Your council tax
Providing an A – Z of the local services most important to you

2019 – 2020

One of the lowest Band D council taxes in the country
Dear resident

Thank you for paying your council tax. Many of our residents only ever experience council services such as bin collections, street sweeping and perhaps parking. But your council tax also touches people’s lives in fundamental ways you may not be aware of.

Last year you helped around 2,000 children at risk from issues including exploitation and falling into gangs. You supported over 750 people back into work so they can start to realise their true potential. Thanks to your council tax you helped over 800 of our older residents to live independently in their own homes rather than having to move into care. And in the last six months you supported more than 600 people sleeping on our streets to start turning their lives around by helping people with mental health and drug or alcohol addictions, and many others into housing services.

This year your council tax will continue to support our target of building nearly 2,000 new affordable homes by 2023. We will continue to invest in our sports centres, open spaces, tackle air quality and help deliver the hundreds of other services that together improve the lives of our residents. So thank you for helping by paying your council tax.

Everyone’s household budget is strained, especially those on the lowest incomes, which is why the council has consistently kept council tax low. This year, after a decade of reduced government funding by over 50%, we have made the tough decision to increase council tax by 2.1%. This increase will help us to deliver for all of our residents. However, our Band D council tax (the average for most people) remains one of the lowest in the country.

My vision of a City for All includes a city that’s caring and fairer. We were overwhelmed by the generosity of our many residents who supported the voluntary Community Contribution scheme last year. The scheme gives residents in the highest council tax band an opportunity to fund additional local services, and has already raised more than £600,000 to support young people, help rough sleepers off the streets, and tackle loneliness and isolation.

Owing to the success of the scheme, we are launching it again this year. If you would like to read more about the Community Contribution, or can afford to give, you can do so online at westminster.gov.uk/mywestminster

This booklet provides more information about how your council tax is calculated and how it supports the local services that are most important to you. I hope you find it useful.

Cllr Nickie Aiken
Leader of Westminster City Council

Westminster City Council’s email newsletters are a great way to stay up-to-date with the latest news, offers and events. For more information about the range of newsletters visit westminster.gov.uk/stay-informed-westminster-newsletter

#MyWestminster Day • Sunday 30 June 2019 • 11am – 3pm
Paddington Recreation Ground, Maida Vale, W9 1PD

Join Cllr Nickie Aiken, Leader of the Council on #MyWestminster Day and enjoy:

• free food
• entertainment and activities that celebrate our diverse and vibrant neighbourhoods
• free bungee trampolines
• food tent
• live music
• dance performances
• giant games
• children’s archery
• soft play
• head massages

Find out more and register your interest in attending at westminster.gov.uk/mywestminster#MWD
## Your council tax bill 2019/20

<table>
<thead>
<tr>
<th>Band</th>
<th>WCC</th>
<th>GLA</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
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<td>288.89</td>
<td>213.67</td>
<td>502.56</td>
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<tr>
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<td>462.96</td>
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<td>534.18</td>
<td>1,256.41</td>
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<tr>
<td>H</td>
<td>866.68</td>
<td>641.02</td>
<td>1,507.70</td>
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## Your council tax bill if you live in Queen’s Park

For the residents of Queen’s Park ward an additional precept is applied for the Queen’s Park Community Council, created in April 2014.

For more information about your council tax visit westminster.gov.uk/council-tax

<table>
<thead>
<tr>
<th>Band</th>
<th>All WCC (£)</th>
<th>GLA Precept (£)</th>
<th>QPCC Precept (£)</th>
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</table>

## Where your money goes

The council tax you pay is a key part of making Westminster a City for All. We represent the whole of the community and we spend your money on services for everyone.

- **The new £28m Moberly Sports Centre** opened in June 2018. 3,000 members have joined to date and the centre is attracting approximately 50,000 visits per month.
- 72% of children are currently reaching the expected levels for reading, writing and maths at the end of primary school; this compares with 64% nationally and 71% for Inner London.
- **The #MyWestminster Fund** of £500k has now granted funding to 48 local organisations.
- We are on track to deliver our target of 2,000 new affordable homes by 2023. 467 of these homes are currently under construction, with the remaining homes due to start and complete by March 2024.
- **Our Healthy Schools programme** is bringing together action on air quality, oral health and obesity to benefit the 42,600 children who live, learn and grow up in Westminster.

For more information about your council tax visit westminster.gov.uk/council-tax
Thanks to Westminster residents the Community Contribution scheme has so far raised more than £600k

Making a difference where it counts

Westminster City Council is the first in the country to trial this ground-breaking scheme with the money going to local projects to help the most vulnerable.

Residents in the highest valued properties are asked to consider voluntarily paying double the amount that they would normally contribute in Westminster’s share of the council tax. Those donating picked three priorities for the money to go on – helping people sleeping on Westminster’s streets; helping young people realise their potential and tackling isolation across the generations. Read about how some of the money raised is helping people like Richard (below).

Two former rough sleepers are employed by Riverside’s Giving Real Opportunities for Work (GROW) to help people off the streets.

Richard Simpson, a former rough sleeper, is an outreach worker and he explains:

“Sometimes it can take a couple of months to earn the trust of someone you’re trying to support. But they know that we’ve been through the same experiences and we can help get them engaged with services. It’s great that money raised from the Community Contribution is going towards a project like the one I benefited from. It means getting direct help to those on the streets and a lifeline to a better future.”

Find out more and donate to the Community Contribution scheme at: westminster.gov.uk/mywestminster

 Council services anytime, anywhere

We are constantly working to upgrade our online services, making it quicker and easier than ever before to contact the council and find the answers to any questions on our website.

Apply for a Westminster City Save card to receive exclusive discounts and offers
Find and contact your local Councillor
Set up a direct debit to pay your council tax
Find your nearest leisure centre, library or community hub

Help us solve issues faster – Report It!

Keeping Westminster’s streets clean and safe is a priority to us. If you see or experience a problem, reporting it online helps us resolve the issue as quickly as possible.

Use westminster.gov.uk/report-it to let us know about issues related to:

- Fly-tipping
- Street cleansing, graffiti and dog fouling
- Missed recycling and rubbish collections
- Drainage on surface water
- Potholes
- Faulty street lights
- Abandoned or illegally parked vehicles

Set up your personal MyWestminster online account to:

- Track the progress of your requests
- Save time by pre-filling forms with the details from your account

Visit myaccount.westminster.gov.uk
Your guide to recycling

Over 50% of your household waste can be recycled – let’s all recycle more!

Your mixed recycling is collected weekly

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Step 2</th>
<th>Step 3</th>
<th>Step 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Order clear, disposable recycling bags online or collect them from any Westminster library.</td>
<td>Put your recyclables into the clear bags and tie the top. Flatten and bundle together any cardboard.</td>
<td>On your collection day, put your clear recycling bags at the edge of your property. Ensure bags can be clearly seen by our crews.</td>
<td>Our crews will collect your recycling.</td>
</tr>
</tbody>
</table>

If you live in a block of flats or mansion block, your property may have shared recycling bins. Please speak to your porter, building manager or management agent for more information.

You can recycle:

- mixed paper & card
- plastic bottles, pots, tubs & trays
- mixed glass bottles & jars
- food tins & drink cans
- cartons

- No food waste
- No black bags
- No garden waste

You can recycle the following at selected micro-recycling centres. Find your nearest centre at westminster.gov.uk/recycling

- Batteries can be recycled at your local library or selected retailers.

Large domestic appliances
Recycle fridges, freezers, TVs and computers at the reuse and recycling centre at Smugglers Way, Wandsworth, SW18 1JS.

Bulky waste collection
Have your furniture and large appliances collected for reuse or recycling. Go to westminster.gov.uk/residential-bulky-waste for costs and booking information.

Visit: westminster.gov.uk/recycling
The #MyWestminster Fund helping to support local projects in your area.

Since December 2017 funding has been granted to over 50 organisations across Westminster for community projects.

Safe Haven Basketball, which trains young people between the ages of 12 – 25 in Little Venice, has put £2,500 in funding toward everything from basketballs to training its coaching staff and volunteers.

“Our weekly sessions bring smiles to the faces of all of our players, and contribute to their physical and mental wellbeing. We are genuinely delighted to have been awarded the funding because of the positive impact it will have for all our members.”

Emma Colverd from Safe Haven Basketball.

The #MyWestminster Fund is part of the council’s #MyWestminster programme.

The next round of funding will open later in 2019, where local community groups can apply for up to £10k for initiatives that celebrate our neighbourhoods, promote community cohesion and help our residents to make the best of their lives in the heart of London.

For more information about when the next round of funding opens visit westminster.gov.uk/mywestminster-fund or email mywestminsterfund@westminster.gov.uk

ACTIVATE YOUR LIFE

with the new ActiveWestminster card

Your council tax bill can get you discounts at Westminster’s sports and leisure facilities. Register your interest today at activewestminster.gov.uk

Check out what’s on offer at the next open weekend across all our leisure centres 27 – 29 April 2019

activewestminster.org
Young people aged 13 – 16 living in Westminster can join City Lions to get free and exclusive access to all the creative and cultural opportunities taking place right on their doorstep.

The programme brings together some of world’s most prominent creative organisations from across the city, to help young people unlock fresh ideas, discover new interests and nurture creative talent through interactive workshops, guest speakers and experiences of work.

Sign up today at westminster.gov.uk/citylions or email citylions@westminster.gov.uk

Don’t miss out on fantastic offers and great savings at Westminster’s leading attractions, restaurants and entertainment venues. Register for a free card and find full details of all offers at westminster.gov.uk/city-save
EU nationals: advice and support

If you’re one of the 30,000 EU citizens living in Westminster and you’re worried about your rights after Brexit, help is at hand. We want to support you to continue to live here, work here and feel welcome here.

To find out more about your rights, whether you qualify for settled status and a step-by-step guide to help you through the application process visit eucitizensrights.campaign.gov.uk

Westminster’s EU nationals web page also contains up-to-date information: westminster.gov.uk/eu-nationals

Westminster Employment Service provides free help and support to unemployed residents looking for a job

Meet Oleg

Oleg found himself out of regular employment for almost five years. When introduced to the Westminster Employment Service, Oleg received one-to-one support from a team of dedicated officers and access to training via the Westminster Adult Education Service. He found a full-time position as an engineer’s assistant at Keltbray Construction in a matter of weeks. Having completed his first few months in his role, Oleg is well regarded by his employer and colleagues and is enjoying different aspects of the role.

Over the past two years Westminster Employment Service has helped over 1,600 residents to get a job.

If you need help finding work, contact the WES team on 020 7641 3460 or email employmentteam@westminster.gov.uk
Find out more about the services you receive through your council tax.

Your council (A – Z)

24 Open all hours

Quicker decisions

Faster payments

Save time Apply Online

Go online for a better way to apply for benefits.

You can now claim your housing benefit and council tax support from anywhere you can access the internet.

westminster.gov.uk/go-online
Adult services
- westminster.gov.uk/adult-services
- peoplefirstinfo.org.uk
- 020 7641 2500
  - Adult care services or concerns about an adult
  - Information and advice
  - Support to maintain health and well-being
  - Support to stay at home
  - Transport for disabled or older people
  - Support for carers

Other adult services contacts
Customer feedback team
- ASCCustomerfeedback@westminster.gov.uk
- 0800 587 0072

Adult education
- waes.ac.uk
- 020 7297 7297

Carers service
- carers-network.org.uk
- 020 8960 3033

Community supportive housing
- 020 7641 1000

Handyperson scheme
- 020 7641 8959

Older persons Freedom Pass
- londoncouncils.gov.uk/freedompass

Armed forces community
- westminster.gov.uk/armed-forces

Business unit
- businesswestminster.com
- 020 7641 2070
Bespoke information, advice and guidance for Westminster businesses.

Business rates
- westminster.gov.uk/businessrates
- 020 8315 2050

Children’s services
- westminster.gov.uk/children-services
- youngwestminster.org.uk
- 020 7641 4000
  - Worries about a child’s safety and protection
  - Early help and support for families
  - Adoption and fostering
  - Childminding and nurseries
  - Children’s Centres (Family Hubs)
  - Youth offending team
  - Young people, Youth Council and youth participation

Complaints and compliments
- 020 7641 1000
- 020 7745 6501

General Enquiries
- 020 7641 6000
### Children’s Centres (Family Hubs)

- **North West**
  - Queen’s Park Children’s Centre
  - 020 7641 5838
  - 88 Bravington Road, W9 3AL
- **North East**
  - Church Street Children’s Centre
  - Portman Early Childhood Centre
  - 020 7641 5435/5436
  - 4 Lilestone Street, NW8 8SU
- **South**
  - Churchill Garden Children’s Centre
  - 020 7641 5923 / 5676
  - 1 Bessborough Street, SW1V 2JD

### Other children’s services contacts

- **Disabled children**
  - localoffer.westminster.gov.uk
  - 020 7641 5100
- **Early Help information for families**
  - westminster.gov.uk/early-help
  - 020 7641 7929

### Free school meals

- 020 7641 3412
- westminster.gov.uk/free-school-meals

### School admissions

- 020 7745 6433

### Schools (call the school direct)

- westminster.gov.uk/schools

### Special Educational Needs and Disabilities (SEND)

- localoffer.westminster.gov.uk
  - 020 7361 3311

### Student finance

- 0300 100 0607

### City promotions, events and filming

- westminster.gov.uk/events-and-filming
  - 020 7641 2390

### Holding an event or filming in a park, open space or public highway in Westminster.

### Council tax

- westminster.gov.uk/council-tax
  - 0343 178 2743

### How to contact the council

- **General Enquiries**
  - 020 7641 6000
- **Free school meals**
  - 020 7641 3412
  - westminster.gov.uk/free-school-meals
- **School admissions**
  - 020 7745 6433
- **Schools (call the school direct)**
  - westminster.gov.uk/schools
- **Special Educational Needs and Disabilities (SEND)**
  - localoffer.westminster.gov.uk
  - 020 7361 3311
- **Student finance**
  - 0300 100 0607
- **City promotions, events and filming**
  - westminster.gov.uk/events-and-filming
  - 020 7641 2390

### Cycling

- westminster.gov.uk/cycling

### Data protection and freedom of information

- westminster.gov.uk/data-protection
- westminster.gov.uk/freedom-of-information
  - 020 7641 3921

### Electoral services

- westminster.gov.uk/electoral-services
  - 020 7641 2730
  - Voter registration
  - Administration of elections, referendums and ballots

### Employment

- Westminster Employment Service
  - employmentteam@westminster.gov.uk
  - 020 7631 3460
  - A free to use recruitment service which can help you to prepare for work and find a job.

### Health

- westminster.gov.uk/public-health
- Campaign Against Living Miserably (CALM)
  - thecalmzone.net
  - 0808 802 5858
- Diabetes support
  - knowdiabetes.org.uk
- Drug and alcohol services
  - 0330 303 8080 (drug and alcohol wellbeing service)
  - 0800 014 7440 (the alcohol service)
- Healthy lifestyle sessions for families and teens
  - mytimeactive.co.uk/MEND
  - 020 8323 1777
- Healthy Hearts
  - healthyhearts.org.uk
  - 020 3434 2500
- Mental health talking therapies
  - 030 3333 0000
- Sexual health services
  - peoplefirstinfo.org.uk/health-and-well-being/taking-care-of-yourself/sexual-health
- Stop smoking service
  - kick-it.org.uk
  - 020 3434 2500
How to contact the council

General Enquiries
020 7641 6000

NHS services
nhs.uk
0300 311 2233

Medical assistance
999 In an emergency
111 For non-emergencies

Housing
westminster.gov.uk/housing
020 7641 1000
- Homelessness
- Housing options
- Private sector housing

Other housing numbers

Residential services
020 7641 6161

Rough sleeping
westminster.gov.uk/rough-sleeping
Contact Streetlink on 0300 500 0914

CityWest Homes
cwh.org.uk
0800 358 3783

Repairs (CityWest Homes tenants)
customerservice@cwh.org.uk
0800 358 3783 or 020 7245 2990
0800 358 3783 (out of hours emergencies only)

Central area service centre
24 Lisetone Street, NW8 8SR
customerservice@cwh.org.uk
For estates: Church Street, Lisson Green, Marylebone, St John’s Wood

South area service centre
137 Lupus Street, SW1V 3HE
For estates: Churchill Gardens, Grosvenor, Lillington and Longmoore Gardens, Pimlico, Pimlico Street Properties, Soho and Covent Garden

North area service centre
1 Glasgow House, W9 1QY
For estates: Maida Vale, Mozart, North Street Properties, Queen’s Park

West area service centre
155 Westbourne Terrace, W2 6JX
For estates: Bayswater, Little Venice, Paddington Green, West Street Properties, Westbourne Park

Housing benefit and council tax support
westminster.gov.uk/benefits
0800 072 0042
- Housing benefit to help pay rent
- Support to help pay council tax

Libraries
westminster.gov.uk/libraries
020 7641 6200
- Archives and local studies
- Arts and culture
- Business Information Points
- Renewals and enquiries

Home library service
020 7641 5405

Libraries

Archives Centre and Express Library
10 St Ann’s Street, SW1P 2DE

Charing Cross Library including the Chinese Library
4 Charing Cross Road, WC2H 0HF

Church Street Library
67 Church Street, NW8 8EU

Little Venice Sports Centre Library (self-service)
10 Crompton Street, W2 1ND

Maida Vale Library
Sutherland Avenue, W9 2QT

Marylebone Library
9–11 New Cavendish Street, W1G 9UQ

Mayfair Library
25 South Audley Street, W1K 2PB

Paddington Library
Porchester Road, W2 5DU (adults)
150 Queensway, W2 6GD (children)*

*Due to redevelopment this is a temporary location for Paddington Children’s Library. The library will reopen at Clifton Hall later in 2019.

Pimlico Library
Lupus Street, SW1V 3AT

Queen’s Park Library
666 Harrow Road, W10 4NE

St John’s Wood Library
20 Circus Road, NW8 6PD

Victoria Library and Westminster Music Library
160 Buckingham Palace Road, SW1W 9UD

Westminster Reference Library
35 St Martin’s Street, WC2H 7HP

Parking
westminster.gov.uk/parking
020 7823 4567
Monday – Saturday 8am – 8pm
- Car Club
- Motorcycle parking
- Parking bay suspensions
- Parking permits (resident or disabled)
- Pay or challenge a parking ticket (24 hrs)
How to contact the council

General Enquiries
westminster.gov.uk/planning
020 7641 6000
- Building control
- Conservation areas and listed buildings
- Licensing
- Markets and street trading
- Planning applications and permissions
- Planning enforcement

Planning and licensing
westminster.gov.uk/planning
westminster.gov.uk/licensing
020 7641 6500
- Building control
- Conservation areas and listed buildings
- Licensing
- Markets and street trading
- Planning applications and permissions
- Planning enforcement

- Highways licensing including temporary structures, scaffolds and cranes
- Health and safety
- Noise complaints (24 hours, 365 days a year)
- Parks, gardens and trees
- Pest control
- Pot holes
- Recycling and rubbish collections
- Street cleansing
- Street lights*
- Trading standards

*Faulty traffic lights should be reported directly to Transport for London. Visit tfl.gov.uk/help-and-contact/report-road-works or call 0343 222 1234.

Registrars
westminster.gov.uk/births-deaths-marriages-and-citizenship
020 7641 7500
- Births
- Citizenship ceremonies
- Deaths
- Marriages and civil partnerships
- Nationality Services

Recycling, streets and environmental health
westminster.gov.uk/recycling
westminster.gov.uk/report-it
020 7641 2000
- Animal warden
- Bulky waste collections
- Cemeteries
- Drains
- Fly-tipping
- Food safety
- Graffiti and fly-posting

- Commercial waste
- cleanstreets.westminster.gov.uk
- 020 7641 6180

Sexual and domestic abuse helpline

- angelou.org
- 0808 801 0660 (freephone)
- 0808 801 0770
  Monday – Friday 10am – 4pm
  Wednesdays also 6 – 9pm
- advancecharity.org.uk
- 020 8741 7008
  Monday – Friday 10am – 6pm
  Thursdays until 9pm

Translators are available.
Free, non-judgemental and confidential advice for women and girls aged 13 and over, experiencing domestic, sexual or gang related violence, and harmful practices.

Sports and leisure
westminster.gov.uk/sports
everyoneactive.com/centre
020 7641 2012
Information on sports facilities, activities and clubs competitions.

Leisure centres

Academy Sport
020 7121 0642
Westminster Academy, Sir Naim Dangoor Centre, 255 Harrow Road, W2 5EZ

Little Venice Sports Centre
0207 725 9230
10 Crompton Street, W2 1ND

Marshall Street Sports Centre
0333 005 0417
15 Marshall Street, W1F 7EL

Moberly Sports Centre
020 3879 6669
25 Chamberlayne Road, NW10 3NB

Volunteering
westminster.gov.uk/volunteering
020 7723 1216

Paddington Recreation Ground
020 7641 2390
Randolph Avenue, W9 1PD

Porchester Centre
0207 221 6118
Queensway, W2 5HS

Porchester Spa
020 7313 3858
Queensway, W2 5HS

Queen Mother Sports Centre
0333 005 0418
223 Vauxhall Bridge Road, SW1V 1EL

Seymour Leisure Centre
020 7723 5139
Seymour Place, W1H 5TJ

St Augustine’s Sports Centre
0207 372 8279
Oxford Road, NW6 5AW

Porchester Centre
0207 221 6118
Queensway, W2 5HS

Free, non-judgemental and confidential advice for women and girls aged 13 and over, experiencing domestic, sexual or gang related violence, and harmful practices.
You make the difference

From Soho to Queen’s Park, our city consists of many beloved neighbourhoods that residents are proud to call home. Help shape your part of Westminster by getting involved via your ward, neighbourhood forum, or the council’s Open Forum.

Contact your ward councillor

-westminster.gov.uk/councillors

- 020 7641 5377

Wards:
1. Bryanston and Dorset Square
2. Hyde Park
3. Knightsbridge and Belgravia
4. Lancaster Gate
5. Marylebone High Street
6. St James’s
7. Tachbrook
8. Vincent Square
9. Warwick
10. West End

Ward budgets

-westminster.gov.uk/ward-budgets

Each ward in Westminster has an annual budget earmarked for specific local projects. If you have an idea for a project, whether that is buying new equipment for a local sports club, planting more trees or funding activities for older residents, contact the council’s ward budgets team to put it forward to your ward councillors for consideration.

Open Forum

Open Forum allows you to get involved in local decision making in a way that suits you:

- Feed back on council services and events and discuss issues that matter to you with other residents at openforum.westminster.gov.uk
- Join one of our regular Open Forum public meetings to speak directly to the Leader of the Council and other Cabinet members throughout the year

- Write to us at Freepost WCC OPEN FORUM

- openforum@westminster.gov.uk

Neighbourhood forums

Neighbourhood forums allow local residents and businesses to create a shared vision for their area and help shape its development and growth. By developing a neighbourhood plan they can help decide where they want new homes, shops and offices to be built, have their say on what those new buildings should look like and what infrastructure should be provided. Find out more about Westminster’s neighbourhood forums and neighbourhood planning at westminster.gov.uk/neighbourhood-planning

Open Forum meeting
PAY COUNCIL TAX BY DIRECT DEBIT

For more information, visit westminster.gov.uk/directdebit