

An ambitious budget for Hounslow

Continuing to deliver and invest
in your borough.



Dear resident

We are proud of Hounslow and remain committed to delivering our ambitious plans for the borough and its communities, despite the challenging economic climate.

We are supporting our residents through various initiatives; setting up the community and family hubs where families and communities have access to a range of services and activities, offering opportunities for young people to have access to the skills they need for jobs, projects that improve our neighbourhoods and more.

At the same time, we're taking care of those who need it most, especially children and adults who are vulnerable. And we are still delivering all our core services including fixing roads, maintaining our town centres, parks and green spaces, making sure streets are clean, collecting recycling and helping people live healthy and independent lives.

However, with high inflation and interest rates, the impact of government policies and limited central funding combined with an increasing demand for vital services, the Council is facing difficult financial times ahead.

While years of sound financial management means Hounslow is in a relatively strong position and is not having to cut services, the tough economic climate means we have little choice but to raise Council Tax to ensure we can continue to deliver services that make a real difference to residents' lives.



This is not something we do lightly, but asking residents to pay a little more is necessary to ensure we can continue to provide the services on which thousands of people rely. Council Tax will increase by 4.99% this year, including an additional 2% to fund adult social care services. This works out at about £1.39p extra per week on average for a Band D property.

Times are tough for many residents and you may well share our frustrations that to provide the services people need we have had to increase Council Tax this year. However, I hope you will be reassured that most of your council tax goes on helping those who need it most, including children with special educational needs and disabilities, adults with learning disabilities, families with housing needs, people suffering from domestic abuse, and vulnerable young people at risk of violence.

We will also continue to do all we can to support people struggling financially – you can find out more on page 4 and 5 of this booklet.

I would like to thank you all for your understanding and for helping us make Hounslow a great place to live, work and study.

Cllr Shantanu Rajawat
Leader of Hounslow Council

Delivering for Hounslow

Our Corporate Plan sets out how we'll make Hounslow a thriving, cleaner, greener, liveable, safer and healthier borough for all. Below is some of what we've delivered this year.

Thriving

We have supported local community and voluntary groups to make a difference in their communities with £1.2m in funding provided.

We have also helped around 5,000 people through our new Community and Family Hubs in Brentford, Hounslow and Feltham, with more to follow in the near future.

Finally, we have improved access to skills and employment opportunities for young people of all backgrounds across the borough by launching a Youth Skills and Employment Guarantee.

Cleaner and Greener

We planted more than 8,000 trees, improved recycling rates to 37.8%, collected 103,000 households' recycling each week and relaunched our Community Energy Fund with £150,000 available to support community-based projects that cut carbon and improve energy efficiency.

We are delivering a range of measures that will help reduce carbon emissions, increase sustainability, and improve air quality in the borough. Flagship initiatives include Heston in the Loop, No Time to Waste and Free Trees for Hounslow, while various other projects are underway to further improve recycling rates, and renewable energy sources, retrofit schools and council-owned buildings.

Liveable

We have invested £1m on our estate improvement programmes, £2.5m on energy improvements (retrofit works), £1.2m on adaptations to help independent living and catering for care needs whilst delivering hundreds of high quality energy efficient homes.

Safer

We spent £5m on community safety over the last year. This funding underpins our commitment to keep our communities safe. It was invested in significantly improving lighting and CCTV and continuing to fund our dedicated police team, focusing on our housing estates.

We have created a multi-disciplinary area-based team responsible for working alongside communities to help prevent crime and making sure vulnerable residents affected by community safety issues are protected.

We have funded work addressing domestic abuse and supporting young adults.

Healthier

We support over 4,000 adults, who either have social care needs or are unpaid carers, and fund approximately 360 placements for people over 65 while supporting 3,000 children and young people with special educational needs.

Our Health Outreach Team is taking services into the heart of our communities, which is going a long way to tackling health inequalities across Hounslow and working on preventative health initiatives.

Help for those who need it

With the cost of living rising, we know that people will be struggling financially at the moment, including some households which have never had to worry about money before. If you are concerned about paying your bills there is plenty of support available.

Council Tax Support

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.

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**.

Have you checked your benefits?

Many people do not claim all of the benefits to which they are entitled.

You can use our benefits calculator anonymously, any time, to find out whether you might be entitled to additional benefits.

Visit: www.hounslow.gov.uk/benefits-calculator and enter a few details about your circumstances to see what you are entitled to.

Other sources of support

There is also a range of help available to families on lower incomes, such as free school meals and school uniform grants.

Residents can access Community and Family hubs to provide advice and support.

For more information about all the support available to help people locally visit: www.hounslow.gov.uk



SCAN ME



For more information about all the support available to help people locally, visit: www.hounslow.gov.uk or scan the QR code.



Setting Council Tax

Each year Hounslow Council sets its share of 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.

Visit www.hounslow.gov.uk/GLAprecept for details.

This year Hounslow Council will be increasing its share of Council Tax by **4.99%** in total. This includes a **2%** 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:

Hounslow Council	£1,319.51
Hounslow Council Adult Social Care	£200.10
Greater London Authority	£471.40
Total Amount	£1,991.01

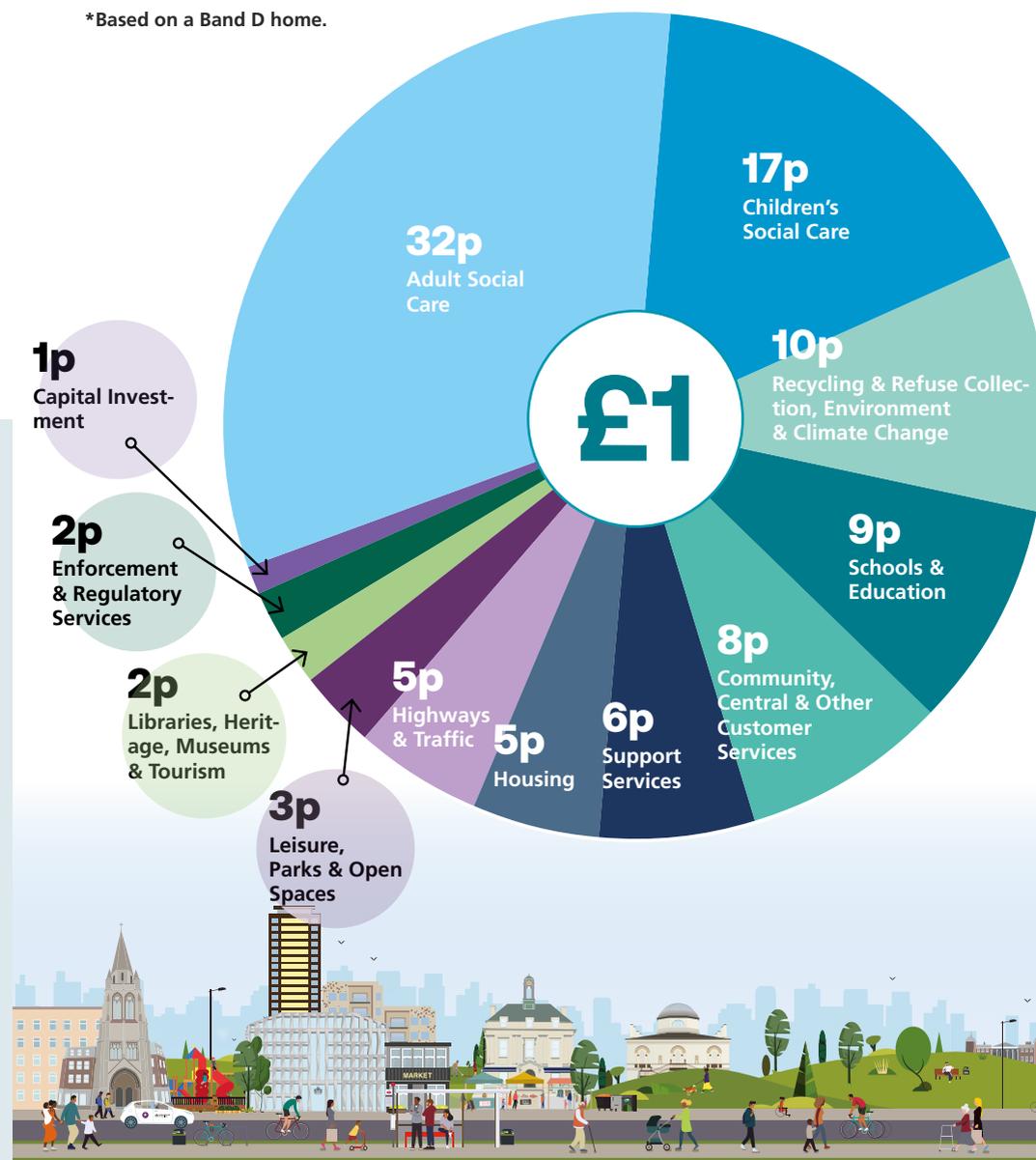
How much Council Tax will you pay?

Band	Hounslow Council Tax	GLA Council Tax	Total Council Tax
A	£1,013.07	£314.27	£1,327.34
B	£1,181.92	£366.64	£1,548.56
C	£1,350.76	£419.02	£1,769.78
D	£1,519.61	£471.40	£1,991.01
E	£1,857.30	£576.16	£2,433.46
F	£2,194.99	£680.91	£2,875.90
G	£2,532.68	£785.67	£3,318.35
H	£3,039.22	£942.80	£3,982.02

Hounslow's Council Tax for 2024/25 is £29.22 per week*

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

*Based on a Band D home.



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 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 and select the 'pay it' option

Option 3:

Call **0300 7906 871** and quote the account/invoice number at the front of your bill, following the prompts you will hear.

Payments can be made 24 hours a day, 7 days a week. Calls cost no more than national rate calls to 01 or 02 numbers, from a landline or mobile.

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 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.



London Borough
of Hounslow

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