

# Building a budget for an ambitious future

- Improving the services that matter to you
- Delivering new homes and growth
- Supporting those in need



# Dear resident,

**Because we are ambitious for our borough and committed to financial stability, this budget seeks to improve services that matter to you, deliver new homes and growth, and support those in need.**

Our budget for an ambitious future - shaped by what our residents, businesses and partners have told us matter to them - will help us continue to build a borough in which everyone can thrive.

Years of underfunding by previous governments means our overall budget is significantly down in real terms. This, coupled with increasing demand for services and spiralling costs due to inflation, has resulted in a shift of our funding coming from government to residents.

All of that has left us little choice but to raise Council Tax by 4.99% so we can maintain the services people rely on, deliver value for money as we modernise services, invest in growth and support those in need.

We know many of you still struggle with rising costs, so this booklet includes useful information and advice, including on how to get vital support at one of our many Community Hubs.

I am optimistic about Hounslow's future. Over the next year we will continue to deliver support, growth and prosperity in a One Hounslow way, where everyone is valued and plays a part.

**Councillor Shantanu Rajawat**  
Leader of the London Borough of Hounslow



## Our budget will:

**Invest £2.2m** to stimulate Hounslow's economy, creating 28,000 new homes and 18,000 job opportunities.



**Provide £13.7m** funding to our Adult Social Care provision, which supports Hounslow's most vulnerable residents.



**Invest £2m** on modernising our services and bringing them closer to residents' doorsteps.



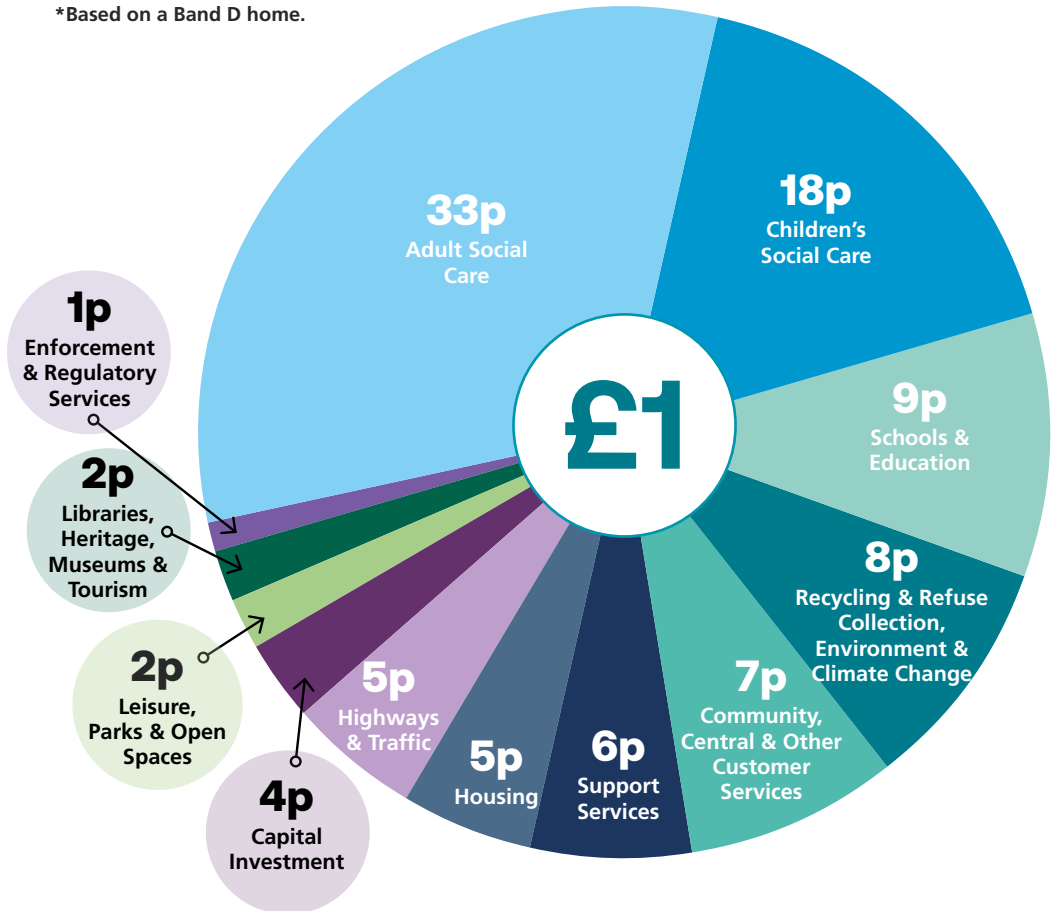
**Commit £3.2m** to tackling homelessness in the borough.



# Hounslow's Council Tax for 2025/26 is £30.68 per week\*

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

\*Based on a Band D home.



# Hounslow is not without its challenges...

- The Institute for Fiscal Studies has found Hounslow to be one of eight London Boroughs **not adequately funded to meet need**
- Our **population is ageing**, with one in eight of us now 65 and older
- More than one in every five of our households is home to **dependent children**
- In the decade to 2021 only 23 of 327 UK council areas saw **faster population growth**



- While our health outcomes are close to average, the King's Fund has found Hounslow has **fewer health resources than the national average**
- There are almost **20,000 18-64 year olds** in Hounslow with **hypertension**, **15,000 with depression** and **2,200 with both**

- We have **one of the largest proportions of overweight or obese residents** in London



- GPs support around **33,500 with blood pressure** issues and around **22,000 with diabetes**
- **Lack of affordable housing** for local residents
- While Hounslow sees fewer criminal offences than most English regions and is in the bottom half of London's Boroughs, **residents have concerns about community safety**



- Of London Boroughs, only one other borough has **lower average resident pay** than us

# But we are meeting those challenges

## Improving the services that matter to you

*We are modernising our services so they are easier to use and more accessible.*

- ✔ All Hounslow secondary schools rated “good” or “outstanding”
- ✔ Safer Communities Officers recruited to help keep Hounslow safe
- ✔ 21 Green Flag Awards
- ✔ Planted 8,000 trees
- ✔ Launched a recycling app that makes recycling easier with 6,500 users



## Supporting those in need

*We will protect those in need, tackle health inequalities and work closely with our community partners to safeguard residents who need help most.*

- ✔ 4,635 residents have attended our Community Hubs for support
- ✔ 3,900 residents have attended our Family Hubs
- ✔ We helped 500 people stop smoking

- ✔ 500 older residents benefited from our Stay Steady and Active events and classes
- ✔ £1.6 million funding for Hounslow's Citizens Advice Service
- ✔ £1.9 million funding for community and voluntary groups



## Delivering new homes and growth

*We want a Borough in which everyone can thrive. Our Business Case for Growth will stimulate Hounslow's economy to create much-needed homes and jobs and secure young people's future and prosperity.*

- ✔ 100s of high-quality energy efficient new homes built
- ✔ 191 young people secured places in education, training or employment
- ✔ Provided 18,538 hours of work experience for young people aged 14-25
- ✔ 23,000 people visited our Historic Houses
- ✔ 150,000 people attended the Council's 120 "Summer of Culture" events

# Setting Council Tax

Each year Hounslow Council sets its share of Council Tax to help pay for important local services including education, libraries, parks and leisure, 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](http://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 is shown in your bill (using a property in Band D as an example):

Hounslow Council	£1,595.44
Greater London Authority	£490.38
<b>Total Amount</b>	<b>£2,085.82</b>

## How much Council Tax will you pay?

Band	Hounslow Council Tax	GLA Council Tax	Total Council Tax
A	£1,063.63	£326.92	£1,390.55
B	£1,240.90	£381.41	£1,622.31
C	£1,418.17	£435.89	£1,854.06
D	£1,595.44	£490.38	£2,085.82
E	£1,949.98	£599.35	£2,549.33
F	£2,304.52	£708.33	£3,012.85
G	£2,659.07	£817.30	£3,476.37
H	£3,190.88	£980.76	£4,171.64

# How to pay your Council Tax

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

## Option 1:

### Direct Debit is the best and easiest way

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/pay](http://www.hounslow.gov.uk/pay) and select one the options under 'Council tax and benefits'.

## 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](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.

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# Our Council Tax Support scheme is changing

Our Council Tax Support scheme, which offers financial support to residents on low-incomes with their Council Tax bill, is changing from April 2025. This follows a thorough consultation with residents and community groups to make the scheme fairer.

## What are the changes?

Our aim is to make the scheme fairer, ensuring families, larger households and carers receive vital support. The changes will also help address the Council's current £30 million funding shortfall. The changes mean:

- Some residents who previously did not have to pay Council Tax will now have to start paying.
- The financial discount towards your Council Tax Bill may increase or decrease.

The changes to the scheme affect only residents who are of 'working age' (over age of 18) regardless of whether they are working or in receipt of benefits. These changes **do not** affect pensioners.

## When will the changes happen?

Residents affected by the changes will have received a letter explaining the changes.

The changes will come into effect on Tuesday 1 April.





## What to do next?

Your new bill will outline how much your Council Tax bill is.

You can also ring **020 8583 4242**, press one and speak to an advisor who can talk you through the changes.

### Make a plan for how to play

The safest, quickest and easiest way to pay is by **Direct Debit**. More information on how to pay can be found in this booklet. You can also ring **020 8583 4242** to discuss the possibility of paying your Council Tax in 12-monthly installments (rather than in ten-monthly installments) with an advisor.

## Support to handle the change

If you think you will struggle financially with the changes, contact Citizens Advice Hounslow. You can ring their freephone advice line number **0808 278 7830** for independent advice and confidential support.

The Council has also established a Hardship Fund for residents who might struggle with an increase in payments towards their Council Tax bill, details of how to access this will be made available on our website shortly.

## 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.

Many people do not claim all of the benefits to which they are entitled. You can use our benefits calculator anonymously anytime and it's free. Scan the QR code below to find out whether you might be entitled to additional benefits.



[www.hounslow.gov.uk/benefit-calculator](http://www.hounslow.gov.uk/benefit-calculator)

For more information about all the support available to help people locally, visit: [www.hounslow.gov.uk/council-tax-support](http://www.hounslow.gov.uk/council-tax-support) or scan the QR code.



# Bringing key services closer to your doorstep

As part of our ambition to deliver services closer to residents' homes, we have Community Hubs across Hounslow that offer advice, support and guidance.

We are committed to making it easier for local people to seek help and advice – tackling key concerns earlier and enabling them to access the services that are available to them locally.

## What is a Community Hub?

A Community Hub is a free support service, run with community partners, that brings helpful services under one roof. Residents can get a range of support and advice on things that matter to them, such as housing, money management, jobs and wellbeing.

For example, if you're struggling with rising energy bills or you are worried about debt, our Community Hub advisors can guide and support you by working with Hounslow Council teams or community partners to resolve your issues. They will be able to offer guidance on financial support, help you access benefits, and connect you with services that may assist with housing and energy costs.

“I was stressed and anxious about the faulty cooker and washing machine in my home when I visited my local Community Hub. A Community Hub advisor sat down with me, listened to my worries and helped me come up with solutions to fix everything.

“She helped me to get back in control of my bills and debt, and organised food parcels for me and my cat, while I got back on my feet.

“I'm so glad I visited my Community Hub, people there were friendly and supportive. It's an awful feeling when things slip beyond your control, I'd advise anyone else who feels like this, to visit their local Community Hub too.”

Local resident who benefitted from our Community Hubs.

# Places where you can get support

## Community Hubs

Our multi-agency, full support hubs.

### Mondays

📍 **Hounslow Hub, 10am to 1pm**

Hounslow House, Ground floor, Hounslow TW3 3EB

### Tuesdays

📍 **Feltham Hub, 2pm to 5pm**

Feltham Assembly Hall, Hounslow Road, TW14 9DN

**From 1 April 2025, this hub will move to Feltham Library and will run from 1 pm to 4 pm every Tuesday.**

### Last Tuesday of the month

📍 **Clayponds Community Centre Drop-in, 12.30pm to 3pm**

Clayponds Community Centre, Clayponds Gardens, W5 4RQ

### Wednesdays

📍 **Cranford Hub, 10.30am to 2.30pm**

Beavers Children's Centre & Library, 103 Salisbury Road, TW4 7NW

### Thursdays

📍 **Feltham Library Hub, 10am to 1pm**

Feltham Library, High Street, Feltham TW13 4GU

📍 **Isleworth Hub Advisory Drop-in, 9.30am to 12pm**

Bridgelink Community Centre, TW7 7QR

### Fridays

📍 **Brentford Hub, 10am to 2pm**

Brentford Library, 11F Boston Manor Road, TW8 8DW

Local people can also talk to a **Hub Advisor** from Monday to Friday, 9am to 4.30pm, Ground Floor Hounslow House or at Feltham Library on Tuesday 9am to 11.30am, Wednesday and Thursday 9am to 4.30pm.

# Our Council Tax Support scheme is changing

Use our online calculator to see how you will be affected. Visit:  
[www.hounslow.gov.uk/benefit-calculator](http://www.hounslow.gov.uk/benefit-calculator)



For more information about all the support available to help people locally, visit:  
[www.hounslow.gov.uk/council-tax-support](http://www.hounslow.gov.uk/council-tax-support)



If you need translation support, phone or email and we'll try to help.

✉ [customerservice@hounslow.gov.uk](mailto:customerservice@hounslow.gov.uk)

☎ 020 8583 2000 - option 8 for the switchboard

