



Your Services 2020-2021

**Delivering excellent public
services for Worcester**

What do you get for your
Council Tax?

How to pay

Get in touch



Building a successful future on 2,000 years of history

Welcome

During 2020/21 Worcester City Council will spend £22.5 million providing essential services to you. Our costs are increasing in line with inflation 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 £1,813.12 to their local authorities - that's just £34.87 a week.

Where your Council Tax goes



Worcestershire
County Council



Office of the Police and
Crime Commissioner
for West Mercia



Worcester
City Council



Hereford & Worcester Fire
and Rescue Authority



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 2020/21.

- **£100,000** to support initiatives to ensure Worcester is an environmentally sustainable city
- **£2,850,000** investment in sport development, including new football and hockey facilities
- **£310,000** will be contributed to the £4.5m revamp of The Arches - Worcester
- **£100,000** will be invested in further improvements to your car parks
- **£695,000** for providing at-home facilities for people living with disabilities
- **£25,000** will be invested in additional promotion of Worcester as a tourist destination
- **£109,000** to improve play areas across the city, including new fencing around the popular Splashpad in Gheluvelt Park



 **Pay your Council Tax**

 **Check your bin collection day**

 **Apply for planning permission**

 **Sign up for garden bin collections**

 **Get your trade waste & recycling collected**

 **Book a bulky waste collection**

 **pay a parking fine**

...and much, much more

Do it all at
www.worcester.gov.uk



Find us at www.worcester.gov.uk 3



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


Keep in touch

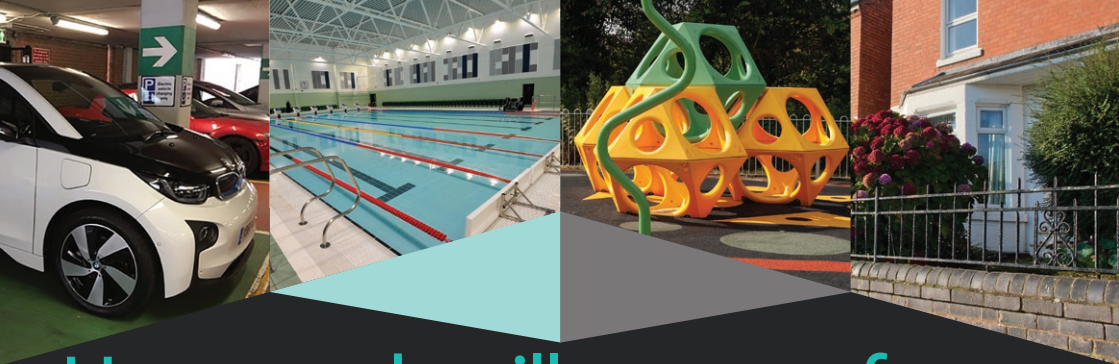
Find out all the latest information about how your City Council is working for you.

 www.worcester.gov.uk

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 [Instagram/myworcester](https://www.instagram.com/myworcester)



How much will you pay for City Council services?*

Valuation Bands	Value of House £	City Area	Additional charge for Parish of Warndon	Additional charge for Parish of St. Peter
A	Up to 40,000	£127.25	£18.45	£12.11
B	40,001 to 52,000	£148.46	£21.53	£14.12
C	52,001 to 68,000	£169.67	£24.60	£16.14
D	68,001 to 88,000	£190.88	£27.68	£18.16
E	88,001 to 120,000	£233.30	£33.83	£22.20
F	120,001 to 160,000	£275.72	£39.98	£26.23
G	160,001 to 320,000	£318.13	£46.13	£30.27
H	Over 320,000	£381.76	£55.36	£36.32

*excludes any discounts, benefits or relief

The City Council's share of the total Band D Council Tax is £190.88; this is a £5 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.

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 **0330 088 0680**, 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.



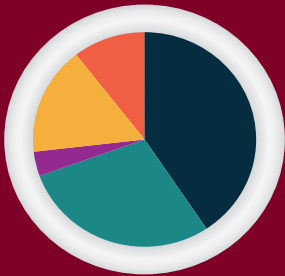
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Worcestershire County Council Budget 2020/21



Council income for 2020/2021

- Council Tax **£282m**
- Business Rates **£64.3m**
- Total: £346.3m**

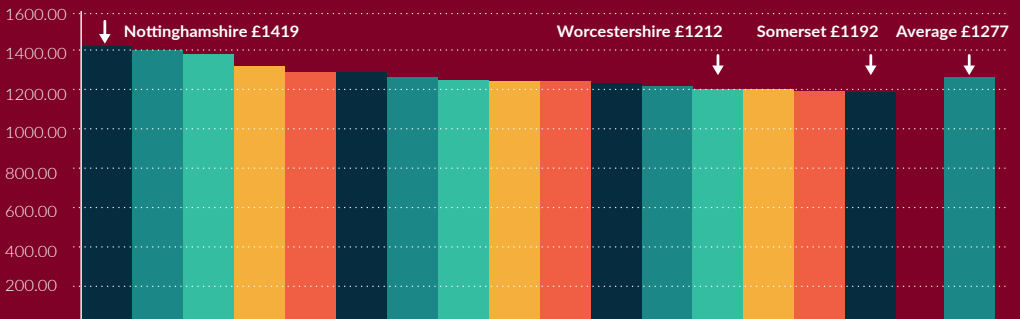


2020/2021 expenditure

- Adult social care and health **£141m**
- Children's social care and education **£100.2m**
- Libraries, museums and community services **£12m**
- Highways, planning, transport and household waste disposal **£56.4m**
- Support services, debt financing and pensions **£36.7m**
- Total: £346.3m**

Council Tax rates in Worcestershire are in the lowest 25% of all comparable County Councils

2019/20 Council Tax for Counties without Fire





Worcestershire continues to boast one of the fastest growing economies in the country, creating more homes, jobs and businesses.

Council Tax will increase by 3.99% for 2020/21. This will be made up of 2% ring fenced for Adult Social Care and 1.99% to support the delivery of other services.

The increase is the equivalent to less than £1 per week for a band D property and means Council Tax rates in Worcestershire will continue to be amongst the lowest 25% of all county councils.

In the coming year, we will:

- Invest an extra £18 million into children's and adult's social care
- Double the Council's spending on schemes to reduce traffic congestion
- Support the environment and begin a programme to plant 150,000 new trees to create new woodlands
- Continue to improve flood mitigation measures as well as upgrading thousands more street lights to more energy efficient LED lights.

Simon Geraghty,
Leader, Worcestershire County Council

New Investments for 2020/21

£6m resurfacing local roads



£200,000 extra for public transport



£1m upgrading additional street lights to LED



£4m resurfacing pavements

£5m extra to double our existing cutting congestion budget from £5m to £10m



£100,000 to support the planting of 150,000 trees

£1m highways drainage and flood mitigation works



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worcestershire
county council



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£25,000**

**Tickets
just
£1**

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

www.worcesterlottery.org