

**ONE  
HOUNSLOW**



**London Borough  
of Hounslow**

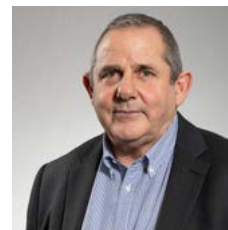
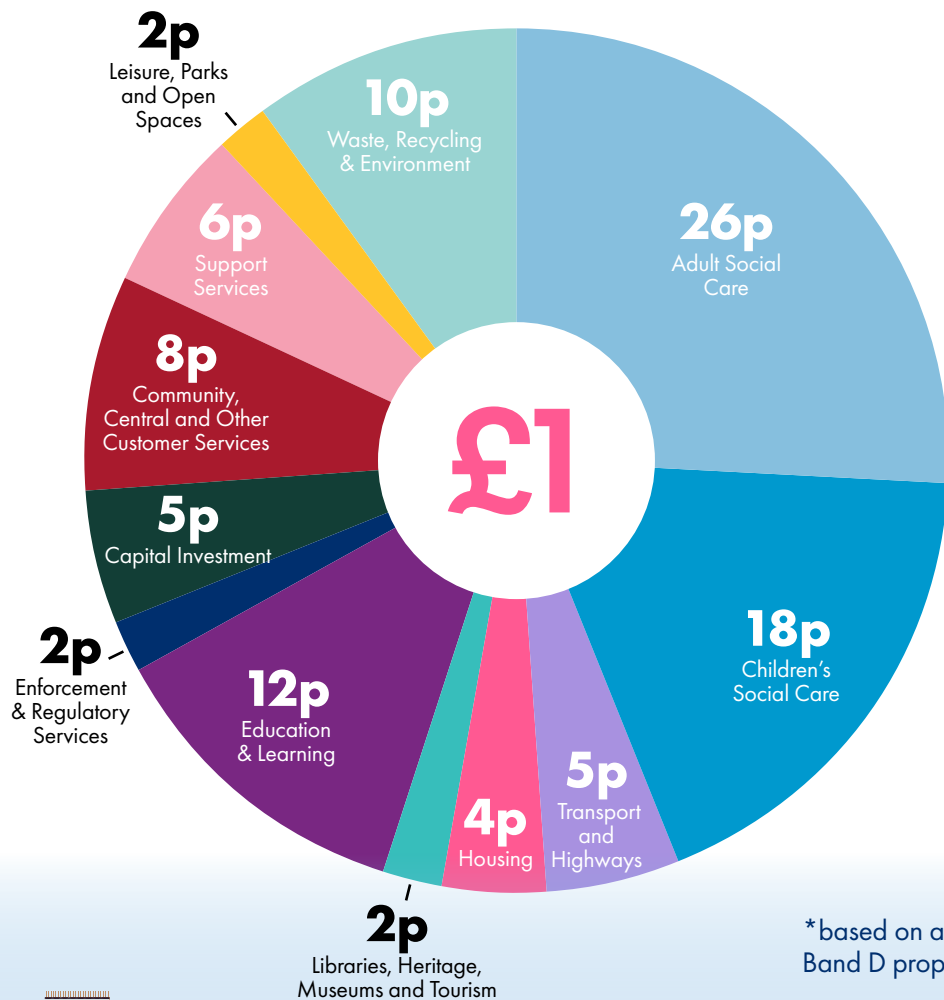
# A responsible budget for a thriving Hounslow

**Delivering for residents through  
challenging times.**



# Hounslow's Council Tax for 2022/23 is £26.51 per week\*

This is how each £1 will be spent to deliver essential services.



One of the most important tasks for the Council is to set a responsible budget for the year ahead. This is particularly difficult in an environment where inflation is high and the cost of living is going up across the board. We know these are challenging times for our residents.

On your behalf, we are always stepping forward for Hounslow and we are very proud of what we have done in recent years to make this a fairer, greener and stronger borough.

We have delivered **1,300** new council homes, secured over **4,000** training and apprenticeship opportunities and planted a tree for each child born in our borough. All of our schools are rated as good or outstanding, and we've given our businesses a boost through our **£1million** Shop Local voucher scheme.

Now we want to build on those successes to ensure that our communities and businesses can continue to thrive when we emerge from the pandemic.

In order to deliver on our priorities and meet growing demand for some services, we have decided this year to raise our portion of the Council Tax bill by **2.99%**.

The increase, which is below the rate of inflation, will help to fund all our vital services over the next 12 months, including those frontline teams which have been at the forefront of our work to support people through the pandemic.

The rise also includes a **1%** adult social care precept, which will help to fund support for adults who need care services.

But we know that some residents will be concerned about rising bills, so our Council Tax Support Scheme is available to help those on lower incomes. There will also this year be a separate rebate for those with homes in Council Tax Bands A-D to help meet rising energy costs.

On average our increase works out at about **77p** per week – and we have considered this carefully, knowing every penny counts at the moment for hard pressed families. We are in the bottom third of councils nationally for Council Tax and we remain as committed as ever to delivering great value for money.

**Councillor Steve Curran**  
Leader of Hounslow Council

# Spending priorities for the year ahead

## Community Solutions

The Council will invest **£850,000** in its innovative Community Solutions model, which connects residents with the right services so that their needs are met before they are in crisis. We know these are challenging times for residents facing multiple pressures. Through Community Solutions' early interventions, we are better able to address residents' needs before they escalate and save public money in the long-term.

## Community safety

The Council has boosted its work to make our communities safer with a new team of officers working alongside the community, the police and other partners to tackle issues and will continue to fund additional police officers to increase the visible presence on the borough's streets.

## Special educational needs

There is also increasing demand for services to support children with additional needs and the Council wants to provide high-quality services to give these young people the best possible start in life.

## Vulnerable children

The Council will be investing in additional social workers who will work closely in partnership with staff in schools and community partners to support children who are potentially at risk, as well as supporting families to protect children from harm through early intervention.

There will also be a **£2.7million** investment to build a new children's home in Feltham to improve facilities for looked after children.

## Adult social care

The borough has seen a huge rise in demand for adult social care, so the Council Tax rise includes a **1% precept** which will go towards these rising costs.

## Climate and environment

As part of its commitment to reach net zero by **2030**, the Council will invest in encouraging green enterprise and innovation, supporting the workforce to develop green skills and creating low carbon neighbourhoods.

An additional **£5.4m** investment will help deliver major improvements to the borough's parks, plus **£1.5m** over three years for community-led projects to improve public roads and footpaths.



# Hounslow's Council Tax

Each year Hounslow Council sets Council Tax to help pay for important local services including education, libraries, refuse and recycling, roads and social care.

The bill also includes a separate portion set by the Greater London Authority which includes funding for London's police and fire services.

## Calculating Council Tax

This year Hounslow Council will be increasing Council Tax by **2.99%** in total. This includes a **1%** precept to help cover the cost of the borough's adult social care.

**This is shown in your bill (using a property in Band D as an example) as:**

LB Hounslow	£1235.01
LB Hounslow Adult Social Care	£143.58
Greater London Authority	£395.59
Total Amount	£1,774.18

## How much Council Tax will you pay?

Band	Hounslow Council Tax	GLA Council Tax	Total Council Tax
A	£919.06	£263.73	£1,182.79
B	£1,072.24	£307.68	£1,379.92
C	£1,225.41	£351.64	£1,577.05
D	£1,378.59	£395.59	£1,774.18
E	£1,684.94	£483.50	£2,168.44
F	£1,991.30	£571.41	£2,562.71
G	£2,297.65	£659.32	£2,956.97
H	£2,757.18	£791.18	£3,548.36

# Help for those who need it

## If you are having trouble paying your Council Tax

If you have genuine difficulties in paying Council Tax or Business Rates, please contact us as soon as possible to discuss your circumstances. For Council Tax please call **020 8583 4242** or for Business Rates please call **020 8583 5708**.

## Rebates to help with energy costs

The Government is providing a **£150** one-off Energy Bill Rebate for most households in Council Tax Bands A-D. For more details visit **[www.hounslow.gov.uk/counciltax](http://www.hounslow.gov.uk/counciltax)**

## Council Tax Support Scheme

The Council has a generous Council Tax Support Scheme to help those who are on low incomes, are in receipt of benefits or who have other circumstances which might make it hard for them to meet the costs.

We have reviewed the scheme this year to make it fairer and easier to work out the support you will receive.

Those who are eligible for the scheme can receive discounts of up to **100%**. To check whether you might benefit from the scheme please visit **[www.hounslow.gov.uk/counciltax](http://www.hounslow.gov.uk/counciltax)**



# How to pay your Council Tax

There are three easy ways to pay your Council Tax bill.

## Option 1:

Direct Debit – Go online to **[www.hounslow.gov.uk/counciltax](http://www.hounslow.gov.uk/counciltax)** where you can set up a direct debit straight away using your account number and online key which you will find on the front of your bill.

## Option 2:

Online – Visit **[www.hounslow.gov.uk](http://www.hounslow.gov.uk)** and select the 'pay it' option

## Option 3:

Phone – Call our automated payment line on **0845 301 0210**

Please note in the next few months we will be changing our automated phone number to a number beginning with 03. When we do this, you will hear an automated announcement on the existing number to advise you of the new number and we will update our website with the details. You will be able to use either number for several months.

**Other ways to pay:** You can pay in person at any PayPoint Outlet or any Post Office. Please check at **[www.paypoint.co.uk/paypointlocator](http://www.paypoint.co.uk/paypointlocator)** for your nearest one and its opening times.

Remember to take your Council Tax bill with you as they will need to scan the barcode on the front of this bill. You can also download the Allpay App from the Apple store or Google play anytime, anywhere.

Please note the Council no longer accepts cheques as a method of payment.  
The following cards will not be accepted: Diners Club, Electron and American Express.