



! Important Council Tax information inside



Recycling guide

Where your money goes

Regeneration in Redditch

New photo ID rules for voting

Services for families and children

REDDITCH **Extra**



A busy couple of years continues to see the borough council invest in community facilities across Redditch, while focusing on getting even better value out of our services and making our assets work more for you.

Hot on the heels of upgrades we have made to both Morton

Stanley and Arrow Valley Country parks, with a new café and play area respectively, work to deliver £16m of regeneration in Redditch under the Government's Town Deal continues. In partnership with many other agencies and businesses, the potential projects unlocked by this money are all developing. That includes the council's work to make a new multi-service Community Hub out of the Town Hall, which has the potential to include a new library and unlock other opportunities in the town centre, like the proposed 'plaza' development off Market Place, as well as a new digital manufacturing and innovation centre and others.

Even as we work on bringing those much-needed investments, jobs, and new opportunities for business into the town, budgets at home and work remain challenging, and the Town Hall is no different. The council must work even harder and smarter as we continue to see both the cost of everything and demands on our services increase. That's why we continue to move forward with big improvements to operations, including efficient new ways of working behind the scenes and ensuring that people in Redditch can get the maximum benefit from all the council's services and assets.

By combining all this work with a laser focus on our priorities for the community, we've managed to keep our part of your Council Tax bill down to £261.75 this year, an increase of just 2.99% on last year. That's 12.2% of your overall bill.

Cllr Matt Dormer,
Leader Of Redditch Borough Council

Useful contacts:

Main Council Contact: 01527 64252.
Emergency out of hours: 01527 67666

Benefit enquiries: 01527 534050
hbenefits@redditchbc.gov.uk

Business Rates: 01527 534023
businessrates@redditchbc.gov.uk

Council Tax: 01527 534040
counciltax@redditchbc.gov.uk

Environmental Services:
Including - bin queries, domestic waste, business waste, assisted collections, garden waste, septic tank and cesspool emptying, litter, landscape and trees, street cleaning, MOT testing and more.
01527 881188
bsu@bromsgroveandredditch.gov.uk

Freedom of Information: 01527 64252
foi@redditchbc.gov.uk

Gas Repairs and Maintenance:
01527 548267 or
01527 64252 ext. 2656

Housing Repairs:
01527 534074
Emergency Out of Hours 01527 67666

Housing Revenue: 01527 587000
housingrevenue@redditchbc.gov.uk

Planning Enquiries: 01527 881770
newplan@bromsgroveandredditch.gov.uk

Room Bookings: 01527 881478
roombookings@
bromsgroveandredditch.gov.uk

Starting Well Worcestershire:
01527 61360

Worcestershire Regulatory Services:
Including - Licensing, Food Hygiene, Taxis, Environmental Health, Dog Wardens, Pest Control etc.
More details available here:
www.worcsregservices.gov.uk
01905 822799
enquiries@worcsregservices.gov.uk

Where your money goes

Net expenditure budget	£ million
Planning, Regeneration & Leisure Services	1.473
Environmental Services	3.289
Community & Housing Services	1.807
Regulatory Services	0.452
Legal, Democratic & Property Services	2.512
Finance, Customer & Corporate Services	1.561
Total	11.094

Spending

Redditch Borough Council provides local borough-level services, including housing, leisure and recreation, waste collection, local strategic planning and planning applications, environmental health and licensing, and local management of the public purse. The budget for these services in 2023-24 is £11.094m.

Net corporate resources	£ million
Net Business Rates	3.482
Net Council Tax	6.703
Corporate Grants	0.598
General Balances	0.311
Total	11.094

Financing

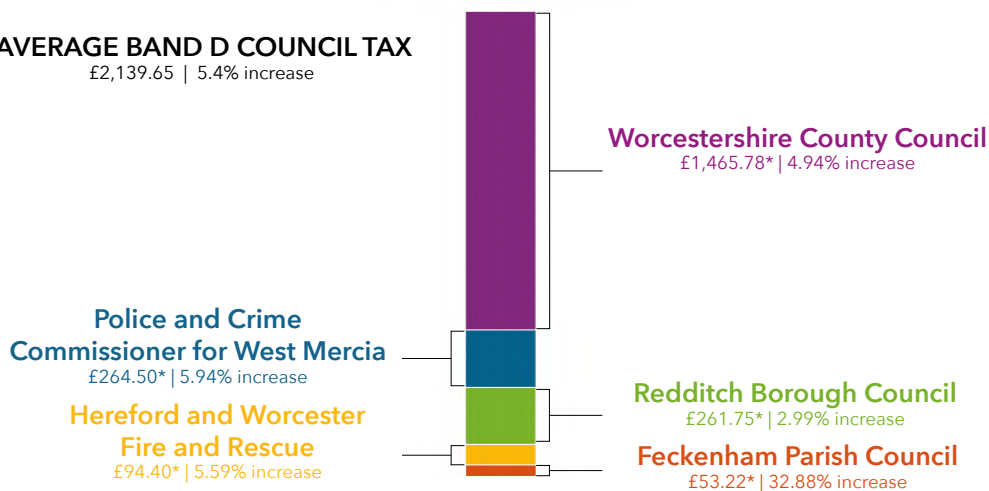
The money to pay for those services comes from: 12.2% of your Council Tax, business rates, investments, the council's cash balances, and funding from the government and other sources.

Collection of tax

The borough council collects all the Council Tax and Business Rates, not just its part, but also on behalf of the police, fire and rescue, county and parish councils, and government.

*AVERAGE BAND D COUNCIL TAX

£2,139.65 | 5.4% increase



Payment of money

The borough council also pays out a lot of money from the public purse, in the form of various benefits and tax reductions for residents and businesses. This money is intended to benefit those who need it, so if you think you could be eligible, particularly as the cost of living rises, **please apply**. Here are some of the amounts from last year.

For lots more information on this support, as well as other help that is available from a range of agencies, visit redditchbc.gov.uk/CostOfLiving

Residents

Council Tax Support can help reduce and pay for your Council Tax if your income is low. It's been expanded for this year: many working-age applicants on low-incomes are now eligible for more support than before, and childcare costs for some applicants in work can now be disregarded from the calculations. Certain benefits can also now be disregarded, which means that changes to those benefits won't always affect your Council Tax Support.

Council Tax Support £6.2m



£913k
allocated

Disabled Facilities Grant can help pay for essential adaptations to your home, if you or someone who lives with you has a disability - which can include being frail owing to age. It can help pay for things like accessible bathrooms, stair lifts, ramps, and suitable heating and lighting systems, following an assessment - and it won't affect any other benefits you may be getting.

£74k
paid

Discretionary Housing Payments can help you pay your rent if your Housing Benefit or Housing Element of Universal Credit does not cover your rent. It can be useful if you find yourself affected by the benefit cap, the removal of the 'spare rooms subsidy', Local Housing Allowance (LHA) rates, or the costs of moving from one tenancy to another.

£196k
paid

Household Support Fund can help with the immediate costs of household essentials like food and energy bills. It's a government scheme that is not available directly from the council, and you would need to apply to either Citizens Advice (0800 278 7890) for household help, or to Act On Energy (0800 988 2881) for energy help. Visit redditchbc.gov.uk/CostOfLiving or links.

£13.9m
paid

Housing Benefit can help you pay your rent if your income is low. You can only make a new application for Housing Benefit if you are living in supported, temporary, or emergency accommodation, or you (and your partner if you have one) are of Pension Credit age. Otherwise, you must now apply for Universal Credit which is replacing Housing Benefit.

Businesses

Reliefs can reduce your business rates. There are reliefs for small businesses, charities, non-profit organisations, community sports clubs and other categories. The government regularly changes the types and amounts of reliefs that are available.

Hardship reliefs can reduce your business rates in exceptional circumstances.

Exemptions from business rates apply to some properties, such as agricultural land, buildings used for training, empty buildings (3 months, or 6 months for industrial buildings) and others.



Local services for you

The council provides many more services for your money than just emptying your bins. Here are some recent examples of what our services have done in your community, over one year:



Emptied **1.9m** bins

Provided **23,000** Dial A Ride trips



Helped **9,000** people access our local housing register, Redditch Homes

Advised **17,000** people online just on the government's '£150 Council Tax rebate'



Determined **275** planning applications

Made **70,000** garden waste collections

Updated **23,000** people's financial circumstances for benefits

Spent **£392k** on schemes to prevent, and support people facing, homelessness



Supported **345** people through local health programmes

From Ukranian to Urdu, translated public info for **27** people in need



Answered **62,000** queries on bins & cleansing

Ran over **270** events for families & children

Given **4,500** people telephone advice on benefits and **34,000** people online advice on their Council Tax

Given **5,000** Shopmobility services

Welcomed **370** parents to Starting Well programmes



Provided lots of **fun events** in the **school holidays** and more, plus **celebrations** for the **Queen's Platinum Jubilee** and **Commonwealth Games Baton Relay**

Ran **40** consultation surveys, including with over **400** community panellists





Providing peace of mind 24 hours a day 365 days a year

Support to live independently at home from NEW Lifeline.

- Portable pendant to call for help in an emergency at any time, day or night
- Monitoring Centre Operators will receive the call and assist
- No phone line required
- Many extra features available: fall detection, emergency location pinpointing, mobile version that even works away from home



Contact us on 01527 534060
or lifeline@bromsgroveandredditch.gov.uk



Certified Organisation



If you have difficulty walking you can register to use our equipment to help you get around Redditch town centre six days a week.

- Battery-powered wheelchairs and scooters
- Manual wheelchairs
- Other mobility equipment
- Assisted shopping service
- R.A.D.A.R. keys



Prices start from as little as £3.60!

For more detailed information and prices go to redditchbc.gov.uk/shopmobility

Dial-A-Ride

For door-to-door trips if you can't use public transport. Register now to book weekday daytime journeys in the Borough.

- Shopping, visits, medical needs, travel connections
- Wheelchair accessible, friendly, reliable service



Contact us on 01527 64910
or dialaride@redditchbc.gov.uk

Voter ID

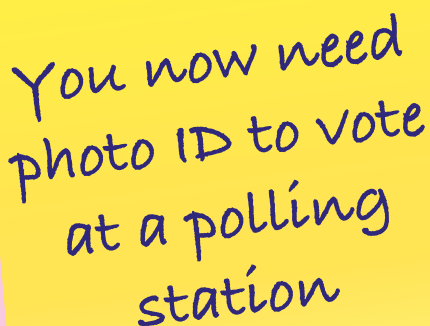
The UK Government has introduced a requirement for voters to show photo ID when voting at a polling station at some elections. This new requirement will apply for the first time in England at the local elections on Thursday 4 May 2023. There are no elections in the Central and Lodge Park wards of Redditch this May.

WHICH FORMS OF ID CAN I USE TO VOTE?

You may already have a form of photo ID that is acceptable. You can use any of the following:

- Passport
- Driving licence (including provisional license)
- Blue badge
- Certain concessionary travel cards
- Identity card with PASS mark (Proof of Age Standards Scheme)
- Biometric Immigration document
- Defence identity card
- Certain national identity cards

A full list of acceptable photo ID can be found at [gov.uk/how-to-vote](https://www.gov.uk/how-to-vote).



You now need photo ID to vote at a polling station

IF YOU DON'T HAVE AN ACCEPTED FORM OF PHOTO ID

If you don't already have an accepted form of photo ID, or you're not sure whether your photo ID still looks like you, you can apply for a free voter ID document, known as a Voter Authority Certificate. You can apply for this at voter-authority-certificate.service.gov.uk

Alternatively, you can apply on a paper form to Redditch Borough Council's Electoral Services team.

FOR HELP OR MORE INFO

If you need any help with applying for a Voter Authority Certificate, or want to request an application form, contact Electoral Services at redditchbc.gov.uk/elections or on **01527 881421**.

You can also find out more from the Electoral Commission by calling their helpline on **0800 328 0280**, or at electoralcommission.org.uk/voterID

REDDITCH DOES

YOU CAN RECYCLE



- 1. Plastic Bottles* †**
e.g. Shampoo bottles
- 2. Plastic Pots***
e.g. Yoghurt pots
- 3. Plastic Tubs***
e.g. Quality Street tub
- 4. Plastic Trays***
e.g. Meat trays
& fruit punnets
- 5. Aerosols†**
e.g. Deodorant cans
- 6. Food Tins**
e.g. Baked beans
- 7. Drinks Cans**
e.g. Fizzy drinks cans
- 8. Cartons†**
e.g. Tetra Pak®
- 9. Cardboard**
(Flatten boxes, no glitter)
- 10. Paper**
(No glittery or foil wrap)
- 11. Glass Bottles†**
All colours
- 12. Glass Jars†**
All colours

*All colours except black † You can leave tops/lids/caps on

**All items must be rinsed clean
& be loose in your green bin so it can be sorted.**

**If it isn't on the list above we can't accept it in the green bin.
For a full A-Z list see redditchbc.gov.uk/recycling**

Worcestershire Starting Well Service 0 - 19



Starting Well Partnership
EVERY CONTACT SHAPES A LIFE

Groups for Parents & Carers

Being a parent can be tough! We all need a little support along the way. We have a range of behaviour and development support groups for parents and carers with children pre-birth to 19 years. Call our friendly Starting Well team to find out more on **01905 520 032**.

Childcare Choices Looking for help with your childcare cost?

Please go to www.childcarechoices.gov.uk or call us on **01905 520 032**.

Need support breastfeeding?

For further information and details on the peer support group, contact the Starting Well Breastfeeding Support Team via email: whcnhs.breastfeedingsupport@nhs.net or visit the Starting Well website www.startingwellworcs.nhs.uk

Healthy Start Vitamins



FREE Healthy Start vitamins if you're pregnant and until your child is 12 months old - or if they're receiving Healthy Start vouchers, until they're four. To apply and find out more, go to www.healthystart.nhs.uk

Volunteering opportunities

We are looking for volunteers and peer support workers to support the delivery and administration of our groups and services. Our invaluable volunteers are important team members and benefit from developing confidence and skills, with full training and ongoing support. For an informal chat contact Peer Support & Volunteer Co-ordinator Tracy Ames on **07768 307 628** or tracy.ames@bromsgroveandredditch.gov.uk.

Telephone Advisory Service (TAS)

To speak with a member of the Health Visiting team for advice on any worries or concerns you might have about your child's development up to age 5, including feeding, behaviour, toileting and sleeping, just call TAS on **0300 123 9551** (Monday-Friday, 9am-1pm)

Your local hubs are:

Bromsgrove -

Pear Tree Family Hub,
Broad St, Bromsgrove,
B61 8LW

Redditch -

Holly Trees Family Hub,
St Stephen's First
School, Mabey Ave,
Riverside, Redditch,
B98 8HW

We can help signpost you to local services.
Tel: **01905 520 032**



To find out more

Find us on social media:

@StartingWellIRB
 @BgroveandRditch

Scan the QR code to visit our website
startingwellworcs.nhs.uk



Understanding your...

Pregnancy | Baby | Child | Child with additional needs | Teenager | Relationships | And more

Pre-paid online courses for you!

- Visit www.inourplace.co.uk
- Enter code **PARENTSROCK**
- Begin learning

www.startingwellworcs.nhs.uk

EVERY CONTACT SHAPES A LIFE

Provided by:



In partnership with:



NWedR (North Worcestershire Economic Development and Regeneration) provides services on behalf of Bromsgrove District Council, Redditch Borough Council and Wyre Forest District Council ~



Economic Development & Regeneration
Bromsgrove - Redditch - Wyre Forest
The natural environment for business

- We have recently secured £35.4 million of external funding for regeneration projects for Bromsgrove and Redditch from the Levelling Up Fund, Towns Fund, and the UK Shared Prosperity Fund
- We are preparing masterplans, feasibility studies and business cases for a pipeline of regeneration projects
- We support local businesses to access the grant funding and advice they need to develop and flourish. Since April 2022, we have helped businesses to access £480,891 worth of grants for business support in Bromsgrove and Redditch
- We promote North Worcestershire to businesses, stakeholders, prospective developers and investors and co-organise the annual North Worcestershire Business Awards www.nwbusawards.org

Register for our monthly newsletter at nwedr.org.uk/newsletter-sign-up

Connect with us by email info@nwedr.org.uk or call 0845 601 5953

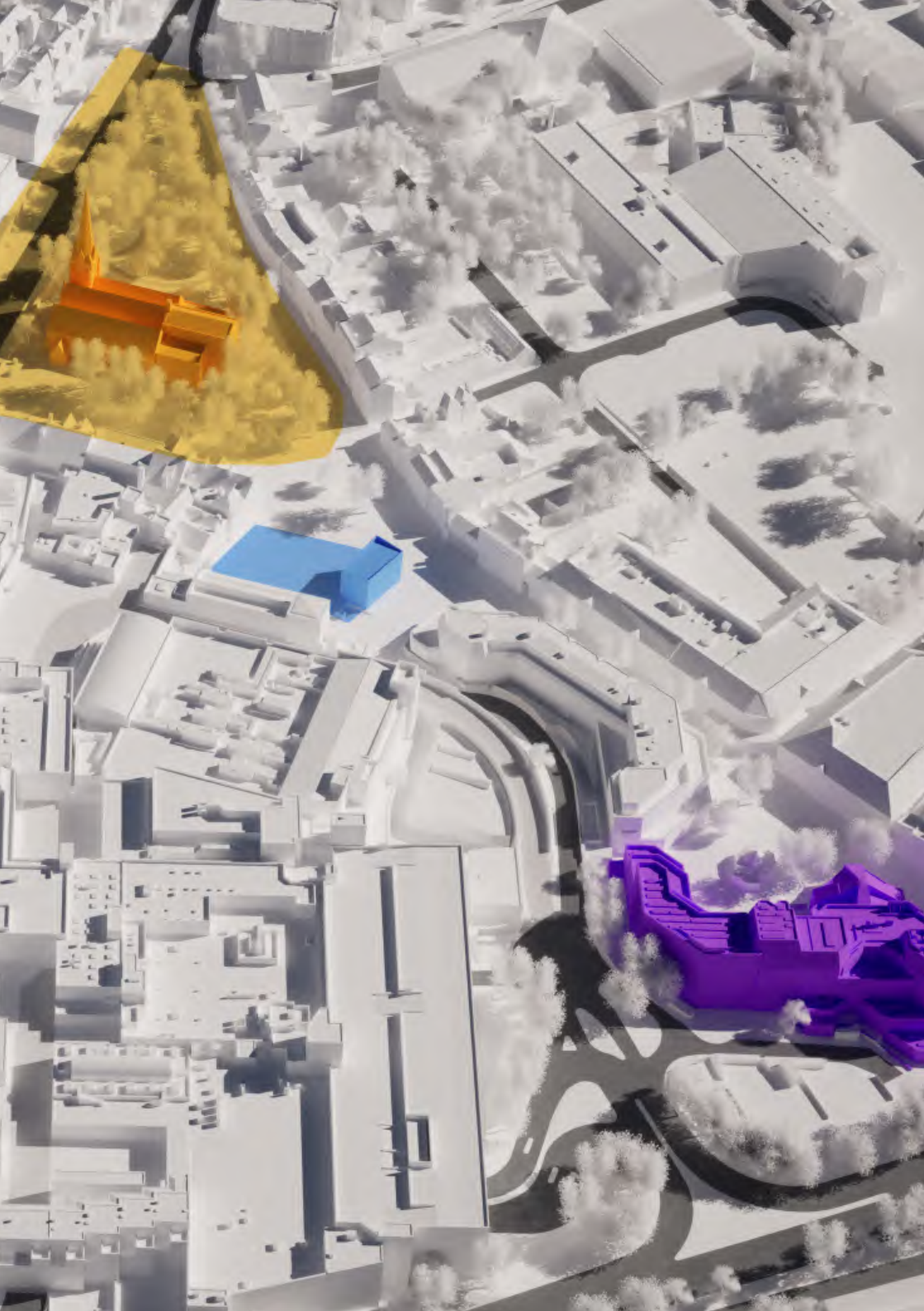
www.nwedr.org.uk

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Linked In North Worcs EDR





Worcestershire County Council Budget 2023/24

2023/24 expenditure

- Adult Social Care, Public Health and Communities (£161m)
- Children's Services (£111m)
- Economy, Infrastructure and Environment (£69m)
- Support Services including Finance and Legal (£60m)

Total: £401m Net budget

We continue to invest in what you have told us is important:

A further **£19.4m** for highways in addition to the **£36m** agreed last year to improve roads and **£12m** to improve pavements.



£3m to renew highways drainage and flood mitigation works and **£500,000** for minor highways works.



150,000 trees to be planted to develop sustainable woodlands.



Additional **£3.5m** to maintain bus services.



£53m on a new secondary school and new school places across the county.

£6m to improve street lights.





Government is providing much-needed additional funding, and we have a programme of further efficiencies and reform, however the rising costs and demand on our key services have meant we need a rise in council tax to be able to continue to fund essential services.

Our council tax is one of the lowest of any County Council in the country and, with most councils increasing their council tax due to similar pressures, we will remain one of the lowest.

The additional funding will mean we can continue to deliver vital children's and adult social care to protect the most vulnerable in our communities.

I recognise this year will be a tough one for many people across the County. The Council is facing similar challenges too from the impact of inflation on costs and increasing demand for services adding significantly to the pressure on our budget.

With more vulnerable people needing our support than ever before, and with the cost of this care increasing significantly, our budget reflects this added pressure.

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

Councillor Simon Geraghty,
Leader, Worcestershire County Council

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






£268m for those who need Adult Social care in 23/24



£146m 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 @worcstravel
-  @YourWorcestershire
-  Search Worcestershire County Council



worcestershire
county council



COULD YOU JOIN WORCESTERSHIRE'S BIGGEST FOSTERING FAMILY

We are looking for more foster carers
to support children in Worcestershire,
could this be you?

Call us today on **0800 028 2158** or visit:
www.worcestershire.gov.uk/fostering

WORCESTERSHIRE
CHILDREN FIRST
Fostering



Strong and Steady Exercise Classes

Helping to improve your strength and balance

**FREE
SESSIONS**

Strong and Steady Exercise Classes are designed to help if you feel unsteady on your feet or have had a fall. The classes aim to improve your strength and balance and will help you to feel more confident when you are out and about.

“
The classes were gentle yet effective. They helped to loosen my muscles and joints.
”



Exercises can be done seated or standing so all abilities can take part.



Each exercise class lasts about one hour and is FREE.



The classes are held at community venues across Worcestershire.



01527 881404



sd@bromsgroveandredditch.gov.uk



www.activehw.co.uk/strong-and-steady

Live Well, Be Well

At the Abbey Stadium, Redditch

An individually tailored programme of physical activity for people living with one or more health conditions

A qualified exercise professional will:

- Be on hand for 1-2-1 consultation

To include:

- Full leisure centre membership
- Access to 20+ community exercise sessions

For only £25.00 you will receive a 6 week programme, full leisure centre membership and access to 20+ community sessions.

To self-refer go to redditchbc.gov.uk/livewellbewell

For more information about course dates and content please contact Hayley Gwilliam email hayley.gwilliam@bromsgroveandredditch.gov.uk or 01527 881404



Council Tax Valuation

Most owned or rented dwellings are subject to Council Tax, the amount you pay depends on the value of your property. The Valuation Office Agency (VOA) has placed each dwelling in one of eight valuation bands. These bands are based on the price a property would have fetched if it had been sold on 1st April 1991. Any increase or fall in a dwelling's value since then will not affect your Council Tax band.

Please note that the VOA has assessed the value of the properties and not the council. Your Council Tax bill tells you which band your dwelling is in. You can appeal against your valuation if:

- There is a material increase or reduction in the value of the dwelling
- You start or stop using part of the dwelling for business
- You have just moved in, but you must appeal within 6 months of your move
- The listing officer alters the band

If you think your band is wrong, please visit www.voa.gov.uk

Discounts

The full Council Tax bill assumes that two adults live in a dwelling. If you are the only adult living in a property, your Council Tax bill will be reduced by 25%. You may also be eligible for a 25% discount if you or someone that lives with you falls into one of the following categories:

- A full time student, student nurse, apprentice, youth training trainee, or a non-British spouse/dependant of a student
- A permanent resident in a hospital or care home
- A person who is severely mentally impaired
- A person resident in a hostel or night shelter
- A person who is 18 or 19 years old and has just left school or college
- A resident care worker who is paid no more than £44.00 per week to provide care to the person they live with.
- A person caring for someone with a disability who is not their spouse, partner or child under 18 years of age.
- A member of visiting overseas forces, certain international institutions or certain religious communities.
- A person who is in prison (except those in prison for non-payment of Council Tax or a fine)
- A diplomat or member of an international organisation with UK headquarters

Empty Home Discounts

A discount of 100% is applicable for the first 14 days in which a property is unoccupied and substantially unfurnished. After this 14 day period the charge will be 100%. Entitlement to the discount begins on the date the property first becomes unoccupied and unfurnished and in order for a new period of discount to be granted there must be a minimum period of occupation of 6 weeks.

Long Term Empty Property Premiums

Dwellings that have been unoccupied and unfurnished for at least two years, and are not subject to a statutory exemption, will have an additional premium of 100% council tax applied to them. Properties that have been empty for over five years will have an additional premium of 200% added to the council tax bill. Properties that have been empty for 10 years or more will have an additional premium of 300% added to the council tax bill

Exempt Dwellings

The list below is a summary of properties that are exempt from Council Tax:

- Left empty by students or school leavers
- Left empty by someone who has gone into prison or moved into a hospital, a residential care home or elsewhere to receive care
- Left empty by someone who has moved elsewhere to provide care for someone
- Empty and waiting for probate or letter of administration to be granted. Exempt for up to six months after the grant is made, then 100 percent charge applies
- Left empty by someone who is bankrupt or properties repossessed by a mortgage lender
- Occupied only by people under 18
- Occupied only by people who are severely mentally impaired
- Occupied only by students, or student halls of residence
- An unused caravan pitch or boat mooring
- Properties where occupation is prevented by law or by the actions of a local authority
- Waiting to be occupied by a minister of religion
- Part of a dwelling, such as an annexe or granny flat, which is empty and may not be let separately to the main home
- Occupied by members of visiting forces, certain international organisations, a foreign diplomat, or member of an international organisation with headquarters in the UK.
- Owned by the ministry of defence and held available for service personnel
- Any part of a property, such as an annexe or granny flat, which is occupied by a dependant relative of the family resident in the other part.
The relative must be either; over 65 years of age, severely mentally impaired, or substantially and permanently disabled.

Disabled Person Reduction

If you or someone who lives with you is disabled and because of their disability needs extra space in your property, such as an extra kitchen or bathroom or extra space because they use a wheelchair indoors, then you may be entitled to a reduced Council Tax bill. Contact us for more information.

National Discount for Annexes

If your property includes a main home and an annexe then you would usually pay Council Tax for both the main home and the annexe. You can now receive a 50% Council Tax discount for the annexe provided that it is either used by the resident of the main home as part of their home or it is used as the sole or main residence of a relative of the person living in the main home.

Local Council Tax Support

Council Tax Support – can provide help with some or all of your Council Tax. Whether you get help depends on your personal circumstances and your income and savings. Generally the more income and savings you have the less likely you are to qualify for help.

To claim you will need to complete a claim form, available from our website.

Discretionary Reductions

The council has a discretionary power to reduce the amount payable. The Council Tax can be reduced by any amount and the power can be exercised on a case-by-case basis or by determining a local discount.

A decision to reduce Council Tax using this power would usually only be made in exceptional circumstances.

Claiming Discounts, Exemptions and Reductions

If you think that you are entitled to a discount, exemption or reduction and it is not shown on your bill then please contact us.

If your bill shows a discount, exemption or reduction to which you are not entitled then please let us know straight away. If you do not let us know then you may have a penalty of £70, if you continue to fail to provide us with the correct information then you may have to pay a further penalty of £280.

Instalment Scheme

Your Council Tax is normally payable in 10 instalments; you have the right to request payment in 12 instalments. If you would like to pay in 12 instalments then you must request this in writing and the request must be received by the 15th April, however we recommend that you contact us by telephone to discuss switching.

Appeals

You can appeal if you consider that you are not liable to pay Council Tax – for example because you are not the resident – or because you believe your property is exempt. You can also appeal if you believe that we have made a mistake by not giving you a discount, or reduction to which you believe you are entitled.

Making an appeal does not allow you to withhold payment of Council Tax and you should continue to pay as requested in your latest Council Tax demand. If your appeal is successful any overpayment will be refunded to you.

Any appeal must be made in writing, we will then respond to you within 2 months, If you disagree with our response, or if we do not reply within 2 months then you may appeal directly to the Valuation Tribunal. Details are available on request from us or the Tribunal Office, Hepworth House, Unit 2 Trafford Court, Doncaster, DN1 1PN.

Adult Social Care Information

The Secretary of State made an offer to adult social care authorities. (“Adult social care authorities” are local authorities which have functions under Part 1 of the Care Act 2014, namely county councils in England, district councils for an area in England for which there is no county council, London borough councils, the Common Council of the City of London and the Council of the Isles of Scilly.)

The offer was the option of an adult social care authority being able to charge an additional “precept” on its council tax without holding a referendum, to assist the authority in meeting its expenditure on adult social care from the financial year 2016-17. It was originally made in respect of the financial years up to and including 2019-20. If the Secretary of State chooses to renew this offer in respect of a particular financial year, this is subject to the approval of the House of Commons.

Financial Information

Information relating to the relevant and previous financial years in regard to gross expenditure of the billing authority, precepting authorities and any body that has issued a levy on the billing authority or the precepting authority is available at

www.redditchbc.gov.uk/council-tax-info

A hard copy of the information is available where requested in writing.

Enquiries About Your Bill

If you have any questions about your Council Tax bill:

Write to: Revenue Services, Redditch Borough Council, Town Hall, Walter Stranz Square, Redditch, B98 8AH

Call: 01527 534040 between 9am and 5pm (10am and 5pm Tuesday)

Email: **revenues@redditchbc.gov.uk**

Visit Website: **www.redditchbc.gov.uk**

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surveying teams