How to contact the council and get value for money from local services

2016-2017
Dear resident,

My vision is for Westminster to be a City for All – an unrivalled place of choice and aspiration where the connections amongst residents, businesses and visitors get stronger as everyone plays their part in, and benefits from, our city’s continued success.

We are able to deliver this because of our relentless focus on offering value for money to local people, despite the ongoing financial challenges we face. We have saved £90 million from our budget over the past three years and have over £100 million more to find by 2018.

We have deliberately kept the same level of council tax for nine years, to help local residents during difficult times. Most of the savings we have made, and will make, have been achieved through reducing back office costs and, only when appropriate, increasing our income.

As we now see a stronger economy, we have introduced a modest council tax increase of £15.07 for a Band D resident, equivalent to 29p per week. This is to ensure the city’s continued success and will allow us to continue to support
the most vulnerable. For example, this year we will be spending over £760 per resident on Adult and Children’s Services alone, almost twice as much as is received from the whole of our council tax.

By continuing to focus our resources on resident priorities, we will continue to deliver clean streets and more homes, tackle long term unemployment, and create a place where it is possible to progress, regardless of background – truly a City for All.

*Find out more at westminster.gov.uk/city-for-all*
BE IN CONTROL
OF YOUR COUNCIL TAX

SWITCH TO
DIRECT DEBIT
and win £10,000
in our prize draw

PEACE OF MIND
GUARANTEED

For more information, to view the Prize Draw terms and conditions, and the Direct Debit Guarantee, look out for details in your council tax bill or visit: www.directdebit.co.uk/londoncounciltax
### Your council tax bill 2016/17*

<table>
<thead>
<tr>
<th>Band</th>
<th>Westminster City Council</th>
<th>Greater London Authority</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>A</td>
<td>£261.87</td>
<td>£184</td>
<td>£445.87</td>
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<tr>
<td>B</td>
<td>£305.52</td>
<td>£214.67</td>
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<td>£594.49</td>
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<td>£392.81</td>
<td>£276</td>
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<tr>
<td>E</td>
<td>£480.10</td>
<td>£337.33</td>
<td>£817.43</td>
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<td>F</td>
<td>£567.39</td>
<td>£398.67</td>
<td>£966.06</td>
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<tr>
<td>G</td>
<td>£654.68</td>
<td>£460</td>
<td>£1114.68</td>
</tr>
<tr>
<td>H</td>
<td>£785.62</td>
<td>£552</td>
<td>£1337.62</td>
</tr>
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</table>

| % change | +3.99%** | -6.40% | -0.60% |

*Excluding levy for Montpelier Square Garden Committee and the Queen's Park Community Council levy.

**Westminster council tax includes a new charge for Adult Social Care as proposed by central government costing an additional 2%. The council has increased its own general requirement by 1.99% - the first increase since 2007/08.

### Your council tax bill if you live in Queen's Park

For the residents of Queen's Park ward an additional levy is applied for the Queen's Park Community Council, created in April 2014. Find out more at [westminster.gov.uk/queens-park-community-council](https://westminster.gov.uk/queens-park-community-council)

<table>
<thead>
<tr>
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<th>Westminster City Council</th>
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<th>Total</th>
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<td>£713.21</td>
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<td>£785.62</td>
<td>£552</td>
<td>£88.80</td>
<td>£1426.42</td>
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</tbody>
</table>

For more information about your council tax and the council’s income and budgets, visit [westminster.gov.uk/council-tax-service](https://westminster.gov.uk/council-tax-service)
Contacting the council is easier than ever before

Go online or call one of these numbers to find out about the services you receive through your council tax.

**Adult services page 10**
Social care for vulnerable adults such as disabled or older people, or tell us if you are worried about someone.

- [peoplefirstinfo.org.uk](http://peoplefirstinfo.org.uk)
- [westminster.gov.uk/adult-services](http://westminster.gov.uk/adult-services)
- **020 7641 2500**

**Business line page 10**
For local businesses to enquire about planning, licensing, environmental health, commercial waste and business rates.

- [westminster.gov.uk/business](http://westminster.gov.uk/business)
- **020 7641 7000**

**Children’s services page 11**
Social services, childcare, fostering and adoption, schools, family support and information, or to tell us if you are worried about a child.

- [westminster.gov.uk/children-services](http://westminster.gov.uk/children-services)
- **020 7641 4000**

**Council tax page 13**
Pay, register, check your balance, set up a direct debit or make an enquiry.

- [westminster.gov.uk/council-tax](http://westminster.gov.uk/council-tax)
- **034 3178 2743**

**Housing page 15**
Housing advice, applications and support if you are facing homelessness. For tenant or lessee advice, or issues with your council accommodation contact your local service centre.

- [westminster.gov.uk/housing](http://westminster.gov.uk/housing)
- **020 7641 1000**

**Housing benefit and council tax support page 16**
Find out how to claim housing benefit and council tax support, tell us about changes to your personal circumstances or make an enquiry about your claim.

- [westminster.gov.uk/benefits](http://westminster.gov.uk/benefits)
- **0800 072 0042**
Libraries page 16
Renew books and DVDs, find your nearest library and opening times, make an enquiry or find out about arts and culture.
☞ westminster.gov.uk/libraries
📞 020 7641 6200

Parking page 19
Permits for residents, disabled badges and suspended parking bays. Pay or challenge a parking ticket.
☞ westminster.gov.uk/parking
📞 020 7823 4567

Planning, licensing and events page 19
Planning permission, building control, licences and what you need to do to hold an event or film in Westminster.
☞ westminster.gov.uk/planning
☞ westminster.gov.uk/licensing
☞ westminster.gov.uk/events-and-filming
📞 020 7641 6500

Registrars and electoral services page 20
Enquire about getting married in Westminster, register a birth or death, find out about the nationality checking service, book your British citizenship ceremony, register to vote or learn more about elections.
☞ westminster.gov.uk/registrar
☞ westminster.gov.uk/electoral-services
📞 020 7641 7500

Rubbish, streets and environmental health page 20
Waste and recycling, pest control, food safety, health and safety and trading standards, or report noise, graffiti, faulty street lights and roadworks.
☞ westminster.gov.uk/recycling
☞ westminster.gov.uk/report-it
📞 020 7641 2000

Sports and leisure page 21
Information on sports activities, clubs and leisure centres.
☞ westminster.gov.uk/sports
📞 020 7641 2012
Access council services anytime, anywhere

It is quicker and easier to access council services and find the answers to your questions on our website westminster.gov.uk

Go online to

- Apply for a Westminster City Save card to receive exclusive discounts and offers
- Order recycling bags
- Find and contact your local Councillor
- Set up a direct debit to pay your council tax
- Submit and check a planning application
- Apply for a temporary event notice
- Find your nearest leisure centre, library or community hub

Report issues in your area

Report problems you see on the street online and we will investigate and fix the problem as soon as possible. Use Report It! to let us know about issues related to:

- abandoned waste
- street cleaning
- dog fouling
- graffiti
- damage to the road
- illegal parking and more.

westminster.gov.uk/report-it
Find information and advice on everything from starting a career and staying healthy to free events and volunteering at youngwestminster.org.uk

OPEN FORUM

ONLINE • FACE-TO-FACE • PUBLIC MEETINGS

Join the OPEN FORUM
Keep up-to-date with local issues

openforum.westminster.gov.uk

Speak to us directly at local meetings throughout the year on our City for All tour

Go online to take part in discussions with fellow residents, local businesses, councillors and council officers

Write to us at Open Forum, FREEPOST LON 17563, 15th Floor, Westminster City Hall, SW1 6QP

City of Westminster

YO U N G I N W E S T M I N S T E R ?

Find information and advice on everything from starting a career and staying healthy to free events and volunteering at youngwestminster.org.uk

Education, training and employment
Health and wellbeing
Advice and support
Sports and leisure
Get involved
Events and activities

#YoungWestminster
If you or a family member has previously served in the Armed Forces, are currently serving, or are serving reservists, you can get advice on finance and employment, school admissions, discounts for adult courses, culture and entertainment, and more. Visit westminster.gov.uk/armed-forces.
Children’s services

- Abuse of children, or if you are worried about a child
- Adoption
- Childminding and nurseries
- Children’s Centres
- Fostering
- Youth Council
- Youth offending team
- Young people and youth participation

Other children’s services numbers

**Disabled children**

- 020 7266 7112

**Family Information Service**

- 020 7641 7929

**Free school meals**

- 020 7641 3412

**School admissions**

- 020 7745 6433

**Schools** (call the school direct)

- westminster.gov.uk/schools

**Special educational needs**

- 020 7361 3311

**Student finance**

- 0300 100 0607

**Children’s Centres**

Visit your local Children’s Centre for advice, support and training. For a full list of centres visit westminster.gov.uk/childrens-centres

**North West**

**Queen’s Park Children’s Centre**

- 020 7641 5838
- 88 Bravington Road, W9 3AL

**Complaints and compliments**

- (Children’s services)
- 0808 202 6210
- 020 7745 6501

**Value for money FACT**

There are free after-school homework clubs in all of Westminster’s children’s libraries for seven to 13-year-olds. Visit westminster.gov.uk/homework-clubs
Need medical advice fast?

...but it’s less urgent than 999?

Call 111 when it’s less urgent than 999
If you need medical help or advice fast, but it’s not a 999 emergency, call the free NHS 111 line at any time. Trained staff are on the line 24 hours a day, seven days a week, 365 days a year. They can give advice, and tell you where to go for help.

Need medicine out of hours?
Pharmacists can offer advice and provide medicines for coughs and colds, pain relief and other common conditions. They can also help you decide whether you need to see a doctor. Some pharmacists are open late, at weekends, or on bank holidays. To check the opening times and addresses of your nearest pharmacies, visit www.nhs.uk.

Need to see a GP or practice nurse when your practice is closed?
Patients in Westminster who need to see a GP or nurse urgently in the evenings, at weekends, or on bank holidays can walk in or book a same day appointment at a number of GP practices in the area. For more information, call your GP, telephone 111 or visit www.staywellnwl.nhs.uk.

Need emergency mental health support out of hours?
If you live or work in Westminster, you can phone the out of hours urgent helpline on 0800 0234 650*.
* provided by Central and North West London NHS Trust

For immediate, life-threatening emergencies, continue to call 999.

Here to help you stay well
www.staywellnwl.nhs.uk

Leyla Hannbeck, Pharmacist
North East
Church Street Children’s Centre
Portman Early Childhood Centre
📞 020 7641 5435/5436
📍 12-14 Salisbury Street, NW8 8DE

South
Churchill Garden Children’s Centre
📞 020 7641 5923
📍 Johnzon’s Place, SW1V 3EU

Council tax
🌐 westminster.gov.uk/council-tax
📞 034 3178 2743

Health
🌐 westminster.gov.uk/public-health

Diabetes support
🌐 knowdiabetes.org.uk

Drug and alcohol services
📞 020 7266 6200 (north)
📞 020 7287 8743 (south)

Health Trainers
🌐 londonhealthtrainers.com
📞 020 7099 3333

Healthy lifestyle sessions for young people
🌐 mytimeactive.co.uk/MEND
📞 020 8323 1725

Healthy Hearts
🌐 healthyhearts.org.uk
📞 020 3795 9346

Mental health talking therapies
📞 030 3333 0000

Stop smoking service
🌐 kick-it.org.uk
📞 020 3434 2500

Your two-year-old could be eligible for up to 15 hours of free childcare a week. Visit westminster.gov.uk/childcare

Come along to free interactive sessions to help keep your family healthy, including making nutritious meals and fun activities for you and your child. To find out how to take part visit westminster.gov.uk/childhood-health
Your mixed recycling collection is weekly

You can recycle:

- mixed paper & card
- plastic bottles, pots, tubs & trays
- mixed glass bottles & jars
- food tins & drink cans
- cartons

For more information and to order recycling bags visit westminster.gov.uk/recycling
NHS services

🌐 nhs.uk  
📞 0300 311 2233

Medical assistance
📞 999 In an emergency  
📞 111 For non-emergencies

Housing

🌐 westminster.gov.uk/housing  
📞 020 7641 1000

- Homelessness  
- Housing options  
- Private sector housing

Other housing numbers

Rough sleeping
🌐 westminster.gov.uk/rough-sleeping  
📞 0300 500 0914

CityWest Homes
🌐 cwh.org.uk  
📞 020 7245 2000

Repairs (CityWest Homes tenants)
📞 0800 358 3783 or 020 7245 2990  
📞 020 7286 7412 (out of hours emergencies only)

CityWest Homes estate offices
(please call your local service centre):

Central area service centre  
Lilestone Street  
📞 020 7245 2801  
For estates: Church Street, Lisson Green, Marylebone, St. John’s Wood.

South area service centre, Lupus Street  
📞 020 7245 2101  

Complaints and compliments  
(CityWest Homes)  
📞 0800 358 3785
North area service centre, Lanark Road
☎ 020 7245 2231
For estates: Maida Vale, Mozart, North Street Properties, Queen’s Park.

West area service centre, Westbourne Terrace
☎ 020 7245 2911
For estates: Bayswater, Little Venice, Paddington Green, West Street Properties, Westbourne Park.

Housing benefit and council tax support
✉ westminster.gov.uk/benefits
☎ 0800 072 0042
- Housing benefit to help pay rent
- Support to help pay council tax

Libraries
✉ westminster.gov.uk/libraries
☎ 020 7641 6200
- Archives and local studies
- Arts and culture
- Business Information Points
- Renewals and enquires

Home library service
☎ 020 7641 5405
<table>
<thead>
<tr>
<th>Libraries</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Archives Centre and Express Library</strong></td>
</tr>
<tr>
<td>10 St. Ann’s Street, SW1P 2DE</td>
</tr>
<tr>
<td><strong>Charing Cross Library including the Chinese Library</strong></td>
</tr>
<tr>
<td>4-6 Charing Cross Road, WC2H 0HF</td>
</tr>
<tr>
<td><strong>Church Street Library</strong></td>
</tr>
<tr>
<td>67 Church Street, NW8 8EU</td>
</tr>
<tr>
<td><strong>Little Venice Sports Centre Library (self-service)</strong></td>
</tr>
<tr>
<td>10 Crompton Street, W2 1ND</td>
</tr>
<tr>
<td><strong>Maida Vale Library</strong></td>
</tr>
<tr>
<td>Sutherland Avenue, W9 2QT</td>
</tr>
<tr>
<td><strong>Marylebone Library and Information Service</strong></td>
</tr>
<tr>
<td>Macintosh House, 54 Beaumont Street, W1G 6DW</td>
</tr>
<tr>
<td><strong>Mayfair Library</strong></td>
</tr>
<tr>
<td>25 South Audley Street, W1K 2PB</td>
</tr>
<tr>
<td><strong>Paddington Library</strong></td>
</tr>
<tr>
<td>Porchester Road, W2 5DU (adults)</td>
</tr>
<tr>
<td>150 Queensway, W2 6GD (children)*</td>
</tr>
<tr>
<td><strong>Pimlico Library</strong></td>
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<tr>
<td>Lupus Street, SW1V 3EY</td>
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<td><strong>Queen’s Park Library and Learning Centre</strong></td>
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<tr>
<td>666 Harrow Road, W10 4NE</td>
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<tr>
<td><strong>St. John’s Wood Library</strong></td>
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<tr>
<td>20 Circus Road, NW8 6PD</td>
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<td><strong>Victoria Library and Westminster Music Library</strong></td>
</tr>
<tr>
<td>160 Buckingham Palace Road, SW1W 9UD</td>
</tr>
<tr>
<td><strong>Westminster Reference Library and Business Information Point</strong></td>
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<tr>
<td>35 St. Martin’s Street, WC2H 7HP</td>
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*Due to redevelopment this is a temporary location for Paddington Children’s Library. The new library will reopen at Clifford Hall in 2018.*
Get married at Asia House, a stunning 18th century Georgian townhouse in the heart of London

Asia House offers four Georgian style rooms with original features including classically painted ceilings, marble fireplaces and stunning chandeliers. Rooms are available Friday to Sunday for up to 100 guests.

Enjoy an intimate wedding in historic Mayfair Library

Mayfair Library has a quiet, romantic atmosphere perfect for a smaller wedding. Mount Street Gardens, next to the library, offers an ideal location for photos. Rooms are available Monday to Saturday and selected Sundays between April and October for up to 38 guests. Evening ceremonies are available on Thursdays.

Ceremonies start from just £280.
Join us for an open evening to find out more.
Visit westminster.gov.uk/weddings  Call 020 7641 7500
@WestminsterRO  facebook.com/Westminster-Register-Office
Parking

westminster.gov.uk/parking
020 7823 4567 (8am-8pm, Monday-Saturday)

- Car Club
- Challenge a parking ticket
- Disabled parking permits
- Motorcycle parking
- Parking bay suspensions
- Pay a parking ticket (24 hours)
- Resident parking permits

Planning, licensing and events

westminster.gov.uk/planning
westminster.gov.uk/licensing
020 7641 6500

- Building control
- Conservation areas and listed buildings
- Licensing
- Markets and street trading
- Planning applications and permissions
- Planning enforcement

Events and filming

westminster.gov.uk/events-and-filming
020 7641 2390

- Holding an event in a park, open space or public highway, or filming in Westminster

Police

999 In an emergency
101 For non-emergencies
Faulty traffic lights should be reported directly to Transport for London. Visit https://reportit.tfl.gov.uk and select traffic lights or call 0343 222 1234.

Registrars and electoral services

- Births
- Citizenship ceremonies
- Deaths
- Elections
- Marriages and civil partnerships
- Register to vote

Rubbish, streets and environmental health

- Animal warden
- Bulky waste and special collections
- Cemeteries
- Drains
- Food safety
- Highways licensing including temporary structures, scaffolds and cranes
- Health and safety
- Noise complaints (24 hours, 365 days a year)
- Parks and gardens
- Pest control
- Potholes
- Recycling
- Roads and pavements
- Rubbish, bins and recycling collections
- Street cleansing
- Street lighting*
- Trading standards
- Trees

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**Sports and leisure**

[westminster.gov.uk/sports](westminster.gov.uk/sports)  
**020 7641 2012**

- Information on sports facilities, activities, clubs, competitions and sports.

**Leisure centres**

**Academy Sport**  
**020 7121 0642**  
**Torquay Street, W2 5EZ**

**Jubilee Sports Centre***  
**020 8960 9629**  
**Caird Street, W10 4RR**

**Little Venice Sports Centre**  
**020 7641 5111**  
**10 Crompton Street, W2 1ND**

**Marshall Street Leisure Centre**  
**020 7871 7222**  
**15 Marshall Street, W1F 7EL**

**Paddington Recreation Ground**  
**020 7641 3642**  
**Randolph Avenue, W9 1PD**

**Porchester Centre**  
**020 7792 2919**  
**Queensway, W2 5HS**

**Porchester Spa**  
**020 7792 3980**  
**Queensway, W2 5HS**

**Queen Mother Sports Centre**  
**020 7630 5522**  
**223 Vauxhall Bridge Road, SW1V 1EL**

**Seymour Leisure Centre**  
**020 7535 2020**  
**Seymour Place, W1H 5TJ**

**St. Augustine’s Sports Centre**  
**020 7641 3642**  
**Oxford Road, NW6 5AW**

*Moberly Sports Centre has closed for redevelopment and is due to reopen in 2018. You can use the nearby Jubilee Sports Centre during this time.*
Adult learning in the heart of Westminster

WAES is Westminster’s adult college, offering full-time and part-time study in the daytime, evenings and at weekends. We offer a wide range of courses specifically for adult learners wanting to study in a friendly and supportive environment.

Visit us online at www.waes.ac.uk, call 020 7297 7297 or drop in to one of our centres for more information.

Enrol now for courses in 2016/17!
Other useful numbers

Complaints and comments
Complaints and comments should be dealt with by the relevant service in the first instance. Contact us if you are unsure of the service you need.

westminster.gov.uk/complaints

Councillors
westminster.gov.uk/councillors
020 7641 3255
Lancaster Gate, Knightsbridge and Belgravia, Warwick
020 7641 3411
West End, Bryanston and Dorset Square, Tachbrook, St. James's, Hyde Park, Bayswater
020 7641 5371
Abbey Road, Marylebone High Street, Little Venice, Regent's Park, Maida Vale, Vincent Square
020 7641 4299
Harrow Road, Church Street, Churchill, Queens Park, Westbourne

Cycling
westminster.gov.uk/cycling

Data protection and freedom of information
westminster.gov.uk/dp
westminster.gov.uk/foi
020 7641 3921

Volunteering
westminster.gov.uk/volunteering
020 7723 1216

value money FACT
Whether you're a seasoned cyclist or a complete novice, you can get free one-to-one or group cycle training to brush up on your cycling skills. Visit westminster.gov.uk/city-cycling-courses

value money FACT
Join Team Westminster and volunteer at film premieres, the London Marathon or other exciting events in the city. Visit westminster.gov.uk/volunteering
If you’ve been thinking about trying something new, helping other people or getting involved in your community, volunteer and be part of Team Westminster.

westminster.gov.uk/volunteering

“I help out at a local football team...and now I’ve applied to start a football coaching qualification.”

RUAIRI

“I volunteer at high profile events in Westminster...now I can say I’ve been part of events that most people only get to see on TV.”

RACHEL

“I'm proud to help people to get to know the city as well as I do.”

TELLA
Don’t miss out on the latest news and exclusive discounts for residents

Get the latest news on council services and events straight to your inbox. Whether you’re raising a family, have a business, or are looking for exclusive discounts for Westminster residents, sign up to our enewsletters at westminster.gov.uk/stay-informed

Westminster City Council on social media

Keep in touch, join the conversation and help us make Westminster a #CityforAll

@CityWestminster
The latest news on our services, discounts, competitions and upcoming events. Monitored weekdays 9am-6pm.

@WCCLibraries
Updates on events, new resources and what’s on in Westminster libraries.

@ActiveWCC
Sports and leisure news.

Find us on Facebook for exclusive offers and competitions, sports and leisure news, information for families and carers, and updates from our libraries.

facebook.com/ActiveWestminster
facebook.com/ValueForMoneyFriday
facebook.com/WestminsterParents
facebook.com/WCCLibraries

@CityWestminster
Celebrate Westminster. Share your favourite spots by tagging us in your pictures or using #CityWestminster
Offers and discounts for Westminster residents

Don’t miss out on fantastic offers and great savings at Westminster’s leading attractions with a free Westminster City Save card.

Register for a free card and find full details of all offers at westminster.gov.uk/city-save. You can also register by filling out an application form at your local library or leisure centre, or by calling 020 7641 6000.

20% off breakfast and lunch menus at The Quince Tree Café

Enjoy discounts on breakfast, brunch and lunch in London’s oldest garden centre; the multi-award winning Clifton Nurseries.

30% off á la carte dining at The Hispaniola Restaurant on the Thames

Combine modern and stylish food with the backdrop of London’s iconic sights on the river Thames.

Free family health classes

Learn new, family-friendly, healthy recipes and enjoy games and activities to keep everyone active.
20% off tours of Lord’s Cricket Ground
See the Ashes, visit the Dressing Rooms and walk down the Long Room. Discount includes entry to the MCC Museum.

35% off exercise classes at council leisure centres
Get fit with discounted classes, including yoga, step, spinning, box fit and pilates.

20% off mains at Flamingos Eatery
Offering the freshest food with authentic Afro-Caribbean flavours.

40% off Porchester Centre Spa
Pamper yourself at London’s oldest spa, voted best value spa by The Sunday Times.

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