

Protecting vital services despite continued funding challenges

Weekly bin collections

You told us it is important to you that we maintain a weekly bin collection. We are listening and will continue collecting your refuse weekly in Redbridge.



600 new council homes

We've recently completed work at Little Gearies, and we're making good progress on the Loxford Lane development.

Clean streets and neighbourhoods

We're keeping our streets clean and tidy with more investment in regular cleansing.



Maintaining our parks and green spaces

Hainault Forest and Valentines Park were recognised among the UK's Top Ten parks in the prestigious People's Choice Awards 2024.

Maintaining and repairing our highways

We've fixed nearly 10,000 potholes across the borough this year.

We are also proud to offer one hour of free parking in all our on-street paid-for parking spaces.

Keeping our borough safe

We are investing in our Council Enforcement Team to patrol and keep our borough safe.



Investing in community services

We opened our latest Engagement Hub in Gants Hill at the Redbridge Institute of Adult Education (RIAE) campus. It is joined by Engagement Hubs in Hainault and Ilford Lane. The hubs bring council services into the community and improve access to local services, benefits support, community engagement programmes, and public health services, including blood pressure checks, COVID and flu vaccines and quit smoking clinics.

Woodford Police Base

We recently opened a new Police Base in Woodford to help bring frontline officers back into communities.

We are investing in new and exciting community facilities for local people. These facilities all have the potential to repay the investment through the income they generate.

Wanstead Leisure Centre

An expanded leisure centre with a new swimming pool will open in Wanstead at the beginning of 2026, bringing the joy of leisure activities closer to your doorstep.

Wanstead Youth Centre

We are converting the former Wanstead Youth Centre site into a new fit-for-purpose Education and Youth facility. The first phase of the new facility, scheduled to open in 2025, will be a vibrant centre for the local community. It will offer high-quality services for young people, adults, community groups, voluntary agencies, and private providers; these services will be available in the evenings, at weekends, and during school holidays, ensuring the facility is accessible to all.

Improving our sports facilities

Further stadium improvements are being planned to benefit both football and athletics at Ashton Playing Fields, and they are anticipated to be funded by external grants.

The Council is exploring a new approach to providing athletics, football, and other community sports at Cricklefields Stadium.



Valentines Park Leisure Centre

A new leisure centre with Lido, the first in London for decades, is under construction in Valentines Park. With its unique design and features, it will provide families with a new leisure facility to enjoy for years to come.



Redbridge Climbing Centre

The biggest climbing centre in the south of England is coming to the borough. Redbridge Climbing Centre will provide families and local people with a new leisure facility to enjoy in the heart of the borough.

Reductions in government funding have significantly impacted Redbridge. Since 2010, we have lost more than 53p for every £1 of government grant funding, resulting in a loss of over £162 million to spend on local services each year.

Redbridge is now the fourth lowest-funded London council per head. In a recent independent report, Impower ranked Redbridge as London's most efficient and productive council. We always rise to the challenge of keeping vital services running in Redbridge, and investing in what matters most to local people.

This year, a typical band D property will pay 22p more per day (£1.55 per week) to the Council, which will be invested in the following services:



£904.19
funding per head
in Redbridge

£1,121.13
average funding per head
in London

If Redbridge received average funding per head, it would mean we have **£68m** more per year to spend on services.

General Council Tax	Band D property	2.99% increase	£48.45 per annum increase 13p per day / 93p per week
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Award winning services include:

Supporting local people through the rising cost of living

116,000
financial awards given to local people to help with energy, water, household bills and warm clothing

11,200
low-income households helped with food costs

£1.6m
of unclaimed benefits put into local people's pockets over the last three years



One stop shop for support <https://costofliving.redbridge.gov.uk>

96%
Schools rated
Good or
Outstanding
by Ofsted

Children's
Services
Rated
Outstanding

Superb library
service, lending
the most children's
books in London, with newly
renovated libraries in Fullwell
Cross, Hainault, Wanstead
and Woodford

Our network of
more than 700
CCTV cameras
across Redbridge
assisted police
with 315
arrests in 2024

Low-cost
summer and
Easter activity
programme
for local
children

Weekly bin
collection and bulky
waste collection

Nearly 10,000
potholes
repaired in
2024/25

Green
Flag
Award

Nine
Green Flag
Parks

600
brand
new council
homes are
being built,
for local people
to rent

Nearly
15,000 meals
provided to
children during
the school
holidays
in 2024

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	2.00% increase	£32.27 per annum increase 9p per day / 62p 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.	£490.38 Band D property	4.00% increase	£18.98 per annum increase 5p per day / 37p per week
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Straight to the Mayor of London (GLA) to pay for:



Policing
and Crime



London Fire
Brigade

Delivering for Redbridge

Redbridge, like many councils across the country, is facing serious financial pressures. Since 2010, our funding has been cut by 53%, which means **we receive £162 million less** every year in real terms. We know we have much more to do, but it is positive to see that we have been ranked as the most efficient council in London, and second in the country, by IMPOWER. We continue to deliver the excellent quality and nationally award-winning services that we all depend on. Redbridge Council remains committed to ensuring that every pound you contribute is spent wisely and effectively.

We are making Redbridge a better place to live

We have been named one of the top places to live in the UK by The Times, ranking as East London's second highest borough. This is down to the excellent local services, high-performing schools, award-winning green spaces and unmatched transport links.

We have enhanced community safety with the opening of a landmark new Police Base on the Orchard Estate in Woodford, putting bobbies back on the beat in the communities they serve.

We're boosting our housing stock, and this year we will have completed the construction of 600 new social homes across Redbridge, providing long-term, secure 2, 3 and 4 bedroom homes for local families on our housing waiting list.

We're building a greener borough, having planted 4,500 young trees at Hainault Recreation Ground to expand the woodland, and spending £500k over the next five years on tree planting around the borough.

We are creating safer streets for children, expanding our School Streets programme to keep our young people safe and clean up the air around our schools.

We are protecting essential services

We are continuing with weekly bin collections, where other councils have had to cut this back to save money. Free garden waste and bulky waste collection is still available to help neighbours keep the borough tidy, and reduce fly tipping.

We know that protecting the most vulnerable is one of the most important things we do, and that's why we're investing £48 million into children's social services, and £68m into adult social care. We are also increasing our Special Educational Needs and Disabilities (SEND) provision with a £2.8m expansion of Hatton School, and increasing SEND play spaces in the borough.

The Healthy Redbridge Bus also continues to travel around the borough, offering free health checks and vaccinations in partnership with the NHS.

Council Tax

An increase in Council Tax is never made lightly. This is a necessary step to balance our budget.

Redbridge is raising council tax by 2.99% and the adult social care precept by 2%, in line with government expectations. Our rise also covers the increase in the Mayor of London's precept, so our hands are tied.

Every penny is an investment in maintaining the quality and reliability of the services that make Redbridge such a great place to live.

We are investing in what you value

When we conducted our budget survey, we asked you what mattered most, and we're putting your council tax towards delivering these priorities, and delivering for our neighbours.

We invest £18 million a year into keeping our borough clean and tidy, with an additional team funded by £500k focused on enforcement and cleansing.

£10 million this year into maintaining roads and highways, with an additional £21m dedicated for road and pavement resurfacing over the next five years.

We're improving local facilities, including £608k for a soft play centre, £1.3m for the Valentines Leisure Centre, and £1.7m for the new climbing centre. We're also investing in our schools, with £12m going into improved school facilities.

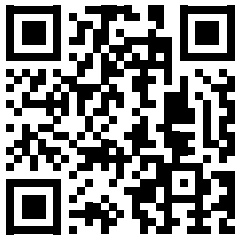
The challenge facing local government is tough. We are seeing councils around the country in significant financial trouble, with many having to raise council tax by as much as 10% a year.

While some authorities are forced into deep cuts, we remain committed to delivering excellent services, and delivering for our residents.

By investing wisely and delivering efficiently, we're making sure that every penny of your council tax works for you.

How you can help us Keep Redbridge a great place to live:

Report problems to
us using our Report It
service



Report a crime to the
Police (always call 999
in an emergency)



Download the Love Clean
Streets app to report
problems to us instantly



Find volunteering
opportunities on
Discover Redbridge



London Borough of
Redbridge 

Your rubbish, **your** responsibility

Are you doing the right thing with your waste?
Find out or you could end up with a criminal record.
www.redbridge.gov.uk/bins-waste-and-recycling





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 www.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





Do you need a little support with the cost of living?

**Don't worry alone.
There is support available for you.**



Help with Heating

If you're struggling with heating and your home isn't warm, there are many community living rooms across Redbridge where you are very welcome. Please come along and enjoy our warm, friendly and dry places, which include Hainault Library, Seven Kings Library and Woodford Green Library.

For the full list, visit [costofliving.redbridge.gov.uk](https://www.costofliving.redbridge.gov.uk) and click on Community Living Rooms.

If you have a low income, you may be eligible for a free home visit to ensure you are on the cheapest energy tariffs and be given energy efficiency tips. For more information call **020 8520 1900** or visit the HEET website www.theheetproject.org.uk

If you are pension age and receive Pension Credit or other qualifying benefits, you may be eligible for the Winter Fuel Payment.

For more information call **0800 731 0160** or visit www.gov.uk/winter-fuel-payment/eligibility





Help with Housing Costs

If you're eligible for Universal Credit, you may be able to receive Universal Credit for Housing Costs. Visit www.gov.uk/housing-and-universal-credit

You may be entitled to Housing Benefit - check your eligibility and claim at www.redbridge.gov.uk/benefits

We may be able to provide you with additional discretionary support for help with your rent – check your eligibility and apply at www.redbridge.gov.uk/benefits



Help with your Council Tax

Check whether you are eligible for a discount or exemption to reduce your bill by visiting www.redbridge.gov.uk/council-tax and click on Apply for a discount or exemption

You may be eligible for Council Tax Reduction to reduce the amount you are required to pay. Visit www.redbridge.gov.uk/benefits

You may be able to receive additional discretionary support for help with your Council Tax – check your eligibility and apply at www.redbridge.gov.uk/benefits

If you are not eligible for Council Tax Reduction, you may still be able to receive discretionary support. To request this, you will need to email council.tax@redbridge.gov.uk



Help with Living Costs

To claim Universal Credit, call **0800 328 5644** or visit www.gov.uk/universal-credit

If you're unable to afford essential items, you may be able to receive support from the Household Support Fund. To check your eligibility and apply, please visit costofliving.redbridge.gov.uk and click on Household Support Fund.

The Ilford Community Grocery provides affordable weekly shopping, with residents saving an average of £25 on each shop.

The Community Grocery is located at 25-29 Clements Rd, Ilford.
For more details visit communitygrocery.org.uk/Ilford

For information about the foodbanks within the borough, please visit costofliving.redbridge.gov.uk and click on Foodbanks. You need a voucher to use these services which can be provided by local agencies or your support worker. Alternatively, in an emergency, please call Help Through Hardship on **0808 208 2138**



Help for the Disabled

If your child has a long-term physical or mental health condition or disability, you may be eligible for the Disability Living Allowance to help with the additional costs of caring for them.

Call **0800 121 4600** or visit

www.gov.uk/disability-living-allowance-children

If you have a long-term physical or mental health condition or disability you may be eligible for the Personal Independence Payment. Call **0800 917 2222** or visit www.gov.uk/pip

If you are over pension age and have a long-term physical or mental health condition or disability you may be eligible for Attendance Allowance. Call **0800 731 0122** or visit

www.gov.uk/attendance-allowance

If you care for someone you may be eligible for the 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 may be eligible for Pension Credit. Call **0800 99 1234** or visit www.gov.uk/pension-credit

There are a number of other benefits you may be entitled to. Call **0800 678 1602** or visit www.ageuk.org.uk and click on benefits and entitlements

HELPING

YOU

in tough times



Help with Debt

The debt-free hub has a booth on the ground floor of Redbridge Central Library.

National Debtline provides free, impartial debt advice.

Call **0808 808 4000** or visit www.nationaldebtline.org

Money Helper provides free, impartial debt advice and support.

Visit adviser.moneyhelper.org.uk



Help Looking for Work

Work Redbridge support residents to gain jobs and skills.

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

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

The National Career Service is a free service to anyone in England.

For help with career advice, training and learning call **0800 100 900**

For an overview of benefits and financial support if you are looking for work, visit www.gov.uk/browse/benefits/looking-for-work



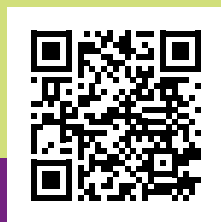
Help with Benefit Eligibility

Check which benefits you are entitled to by using our Benefits Checker, which you can access by visiting www.redbridge.gov.uk/benefits

If you are unable to use the Benefits Checker, make a self-referral to the Interventions and Support Team by visiting www.redbridge.gov.uk/benefits

You can also call **020 8708 4180**

(Monday-Thursday, 9am to 12:30pm only)



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

