	£10,318k (-9.4%)
<b>Total</b>	<b>£23,383k (-5.0%)</b>

**Western Riverside Waste Authority**

Western Riverside Waste Authority (WRWA) is a statutory waste disposal authority for the London Boroughs of Hammersmith & 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 and 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.

# How the GLA will spend (continued)

The estimated costs to constituent councils for 2011/12 compared to the original budgeted cost in 2010/11 are shown in the table below.

	2011/12	2011/12	2011/12	2010/11		
Council	Direct costs	Levy	Total costs	Total costs	Increase	Increase
	£'000	£'000	£'000	£'000	£'000	%
Hammersmith & 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
<b>Total</b>	<b>44,520</b>	<b>4,277</b>	<b>48,797</b>	<b>44,042</b>	<b>4,755</b>	<b>10.80</b>

Total net costs 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 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 difficult decreases in their budgeted waste streams between the two financial years.

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

## Environment Agency Thames Region

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		
	2010/2011	2011/2012
	£'000	£'000
Gross expenditure	113,089	86,484
Levies raised	10,000	10,000
<b>Total council tax base</b>	<b>5,027</b>	<b>5,081</b>

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 2011/2012 as 2010/2011 at £10,000,000.

# Remember to register to vote



You must be on the electoral register to be able to vote in elections or referendums.

There will be a referendum on changing the voting system for the UK parliamentary elections on Thursday 5 May 2011.

Make sure your name is included on the electoral register so that you can vote.

To find out more about Lambeth Council's electoral register visit [www.lambeth.gov.uk/register tovote](http://www.lambeth.gov.uk/register tovote)

  
**Lambeth**

## We are here to help

Our aim is to provide a responsive, quality service that reflects our commitment to customer care for the whole community.

### Contacting us

The quickest way to get an answer, to tell us something or to make a payment is to telephone us. Agents at the council tax call centre are trained to deal with the majority of commonly arising council tax issues. Call them on 0345 302 2312. A queuing system is in operation and calls may be recorded for monitoring purposes.

### If you write to us

You can write to us using email, fax or post. We will respond to your written enquiries within 10 working days of receipt. If a full reply is going to take longer, we will write to you letting you know who is dealing with your case and when you should expect a full reply. See page 22 for contact details.

### If you visit us

We have two customer centres open at Brixton and Streatham. Full address details and opening hours on page 22.

Ticketed queuing systems are in operation and indicator boards give details of the average waiting time. You will always be given a written

record of your visit that will show what action is being taken on your enquiry.

### Translation and Interpreting

The council offers a telephone interpreting service. This facility is available if English is not your first language. It can be used if you visit a customer centre or telephone the call centre.

### Home visits

If you are disabled or housebound and we are unable to resolve your query over the phone, by email or by letter, we can arrange to visit you. To make an appointment call us on 0345 302 2312.



# Making a complaint about council tax

Our aim is to provide all customers with good quality services, however there are times when people are not happy with the service they've had and will want to tell us about it.

If you are unhappy with our service we have a three stage complaint process that will address your concerns.

## Stage one

You can either write to the council tax office or phone the call centre. Call centre agents will always try to resolve your problem immediately over the phone. If you are not satisfied ask to speak to a call centre manager. If the manager is unable to resolve your complaint, please ask for it to be referred to the council tax office. In these cases we aim to call you back within 24 hours.

If you complain in writing, your letter will be acknowledged within 48 hours and you will receive a response within 15 working days. If a full reply is going to take longer, we will write to you letting you know who is dealing with your case and when you should expect a full reply.

Please write to Lambeth Council Tax, PO Box 166, ERITH, DA8 9DX or email [lambeth.ctax@secure.capita.co.uk](mailto:lambeth.ctax@secure.capita.co.uk)

Making a complaint does not allow you to withhold payment of your council tax. You must continue to pay your bill as required.

## Stage two

If you are dissatisfied with the response at stage one you can ask to have your complaint reviewed by a senior officer of the council. Please contact Revenue Services, the department that manages the council tax service, confirming that you wish to make a stage two complaint and explain why you are dissatisfied with the first response.

To make a stage two complaint please contact:

Greg Sinclair  
Contract Manager (Council Tax)  
Revenue Services  
Olive Morris House  
18 Brixton Hill  
London SW2 1RL  
Tel: 020 7926 9876  
Fax: 020 7926 0801  
Email:

[counciltaxcomplaints@lambeth.gov.uk](mailto:counciltaxcomplaints@lambeth.gov.uk)

We will issue an acknowledgment within 48 hours and a senior officer will reply to your complaint within 15 working days.

## Stage three

If you are still not happy after the stage two investigation you can have your complaint reviewed by the council's corporate complaints unit. This unit acts on behalf of the Chief Executive and will carry out a full investigation independent of the council tax service.

You should contact:  
Corporate Complaints Unit  
Lambeth Town Hall  
Brixton Hill  
London SW2 1RW  
Tel: 020 7926 9694  
Fax: 020 7926 9381  
Email: [complaints@lambeth.gov.uk](mailto:complaints@lambeth.gov.uk)

We will acknowledge your complaint within three working days telling you how long we think the investigation will take. We aim to send you a full response within 20 working days.

## What should I do if I wish to take it further?

You can take your complaint to the Local Government Ombudsman. This is an independent national service that investigates complaints against local authorities. You can make a complaint to them at any time however they will only usually take the matter up on your behalf if you have already been through the council's own complaints procedure.

To make a complaint to the ombudsman you should contact:  
Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH  
Tel: 0845 602 1983  
Text: 07624 804 323  
Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)  
Website: [www.lgo.org.uk](http://www.lgo.org.uk)



**For more information about any Lambeth Council service:**

**Visit [www.lambeth.gov.uk](http://www.lambeth.gov.uk)**

**Phone 020 7926 1000 (between 9am and 5pm)**

**Email [infoservice@lambeth.gov.uk](mailto:infoservice@lambeth.gov.uk)**

#### **Spanish**

Si desea esta información en otro idioma,  
rogamos nos llame al 0345 302 2312

#### **Portuguese**

Se desejar esta informação noutro idioma  
é favor telefonar para 0345 302 2312

#### **French**

Si vous souhaitez ces informations dans une autre  
langue veuillez nous contacter au 0345 302 2312

#### **Bengali**

এই তথ্য অন্য কোনো ভাষায় আপনার প্রয়োজন  
হলে অনুগ্রহ করে ফোন করুন 0345 302 2312

#### **Twi**

Se wope saa nkaeboy yi wo kasa foforo  
mu a fre 0345 302 2312

#### **Yoruba**

Tí ẹ ba ẹ ìmoràn yíí, ní èdè Òmfràn, ẹjẹ,  
ẹ kàn wà l'ágogo 0345 302 2312

**If you would like this information in large print, in Braille, on audio tape or in another language, please phone 0345 302 2312.**