



Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough

Protect, care and invest to create a better Telford and Wrekin

To help our residents through the cost of living crisis, I'm proud that we were one of the only councils in the West Midlands to freeze the level of general council tax in 2022 and 2023 while continuing to provide more than 700 quality services.

But balancing the books is proving increasingly difficult for councils across the country. This is because we're seeing a huge increase in demand for supporting the most in need – children, adults and those with disabilities – while our budgets from central government have been cut by 84% since 2010 and high inflation eats away at what's left.

Through smart investments, in Telford and Wrekin we've created innovative income streams which have proven vital to mitigate the cuts from government.

However, because of responsible financial management, we will continue to have the lowest council tax in the Midlands and the second lowest council tax for a council of our type in England.

This saves Telford and Wrekin 'Band D' households £276.24 per year compared to the average council tax in the Midlands, or a saving of £588.96 when compared to the highest-charging Midlands authority.

Your council tax bill also includes separate charges for police, fire and rescue services as well as your local town or parish council. These are not set by Telford & Wrekin 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.

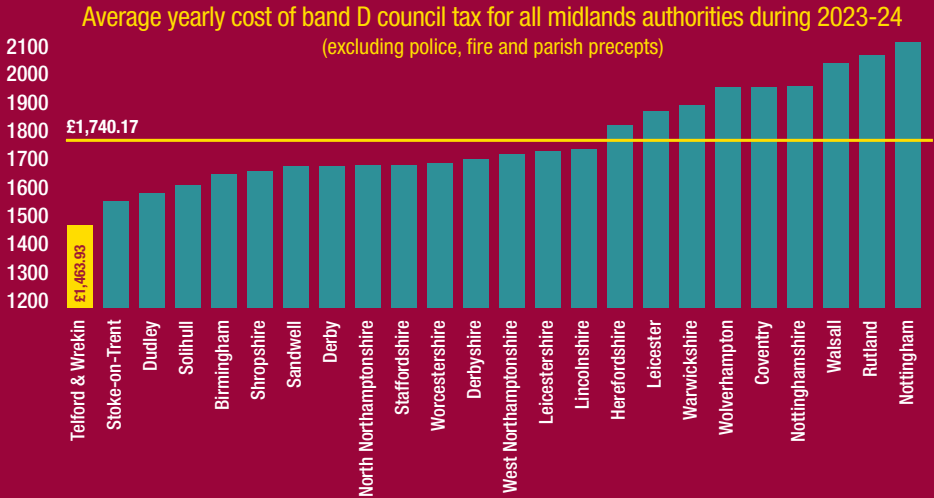
Councillor Shaun Davies
(Labour)

Leader,
Telford & Wrekin Council



Getting value for you

Last year we had the lowest council tax in the Midlands for the award-winning services we provide and we are very likely to have the lowest rate again in 2024/25.



Award-winning services

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 – one that is clean and green, safe and prosperous, and even more enjoyable for you.

Financial management

Strong financial management over many years means that we are still able to make a number of important capital investments to create a better borough.

Not only do our investments deliver social benefit, such as the quality rental 'homes for life' enjoyed by local families through our housing initiatives, Nuplace and Telford & Wrekin Homes, they also generate significant income for the council, enabling us to maintain vital front-line services.

Cleaner and well-maintained

over **£31m**

Over £31m for transport and highways schemes, to ensure roads and footpaths are clean and well maintained and people can travel around the borough safely.

High Streets

£2.7m

Over £2.7m for Pride in Your High Street schemes which help local business owners with things like grants for new business start-ups and improving shop façades.

Homes

over **£123m**

Over £100m investment to expand Nuplace and Telford & Wrekin Homes, providing further high-quality homes for local people to rent from a responsible and responsive landlord.

To date, Nuplace has created **485 homes** right across the borough, generating a cumulative net incremental income of £9.7m to the council since 2015/16, which is being used to help vital frontline services.

£9.7m for affordable and specialist housing programmes.

Over £10.8m for a range of housing initiatives, including affordable warmth, empty properties, rough sleeper, disabled facility grants and temporary accommodation.

Greener

Over **£3.3m**

£1.17m for Environmental Improvements/Enhancements including things like our parks, local nature reserves and green guarantee sites.

£2.19m for Climate change initiatives to support work to reduce the Council's carbon footprint and partnering with government and others on other climate change projects.

More enjoyable

£8.7m

£8.7m for a new swimming pool to support health and wellbeing.

Job opportunities

Over **£178m**

Over £65m to support further Growth Fund initiatives bringing new jobs to the borough. The Growth Fund has already helped to fund new industrial units at T54, space for new businesses at Hortonwood West and Ni.Park (a new employment park in Newport) and has enabled many new job opportunities in the borough.

Over £40m for education projects including investment in school expansion projects to increase pupil places.

Over £35m for Towns Fund projects to enhance local infrastructure and amenities.

Over £37m for 'Levelling-Up Fund' and Capital Regeneration Fund projects, which will foster economic development and community revitalisation.

Borrowing

We spend less of our budget than most similar councils on the costs of borrowing and, for roughly every £1 of debt, we have £2.50 in assets.

Much of the money we borrow is invested into things like houses (like our Nuplace initiative) and industrial units in the borough.

These investments deliver many benefits in the Borough whilst also generating financial returns which are used to support front-line services such as care and support for older people.

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

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 one year 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 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

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 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

There is also range of advice and support on our cost of living pages: 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

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

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

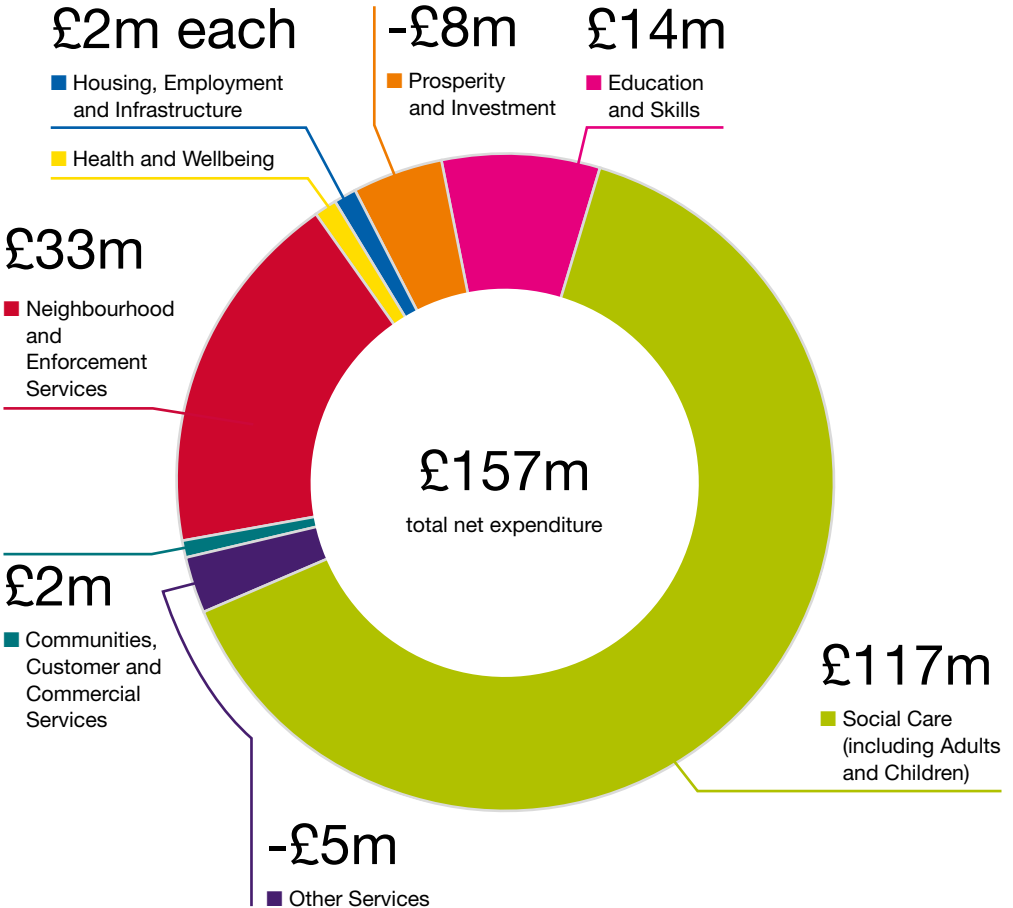
For adult social care authorities, council tax demand notices show two percentage changes; one for the part of the overall change attributable to the adult social care precept, and one for the part attributable to general expenditure. The secretary of state is allowing adult social care authorities an additional precept of 2% on its council tax for 2024/25 without holding a referendum.

How the council spends its revenue

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 2024/25 net expenditure



Financial summary of Telford & Wrekin Council spend

1 April 2024 to 31 March 2025

Telford & Wrekin Council's spending and income budget

2023/24 net spending £000	Service	2024/25 total spending £000	2024/25 income £000	2024/25 net spending £000
61,615	Adult Social Care*	107,852	39,856	67,996
41,638	Children's Safeguarding and Family Support	56,258	6,948	49,310
4,047	Communities, Customer and Commercial Services	86,380	84,231	2,149
14,241	Education and Skills	144,657	130,593	14,064
15,218	Finance and Human Resources	26,147	9,094	17,053
1,845	Health and Wellbeing	12,146	10,446	1,700
1,993	Housing, Employment and Infrastructure	8,340	6,545	1,795
34,570	Neighbourhood and Enforcement Services	46,025	13,299	32,726
743	Policy and Governance	7,726	7,510	216
(5,923)	Prosperity and Investment	22,921	31,417	(8,496)
(23,213)	Other Services	24,202	45,419	(21,217)
0	Less internal recharges included above	(57,210)	(57,210)	0
146,774	Overall net spending	485,444	328,148	157,296
	Change in net budget			
	Additional net investment in Adult Social Care			5,887
	Additional net investment in Children's Safeguarding			7,619
	Inflation			10,199
	Cost of the Capital Programme			2,527
	Savings			(22,213)
	Additional grant allocations including Social Care Grant			(2,495)
	Other Pressures and Investments including changes in balances/reserves			8,998
	Total movement			10,522

* Includes additional investment

Budget funding summary	2024/25 £000
Total spending to fund	157,296
Less: collection fund surpluses	1,416
Net amount to be raised	155,880
Revenue Support Grant (including Top Up Grant)	(18,279)
Retained Non Domestic Rates	(50,648)
Remaining amount to be raised from council tax	86,953

Overall council tax funding requirement

The enclosed bill for 1 April 2024 to 31 March 2025 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 Council, 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	2024/25 Council tax requirement £000	2024/25 Band 'D' council tax level and increase	
		£	%
Telford & Wrekin Council - General Fund	72,861	1,287.89	
- Special Fund	792	14.00	
Total for Telford & Wrekin (excluding Adult Social Care)	73,653	1,301.89	
Telford & Wrekin Council - Adult Social Care Precept	13,300	235.09	
Total for Telford & Wrekin (including Adult Social Care)	86,953	1,536.98	4.99
West Mercia Police & Crime Commissioner	15,699	277.50	4.91
Shropshire & Wrekin Fire & Rescue Authority	6,477	114.49	2.99
Parish and Town Councils	6,139	108.51	13.02
Total	115,268	2,037.48	5.26

Telford & Wrekin Council have set an average increase of 4.99% for 2024/25 which is made up of General Fund, Special Fund and 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 2023/24) 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 5.26%.

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 2024/25 vary between 4.32% and 6.39%. The exact amount is shown on your council tax bill, however, 60% of homes in Telford and Wrekin are in the two lowest bands which will mean average total bills of £1,358.32 for Band A and £1,584.70 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 2024 to 31 March 2025

Parish or town council	Amount requested 2023/24	Amount requested 2024/25	Tax base band D equivalent 2024/25	Council tax band D equivalent 2024/25	Band D change from last year
General fund	£	£		£	
Chetwynd	4,500	5,000	286.2	17.47	9.8%
Chetwynd Aston & Woodcote	10,000	12,000	266.7	44.99	13.4%
Church Aston	20,672	26,000	524.4	49.58	25.2%
Dawley Hamlets	77,500	79,500	2,733.9	29.07	0.0%
Donnington & Muxton	206,302	265,671	4,019.1	66.10	24.1%
Edgmond	26,480	26,480	571.8	46.30	-1.8%
Ercall Magna	49,900	49,900	666.5	74.86	-2.6%
Eyton	0	0	38.1	0	0.0%
Gorge, The	74,597	83,548	1,568.6	53.26	8.5%
Great Dawley	602,929	719,385	2,874.0	250.30	18.6%
Hadley & Leegomery	342,860	454,670	4,572.1	99.44	29.1%
Hollinswood & Randlay	256,150	263,834	1,509.2	174.81	2.9%
Ketley	201,022	219,950	1,482.5	148.36	8.9%
Kynnersley	2,585	2,585	82.2	31.44	-3.2%
Lawley & Overdale	346,667	414,076	4,047.0	102.31	15.2%
Lilleshall	55,425	55,425	568.3	97.52	-0.7%
Little Wenlock	17,500	18,550	246.1	75.37	5.6%
Madeley	548,035	645,822	4,398.6	146.82	16.7%
Newport	541,000	622,500	4,372.2	142.37	12.9%
Oakengates	592,857	628,528	2,507.5	250.65	5.8%
Preston	500	1,500	124.8	12.01	201.8%
Rodington	22,535	24,610	382.6	64.32	8.5%
St Georges & Priorslee	208,995	259,625	4,662.9	55.67	17.2%
Stirchley & Brookside	316,718	352,682	2,375.8	148.44	9.6%
Tibberton & Cherrington	5,515	6,231	427.6	14.57	8.2%
Waters Upton	31,205	32,745	542.7	60.33	-6.8%
Wellington	530,461	628,369	7,166.9	87.67	17.6%
Wrockwardine	94,000	106,000	1,928.0	54.97	7.3%
Wrockwardine Wood & Trench	124,206	133,955	1,627.5	82.30	8.1%
Total Increase	5,311,116	6,139,141	56,573.8	108.51	13.0%

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	
	2023/24	2024/25	2023/24	2024/25	2023/24	2024/25	2023/24	2024/25	2023/24	2024/25	2023/24	2024/25	2023/24	2024/25	2023/24	2024/25	2023/24	2024/25
	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£
Domington & Muxton	133,631	189,326	28,288	35,765	27,100	27,300	0	0	11,646	11,280	2,500	2,000	3,137	0	0	0	206,302	265,671
Great Dawley	215,714	235,550	464,010	561,000	0	0	0	0	33,500	43,500	74,500	74,500	(162,465)	(184,000)	(22,330)	(11,165)	602,929	719,385
Hadley & Leegomery	102,124	240,615	104,215	81,350	42,750	46,000	16,050	24,300	108,625	49,405	4,000	13,000	(34,904)	0	0	0	342,860	454,670
Hollinswood & Randley	252,450	255,770	108,350	114,210	0	0	0	0	81,600	93,060	4,600	4,600	(189,490)	(203,126)	(1,360)	(680)	256,150	263,894
Ketley	129,150	117,550	43,350	70,950	27,500	24,500	10,850	16,150	1,000	700	2,000	2,000	(11,015)	(11,000)	(1,813)	(900)	201,022	219,950
Lawley & Overdale	162,445	162,677	134,882	207,849	0	0	1,700	1,700	16,640	6,850	33,000	38,000	(2,000)	(3,000)	0	0	346,667	414,076
Madeley	302,046	361,462	76,100	69,306	0	0	0	0	241,011	215,912	15,000	10,000	(64,405)	0	(21,717)	(10,858)	548,035	645,822
Newport	219,716	204,050	106,365	126,617	72,251	76,699	19,352	7,381	91,931	106,751	51,600	45,000	(20,215)	56,002	0	0	541,000	622,500
Oakengates	424,508	430,160	86,060	91,910	0	0	0	0	98,127	105,680	3,000	3,000	(14,395)	0	(4,443)	(2,222)	592,857	628,528
St Georges & Priorslee	89,945	92,930	96,050	128,195	35,500	33,000	0	0	3,000	3,000	4,500	2,500	(20,000)	0	0	0	208,995	259,625
Stirchley & Brookside	212,356	225,000	137,000	140,000	0	0	500	1,000	10,250	11,000	15,000	5,000	(44,241)	(22,245)	(14,147)	(7,073)	316,718	352,682
Wellington	315,992	342,302	119,394	145,890	0	0	0	0	116,066	117,177	27,000	23,000	(47,991)	0	0	0	530,461	628,369

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 2024/25 there is charge of £27.14 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.

	2023/24	2024/25
Council	£	£
Midlands region flood levy	67,715	68,861