

# **Budget for Birmingham 2015/16**

Council tax help  
and information notes



Message from the Leader of the Council	3
Council objectives and The Future Council	4-5
How budgets are put together	6
Spending	7
Detailed council tax figures	8
Environment Agency Midlands Region	9
Council tax – help and information	10-11
Help and information for visually impaired people	11
Council tax bands	12
Council tax reductions	13
Exemptions	14
Council Tax Support	15
Help and advice	16
How to pay	17
Don't fall into the debt trap	18



## A message from the Leader

Under current government plans, Birmingham City Council has to save around £821 million in the seven year period from 2010/11 to 2017/18 and we will see a cut in corporate grant funding from central government of £100.1 million in the 2015/16 financial year alone. This is the largest ever cut.

The decisions we have faced in setting this budget have been among the hardest yet. The council must by law 'balance the books' each year, so it has been necessary to introduce some reductions in services, and discontinuation of services.

The council has been seeking to make significant efficiency savings for several years, under both this political administration and the last. We have reduced our staff by a third since 2010 and unfortunately many more jobs will have to go in the years ahead. We now have to examine which services we may have to stop providing altogether, and will have to look carefully at areas where money can be saved, but we will continue to prioritise protecting Birmingham children. This does however increase the pressure on other services.

Radical plans for transforming local governance and how the council delivers services are being put in place. The council is developing a positive plan for change and the framework for that plan is provided by a new model of city government and a new focus on our core purpose.

A new Combined Authority will see Birmingham join forces with other authorities in the region. Greater integration of social care services with the NHS continues. And a radical rethink of how neighbourhood services are provided is underway.

We undertook an extensive consultation process to listen to the views of our staff and Birmingham citizens about the future role and purpose of the city council, and what they think is important in delivering services. We have listened and some changes have already been made in light of these responses.

The views of Birmingham residents and the business community remain crucial to our development. We need to foster strong links with our partners in business, the third sector and community and voluntary groups.

We need to work together to 'Stand up for Birmingham' (#SU4Brum) and build a city modelled on future growth and success: a fair, prosperous and democratic city where everyone is given the opportunity to thrive.

A handwritten signature in blue ink, appearing to read 'Albert Bore', written over a circular scribble.

**Councillor Sir Albert Bore,**  
Leader of the Council

## Future council...our future thinking

This year will bring many changes for Birmingham City Council and those who use our services. There remain tough challenges ahead for the organisation in terms of staffing levels and service provision, and difficult decisions will have to be made. But plans for a Combined Authority are intended to see greater powers passed to the region through shared aims for economic growth and public service reforms.

We have long recognised that Birmingham's diversity and differing communities require a local approach to the design and delivery of services. Therefore, we are committed to our 'triple devolution' approach where matters are dealt with at the appropriate geographic level, whether that's the city region; the whole city; or the local area. We believe local areas should have much more influence over local public services.

We are working across political parties and with the local community to develop future arrangements for how best to govern Birmingham.

### **We remain firmly committed to the goals of working with partners and Birmingham people to:**

- Create a **fair city**, where people are safe; people are not excluded from opportunities or services because of their background or where they live; and older people are cared for with dignity in their own community
- Build a **prosperous city**, where local entrepreneurs can thrive; inward investment is attracted and there is a highly skilled workforce; a smart, green and sustainable city with excellent connectivity
- Promote a **democratic city**, where everyone has a duty to contribute to civic life and a right to be heard as equals; where public services are accountable and focus on the 'whole place' and the 'whole person'; where citizens work together to look after each other

Within these goals our top priority is protecting Birmingham children. But because of ongoing financial pressures, some other services may have to be scaled down or cease altogether as reductions in government grants continue.

### **The Future Council**

We are in a period of unprecedented change for local government, for Birmingham City Council and its partners. Local government, and how local public services are being delivered, is being re-shaped – and we see Birmingham at the forefront of this development.

As part of our planning, we've incorporated the findings of government reviews over the last year and specific action plans to address recommendations have been drafted, published or are already being implemented.

The council needs to develop a new way of working for Birmingham in partnership with other public services, sectors and local communities and the wider region. We are therefore radically changing how we work with local people and partners to take forward the city vision. We are developing our approach which will be delivered by the Future Council Programme.

During 2015, we will actively engage with local people and partners to develop:

- The future role of the council and its relationship with partners and local people to deliver services innovatively and cost-effectively in communities
- Clarity on the purpose and vision for the council itself and a sustainable future operating model, and an outcomes-driven financial plan for the next five years
- Clear values for the way all our staff and members work together and with partners and communities
- Improved alignment of resources, policy-making, service delivery, governance, roles and responsibilities
- Sufficient senior leadership capacity to transform the organisation and deliver sustainable change

### **Council tax**

There will be a rise of 1.99 per cent in the city council's element of the council tax for 2015-16.

### **Standing Up for Birmingham**

We welcome your ideas for doing things differently and the contribution that all communities, individuals, businesses and voluntary organisations can make. You can find out more about Standing Up for Birmingham by visiting

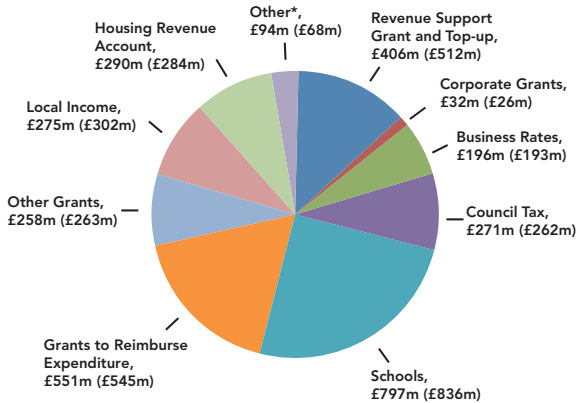
**[www.standingupforbirmingham.wordpress.com](http://www.standingupforbirmingham.wordpress.com)**

- Follow @SU4Brum on Twitter and use the hashtag #SU4Brum
- Email [SU4BRUM@birmingham.gov.uk](mailto:SU4BRUM@birmingham.gov.uk)

# How budgets are put together

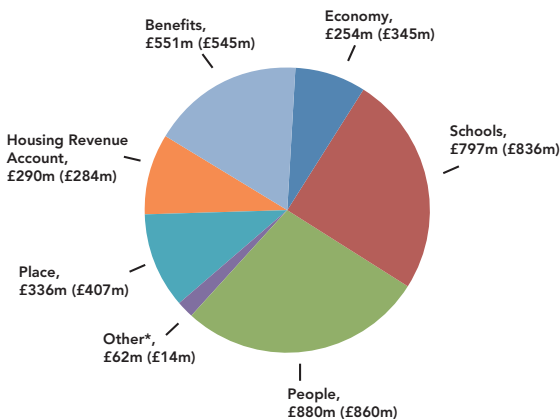
Revenue expenditure for city council services involves spending on the day-to-day running costs of the council, e.g. employees, premises, supplies and services.

## Where the money comes from 2015/16 – Total £3,170m (£3,291m) (Revised 2014/15 figures in brackets)



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

## Where the money is spent 2015/16 – Total £3,170m (£3,291m) (Revised 2014/15 figures in brackets)



\* Other includes Corporately Managed Budgets and Use of Reserves and Balances

## Spending

<b>SPENDING ON CITY COUNCIL SERVICES</b>	<b>Revised 14/15 £m</b>	<b>15/16 £m</b>	<b>% change</b>
Gross Expenditure	3,291.213	3,169.718	-3.69
Less Revenue Support Grant and Top-up	-511.707	-406.099	-20.64
Less Business Rates	-192.561	-196.305	1.94
Less Other Income	-2,326.276	-2,295.177	-1.34
Plus/(less) Council Tax Collection Fund brought forward	1.061	-0.962	-190.67
In-year Charge to council taxpayers	261.730	271.175	3.61
Divided by the taxbase (Band D property equivalents)	230,432	234,089	1.59
<b>Council tax for city council services (Band D)</b>	<b>£1,135.82</b>	<b>£1,158.43</b>	<b>1.99</b>
For each £1 million change in gross spend Band D council tax would be affected as follows:	£4.34	£4.27	

New Frankley in Birmingham Parish Council estimates gross expenditure in 2015/16 of £129,426 (£87,811 in 2014/15). It has estimated that its net expenditure will be £43,287 (£52,868 2014/15) which it is levying as a precept in 2015/16, equivalent to £33.30 per property in Band D (£41.76 for 2014/15). Its charge will be made only to council taxpayers in the parish. For each £1,000 change in gross spend, 2015/16 Band D council tax would be affected by +/-£0.77.

### HOW SPENDING ON CITY COUNCIL SERVICES HAS CHANGED FROM 2014/15

	<b>£m</b>
<b>CITY COUNCIL GROSS EXPENDITURE 2014/15 WAS:</b>	<b>3,291</b>
School Expenditure and Funding	-39
Housing Revenue Account	6
Budget issues and policy choices*	41
Savings*	-75
Benefit Expenditure	6
Reprofiling of provision for loan repayments	-58
Other	-2
<b>CITY COUNCIL GROSS EXPENDITURE 2015/16 IS:</b>	<b>3,170</b>

\* In addition some pressures and savings relate to income and so do not affect gross expenditure

## Council tax

### HOW COUNCIL TAX HAS CHANGED FROM 2014/15

	<b>£m</b>
<b>CITY COUNCIL TAX REQUIREMENT 2014/15 WAS:</b>	<b>262</b>
Reduction in Corporate Grants	100
Net Investment in Services and Financing Costs*	17
Savings*	-105
Movement in Reserves	-1
Other	-2
<b>CITY COUNCIL TAX REQUIREMENT 2015/16 IS:</b>	<b>271</b>

\* Includes pressures and savings relating to income that do not affect gross expenditure

	<b>2014/15</b>	<b>2015/16</b>	<b>% change</b>
<b>Council tax for city council services (Band D)</b>	<b>£1,135.82</b>	<b>£1,158.43</b>	<b>1.99</b>
Fire and Rescue Authority precept	£53.87	£54.94	1.99
West Midlands Police and Crime Commissioner	£104.47	£106.55	1.99
<b>Gives a total council tax (Band D)</b>	<b>£1,294.16</b>	<b>£1,319.92</b>	<b>1.99</b>
New Frankley in Birmingham Parish Precept	£ 41.76	£ 33.30	-20.26
<b>Gives a total council tax (Band D) including New Frankley in Birmingham</b>	<b>£1,335.92</b>	<b>£1,353.22</b>	<b>1.29</b>

## Detailed council tax figures

### Council tax 2015/16

Band	City Council	Fire and Rescue Authority	West Midlands Police and Crime Commissioner	Total	New Frankley in Birmingham	
					Parish Precept	Parish Total
	£	£	£	£	£	£
A	772.29	36.62	71.03	879.94	22.20	902.14
B	901.00	42.73	82.87	1,026.60	25.90	1,052.50
C	1,029.72	48.83	94.71	1,173.26	29.60	1,202.86
D	1,158.43	54.94	106.55	1,319.92	33.30	1,353.22
E	1,415.86	67.14	130.23	1,613.23	40.70	1,653.93
F	1,673.29	79.35	153.91	1,906.55	48.10	1,954.65
G	1,930.72	91.56	177.58	2,199.86	55.50	2,255.36
H	2,316.86	109.87	213.10	2,639.83	66.60	2,706.43



## 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 and 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 and Wye Regional Flood and Coastal Committee

	2014/15	2015/16
<b>Gross expenditure</b>	<b>£9.421m</b>	<b>£11.544m</b>
<b>Levies raised</b>	<b>£1.064m</b>	<b>£1.064m</b>
<b>Total council tax base (Band D property equivalents)</b>	<b>885,000</b>	<b>901,000</b>

#### Trent Regional Flood and Coastal Committee

	2014/15	2015/16
<b>Gross expenditure</b>	<b>£37.677m</b>	<b>£51.205m</b>
<b>Levies raised</b>	<b>£1.936m</b>	<b>£1.936m</b>
<b>Total council tax base (Band D property equivalents)</b>	<b>1,658,000</b>	<b>1,692,000</b>

The majority of funding for flood defence comes directly from the Department for the Environment, Food and Rural Affairs (Defra). However, under the new Partnership Funding rule not all schemes will attract full central funding. To provide 'matching' 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 both reflects the impact of the Government Spending Review and national prioritisation of projects. For 2014/15 we have included Grant Aided Expenditure on all Risk Management Authority Programmes. The total Local Levy raised has increased by 0%.

The total Local Levy raised has remained the same in 2015/2016 as 2014/2015 at £3.000m (£1.064m and £1.936m respectively). Birmingham's share in 2015/16 is £0.268m.

## 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](http://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, Economy Directorate, Customer Services Division, Revenues Department, 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](http://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 are required by law to 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 and Benefits 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](http://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](http://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 and 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 contact:

The Listing Officer, Council Tax West, Valuation Office Agency, Overline House, Central Station, Blechynden Terrace, Southampton, SO15 1GW  
Telephone: **03000 501501**; Website: **www.voa.gov.uk**

## Council tax – 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 and wives, or 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. Owner

If you think that you are not the person who should have to pay council tax, see help and information on pages 10 and 11.

**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.**

## 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. Please call us on 0121 303 1113 for an application form.**

### 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. Please call us on 0121 303 1113 for an application form.**

### 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 and 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](http://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](http://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/discounts-and-exemptions-form](http://www.birmingham.gov.uk/discounts-and-exemptions-form)**

## 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 dependent 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

## 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

Some people might not know how to claim, others might think it is too complicated. If you have not claimed Council Tax Support, 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](http://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](http://www.birmingham.gov.uk/counciltaxsupport)

### Other benefit changes

The government has introduced major changes to a number of benefits through the Welfare Reform Act. If you have been affected by these changes and you need help and guidance, please visit our webpage [www.birmingham.gov.uk/welfarereform](http://www.birmingham.gov.uk/welfarereform)

### 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 854 440 (0800 328 0512 Textphone)**, or write to NBFH, PO Box 224, Preston, PR1 1GP.



## How to pay

Please note that your payment date is the 1st of the month and on the 1st of the month thereafter, 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 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 1 April 2015 and the balance by 1 October 2015.

**Direct debit** is the easiest way to pay, and you are protected by the direct debit guarantee. If you would like to pay your council tax by direct debit, it could not be simpler. 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.

**Online** – Visit [www.birmingham.gov.uk/council-tax](http://www.birmingham.gov.uk/council-tax) where you can make payment by 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 council tax 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.com](http://www.paypoint.com) and [www.payzone.co.uk](http://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 will 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 agency action or an application to commit you to prison. Substantial costs are involved – which you will have to pay.

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. Call 0121 303 1113 to arrange this.** For information on all council services visit [www.birmingham.gov.uk](http://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](http://www.birmingham.gov.uk/yourviews) or contact us using the details available in the help and information section of this booklet.



**Play time**

**It's the little moments that make adoption and fostering worthwhile**

[adoptandfoster.co.uk](http://adoptandfoster.co.uk)  
0121 303 7575



# DO IT ONLINE

---

# ANYTIME

---

Use the following shortcuts on **[birmingham.gov.uk](http://birmingham.gov.uk)** to find out more about popular council services:



## Council tax

Council tax payment – **[birmingham.gov.uk/directdebit](http://birmingham.gov.uk/directdebit)**

Change of address or other personal details – **[birmingham.gov.uk/changeincircs](http://birmingham.gov.uk/changeincircs)**

## Birmingham City Council online account

Login / register – **[online.birmingham.gov.uk](http://online.birmingham.gov.uk)**

Online forms – **[birmingham.gov.uk/doitonline](http://birmingham.gov.uk/doitonline)**

Housing repairs – **[birmingham.gov.uk/housingrepairs](http://birmingham.gov.uk/housingrepairs)**

## Rubbish and recycling

Garden waste – **[birmingham.gov.uk/greenrecycling](http://birmingham.gov.uk/greenrecycling)**

Bulky waste – **[birmingham.gov.uk/bulkywaste](http://birmingham.gov.uk/bulkywaste)**

Fly tipping – **[birmingham.gov.uk/fly-tipping](http://birmingham.gov.uk/fly-tipping)**

Missed collections – **[birmingham.gov.uk/refuse](http://birmingham.gov.uk/refuse)**

## Transport and streets

Parking or bus lane fines – **[birmingham.gov.uk/pcn](http://birmingham.gov.uk/pcn)**

Park and pay by phone – **[parkmobile.co.uk](http://parkmobile.co.uk)**

Potholes and other road problems – **[birmingham.gov.uk/roadrepair](http://birmingham.gov.uk/roadrepair)**

## Planning

Planning applications and comments – **[birmingham.gov.uk/planningapplications](http://birmingham.gov.uk/planningapplications)**

Planning breaches – **[birmingham.gov.uk/planningenforcement](http://birmingham.gov.uk/planningenforcement)**

Planning appeals – **[birmingham.gov.uk/planningappeals](http://birmingham.gov.uk/planningappeals)**

## Leisure

Leisure centre memberships – **[birmingham.gov.uk/leisurecard](http://birmingham.gov.uk/leisurecard)**

Leisure centres – **[birmingham.gov.uk/leisurecentres](http://birmingham.gov.uk/leisurecentres)**

Libraries – **[birmingham.gov.uk/libraries](http://birmingham.gov.uk/libraries)**

Library catalogue – **[birmingham.gov.uk/libcat](http://birmingham.gov.uk/libcat)**

