

Council tax help and
information notes

2018-19

Budget for Birmingham



A great city to live in



Birmingham
City Council

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A message from the Leader

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

During 2018-19, we must deliver further cuts of £53 million. And sadly we anticipate these cuts will have to rise to £123 million by 2021/22.

Just as councils face tough financial choices, it is also clear that many households are struggling with the increased cost of living. So we have listened to feedback from our budget consultation and this year's council tax increase of 3.99 per cent is lower than the figure we consulted on.

I'm grateful to everyone who participated in the consultation. I firmly believe in working with the city and your contributions helped us shape our plans.

Those plans reflect the fact that Birmingham is also a city of huge opportunities and of complex challenges. Set against major projects such as HS2, the £700 million Paradise Development and the 2022 Commonwealth Games, Birmingham is the sixth most deprived English authority, where 1 in 3 children live in poverty and there are major cross-city disparities in life expectancy.

To meet these and other challenges, the City Council published its new vision and priorities in late 2017.

Our vision for the future of Birmingham is for a city of growth, in which every child, citizen and place matters – a great city to grow up and grow old in, where people are healthier, communities grow stronger, and decent housing provides a strong foundation in which to raise families and build careers.

To that end we will continue to protect the services that matter most to you.

- We will continue the recent improvement

journey in Children's Services

- We will take a good practice and preventative approach to adult social care
- We will deliver cleaner, greener streets and are committed to maintaining weekly collections of domestic waste for all households over the next four years
- We will deliver the homes needed by a growing Birmingham population
- We will also continue to work with partners to tackle homelessness
- We will continue to attract major investors who will in turn create jobs and opportunities
- We will bridge the skills gap to ensure that everyone has the opportunity to share in the success of the city's growing economy.

Ongoing success for Birmingham will be a team effort and that means working with individuals and organisations across the city and wider region.

We understood long ago that we can no longer work in isolation as a service provider and we must work collaboratively with our partners across sectors and across communities. Consequently, we will build on existing partnerships, learning from recent experiences and listening to organisations and individuals throughout the city.

These are challenging but exciting times for this city and by working together we can create the growth and opportunities for our young and growing population.

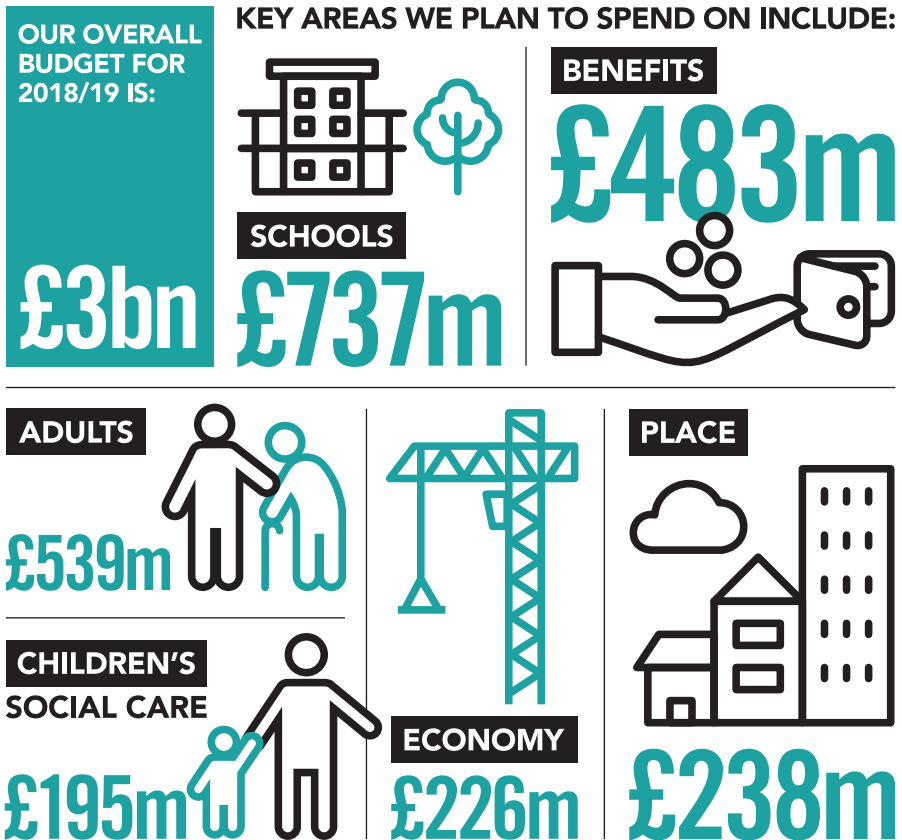
**Councillor Ian Ward,
Leader of the Council**

Vision and priorities

Birmingham City Council's vision for the city is for it to be a city of growth where every child, citizen and place matters. Our purpose is to make a positive difference, every day, to people's lives, focusing on four top priorities: children; housing; jobs and skills; and health.

Council tax for 2018/19

There will be a rise of 2.99 per cent in the city council's base element of council tax. And, in recognition of particular pressures on adult social care, there will be a further 1 per cent rise for the social care precept. In total, this is a rise of 3.99 per cent.

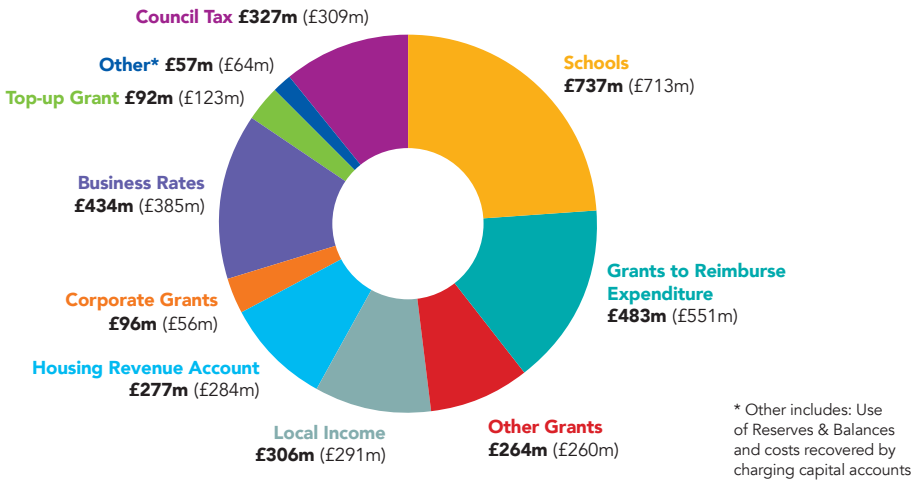


How budgets are put together

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.

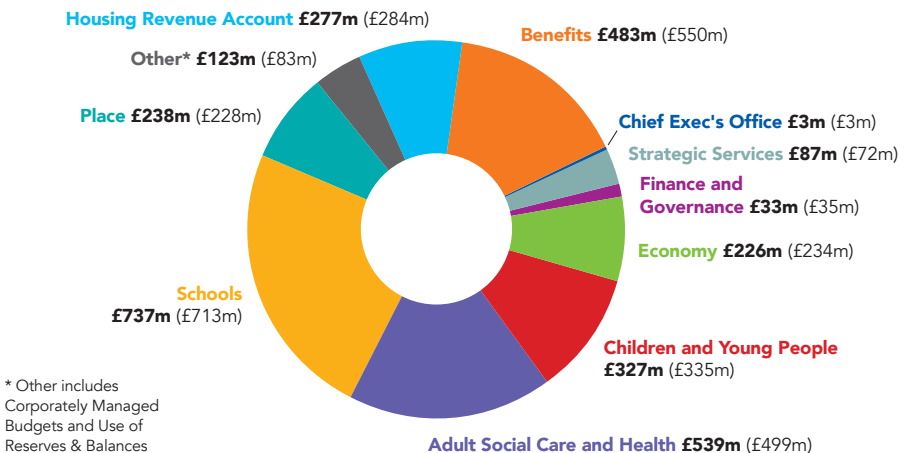
Where the money comes from 2018/19 – Total £3,073m (£3,036m)

(2017/18 figures in brackets)



Where the money is spent 2018/19 – Total £3,073m (£3,036m)

(2017/18 figures in brackets)



Spending

SPENDING ON CITY COUNCIL SERVICES AND BAND D COUNCIL TAX	2017/18 £m	2018/19 £m	% change
Gross Expenditure	3,036.161	3,073.341	1.22
Less Other Income	(2,214.358)	(2,218.152)	0.17
Net Expenditure	821.803	855.189	4.06
Top Up Grant	(123.463)	(91.744)	-25.69
Less Business Rates	(384.743)	(434.180)	12.85
Less Council Tax Collection Fund brought forward	(5.052)	(1.987)	-60.67
In-Year Charge to council taxpayers	308.545	327.278	6.07
Divided by the taxbase (Band D property equivalents)	243.955	248.838	2.00
Council Tax for City Council services (Band D)	1,264.76	1,315.22*	3.99
Fire and Rescue Authority Precept	57.14	58.84	2.99
West Midlands PCC	116.55	128.55	10.30
Gives a total Council Tax (Band D)	1,438.45	1,502.61	4.46

For each £1m change in gross spend, Band D council tax for City Council services would be affected by +/- £4.02 (£4.10 in 2017/18)

* This amount includes an increase relating to the additional Adult Social Care Precept.

For 2018/19 this increase is 1% (3% increase in 2017/18)

Total Council Tax (Band D)	1,438.45	1,502.61	4.46
New Frankley in Birmingham Parish Precept	34.73	34.00	-2.10
Gives a total Council Tax (Band D) including New Frankley in Birmingham Parish Council	1,473.18	1,536.61	4.31

New Frankley in Birmingham Parish Council: gross expenditure in 2018/19 will be £86,420 (£86,915 in 2017/18). Net expenditure will be £45,521 (£46,016 in 2017/18) which is equivalent to £34.00 per Band D property (£34.73 for 2017/18). Its charge will be made only to council taxpayers in the parish. For each £1,000 change in gross spend, 2018/19 Band D council tax would be affected by +/-£0.75 (no change from 2017/18).

Total council tax (Band D)	1,438.45	1,502.61	4.46
Sutton Coldfield Town Precept	49.96	49.96	0.00
Gives a total Council Tax (Band D) including Sutton Coldfield Town Council	1,488.41	1,552.57	4.31

Sutton Coldfield Town Council: gross expenditure in 2018/19 will be £1,850,868 (£1,832,982 in 2017/18) which is equivalent to £49.96 per Band D property (no change from 2017/18). Its charge will be made only to council taxpayers in the parish. For each £1,000 change in gross spend, 2017/18 Band D council tax would be affected by +/-£0.03 (no change from 2017/18).

HOW SPENDING ON CITY COUNCIL SERVICES HAS CHANGED FROM 2017/18	Gross Expenditure £m	Gross Income £m	Net £m
2017/18 BUDGET WAS	3,036	(2,214)	822
Inflation	20	0	20
Budget Issues and Policy Choices	78	(7)	71
Savings Plans	(48)	(5)	(53)
Movement in Use of Corporate Reserves	20	2	22
Changes in Corporate Grants	0	(40)	(40)
School Expenditure & Funding	24	(24)	0
Housing Revenue Account	(7)	7	0
Grants to reimburse Expenditure	(67)	67	0
Directorate Grants	4	(4)	0
Corporately Managed Budgets & Other Changes	13	0	13
2018/19 BUDGET IS	3,073	(2,218)	855

Detailed council tax figures 2018/19

BAND	City Council*	Fire & Rescue Authority	West Midlands PCC	Total excl. Parish Precept	New Frankley in Birmingham		Royal Sutton Coldfield	
	£	£	£	£	Parish Precept £	Parish Total £	Town Precept £	Town Total £
A	876.81	39.23	85.70	1,001.74	22.67	1,024.41	33.31	1,035.05
B	1,022.95	45.77	99.98	1,168.70	26.44	1,195.14	38.86	1,207.56
C	1,169.08	52.30	114.27	1,335.65	30.23	1,365.88	44.41	1,380.06
D	1,315.22	58.84	128.55	1,502.61	34.00	1,536.61	49.96	1,552.57
E	1,607.49	71.92	157.12	1,836.53	41.56	1,878.09	61.06	1,897.59
F	1,899.76	84.99	185.68	2,170.43	49.11	2,219.54	72.17	2,242.60
G	2,192.03	98.07	214.25	2,504.35	56.67	2,561.02	83.27	2,587.62
H	2,630.44	117.68	257.10	3,005.22	68.00	3,073.22	99.92	3,105.14

* 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 is a levying body for its Flood and Coastal Erosion Risk Management Functions under the Flood and Water Management Act 2010 and the Environment Agency (Levies) (England and Wales) Regulations 2011.

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

Severn & Wye Regional Flood and Coastal Committee		
	2017/18	2018/19
	'000s	'000s
Gross expenditure	£17,885	£14,838
Levies raised	£1,106	£1,128
Total Council Tax Base (Band D property equivalents)	940	958
Trent Regional Flood and Coastal Committee		
	2017/18	2018/19
	'000s	'000s
Gross expenditure	£37,515	£47,439
Levies raised	£2,014	£2,054
Total Council Tax Base (Band D property equivalents)	1,761	1,792

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 £3,119,917 in 2017/18 to £3,182,315 for 2018/19 (£1,128,018 for Severn & Wye and £2,054,297 for Trent Committee). Birmingham's share of this total Local Levy in 2018/19 is £285,259.

Council tax – help and information

If you have any difficulty understanding this part of the leaflet or you want more help with your council tax you can:

Go to the website at: www.birmingham.gov.uk/council-tax

You will find information about council tax, along with forms you can use to ask questions about your account, or to tell us about changes in your circumstances. Please quote your account reference number, if you have one, when contacting us.

Text phone: 0121 303 1119 (Registered users only)

Write to: Birmingham City Council, Revenues, PO Box 5, Birmingham B4 7AB

Fair Processing Statement

Any personal data held by Birmingham City Council, in relation to your council tax or business rates bill, will be held in full compliance with the legal obligations as set out in the Data Protection Act 1998 and in accordance with the council's privacy policy. A copy is available at any council library or on the Birmingham City Council website:

www.birmingham.gov.uk/privacy

Birmingham City Council will incorporate the names and addresses held in the council tax and business rates systems into customer services systems. This is in line with the privacy policy.

Changes in circumstances

You must inform the council if there is a change that affects your council tax charge – for example, if you receive a discount or exemption and the conditions no longer apply. This could be where you are not the only person in your property aged 18 years and over and therefore no longer qualify for a single person discount. You should also advise us if you change address, or if a different person should now be liable to pay the bills.

You must inform the council's Revenues team immediately of any change in your circumstances. Failure to do so, without reasonable excuse, could result in a financial penalty.

You can do this by visiting: www.birmingham.gov.uk/changeincircs

If you wish to claim Council Tax Support or if you are claiming Council Tax Support and have a change in your circumstances that you wish to report, you can do so by accessing the Birmingham City Council website: www.birmingham.gov.uk/benefits

Council tax – help and information

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 council tax bill in large print, on audiotape or in Braille.

Council tax bands

Council tax is the way in which Birmingham City Council receives some of the money it needs to provide local services. The amount you pay is based on the value of your property in 1991. There are eight bands set by the government. Your band is shown on your council tax bill.

Band	Property value in 1991	Band	Property value in 1991
A	Up to and including £40,000	E	£88,001 – £120,000
B	£40,001 – £52,000	F	£120,001 – £160,000
C	£52,001 – £68,000	G	£160,001 – £320,000
D	£68,001 – £88,000	H	More than £320,000

Appeals against banding

You can appeal against the banding of newly-occupied properties, or properties which have had a major change in structure, or use of facilities. It is not possible to appeal on the grounds of general changes in the property market, or if an appeal has been made before.

If you have any questions concerning the banding of your property go to the Valuation Office Agency (VOA) website at www.gov.uk/voa. Even if you have made an appeal against your banding you must continue to pay your council tax until it is decided.

Council tax bands – who is responsible for payment?

The person liable to pay council tax is the person who first fits one of the descriptions listed below, starting with one and working through to six. More than one person can be held liable if they are on the same level. Husbands, wives and partners are usually jointly liable. In some cases, the owner of a property will have to pay the council tax, rather than the residents (e.g. houses in multiple occupation, care homes or nursing homes).

- 1.** Resident owner
- 2.** Resident leaseholder
- 3.** Resident statutory or secure tenant
- 4.** Resident with a licence to occupy
- 5.** Resident aged 18 or over
- 6.** Non-resident owner

If you think that you are not the person who should have to pay council tax, see help and information on pages 9 and 10.

You should not withhold payment of your council tax if you are waiting for a decision on whether your banding or liability is correct or whether you are entitled to Council Tax Support.

Precepts

Adult Social Care Precept

The Secretary of State for Communities and Local Government has made an offer to adult social care authorities. ("Adult social care authorities" are local authorities which have functions under Part 1 of the Care Act 2014, namely county councils in England, district councils for an area in England for which there is no county council, London borough councils, the Common Council of the City of London and the Council of the Isles of Scilly.)

The offer is the option of an adult social care authority being able to charge an additional "precept" on its council tax for financial years from the financial year beginning in 2016 without holding a referendum, to assist the authority in meeting expenditure on adult social care. Subject to the annual approval of the House of Commons, the Secretary of State intends to offer the option of charging this "precept" at an appropriate level in each financial year up to and including the financial year 2019-20.

For 2018/19 the City Council has increased Council Tax by 1% in relation to the Adult Social Care Precept.

Sutton Coldfield Town Council Precept

Royal Sutton Coldfield Town Council is the tier of local government closest to residents and is funded by a precept. The precept is paid by Sutton Coldfield residents via council tax to Birmingham City Council, which is then given to the Town Council to commission and provide certain local services.

In 2017-18 the precept has supported Sutton Coldfield library and the development of a new transport plan. It has paid for safety measures at key traffic junctions and displays of Christmas lights, spring bulb planting and summer florals around the town. It has funded a major two-day arts event in Sutton Park, purchased community defibrillators and supported a wide-ranging community grant programme. For further information on how the precept is spent, please visit www.suttoncoldfieldtowncouncil.gov.uk

New Frankley in Birmingham Parish Council Precept

New Frankley in Birmingham Parish Council, a first tier of Local Government, serves a population of approximately 8,000 and was established in May 2000.

Unlike other urban Parish Councils, New Frankley owns no property or land in the Parish. It uses funding from Section 137 of the Local Government Act 1972 to fund various Voluntary Groups within the Parish, e.g. Frankley Street Champions, Frankley Neighbourhood Forum, Frankley Carnival as well as other community groups.

The Parish Office is located in the Arden Shopping Parade in Frankley and is open Monday to Friday between 9.00am and 1.00pm. The Office provides assistance, support and guidance to those residents requiring it.

Council tax reductions

People with disabilities

If your home has special facilities for someone in your household who is disabled, it may be possible to get your bill reduced. You may be able to get a reduction if, for example:

- You have a room needed by the disabled person for a special purpose (e.g. dialysis equipment)
- You have an extra bathroom or kitchen for the disabled person
- There is enough floor space for someone who uses a wheelchair within the home

You will need to complete an application form to receive this reduction.

For further information, or to make an application, please visit

www.birmingham.gov.uk/disabled-person-discount

Annexes occupied by a relative

From 1 April 2014, a discount of up to 50% can be awarded where a relative is occupying an annexe and a charge is payable.

You will need to complete an application form to receive this reduction.

For further information, or to make an application, please visit

www.birmingham.gov.uk/annexe-discount

Personal discounts

The full bill is only payable if there are at least two adults living in the property. In certain circumstances you may be entitled to a reduction:

- If you are the only adult aged 18 years or over living in your property you can apply for a 25% discount

Some people are not counted when looking at the number of adults in a property.

The main categories are:

- Full-time students, student nurses, apprentices and youth training trainees
- People who are severely mentally impaired
- People caring for someone living in the property who has a disability, and who is not their spouse, partner or child aged under 18 years
- 18 and 19-year-olds who are at, or who have just left, school or college
- Patients resident in hospital
- People who are being looked after in care homes
- People in prison (except those in prison for non-payment of council tax or a fine)

For further information, or to make an application, please visit

www.birmingham.gov.uk/discounts-and-exemptions-form

Exemptions

Exempt properties

Some properties are exempt from council tax.

For a full list, please visit www.birmingham.gov.uk/exemptions

However, the main categories are:

- A property left unoccupied by a person detained in custody
- A property left unoccupied by patients now resident in a hospital or care home
- A property left unoccupied because the owner or tenant has died, for a maximum of six months after probate has been granted
- A property left empty by people receiving care
- A property left empty by people providing care
- A property left empty by someone who is now a full-time student living elsewhere
- A property occupied solely by full-time students, or by some non-British dependants of students
- A property left empty by a bankrupt
- A vacant caravan pitch or boat mooring
- A property occupied only by people aged under 18 years
- An unoccupied annexe which cannot be let separately without a breach of planning control
- A property occupied only by people who are severely mentally impaired (including the liable person)
- Certain properties occupied by diplomats
- An annexe occupied by an elderly or disabled relative

You will need to complete an application form to receive any reduction or exemption.

For further information, or to make an application, please visit www.birmingham.gov.uk/exemptions

Care leavers discount

Care leavers under 21

The council reduced council tax bills for its care leavers under 21 to zero from 1 April 2017.

If this applies to you, you still need to apply for any other reduction to which you are entitled such as:

- student discount or exemption
- single resident discount
- council tax support (CTS)

but we will automatically top up your entitlement so you have nothing to pay until you reach your 21st birthday.

You do not need to fill in a form as you are entitled to this discount regardless of your circumstances.

The discount does not apply if the bill is in someone else's name, for instance a friend, relative or landlord, or you are a care leaver from outside Birmingham, but it does still apply if you are jointly liable for council tax with someone who is not a care leaver, or if you would be named on the bill if you were not a student.

Sometimes we may not know straightaway that you have moved address, so if you get a bill and you think you should have had this discount, just let us know by emailing counciltax@birmingham.gov.uk or calling 0121 303 1113.

This discount is only for amounts due for periods after 1 April 2017, so you will still need to pay any council tax you owe for an earlier period. Unless you have already done so, you will need to contact us to agree a payment arrangement.

Care leavers under 25

If you are 21 or over and under 25, you can ask for further help if you have claimed any other reductions you are entitled to and you are still finding it difficult to make ends meet. This discount is only for council tax due after 1 April 2017, so you will still need to pay any council tax you owe for an earlier period. Unless you have already done so, you will need to contact us to agree a payment arrangement.

We can backdate the discount to 1 April of the financial year in which we receive your application, or identify that the conditions for the discount are met.

If you leave Birmingham and then return, you can apply for a discount for any period for which you are liable for council tax in Birmingham, provided the other conditions are met.

Entitlement will end when you reach the age of 25, or your circumstances change such that you no longer qualify.

If we do not award you a discount, you can ask us to look again at our decision. You will need to put your request in writing, with reasons, and supply relevant supporting information. Reviews will be considered by someone not involved in the original decision, and you will be told the outcome of the review in writing.

For further information, or to make an application, please visit

www.birmingham.gov.uk/exemptions

Empty property charges

Where a property has been empty and unfurnished for a period of two years a council tax charge of up to 150% may be applied.

Council Tax Support

Why should I claim Council Tax Support?

Council Tax Support is money off your council tax bill. This means that your bill could be reduced. Council Tax Support can be awarded in addition to any other reductions in your bill.

Claimants of working age (other than those listed below) will have their Council Tax Support assessment based on a maximum of 80% of their council tax liability.

Claimants will have their Council Tax Support assessment based on 100% of their council tax liability if the:

- Claimant or their partner is a pensioner
- Claimant or their partner is entitled to a disability premium, severe disability premium, enhanced disability premium or disabled child premium
- Claimant or their partner is entitled to employment support allowance and receives a qualifying disability-related benefit
- Claimant or their partner qualifies for a carer's premium
- Claimant or their partner receives a war disablement pension, war widow's pension or war widower's pension
- Claimant or their partner has a dependant child under six

You may still qualify for Council Tax Support even if:

- You are working
- You have other income such as a works pension or a private pension
- You have savings, unless these are more than £16,000
- You are in receipt of Universal Credit

How much can I get?

The amount of Council Tax Support you get depends on your individual circumstances and takes account of any income you (and a partner, if you have one) get from working, pensions, benefits and tax credits, any savings over £6,000 and your household circumstances including any other people who live with you.

The people who live with you other than your partner and dependant children are called non-dependants. For every non-dependant that lives with you there could be a reduction in the overall amount of Council Tax Support that you are awarded.

Help and advice

If you have not claimed Council Tax Support before, but would like to know if you are entitled to it, you can find out further information about this at: www.birmingham.gov.uk/benefits

If you already get Council Tax Support, you do not need to make a new claim. Your Council Tax Support will be taken off your bill. If your circumstances change you must tell us immediately as this could affect your Council Tax Support entitlement.

For more information on the Council Tax Support scheme, go to www.birmingham.gov.uk/counciltaxsupport

Other benefit changes

The government has recently introduced major changes to a number of benefits. If you have been affected by these changes and you need help and guidance, please visit our webpage www.birmingham.gov.uk/financial-help

Benefit fraud – help us stamp it out

Do you know anyone committing benefit fraud or any other type of fraud against the council? Anyone wishing to report a suspected benefit fraud should call, in confidence, the Local Authority Fraud Hotline on **0800 854 4400 (0800 328 0512 Textphone)**, or write to: NBFH, Mail Handling Site A, Wolverhampton WV98 2BP

Help with your Universal Credit application

Contact the Universal Credit helpline if you:

- need help finding or using a computer
- have questions about applying
- need information in alternative formats (for example Audio CD, braille or large print)

Universal Credit helpline

Telephone: 0800 328 9344

Textphone: 0800 328 1344

Monday to Friday, 8am to 6pm

Or visit www.birmingham.gov.uk/universalcredit

How to pay

Please note that your payment date is the 1st of the month, commencing in April, unless you pay by Direct Debit when you will have a choice of payment dates.

Monthly Direct Debit payers have the choice of paying on the 1st, 8th, 15th, 21st or 28th of the month. You can also pay by Direct Debit if you pay yearly or half-yearly – your payment dates will be 1st April if you pay annually, and 1st April and 1st October if you pay half-yearly.

Direct Debit

This is the easiest way to pay, and you are protected by the Direct Debit guarantee. If you would like to pay by Direct Debit, it could not be simpler. You can make an application online by visiting www.birmingham.gov.uk/directdebit. If you do not have access to the web, just call us on 0121 303 1113, advise us of your chosen payment date and provide us with the relevant details. We will do the rest.

Online

Visit www.birmingham.gov.uk/council-tax where you can make a payment by a debit or credit card.

By telephone using debit/credit card

Call 0121 464 2001 to make payment on the 24-hour automated payment system.

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 your bill there is a barcode, which can be used when making a 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.co.uk and www.payzone.co.uk

Don't fall into the debt trap

All payments must be received by the due dates shown on your bill, or you may receive a reminder notice. If payments are not made on time, you may be subject to enforcement action. This can involve deductions from your income, bankruptcy proceedings, a charging order, enforcement agent (bailiff) or an application to commit you to prison. Substantial costs are involved – which you will have to pay.

You should not withhold payment of your council tax whilst you are appealing against your banding, disputing your liability, or if we are processing your application for any form of discount, exemption or other benefit.

If you have difficulties paying your council tax, please contact us on **0121 303 1113**.

Paying by Direct Debit ensures you do not miss payments

You can make an application online by visiting **www.birmingham.gov.uk/directdebit**. If you do not have access to the web then just call us on **0121 303 1113**, advise us of your chosen payment date and provide us with your relevant details. We will do the rest. For information on all council services visit **www.birmingham.gov.uk**

Service improvement

The council has tracing software which enables us to identify and recover outstanding council tax from people who leave their property without paying.

Comments/compliments/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 help and information section of this booklet.

Making a positive difference everyday to people's lives

