



Your Services 2021-2022

**Delivering excellent public
services for Worcester**

What do you get for
your Council Tax?

How to pay

Get in touch



Worcester
CITY COUNCIL

Building a successful future on 2,000 years of history

Welcome

During 2021-2022 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 again 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 five.

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 & 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 **£1,867.58** to their local authorities - that's just **£35.91** a week.

Worcestershire
County Council

72%



Where your Council Tax goes

Office of the
Police and Crime
Commissioner
for West Mercia

12%



Worcester
City Council

11%



Hereford &
Worcester Fire and
Rescue Authority

5%



Direct Debit – *the best way to pay*



Life is stressful enough at the moment, so make yours a little easier by paying your bill by Direct Debit – it can save you money, time and effort (because you only need to set it up once, not every year).

Over 76% 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



Supporting Worcester through the pandemic

Covid-19 has affected everyone's lives and Worcester City Council has been at the heart of the local response to the pandemic. Council officers have gone to enormous efforts to keep essential services going – including recycling & waste collections, support for the homeless, looking after your parks and much more.

Other key tasks have included supporting vulnerable residents, awarding grants to city businesses, and assisting the national track and trace programme.

The City Council will play a central role in Worcester's recovery from the pandemic by promoting physical exercise, tackling homelessness, supporting volunteers and vulnerable people, helping victims of domestic abuse and many other measures – including the creation of a lasting memorial to those we have lost.



*up to 31 January 2021

Ambitions for the future



Worcester City Council has prepared ambitious bids for national Government funding. Delivery of this funding will bring about a significant transformation of the city, creating new employment, new homes, and helping the city recover from the pandemic.

£17.9 million is to be invested from the Future High Street Fund. This will regenerate the northern end of the city centre, around Angel Street and Angel Place. Among other benefits, this scheme will bring the re-opening of a restored Scala Theatre and Corn Exchange and the creation of new homes for first-time buyers.

A bid has also been made to the Towns Fund for up to £28m. If successful, this will fund a range of projects including new homes and businesses at Shrub Hill; a new 'Building Block' construction skills training centre in Dines Green; new cycling and walking routes; a new medical training centre in Hylton Road; improvements to the riverside; and development of the city's tourism attractions, including The Commandery.



Investing in your city

This year the Council will invest more than ever in the city. Major improvements will be made in Worcester as part of the City Council's budget for 2020-21.

- ◆ **16.8m** contribution to the Future High Streets Fund regeneration of Angel Place and the surrounding area
- ◆ **£1.9m** contribution to the demolition of the old Sansome Walk swimming pool, enabling the site to be used for new housing
- ◆ **£1.3m** contribution to The Arches – Worcester project, creating a new destination at the city's historic Victorian railway arches
- ◆ **£688,000** improving homes for residents
- ◆ **£158,000** on new bins, including the installation of new compactor litter bins in the city centre
- ◆ **£125,000** improvements to Astwood Cemetery & Crematorium



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
- ◆ Public toilets
- ◆ Parks and open spaces
- ◆ Allotments
- ◆ Cemetery & the crematorium
- ◆ Planning & enforcement
- ◆ Heritage & design (conservation, trees, urban design and archaeology)
- ◆ Housing
- ◆ Emergency planning
- ◆ Economic development & business support
- ◆ 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
- ◆ [Facebook/Worcester](https://www.facebook.com/Worcester)
- ◆ [Twitter/myworcester](https://twitter.com/myworcester)
- ◆ [Instagram/myworcester](https://www.instagram.com/myworcester)



How much will you pay for City Council services? *

Valuation Bands	Value of House £	City Area	Parish of Warndon (including additional charge for parish council)	Parish of St. Peter (including additional charge for parish council)
A	Up to 40,000	£130.59	£149.14	£142.70
B	40,001 to 52,000	£152.35	£174.00	£166.47
C	52,001 to 68,000	£174.12	£198.86	£190.26
D	68,001 to 88,000	£195.88	£223.71	£214.04
E	88,001 to 120,000	£239.41	£273.42	£261.61
F	120,001 to 160,000	£282.94	£323.14	£309.17
G	160,001 to 320,000	£326.47	£372.85	£356.74
H	Over 320,000	£391.76	£447.42	£428.08


*excludes any discounts, benefits or relief

The City Council's share of the total Band D Council Tax is £195.88; 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.



Find us at www.worcester.gov.uk

Worcestershire County Council Budget 2021/22



2021/2022 expenditure

- Adult social care, public health and community services **£153m**
 - Children's services **£107m**
 - Economy & Infrastructure **£56m**
 - Support services including Finance and Legal **£40m**
- Total: **£356m**

In response to what you have told us needs to be improved, we are investing in...

£6m to resurface roads



£4m to resurface pavements

£2.5m to improve street lighting



A further **£1.25m** to address local highway priorities

£2.5m to renew highways drainage and flood mitigation works



We will continue to deliver:

Our **£10m** programme to reduce traffic congestion



150,000 trees are to be planted in the county to develop sustainable woodlands

£0.2m each year to improve public transport in the county





The last year has been an exceptionally tough year for all of us. We are doing all we can to keep residents in Worcestershire safe, try to reduce the spread of the virus and support the most vulnerable in society.

Millions of pounds more have been invested into supporting local businesses through these very challenging times.

We recognise the difficulties that many households in Worcestershire are facing and because of that we are keeping our rise in Council Tax next year to 2.5%.

The increase is the equivalent to 63 pence per week for a band D property. This is lower than the increases that are being proposed in many areas and means that Council Tax rates in Worcestershire will remain amongst the lowest in the country for county councils.

We are planning to invest an extra £11.5 million (gross) into Adult Social Care to meet the needs of Worcestershire's ageing population. We are proposing to spend an additional £7.7m (gross) on improving outcomes for our children and young people.

Our budget for this coming year will also support the county's recovery from the pandemic. We plan to invest in those areas that residents have told us are most in need of improvement.

They include improving the county's roads and pavements, cutting congestion and improving public transport. We are also investing in schemes that will reduce the risk of flooding, improve our countryside walks and enhance the environment.

I know the months ahead will remain challenging and we will continue to do all we can to protect the vulnerable, support the local economy and maintain vital public services.

Councillor Simon Geraghty,
Leader, Worcestershire County Council






Protecting the most vulnerable

An extra **£7.7m** gross **in 2021/22** to improve outcomes for our children and young people



An additional **£11.5m** gross invested into **tackling the growing financial demands** of an ageing population



-  www.worcestershire.gov.uk
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worcestershire
county council

The COVID-19 vaccination

will reduce the chance of you suffering from the coronavirus. The vaccine has been shown to be effective and no safety concerns were seen in studies of more than 20,000 people. Follow the link for more information in your language.



Polish

Szczepionka przeciw COVID-19 zmniejszy prawdopodobieństwo zachorowania na koronawirusa. Szczepionka okazała się skuteczna, a w badaniach z udziałem ponad 20,000 osób nie zaobserwowano żadnych zastrzeżeń co do jej bezpieczeństwa. Kliknij link, aby uzyskać więcej informacji w swoim języku.

Romanian

Vaccinarea COVID 19 va reduce șansele de a suferi de coronavirus. Vaccinul s-a dovedit a fi eficient și nu au fost observate probleme legate de siguranță în studii pe un eșantion de mai mult de 20,000 de persoane. Urmăriți link-ul pentru mai multe informații în limba dvs.

Spanish

La vacuna contra la COVID-19 reduce las probabilidades de contraer coronavirus. Se ha demostrado que la vacuna es efectiva y ha demostrado ser segura en durante las pruebas realizadas en más de 20.000 personas. Haz click en el link para más información en tu idioma.

www.gov.uk/government/publications/covid-19-vaccination-guide-for-older-adults

Punjabi

ਕੋਵਿਡ -19 ਟੀਕਾਕਰਨ ਤੁਹਾਡੇ ਕੋਰੋਨਾਵਾਇਰਸ ਤੋਂ ਪੀੜਤ ਹੋਣ ਦੀ ਸੰਭਾਵਨਾ ਨੂੰ ਘੱਟ ਕਰੇਗਾ। ਟੀਕੇ ਨੂੰ ਅਸਰਦਾਰ ਦਿਖਾਇਆ ਗਿਆ ਹੈ ਅਤੇ 20,000 ਤੋਂ ਵਧੇਰੇ ਲੋਕਾਂ ਦੇ ਅਧਿਐਨਾਂ ਵਿੱਚ ਕੋਈ ਸੁਰੱਖਿਆ ਚਿੰਤਾਵਾਂ ਨਹੀਂ ਦੇਖੀਆਂ ਗਈਆਂ। ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਵਧੇਰੇ ਜਾਣਕਾਰੀ ਵਾਸਤੇ ਲੈਂਕ ਦਾ ਅਨੁਸਰਣ ਕਰੋ।

Bengali

কোভিড-19 টিকা আপনাকে করোনাভাইরাস থেকে আক্রান্ত হওয়ার সম্ভাবনা হ্রাস করবে। এই ভ্যাকসিনিকে কার্যকর হিসাবে দেখা গেছে এবং 20,000 এরও বেশি লোকের গবেষণায় কোনো সুরক্ষা উদ্বেগে দেখা যায়নি। আপনার ভাষায় আরও তথ্যের জন্য লিঙ্কটি অনুসরণ করুন।

Urdu

کوویڈ-19 ویکسینیشن آپ کے کورونا وائرس میں مبتلا ہونے کے امکان کو کم کر دے گی۔ یہ ویکسین کارگر ظاہر ہوئی ہے اور 20,000 سے زیادہ افراد کے مطالعے میں حفاظتی خدشات نہیں پائے گئے ہیں۔ اپنی زبان میں مزید معلومات کے لیے لنک کی پیروی کریں۔۔