

# Your Council Tax 2021/22



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 **the Direct Debit page on [tunbridgewells.gov.uk](https://www.tunbridgewells.gov.uk)**

- **Online** If you have a debit card or credit card, you can pay on our website. Visit the [pay council tax online page on tunbridgewells.gov.uk](https://www.tunbridgewells.gov.uk/pay-council-tax-online)

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, visit the [council tax pages on tunbridgewells.gov.uk](https://www.tunbridgewells.gov.uk/council-tax-pages)

# 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 and Rescue Service plus some is used by the parish and town councils.

**Only 10 per cent of what you pay is used to fund borough council services, which on average is 52p 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 52p 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 (excluding adult social care precept)	Kent County Council (including 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	£839.76	£945.84	£89.49	£145.43	£53.88	<b>£1,234.64</b>
B	£979.72	£1,103.48	£104.40	£169.67	£62.86	<b>£1,440.41</b>
C	£1,119.68	£1,261.12	£119.32	£193.91	£71.84	<b>£1,646.19</b>
D	£1,259.64	£1,418.76	£134.23	£218.15	£80.82	<b>£1,851.96</b>
E	£1,539.56	£1,734.04	£164.06	£266.63	£98.78	<b>£2,263.51</b>
F	£1,819.48	£2,049.32	£193.89	£315.11	£116.74	<b>£2,675.06</b>
G	£2,099.40	£2,364.60	£223.72	£363.58	£134.70	<b>£3,086.60</b>
H	£2,519.28	£2,837.52	£268.46	£436.30	£161.64	<b>£3,703.92</b>

## Referendum Limits

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 2021/22 the limits allowed Kent County Council to increase their Council Tax by up to 5 per cent, comprising a core 2 per cent plus an extra 3 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.

Kent Police and Crime Commissioner have a limit of £15 which is 7.4 per cent increase over the previous year.

Tunbridge Wells Borough Council has a limit of £5 which is 2.7 per cent increase over the previous year.

Kent Fire and Rescue Service have a limit of £1.53 which is 1.9 per cent increase over the previous year.

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

# Budget Information for Major Preceptors



## Kent County Council

0845 8247247

visit the [council tax pages on kent.gov.uk](https://www.kent.gov.uk/council-tax)



## Kent Police and Crime Commissioner

01622 604484

visit the [Setting the Kent Police budget page on kent-pcc.gov.uk](https://www.kent-pcc.gov.uk/setting-the-kent-police-budget)

Twitter: @PCCKent



**Kent Fire & Rescue Service**

## Kent Fire and Rescue Service

01622 692121

visit the [Council Tax information page on kent-fire-uk.org](https://www.kent-fire-uk.org/council-tax)

## 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 Taxpayers.

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. In addition, the Council has stepped forward to support the community and businesses during the national emergency whilst at the same time experiencing severe reductions to its own income from the pandemic. For 2021/22 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 financial impact of the pandemic will need to be funded from reserves rather than making drastic cuts to services during the on-going pandemic.

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, 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 £134.23 for 2021/22 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.

### 2020/21

Area	Parks and open spaces £000's	Footway Lighting £000's	Total £000's	Tax Rate Band D £
Capel	0	2	2	2.21
RTW	2258	70	2328	116.82
Rusthall	103	6	109	67.60
Southborough	0	24	24	5.63

### 2021/22

Area	Parks and open spaces £000's	Footway Lighting £000's	Total £000's	Tax Rate Band D £
Capel	0	2	2	2.27
RTW	2268	71	2339	120.03
Rusthall	103	6	109	69.45
Southborough	0	24	24	5.78



## 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.

### 2020/21

Area	Precept £	Tax Rate Band D dwelling £
Benenden	40,350	43.67
Bidborough	60,588	110.44
Brenchley & Matfield	106,107	74.06
Capel	68,918	73.72
Cranbrook & Sissinghurst	356,300	134.62
Frittenden	17,000	42.54
Goudhurst	194,610	143.02
Hawkhurst	189,966	91.25
Horsmonden	93,510	91.72
Lamberhurst	49,000	65.24
Paddock Wood	461,642	156.16
Pembury	224,616	96.94
Rusthall	79,000	48.82
Sandhurst	73,900	121.61
Southborough	524,265	121.09
Speldhurst	155,250	64.12

### 2021/22

Area	Precept £	Tax Rate Band D dwelling £
Benenden	39,650	43.69
Bidborough	61,272	112.06
Brenchley & Matfield	125,000	87.84
Capel	68,918	75.10
Cranbrook & Sissinghurst	351,603	134.35
Frittenden	17,000	42.93
Goudhurst	195,000	146.24
Hawkhurst	232,475	114.33
Horsmonden	95,830	94.14
Lamberhurst	53,500	72.70
Paddock Wood	460,593	155.65
Pembury	228,497	101.06
Rusthall	79,000	50.52
Sandhurst	73,980	126.85
Southborough	541,429	128.20
Speldhurst	155,250	65.59



## Contact Details for Parish & Town Budget Information

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

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





# Parish & Town Precepts (exceeding £140,000)

2020/21

## Cranbrook & Sissinghurst

	Gross Spending £000's	Net Spending £000's
Street Lighting	18	18
Recreation	90	82
Other Services	300	256
Transfer to/(from) reserves		15
	408	371

## Goudhurst

	Gross Spending £000's	Net Spending £000's
Street Lighting	0	0
Recreation	64	63
Other Services	138	127
Transfer to/(from) reserves		5
	202	195

## Hawkhurst

	Gross Spending £000's	Net Spending £000's
Street Lighting		
Recreation	55	24
Other Services	167	166
Transfer to/(from) reserves		
	222	190

## Paddock Wood

	Gross Spending £000's	Net Spending £000's
Street Lighting	2	2
Recreation	241	215
Other Services	284	245
Transfer to/(from) reserves		
	527	462

## Pembury

	Gross Spending £000's	Net Spending £000's
Street Lighting	3	3
Recreation	19	15
Other Services	252	200
Transfer to/(from) reserves		7
	274	225

# Parish & Town Precepts (exceeding £140,000)

## 2020/21 Continued

### Southborough

	Gross Spending £000's	Net Spending £000's
Recreation	359	291
Other Services	251	233
Transfer to/(from) reserves	0	0
	<b>610</b>	<b>524</b>

### Speldhurst

	Gross Spending £000's	Net Spending £000's
Recreation	26	25
Other Services	148	134
Transfer to/(from) reserves		(4)
	<b>174</b>	<b>155</b>

## 2021/22

### Cranbrook & Sissinghurst

	Gross Spending £000's	Net Spending £000's
Street Lighting	18	18
Recreation	87	85
Other Services	289	248
Transfer to/(from) reserves		
	<b>394</b>	<b>351</b>

### Goudhurst

	Gross Spending £000's	Net Spending £000's
Street Lighting		
Recreation	29	18
Other Services	194	194
Transfer to/(from) reserves		(17)
	<b>223</b>	<b>195</b>

### Hawkhurst

	Gross Spending £000's	Net Spending £000's
Street Lighting		
Recreation	59	41
Other Services	191	191
Transfer to/(from) reserves		
	<b>250</b>	<b>232</b>

# Parish & Town Precepts (exceeding £140,000)

## 2021/22 Continued

### Paddock Wood

	Gross Spending £000's	Net Spending £000's
Street Lighting	2	2
Recreation	289	254
Other Services	284	206
Transfer to/(from) reserves		
	<b>575</b>	<b>462</b>

### Pembury

	Gross Spending £000's	Net Spending £000's
Street Lighting	3	3
Recreation	19	15
Other Services	246	206
Transfer to/(from) reserves		4
	<b>268</b>	<b>228</b>

### Southborough

	Gross Spending £000's	Net Spending £000's
Recreation	415	292
Other Services	310	249
Transfer to/(from) reserves		
	<b>725</b>	<b>541</b>

### Speldhurst

	Gross Spending £000's	Net Spending £000's
Recreation	27	26
Other Services	136	129
Transfer to/(from) reserves		
	<b>163</b>	<b>155</b>

# Budget Requirement

## 2020/21

	Spending £000's	Per Head £
Tunbridge Wells BC Budget (Net)	12,889	109.14
Town & Parish Precepts	2,695	22.82
	<b>15,584</b>	<b>131.96</b>

### Financed by:

Government Grants	4,353	36.86
Collection Fund Surplus/(deficit)	32	0.27
Council Tax	11,199	94.83
	<b>15,584</b>	<b>131.96</b>

## 2021/22

	Spending £000's	Per Head £
Tunbridge Wells BC Budget (Net)	12,671	106.75
Town & Parish Precepts	2,779	23.41
	<b>15,450</b>	<b>130.16</b>

### Financed by:

Government Grants	4,171	35.14
Collection Fund Surplus/(deficit)	(64)	(0.54)
Council Tax	11,343	95.56
	<b>15,450</b>	<b>130.16</b>

## 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 frontline services. The 'Other Services' heading includes corporate management and a contingency provision.

### 2020/21

	Gross Spending £000's	Income £000's	Net Spending £000's
Financial Services	5,762	-7,301	-1,539
Shared Services	35,042	-33,282	1,760
Housing, Health & Environment	11,142	-6,471	4,671
Economic Development	1,730	-1,395	335
Planning & Building Control	2,561	-1,576	985
Other Services	9,117	-3,676	5,441
Budget sub-total	65,354	-53,701	11,653
<b>Capital Adjustments</b>	<b>292</b>		<b>292</b>
Interest	7	-791	-784
Transfer to/(from) Reserves		1,728	1,728
<b>Net budget requirement</b>	<b>65,653</b>	<b>-52,764</b>	<b>12,889</b>

### 2021/22

	Gross Spending £000's	Income £000's	Net Spending £000's
Financial Services	5,923	-5,294	629
Shared Services	35,169	-33,211	1,958
Housing, Health & Environment	11,590	-6,682	4,908
Economic Development	1,785	-1,361	424
Planning & Building Control	2,519	-1,327	1,192
Other Services	9,358	-3,704	5,654
Budget sub-total	66,344	-51,579	14,765
<b>Capital Adjustments</b>	<b>290</b>		<b>291</b>
Interest		-450	-450
Transfer to/(from) Reserves	-1,935		-1,935
<b>Net budget requirement</b>	<b>64,699</b>	<b>-52,029</b>	<b>12,671</b>



# Your Council Tax 2021/22

	<b>BAND A</b> 6/9 £	<b>BAND B</b> 7/9 £	<b>BAND C</b> 8/9 £	<b>BAND D</b> 9/9 £	<b>BAND E</b> 11/9 £	<b>BAND F</b> 13/9 £	<b>BAND G</b> 15/9 £	<b>BAND H</b> 18/9 £
<b>Benenden</b>	1263.77	1474.39	1685.03	1895.65	2316.91	2738.17	3159.42	3791.30
<b>Bidborough</b>	1309.35	1527.57	1745.80	1964.02	2400.47	2836.92	3273.37	3928.04
<b>Brenchley &amp; Matfield</b>	1293.20	1508.73	1724.27	1939.80	2370.87	2801.94	3233.00	3879.60
<b>Capel</b>	1286.22	1500.59	1714.97	1929.33	2358.07	2786.82	3215.55	3858.66
<b>Cranbrook &amp; Sissinghurst</b>	1324.21	1544.90	1765.61	1986.31	2427.72	2869.12	3310.52	3972.62
<b>Frittenden</b>	1263.26	1473.80	1684.35	1894.89	2315.98	2737.07	3158.15	3789.78
<b>Goudhurst</b>	1332.13	1554.15	1776.18	1998.20	2442.25	2886.30	3330.33	3996.40
<b>Hawkhurst</b>	1310.86	1529.33	1747.82	1966.29	2403.25	2840.20	3277.15	3932.58
<b>Horsmonden</b>	1297.40	1513.63	1729.87	1946.10	2378.57	2811.04	3243.50	3892.20
<b>Lamberhurst</b>	1283.11	1496.95	1710.81	1924.66	2352.37	2780.07	3207.77	3849.32
<b>Paddock Wood</b>	1338.41	1561.47	1784.55	2007.61	2453.75	2899.89	3346.02	4015.22
<b>Pembury</b>	1302.01	1519.01	1736.02	1953.02	2387.03	2821.04	3255.03	3906.04
<b>Royal Tunbridge Wells</b>	1314.66	1533.77	1752.88	1971.99	2410.21	2848.44	3286.65	3943.98
<b>Rusthall</b>	1314.62	1533.72	1752.83	1971.93	2410.14	2848.35	3286.55	3943.86
<b>Sandhurst</b>	1319.21	1539.07	1758.95	1978.81	2418.55	2858.29	3298.02	3957.62
<b>Southborough</b>	1323.96	1544.62	1765.29	1985.94	2427.26	2868.59	3309.90	3971.88
<b>Speldhurst</b>	1278.37	1491.42	1704.49	1917.55	2343.68	2769.80	3195.92	3835.10

# Continued Priorities 2021/22

## The Amelia at the Amelia Scott

Work continues on the £19.3m 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. The project is due to complete in spring 2022 when the doors are opened to the public. For progress updates go to [TheAmelia.co.uk](http://TheAmelia.co.uk)



## New Local Plan

Following earlier consultations on issues and options and a draft Local Plan, the Council has now approved its final Pre-Submission Local Plan for consultation and submission. It sets out policies to guide development and land use change up to 2038.



The consultation will be carried out in spring 2021 at which point representations can be put forward with the plan when it is presented to the appointed inspector, before it is submitted in summer 2021.

## 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 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.



# Achievements 2020/21

At the start of the 2020/21 financial year we entered the first Covid-19 lockdown, and very quickly had to adapt how we managed the day to day operations of the Council. Following the collapse in the Council's income from sales, fees and charges decisive action was taken to keep vital services running.

Throughout the pandemic the Council stepped forward to support the community such as housing the homeless, providing food and supporting the NHS through establishing a testing facility and taking on responsibility for vaccination appointments.

The Council supported businesses by quickly setting up simple systems to pay out over £36 million to thousands of local businesses. Advice was offered to businesses on how to re-open in a Covid-safe way when able to.



# 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 safety and CCTV](#)
- [Council Tax](#)
- [Crematorium](#)
- [Dog fouling \(report it\)](#)
- [Enterprise and regeneration](#)
- [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](https://www.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. During the pandemic, please check opening times as we continue to follow Covid-19 government guidance.

# 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 on the [council tax web pages](#)

- 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. During the pandemic, please check opening times as we continue to follow Covid-19 government guidance.

**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.

for more information visit the [Collection and Recovery of Council Tax Privacy Notice page](#).