

Your Council Tax 2020/21



Find out what your Council Tax pays for



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How to pay your Council Tax

Direct Debit is the easiest and safest way to pay your Council Tax and the majority of residents already use this method. It is quick and easy to set up and will ensure that your bill is paid on time. **If you already pay by Direct Debit you do not need to do anything** – your Direct Debit will continue until you notify us otherwise.

To set up or change a Direct Debit visit
www.tunbridgewells.gov.uk/directdebit

Online If you have a debit card or credit card, you can pay on our website
www.tunbridgewells.gov.uk/paycounciltax

You will need to enter your account reference which is shown on the front of your bill. We cannot accept payments by Electron card over the internet.

By Phone (24 hours a day/7 days a week). If you have a debit or credit card, you can make a payment at any time over the phone. Call **0845 8350148** and follow the instructions. You will need to have your account reference with you, which is shown on the front of your bill. We cannot accept payments by Electron card over the phone.

For other ways to pay your bill, go to
www.tunbridgewells.gov.uk/residents/council-tax/pay-your-bill

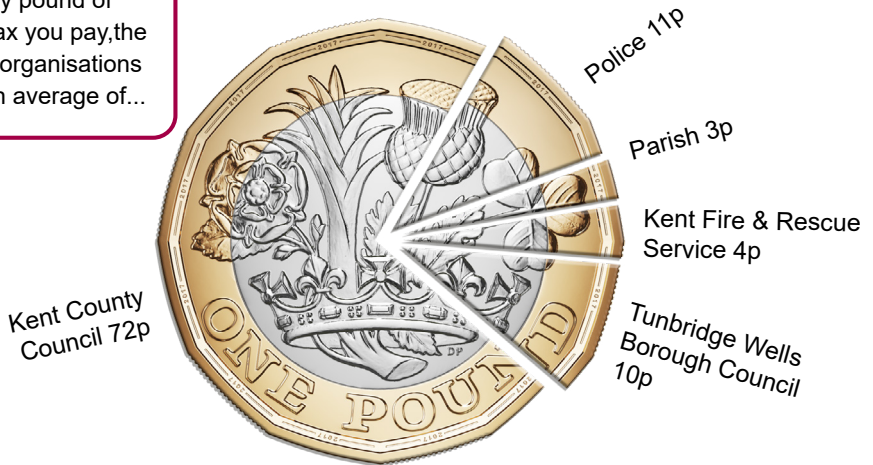
Your Council Tax

Council Tax

Most of the Council Tax we collect from you is used for services that are provided by Kent County Council, Kent Police and Crime Commissioner and Kent Fire & Rescue Service plus some is used by the parish and town councils.

Only 10% of what you pay is used to fund borough council services, which on average is 50p per day.

In every pound of Council Tax you pay, the following organisations receive an average of...



How we spend your money

What you get for 50p a day

- Cleaner streets
- Recycling and waste collection
- Community safety and CCTV
- Parks and play areas
- Leisure centres and sports activities
- Summer events and festivals
- Planning and building control
- Environmental, health and safety inspections
- Food hygiene ratings for local food businesses
- Assembly Hall Theatre
- Gateway – our one stop shop
- Online services – from paying bills to reporting
- Fly-tipping removal
- Museum and art gallery
- Running elections
- Housing needs service
- Licensing of taxis and premises
- Ice rink
- Visitor Information Centre
- Community grants

Joint Council Tax Breakdown

Valuation Band	Kent County Council (excl. adult social care precept)*	Kent County Council (incl. adult social care precept)*	Tunbridge Wells Borough Council	Kent Police and Crime Commissioner	Kent Fire and Rescue Service	Total Council Tax (excluding Special Expenses & parish precepts)
	£	£	£	£	£	£
A	821.76	900.84	87.01	135.43	52.86	1,176.14
B	958.72	1,050.98	101.52	158.01	61.67	1,372.18
C	1,095.68	1,201.12	116.02	180.58	70.48	1,568.20
D	1,232.64	1,351.26	130.52	203.15	79.29	1,764.22
E	1,506.56	1,651.54	159.52	248.29	96.91	2,156.26
F	1,780.48	1,951.82	188.53	293.44	114.53	2,548.32
G	2,054.40	2,252.10	217.53	338.58	132.15	2,940.36
H	2,465.28	2,702.52	261.04	406.30	158.58	3,528.44

Although Council Tax is set locally by democratically elected local members at a public meeting of Full Council, the Secretary of State has the power to set a limit above which a referendum must be held. For 2020/21 the limits allowed Kent County Council to increase their Council Tax by up to 4 per cent, comprising a core 2 per cent, plus an extra 2 per cent provided this is attributable to funding adult social care.

The Secretary of State made an offer to adult social care authorities (adult social care authorities are local authorities which have functions under Part 1 of the Care Act 2014, namely county councils in England, district councils for an area in England for which there is no county council, London borough councils, the Common Council of the City of London and the Council of the Isles of Scilly).

The offer was the option of an adult social care authority being able to charge an additional precept on its Council Tax without holding a referendum, to assist the authority in meeting its expenditure on adult social care from the financial year 2016-17. It was originally made in respect of the financial years up to and including 2019-20. If the Secretary of State chooses to renew this offer in respect of a particular financial year, this is subject to the approval of the House of Commons.

Kent Police and Crime Commissioner has a limit of £10 which is 5.2 per cent increase over the previous year.

Tunbridge Wells Borough Council (TWBC) has a limit of £5 which is 2.8 per cent increase over the previous year.

Kent Fire and Rescue Service has a limit of 2 per cent increase over the previous year.

There are no set limits of increasing Council Tax for parish and town councils.



Kent Fire &
Rescue Service

Kent County Council

0845 8247247

<https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=113&MId=7893>

<https://www.kent.gov.uk/about-the-council/finance-and-budget/our-budget>

Kent Police and Crime Commissioner

01622 604484

<https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=776&MId=8168>

Follow: @PCCKent

Kent Fire and Rescue Service

01622 692121

http://www.kent.fire-uk.org/_resources/assets/inline/full/0/19188.pdf

<https://www.kent.fire-uk.org/about-us/financial-information/council-tax/council-tax-2020-21/>

<https://www.kent.fire-uk.org/about-us/fire-authority/meeting-information/agendas-reports-and-minutes/?entryid14=23332>

TWBC's Budget

This section gives you a breakdown of our income and expenditure.

Tunbridge Wells Borough Council's financial position remains sound but further significant pressures are ahead. The level of Council Tax reflects the need to deliver the Council's priorities and statutory services, and to strike the right balance with fees and charges and Council Tax payers.

Local Government shouldered the largest reduction in funding during the period of austerity, as the government tried to reduce the deficit caused by the banking and economic crisis. For 2020/21 TWBC will again receive zero revenue support grant meaning that the ability to fund local services is now dependent on growing the local economy and sharing in the proceeds of business rates growth.

The Government has developed a universal benchmark indicator called Spending Power to measure the revenue available to provide local services. TWBC has one of the lowest levels of Spending Power in Kent at just £245 per household and therefore must continue to seek further value for money in the services that are delivered. This is despite operating in one of the most expensive parts of the country combined with inflationary pressures and a rising population.



Borough General Council Tax for a Band D Property

The average general Council Tax for a Band D property will be £130.52 for 2020/21 across the borough.

Special Expenses

The borough council also provides certain services in Capel, Southborough, Royal Tunbridge Wells and Rusthall for the benefit of those residents for which the council levies a special expenses charge only on Council Tax payers in those respective areas. This expenditure is included in the council's revenue budget.

2019/20

	Parks and open spaces £000's	Footway Lighting £000's	Total £000's	Tax Rate Band D £
Capel	0	2	2	2.15
RTW	2047	188	2235	114.34
Rusthall	87	19	106	65.74
Southborough	0	24	24	5.48

2020/21

	Parks and open spaces £000's	Footway Lighting £000's	Total £000's	Tax Rate Band D £
Capel	0	2	2	2.21
RTW	2142	186	2328	116.82
Rusthall	90	19	109	67.60
Southborough	0	24	24	5.63

Parish and Town Precepts

The amount of Council Tax you pay will vary where parish and town councils have issued a precept to the borough council.

	2019/20		2020/21	
	Precept £	Tax Rate Band D dwelling £	Precept £	Tax Rate Band D dwelling £
Benenden	40,000	43.69	40,350	43.67
Bidborough	59,445	110.38	60,588	110.44
Brenchley & Matfield	88,947	62.08	106,107	74.06
Capel	58,000	62.39	68,918	73.72
Cranbrook & Sissinghurst	336,800	128.43	356,300	134.62
Frittenden	16,500	41.91	17,000	42.54
Goudhurst	181,629	134.69	194,610	143.02
Hawkhurst	149,265	75.02	189,966	91.25
Horsmonden	89,469	87.76	93,510	91.72
Lamberhurst	45,000	60.65	49,000	65.24
Paddock Wood	451,366	152.69	461,642	156.16
Pembury	216,122	93.86	224,616	96.94
Rusthall	78,000	48.47	79,000	48.82
Sandhurst	67,500	111.08	73,900	121.61
Southborough	507,380	117.71	524,265	121.09
Speldhurst	148,000	61.13	155,250	64.12



Contact Details for Parish & Town Budget Information

Click on the links below to get more information on your parish or town council.

Benenden	clerk@benendenparishcouncil.org	01580 240371
Bidborough	bidborough.pc@mail.com	01732 457541
Brenchley	clerk@brenchleypc.org.uk	01892 723586
Capel	clerk@capelpc.co.uk	01892 837524
Cranbrook & Sissinghurst	clerk@cranbrookandsissinghurstpc.co.uk	01580 713112
Frittenden	frittenden.pc@gmail.com	01622 831018
Goudhurst	clerk@goudhurst.co.uk	01580 212552
Hawkhurst	hawkhurstpc@btconnect.com	01580 752058
Horsmonden	clerk@horsmonden-pc.gov.uk	01892 724989
Lamberhurst	parishclerk@lamberhurstvillage.co.uk	01892 890940
Paddock Wood	paddockwoodtc@btconnect.com	01892 837373
Pembury	clerk@pemburypc.kentparishes.gov.uk	01892 823193
Rusthall	clerk@rusthallparishcouncil.org.uk	07805 475397
Sandhurst	clerk@sandhurstparish.co.uk	01580 850295
Southborough	clerk@southboroughcouncil.co.uk	01892 529176
Speldhurst	clerk@speldhurstparishcouncil.gov.uk	01892 862927



Parish & Town Precepts (exceeding £140,000)

	2019/20		2020/21	
	Gross Spending £000's	Net Spending £000's	Gross Spending £000's	Net Spending £000's
Cranbrook & Sissinghurst				
Street Lighting	18	18	18	18
Recreation	88	80	90	82
Other Services	260	224	300	256
Transfer to/(from) reserves		15		
	366	337	408	356
Goudhurst				
Street Lighting	0	0	0	0
Recreation	56	55	64	63
Other Services	126	115	138	127
Transfer to/(from) reserves		12		5
	182	182	202	195
Hawkhurst				
Street Lighting				
Recreation	43	37	55	24
Other Services	141	112	167	166
Transfer to/(from) reserves				
	184	149	222	190
Paddock Wood				
Street Lighting	1	1	2	2
Recreation	236	209	241	215
Other Services	266	241	284	245
Transfer to/(from) reserves				
	503	451	527	462
Pembury				
Street Lighting	3	3	3	3
Recreation	21	16	19	15
Other Services	245	219	252	200
Transfer to/(from) reserves	0	(22)		7
	269	216	274	225
Southborough				
Recreation	347	282	359	291
Other Services	243	225	251	233
Transfer to/(from) reserves	0	0		
	590	507	610	524
Speldhurst				
Recreation	28	27	26	25
Other Services	133	121	148	134
Transfer to/(from) reserves	0	0		(4)
	161	148	174	155

Budget Requirement

	2019/20		2020/21	
	Spending £000's	Per Head £	Spending £000's	Per Head £
Tunbridge Wells BC Budget (Net)	12,598	106.67	12,889	109.14
Town & Parish Precepts	2,533	21.45	2,695	22.82
	15,131	128.12	15,584	131.96
Financed by:				
Government Grants	4,430	37.51	4,353	36.86
Collection Fund Surplus/(deficit)	0	0.00	32	0.27
Council Tax	10,701	90.61	11,199	94.83
	15,131	128.12	15,584	131.96

Summary of Revenue Budget

These figures exclude the re-allocation of overhead costs, including support service costs, departmental administrative costs and fixed asset depreciation charges to front line services. The 'Other Services' heading includes corporate management and a contingency provision.

	2019/20			2020/21		
	Gross Spending £000's	Income £000's	Net Spending £000's	Gross Spending £000's	Income £000's	Net Spending £000's
Financial Services	5,847	-6,975	-1,128	5,762	-7,301	-1,539
Shared Services	34,969	-33,299	1,670	35,042	-33,282	1,760
Housing, Health & Environment	11,342	-5,702	5,640	11,142	-6,471	4,671
Economic Development	1,660	-1,411	249	1,730	-1,395	335
Planning & Building Control	2,395	-1,510	885	2,561	-1,576	985
Other Services	8,888	-3,703	5,185	9,117	-3,676	5,441
Budget sub-total	65,101	-52,600	12,501	65,354	-53,701	11,653
Capital Adjustments	200		200	292		292
Interest	50	-845	-795	7	-791	-784
Transfer to/(from) Reserves		692	692		1,728	1,728
Net budget requirement	65,351	-52,753	12,598	65,653	-52,764	12,889

Your Council Tax 2020/21

2020/21	BAND A 6/9 £	BAND B 7/9 £	BAND C 8/9 £	BAND D 9/9 £	BAND E 11/9 £	BAND F 13/9 £	BAND G 15/9 £	BAND H 18/9 £
Benenden	1205.25	1406.15	1607.02	1807.89	2209.63	2611.40	3013.14	3615.78
Bidborough	1249.77	1458.08	1666.37	1874.66	2291.24	2707.84	3124.43	3749.32
Brenchley & Matfield	1225.51	1429.78	1634.03	1838.28	2246.78	2655.30	3063.79	3676.56
Capel	1226.76	1431.24	1635.69	1840.15	2249.06	2657.99	3066.91	3680.30
Cranbrook & Sissinghurst	1265.89	1476.88	1687.86	1898.84	2320.80	2742.77	3164.73	3797.68
Frittenden	1204.50	1405.27	1606.01	1806.76	2208.25	2609.77	3011.26	3613.52
Goudhurst	1271.49	1483.42	1695.33	1907.24	2331.06	2754.90	3178.73	3814.48
Hawkhurst	1236.97	1443.15	1649.31	1855.47	2267.79	2680.13	3092.44	3710.94
Horsmonden	1237.29	1443.52	1649.73	1855.94	2268.36	2680.80	3093.23	3711.88
Lamberhurst	1219.63	1422.92	1626.19	1829.46	2236.00	2642.56	3049.09	3658.92
Paddock Wood	1280.25	1493.64	1707.01	1920.38	2347.12	2773.88	3200.63	3840.76
Pembury	1240.77	1447.58	1654.37	1861.16	2274.74	2688.34	3101.93	3722.32
Royal Tunbridge Wells	1254.02	1463.04	1672.04	1881.04	2299.04	2717.06	3135.06	3762.08
Rusthall	1253.76	1462.73	1671.69	1880.64	2298.55	2716.48	3134.40	3761.28
Sandhurst	1257.21	1466.77	1676.30	1885.83	2304.89	2723.98	3143.04	3771.66
Southborough	1260.62	1470.74	1680.84	1890.94	2311.14	2731.36	3151.56	3781.88
Speldhurst	1218.89	1422.05	1625.20	1828.34	2234.63	2640.94	3047.23	3656.68

Continued Priorities 2020/21

The Amelia at the Amelia Scott

Work has begun on the £16.2m project to create a new cultural and learning hub for Tunbridge Wells.

This is a joint project with Kent County Council with funding coming from both councils and the generous support of the National Lottery Heritage Fund and Arts Council England.

Willmott Dixon Interiors has been appointed to the project and work is due to complete in 2022.

For progress updates go to TheAmelia.co.uk.



New Local Plan

An extensive consultation took place in autumn 2019 on a new Draft Local Plan that set out how the need for more infrastructure, homes and jobs could be balanced with protecting the borough's highly valued environmental qualities.

Comments received are being carefully considered and appropriate amendments to the plan are being made. A further consultation will take place in due course.



New sports facilities

The Five Year Plan agreed that options will be investigated to provide new sports facilities so that access is improved and increased, including the possibility of a new site that can act as a focus for a variety of sporting activities.

New community centres

We are enabling and supporting town councils and parish councils to provide amenities within their local areas.

In Southborough work on site is progressing well and completion is expected to be in spring 2021. We are working with the town council to support them as they develop an effective business plan.

Paddock Wood Town Council has agreed the design elements of their scheme and the project is progressing towards the submission of a planning application.



Tackling congestion

We are working with Kent County Council to deliver the projects set out in our borough Transport Strategy to secure further funding to alleviate congestion and to promote active travel and reduce pollution.



Cross-party working group

The Council has a cross-party working group looking at the future of the Civic Complex, in particular, the Town Hall and the Assembly Hall Theatre.

These Grade 2 listed buildings were constructed around 80 years ago, and the cross-party group agree they need major repair to refurbish or redevelop into effective assets for the 21st century.

An interim report was taken to Full Council on 18 December 2019 and the group was given the mandate to discuss and consider the options for the site. A further report, outlining the group's plans for identifying and evaluating practical options alongside substantial public engagement, will be taken through the Council's decision-making process in due course.

Achievements 2019/20

In addition to the core services that the Council provides we support events and activities in the borough as well as launching initiatives that may benefit residents, businesses and visitors.

Some highlights

- Secured funding for accessibility improvements at High Brooms Station.
- Completed public realm improvements works in Royal Tunbridge Wells town centre.
- Another amazing season of ice skating at the rink in Calverley Grounds.
- Implemented a new recycling and waste contract to include kerbside glass collections, and introduced new garden waste service.
- Secured funding to continue rough sleeper initiative that addresses homelessness.

A-Z of Services

Click on the links below for more information:

- [Abandoned vehicles](#)
- [Access for disabled people](#)
- [Advice through the Gateway](#)
- [Affordable housing](#)
- [Air quality and monitoring](#)
- [Allotments](#)
- [Assets of community value](#)
- [Benefits](#)
- [Business rates](#)
- [Business support and advice](#)
- [Car parks \(including season tickets\)](#)
- [Community grants to support designated key agencies](#)
- [Community safety and CCTV](#)
- [Council Tax](#)
- [Crematorium](#)
- [Dog fouling \(report it\)](#)
- [Economic development](#)
- [Electoral services](#)
- [Emergency planning – such as flooding](#)
- [Environmental health – such as dealing with noise complaints and pollution](#)
- [Fly-tipping](#)
- [Food safety and hygiene ratings for local food businesses](#)
- [Freedom of Information](#)
- [Graffiti](#)
- [Healthy living](#)
- [Heritage and conservation \(including buildings and trees\)](#)
- [Home energy efficiency](#)
- [Housing needs, including homeless and the waiting list](#)
- [Licensing – taxis, entertainment, alcohol, gambling and street trading](#)
- [Local leisure facilities such as leisure centres \(managed through Fusion\), the Assembly Hall Theatre and the Museum & Art Gallery](#)
- [Local planning and building control](#)
- [Parks and play areas](#)
- [Regeneration of the local area](#)
- [Visitor Information Centre](#)
- [Waste and recycling collections](#)

More information about our services can be found on our website tunbridgewells.gov.uk

If you need further help with a query, please call the Customer Services team on 01892 526121 or visit the Gateway at 8 Grosvenor Road, Royal Tunbridge Wells.

How to contact us

You can register to view your account online, sign up for paperless billing and find answers to the most commonly asked questions at:

[tunbridgewells.gov.uk/residents/council-tax](https://www.tunbridgewells.gov.uk/residents/council-tax)

- The Customer Services team is available from 9am to 5pm Monday to Friday on 01892 526121.
- The Tunbridge Wells Gateway, 8 Grosvenor Road, TN1 2AB is open from 9am to 5pm Monday to Friday.

Data Protection – Tunbridge Wells Borough Council will not disclose information to any unauthorised person. The authority has a duty to protect public funds and may use or share your information with other bodies for the prevention and detection of fraud. Information provided by you may be disclosed to other council departments.