

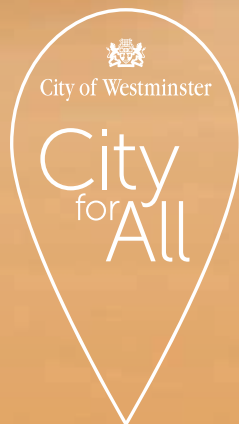
One of the lowest
Band D council
taxes in the country



*Bessborough
Family Hub*

Your council tax bill,
where your money goes
and the local services
important to you

2020 – 2021



Dear resident,

As the new leader of Westminster City Council let me start by saying thank you for paying your council tax.

The money you pay touches lives in so many ways – for example allowing us to deliver more affordable housing, a better green environment for our children and the chance to connect local people with job opportunities.

The council's vision for the years ahead is called City for All, and those words mean exactly that – making Westminster the best place to live, raise a family and be successful.

While our commitment to City for All is relentless, the financial pressures on all local authorities are equally unremitting. A decade of reduced government funding and the rising costs of social care mean we must introduce a modest increase.

There is a general increase of 1.43 per cent – to keep pace with inflation – (an extra 12p a week for a band D council tax payer) and an adult social care precept increase of 2 per cent. The council will continue to do its part by driving savings.

Westminster is home to many high value properties, and I am delighted so many Band H homeowners are supporting our voluntary community contribution scheme – so far raising more than £900,000 which is being spent on helping the homeless, opportunities for young people and tackling loneliness.

Climate change is a priority for me. You may remember the council declared a climate emergency last autumn, and my focus now is on making sure that we deliver on that pledge to become carbon neutral by 2040. You will see us taking strong action to tackle poor air quality and support biodiversity, backed by a new £5m fund for environmental initiatives. A diesel surcharge, a fast-expanding network of electric vehicle charging points and a clean air fund for schools are part of that mix. This is not just about making our city a better place for us to live now, but also safeguarding it for future generations.

Westminster is going to be a smart city, with technology transforming the way the council and residents communicate. It will be greener and safer and with vibrant communities at its heart.





I hope you find this booklet a useful guide to council tax and how, by paying it, you are helping us to build a City for All.



Cllr Rachael Robathan
Leader, Westminster City Council

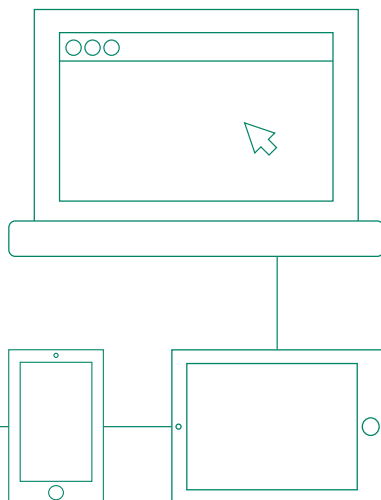
Council services anytime, anywhere

Contact us quickly and easily via our website. Plus, look out for your new Westminster City Council website launching soon, where it will be easier than ever to get the answers you need online. You can:

-  Help us keep our streets safe and clean
-  Access council services including planning, libraries, waste and recycling
-  Find out about events and leisure activities in your area
-  Pay your council tax, apply for a parking permit

and much more.

Go online at [westminster.gov.uk](https://www.westminster.gov.uk)



Keep in touch with us

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/ct20](https://www.westminster.gov.uk/ct20)



Your council tax bill 2020 – 21

Band	WCC (£)	GLA precept (£)	Total (£)
A	298.81	221.38	520.19
B	348.61	258.28	606.89
C	398.41	295.17	693.58
D	448.21	332.07	780.28
E	547.81	405.86	953.67
F	647.41	479.66	1,127.07
G	747.02	553.45	1,300.47
H	896.42	664.14	1,560.56

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.

Find out more at westminster.gov.uk/queens-park-community-council

Band	WCC (£)	GLA precept (£)	QPCC precept (£)	Total (£)
A	298.81	221.38	30.92	551.11
B	348.61	258.28	36.07	642.96
C	398.41	295.17	41.23	734.81
D	448.21	332.07	46.38	826.66
E	547.81	405.86	56.69	1,010.36
F	647.41	479.66	66.99	1,194.06
G	747.02	553.45	77.30	1,377.77
H	896.42	664.14	92.76	1,653.32

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

Where your money goes

Here we show the proportion of council gross revenue expenditure on some of our most important services, excluding schools and public health which are funded separately.

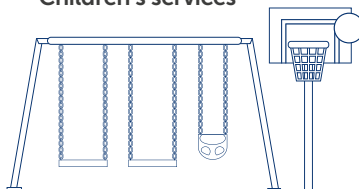
33%

Housing, temporary accommodation and rough sleeping



16%

Children's services



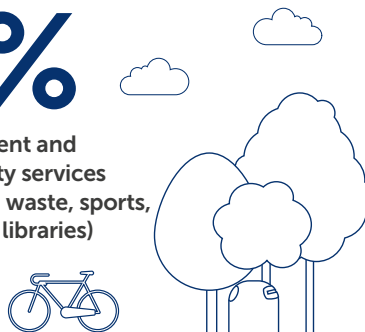
15%

Adult services



9%

Environment and community services (including waste, sports, parks and libraries)



We have delivered **641 modern affordable homes** and continue at pace to deliver 1,850 affordable homes by 2023 in Westminster.

Our Children's services were judged **outstanding** for a second year **by Ofsted**.

We supported over 1,000 unemployed residents into work through the Westminster Employment Service. And **created 110 apprenticeship opportunities** with Westminster-based employers.

Environmental projects include the first diesel surcharge, a school's **clean air fund** and more **electric vehicle** infrastructure than any other London borough.

Offers and discounts for Westminster residents

Westminster City Save card

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



ActiveWestminster card

Get active for less at your local Westminster leisure centre with an ActiveWestminster card.

For information about how to apply for your free card and details of all offers visit active.westminster.gov.uk/card



Your council services

An A – Z directory



A – Z contents

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A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Adult services

📧 westminster.gov.uk/adult-services

📧 peoplefirstinfo.org.uk

📧 adultsocialcare@westminster.gov.uk

☎ 020 7641 2500

- Assessments for care services
- 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 engagement team

📧 ASCCustomerfeedback@westminster.gov.uk

☎ 0800 587 0072

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

Births, deaths, marriages and citizenship

📧 westminster.gov.uk/births-deaths-marriages-and-citizenship

☎ 020 7641 7500

- Births
- Citizenship ceremonies
- Deaths
- Marriages and civil partnerships

Business unit

📧 businesswestminster.com

📧 businessunit@westminster.gov.uk

☎ 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

☎ 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 7745 6501

📄 FCSresponseservice@rbkc.gov.uk

Family Hubs (including children's centres)

Visit your local hub for stay and play sessions, antenatal and parenting advice, workshops and more.

North West

Queen's Park

☎ 020 7641 5838

🏠 88 Bravington Road, W9 3AL

North East

Church Street

Portman Early Childhood Centre

☎ 020 7641 5435/5436

🏠 4 Lilestone Street, NW8 8SU

South

Bessborough Family Hub

☎ 020 7641 5923

🏠 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

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

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/Training

Westminster Employment Service

📧 westminster.gov.uk/employment

📧 employmentteam@westminster.gov.uk

☎ 020 7641 3336

A free-to-use recruitment service which can help you prepare for work and find a job.

Adult education

📧 waes.ac.uk

☎ 020 7297 7297

General Enquiries

☎ 020 7641 6000

Health

📧 westminster.gov.uk/social-care

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 well-being service)

☎ 0800 014 7440 (the alcohol service)

One You Westminster

📧 oneyou.westminster.gov.uk

☎ 020 3434 2500

Mental health reach out services

📧 centrallondonccg.nhs.uk/your-services/mental-health-services/reach-out.aspx

☎ 030 3333 0000

Sexual health services

📧 peoplefirstinfo.org.uk/health-and-well-being/taking-care-of-yourself/sexual-health

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NHS services

- 📄 nhs.uk
- 📞 0300 311 2233

Medical assistance

- 📞 999 In an emergency
- 📞 111 For non-emergencies

Housing benefit and council tax support

- 📄 westminster.gov.uk/benefits
- 📞 0800 072 0042

Housing services

- 📄 westminster.gov.uk/yourhousing
- 📄 housing.enquiries@westminster.gov.uk
- 📞 0800 358 3783

Central area service centre

24 Lilestone Street, NW8 8SR

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 solutions

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

Other housing numbers

Residential housing for private tenants

- 📞 020 7641 6161

Rough sleeping

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

Libraries

- 📄 westminster.gov.uk/libraries

- 📄 westminster.gov.uk/library-mobile-app

- 📞 020 7641 6200

- Archives and local studies
- Arts and culture
- Business Information Points
- Renewals and enquiries

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

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)

🏠 Westbourne Park Baptist Church, Westbourne Park Villas, W2 5EA (children)

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

Physical Activity, Leisure and Sport (PALS)📄 active.westminster.gov.uk📄 active@westminster.gov.uk☎ **020 7641 2012**

Activating your City, Lives and Neighbourhoods through Physical Activity, Leisure and Sport.

Leisure centres

Academy Sport

☎ 020 7121 0642

🏠 Entrance via Torquay Street, off Harrow Road, W2 5EZ

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Little Venice Sports Centre

☎ 020 7725 9230

🏠 10 Crompton Street, W2 1ND

Marshall Street Leisure Centre

☎ 0333 005 0417

🏠 15 Marshall Street, W1F 7EL

Moberly Sports Centre

☎ 020 3879 6669

🏠 25 Chamberlayne Road, NW10 3NB

Paddington Recreation Ground

☎ 020 7644 6880

🏠 Randolph Avenue, W9 1PD

Porchester Leisure Centre, Hall and Spa

☎ 020 7221 6118

🏠 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

☎ 020 7372 8279

🏠 Oxford Road, NW6 5AW

Planning and licensing📄 westminster.gov.uk/planning📄 westminster.gov.uk/licensing

☎ 020 7641 6500

Recycling, streets and environmental health📄 westminster.gov.uk/recycling📄 westminster.gov.uk/report-it

☎ 020 7641 2000

Commercial waste📄 cleanstreets.westminster.gov.uk

☎ 020 7641 6180

Sexual and domestic abuse helpline📄 angelou.org

☎ 0808 801 0660 (freephone)

Monday – Friday 10am – 4pm

Wednesdays also 6 – 9pm

☎ 020 8741 7008

Monday – Friday 10am – 6pm

Thursdays also 10am – 9pm

Translators are available.

Contact your ward councillor

westminster.gov.uk/councillors

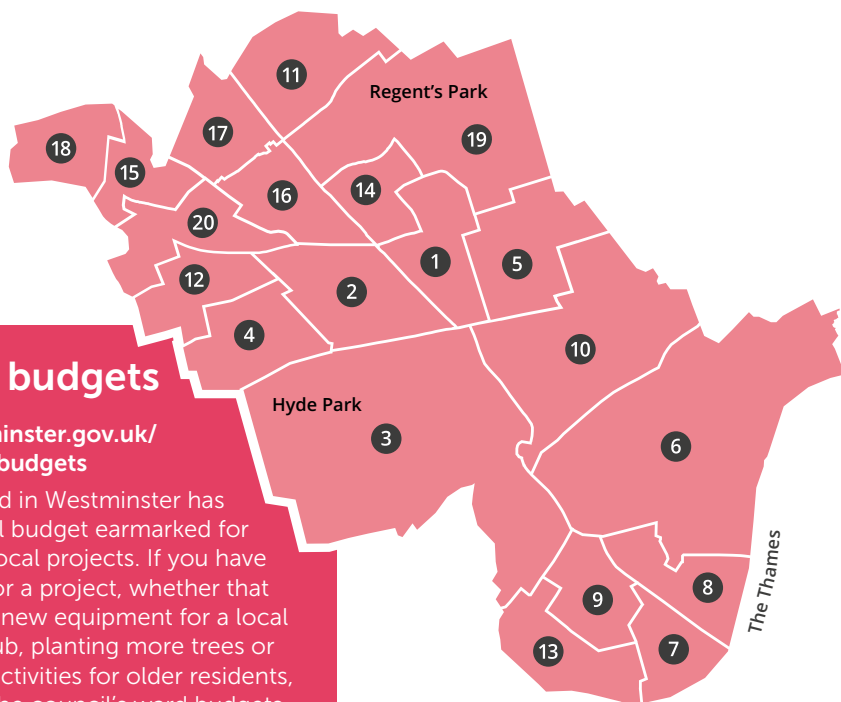
020 7641 5377

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

Wards:

- 11 Abbey Road
- 12 Bayswater
- 13 Churchill
- 14 Church Street
- 15 Harrow Road
- 16 Little Venice
- 17 Maida Vale
- 18 Queen's Park
- 19 Regent's Park
- 20 Westbourne



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.

Paying by Direct Debit? Why not sign up to e-billing?



Join the thousands of Westminster residents who pay their council tax by Direct Debit and choose to receive their bill by email rather than through the post.

We've made it easy for you to switch to e-billing – email us at westminster.counciltax1@secure.capita.co.uk with the words 'Sign me up for e-billing' and we will email your next bill to you in a secure format.

To receive e-bills you need to pay by Direct Debit, visit westminster.gov.uk/directdebit for more information.