



Worcester
CITY COUNCIL

Your Services 2019-2020

Delivering excellent public
services for Worcester

What do you get for
your Council Tax?

How to pay

Get in touch



Image courtesy of Node

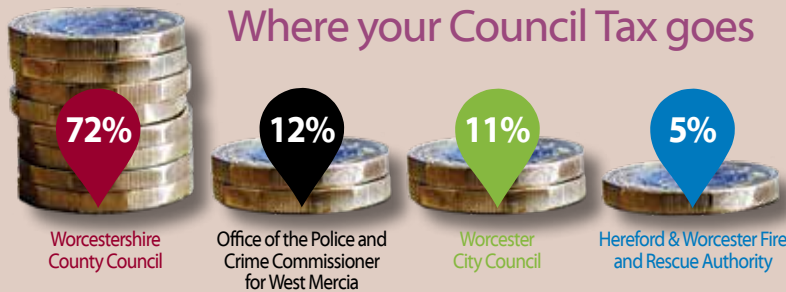
Building a successful future on 2,000 years of history

Welcome

During 2019/20 Worcester City Council will spend £21.8 million providing essential services to you. The funding we receive from central Government is being reduced, so this year our element of your Council Tax bill will rise by around 1p per day in order to help us protect your services. You can find out how much you'll pay on page 5.

Worcester City Council collects the Council Tax on behalf of Worcestershire County Council, the Office of the Police and Crime Commissioner for West Mercia, Hereford and Worcester Fire and Rescue Authority and, where necessary, your local parish council. The total amount is then split to provide the services that are part of your everyday life.

This year, the majority of Band D households in Worcester will pay £1,747.63 to their local authorities - that's just £33.60 a week.



Direct Debit - the best way to pay

Make your life easier and pay your bill by Direct Debit – it can save you money, time and effort (because you only need to do it once, not every year).

Over 75% of households in Worcester already pay this way – all you need to do is give us your bank account details and we can do the rest.

You have a choice of monthly payment dates - the 1st, 10th, 15th or 25th of the month, whichever suits you best.

And remember – your payments will always be covered by the Direct Debit guarantee.

It's easy to pay by Direct Debit – just go to www.worcester.gov.uk/directdebit

Go paper-free! Register for e-billing at www.worcester.gov.uk/selfserve

Investing in your city



Major investments will be made in Worcester as part of the City Council's budget for 2019/20.

- **£200,000** will be invested in improvements to your car parks
- **£400,000** will be spent on improving and upgrading the city council's CCTV network
- **£400,000** will support a revamp of The Shambles
- **£145,000** will be invested in new compactor litter bins, to enhance cleanliness and tidiness in the city centre
- **£100,000** will be invested in the creation of The Kiln, a new city centre co-working space for freelancers and creatives
- **£236,000** will be spent on new temporary accommodation for people at risk of homelessness
- **£77,000** will be used to support local people who are facing particular financial difficulties and are struggling to pay their Council Tax arrears

A new future for historic arches

Your City Council is leading a £4.5m project to revamp the historic railway arches to provide a new walkway from Foregate St station to The Hive and the riverside. The area will become a major new cultural destination for the city, providing a hub for business and creative skills development.

Eight of the arches will be refurbished, becoming dynamic work and creative spaces, and a Festivals Hub will be established to deliver festivals and cultural events across Worcester.

£3m of Government funding will help transform the arches into a cultural destination for tourists and our local communities.

The City Council's partners in the development are the University of Worcester, Severn Arts, Network Rail, Worcestershire County Council, Worcestershire Arts Partnership, The Hive and local businesses including Burger Shop and Method Roastery.





Our services to you

Your Council Tax bill helps us to provide you with vital services.

- Leisure & sports development
- Sports centres
- Museums & arts
- Community safety
- Community development
- CCTV
- Play areas
- Tourism
- Waste & recycling
- Trade waste & recycling
- Car parks
- Parking enforcement
- Street cleansing
- Toilets
- Parks and open spaces
- Allotments
- Cemetery & the crematorium
- Planning & enforcement
- Heritage & design (conservation, trees, urban design and archaeology)
- Housing
- Emergency planning
- Economic development
- Licensing & environmental health
- Building control
- Council Tax Support & welfare assistance
- Elections
- Property & asset management

Easier ways to pay at our car parks

Major improvements will be rolled out across the City Council's 14 car parks during 2019, giving you a choice of four convenient ways to pay.



Cash –
at the ticket
machine



**Contactless credit
& debit card** –
available at the
ticket machine



RingGo –
download the
smartphone app
and pay at your
convenience



**Swipe In / Swipe
Out** –
Swipe your credit/
debit card on
arrival and again
when you leave
to only pay for the
time you stay





How much will you pay for City Council services?*

Valuation Bands	Value of House £	City Area	Additional charge for Warndon Parish Council	Additional charge for St Peter's Parish Council
A	Up to 40,000	123.92	18.45	11.67
B	40,001 to 52,000	144.57	21.53	13.61
C	52,001 to 68,000	165.23	24.60	15.56
D	68,001 to 88,000	185.88	27.68	17.50
E	88,001 to 120,000	227.19	33.83	21.39
F	120,001 to 160,000	268.49	39.98	25.28
G	160,001 to 320,000	309.80	46.13	29.17
H	Over 320,000	371.76	55.36	35.00

*excludes any discounts, benefits or relief

The City Council's share of the total Band D Council Tax is £185.88; this is a £5.40 rise on the previous year, but the increase is lower for the majority of city households.

Your Council Tax bill also includes charges for Worcestershire County Council, the Office of the Police and Crime Commissioner for West Mercia, Hereford & Worcester Fire and Rescue Authority.

Keep in touch

Find out all the latest information about how your City Council is working for you. We're proud of our past and focused on our future.

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 [Facebook/Worcester](https://www.facebook.com/Worcester)
 [Instagram/myworcester](https://www.instagram.com/myworcester)
 **01905 722233**

How to pay your Council Tax

Preferred methods of payment



Direct debit - The simplest and most convenient way to pay is by monthly direct debit on your choice of four payment dates. To set up a direct debit go to www.worcester.gov.uk/directdebit



Online - By visiting our pay online facility at www.worcester.gov.uk/pay-my-council-tax



Over the phone - By calling **0300 333 9942**, 24 hours a day, 7 days a week



Difficulty in paying? Please contact us on 03004 560560 so we can work out a payment plan that suits us both.



Find us at www.worcester.gov.uk **5**

Worcestershire County Council Budget 2019/20



Council income for 2019/2020

- Council Tax **£266.2m**
- Business Rates **£64.2m**
- Total: £330.4m**

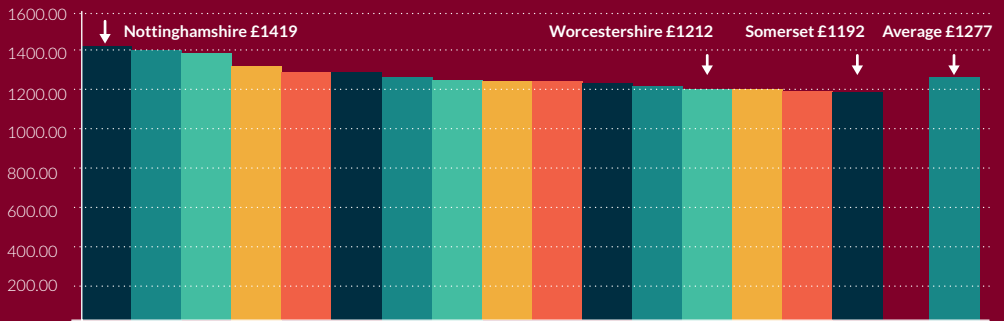


2019/2020 expenditure

- Adult Social Care and Health **£139.0m**
- Supporting vulnerable children, education, libraries, museums and community services **£108.7m**
- Highways, planning, transport and household waste disposal **£55.3m**
- Support services, debt financing and pensions including a withdrawal of £2.2m from the 75% Business Rates Pilot Gain / Reserves **£27.4m**
- Total: £330.4m**

Worcestershire County Council's Council Tax is less than the average of comparable counties.

2018/19 Council Tax for Counties without Fire



This year the County Council's income is increasing due to Worcestershire's growing economy. Growth in the local economy generates more income from business rates. The building of more homes in the county has led to an increase in council tax revenue.

Supporting vulnerable adults and children accounts for more than 70% of council expenditure with adult social care and health receiving £139m of the council income and support for children and community services getting £108.7m.

£55.3m of the council income will be spent on highways, planning, transport and household waste disposal.

The remaining £27.4m of the expenditure goes onto support services and debt repayment.

This year's council tax will be increased by 3.99%, with 2.99% to support the general budget and 1% ring-fenced for Adult Social Care. The increase is equivalent to 93p per week extra on a Band D property.

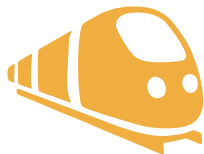
The additional investments in this year's budget include:

- **£14.1m for Adult Social Care**
- **£7.8m for children's social care**
- **£3m to support economic development**

Capital Investments for regeneration and infrastructure



Tackling Congestion **£5m**



Railway Station Upgrades **£5m**



New Employment Sites **£4m**



Walking and Cycling Bridges **£4m**





Members' Highways Fund **£2.5m**



Town Centre Improvements **£2.5m**



Total: £23m

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Worcester
CITY COUNCIL

**Win up to
£25,000**

**Tickets
on sale from
26 March**



WORCESTER
Community
LOTTERY

SUPPORT
your local causes

**You decide which Worcester good cause
benefits from your ticket**

Are you a Worcester charity or good cause? Register to benefit

First weekly draw – 27 April

www.worcesterlottery.org