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Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>A message from the Leader</td>
<td>3</td>
</tr>
<tr>
<td>Vision and priorities</td>
<td>4</td>
</tr>
<tr>
<td>How budgets are put together</td>
<td>5</td>
</tr>
<tr>
<td>Spending</td>
<td>6</td>
</tr>
<tr>
<td>Detailed council tax figures</td>
<td>7</td>
</tr>
<tr>
<td>Environment Agency Midlands Region</td>
<td>8</td>
</tr>
<tr>
<td>Explanatory notes</td>
<td>9</td>
</tr>
<tr>
<td>Enterprise Zone relief</td>
<td>14</td>
</tr>
<tr>
<td>Electronic Billing</td>
<td>14</td>
</tr>
<tr>
<td>BRUM Account</td>
<td>15</td>
</tr>
<tr>
<td>Payment and payment methods</td>
<td>15</td>
</tr>
<tr>
<td>Enquiries and other information</td>
<td>16</td>
</tr>
<tr>
<td>Fair Processing Statement</td>
<td>16</td>
</tr>
<tr>
<td>Help and information for visually impaired people</td>
<td>17</td>
</tr>
</tbody>
</table>

Making a positive difference every day to people's lives

Birmingham City Council
A message from the Leader

Birmingham City Council is continuing to invest in the services that matter to the people of this city, despite ongoing financial challenges.

We have had to make cuts of £690m to vital services that support the people of Birmingham since 2010 and must now find further savings of £85 million over the next four years, including £46 million for 2019/20, taking the total annual savings over this 12-year period to £775 million.

It was against this backdrop that, in November, we launched our Budget Consultation and I would like to thank everyone who responded to our proposals and helped shape our spending plans going forward.

These are challenging times, but there are plenty of reasons for optimism in Birmingham:

- For the first time in ten years, children’s services are showing sustained improvement.
- We’re addressing the city’s housing shortage, building more social and affordable homes.
- We’re working with partners on a range of initiatives to tackle homelessness.
- We’re addressing major health issues like air pollution.
- And this city is currently attracting record levels of investment.

Projects such as the exciting Smithfield Development and the £1 billion Curzon Investment Plan will create jobs and opportunities for this city’s young and growing population.

Not only that, but the Commonwealth Games in 2022 and the arrival of HS2 four years later can ensure a golden decade for the people of Birmingham.

These projects, which will provide homes, jobs and opportunities for the people of Birmingham, are in stark contrast to the huge cuts being forced on our public services.

Even in such challenging times, we can be proud of the fact that:

- We’re building an entrepreneurial city to learn, work and invest in
- We’re ensuring Birmingham is an aspirational city to grow up in and a fulfilling city to age well in
- This continues to be a great city to live in
- Birmingham residents will gain the maximum benefit from hosting the Commonwealth Games

So we continue to invest in the services that the people of Birmingham rely on.

We will continue to attract investment, create jobs and build the homes needed by a growing city.

And we will tackle inequalities, protecting the most vulnerable in our city.

Ian Ward, Leader,
Birmingham City Council
Vision and priorities

Birmingham is a city of growth where every child, citizen and place matters. We plan to focus our resources on five key priorities. We want Birmingham to be a great city to live in; an entrepreneurial city to learn, work and invest in; an aspirational city to grow up in; and a fulfilling city to age well in.

We also want Birmingham residents to gain the maximum benefit from hosting the Commonwealth Games in 2022.

Council tax for 2019/20

There will be a general Council Tax increase of 2.99% in 2019/20. In addition, in recognition of particular pressures on adult social care, council tax will increase by a further 2% through the Social Care Precept, making an overall increase of 4.99%. Money raised from the Social Care Precept will be invested in adult social care services.
How budgets are put together

Revenue expenditure for city council services involves spending on the day-to-day running costs of the council, e.g. employees, premises, supplies and services.

Where the money comes from 2019/20 – Total £3,109m (£3,073m)
(2018/19 figures in brackets)

Business Rates £450m (£434m)
Council Tax £347m (£327m)
Top-up Grant £54m (£92m)
Local Income £312m (£306m)
Corporate Grants £127m (£96m)
Other Grants £259m (£264m)
Schools £729m (£737m)
Grants to Reimburse Expenditure £499m (£483m)
Housing Revenue Account £274m (£277m)
Other* £58m (£57m)

*Other includes: Use of Reserves & Balances and costs recovered by charging capital accounts

Where the money is spent 2019/20 – Total £3,109m (£3,073m)
(2018/19 figures in brackets)

Assistant Chief Executive £95m (£94m)
Digital & Customer Services £61m (£74m)
Neighbourhoods £183m (£189m)
Human Resources £10m (£10m)
Inclusive Growth £272m (£251m)
Finance & Governance £49m (£48m)
Education & Skills £332m (£339m)
Adult Social Care £446m (£448m)
Schools £729m (£737m)
Benefits £499m (£483m)
Housing Revenue Account £274m (£277m)
Other* £159m (£123m)

*Other includes Corporately Managed Budgets and Use of Reserves & Balances
## Spending

### SPENDING ON CITY COUNCIL SERVICES AND BAND D COUNCIL TAX

<table>
<thead>
<tr>
<th></th>
<th>2018/19 £m</th>
<th>2019/20 £m</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross Expenditure</td>
<td>3,073.341</td>
<td>3,108.699</td>
<td>1.15</td>
</tr>
<tr>
<td>Less Other Income</td>
<td>(2,218.152)</td>
<td>(2,257.109)</td>
<td>1.76</td>
</tr>
<tr>
<td>Net Expenditure</td>
<td>855.189</td>
<td>851.590</td>
<td>-0.42</td>
</tr>
<tr>
<td>Top Up Grant</td>
<td>(91.744)</td>
<td>(54.447)</td>
<td>-40.65</td>
</tr>
<tr>
<td>Less Business Rates</td>
<td>(434.180)</td>
<td>(449.749)</td>
<td>3.59</td>
</tr>
<tr>
<td>Less Council Tax Collection Fund brought forward</td>
<td>(1.987)</td>
<td>0.000</td>
<td>-100.00</td>
</tr>
<tr>
<td>In-Year Charge to council taxpayers</td>
<td>327.278</td>
<td>347.394</td>
<td>6.15</td>
</tr>
<tr>
<td>Divided by the taxbase</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Band D property equivalents)</td>
<td>248,838</td>
<td>251,580</td>
<td>1.10</td>
</tr>
<tr>
<td><strong>Council Tax for City Council services (Band D)</strong></td>
<td><strong>1,315.22</strong></td>
<td><strong>1,380.85</strong> *</td>
<td><strong>4.99</strong></td>
</tr>
<tr>
<td>Fire and Rescue Authority Precept</td>
<td>58.84</td>
<td>60.60</td>
<td>2.99</td>
</tr>
<tr>
<td>West Midlands PCC</td>
<td>128.55</td>
<td>152.55</td>
<td>18.67</td>
</tr>
<tr>
<td><strong>Gives a total Council Tax (Band D)</strong></td>
<td><strong>1,502.61</strong></td>
<td><strong>1,594.00</strong></td>
<td><strong>6.08</strong></td>
</tr>
</tbody>
</table>

For each £1m change in gross spend, Band D council tax for City Council services would be affected by +/- £3.97 (£4.02 in 2018/19)

* This amount includes an increase relating to the additional Adult Social Care Precept. For 2019/20 this increase is 2% (1% increase in 2018/19).

<table>
<thead>
<tr>
<th></th>
<th>2019/20 £m</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Council Tax (Band D)</td>
<td>1,502.61</td>
</tr>
<tr>
<td>New Frankley in Birmingham Parish Precept</td>
<td>34.00</td>
</tr>
<tr>
<td><strong>Gives a total Council Tax (Band D) including New Frankley in Birmingham Parish Council</strong></td>
<td><strong>1,536.61</strong></td>
</tr>
</tbody>
</table>

New Frankley in Birmingham Parish Council: gross expenditure in 2019/20 will be £72,220 (£86,420 in 2018/19). Net expenditure will be £31,221 (£45,521 in 2018/19) which is equivalent to £23.09 per Band D property (£34.00 for 2018/19). Its charge will be made only to Council Taxpayers in the parish. For each £1,000 change in gross spend, 2019/20 Band D Council Tax would be affected by +/-£0.74 (£0.75 in 2018/19).

<table>
<thead>
<tr>
<th></th>
<th>2019/20 £m</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total council tax (Band D)</td>
<td>1,502.61</td>
</tr>
<tr>
<td>Sutton Coldfield Town Precept</td>
<td>49.96</td>
</tr>
<tr>
<td><strong>Gives a total Council Tax (Band D) including Sutton Coldfield Town Council</strong></td>
<td><strong>1,552.57</strong></td>
</tr>
</tbody>
</table>

Sutton Coldfield Town Council: gross expenditure in 2019/20 will be £1,851,318 (£1,850,868 in 2018/19) which is equivalent to £49.96 per Band D property (no change from 2018/19). Its charge will be made only to Council Taxpayers in the parish. For each £1,000 change in gross spend, 2019/20 Band D Council Tax would be affected by +/-£0.03 (no change from 2018/19).
HOW SPENDING ON CITY COUNCIL SERVICES HAS CHANGED FROM 2018/19

<table>
<thead>
<tr>
<th></th>
<th>Gross Expenditure £m</th>
<th>Gross Income £m</th>
<th>Net £m</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018/19 BUDGET WAS</td>
<td>3,073</td>
<td>(2,218)</td>
<td>855</td>
</tr>
<tr>
<td>Inflation</td>
<td>23</td>
<td>(4)</td>
<td>19</td>
</tr>
<tr>
<td>Budget Issues and Policy Choices</td>
<td>27</td>
<td>11</td>
<td>38</td>
</tr>
<tr>
<td>Savings Plans</td>
<td>(45)</td>
<td>(1)</td>
<td>(46)</td>
</tr>
<tr>
<td>Movement in Use of Corporate Reserves</td>
<td>24</td>
<td>(12)</td>
<td>12</td>
</tr>
<tr>
<td>Changes in Corporate Grants</td>
<td>0</td>
<td>(31)</td>
<td>(31)</td>
</tr>
<tr>
<td>School Expenditure &amp; Funding</td>
<td>(8)</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>Housing Revenue Account</td>
<td>(3)</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>Grants to Reimburse Expenditure</td>
<td>16</td>
<td>(16)</td>
<td>0</td>
</tr>
<tr>
<td>Directorate Grants</td>
<td>(5)</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>Corporately Managed Budgets &amp; Other Changes</td>
<td>7</td>
<td>(2)</td>
<td>5</td>
</tr>
<tr>
<td>2019/20 BUDGET IS</td>
<td>3,109</td>
<td>(2,257)</td>
<td>852</td>
</tr>
</tbody>
</table>

### Detailed council tax figures 2019/20

<table>
<thead>
<tr>
<th>BAND</th>
<th>City Council*</th>
<th>Fire &amp; Rescue Authority</th>
<th>West Midlands PCC</th>
<th>Total excl. Parish Precept</th>
<th>New Frankley in Birmingham Parish Precept</th>
<th>Royal Sutton Coldfield Town Precept</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
<td>£</td>
<td>£</td>
<td>£</td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>A</td>
<td>920.57</td>
<td>40.40</td>
<td>101.70</td>
<td>1,062.67</td>
<td>15.39</td>
<td>33.30</td>
</tr>
<tr>
<td></td>
<td>1,073.99</td>
<td>47.13</td>
<td>118.65</td>
<td>1,239.77</td>
<td>17.96</td>
<td>38.86</td>
</tr>
<tr>
<td></td>
<td>1,227.42</td>
<td>53.86</td>
<td>135.60</td>
<td>1,416.88</td>
<td>20.53</td>
<td>44.41</td>
</tr>
<tr>
<td>D</td>
<td>1,380.85</td>
<td>60.60</td>
<td>152.55</td>
<td>1,594.00</td>
<td>23.09</td>
<td>49.96</td>
</tr>
<tr>
<td></td>
<td>1,687.71</td>
<td>74.07</td>
<td>186.45</td>
<td>1,948.23</td>
<td>28.22</td>
<td>61.06</td>
</tr>
<tr>
<td></td>
<td>1,994.56</td>
<td>87.53</td>
<td>220.35</td>
<td>2,302.44</td>
<td>33.35</td>
<td>72.17</td>
</tr>
<tr>
<td></td>
<td>2,301.42</td>
<td>101.00</td>
<td>254.25</td>
<td>2,656.67</td>
<td>38.48</td>
<td>83.26</td>
</tr>
<tr>
<td></td>
<td>2,761.70</td>
<td>121.20</td>
<td>305.10</td>
<td>3,188.00</td>
<td>46.18</td>
<td>99.92</td>
</tr>
</tbody>
</table>

* This amount includes the Adult Social Care precept which is shown separately on your bill
Environment Agency Midlands Region

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


The Environment Agency has powers in respect of flood and coastal erosion risk management for 4,855 kilometres of main river and along tidal and sea defences in the areas of the Severn & Wye and the Trent Regional Flood and Coastal Committees (2,486 and 2,369 respectively). Money is spent on the construction of new flood defence schemes, the maintenance of the river system and existing flood defences together with the operation of a flood warning system and management of the risk of coastal erosion. The financial details are:

<table>
<thead>
<tr>
<th></th>
<th>Severn &amp; Wye Regional Flood and Coastal Committee</th>
<th>Trent Regional Flood and Coastal Committee</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2018/19</td>
<td>2019/20</td>
</tr>
<tr>
<td></td>
<td>'000s</td>
<td>'000s</td>
</tr>
<tr>
<td>Gross expenditure</td>
<td>£14,847</td>
<td>£15,871</td>
</tr>
<tr>
<td>Levies raised</td>
<td>£1,128</td>
<td>£1,151</td>
</tr>
<tr>
<td>Total Council Tax Base (Band D property equivalents)</td>
<td>958</td>
<td>974</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gross expenditure</td>
<td>£46,438</td>
<td>£74,586</td>
</tr>
<tr>
<td>Levies raised</td>
<td>£2,054</td>
<td>£2,095</td>
</tr>
<tr>
<td>Total Council Tax Base (Band D property equivalents)</td>
<td>1,792</td>
<td>1,821</td>
</tr>
</tbody>
</table>

The majority of funding for flood defence comes directly from the Department for the Environment, Food and Rural Affairs (Defra). However, under the new Partnership Funding rule not all schemes will attract full central funding. To provide local funding for local priorities and contributions for partnership funding the Regional Flood and Coastal Committees recommend through the Environment Agency a local levy.

A change in the gross budgeted expenditure between years reflects the programme of works for both capital and revenue needed by the Regional Flood and Coastal Committees to which you contribute. The total Local Levy raised has increased by 2.0% for the Severn & Wye Committee and 2.0% for the Trent Committee.

The total Local Levy raised has increased from £3,182,315 in 2018/19 to £3,245,962 for 2019/20 (£1,150,579 for Severn & Wye and £2,095,383 for Trent Committee). Birmingham’s share of this total Local Levy in 2019/20 is £289,578.
Explanatory notes – 2019/20

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. Under the business rates retention arrangements introduced from 1 April 2013, authorities keep a proportion of the business rates paid locally. This provides a direct financial incentive for authorities to work with local businesses to create a favourable local environment for growth since authorities will benefit from growth in business rates revenues. The money, together with revenue from council tax payers and certain other sums, is used to pay for all services provided by local authorities in your area. Further information about the business rates system, including transitional and other reliefs, may be obtained at www.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 at www.gov.uk/government/organisations/valuation-office-agency. The rateable value of your property is shown on the front of your 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 2017, this date was set as 1 April 2015. The valuation officer may alter the value if circumstances change. The ratepayer (and certain others who have an interest in the property) can request a change to the value shown in the list if they believe it is wrong, through the reformed Check, Challenge, Appeal (CCA) process introduced in April 2017. Full details on the CCA process are available from the VOA or from www.gov.uk. Your billing authority can only backdate any business rates rebate to the date from which any change to the list is to have effect.

Further information about the grounds on which appeals may be made and the process for doing so can be found on the www.gov.uk website.

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. The current multipliers are shown on the front of your bill.

Business Rates Instalments
Payment of business rate bills is automatically set on a 10-monthly cycle. However, the Government has put in place regulations that allow businesses to require their local authority to enable payments to be made through 12 monthly instalments. If you wish to take up this offer, you should contact the local authority as soon as possible.
Revaluation 2017 and Transitional Arrangements
All rateable values are reassessed at a general revaluation. The most recent revaluation took effect from 1 April 2017. 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.

A £3.6 billion transitional relief scheme limits changes in rate bills as a result of the 2017 revaluation. To help pay for the limits on increases in bills, there are also limits on reductions in bills. Under the transitional 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 2017, 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 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 your bill. Further information about transitional arrangements and other reliefs may be obtained from www.birmingham.gov.uk/business-rates or the website www.gov.uk/introduction-to-business-rates.

More information on the 2017 revaluation can be found at www.gov.uk/introduction-to-business-rates/revaluation.

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. 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 exemptions from the unoccupied property rate. Full details on exemptions can be obtained by visiting: www.birmingham.gov.uk/info/20148/business_rates/252/business_rates_reductions.

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 by visiting: www.birmingham.gov.uk/info/20148/business_rates/252/business_rates_reductions.

Small Business Rate Relief
Ratepayers who occupy a property with a rateable value which does not exceed £50,999 (and who are not entitled to other mandatory relief or are liable for unoccupied property rates) will have their bills calculated using the lower small business non-domestic rating multiplier, rather than the standard national non-domestic rating multiplier.

In addition, generally, if the sole or main property is shown on the rating list with a rateable value which does not exceed £15,000, the ratepayer will receive a percentage reduction in their rates bill for
this property of up to a maximum of 100%. For a property with a rateable value of not more than £12,000, the ratepayer will receive a 100% reduction in their rates bill.

Generally, this percentage reduction (relief) is only available to ratepayers who occupy either:

- a. one property, or
- b. one main property and other additional properties providing those additional properties each have a rateable value which does not exceed £2,899.

The aggregate rateable value of all the properties mentioned in (b) must not exceed £19,999 outside London or £27,999 in London on each day for which relief is being sought. If the rateable value, or aggregate rateable value, increases above those levels, relief will cease from the day of the increase. The Government has introduced additional support to small businesses. For those businesses that take on an additional property which would normally have meant the loss of small business rate relief, the Government has confirmed that they will be allowed to keep that relief for a period of 12 months.

Where a ratepayer meets the eligibility criteria and has not received the relief they should contact their local authority. 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 automatically continue to receive relief in each new valuation period. Certain changes in circumstances will need to be notified to the local authority by a ratepayer who is in receipt of relief (other changes will be picked up by the local authority). The changes which should be notified are:

- a. the ratepayer taking up occupation of an additional property, and
- b. an increase in the rateable value of a property occupied by the ratepayer in an area other than the area of the local authority which granted the relief.

**Charity and Community Amateur Sports Club Relief**

Charities and registered Community Amateur Sports Clubs are entitled to 80% relief where the property is occupied by the charity or the club, 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 club (or of that and other clubs).

The local authority has discretion to give further relief, if certain criterion is met, on the remaining bill. Full details can be obtained from the local authority.

**Relief for Local Newspapers**

The Government is providing funding to local authorities so that they can provide a discount worth up to £1,500 a year on office space occupied by local newspapers. This was due to run for two years from 1 April 2017. At Autumn Budget 2018, the Government extended the scheme for an additional year (2019/20). This scheme provides up to a maximum of one discount per local newspaper title and per hereditament, and up to state aid limits. The relief will be delivered through local authority discretionary discount powers (under section 47(3) of the Local Government Finance Act 1988). Eligibility criteria for this relief is set out in a guidance note: “The case for a business rates relief for local newspapers”, which can be obtained at [www.gov.uk/government/consultations/the-case-for-a-business-rates-relief-for-local-newspapers](http://www.gov.uk/government/consultations/the-case-for-a-business-rates-relief-for-local-newspapers).
Spring Budget 2017 Relief Scheme: Supporting Small Business
Ratepayers losing Small Business or Rural Rate Relief as a result of the 2017 revaluation will have their increases limited to the greater of either (i) a cash value of £600 per year, or (ii) the matching cap on increases for small properties in the transitional relief scheme. This relief will run until the next revaluation in 2021 and ratepayers will receive the relief until this date or they reach what their bill would have been without the relief scheme, whichever is first.

This relief will be delivered through local authority discretionary discount powers (under section 47(3) of the Local Government Finance Act 1988). Further information can be obtained by visiting www.birmingham.gov.uk/info/20148/business_rates/252/business_rates_reductions.

Retail Discount
At Autumn Budget 2018, the Government announced a one-third discount for eligible retail businesses with a rateable value of less than £51,000, up to state aid limits. This scheme will run for two years from April 2019. This discount will be applied to the bill after the application of any reliefs, excluding any local discounts.

The Government has issued guidance on the operation of the scheme, which can be found at: www.gov.uk/government/publications/business-rates-retail-discount-guidance.

This relief will be delivered through local authority discretionary discount powers (under section 47(3) of the Local Government Finance Act 1988). Further information can be obtained by visiting www.birmingham.gov.uk/info/20148/business_rates/252/business_rates_reductions.

Spring Budget 2017 Relief Scheme: Discretionary Scheme
The Government is providing £300 million of funding to local authorities over four years to 31 March 2021 to provide discounts to ratepayers in their area on a discretionary basis. Each authority has been allocated a share with which to design and implement a scheme to deliver targeted support to ratepayers.

Local authority allocations can be found at: www.gov.uk/government/consultations/discretionary-business-rates-relief-scheme.
Local Discounts
Local authorities have a general power to grant discretionary local discounts. Full details can be obtained by visiting: www.birmingham.gov.uk/info/20148/business_rates/252/business_rates_reductions.

State Aid
The award of discounts is considered likely to amount to state aid. However, it will be state aid compliant where it is provided in accordance with the De Minimis Regulations EC 1407/2013. The De Minimis Regulations allow an undertaking to receive up to EUR 200,000 ‘de minimis’ aid over a rolling three-year period. If you are receiving, or have received, any de minimis aid granted during the current or two previous financial years (from any source), you should inform the local authority immediately with details of the aid received.

Whilst we appreciate there is on-going deliberation about the UK’s future role with Europe it is anticipated that the de minimis rules will remain in force through UK legislation post April 2019.

Hardship Relief
The local authority has discretion to give hardship relief in specific circumstances. Full details can be obtained by visiting: www.birmingham.gov.uk/info/20148/business_rates/252/business_rates_reductions

Rating advisers
Ratepayers do not have to be represented in discussions about their rateable value or their rates bill. However, ratepayers who do wish to be represented should be aware that members of the Royal Institution of Chartered Surveyors (RICS – website www.rics.org) and the Institute of Revenues, Rating and Valuation (IRRV – website www.irrv.org.uk) are qualified and are regulated by rules of professional conduct designed to protect the public from misconduct. Before you employ a rating adviser, you should check that they have the necessary knowledge and expertise, as well as appropriate indemnity insurance.

Information Supplied with Demand Notices
Information relating to the relevant and previous financial years in regard to the gross expenditure of the local authority is available at www.birmingham.gov.uk/business-rates. A hard copy is available on request by writing to the local authority.
Enterprise Zone relief

The Birmingham City Centre Enterprise Zone (EZ) covers strategic sites in the city centre which offer the potential for significant redevelopment or refurbishment to accommodate business growth.

The aim of the EZ is to encourage pro-active development; unlocking key development opportunities, consolidating infrastructure, with potential to attract and create new businesses and new jobs quickly.

To encourage this growth, business rates relief is available to eligible sites and businesses of up to 100% for a maximum of five years. To qualify for relief, businesses must:

a. Be located on an eligible site.
b. Employ staff on site – advertising hoardings, car parks and telecommunications installations will not qualify.
c. Be in operation – unoccupied buildings will not qualify.
d. Be otherwise eligible for State Aid support under the De Minimis Regulations.
e. Be trading before 31 March 2018.

Discounts are limited by EU state aid law up to a de minimis threshold, and the council is required to ensure that businesses do not receive greater levels of support. If you require information about the benefits of your business being located in the Enterprise Zone, or to check whether you are eligible for business rates discount, please contact: Planning.Office.Manager@birmingham.gov.uk.

Further information on Enterprise Zone relief can be obtained by visiting www.birmingham.gov.uk/info/20148/business_rates/252/business_rates_reductions.

Electronic Billing

As part of the City Council’s commitment to improving our online services to Birmingham Citizens and others, we have launched electronic billing. This gives you the chance to choose to receive notification of your business rates bills electronically. It’s simple to register, and following confirmation, emails will be sent to you when your latest business rates bills or other notices are available to view.

To register for this service, go to: www.birmingham.gov.uk/ebilling and follow the simple process to get your bill online.
BRUM Account

To access Business Rates Online to view accounts, bills and pay by direct debit you can go to www.birmingham.gov.uk/myaccountpage to register and create your account.

Payment, payment methods and enquiries

All ratepayers will pay their annual bill in ten monthly instalments on the first of each month from April to January, unless they opt to pay:
- in twelve monthly instalments, on the first of each month from April to March;
- in full by 1 April;
- half the year’s charge by 1 April and the balance by 1 October.

Direct Debit

Direct Debit is the easiest way to pay, and you are protected by the Direct Debit Guarantee. You can choose to pay monthly, yearly or half-yearly.

If you have a bank or building society account, Direct Debit is a simple, inexpensive and convenient method of making payments. You can make an application online by visiting www.birmingham.gov.uk/directdebitforms.

If you do not have access to the web, just call us on 0121 303 5509 and provide us with the relevant details. We will do the rest. The payment date is the 1st of each month.

Online

Visit – www.birmingham.gov.uk/business-rates where you can make payment by debit or credit card.

If you pay by any of the following methods, you must allow five days for your payment to reach us.

PayPoint/Payzone/Post Office

Towards the top right-hand side of the business rates bill there is a barcode which can be used to make payment. You should present this, along with your payment, at any Post Office, or any shop displaying the PayPoint or Payzone logo. Please note that only cash is accepted at PayPoint and Payzone outlets.

You can pay by cheque at the Post Office. Cheques need to be made payable to ‘Post Office Counters Ltd’. There is no charge for using these services.

The barcode cannot be used at banks. The cashier will process your payment and give you back your bill.

It is recommended that you request a receipt for your payments. Please keep your bill in a safe place as you will need it to pay your instalments throughout the year.

For a list of PayPoint and Payzone outlets, please visit www.paypoint.com and www.payzone.co.uk.

Failure to pay on or before the due dates may result in losing the right to pay by instalments and the whole of the charge becoming payable in one instalment.

You should not withhold payment of your business rates whilst an appeal is being dealt with by the valuation office agency or whilst we are processing your application for any form of relief.
Service
Our commitment is to:
• Send out accurate and timely rate bills
• Collect rates promptly and efficiently
• Deal with your enquiries quickly and correctly first time
• Give clear and up-to-date information and advice
• Help you to understand your rights and obligations
• Continually improve our performance
• Give value-for-money to our customers
• Offer a formal procedure for complaints

Performance standards
Our aim is to deal with all written correspondence within ten working days of receipt.

Please note that, at certain times, particularly immediately after we have issued our annual bills in March, we may take a little longer than ten working days to deal with your enquiry.

Comments, compliments or complaints – your views
We are committed to providing our customers with an excellent level of service and support the city council’s ‘Your Views’ policy. If you would like to raise anything about the service you have received, whether it is a comment, compliment or complaint, please let us know by visiting www.birmingham.gov.uk/yourviews or contact us using the details available in the enquiries and other information section of this booklet.

Enquiries and other information
Any enquiries relating to Business Rates should be addressed to:
Birmingham City Council, Revenues,
P.O. Box 5, Birmingham B4 7AB

Email business_rates@birmingham.gov.uk
Visit www.birmingham.gov.uk/business-rates
Telephone 0121 303 5509

Fair Processing Statement
We, Birmingham City Council, process your personal data in order to comply with our legal obligation to assess and collect council tax or business rates bills. All personal data will be processed in accordance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

The legal basis that allows us to use your information is ‘public task’. Your personal data may also be shared with other organisations, the details of which can be found on our website www.birmingham.gov.uk/fairprocessing where you can also find details of our Data Protection Officer and information on your rights and how to exercise them. In accordance with our retention schedule, we shall keep your personal data for a period of six years from date of account closure.
Help and information for visually impaired people

Please call 0121 303 1113 to register for our large print services.

We can provide you with information relating to your business rates bill in large print, on audiotape or in Braille.
Our new electronic billing is:
simple to use, saves you time and
gives you greater control over
your bills and payments.
Find out more about how eBilling
will make your life easier:
birmingham.gov.uk/ebilling

Notes

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Find out more about how eBilling
will make your life easier:
birmingham.gov.uk/ebilling
You can now get your Business Rates bill online. Go to the link below to register.
For more information about how to manage your account online please visit: birmingham.gov.uk/business-rates