



Telford & Wrekin  
Co-operative Council

Protect, care and invest  
to create a better borough

# Protect, care and invest to create a better borough

**There's no doubt that balancing the books will be a challenge for every council this year, but we're firmly on the side of our residents and in a cost of living crisis, want to keep people's bills as low as we can.**

Last year we were one of the only councils in the West Midlands to freeze general council tax and we promised then that we would freeze it again this year too. We're proud to deliver this promise and freeze general council tax for 2023-24, only applying the 2% increase for Adult Social Care that the government expects all councils to make.

This means that you are very likely to have the lowest council tax in the Midlands for the sixth year in a row for the award-winning services we provide. Last year, this meant people **saved around £228 compared to the average Band D property** and we expect **savings to be similar this year too**.

We are only able to do this because of our strong track record in managing the council's budget despite having to make ongoing savings of £141m by the end of 2022/23 to manage reduced resources, increased demand for services and other pressures.

Your council tax bill also includes separate charges for police, fire and rescue services as well as your local town or parish council. This leaflet explains more about how your council tax is set and where the money is spent. You can also find information about the help and support available for people struggling or unable to pay their council tax bill.

**Councillor Shaun Davies**  
(Labour)

Leader,  
Telford & Wrekin Council



# Getting value for you

## Lowest council tax in the Midlands in 2022/23 for the services we provide

Last year we had the lowest council tax in the Midlands for the award-winning services we provide and expect to be one of the lowest again this year too.

Average yearly cost of band D council tax for all midlands authorities during 2022-23  
(excluding police, fire\* and parish precepts)



## MJ Local Authority of the Year 2022

The MJ Awards gave us their Local Authority of the Year award in 2022, recognising the very best in council services across the UK



APSE  
Annual Service Awards



Co-operative  
Councils Awards



LGC  
Awards



MJ  
Awards

## Future investment

The money we receive from your council tax helps us to **continue** to protect, care and invest to create a better borough that is cleaner, greener, safer and more enjoyable.

## Cost of living support

£12m

£12m to help people through the cost of living crisis, including:

- **The Crisis Support Fund**
- **Support for local food banks**
- **Supermarket food vouchers**
- **Warm spaces in the community**
- **Home energy efficiency**

## Cleaner

over £40m

**Over £40m for transport and highways schemes** to make sure roads and footpaths are well maintained and people can travel around the borough safely

## Greener

£6.5m

**£3.7m for environmental improvements** including parks, local nature reserves and green guarantee sites

**£2.8m for climate change initiatives**, to reduce our carbon footprint and work with others on local climate change projects

## Safer

**New CCTV** across the borough

Improved **street lighting**

**Self-defence classes** for women

Investment in a wide range of **community activities** to bring people together

## More enjoyable

Over **£15.7m**

**£7m** investment in **leisure and culture**, including free swimming for under 25s, gym refurbishments and improvements to the ski slope

**£8.7m** for a **new swimming pool** in the Dawley area to support health and wellbeing

investment in **play areas across the borough**, including equipment for children with disabilities

## Homes

Over **£91m**

**Over £70m** to **expand Nuplace and Telford and Wrekin Homes** to provide more quality homes for local people

**£10m** for **affordable and specialist housing** programmes

**Over £11m** for other **housing initiatives** including rough sleepers, temporary accommodation, affordable warmth and empty properties

## Job opportunities

Over **£136m**

**Over £74m** to **support growth fund initiatives** and bring new job opportunities to the borough

**Over £40m** for **education projects** including school expansion projects to increase pupil places

**Over £22m** for **Towns Fund regeneration** projects

## High Streets

Almost **£5m**

**Almost £5m** into **Pride in Your High Street schemes** which help local business owners with things like grants for new business start-ups and improving shop façades.

# Council tax explanatory notes

## Compilation of the billing authority's valuation list

Most domestic properties are subject to council tax. One bill is issued to each property whether it is a house, bungalow, flat or mobile home and whether the property is owned or rented. Every property has been allocated to one of eight valuation bands by the **Valuation Office Agency according to open market values as at 1 April 1991**. Your council tax bill shows which band applies to your property.

Valuation band	Range of values
A	Up to and including £40,000
B	£40,001 to £52,000
C	£52,001 to £68,000
D	£68,001 to £88,000
E	£88,001 to £120,000
F	£120,001 to £160,000
G	£160,001 to £320,000
H	More than £320,000

## Exempt dwellings

You do not have to pay council tax on some types of property. These are known as 'exempt properties' and include both occupied and unoccupied properties.

Unoccupied properties **may** be exempt if the property is:

- an unoccupied annexe – such as a granny flat
- left unoccupied by the owner who is a student
- left empty by someone who has moved permanently to receive personal care in a hospital, a home or elsewhere
- left empty by someone who has moved permanently in order to provide personal care to another person
- left unoccupied and has been repossessed
- left empty by someone who has been detained by order of a court
- has remained unoccupied and you are awaiting probate or letters of administration to be granted – in this case the exemption will apply for up to six months after the award of probate or letters of administration
- owned by a charity – this exemption will be for a maximum of six months
- awaiting occupation by a minister of religion
- the responsibility of a bankrupt's trustee
- empty due to occupation being forbidden by law

- an unused caravan pitch or boat mooring

Occupied properties may be exempt if the property is occupied:

- only by persons aged under 18 years
- only by full time students or school leavers
- only by persons who are severely mentally impaired
- as forces barracks or married quarters
- by members of a visiting armed force
- by a person with diplomatic privileges or immunity
- by elderly or disabled relatives (specifically annexes)
- as a halls of residence

You can apply on line at **[www.telford.gov.uk](http://www.telford.gov.uk)**

## Discounts

If only one adult lives in the property the council tax charge will be reduced by 25%.

Some people are not counted when calculating the number of adults in a property. These may include:

- Persons for whom Child Benefit is payable
- Students, and college leavers, under 20 years of age studying up to A level or equivalent
- Apprentices and Youth Training trainees
- Full time students, student nurses and foreign language students
- Patients in a home or hospital patients
- Residents in hostels
- Certain carers
- Severely mentally impaired people - such as those living with dementia
- People in detention (unless for non-payment of council tax)
- Members of religious communities
- Members of visiting forces, members of international headquarters or persons with diplomatic privileges or immunity
- Certain spouses or dependants of a student, where they are not a British citizen

A discount may be applicable where a person is occupying a second home which is related to their job, or where an annexe is used either by the occupier of the main dwelling or is occupied by people related to the person liable to pay council tax at the main dwelling. You may also be entitled to a local discretionary discount. Please contact us for more information.

If you are receiving a council tax discount including council tax reduction and

there is a change in your circumstances, you must notify the council within 21 days. Failure to do so may result in a £70 penalty. You may also receive a fine of up to £1,000 or be prosecuted if we find that you deliberately failed to tell us of something which affects your entitlement to a discount or reduction.

If you own or rent a property that is unoccupied, you may be paying 100% council tax. If the property has been empty for two years or more, you will be charged 200% council tax. If the property has been empty for over five years 300% will be charged and 400% if it's been empty for over 10 years. The Home Improvement team can provide advice and support on how you could bring this property back into use and access possible funding to help you with this. For free advice and support call the council's Empty Property officer on **01952 381461**.

## **Disabled band reduction**

You may qualify for a reduction in your council tax bill if your property has:

- at least one disabled person permanently resident; and
- a room or space which is needed to specifically meet the needs of the disabled person;
- a second bathroom or kitchen which is needed to specifically meet the needs of the disabled person; or space for using a wheelchair indoors

The council tax bill may be reduced by the equivalent of one valuation band, meaning a band D property would be charged the rate of a band C property in the same area.

The reduction of a band A property would be 5/9ths of a band D charge.

## **Housing benefit and council tax reduction**

If you are on a low income you can claim help towards paying your rent or council tax.

You can be working or receiving benefits.

The amount of help you get will depend on your household circumstances.

Visit **[www.telford.gov.uk/benefits](http://www.telford.gov.uk/benefits)** to:

- register your intention to make a claim and book a telephone appointment to complete your claim with one of our Benefit Assessors.
- find out more about housing benefit and council tax reduction.

You can use a smart phone, tablet or computer to access our website. If you are unable to use the internet, phone us on 01952 383838 to book your new claim appointment.

If you are of working age you will usually need to claim Universal Credit to help towards your rental costs, more information can be found at **[www.gov.uk/universal-credit](http://www.gov.uk/universal-credit)**

## Hardship

If you are experiencing financial difficulties and are struggling to pay your council tax even after your council tax reduction has been added to your account you can apply for council tax reduction hardship assistance. You must be entitled to council tax reduction or in receipt of Universal Credit. To find out more visit [www.telford.gov.uk/ctrhardship](http://www.telford.gov.uk/ctrhardship) to make an application.

If you are experiencing financial difficulties and are struggling to pay your rent even after your housing benefit or Universal Credit housing costs has been paid you can apply for a discretionary housing payment. To find out more and make an application visit [www.telford.gov.uk/dhp](http://www.telford.gov.uk/dhp)

There is also range of advice and support on our cost of living pages:  
[www.telford.gov.uk/costofliving](http://www.telford.gov.uk/costofliving)

## Appeals

Appeals regarding your council tax band should be directed to the Valuation Office Agency at [www.voa.gov.uk](http://www.voa.gov.uk)

You can appeal to the council if:

- you do not think you should have to pay council tax because you do not live in or own the property
- you think the property should be exempt from council tax
- you believe that Telford & Wrekin Council has made a mistake in calculating your bill
- you have been refused a discount or exemption to which you believe you are entitled

If you wish to appeal on any of these grounds, you must notify the council in writing so that we can reconsider your case. If you disagree with our decision, you have a further right of appeal to the valuation tribunal and we will give you details of this procedure when you are notified of the result of your initial appeal.

Please address initial appeals to:

Telford & Wrekin Council, PO Box 249, Telford, TF3 4LP or  
email us at [council.tax@telford.gov.uk](mailto:council.tax@telford.gov.uk)

Making an appeal does not entitle you to withhold payment. If your appeal is successful, we will repay any council tax you have overpaid.

For adult social care authorities, council tax demand notices show two percentage changes; one for the part of the overall change attributable to the adult social care precept, and one for the part attributable to general expenditure. The secretary of state is allowing adult social care authorities an additional precept of 2% on its council tax for 2023/24 without holding a referendum.

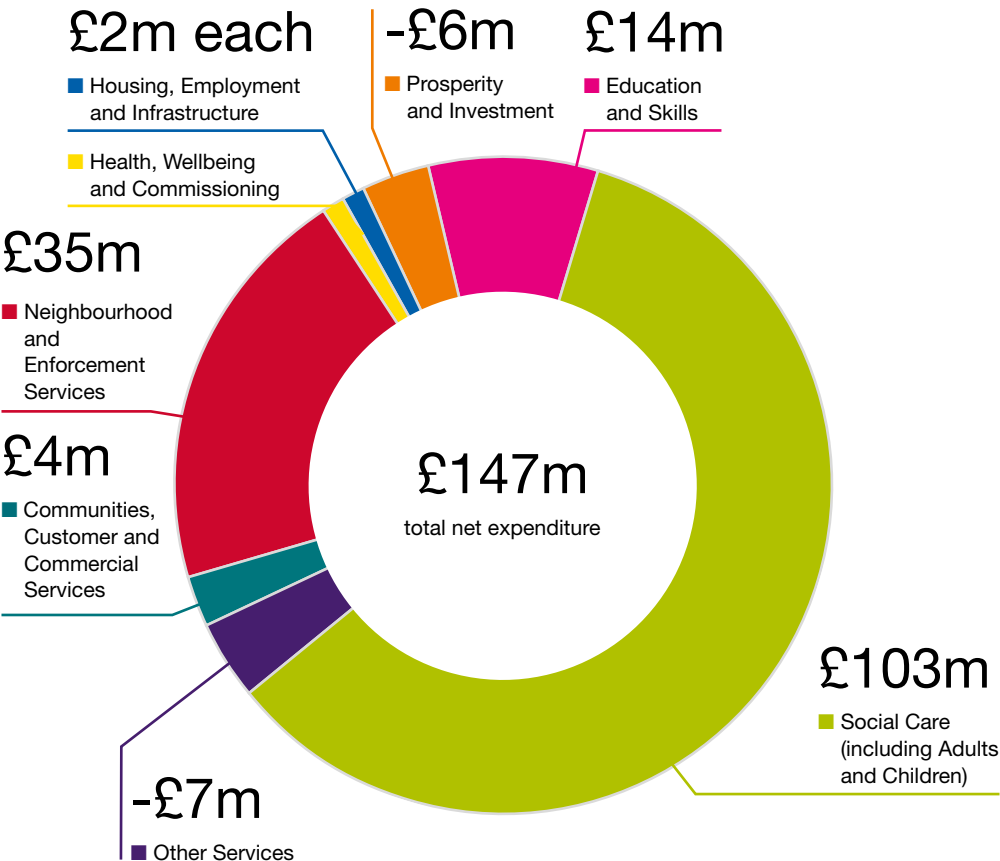


# Where your money goes

This leaflet gives you information on the money needed by Telford & Wrekin Council and parish and town councils.

Information about police and fire spending is shown in the separate leaflets also available on the website.

## Telford & Wrekin Council 2023/24 net expenditure



# Financial summary of Telford & Wrekin Council spend

1 April 2023 to 31 March 2024

Telford & Wrekin Council’s spending and income budget

2022/23 net spending £000	Service	2023/24 total spending £000	2023/24 income £000	2023/24 net spending £000
53,521	Adult Social Care*	95,007	33,392	61,615
37,734	Children’s Safeguarding and Family Support	45,360	3,722	41,638
3,725	Communities, Customer and Commercial Services	82,227	78,180	4,047
13,700	Education and Skills	147,498	133,257	14,241
13,783	Finance and Human Resources	23,284	8,066	15,218
2,016	Health, Wellbeing and Commissioning	13,242	11,397	1,845
2,095	Housing, Employment and Infrastructure	6,175	4,182	1,993
31,046	Neighbourhood and Enforcement Services	45,000	10,430	34,570
928	Policy and Governance	8,141	7,398	743
(6,706)	Prosperity and Investment	23,361	29,284	(5,923)
(16,889)	Other Services	24,269	47,482	(23,213)
0	Less internal recharges included above	(56,092)	(56,092)	0
134,953	Overall net spending	457,472	310,698	146,774
	Change in net budget			
	Additional net investment in Adult Social Care			7,261
	Additional net investment in Children’s Safeguarding			2,521
	Inflation			11,510
	Cost of the Capital Programme			984
	Savings			(8,109)
	Additional grant allocations including New Service Grant			(2,503)
	Other Pressures & Investments including specific grants and changes in balances/reserves			157
	Total movement			11,821

\* Includes additional investment

Budget funding summary	2023/24 £000
Total spending to fund	146,774
Less: collection fund surpluses	1,127
Net amount to be raised	145,647
Revenue Support Grant (including Top Up Grant)	(17,597)
Retained Non Domestic Rates	(47,071)
Remaining amount to be raised from council tax	80,979

# Overall council tax funding requirement

The enclosed bill for 1st April 2023 to 31st March 2024 is the total amount of council tax required by four organisations providing public services in your area - Telford & Wrekin Council, your local parish or town council, West Mercia Police & Crime Commissioner and Shropshire and Wrekin Fire & Rescue Authority.

Part of the spending by Telford & Wrekin, West Mercia Police & Crime Commissioner and Shropshire and Wrekin Fire & Rescue Authority is funded by Government Grant. Telford & Wrekin Council and the Fire Authority also receive an element of funding from Non Domestic Rates. The balance of net spending for these authorities, and all the spending of the parish and town councils, is funded by council tax.

You only get one bill because we collect the council tax for the other authorities as well as ourselves. The breakdown of requirements is shown below.

Council	2023/24 Council tax requirement £000	2023/24 Band 'D' council tax level and increase	
		£	%
Telford & Wrekin Council - General Fund	68,991	1,247.21	
- Special Fund	603	10.90	
<b>Total for Telford &amp; Wrekin (excluding Adult Social Care)</b>	<b>69,594</b>	<b>1,258.11</b>	
Telford & Wrekin Council - Adult Social Care Precept	11,385	205.82	
<b>Total for Telford &amp; Wrekin (including Adult Social Care)</b>	<b>80,979</b>	<b>1,463.93</b>	<b>2.00</b>
West Mercia Police & Crime Commissioner	14,631	264.50	5.94
Shropshire & Wrekin Fire & Rescue Authority	6,149	111.16	4.60
Parish and Town Councils	5,311	96.01	0.57
<b>Total</b>	<b>107,070</b>	<b>1,935.60</b>	<b>2.60</b>

Telford & Wrekin Council have set an average increase of 2.0% for 2023/24 which is wholly related to the Adult Social Care Precept. The Adult Social Care Precept is equivalent to a 2.0% increase in council tax, based on the total Telford & Wrekin Council tax for 2022/23, and is shown separately and ring fenced to be spent on Adult Social Care. Due to this increase and also increases in precepts from Police, Fire and parish and town councils, average bills have increased by 2.60%.

The amount of your council tax bill will depend on which parish your home is in and which valuation band it is in. Increases for 2023/24 vary between 2.38% and 3.32%. The exact amount is shown on your council tax bill, however, 60% of homes in Telford & Wrekin are in the 2 lowest bands which will mean average total bills of £1,290.40 for band A and £1,505.47 for band B.

This leaflet gives you information on the money needed by Telford & Wrekin Council and parish and town councils.

# Parish council information

Provided by parish and town councils - 1 April 2022 to 31 March 2023

Parish or town council	Amount requested 2022/23	Amount requested 2023/24	Tax base band D equivalent 2023/24	Council tax band D equivalent 2023/24	Band D change from last year
General fund	£	£		£	
Chetwynd	4,500	4,500	282.8	15.91	-1.2%
Chetwynd Aston & Woodcote	9,000	10,000	251.9	39.69	8.4%
Church Aston	19,688	20,672	521.8	39.61	4.4%
Dawley Hamlets	77,500	77,500	2,664.3	29.08	-4.8%
Donnington & Muxton	202,053	206,302	3,873.5	53.25	0.0%
Edgmond	21,777	26,480	561.3	47.17	20.2%
Ercall Magna	49,900	49,900	649.5	76.82	-1.3%
Eyton	0	0	38.7	0	0.0%
Gorge, The	74,188	74,597	1,519.6	49.08	0.0%
Great Dawley	591,029	602,929	2,857.4	211.00	0.0%
Hadley & Leegomery	340,555	342,860	4,451.7	77.01	0.0%
Hollinswood & Randlay	235,273	256,150	1,508.4	169.81	8.2%
Ketley	199,336	201,022	1,475.1	136.27	-0.1%
Kynnersley	2,585	2,585	79.6	32.47	-0.5%
Lawley & Overdale	327,655	346,667	3,902.9	88.82	0.0%
Lilleshall	55,425	55,425	564.5	98.18	-1.9%
Little Wenlock	14,380	17,500	245.2	71.37	21.3%
Madeley	536,826	548,035	4,356.4	125.79	0.0%
Newport	501,000	541,000	4,291.4	126.06	4.0%
Oakengates	586,533	592,857	2,503.3	236.83	0.0%
Preston	500	500	125.6	3.98	-3.9%
Rodington	20,000	22,535	380.1	59.28	12.8%
St Georges & Priorslee	201,219	208,995	4,399.9	47.49	0.0%
Stirchley & Brookside	316,718	316,718	2,338.2	135.45	-1.0%
Tibberton & Cherrington	5,408	5,515	409.6	13.46	0.0%
Waters Upton	25,060	31,205	481.8	64.76	8.9%
Wellington	527,243	530,461	7,115.5	74.55	0.0%
Wrockwardine	87,133	94,000	1,833.8	51.25	-0.5%
Wrockwardine Wood & Trench	124,206	124,206	1,632.1	76.10	-0.2%
<b>Total Increase</b>	<b>5,156,690</b>	<b>5,311,116</b>	<b>55,315.9</b>	<b>96.01</b>	<b>0.6%</b>

Further information on parish or town council expenditure where it exceeds £140,000

Parish or town council	Administration and general purposes		Leisure and community		Footway/ street lighting		Cemeteries		Civic amenities		Grants awarded		Balances		Council tax support grant		Total	
	2022/23 £	2023/24 £	2022/23 £	2023/24 £	2022/23 £	2023/24 £	2022/23 £	2023/24 £	2022/23 £	2023/24 £	2022/23 £	2023/24 £	2022/23 £	2023/24 £	2022/23 £	2023/24 £	2022/23 £	2023/24 £
Donnington & Muxton	120,728	133,631	20,701	28,288	44,200	27,100	0	0	12,126	11,646	3,500	2,500	798	3,137	0	0	202,053	206,302
Great Dawley	194,007	215,714	463,817	464,010	0	0	0	0	33,500	33,500	84,500	74,500	(151,300)	(162,465)	(33,495)	(22,330)	591,029	602,929
Hadley & Leegomery	109,049	102,124	117,905	104,215	42,750	42,750	30,050	16,050	96,125	108,625	8,000	4,000	(63,324)	(34,904)	0	0	340,555	342,860
Hollinswood & Randley	200,910	252,450	102,000	108,350	0	0	0	0	84,000	81,600	4,100	4,600	(153,697)	(189,490)	(2,040)	(1,360)	235,273	256,150
Ketley	140,157	129,150	38,300	43,350	37,500	27,500	7,250	10,850	3,720	1,000	2,000	2,000	(26,871)	(11,015)	(2,720)	(1,813)	199,336	201,022
Lawley & Overdale	154,155	162,445	100,800	134,882	0	0	1,700	1,700	44,000	16,640	27,000	33,000	0	(2,000)	0	0	327,655	346,667
Madeley	274,288	302,046	73,050	76,100	0	0	0	0	239,897	241,011	17,500	15,000	(35,334)	(64,405)	(32,575)	(21,717)	536,826	548,035
Newport	191,765	219,716	122,487	106,365	42,500	72,251	18,622	19,352	85,199	91,931	41,000	51,600	(573)	(20,215)	0	0	501,000	541,000
Oakengates	419,707	424,508	60,591	86,060	0	0	0	0	113,847	98,127	3,000	3,000	(3,947)	(14,395)	(6,665)	(4,443)	586,533	592,857
St Georges & Priorslee	85,215	89,945	90,935	96,050	27,000	35,500	0	0	3,000	3,000	4,500	4,500	(9,431)	(20,000)	0	0	201,219	208,995
Stirchley & Brookside	161,901	212,356	152,190	137,000	0	0	0	500	7,950	10,250	9,000	15,000	6,897	(44,241)	(21,220)	(14,147)	316,718	316,718
Wellington	296,588	315,992	117,699	119,394	0	0	0	0	110,956	116,066	27,000	27,000	(25,000)	(47,991)	0	0	527,243	530,461

# Special Fund

In certain areas the council provides services which in other areas are provided by parish and town councils. There is a Special Council Tax charge for the provision of these services from the council.

For 2023/24 there is charge of £20.97 at Band ‘D’ to the parish and town councils which have chosen not to take over responsibility for running footway lighting in their areas.

These are: Dawley Hamlets, Great Dawley, Hollinswood & Randlay, Lawley & Overdale, Madeley, Oakengates, Stirchley & Brookside, The Gorge and Wellington.

## Flood defence levy

The council is required to provide the following information for the Environment Agency issuing a flood defence levy in the area. The levy is on the area as a whole and is included within Telford & Wrekin Council’s General Fund budget.

Council	2022/23 £	2023/24 £
Midlands region flood levy	65,746	67,715