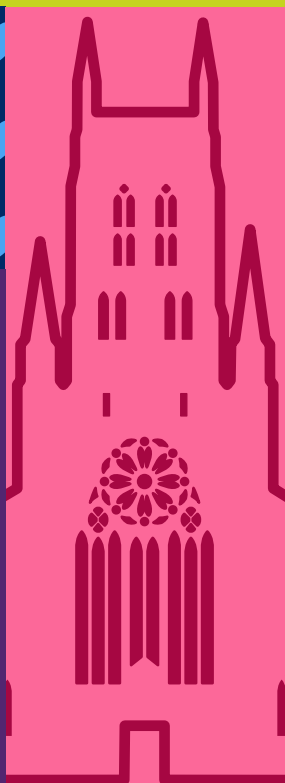




Worcester
CITY COUNCIL



Your Services 2024-25

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

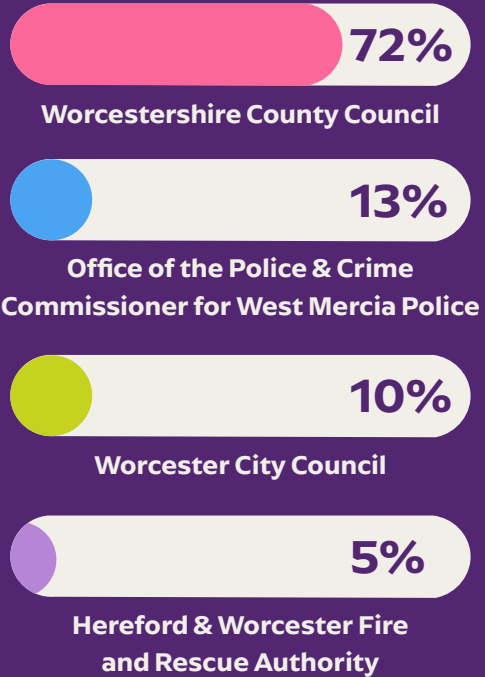
During 2024-25 Worcester City Council will spend **£27.8 million** providing essential services to you. Our costs are increasing in line with inflation so this year our element of your Council Tax bill will rise **by around 1.7p per day** in order to help us protect your services. You can find out how much you'll pay on **page five**.

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, depending on where you live, 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 **£2,126.72** to their local authorities - that's just **£40.90** a week.



Where your Council Tax goes



The best way to pay

Make your life easier and pay your bill by Direct Debit – it can save you money, time and effort.

Over 75% of households in Worcester already pay this way – all you need

to do is give us your bank account details, choose your monthly payment date (it can be the 1st, 10th, 15th or 25th) and we can do the rest.

And remember – your payments will always be covered by the Direct Debit guarantee.

**It's easy to pay by Direct Debit, just go to [our website](#)
Go paper-free! Register for e-billing on [our website](#)**

Improving your city and supporting you

This year Worcester City Council will use its £12.7 million net budget to deliver improvements to your city and provide support when you need it.

For the third year in a row, you told us in our annual survey that your top priority is enhancing and sustaining our beautiful city for future generations.

Our spending plans reflect this result.

In addition, the City Council will progress plans for the improvement of the northern quarter of the city centre, including the regeneration of the Scala arts venue, with a £10 million contribution from the Future High Streets Fund.

£663,000

contribution to completing the new pedestrian bridge at Gheluvelt Park, boosting active travel



£800,000

for a new all-weather pitch at Perdiswell



£630,000

to support local community organisations, including Worcester Foodbank & Worcester Wheels



Up to

£700,000

to launch a new bike hire scheme to improve access to our city's facilities



Up to

£400,000

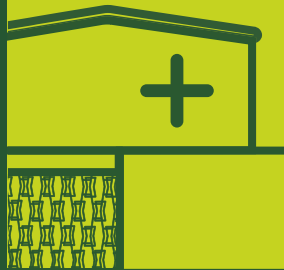
on a new Play Plan for the city



Up to

£250,000

towards modernising the cremators at Astwood Crematorium



Up to

£1.9 million

investment in community centres and facilities for retraining & upskilling



Up to

£259,000

to further enhance our city's heritage and riverside





Our services to you

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


- ◆ Waste and recycling
- ◆ Car parks
- ◆ Parking enforcement
- ◆ Street cleansing
- ◆ Public toilets
- ◆ Parks and open spaces
- ◆ Allotments
- ◆ Cemeteries and the crematorium
- ◆ Planning and enforcement
- ◆ Heritage and design (conservation, trees, urban design and archaeology)
- ◆ Housing
- ◆ Leisure and sports development
- ◆ Sports centres
- ◆ Museums and arts
- ◆ Community safety
- ◆ Community development
- ◆ CCTV
- ◆ Play areas
- ◆ Tourism
- ◆ Emergency planning
- ◆ Economic development and business support
- ◆ Trade waste collections
- ◆ Licensing and environmental health
- ◆ Building control
- ◆ Council Tax support and welfare assistance
- ◆ Elections
- ◆ Property and asset management

Keep in touch

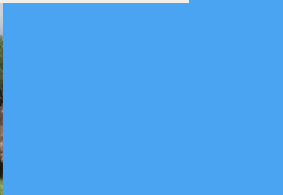
Find out all the latest information about how your City Council is working for you.

 [our website](#)

 [/myworcester](#)

 [/Worcester](#)

 [/myworcester](#)



How much will you pay for City Council services?*

Valuation band	City area (outside of parishes)	Parish of Warndon (inc. additional charge for parish council)	Parish of St. Peter (inc. additional charge for parish council)
A	£142.05	£161.46	£156.12
B	£165.73	£188.37	£182.15
C	£189.40	£215.28	£208.16
D	£213.08	£242.19	£234.19
E	£260.43	£296.01	£286.23
F	£307.78	£349.83	£338.27
G	£355.13	£403.65	£390.31
H	£426.16	£484.38	£468.38

*excludes any discounts, benefits or relief

The City Council's share of the total Band D Council Tax is **£213.08**; this is a **£6.19** 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, and Hereford & Worcester Fire and Rescue Authority.

How to pay your Council Tax

Direct debit

The simplest and most convenient way to pay is by monthly direct debit on your choice of four payment dates. [Go to our website to set up a direct debit](#)

Online

[on our website](#)

Over the phone

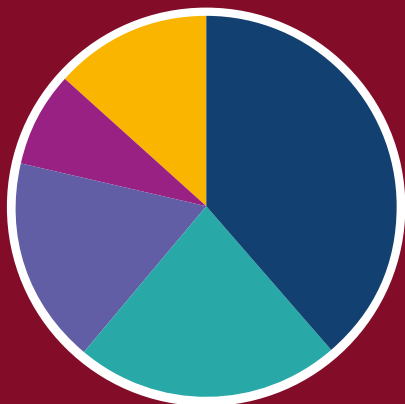
call 0330 088 0680, 24 hours a day, 7 days a week

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 2024/25



2024/25 expenditure

- Adult Social Care, Public Health and Communities (**£168m**)
- Children's Services (**£97m**)
- Economy, Infrastructure and Environment (**£76m**)
- Home to School Transport (**£35m**)
- Support Services including Finance and Legal (**£57m**)

Total: **£433m Net budget**

We also have a capital programme and continue to invest in what you have told us is important:

A total of **£34m** to improve roads and **£6m** to improve pavements this year.



£78.8m on improving and building new schools including Foxlydiate in Redditch.

£20.2m on walking and cycling improvements include Hampton and Kepax bridges.



£53m on cutting congestion and infrastructure improvements including A38 in Bromsgrove.



£17.3m to improve rail station facilities.



£4.6m to continue with our street light improvement programme.



I know the last year has been a difficult one for many. The Council has faced similar challenges too from the impact of inflation on costs and increasing demand for services which have added significantly to our budget pressures.

With more vulnerable people needing our support, and with the cost of this care increasing significantly, we have needed to increase our budget this year to ensure we can continue to provide these essential services.

The Government is providing additional funding and we are reforming the way we work to deliver savings and efficiencies. However, this is not enough to meet the budget pressures and therefore we need to increase Council Tax to be able to adequately fund these services.

Our Council Tax will though remain one of the lowest of any comparable County Council in the country.

The additional funding will mean we can continue to deliver vital children's and adult social care to protect the most vulnerable in our society, on which we now spend over 70% of our revenue budget.

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

Kind regards,
Councillor Simon Geraghty, Leader of Worcestershire County Council

With a gross budget from Council Tax, Government Grants and other income we will be spending a record amount to help protect the most vulnerable people in our communities:






£295m for those who need Adult Social Care in 24/25



£177m 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
-  /YourWorcestershire
-  @worccsc and @worccstravel
-  @YourWorcestershire
-  Search Worcestershire County Council

WORCESTERSHIRE
CHILDREN FIRST

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