

A fairer deal for Redbridge at last

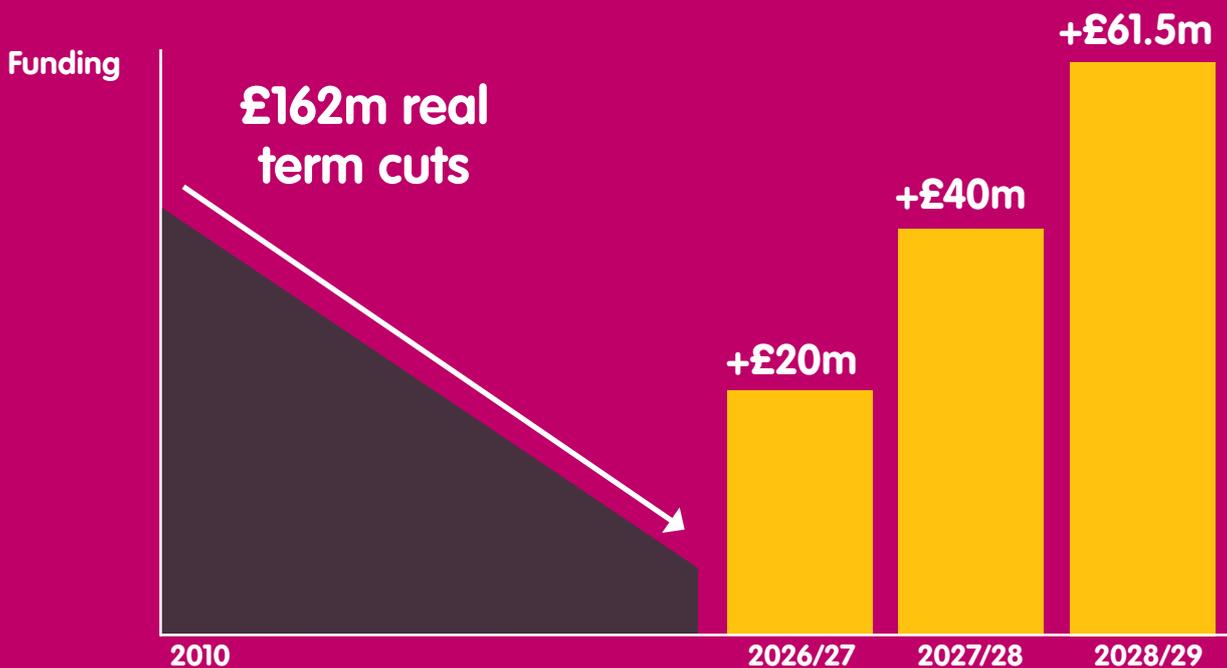
For more than a decade, Redbridge has been expected to do more with less, with funding cut due to austerity, while demand for essential services, especially social care, housing and support for our most vulnerable residents, has continued to rise.

Together, we've worked tirelessly to protect the frontline services our communities rely on and that's why 75% residents told us they're satisfied with how the Council is run, and 84% told us they trust the Council, in the 2025 resident survey. We've never stopped fighting for fairer funding. We've been clear about the historic underinvestment in our borough and persistent in making our case to Government. That determination is finally paying off.

The Government has acknowledged the scale of the funding gap councils like ours have been forced to manage. Over the last year our Council has been able to access Ministers and Government advisors to make our case for fair funding. This has resulted in £61.5m of additional funding over the next three years. This is a major win for our community.

But years of underfunding can't be undone overnight. As the Government grant to us increases over the next three years we have asked the Government for further financial support while we start to see the full impact of this funding.

This shows the benefit of your local Council fighting on your behalf and working closely with Government.



Despite the drop in funding due to austerity since 2010, this Council has kept our services going, has improved our services and has even increased them. This is why we've been independently ranked, by IMPOWER, as one of the top Councils in London for our efficiency. We know we have more to do but we have used every penny wisely.

This year's budget is one that protects all those services you have told us are important to you.



Your Council Tax making a real difference

Across Redbridge, we're putting your Council Tax to work by improving the services residents rely on every day - from cleaner streets and safer neighbourhoods to better homes, libraries, parks and community facilities. This year, a typical band D property will pay **29p** more per day (£2.02 per week) in council tax. This includes general council tax, the precept for adult social care and the precept for the Greater London Authority (GLA). Here are some of the key areas we're investing in:

General Council Tax	Band D property	2.99% increase	£50.80 per annum increase 14p per day / 98p per week
<p>Weekly bin collections</p> <p>You told us it's important to you that we maintain a weekly bin collection. We're listening, and we will continue collecting your refuse weekly in Redbridge. We will be replacing your recycling boxes with wheelie bins.</p>  <p>More Affordable Homes</p> <p>600 new Council homes delivered, rough sleeping reduced, and major investment made in new temporary accommodation and affordable housing.</p>  <p>Supporting Residents Through the Cost of Living</p> <p>£0.9m secured in extra income for local people, plus £4.6m a year from 2026/27 through the new Crisis and Resilience Fund.</p>	<p>Broadmead Road Bridge</p> <p>We have submitted our bid for the national structures fund to rebuild Broadmead Road bridge.</p> <p>Cleaner Streets, Greener Neighbourhoods</p> <p>£1m extra for street cleansing, daily town centre cleaning, weekly litter picks and a Rapid Response Clean Team - alongside 65,000 new trees and 25 upgraded parks.</p> <p>Maintaining our parks and green spaces</p> <p>Redbridge has once again been officially recognised for having some of the finest parks in the country, with nine local green spaces receiving the prestigious Green Flag Award.</p>  	<p>Safer Communities</p> <p>£5.5m to upgrade our 24/7 CCTV network, more Trading Standards officers and continued funding for the award-winning Reach Out domestic abuse service.</p>  <p>New weekly food waste collections now underway</p> <p>Redbridge Council has begun rolling out its new weekly food waste collection service. Around 10,000 households are included in the first phase, with plans to expand the service across the whole borough over time.</p> <p>Backing Schools, Families & Local Businesses</p> <p>96% of schools rated Good or Outstanding, Outstanding Children's Social Care, faster EHCPs and hundreds of residents and businesses supported with training, advice and growth.</p>	<p>Maintaining and repairing our highways</p> <p>This year, our teams have filled 9,215 potholes. We've also carried out 80,000 square metres of resurfacing, improving road quality and making journeys safer for residents. We are investing £35m in roads and pavements.</p>  <p>Major Investment in Leisure & Culture</p> <p>£35m to upgrade libraries, theatres and leisure facilities - plus new attractions like a climbing centre, pickleball courts and progress on the Valentines Lido.</p>  <p>Adult Services</p> <p>£28.8m investment to care for vulnerable adults.</p> 

Adult Social Care Precept: The Government introduced the precept to fund social care for people in light of a growing national funding shortfall due to rising costs and demand.	Adult social care precept, Band D property	2% increase	£33.98 per annum increase 9p per day / 65p per week
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Supporting local vulnerable adults and protecting the NHS:

- Providing care services for local people
- Day Care Centres
- Mental Health Services
- Learning Disabilities Services
- Disabled Facilities Grants
- Care for patients discharged from hospital

 Rated as one of the best Adult Social Care services in the country



Greater London Authority Precept: The precept is the Mayor of London's share of the council tax, which is collected by the boroughs and the Corporation of London.	£510.51 Band D property	4.1% increase	£20.13 per annum increase 6 per day / 39p per week
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Straight to the Mayor of London (GLA) to pay for:

-  Transport for London
-  Policing and Crime
-  London Fire Brigade

Your Redbridge Council Tax Bill

We're here to help

We know **Council Tax bills** can sometimes feel confusing or worrying. That's why support is always available if you need it.



Find help online

Our phone lines can be very busy, especially during billing periods, so using our online services can help you get support more quickly.

The quickest way to get information or contact us is through our website:
www.redbridge.gov.uk/council-tax

You can get answers straight away, without waiting and at a time that suits you.

Online you can:

- See **explanations** of each part of your bill
- Check whether you might be entitled to **discounts** or **Council Tax Reduction**
- Find different **ways to pay**
- Tell us about a **change in your circumstances**
- Get **quick answers** to common questions



Your Council Tax bill explained

Your Council Tax bill shows how much you need to pay and how this has been worked out. It's designed to be clear, but we know it can still feel a bit overwhelming at first.

Here's a simple guide to what you'll see:

- **Reference number** – a unique number that is given to your property
- **Property details** – the address the bill is for
- **Council Tax band** – based on the Valuation Office Agency's value of your property
- **Total amount due** – the full charge for the year
- **How your charge is calculated** – including contributions to local services
- **Discounts or reductions** – such as single person discount or Council Tax Reduction, if these apply to you
- **Payment plan** – how much to pay and when each instalment is due

Why not visit the website and look at our **video explaining your Redbridge Council Tax bill**



Your Redbridge Council Tax Bill

We're here to help

Why you might receive more than one bill

Some people receive more than one Council Tax bill. This is normal and usually happens when something has changed.

You may receive a new bill if:

- Your payments or instalments have changed
- A discount, exemption, or reduction has been added, removed, or updated
- You've told us about a change in circumstances
- Your account has been updated or corrected

Your most recent bill will always show the up-to-date amount to pay. If you're unsure which bill to use, you can check online or contact us.

If anything isn't clear, you can find step-by-step explanations online or contact us for help.
www.redbridge.gov.uk/council-tax

Make life easier with direct debit

Paying by direct debit is the easiest way to manage your Council Tax.
Visit www.redbridge.gov.uk/council-tax



What to do if you're struggling to make your payments

If you're finding it hard to keep up with payments, or something unexpected has happened, please get in touch as soon as you can. You're not alone, and support may be available.

We may be able to:

- Talk through payment options
- Check if you qualify for discounts or benefits
- Help you access advice or support services

If you need to talk

If you're experiencing financial difficulty or crisis, reaching out early can really help and there may be other Redbridge services we can support you with too. We understand that everyone's situation is different and circumstances can change.

Visit www.redbridge.gov.uk/council-tax to find out more





Make time for things you like to do

Join **72,500** Redbridge households who have chosen to pay their council tax by **Direct Debit**.

There is a choice of six instalment dates.



Visit our website to sign up
www.redbridge.gov.uk/council-tax





Empty Property and Second Home premiums

Properties empty for more than one year

There is a housing shortage in Redbridge so bringing empty properties back in to use is a priority for the council.

In accordance with new legislation that came into force in October 2023 the Council has decided that an additional amount of Council Tax is charged on properties that have been empty for more than one year. This is a change from the current legislation where a property is charged the premium rate after it has been empty for more than two years.

- Since April 2024, the premium is 100% Council Tax for the properties that are empty and unfurnished for more than one year but less than five years which doubles the amount of Council Tax payable.
- For properties that have been empty and substantially unfurnished for five years but less than 10 years, the premium remains set at 200%.
- Where a property has been unoccupied and substantially unfurnished for ten years or more, the premium remains set at 300%. This means that if you own a property which has been empty and unfurnished for ten years or more, you will be charged an extra 300% Council Tax on top of the full Council Tax for the property (a 400% Council Tax).

Please be aware this is a property based premium so a change of ownership or tenancy will not affect the premium.

Second Homes Premium

From 1 April 2025 a 100% premium charge will be applied to second homes. This means that you will have to pay double the amount of council tax (200% charge) on your second home.

A property is commonly referred to as a second home if it is furnished and is not your sole or main residence. This includes furnished properties that are unoccupied between lets.

Some properties may be exempt from the premium. A full list of the relevant exemptions is available on our website at www.redbridge.gov.uk/council-tax/empty-properties-and-second-homes/

COUNCIL TAX BILLS

What you need to know about your instalments

Your Council Tax payment must reach us by the instalment date on your bill or you risk receiving a reminder notice or even a summons.

How to avoid a Reminder or Summons Notice

- Paying at a Post Office or PayPoint takes 3-5 days to reach your account so you must pay before the instalment due date or it will arrive late.
- You don't have to pay over 10 months. You can reduce the monthly amount by choosing to pay over 12 months instead.
- Join 72,500 Redbridge households who have chosen to pay their council tax by Direct Debit.
- Paying by Direct Debit is the easiest way to pay, and you'll never forget a payment. You can choose from 6 monthly payment dates, 1st, 4th, 10th, 15th, 20th or 25th and we will do the work for you.
- Manage your account online - more details shown overleaf.

Reminders and Summons

- We will send you a reminder if your payment is received late or not received.
- We will send a maximum of two reminder notices each year and sometimes a final notice.
- If you don't pay your instalments on time you will lose your right to pay by instalments (that's the law). We will then ask you to pay the full amount remaining for the year's Council Tax immediately.
- If you are sent a summons, costs of £128.50 will be added to your account. If we go to court and get a Liability Order, a further £13.00 will be added to your account; that's an additional £141.50 that can be avoided.
- If you are struggling to pay, don't wait for a reminder or summons: contact us immediately.

If you are struggling to pay your Council Tax, you can find a lot of information about the additional support we provide on our website www.redbridge.gov.uk/benefits/ or <https://costofliving.redbridge.gov.uk>



Email: council.tax@redbridge.gov.uk



Make this your final paper Council Tax Bill

Join 31,100 Redbridge households
who already receive an electronic
council tax bill.

You can now manage your council tax account
online too.

Once you have an account and completed
the registration, you will be able to:

- View your council tax instalments and payments or download a copy of your bill.
- Apply for discounts and exemptions, and council tax reduction.
- Notify us of a change of address or household.



Visit our website to sign up
www.redbridge.gov.uk/council-tax



Cost of living Help?

Managing the rising cost of living can be overwhelming, but you don't have to face it alone. There's lots of help available tailored to your needs.



Help with Heating

If you're finding it difficult to keep your home warm, there are a number of community living rooms across Redbridge that offer a welcoming environment. Feel free to drop in and make use of our warm, friendly and dry spaces at venues. For a full list of venues, visit www.redbridge.gov.uk/discover/staying-warm-in-redbridge.

If you have a low income, you might qualify for a free home visit, where you can receive advice on accessing the best energy tariffs and practical tips to make your home more energy efficient. To find out more, call **020 8520 1900** or visit the HEET website at www.theheetproject.org.uk.

If you are of pension age and receive Pension Credit or other eligible benefits, you could be entitled to the Winter Fuel Payment. For further details, call 0800 731 0160 or visit www.gov.uk/winter-fuel-payment/eligibility.



Help with Housing Costs

If you're eligible, Universal Credit may help with your housing expenses, visit www.gov.uk/housing-and-universal-credit for information. Alternatively, you may qualify for Housing Benefit - check your eligibility and submit a claim via www.redbridge.gov.uk/benefits. There is additional discretionary support available to assist with rent payments; eligibility checks and applications can be made at www.redbridge.gov.uk/benefits.





Help with Council Tax

Find out if you're entitled to a discount or exemption on your Council Tax bill by visiting www.redbridge.gov.uk/council-tax and selecting 'Apply for a discount or exemption'.

Council Tax Reduction could lower the amount you need to pay. Visit www.redbridge.gov.uk/benefits to see if you qualify. If you already receive Council Tax Reduction, you do not need to claim again; your Reduction will be automatically updated.

Discretionary support with Council Tax is also available; check eligibility and apply at www.redbridge.gov.uk/benefits. If you aren't eligible for Council Tax Reduction, discretionary support may still be an option; email council.tax@redbridge.gov.uk to request assistance.



Help with Living Costs

For help with claiming Universal Credit, call **0800 328 5644** or visit www.gov.uk/universal-credit.

The Ilford Community Grocery offers cost-effective weekly shopping, helping residents save around £25 per shop. You'll find it at 25-29 Clements Road, Ilford. More details at communitygrocery.org.uk/ilford/.

For information on foodbanks in the area, visit <https://costofliving.redbridge.gov.uk> and select **Foodbanks**. A voucher is needed to use these services and can be obtained from local agencies or your support worker. In emergencies, call **Help Through Hardship** on **0808 208 2138**.



Help for Disabled People

If your child has a lasting physical or mental health condition or disability, you may be eligible for Disability Living Allowance to help with care costs. Call **0800 121 4600** or visit www.gov.uk and search **disability-living-allowance**. Adults with long-term health conditions or disabilities might qualify for Personal Independence Payment. Call **0800 917 2222** or visit www.gov.uk/pip.

Pensioners with long-term conditions or disabilities may be eligible for Attendance Allowance. Call **0800 731 0122** or visit www.gov.uk/attendance-allowance. If you care for someone, you could qualify for Carer's Allowance. Call **0800 731 0297** or visit www.gov.uk/carers-allowance.



Help for Pensioners

If you're over state pension age and on a low income, you might be eligible for Pension Credit. Call **0800 99 1234** or visit www.gov.uk/pension-credit.

Other benefits may be available - call **0800 678 1602** or visit www.ageuk.org.uk and select 'Benefits and entitlements' for more information.



Help for Families

If you have children and are struggling with living costs, you may be eligible for additional support such as **Child Benefit** or **Universal Credit**. For more information and to check what you can claim, visit www.gov.uk and search **child benefit** or www.gov.uk/universal-credit. You may also qualify for **Healthy Start vouchers**, **free school meals** or even **free childcare**. Our children's centres offer advice, family support, and access to essential services. To find your local centre and discover more, visit <https://find.redbridge.gov.uk>.



Help with Debt

Debt-Free Hubs are available on the ground floor of Redbridge Central Library and at Lynton House. You can also contact the Interventions and Support team for a free referral to a qualified debt advisor. National Debtline provides impartial, free debt advice. Call **0808 808 4000** or visit www.nationaldebtline.org.

Money Helper offers free, unbiased debt advice and support - visit www.moneyhelper.org.uk.





Help with Employment

Work Redbridge can help residents find jobs and develop new skills.

Email workredbridge@redbridge.gov.uk or call **020 8708 2298**.

The Redbridge Institute of Adult Education offers free training courses related to employment. Call **020 8550 2398** or visit www.redbridge-iae.ac.uk and click on **Skills for Life**.

The National Career Service provides free career advice, training and learning support to anyone in England. For assistance, call **0800 100 900**.

For a summary of benefits and financial support if you're seeking work, visit www.gov.uk/browse/benefits/looking-for-work.

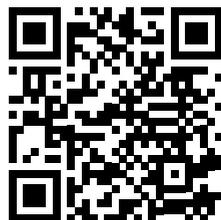


Help with Benefit Eligibility

Use the Benefits Checker to find out which benefits you may be entitled to at www.redbridge.gov.uk/benefits.

If you're unable to use the Benefits Checker, you can refer yourself to the Interventions and Support Team via www.redbridge.gov.uk/benefits.

Alternatively, call our friendly team on **020 8708 4180** (Monday-Thursday, 9am to 12.30pm) for assistance.



Share homes. Shape lives.

Foster for Redbridge Council

Local Community Fostering Redbridge need people who have a spare room (or space for a cot) who can offer a child a stable, nurturing and loving home.

Generous allowances, extensive support and training as well as a Council Tax discount of up to **80%**.

"After seeing the outstanding support Redbridge gave the young person in our care we decided to transfer. There are many opportunities to be further involved and develop yourself. We have no regrets."

**Alison and Mick,
Redbridge Council Foster Carers**



Contact us

Local Community Fostering Redbridge
020 8708 6068

Or book onto our next information session by
visiting www.redbridge.gov.uk/fostering



Take the first step towards becoming a foster carer for your local council and change a child's life forever.



STEP 7
Change a Child's Life

STEP 6
Approval

STEP 5
Fostering Panel

STEP 4
The Assessment

STEP 3
Skills to Foster Training

STEP 2
Home visit

STEP 1
Enquiry

Take the first step and call our friendly fostering team today on: **020 8708 6068**
www.redbridge.gov.uk/fostering

