



**Worcester**  
CITY COUNCIL

# Your Services 2023-2024

**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 2023-2024 Worcester City Council will spend £26.6 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 1.6p 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 & 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 **£2,031.57** to their local authorities - that's just **£39.07** 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.

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](http://www.worcester.gov.uk/directdebit)

Go paper-free! Register for e-billing at [www.worcester.gov.uk/selfserve](http://www.worcester.gov.uk/selfserve)



## Improving your city and supporting you

**This year Worcester City Council will use its £13 million net budget to deliver improvements to your city and provide support when you need it.**

Our annual surveys shows that for the second year in a row 'Enhancing and Sustaining our Beautiful City for Future Generations' is your highest priority. So we are:

- making **£150,000** available for supporting new environmentally sustainable initiatives
- launching real-time air quality monitoring thanks to a successful bid for **£45,000** in funding
- controlling gull numbers through **£35,300** additional spending to deter them from nesting
- maintaining our enhanced city centre street cleaning team for a further year
- setting aside **£35,000** for small community projects and improvements to help communities continue to recover from the lasting effects of the Covid pandemic

## Regenerating Worcester

**The redevelopment of Worcester's Scala Theatre will transform the Angel Place area, attracting world-class arts, music, and comedy acts to Worcester, as well as giving a much-needed boost to local businesses.**

It is part of the £17.9 million being invested in the city centre from the Government's Future High Streets Fund.

Pavements and the public realm in the area are already looking better thanks to £3.5million of improvement works.

To help maintain our city's high street, our share of the UK Shared Prosperity Fund will be used in 2023-24 to support business and employment opportunities. This will include £243,000 for business support measures to drive employment growth and £75,000 to support research and development by local businesses for new products and services.



BURRELL | FOLEY | FISCHER  
ARCHITECTS AND URBAN DESIGNERS

Image courtesy of Burrell Foley Fischer



Find us at [www.worcester.gov.uk](http://www.worcester.gov.uk)



## Our services to you

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

- 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
- Leisure & sports development
- Sports centres
- Museums & arts
- Community safety
- Community development
- CCTV
- Play areas
- Tourism
- 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](http://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)
<b>A</b>	<b>Up to 40,000</b>	<b>£137.93</b>	<b>£156.41</b>	<b>£152.00</b>
<b>B</b>	<b>40,001 to 52,000</b>	<b>£160.91</b>	<b>£182.47</b>	<b>£177.33</b>
<b>C</b>	<b>52,001 to 68,000</b>	<b>£183.90</b>	<b>£208.54</b>	<b>£202.66</b>
<b>D</b>	<b>68,001 to 88,000</b>	<b>£206.89</b>	<b>£234.61</b>	<b>£228.00</b>
<b>E</b>	<b>88,001 to 120,000</b>	<b>£252.87</b>	<b>£286.75</b>	<b>£278.67</b>
<b>F</b>	<b>120,001 to 160,000</b>	<b>£298.84</b>	<b>£338.88</b>	<b>£329.33</b>
<b>G</b>	<b>160,001 to 320,000</b>	<b>£344.82</b>	<b>£391.02</b>	<b>£380.00</b>
<b>H</b>	<b>Over 320,000</b>	<b>£413.78</b>	<b>£469.22</b>	<b>£456.00</b>

\*excludes any discounts, benefits or relief


\*\*as at 1 April 1991

**The City Council's share of the total Band D Council Tax is £206.89; this is a £6 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](http://www.worcester.gov.uk/directdebit)

 **Online** - By visiting our pay online facility at [www.worcester.gov.uk/pay-my-council-tax](http://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 2023/24



## 2023/24 expenditure

- Adult Social Care, Public Health and Communities (**£161m**)
- Children's Services (**£111m**)
- Economy, Infrastructure and Environment (**£69m**)
- Support Services including Finance and Legal (**£60m**)

Total: **£401m Net budget**

## We continue to invest in what you have told us is important:

A further **£19.4m** for highways in addition to the **£36m** agreed last year to improve roads and **£12m** to improve pavements.

**£3m** to renew highways drainage and flood mitigation works and **£500,000** for minor highways works.



Additional **£3.5m** to maintain bus services.



**150,000** trees to be planted to develop sustainable woodlands.



**£53m** on a new secondary school and new school places across the county.

**£6m** to improve street lights.





Government is providing much-needed additional funding, and we have a programme of further efficiencies and reform, however the rising costs and demand on our key services have meant we need a rise in council tax to be able to continue to fund essential services.

Our council tax is one of the lowest of any County Council in the country and, with most councils increasing their council tax due to similar pressures, we will remain one of the lowest.

The additional funding will mean we can continue to deliver vital children's and adult social care to protect the most vulnerable in our communities.

It will also enable us to maintain our capital commitments to invest in the priorities that are most important to our residents. These include better roads and pavements, tackling congestion and improving public transport alongside investments in the economy, environment and extra school places.

I recognise this year will be a tough one for many people across the County. The Council is facing similar challenges too from the impact of inflation on costs and increasing demand for services adding significantly to the pressure on our budget.

With more vulnerable people needing our support than ever before, and with the cost of this care increasing significantly, our budget reflects this added pressure.

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

## **With a Gross Budget from Council Tax and Government Grants, we will be spending a record amount to help protect the most vulnerable people in our communities:**






**£268m** for those who need Adult Social care in 23/24



**£146m** to improve the lives of Children and Young People



**£91m** to support people to live independently for longer through Public Health and Communities

-  [www.worcestershire.gov.uk](http://www.worcestershire.gov.uk)
-  [/YourWorcestershire](https://www.facebook.com/YourWorcestershire)
-  [@worcsccl](https://twitter.com/worcsccl) and [@worcstravel](https://twitter.com/worcstravel)
-  [@YourWorcestershire](https://www.instagram.com/YourWorcestershire)
-  Search Worcestershire County Council



**worcestershire**  
county council

You now need  
Photo ID to  
vote at a  
Polling station

**Passport, driving licence, immigration document  
& some travel passes will be accepted**

No ID? Apply for free voter ID  
Find out more at



**[electoralcommission.org.uk/voterID](https://electoralcommission.org.uk/voterID)**

or call 0800 328 0280

**Worcester City Council elections are on 4 May 2023**