



Your Services 2022-2023

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 2022-2023 Worcester City Council will spend £23.4 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.

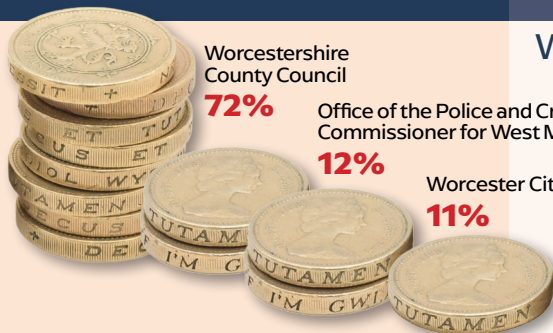
The Government is providing a £150 one-off Energy Bills Rebate for most households in Council Tax bands A to D. More information is on the enclosed leaflet or at

www.worcester.gov.uk/council-tax

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 & 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 **£1,936.72** to their local authorities - that's just **£37.24** a week.



Where your Council Tax goes



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 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.

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



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

Investing in your city

This year the Council is working on improvements and projects which will invest more than £1 million in the city.

- **£200,000** to install more electric vehicle charging points in car parks
- **£100,000** to create a new play area off Cotswold Way in Warndon, with environmental enhancements
- **£30,000** to help the city's communities celebrate The Queen's Platinum Jubilee
- **£30,000** for celebrations of the Birmingham 2022 Commonwealth Games
- **£48,000** to support biodiversity in the city
- **£60,000** to build a new BMX pump track in St Peter's
- **£140,000** to create a new community facility area in the Comer Gardens Institute
- **£80,000** to further improve street-cleaning in the city
- **£10,000** for a campaign to combat drink-spiking
- **£40,000** to support Worcester's Citizen's Advice Bureau
- **£100,000** to boost the take-up of walking and cycling by employing a dedicated active travel officer



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



Regenerating Worcester

Worcester City Council is rolling out more than £40 million of Government funding to regenerate areas of the city.

£17.9 million is being invested from the Future High Street Fund in the regeneration of 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 an improved public realm.



An artist's impression of the Severn Centre

The investment of a further £19.6m from the Towns Fund will bring:

- improvements to the city's museums and heritage attractions;
- the regeneration of Shrub Hill;
- the creation of a new 'Building Block' construction skills centre in Dines Green and other community skills training initiatives;
- the completion of the new Severn Centre for Health and Wellbeing in Hylton Road;
- active travel initiatives including new and improved walking and cycling routes, a bike hire scheme, and a significant contribution to the new Kepax bridge across the Severn.



The Arches

Five of the Victorian railway arches close to The Hive have now been refurbished, and four of them will soon open as spaces for local artists and creatives, while the fifth will become an exciting new public performance area. This is part of The Arches – Worcester scheme, supported by £3m from the Cultural Development Fund, aimed at creating a new cultural destination for the city. It also includes the successful Arches Festivals programme (which runs the Light Night Worcester and other events) and the creation of a new route linking Foregate Street Station with The Hive and the riverside.

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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How much will you pay for City Council services*

Valuation Bands	City Area	Parish of Warndon (including additional charge for parish council)	Parish of St. Peter (including additional charge for parish council)
A	£133.92	£152.40	£146.46
B	£156.24	£177.80	£170.87
C	£178.56	£203.20	£195.28
D	£200.88	£228.60	£219.69
E	£245.52	£279.40	£268.51
F	£290.16	£330.20	£317.33
G	£334.80	£381.00	£366.15
H	£401.76	£457.20	£439.38

*excludes any discounts, benefits or relief

The City Council's share of the total Band D Council Tax is £200.88; 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

 **Paypoint** - Payment by cash only at your local PayPoint store. You'll need the barcode on your Council Tax bill for reference. No charge for payments; £200 limit per transaction.

Difficulty in paying?

Please contact us on **03004 560560** so we can work out a payment plan that suits us both.

Worcestershire County Council Budget 2022/23



2022/2023 expenditure

- Adult Social Care, Public Health and Communities **£155m**
- Children's services **£109m**
- Economy & Infrastructure **£57m**
- Support services including Finance and Legal **£52m**

Total: **£373m**

In response to what you have told us, we are investing an extra...

£36m to improve roads over the next 3 years



£12m to improve pavements over the next 3 years

£6m to improve street lights over the next 2 years



£3.75m to address local highways over the next 3 years

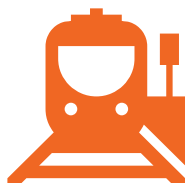


£3m over the next 3 years to renew highways drainage and flood mitigation works



Highways call centre hours extended to **7am - 7pm Mon - Fri**

£11m on improving rail transport including a new Redditch station



150,000 trees to be planted to develop sustainable woodlands



£53m for a new secondary school for Worcester and school places across the county



This has been another extraordinary year for us all.

The impacts of the global pandemic have been wide ranging, affecting health & wellbeing, to the knock-on effects on education, supply chains and the economy.

However, the remarkably successful vaccination programme in our County means we can now safely move on to focus on recovery and wider initiatives to support our residents and businesses.

We continue to listen to what is important to our residents and this is reflected in our budget this year. We are funding a record £25 million extra for adults and children's social care to protect the most vulnerable in our society.

At the same time, we are investing in the things that residents tell us are important and need improving, such as better roads and pavements, tackling congestion and improving public transport.

We are doing all this whilst keeping the level of our Council Tax to one of the very lowest of any County Council in the country. The increase is less than inflation and equivalent to £1 per week for a Band D property.

I know the months ahead will remain challenging and I can assure you that the County Council will be doing all it can to support those in need and help to provide a better future for all those who choose to live and work in our County.

**Councillor Simon Geraghty,
Leader, Worcestershire County Council**






A record £25m extra to protect the most vulnerable

An additional
**£17.1m in
2022/23** to
support those
who need adult
social care



An extra **£7.9m
in 2022/23**
to improve
outcomes for
our children and
young people



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worcestershire
county council



What does being well mean **to you?**

The Health and Wellbeing Board wants to **hear your views.**

Take part in our survey and help shape our mental health and wellbeing priorities

online: [Worcestershire.gov.uk/HWBStrategy2022](https://www.worcestershire.gov.uk/HWBStrategy2022)

or ask in your local library for a paper copy

