



Telford & Wrekin  
Co-operative Council

Protect, care and invest  
to create a better borough

## Delivering high-quality services to **protect, care and invest** whilst maintaining the lowest rate of Council Tax in the Midlands.

**We'll always invest in our residents.** At Telford & Wrekin Council, we're committed to creating a better borough for you. Whether that's by creating jobs or helping our residents develop skills, protecting green spaces or caring for the most vulnerable in our community, improving infrastructure and transport, or expanding schools.

I'm proud that our budget for 2025/26 allows us to continue investing in these key areas whilst also maintaining the high-quality services you should expect from a council.

Thanks to responsible financial management at Telford & Wrekin Council over a number of years, in 2025 our residents will continue to pay the **lowest Council Tax in the Midlands** for the service we provide. This year, our consistently low rate will save Telford and Wrekin band D households £292.09 compared to the average Council Tax in the Midlands, or a saving of £618.35 when compared to the highest-charging Midlands authority.

Every penny raised through a general Council Tax increase of 69p a week for the average borough household, based on a band B, will go into supporting the most vulnerable people in the Borough. This commitment to help fill the well-publicised national funding shortfalls in social care will be supplemented by an increase in the Government Adult Social Care Precept equating to 46p a week, which will also be fully invested into Adult Social Care. These values are combined on your bill.

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.

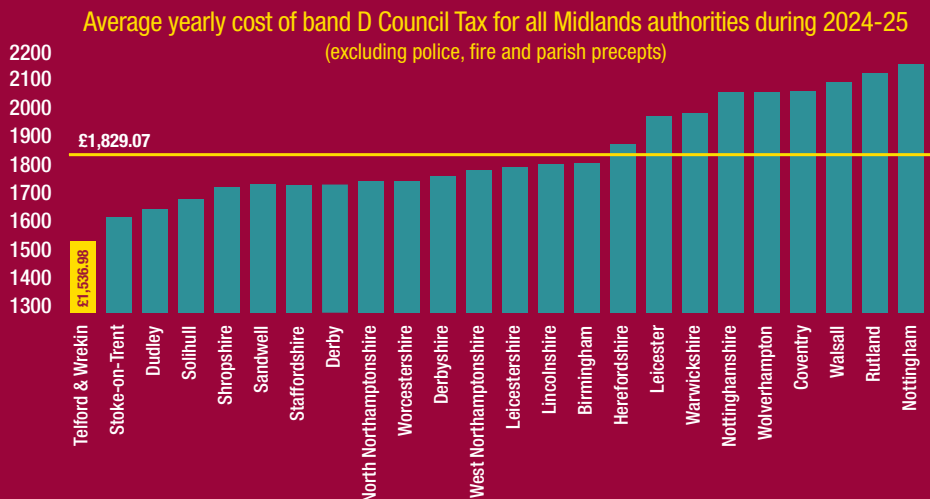
This leaflet explains more about how your Council Tax is set and where the money is spent. You can also find information about the help and support available for people struggling or unable to pay their Council Tax bill.

**Councillor Lee Carter**  
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 will continue to have the lowest rate again in 2025/26.



## High-quality services

**Maintained free fortnightly kerbside collections** for rubbish, recycling and green waste

**Maintained free car parks and no increase on paid parking sites**

**OFSTED 'Outstanding'** for Children's Services in 2020 and 2024

**Local Authority of the Year**, Municipal Journal Awards in 2022

**CQC 'Good'** for Adult Social Care in 2024

as well as

**A record seven green flags** for our parks in 2024



# Future investment

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.

## Jobs, skills and opportunity

over **£165m**

**Over £54m 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 £45m for education projects** including investment in school expansion projects to increase pupil places.

**Over £26m for Towns Fund projects** to enhance local infrastructure and amenities.

**Over £39m for "Levelling-Up Fund" and Capital Regeneration Fund projects**, which will foster economic development and community revitalisation.

## Greener

over **£2.5m**

**£1.7m for protecting and enhancing green spaces.**

**£0.82m 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.

## Transport

Over **£30m**

**Over £30m for transport and highways schemes**, to ensure roads and footpaths are clean and well maintained and people can travel around the borough safely.

## More enjoyable

**£8.7m**

**£8.7m for leisure and cultural schemes** including a new swimming pool to support health and wellbeing.

## Homes

**£109m**

**Over £94m investment to expand Nuplace and Telford & Wrekin Homes**, providing further high-quality homes for local people to rent from a responsible and responsive landlord.

Income from Nuplace is forecast to be £1.9m in 2024/25, which is being used to help protect vital front-line services

**£9.7m for affordable and specialist housing programmes.**

**Over £5m for a range of housing initiatives**, including affordable warmth, empty properties, rough sleeper, disabled facility grants and temporary accommodation.

## Borrowing

Much of the money we borrow is invested into things like houses (like our Nuplace initiative) and industrial units in the borough, and for roughly every £1 of debt, we have £2.40 in assets

When people pay their rent, the profit is 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](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 one year or more, or is a second home, 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 councils with responsibility for Adult Social Care, Council Tax demand notices will include an additional 2% Adult Social Care Precept. This will be included within the councils' element of the demand notice. This means that a referendum will be required if the authority sets an increase of 5% or higher (comprising 2% for the Adult Social Care Precept, and 3% for other expenditure).

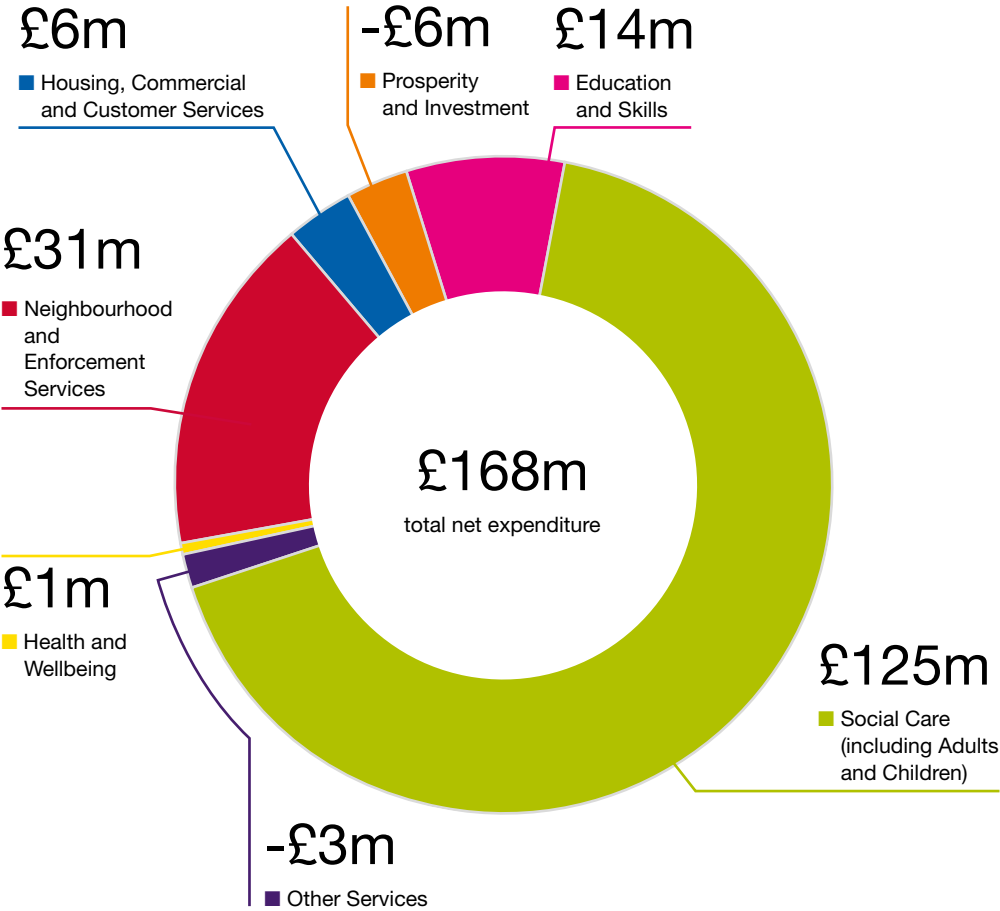


# How the Council spends its revenue

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 2025/26 net expenditure



# Financial summary of Telford & Wrekin Council spend

1 April 2025 to 31 March 2026

Telford & Wrekin Council’s spending and income budget

2024/25 net spending £000	Service	2025/26 total spending £000	2025/26 income £000	2025/26 net spending £000
68,973	Adult Social Care*	124,503	48,456	76,047
49,763	Children’s Safeguarding and Family Support	60,399	11,170	49,229
13,853	Education and Skills	164,069	150,386	13,683
16,699	Finance, People and IDT	38,357	20,365	17,992
954	Health and Wellbeing	10,835	9,965	870
5,446	Housing, Commercial and Customer Services	86,559	80,395	6,164
33,178	Neighbourhood and Enforcement Services	49,496	18,441	31,055
1,384	Policy and Governance	9,179	7,964	1,215
(7,090)	Prosperity and Investment	28,679	34,814	(6,135)
(25,864)	Other Services	30,334	52,815	(22,481)
0	Less Internal Recharges included above	(57,387)	(57,387)	0
157,296	Overall net spending	545,023	377,384	167,639
	Change in net budget			
	Additional net investment in Adult Social Care			7,705
	Inflation			6,821
	Contingencies			1,291
	Net Cost of the Capital Programme			1,779
	Savings			(5,919)
	Additional grant allocations including Social Care Grant			(9,174)
	Other Pressures and Investments including changes in balances/reserves			7,840
	Total movement			10,343

\* Includes additional investment

Budget funding summary	2025/26 £000
Total spending to fund	167,639
Less: collection fund surpluses	2,649
Net amount to be raised	164,990
Revenue Support Grant (including Top Up Grant)	(18,669)
Retained Non Domestic Rates	(52,463)
Remaining amount to be raised from Council Tax	93,858

# Overall Council Tax funding requirement

The enclosed bill for 1 April 2025 to 31 March 2026 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 and Crime Commissioner and Shropshire and Wrekin Fire and Rescue Authority.

Part of the spending by Telford & Wrekin Council, West Mercia Police and Crime Commissioner and Shropshire and Wrekin Fire and 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	2025/26 Council Tax requirement	2025/26 Band D Council Tax level and increase	
	£000	£	%
Telford & Wrekin Council – General Fund & Adult Social Care – Special Fund	93,006 853	1,599.00 14.67	
<b>Total for Telford &amp; Wrekin Council including Adult Social Care</b>	<b>93,859</b>	<b>1,613.67</b>	<b>4.99</b>
West Mercia Police and Crime Commissioner	16,955	291.50	5.05
Shropshire and Wrekin Fire and Rescue Authority	6,948	119.45	4.33
Parish and Town Councils	7,071	121.56	12.03
<b>Total</b>	<b>124,833</b>	<b>2,146.18</b>	<b>5.34</b>

Telford & Wrekin Council has set an average increase of 4.99% for 2025/26 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 Council Tax for 2024/25). Due to this increase and also increases in precepts from Police, Fire and Parish and Town Councils, average bills have increased by 5.34%.

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 2025/26 vary between 4.52% and 7.44%. The exact amount is shown on your Council Tax bill, however, 59% of homes in Telford and Wrekin are in the two lowest bands which will mean average total bills of £1,430.78 for band A and £1,669.25 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 2025 to 31 March 2026

Parish or town council	Amount requested 2024/25	Amount requested 2025/26	Tax base band D equivalent 2025/26	Council tax band D equivalent 2025/26	Band D change from last year
General fund	£	£		£	
Chetwynd	5,000	7,000	291.6	24.00	37.4%
Chetwynd Aston and Woodcote	12,000	12,600	326.1	38.63	-14.1%
Church Aston	26,000	32,320	525.8	61.46	24.0%
Dawley Hamlets	79,500	82,600	2,843.4	29.04	-0.1%
Donnington and Muxton	265,671	288,155	4,237.7	67.99	2.9%
Edgmond	26,480	28,980	567.7	51.04	10.2%
Ercall Magna	49,900	49,900	675.8	73.83	-1.4%
Eyton	0	0	39.1	0.00	0.0%
Gorge, The	83,548	102,502	1,603.8	63.91	20.0%
Great Dawley	719,385	935,100	2,949.8	317.00	26.6%
Hadley and Leegomery	454,670	580,820	4,670.9	124.34	25.0%
Hollinswood and Randlay	263,834	285,504	1,541.6	185.19	5.9%
Ketley	219,950	235,700	1,494.6	157.70	6.3%
Kynnersley	2,585	2,790	83.7	33.33	6.0%
Lawley and Overdale	414,076	449,586	4,141.5	108.55	6.1%
Lilleshall	55,425	70,000	575.8	121.56	24.7%
Little Wenlock	18,550	19,663	246.7	79.70	5.7%
Madeley	645,822	738,691	4,498.5	164.20	11.8%
Newport	622,500	658,500	4,446.0	148.11	4.0%
Oakengates	628,528	709,830	2,528.4	280.74	12.0%
Preston	1,500	1,500	124.7	12.02	0.1%
Rodington	24,610	28,580	389.3	73.41	14.1%
St Georges and Priorslee	259,625	272,690	4,897.3	55.68	0.0%
Stirchley and Brookside	352,682	373,843	2,409.6	155.14	4.5%
Tibberton and Cherrington	6,231	6,894	451.2	15.27	4.8%
Waters Upton	32,745	34,370	569.7	60.32	0.0%
Wellington	628,369	801,747	7,365.9	108.84	24.1%
Wrockwardine	106,000	112,000	2,041.0	54.87	-0.2%
Wrockwardine Wood and Trench	133,955	149,095	1,627.5	91.60	11.3%
Total Increase	6,139,140	7,070,960	58,164.7	121.56	12%

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		
	2024/25		2025/26	2024/25		2025/26	2024/25		2025/26	2024/25		2025/26	2024/25		2025/26	2024/25		2025/26	2024/25		2025/26	2024/25		2025/26	2024/25		2025/26
	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	
Donnington and Muxton	189,326	202,991		35,765	35,601		27,300	34,000	0	0	11,280	14,200	2,000	2,000	2,000	0	(637)	0	0	265,671	288,155						
Great Dawley	235,550	244,100		561,000	628,000		0	0	0	0	43,500	58,500	74,500	68,500	(184,000)	(64,000)	(11,165)	0	719,385	935,100							
Hadley and Leegomery	240,615	328,615		81,350	85,264		46,000	72,500	24,300	25,668	49,405	51,773	13,000	17,000	0	0	0	0	454,670	580,820							
Hollinswood and Randley	255,770	251,300		114,210	124,800		0	0	0	0	93,060	35,420	4,600	5,000	(203,126)	(131,016)	(680)	0	263,834	285,504							
Ketley	117,550	121,700		70,950	77,950		24,500	25,200	16,150	17,250	700	600	2,000	2,000	(11,000)	(9,000)	(900)	0	219,950	235,700							
Lawley and Overdale	162,677	193,642		207,849	201,109		0	0	1,700	1,700	6,850	18,385	38,000	38,000	(3,000)	(3,250)	0	0	414,076	449,586							
Madeley	361,462	361,375		69,306	102,970		0	0	0	0	215,912	264,346	10,000	10,000	0	0	(10,858)	0	645,822	738,691							
Newport	204,050	383,222		126,617	86,801		76,699	56,500	7,381	(5,406)	106,751	4,355	45,000	67,150	56,002	65,878	0	0	622,500	658,500							
Oakengates	430,160	476,650		91,910	92,610		0	0	0	0	105,680	137,570	3,000	3,000	0	0	(2,222)	0	628,528	709,830							
St Georges and Priorslee	92,930	139,190		128,195	84,000		33,000	35,000	0	0	3,000	3,000	2,500	11,500	0	0	0	0	259,625	272,690							
Stirchley and Brookside	225,000	248,500		140,000	145,000		0	0	1,000	1,500	11,000	12,000	5,000	10,000	(22,245)	(43,157)	(7,073)	0	352,682	373,843							
Wellington	342,302	267,508		145,890	355,787		0	0	0	0	117,177	150,452	23,000	28,000	0	0	0	0	628,369	801,747							
Wrookwardine Wood and Trench	53,040	57,630		14,550	15,100		20,000	20,000	8,600	8,600	46,565	46,565	1,200	1,200	(10,000)	0	0	0	133,955	149,095							

# 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 2025/26 there is charge of £28.55 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 and Randlay, Lawley and Overdale, Madeley, Oakengates, Stirchley and 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	2024/25 £	2025/26 £
Midlands region flood levy	68,861	71,819