How to contact the council
and get value for money
from local services

2018 – 2019

City of Westminster

Lowest Band D Council Tax in the country
More information inside
Dear resident

By working hard to make your money go further, I am pleased to report that Westminster has once again set the lowest Band D Council Tax in the country for 2018/19. A low Council Tax means we help and support those on lower and fixed incomes whose finances may be under most pressure from increases in household expenses.

More information is included in this booklet on how your Council Tax is calculated and how it supports the local services that are most important to you. You may have heard about our new voluntary Community Contribution Scheme. We’re introducing this because some residents in higher value properties have asked us if they can pay more to support local services. It will provide a way for people who want, and are able, to make a voluntary contribution to support additional local services. You can find out more about the scheme online at westminster.gov.uk/mywestminster

Some have asked why we haven’t just raised Council Tax. National legislation dictates that if a local authority plans to raise Council Tax it has to be across all Bands, which means everyone would have to pay more and we believe it is our duty to protect those on the lowest incomes. That’s why we have kept Band D the lowest in the country since 2013/14.

More information is included in this booklet on how your Council Tax is calculated and how it supports the local services that are most important to you

I am determined that Westminster is a place where everyone has a chance to succeed, not just the fortunate few. Truly a City for All.

Cllr Nickie Aiken
Leader of Westminster City Council

Take pride in our vibrant and diverse city at our annual celebration of Westminster’s neighbourhoods.

#MyWestminster Day
Sunday 1st July 2018
11am – 3pm
Paddington Recreation Ground, Maida Vale, W9 1PD
Hosted by Cllr Nickie Aiken, Leader of Westminster City Council

Find out more and register your interest in attending at westminster.gov.uk/mywestminster#MWD

Come along to this free community day and enjoy:
• free food from across the world
• live music from the Pad Rec bandstand
• dance
• face painting
• sports activities
• inflatables
• family activities
• arts and crafts
• activity zone

Plus lots more.
Your Council Tax bill 2018/19

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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, not our money on services for everyone.

- **Highest rated** by the Social Mobility Commission for our work to create opportunities and employment
- Delivering 1,850 affordable homes by 2023, including 760 council homes for social rent so families can lay down their foundations
- Over 6,300 children taking part in the Forest Schools programme, becoming the green ambassadors of the future
- Supporting over 700 people into work through the Westminster Employment Service
- Flagship redevelopment of Moberly Sports Centre providing state-of-the-art sporting facilities north of the borough
- #MyWestminster City Lions £100,000 programme to give 13–16 year olds access to great unrivaled opportunities
- #MyWestminster Fund community led investment of £500,000 for voluntary organisations
- The Old Marylebone Town Hall reopened after a major £800,000 refurbishment and is once again hosting marriages, civil partnerships and citizenship ceremonies
- In 2018/19 we will spend £871.3m on council run services

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](http://westminster.gov.uk/queens-park-community-council)

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For more information about your Council Tax visit [westminster.gov.uk/council-tax](http://westminster.gov.uk/council-tax)
How to contact the council

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.

Visit westminster.gov.uk to:

- 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
- Submit and check a planning application
- Apply for a temporary event notice
- Order recycling bags or a box

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:

- Abandoned waste
- Street cleaning
- Dog fouling
- Graffiti
- Noise
- Damage to the road
- Illegal parking and more

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
- Make a selection of miscellaneous payments

Visit myaccount.westminster.gov.uk

The #MyWestminster Fund is part of the council’s #MyWestminster programme which supports local projects.

The fund is open to all voluntary organisations, resident, faith and community groups within the borough. This includes schools and other establishments which care for Westminster residents.

All individual applications must be for under £10,000.

Your project must support one of these themes:
- community leadership and cohesion
- pride in vibrant, mixed neighbourhoods
- air quality and the environment
- young people
- benefit large areas or the whole city

There will be four rounds of bidding over a two-year period. All bids will be considered by officers from the council with final decisions on funding will be decided by a Member Board.

For more information and advice on the fund email mywestminsterfund@westminster.gov.uk
Westminster launches first ever voluntary Community Contribution

Westminster is a great place to live, but there are huge challenges for some. That is why some residents in the highest Council Tax band asked how they could contribute more to community projects in Westminster. In response, the council has launched the Westminster Community Contribution Scheme.

Council Tax payers in Band H are being invited to make a voluntary contribution to The City of Westminster Charitable Trust, a registered charity, to enable it to support additional local services.

So many people have already shown support for the scheme, with some already sending contributions of up to £2,000. The council is suggesting a contribution of £833 – or just £69 a month – to match the City Council element of Council Tax for Band H properties this year. However, this is just a suggestion and the amount is up to those who wish to contribute to this completely voluntary scheme.

By working hard to make local tax payers’ money go further, Westminster has once again set the lowest Band D Council Tax in the country for 2018/19, protecting the incomes of residents whose finances are under most pressure.

Cllr Nickie Aiken, Leader, said: “Some have asked why we haven’t just raised Council Tax. National legislation dictates that if a local authority plans to raise Council Tax it has to be across all Bands, which means everyone would have to pay more and we believe it is our duty to protect those on the lowest incomes. That’s why we have kept Band D the lowest in the country since 2013/14. The voluntary Westminster Community Contribution is a great way for those who want, and are able, to make a real difference to people in our community with the greatest need.”

For further information visit westminster.gov.uk/mywestminster

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For further information visit westminster.gov.uk/mywestminster
How to contact the council

General Enquiries

020 7641 6000

- 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

Adult services

- peoplefirstinfo.org.uk
- westminster.gov.uk/adult-services
- 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

Continued on page 12

PAY COUNCIL TAX BY DIRECT DEBIT

For more information, visit westminster.gov.uk/directdebit
Complaints and compliments
Children’s services
☎ 0808 202 6210
☎ 020 7745 6501

Children’s Centres
(Family Hubs)
☞ westminster.gov.uk/childrens-centres
We are developing our Children’s Centre Hubs into Family Hubs. Visit your local hub for stay and play sessions, antenatal and parenting advice, workshops and more.

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
☞ 12–18 Salisbury Street, NW8 8DE

South
Churchill Garden Children’s Centre
☎ 020 7641 5923
☞ Johnson’s Place, SW1V 3EU

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

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

#MyWestminster
Take control of your future

#MyWestminster City Lions is a new club to help young people aged 13 to 16 make the most of the many opportunities that come with living in the heart of the city. By joining #MyWestminster City Lions, young people will:

- boost their CV with work experience at some of the city's most prominent organisations including The Ritz and Lord’s Cricket Ground
- gain access to volunteering roles to help them with their career choice including high profile events such as West End LIVE
- explore different career paths through taster sessions and inspirational workshops with local young entrepreneurs
- receive exclusive access to arts and cultural venues and events such as West End theatre shows and exhibitions at museums and galleries
- meet other young people from across the city.

#MyWestminster City Lions will initially be for 100 local young people starting in Easter 2018, before expanding to 1,000 teenagers over the next two years.

Find out more and register your interest in taking part at westminster.gov.uk/my-westminster
How to contact the council

**General Enquiries**
westminster.gov.uk/020 7641 6000

**Cycling**
westminster.gov.uk/cycling

**Data protection and freedom of information**
westminster.gov.uk/dp
westminster.gov.uk/foi
020 7641 3921

**Electoral services**
westminster.gov.uk/electoral-services
020 7641 7500
- Voter registration
- Administration of elections, referendums and ballots

**Employment**

**Westminster Employment Service**
westminster.gov.uk/employment
employmentteam@westminster.gov.uk
020 7641 3336
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)
theclalmzone.net
0808 802 5858

**Diabetes support**
knowdiabetes.org.uk
0330 303 8080 (substance misuse)
0800 014 7440 (alcohol misuse)

**Drug and alcohol services**

**Healthy lifestyle sessions for families and teens**
mytimeactive.co.uk/MEND
020 3795 9346

**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

**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

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

**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

**Central area service centre**
24 Lilestone 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

**Health**

**Campaign Against Living Miserably (CALM)**
theclalmzone.net
0808 802 5858

**Diabetes support**
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westminster.gov.uk/housing
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How to contact the council

General Enquiries
020 7641 6000
www.waes.ac.uk
020 7297 7297

Get the skills to get the job

WAES is Westminster’s adult college, offering training in English, maths and key skills needed for work. Choose from hundreds of qualification and short courses to upskill or prepare you for employment.

• Apprenticeships and traineeships
• Computing and digital skills
• Creative arts and vocational studies
• English and maths
• Employability skills
• General interest courses

Call us, go online or visit a WAES centre today to see how we can help. Plus, speak to an adviser to find out if you’re eligible to receive funding for your studies.

www.waes.ac.uk
020 7297 7297

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

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

Charing Cross Library including the Chinese Library
4 – 6 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 Clifford Hall later in 2018.

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

• 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**
- **020 7641 6000**

**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

**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 and special collections
  - Cemeteries
  - Drains
  - Fly tipping
  - Food safety
  - Graffiti and fly-posting

- 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.

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

**Sexual and domestic abuse helpline**
- angelow.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.

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Your recycling guide

Every household property in Westminster receives a weekly mixed recycling collection

**Your mixed recycling collection is weekly**

**Step 1**
Order your free recycling bags or box by contacting us or ask your housing manager or caretaker.

**Step 2**
Put all your mixed recycling together into your recycling bags or box.
Please remember to:
- Flatten your cardboard boxes
- Give your food, drink and household product containers a quick rinse.

**Step 3**
Leave your bags/box out on your collection day for your doorstep collection. Or if you live in a communal property use your onsite recycling bins.

Not sure when your collection day is?
Visit westminster.gov.uk/recycling

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Please only put in your mixed recycling:

- no food waste
- no black bags
- no garden waste
- no polystyrene

**Contact us**
Visit westminster.gov.uk/recycling to
- order free recycling bags or box
- find your nearest on-street micro-recycling centre
- find your recycling and rubbish collection days and times

If you have a housing manager or caretaker please ask them for details of your recycling and rubbish collection services.
How to contact the council

General Enquiries
020 7641 6000

Don’t miss out on fantastic offers and great savings at Westminster’s leading attractions with a free Westminster City Save card.

Register for a free card and find full details of all offers at westminster.gov.uk/city-save. You can also register by filling out an application form at your local library or leisure centre, or by calling 020 7641 6000.

OFFERS AND DISCOUNTS FOR WESTMINSTER RESIDENTS

FREE ADMISSION TO WESTMINSTER ABBEY

The setting for coronations for 1,000 years and the final resting place of many of Britain’s kings and queens, Westminster Abbey is one of the nation’s pre-eminent national landmarks. Westminster residents are eligible to free entry between Monday – Saturday with the presentation of a valid City Save card.

FOLLOW US ON SOCIAL MEDIA

Keep in touch, join the conversation and help us make Westminster a City for All.

@CityWestminster
facebook.com/CityWestminster
@CityWestminster
You make the difference

From Soho to Queen’s Park, our city consists of many beloved neighborhoods 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 3411

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:

- Feedback 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

Mary, Tony and Candy,
Open Age, Queens Park Club
#MyQueensPark
#MyWestminster

What’s your #MyWestminster
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