

# YOUR SERVICES

2021/22



WE WERE HERE FOR YOU BEFORE THE PANDEMIC  
WE WILL CONTINUE TO SUPPORT YOU DURING THIS CRISIS  
WE WILL BUILD BACK STRONGER TOGETHER

# YOUR COUNCIL TAX BILL

**You pay Council Tax to five different organisations. Each one charges a different amount for their services. These different amounts are added together to make your total Council Tax bill. Malvern Hills District Council is responsible for collecting the money and passing it on to these other organisations.**

*In this area you pay Council Tax to:*



looked after children, road and path maintenance, libraries and waste disposal.

**West Mercia Police and Crime Commissioner**  
(11.5p in every pound):

Your Council Tax helps to fight crime and keep communities safe. See separate leaflet for more information.

planning services, business support, housing, parks, public toilets, elections, community safety and much more.

**Hereford & Worcester Fire and Rescue Service**  
(5p in every pound):

Your money helps to support the work of this service including tackling fires, dealing with road traffic collisions and responding to major emergencies like flooding.

**Town/parish council**  
(4p in every pound):

Every area in Malvern Hills District has a town or parish council. The services they run vary but they can include parks/playgrounds, allotments, cemeteries, bus shelters, Christmas lights and they also comment on planning applications.

**Worcestershire County Council** (70.5p in every pound):

About 70% of your total Council Tax bill goes to Worcestershire County Council. This pays for services including, but not limited to, adult social care,

**Malvern Hills District Council** (9p in every pound):

We keep just 9p in every pound you give us in Council Tax. This funds Covid-19 recovery work as well as services including waste and recycling collections,

## Adult social care charge

Adult social care authorities, in our case Worcestershire County Council, are able to increase their share of the Council Tax bill by an extra amount without holding a referendum. For Worcestershire in 2021/22 this is 1% and is specifically to fund the cost of adult social care and is on top of any increase to fund the day-to-day running of services.

# SUPPORT FOR YOU



**We know the impact of the pandemic means times are tough for many of you right now.**

*We want to do all we can to support you.*

## Council Tax

**This year we have added £5 to the average band D Council Tax bill.**

**This will help protect the key services we all rely on and help fund our Covid-19 recovery work. We still have one of the lowest Council Tax bills in the country and the second lowest in Worcestershire.**

Depending on your circumstances, you may be able to get help paying your Council Tax bill or you can spread payments over 12 months instead of ten.

If you are having trouble paying your Council Tax bill then please get in touch with us as soon as possible by emailing [revenues@southworcestershirerevenues.gov.uk](mailto:revenues@southworcestershirerevenues.gov.uk) or call **0300 456 0560** so we can help.



Fuel vouchers are available for families and households in Worcestershire on pre-payment meters, paying by Direct Debit, paying when billed or direct to a supplier, for example someone using LPG, oil or solid fuels.

You can apply for a Winter Warmer Fuel Voucher if you are claiming certain benefits or if you have an annual household income, before tax, of £30,000 or less, have recently been made redundant, have been furloughed and are waiting to receive your first payment and don't now when it will be, are self-employed and your income is unpredictable and/or you are waiting to apply for payment from the Government.

Email our partner Act on Energy at [support@actonenergy.org.uk](mailto:support@actonenergy.org.uk) or call Freephone **0800 988 288** or visit [www.malvernhill.gov.uk/moneyadvice](http://www.malvernhill.gov.uk/moneyadvice) for more information.

## Help with paying your fuel bills



If you are struggling to pay your fuel bills due to the impact of Covid-19 you may be able to apply for a Winter Warmer Fuel Voucher.

## Help managing your money

If you are worried about your finances, then seek help as soon as possible.

Call South Worcestershire Citizens' Advice Adviceline on **03444 111 303** or the Government backed Money Advice Service for free and impartial advice on **0800 138 7777**. You can also find tips on managing your money and links to organisations who may be able to help at [www.malvernhill.gov.uk/moneyadvice](http://www.malvernhill.gov.uk/moneyadvice).

# SOME OF THE WAYS WE HAVE SUPPORTED YOU DURING THIS PANDEMIC



Paid out more than £20million to businesses in support payments



Ran campaigns to support residents to look after their own mental and physical health



More than 340 people given extra help to pay their Council Tax



Offered free parking during the summer and Christmas to support traders



Appointed a town centre recovery officer to work with businesses as they reopen



Provided over £15,000 to fund community Covid-19 support projects



Helped rough sleepers off the street and into permanent accommodation



Worked with our voluntary and community sector to support the vulnerable



More than £54,000 given to foodbanks to help those in need



Made £53,000 available to be distributed by charities, voluntary and community groups to support families in need



Kept essential services, including waste and recycling collections, going



We promise to continue to be there for you

# OUR PLAN TO LEAD THE RECOVERY

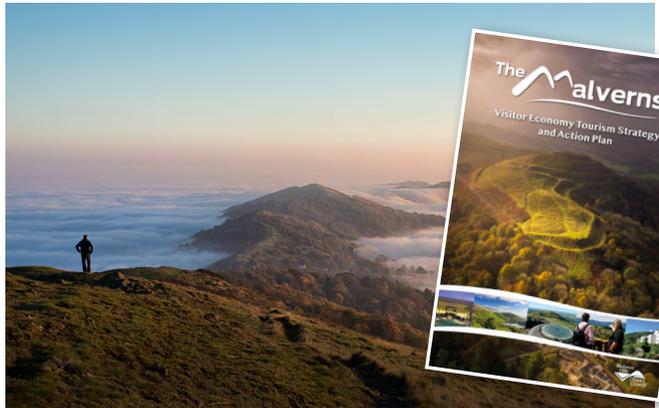
We are determined our district will come back stronger than ever from this pandemic. That's why we have put supporting our economic recovery, strengthening communities and supporting individuals at the heart of our revised Five Year Plan.

## We will:

- Develop a new economic strategy setting out how we will support our local economy over the coming years



- Work with local traders to promote town centres and town centre plans to help them adapt to future changes in customer habits
- Introduce new apprenticeship and graduate grant funding programmes



- Deliver our new Visitor Economy Action Plan to help make The Malverns a green tourism destination
- Lobby for key infrastructure improvements including road, rail and broadband
- Develop a new communities strategy to build on the strengths of communities highlighted by the pandemic to make them stronger, sustainable and resilient
- Lobby for active travel schemes across the district to support walking and cycling
- Bring new housing sites forward based on community need, including provision for key workers
- Renew our commitment to tackling rough sleeping and the provision of mental health services to those in need of homelessness support
- Work with partners to tackle loneliness and social isolation
- Deliver an updated Youth Plan to help address the needs of our young people



Read our plan in full at [www.malvern hills.gov.uk/five-year-plan](http://www.malvern hills.gov.uk/five-year-plan)

# Worcestershire County Council Budget 2021/22



## 2021/2022 expenditure

- Adult social care, public health and community services **£153m**
  - Children's services **£107m**
  - Economy & Infrastructure **£56m**
  - Support services including Finance and Legal **£40m**
- Total: **£356m**

## In response to what you have told us needs to be improved, we are investing in...

**£6m** to resurface roads



**£4m** to resurface pavements

**£2.5m** to improve street lighting



A further **£1.25m** to address local highway priorities

**£2.5m** to renew highways drainage and flood mitigation works



## We will continue to deliver:

Our **£10m** programme to reduce traffic congestion



**150,000** trees are to be planted in the county to develop sustainable woodlands



**£0.2m** each year to improve public transport in the county



The last year has been an exceptionally tough year for all of us. We are doing all we can to keep residents in Worcestershire safe, try to reduce the spread of the virus and support the most vulnerable in society.

Millions of pounds more have been invested into supporting local businesses through these very challenging times.

We recognise the difficulties that many households in Worcestershire are facing and because of that we are keeping our rise in Council Tax next year to 2.5%.

The increase is the equivalent to 63 pence per week for a band D property. This is lower than the increases that are being proposed in many areas and means that Council Tax rates in Worcestershire will remain amongst the lowest in the country for county councils.

We are planning to invest an extra £11.5 million (gross) into Adult Social Care to meet the needs of Worcestershire's ageing population. We are proposing to spend an additional £7.7m (gross) on improving outcomes for our children and young people.

Our budget for this coming year will also support the county's recovery from the pandemic. We plan to invest in those areas that residents have told us are most in need of improvement.

They include improving the county's roads and pavements, cutting congestion and improving public transport. We are also investing in schemes that will reduce the risk of flooding, improve our countryside walks and enhance the environment.

I know the months ahead will remain challenging and we will continue to do all we can to protect the vulnerable, support the local economy and maintain vital public services.

**Councillor Simon Geraghty,  
Leader, Worcestershire County Council**

## Protecting the most vulnerable

An extra **£7.7m** gross in 2021/22 to improve outcomes for our children and young people



An additional **£11.5m** gross invested into tackling the growing financial demands of an ageing population



-  [www.worcestershire.gov.uk](http://www.worcestershire.gov.uk)
-  /YourWorcestershire
-  @worccsc and @worcstravel
-  @YourWorcestershire
-  Search Worcestershire County Council



**worcestershire**  
county council



# WASTE AND RECYCLING COLLECTION CALENDAR 2021/22

Green recycling bin

Black waste bin

Christmas collection schedule

APRIL						
M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
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MAY						
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31						

JUNE						
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AUGUST						
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30	31					

SEPTEMBER						
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OCTOBER						
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DECEMBER						
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JANUARY						
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FEBRUARY						
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MARCH						
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28	29	30	31			

For further help and advice please visit [www.malvernhills.gov.uk/refuse-and-recycling](http://www.malvernhills.gov.uk/refuse-and-recycling)