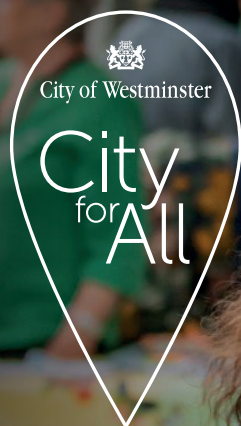


One of the lowest
Band D council
taxes in the country



Your guide to Council Tax

2021/2022

Dear resident,

Everyone's household budget has been under strain this past year with the pandemic leading to many people staying at home on furlough or losing their jobs.

Any rise in the Council Tax disproportionately affects those who can least afford it. That's why, despite pressures on all local authorities, we have put forward an inflation-only rise.

The general fund element of Council Tax is set to rise by only 0.5% this year. To support the most vulnerable, we are also increasing the amount of money ringfenced for social care.

We are continuing to provide support for our schools and home learning, give additional support for rough sleepers, deliver business grants, and provide a generous Council Tax support scheme.

This booklet explains everything you need to know about paying your Council Tax, and highlights the ways we're investing our resources to ensure Westminster remains a successful City for All.

Cllr Rachael Robathan




Leader, Westminster City Council

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Please contact us on **020 7641 6000** if you would like a copy of this document in Braille, large print, audiotape, or another language.

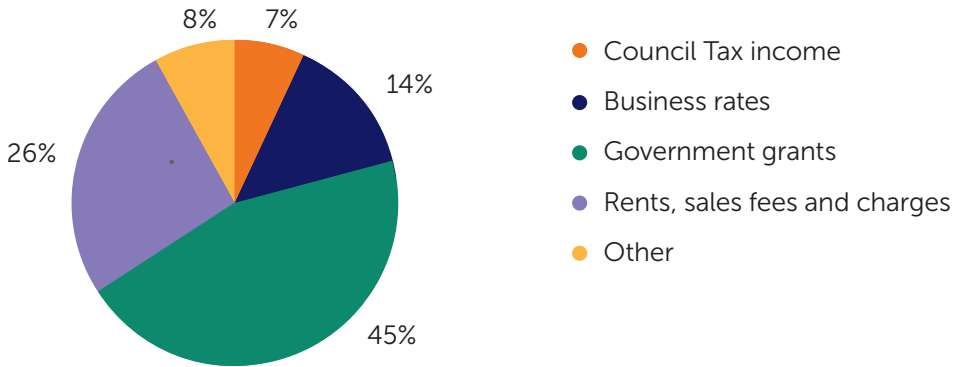
For the latest news from Westminster City Council, visit our new-look website at **westminster.gov.uk**, or follow us on social media:

 @CityWestminster  @CityWestminster  /CityWestminster

You can also sign up to receive our regular email newsletters keeping you informed of the very latest news about the council and your local area at **westminster.gov.uk/newsletters**

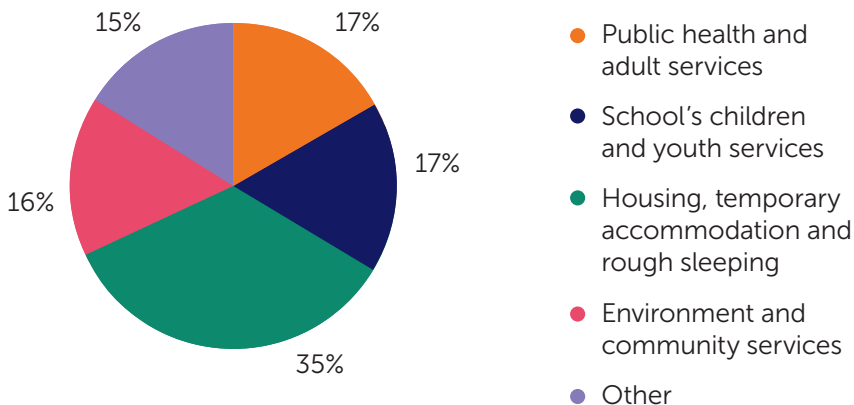
Where our funding comes from

Council Tax only makes up a portion of the council's overall income each year. Last year, our income came from:



How we fund our services

All income is invested in council services across the City. These include:



For more information, please visit westminster.gov.uk/council-tax

How we've helped

Just a few of the amazing initiatives undertaken in Westminster during the pandemic so far.

**WESTMINSTER
CONNECTS**



Weekly network of up to
300 people
signed up to volunteer with
Westminster Connects

So far, more than
26,000
people have received
acts of support from
our volunteers



**65,000
meals**

delivered by Westminster
Connects volunteers and
staff at Unity Kitchen and
the Berkeley Hotel to the
most vulnerable
residents in the city

BUSINESS

£99.5M

of grants paid
out to nearly
5,700
businesses



Successfully lobbied
government for
business rates
holidays for the retail,
hospitality and leisure
sectors delivering

£927M

of relief in the
2020/21 tax year

£5M

of discretionary grants to support
400 businesses outside of the criteria



Conducted over 300

1–1 appointments with businesses,
which resulted in more than £2m of
alternative support identified and
awarded to them

ROUGH SLEEPING



Moved nearly

270

people into long
term housing
from March to
December 2020



**137,000
meals**

provided alongside
employment,
medical and mental
health support



over 830

people helped off
the streets into
hotels and other
accommodation

SHOP & EAT LOCAL

Undertaken over **25,000** visits to ensure our businesses operate in a COVID-19 secure way to keep our communities safe



HOSPITALITY SUPPORT

Nearly **900** restaurants, cafés and bars given outdoor seating licences

MOVEMENT



7.5 miles

of additional cycle lanes across the city



19,000m²

of extra pavement space added to make walking around Westminster even better and easier than ever



== 11 ==

School Streets zones to make walking to school safer and easier

One **HUGE** rainbow message to support our key workers at Paddington Recreation Ground



Over **4,000** laptops distributed to children without access to a personal computer



We've e-mailed over **150,000** residents and businesses each week to keep them informed of public health and council updates



Easter eggs

to remind some of our most vulnerable residents that the community is here to support and help



Westminster stands together

In what has been an exceptionally tough period for everyone, Westminster residents have stepped up to support their communities.

Westminster Connects was set up at the very start of the pandemic to provide aid to vulnerable residents across the city. From social interaction to shopping support, the volunteer service not only shows how caring our incredible communities can be in times of need, they've provide real comfort to those suffering the most.

One of the programmes launched by Westminster Connects is the 'Shopper Service' and since it started, it has supported over 8,400 clinically extremely vulnerable residents since October. A weekly network of up to 300 volunteers are engaged with this from shopping at our partner supermarkets, to sorting and delivering the goods to our grateful residents.

Whether practical help or offering advice, the message throughout this trying time is the same – whatever we are facing, the people of Westminster are there for each other.

Find full details on how you can make a difference at westminster.gov.uk/westminster-connects





**Volunteers from across Westminster
are giving their time to support others**

How much Council Tax will I pay for 2021/2022?

You can find out how much Council Tax you will pay each year by finding out the valuation band of your property. This is based on how much your property was worth in 1991.

The valuation rates are:

Band	Valuation rates
A	Up to £40,000
B	£40,001 to £52,000
C	£52,001 to £68,000
D	£68,001 to £88,000
E	£88,001 to £120,000
F	£120,001 to £160,000
G	£160,001 to £320,000
H	More than £320,000

The band of your property is also shown on the bill we send to you, just below where it says: 'Council Tax demand'.

By looking up your band on the table below, you will see your total Council Tax payment for the year.

Band	WCC (£)	GLA precept (£)	Total (£)
A	309.27	242.44	551.71
B	360.81	282.85	643.66
C	412.36	323.25	735.61
D	463.90	363.66	827.56
E	566.99	444.47	1,011.46
F	670.08	525.29	1,195.37
G	773.17	606.10	1,379.27
H	927.80	727.32	1,655.12

Your council tax bill if you live in Queen's Park

If you live in Queen's Park, an additional precept is applied for the Queen's Park Community Council, created in April 2014:

Band	WCC (£)	GLA precept (£)	QP precept (£)	Total (£)
A	309.27	242.44	31.54	583.25
B	360.81	282.85	36.80	680.46
C	412.36	323.25	42.05	777.66
D	463.90	363.66	47.31	874.87
E	566.99	444.47	57.82	1,069.28
F	670.08	525.29	68.34	1,263.71
G	773.17	606.10	78.85	1,458.12
H	927.80	727.32	94.62	1,749.74

If you live in Montpelier Square, an additional percept is applied:

Band	WCC (£)	GLA precept (£)	MS precept (£)	Total (£)
A	309.27	242.44	414.35	966.06
B	360.81	282.85	483.40	1,127.06
C	412.36	323.25	552.46	1,288.07
D	463.90	363.66	621.52	1,449.08
E	566.99	444.47	759.64	1,771.10
F	670.08	525.29	897.75	2,093.12
G	773.17	606.10	1,035.87	2,415.14
H	927.80	727.32	1,243.04	2,898.16

The GLA Precept: A proportion of your Council Tax goes towards funding services provided by the Greater London Authority. This includes London-wide transport, policing and fire services. The budget for this is set each year by the Mayor of London and is automatically included in the amount of Council Tax you pay.

How to pay your Council Tax

By Direct Debit/ebilling

You can help us save money, protect the environment and make your life easier by paying by Direct Debit and receiving your bill electronically. It's quick, accurate and contributes to saving some of the six tons of paper being used on paper Council Tax documents every year.

Visit **westminster.gov.uk/council-tax/pay-your-council-tax** to find the links to set up your payments.

By telephone

Alternatively, you can pay by debit or credit card by using our 24-hour automated payment line **0203 77 22 602**.

You'll need your 11-digit account number which can be found on your Council Tax bill.

In person


You can also pay by cash, or debit card at any bank, or at any post office branch in the Westminster area.

Council Tax Support

Council Tax Support could help pay towards some, or all, of your Council Tax bill if you are on a low income, even if you own your home. The maximum amount of Council Tax Support payable is 100% of the charge. The amount you will get will depend on your individual circumstances. Your Council Tax Support will normally be deducted from the Council Tax bill that we send you.

Discounts and exemptions

Some people or properties are eligible for a discount on their Council Tax, or could be exempt from paying.

 Please visit **westminster.gov.uk/council-tax/apply-council-tax-discounts-and-exemptions** to see the full list of discounts and exemptions.

You can contact us if you need information or have any problems regarding anything to do with Council Tax.

 **0343 178 2743**

 **westminstercounciltax1@secure.capita.co.uk**

 **Westminster City Council, Council Tax,
P.O. Box 165, Erith, DA8 9DW**

Our City for All

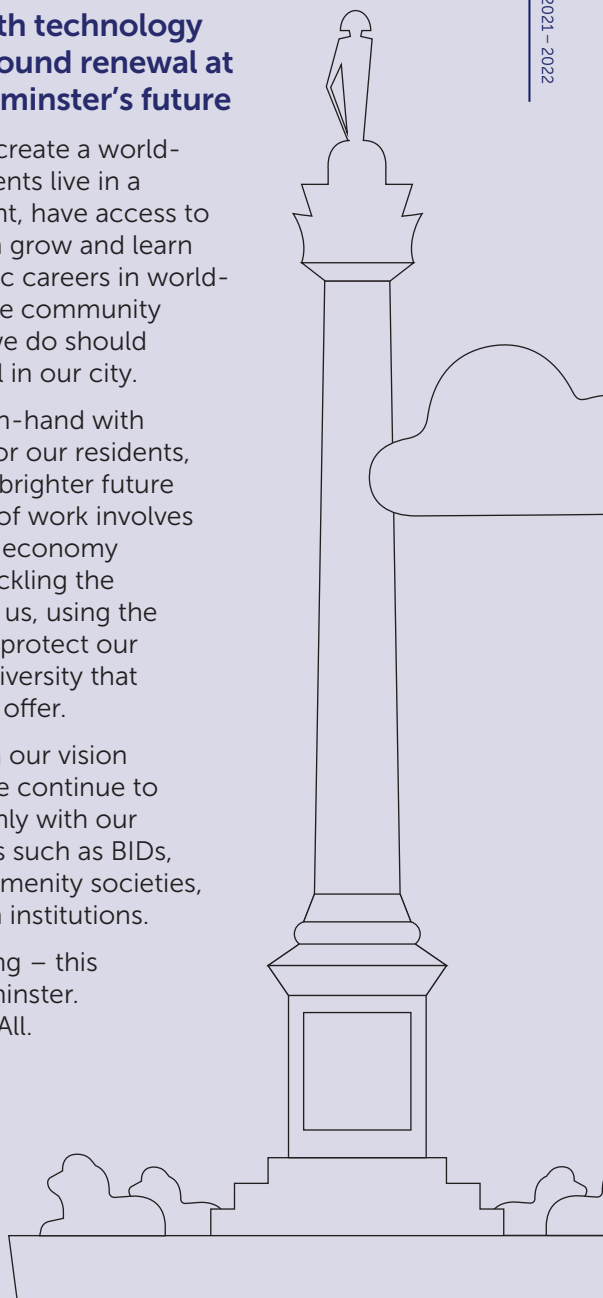
Why a carbon-neutral city with technology at its core and multi-billion pound renewal at its heart is the vision for Westminster's future

At Westminster, we are working to create a world-class City for All. A city where residents live in a healthy and sustainable environment, have access to high-quality, affordable homes, can grow and learn throughout their lives, build fantastic careers in world-leading industries, and retire into the community with dignity and pride. Everything we do should improve the lives of every individual in our city.

We will build our City for All hand-in-hand with our communities, providing hope for our residents, business owners and visitors that a brighter future is on the horizon. Our programme of work involves building a dynamic post-pandemic economy that responds flexibly to change, tackling the environmental challenges that face us, using the latest innovations to empower and protect our residents, and embracing the rich diversity that Westminster's vibrant communities offer.

We know that we cannot deliver on our vision alone, which is why it is vital that we continue to work closely in collaboration not only with our residents, but also with our partners such as BIDs, landowners, neighbourhood fora, amenity societies, faith groups and cultural and health institutions.

Greener, smarter, vibrant and thriving – this is our vision for the future of Westminster. Together, we will build our City for All.





Thriving Economy

Westminster's economy is critical to London's success and we will make it a model for how economic recovery can support carbon emission reduction goals.

Our high streets will continue supporting their communities through opportunities for employment and training, leisure and community cohesion. Residents and local businesses – big and small – will be provided with the tools and knowledge to be resilient to future economic change and to thrive in a greener, post-COVID world.

Ways we're boosting our economy

-  Transforming the heart of the West End, including the Oxford Street District.
-  Bringing innovative ideas and low-carbon concepts to the West End, including outdoor dining.
-  Facilitating the delivery of pop-ups that support the retail, creative and cultural sectors.
-  Further developing our street markets and encourage new traders with unique products.

City for All in action: Westminster Wheels

Westminster Wheels offers young Westminster residents the chance to become a qualified bike mechanic. Participants receive training from experienced mentors and are guaranteed a paid job with Westminster Wheels for six months plus access to future employment opportunities.

The project is already transforming lives and helping young people. "I've learnt a lot more than I thought I could," says Lu, a young person on the project. "I can see myself working in the bike trade in the future."







Image credit: The Crown Estate

Greener and Cleaner

Westminster will be known for leading the way in tackling climate change and improving air quality. In 2019, we declared a Climate Emergency and committed to being a council with net zero emissions by 2030 and a net zero city by 2040. We want Westminster to be a working model for how a global city can successfully take on environmental challenges facing the next generation.

Achieving our city-wide net zero goal will require everyone playing their part, and we will encourage, enable and support others to do so.

Ways we're going greener and cleaner

-  Publish our action plan for reducing council emissions in line with our net zero carbon target.
-  Promoting sustainable modes of transport and rolling out more electric vehicle charging points.
-  Working with businesses to create conditions that support the reduction of carbon emissions.
-  Supporting our schools through improvements to local roads and green infrastructure.

City for All in action: Electrifying work

We have been working closely with partners over the past year to trial innovative ways of reducing carbon emissions, including using electric vehicle technology in roadworks. With FM Conway, we completed a ground-breaking roadworks scheme at King Street exclusively using electric vehicles, tools, welfare and recycled equipment. This removed the need for diesel and petrol engines, cut carbon emissions by an estimated 75% compared to traditional methods and reduced noise pollution.



Vibrant Communities

Westminster will be a city that builds the homes it needs to remain an inclusive, vibrant place for people from every background and every age. We will ensure our services are inclusive and enable all our residents to be healthy and live well.

We are already underway with our plan to build 20,000 well-designed, green homes by 2040, and we are opening doors to new experiences and life chances for our communities through excellent education and employment prospects. We remain committed to ensuring that everyone has an equal opportunity to succeed.

Ways we're boosting our communities

-  Improving community resilience and addressing inequalities in life expectancy.
-  Becoming a leading dementia-friendly city, looking after those with autism and launching a personalised approach for people needing social care.
-  Supporting people's physical and mental wellbeing by creating active environments.
-  Continuing to build on Westminster Connects to create a new level of civic engagement.

City for All in action: Beachcroft House

Recently opened, Beachcroft House is a state-of-the-art and energy-efficient 84-bed, dementia-friendly care home in Maida Vale. Residents are already enjoying smart TVs, a dementia-supportive garden, a library, a cinema room, special exercise bikes and magic tables.

Beachcroft House aims to be a lifetime home for its residents and was built to tackle social isolation, illness and frailty, and adapt the assistance received as residents' needs change.



Image credit: Landsec

Smart City

Westminster will be a global centre of innovation, enhancing services for residents, businesses and visitors. Residents will be empowered to be digital by choice, and we will improve access to services and information that our customers need to live well.

We will use new tools and technologies, work with experts and local communities, and encourage innovative practices to make our services efficient and improve outcomes across care, education and other vital public services.

Ways we're making our city smarter

- Enhancing digital facilities in schools and for school-aged children at home.
- Exploring smart care solutions that support people to be independent in their homes.
- Facilitating full-fibre broadband to our social housing properties by the end of 2021.
- Trialling smart city technologies that include using sensors to improve road safety.

City for All in action: Helping home studies

Maycee, aged seven, received a laptop from the council as part of our Early Help Service for families. With the switch to home learning during the pandemic, many children have had to adapt to learning from home, but not everyone has had access to the same tools and resources.

"Having a laptop means that I can do my schoolwork," says Maycee. "I'm also learning to use the keyboard and Microsoft Word so that when I go back to school I'll have more experience."

Your Council Services

Adult Social Care

📧 westminster.gov.uk/adult-services

☎ 020 7641 1444 or 020 7641 1175

Business unit

📧 businesswestminster.com

☎ 020 7641 2070

Children's services

📧 westminster.gov.uk/children-and-education

☎ 020 7641 4000

Health

📧 westminster.gov.uk/social-care

Housing benefit

📧 westminster.gov.uk/benefits

☎ 0800 072 0042

Housing services

📧 westminster.gov.uk/yourhousing

☎ 0800 358 3783

Libraries

📧 westminster.gov.uk/libraries

☎ 020 7641 6200

Recycling, streets and environmental health

📧 westminster.gov.uk/recycling

📧 westminster.gov.uk/report-it

☎ 020 7641 2000

Register Office

📧 registeroffice@westminster.gov.uk

☎ 020 7641 7500

COVID-19 Testing

Symptom-free tests are available at the following locations seven days a week:

- 📍 Little Venice Sports Centre, 10 Crompton Street, W2 1ND
- 📍 Moberly Sports Centre, 25 Chamberlayne Road, Ladbroke Grove, Kensal Green, NW10 3NB
- 📍 The Church House Conference Centre, Great Smith Street, Westminster, SW1P 3NZ

Testing for people with symptoms is at the following locations seven days a week, 8am – 8pm:

- 📍 Greenside Community Centre, 24 Lilestone Street, Marylebone, NW8 8SR
- 📍 Grosvenor Hall, Vincent Street, SW1P 4HB
- 📍 Lydford Tenants and Residents Hall, 74 Fernheard Road, W9 3EW

Get all the details about Coronavirus testing at **westminster.gov.uk/testing**