



BUDGET FOR BIRMINGHAM

2025-26



RESET



RESHAPE



RESTART

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A message from the Leader

When I became council leader, my challenge was to tackle long-standing financial issues and put us on track to recovery. I am absolutely determined to deliver the council that the people of Birmingham deserve, and while there is still much to do, a great deal of progress has been made over the last year.



We delivered almost £150 million in savings in 2024/25, and by making difficult decisions, we have put the council back on the path to financial stability, fixing the foundations to allow us to deliver better services for our residents in the years ahead.

I understand that balancing the council's finances is just one part of the task. The council must improve in a number of areas; we must get the basics right, and with the help of our new Managing Director Joanne Roney CBE, we are also determined to transform and modernise services. Work is already underway to modernise in areas like waste services, libraries, and youth work.

Getting the council back on track does require tough decisions, and although the council tax increase is lower than anticipated, I am sorry that it is again above the 4.99 per cent threshold. That will not be the case next year, and in the meantime, I want to assure you that we will continue to do everything we can to protect the most vulnerable across our city.

There are 461,000 households in Birmingham, and around 115,000 are eligible for council tax support. Of those, around 75,000 households pay no council tax at all.

To find out if you are eligible for this vital support, go to:

www.birmingham.gov.uk/CTS

Even in difficult times, the council is still on your side, with our cost-of-living programme supporting 143 foodbanks and over 200 warm welcome spaces. Work is now underway to auto-enrol Birmingham children eligible for free school meals who are currently not taking up the benefit. This will save struggling families approximately £500 per year, per child, in lunch costs.

I promise you that we will continue supporting the people of Birmingham, and by working with our partners and communities to tackle the big challenges facing our city, we will build on the progress made over the last 12 months.

A handwritten signature in black ink that reads "John Cotton". The signature is written in a cursive, flowing style.

Cllr John Cotton
Leader, Birmingham City Council



The council's priorities

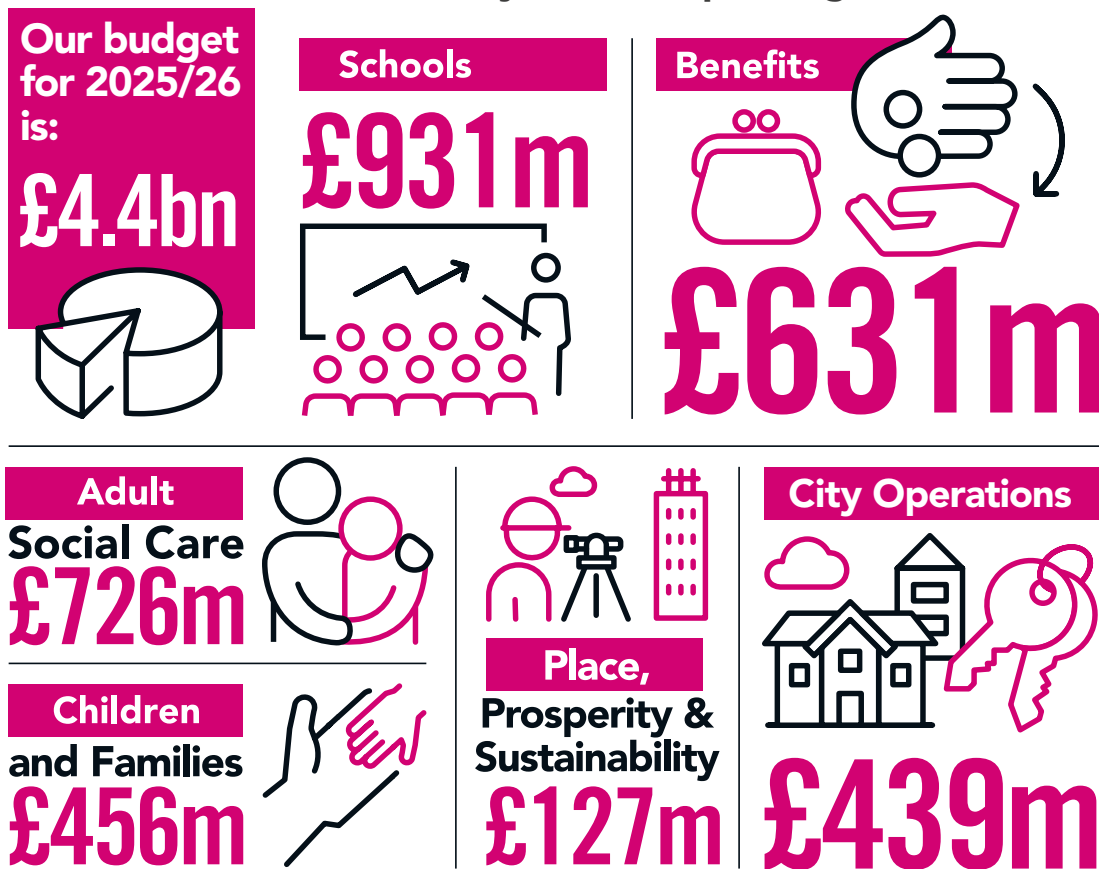
It has been a challenging time, but, as a council, we are striving to get things right and do better. The council is reshaping, and we are at an important stage of our recovery and improvement journey. We are working towards a refreshed city vision, Corporate Plan, and Improvement and Recovery Plan (IRP) to meet the needs of Birmingham's citizens. We remain committed to putting the needs of our citizens first and are doing everything possible

to protect the services people rely on and support our most vulnerable citizens.

Read the council's budget report here:

<https://birmingham.cmis.uk.com/birmingham/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/14079/Committee/39/SelectedTab/Documents/Default.aspx>

Illustrated below are the key areas of spending for 2025/26.



Council Tax for 2025/26

The Birmingham City Council element of the Council Tax charge will increase by 7.49% for the 2025/26 year. This increase includes a general Council Tax increase of 5.49% and a 2.00% increase in the Adult Social Care Precept, in recognition of pressure on adult social care services, for an overall increase of 7.49%. Money raised from the Adult Social Care Precept will be invested in adult social care services. The Council will aim to provide support where possible to mitigate the impact on those least able to pay.

The Birmingham City Council element of the Council Tax charge will be added to the additional precepts for:

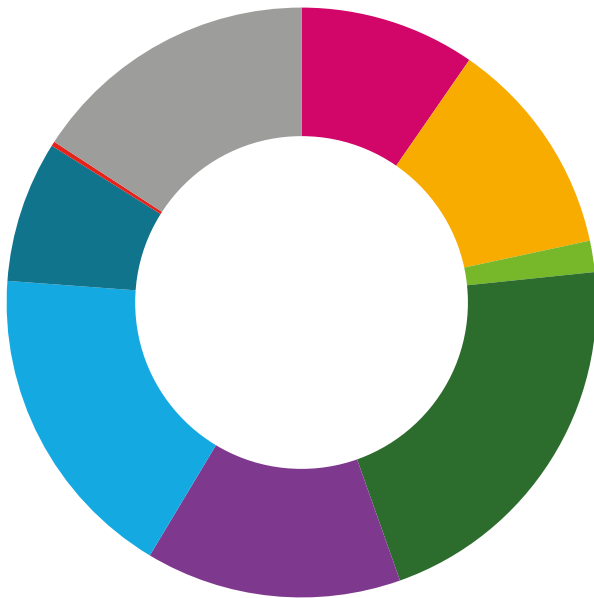
- The West Midlands Fire and Rescue Authority
- The West Midlands Police and Crime Commissioner
- Parish council charges for New Frankley and Royal Sutton Coldfield (for residents in those areas)

For more details see the chart on [see page 7b].

How budgets are put together

Revenue expenditure for city council services involves spending on the day-to-day running costs of the council, e.g. employees, premises, supplies and services.

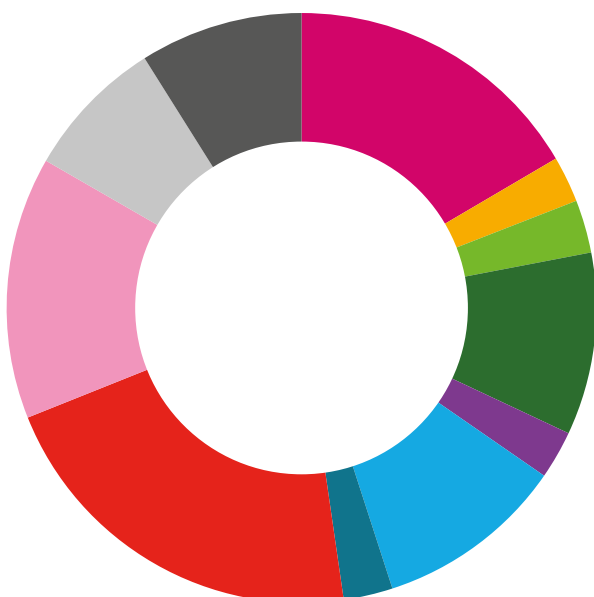
Where the money comes from 2025/26 – Total £4,387m



- **Business Rates £423m**
- **Council Tax £527m**
- **Top-up Grant £75m**
- **Schools £931m**
- **Grants to Reimburse Expenditure £615m**
- **Other Grants £771m**
- **Housing Revenue Account £340m**
- **Exceptional Financial Support £11m**
- **Other* £694m**

* Other includes contributions, fees and charges, use of reserves and balances, recharges, and costs recovered by charging capital accounts.

Where the money is spent 2025/26 – Total £4,387m



- **Adults Social Care £726m**
- **City Housing £111m**
- **Place, Prosperity & Sustainability £127m**
- **City Operations £439m**
- **Chief Operating Officer, Finance, People Services, Legal & Governance £116m**
- **Children & Families £456m**
- **Strategy, Equalities & Partnerships £118m**
- **Schools £931m**
- **Benefits £631m**
- **Housing Revenue Account £340m**
- **Other* £392m**

* Other includes corporately managed budgets and use of reserves & balances. All budgets include recharges.



Spending

Spending on City Council Services and Band D Council Tax	2024/25 £m	2025/26 £m	% change
Gross Expenditure	4,169.792	4,387.455	5.22
Less Other Income	(3,018.922)	(3,344.849)	10.80
Less Exceptional Financial Support	(225.879)	(11.014)	-95.12
Council Resource Requirement	924.991	1,031.592	11.52
Top-up Grant	(73.323)	(75.300)	2.70
Less Business Rates	(375.471)	(422.628)	12.56
Less Council Tax Collection Fund brought forward	4.221	(7.038)	-266.74
In-year charge to Council Taxpayers	480.419	526.626	9.62
Divided by the taxbase			
(Band D property equivalents)	267,940	273,244	1.98
Council Tax for Council services (Band D)*	1,793.01	1,927.31	7.49
Fire and Rescue Authority Precept	75.20	80.19	6.64
West Midlands PCC	215.55	229.50	6.47
Gives a total Council Tax (Band D)	2,083.76	2,237.00	7.35
For each £1m change in gross spend, Band D Council Tax for Council services would be affected by +/- £3.66 (£3.73 in 2024/25).			
* This amount includes an increase relating to the additional adult social care precept.			
For 2025/26 this increase is 2% (2% increase in 2024/25).			
Total Council Tax (Band D)	2,083.76	2,237.00	7.35
New Frankley in Birmingham Parish Precept	43.20	34.66	-19.77
Gives a total Council Tax (Band D) including New Frankley in Birmingham Parish Council	2,126.96	2,271.66	6.80
New Frankley in Birmingham Parish Council: gross expenditure in 2025/26 will be £100,855 (£100,757 in 2024/25). Net expenditure will be £48,656 (£59,308 in 2024/25) which is equivalent to £34.66 per Band D property (£43.20 for 2024/25). Its charge will be made only to Council Taxpayers in the parish. For each £1,000 change in gross spend, 2025/26 Band D Council Tax would be affected by +£0.71 (£0.73 in 2024/25).			
Total Council Tax (Band D)	2,083.76	2,237.00	7.35
Sutton Coldfield Town Precept	49.96	59.96	20.02
Gives a total Council Tax (Band D) including Sutton Coldfield Town Council	2,133.72	2,296.96	7.65
Sutton Coldfield Town Council: gross expenditure in 2025/26 will be £2,440,449 (£1,981,702 in 2024/25). Net expenditure will be £2,250,599 (£1,870,702 in 2024/25) which is equivalent to £59.96 per Band D property (£49.96 for 2024/25). Its charge will be made only to Council Taxpayers in the parish. For each £1,000 change in gross spend, 2025/26 Band D Council Tax would be affected by +£0.03 (£0.03 in 2024/25).			

How spending on City Council Services has changed from 2024/25	Gross Expenditure £m	Gross Income £m	Net £m
2024/25 Budget	4,170	(3,019)	1,151
Inflation	89	(3)	86
Budget pressures and variations	237	(121)	116
2025/26 Savings Programme	(176)	27	(149)
Movement in contributions/ use of corporate reserves	(38)	(19)	(57)
Changes in corporate grants	0	(104)	(104)
Schools expenditure and funding	93	(93)	0
Housing Revenue Account	13	(13)	0
2025/26 Budget	4,387	(3,345)	1,043

Detailed Council Tax figures 2025/26

Band	City Council* £	Fire & Rescue Authority £	West Midlands PCC £	Total excl. Parish Precept £	New Frankley in Birmingham		Royal Sutton Coldfield	
					Parish Precept £	Parish Total £	Town Precept £	Town Total £
A	1,284.87	53.46	153.00	1,491.33	23.11	1,514.44	39.98	1,531.31
B	1,499.02	62.37	178.50	1,739.89	26.96	1,766.85	46.63	1,786.52
C	1,713.16	71.28	204.00	1,988.44	30.81	2,019.25	53.30	2,041.74
D	1,927.31	80.19	229.50	2,237.00	34.66	2,271.66	59.96	2,296.96
E	2,355.60	98.01	280.50	2,734.11	42.36	2,776.47	73.29	2,807.40
F	2,783.89	115.83	331.50	3,231.22	50.07	3,281.29	86.61	3,317.83
G	3,212.18	133.65	382.50	3,728.33	57.77	3,786.10	99.94	3,828.27
H	3,854.62	160.38	459.00	4,474.00	69.32	4,543.32	119.92	4,593.92

* This amount includes the adult social care precept.



Environment Agency Midlands Region

The Council Tax (Demand Notices) (England) Regulations 2011

The Environment Agency is a levying body for its Flood and Coastal Erosion Risk Management Functions under the Flood and Water Management Act 2010 and the Environment Agency (Levies) (England and Wales) Regulations 2011.

The Environment Agency has powers in respect of flood and coastal erosion risk

management for 4,855 kilometres of main river and along tidal and sea defences in the areas of the Severn & Wye and the Trent Regional Flood and Coastal Committees (2,486 and 2,369 respectively). Money is spent on the construction of new flood defence schemes, the maintenance of the river system and existing flood defences together with the operation of a flood warning system and management of the risk of coastal erosion. The financial details are:

Severn & Wye Regional Flood and Coastal Committee		
	2024/25	2025/26
	`000s	`000s
Gross expenditure	£34,573	£32,588
Levies raised	£1,270	£1,296
Total Council Tax Base (Band D property equivalents)	1,029	1,049
Trent Regional Flood and Coastal Committee		
	2024/25	2025/26
	`000s	`000s
Gross expenditure	£67,518	£99,241
Levies raised	£2,313	£2,360
Total Council Tax Base (Band D property equivalents)	1,930	1,959
Total Levy Raised	£3,583	£3,656

The majority of funding for flood defence comes directly from the Department for the Environment, Food and Rural Affairs (Defra). However, under the new Partnership Funding rule not all schemes will attract full central funding. To provide local funding for local priorities and contributions for partnership funding the Regional Flood and Coastal Committees recommend through the Environment Agency a local levy.

A change in the gross budgeted expenditure between years reflects the programme

of works for both capital and revenue needed by the Regional Flood and Coastal Committees to which you contribute. The total Local Levy raised has increased by 2.0% for the Severn & Wye Committee and 2.0% for the Trent Committee.

The total Local Levy raised has increased from **£3,583,804 in 2024/25 to £3,655,480 for 2025/26 (£1,295,738 for Severn & Wye and £2,359,742 for Trent Committee).**

Birmingham's share of this total Local Levy in 2025/26 is **£329,124.**

Council Tax – help and information

If you have any difficulty understanding this part of the leaflet or you want more help with your Council Tax you can:

Go to the website at:
birmingham.gov.uk/council-tax

You will find information about Council Tax, along with forms you can use to ask questions about your account, or to tell us about changes in your circumstances. Please quote your account reference number, if you have one, when contacting us.

Write to:

**Birmingham City Council,
Revenues,
PO Box 5,
Birmingham B4 7AB**

Changes in circumstances

You must inform the council if there is a change that affects your Council Tax charge – for example, if you receive a discount or exemption and the conditions no longer apply.

This could be where you are not the only person in your property aged 18 years and over and therefore no longer qualify for a single person discount. You should also advise us if you change address, or if a different person should now be liable to pay the bills.

You must inform the council's Revenues team immediately of any change in your circumstances. Failure to do so, without reasonable excuse, could result in a financial penalty. You can do this by visiting birmingham.gov.uk/changeincircs

Help and information for visually impaired people

Please call **0121 303 1113** to register for our large print services. We can provide you with information relating to your Council Tax bill in large print, on audiotape or in Braille.

For customers with hearing difficulties, you can visit <https://birminghamcc.signvideo.net/>

If you communicate with sign language or require a translator, you can call the council using an advocate to translate for you when discussing your account. Prior written notice is not required. To arrange an advocate, go to www.brasshouse.ac.uk



Council Tax – help and information (continued...)

Brum Account

The BRUM account is an online account that citizens can use to access the services we provide online; amongst other services, citizens can:

- Sign up for garden waste collection
- Access Council Tax Online and tell us about a move or change in circumstance, set up a direct debit (DD), and view your Council Tax bill
- Access Business Rates Online to view accounts, bills and pay by DD
- Access Housing Rents Online to view your account, statements and pay by DD

It's a simple registration process and you can go to [birmingham.gov.uk/myaccountpage](https://www.birmingham.gov.uk/myaccountpage) to register.

If you wish to claim Council Tax Support or if you are claiming Council Tax Support and have a change in your circumstances that you wish to report, you can do so by accessing the Birmingham City Council website at [birmingham.gov.uk/benefits](https://www.birmingham.gov.uk/benefits)

Go Online

Our on-line service is simple to use, will save you time and gives you greater control of your bills and payments. Once you have registered and signed into your BRUM account, you can go to Council Tax online, to set up and manage your direct debit payments, tell us you have moved house and apply for, and manage certain discounts.

Once you have verified your account, you can: check your balance, payments, bills, recovery notices, apply for paperless billing, and update your contact details at [birmingham.gov.uk/counciltaxonline](https://www.birmingham.gov.uk/counciltaxonline)

Data protection Statement for Council Tax

We, Birmingham City Council, process your personal data in order to comply with our legal obligation to assess and collect Council Tax and business rates. All personal data will be processed in accordance with the Data Protection Act 2018 and the General Data Protection Regulations (GDPR).

The legal basis that allows us to use your information is 'public task'. Your personal data may also be shared with other organisations, the details of which can be found on our website [birmingham.gov.uk/fairprocessing](https://www.birmingham.gov.uk/fairprocessing) where you can also find details of our Data Protection Officer and information on your rights and how to exercise them. In accordance with our retention schedule, we shall keep your personal data for a period of six years from date of account closure.

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Council Tax bands

Council Tax is the way in which Birmingham City Council receives some of the money it needs to provide local services. The amount you pay is based on the value of your property in 1991. There are eight bands set by the government. Your band is shown on your council tax bill.

Band	Property value in 1991
A	Up to and including £40,000
B	£40,001 – £52,000
C	£52,001 – £68,000
D	£68,001 – £88,000
E	£88,001 – £120,000
F	£120,001 – £160,000
G	£160,001 – £320,000
H	More than £320,000

Finding out more about your Council Tax Band

The Valuation Office Agency (VOA) values homes for Council Tax. Homes are given a band depending on their value on a fixed date, which is set in law. Your band is then used to work out your Council Tax bill.

To understand why your property is in a certain band, read how domestic properties are assessed for Council Tax bands <https://www.gov.uk/guidance/understand-how-council-tax-bands-are-assessed>

My property is in the wrong Council Tax band

If you think that your property is in the wrong Council Tax band, you may be able to challenge the decision with the Valuation Office Agency. There are two types of challenge, and different rules apply for each. A proposal is a formal challenge. You can only make a proposal in certain circumstances, such as if you've been paying Council Tax on your

property for less than six months. When you make a proposal, by law the VOA must review your band.

A band review is an informal challenge. Anyone who has been paying Council Tax on their property for more than six months can request a band review, but the same legal rights don't apply. The VOA will only look at your case if you provide strong evidence which suggests your band is wrong.

To find out more, you can read the VOA's guidance on www.gov.uk/challenge-council-tax-band

However, if you make a challenge you must continue to pay Council Tax at the current band until the outcome has been decided.

Council Tax Bands – who is responsible for payment?

The person liable to pay Council Tax is the person who first fits one of the descriptions listed below, starting with one and working through to six. More than one person can be held liable if they are on the same level. Husbands, wives and partners are usually jointly liable. In some cases, the owner of a property will have to pay the Council Tax, rather than the residents (e.g. houses in multiple occupation, care homes or nursing homes).

1. Resident owner
2. Resident leaseholder
3. Resident statutory or secure tenant
4. Resident with a licence to occupy
5. Resident aged 18 or over
6. Non-resident owner

If you think that you are not the person who should have to pay Council Tax, see help and information on pages 9 and 10.

You should not withhold payment of your Council Tax if you are waiting for a decision on whether your banding or liability is correct or whether you are entitled to Council Tax Support.



Precepts

Adult Social Care Precept

The council tax charge includes an adult social care precept. The income generated from this charge is ring-fenced, meaning it can only be used for adult social care services.

Royal Sutton Coldfield Town Council Precept

Royal Sutton Coldfield Town Council is the tier of local government closest to the community it serves and is funded by a precept. The precept is paid by Sutton Coldfield residents via their Council Tax to Birmingham City Council (BCC).

The Town Council continues to lead the Town Centre Regeneration Partnership and is working closely with investors, developers, BCC and the West Midlands Combined Authority to deliver the town centre Sutton Coldfield deserves. The £25 million Government funding secured for the Sutton Coldfield Gateway Project will enable public realm improvements in the town centre, better connectivity and improved links to Sutton Park.

The Town Council approved a new Strategic Plan in October 2024 following a period of public consultation which sets out the Town Council's ambitions for the next four years. The Strategic Plan noted the increase in demand to support local service provision. To help achieve this and potentially avoid reductions in Birmingham City Council Services, an increase of £10 per Band D equivalent property was approved to fund the Town Council's budget for 2025/26. This is the first increase in the Precept since the Town Council was established in 2016.

The Town Council continues to fund a clean and green service across the town provided by the Town Rangers, the annual festive lights, floral displays, road safety initiatives and the Community Grant Scheme. To find out more about how the precept is spent or to contact

the Town Council, please visit suttoncoldfieldtowncouncil.gov.uk

New Frankley in Birmingham Parish Council Precept

New Frankley in Birmingham Parish Council, a first tier of Local Government, serves a population of approximately 8,000 and was established in May 2000.

Unlike other urban Parish Councils, New Frankley owns no property or land in the Parish.

It uses funding from Section 137 of the Local Government Act 1972 to fund various Voluntary Groups within the Parish, e.g. Frankley Street Champions, Frankley Neighbourhood Forum, Frankley Carnival as well as other community groups.

The Parish Office is located in the Arden Shopping Parade, in Frankley, and is open Monday to Friday, between 9.00am and 1.00pm. The Office provides assistance, support, and guidance to those residents requiring it.

Council Tax reductions

People with disabilities

If your home has special facilities for someone in your household who is disabled, it may be possible to get your bill reduced. You may be able to get a reduction if, for example:

- You have a room needed by the disabled person for a special purpose (e.g. dialysis equipment)
- You have an extra bathroom or kitchen for the disabled person
- There is enough floor space for someone who uses a wheelchair within the home

You will need to complete an application form to receive this reduction. For further information, or to make an application, please visit [birmingham.gov.uk/exemptions](https://www.birmingham.gov.uk/exemptions)

Annexes occupied by a relative

A discount of up to 50% can be awarded where a relative is occupying an annexe and a charge is payable.

You will need to complete an application form to receive this reduction.

For further information, or to make an application, please visit [birmingham.gov.uk/annexe-discount](https://www.birmingham.gov.uk/annexe-discount)

Personal discounts

The full bill is only payable if there are at least two adults living in the property. In certain circumstances you may be entitled to a reduction:

- If you are the only adult aged 18 years or over living in your property you can apply for a 25% discount
- Some people are not counted when looking at the number of adults in a property.

The main categories are:

- Full-time students, student nurses, apprentices and youth training trainees
- People who are severely mentally impaired
- People caring for someone living in the property who has a disability, and who is not their spouse, partner or child aged under 18 years
- 18 and 19-year-olds who are at, or who have just left, school or college
- Patients resident in hospital
- People who are being looked after in care homes
- People in prison (except those in prison for non-payment of Council Tax or a fine)
- People who have permission to enter or stay in the United Kingdom granted under the Homes for Ukraine Sponsorship Scheme

For further information, or to make an application, please visit [birmingham.gov.uk/exemptions](https://www.birmingham.gov.uk/exemptions)



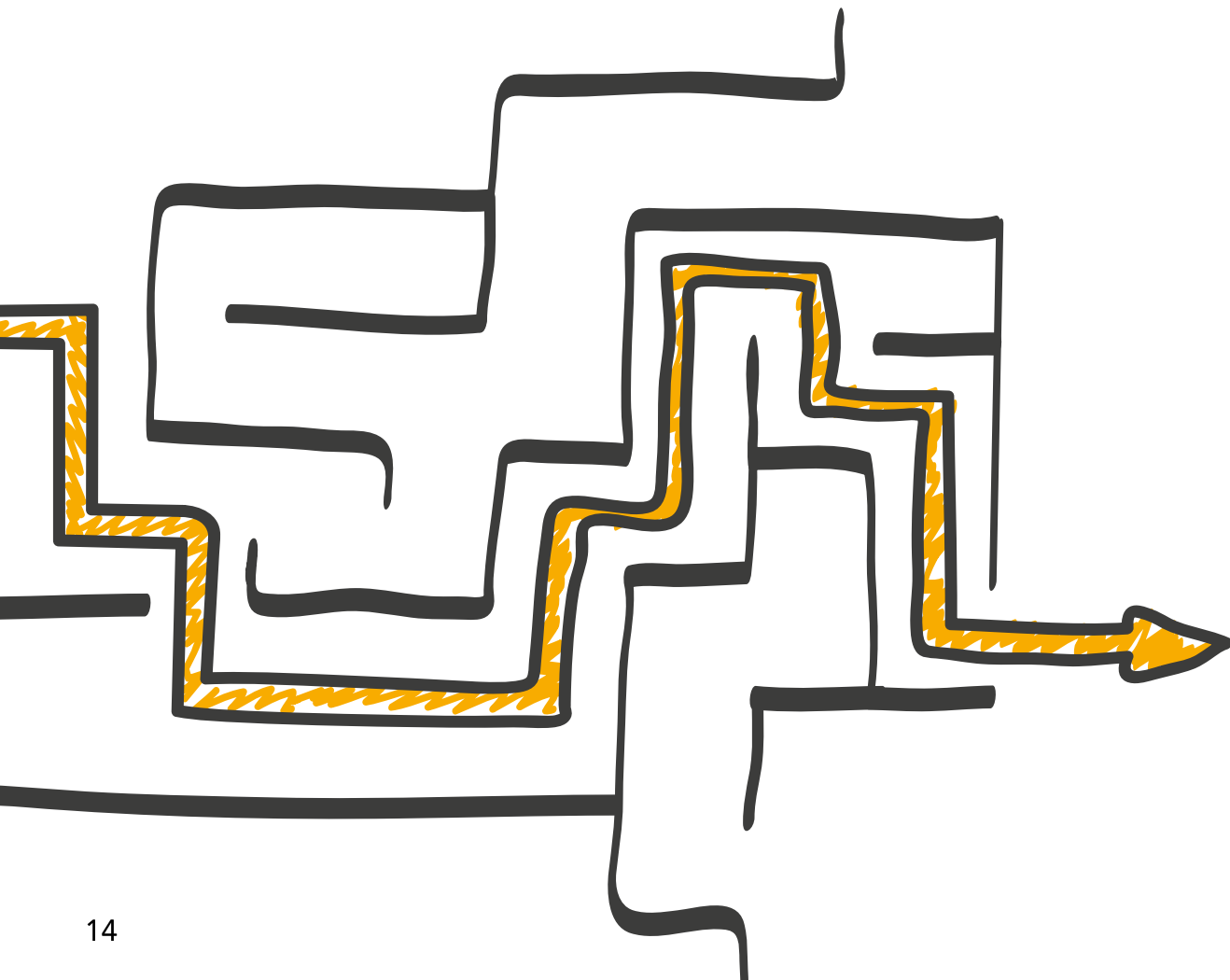
Exemptions

Exempt properties

Some properties are exempt from Council Tax. For a full list, please visit [birmingham.gov.uk/exemptions](https://www.birmingham.gov.uk/exemptions)

However, the main categories are:

- A property left unoccupied by a person detained in custody
- A property left unoccupied by patients now resident in a hospital or care home
- A property left unoccupied because the owner or tenant has died, for a maximum of six months after probate has been granted
- A property left empty by people receiving care
- A property left empty by people providing care
- A property left empty by someone who is now a full-time student living elsewhere
- A property occupied solely by full-time students, or by some non-British dependants of students
- A property left empty by a bankrupt
- A vacant caravan pitch or boat mooring
- A property occupied only by people aged under 18 years
- An unoccupied annexe which cannot be let separately without a breach of planning control
- A property occupied only by people who are severely mentally impaired (including the liable person)
- Certain properties occupied by diplomats
- An annexe occupied by an elderly or disabled relative





Care leavers discount

The council provides a local discount for its care leavers to reduce their Council Tax bills to zero until they reach their 25th birthday.

If you are a Birmingham care leaver, you still need to apply for any other reduction to which you are entitled such as:

- student discount or exemption
- single resident discount
- Council Tax Support (CTS)

but we will automatically award you a top-up discount so you have nothing more to pay until you reach your 25th birthday.

The discount does not apply if:

- the bill is in someone else's name (for instance a friend, relative or landlord) or
- you are a care leaver from outside Birmingham (you can ask the council that was responsible for your care to help you pay your bill)

but it does still apply if:

- you are jointly liable for Council Tax with someone who is not a care leaver, or
- you would be named on the bill if you were not a student.

Sometimes we may not know straightaway that you have moved address, so if you get a bill and you think you should have had this discount, please let us know by emailing revenuesclientteam@birmingham.gov.uk



Empty property charges

Empty and unoccupied properties

Most unoccupied properties attract a full Council Tax charge, whether furnished or not. Properties that are unoccupied and unfurnished may also attract an additional premium charge.

Premium Charges

We can add an extra charge to your Council Tax bill if you have an empty and unfurnished property that you are not using. This is known as a premium charge.

From 1 April 2024, the Levelling Up and Regeneration Act 2023 introduced changes to regulations which mean the 100% premium charge for empty and unfurnished properties, which local councils could originally charge after 2 years, can now be charged after one year.

We adopted these regulations and from 1 April 2024 properties which have been unoccupied and substantially unfurnished for one year or more are charged a 100% premium.

The longer you leave your property empty for, the higher the charge will be. The charge will increase at:

- 100% after one year (from 1 April 2024)
- 200% after 5 years
- 300% after 10 years

The premium charge is tied to your property and stays with it, even if the owner or tenant changes.

If when you purchased or leased your property it had already been empty and unfurnished for a year or more, from 1 April 2024 you will still have to pay the premium charge.

To remove the premium charge from your empty property, you will need to bring it back into use.

Second Homes

From April 2025, councils are able to use new powers to charge a premium of up to 100% additional council tax on second homes in their area, or parts of their area. For the purpose of council tax, second homes are dwellings which are substantially furnished but have no resident (i.e. it is not someone's sole or main residence).

Birmingham City Council has determined that with effect from 1 April 2025, second homes in Birmingham will be charged a premium of 100% additional council tax.

Premium Charge Exceptions

A number of exceptions to premium charges have also been introduced which apply from 1 April 2025. The exceptions are:

Long term empty and second homes:

- Properties which would be someone's only or main residence if they were not residing in job related armed forces accommodation
- Annexes forming part of, or being treated as, part of the main dwelling
- Properties being actively marketed for sale (up to 12 months maximum)
- Properties being actively marketed to let (up to 12 months maximum)
- Properties which were previously exempt under Class F (up to 12 months from date of Probate or Letters of Administration)

Second homes only:

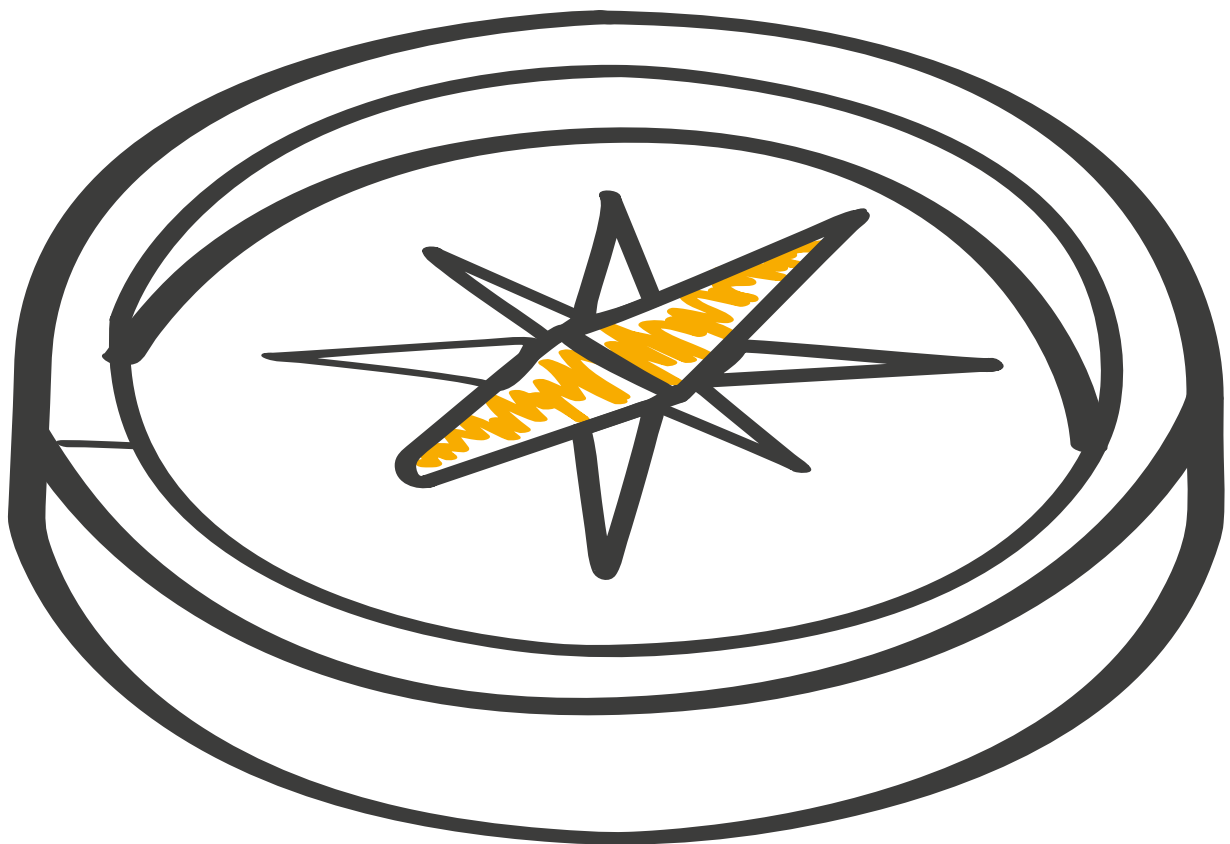
- Job related dwellings (provided a person's employer) which are second homes
- Caravan pitches and boat moorings which are second homes
- Seasonal homes where year round permanent occupation is prohibited.

Long term empty homes only:

- Empty homes requiring or undergoing major repairs or structural alterations (maximum 12 months)

Where individuals own multiple homes, but the homes are let out or occupied by someone as their main home, it will not be considered as a “second home” for the purposes of the premiums and as such will not be liable for the premium.

For further information on premium charges, visit [birmingham.gov.uk/council-tax](https://www.birmingham.gov.uk/council-tax)



Council Tax Support

Why should I claim Council Tax Support?

Council Tax Support is money off your Council Tax bill. This means that your bill could be reduced. Council Tax Support can be awarded in addition to any other reductions in your bill.

Claimants of working age (other than those listed below) will have their Council Tax Support assessment based on a maximum of 80% of their Council Tax liability.

Claimants will have their Council Tax Support assessment based on 100% of their council tax liability if the:

- Claimant or their partner is a pensioner
- Claimant or their partner is entitled to a disability premium, severe disability premium, enhanced disability premium or disabled child premium
- Claimant or their partner is entitled to employment support allowance and receives a qualifying disability-related benefit
- Claimant or their partner qualifies for a carer's premium
- Claimant or their partner receives a war disablement pension, war widow's pension or war widower's pension
- Claimant or their partner has a dependant child under six

You may still qualify for Council Tax Support even if:

- You are working
- You have other income such as a works pension or a private pension
- You have savings, unless these are more than £16,000
- You are in receipt of Universal Credit
- If you are in receipt of Universal Credit you can make a claim for Council Tax Support at **[birmingham.gov.uk/CTS](https://www.birmingham.gov.uk/CTS)**.

How much can I get?

The amount of Council Tax Support you get depends on your individual circumstances and takes account of any income you (and a partner, if you have one) get from working, pensions, benefits and tax credits, any savings over £6,000 (£10,000 for pensioners) and your household circumstances including any other people who live with you. The people who live with you other than your partner and dependant children are called non-dependants. For every non-dependant that lives with you there could be a reduction in the overall amount of Council Tax Support that you are awarded.

Help and advice

If you have not claimed Council Tax Support before, but would like to know if you are entitled to it, you can find out further information about this at [birmingham.gov.uk/benefits](https://www.birmingham.gov.uk/benefits)

If you already get Council Tax Support, you do not need to make a new claim. Your Council Tax Support will be taken off your bill. If your circumstances change you must tell us immediately as this could affect your Council Tax Support entitlement.

For more information on the Council Tax Support scheme, go to [birmingham.gov.uk/counciltaxsupport](https://www.birmingham.gov.uk/counciltaxsupport)

Other benefit changes

The government has recently introduced major changes to a number of benefits. If you have been affected by these changes and you need help and guidance, please visit our webpage [birmingham.gov.uk/financial-help](https://www.birmingham.gov.uk/financial-help)

Benefit fraud – help us stamp it out

Do you know anyone committing benefit fraud or any other type of fraud against the council? Anyone wishing to report a suspected benefit fraud should call, in confidence, the Local Authority Fraud Hotline on **0800 854 4400 (0800 328 0512 Textphone)**, or write to:

**NBFH, Mail Handling Site A,
Wolverhampton
WV98 2BP**

Help with your Universal Credit application

Contact the Universal Credit helpline if you:

- need help finding or using a computer
- have questions about applying
- need information in alternative formats (for example Audio CD, braille or large print)

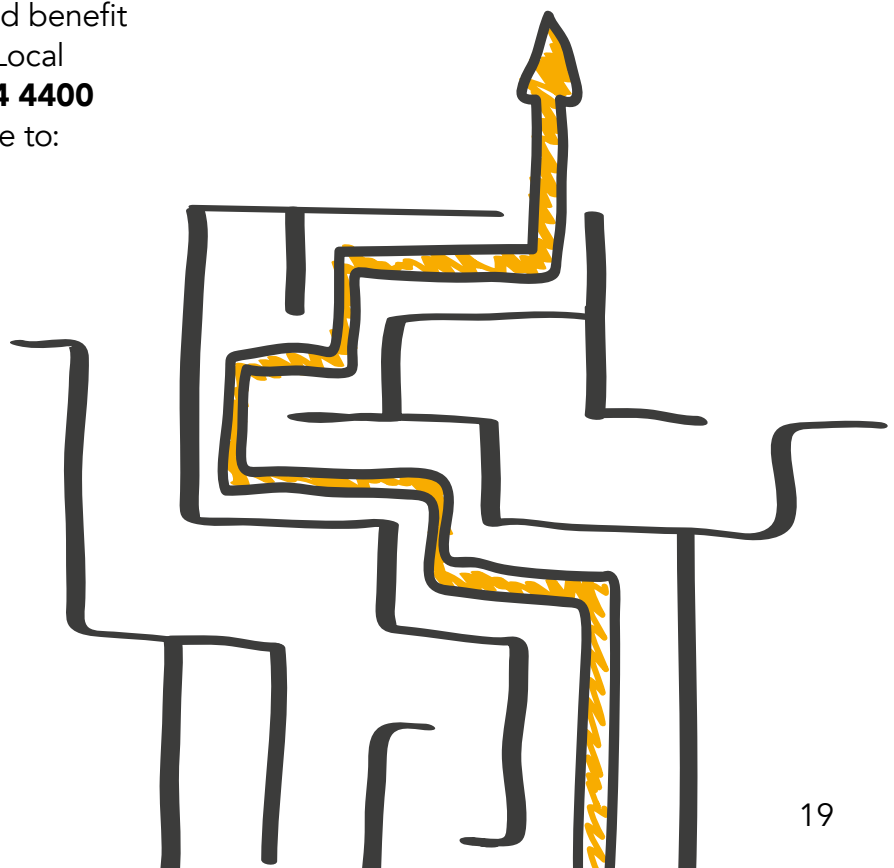
Universal Credit helpline

Telephone: **0800 328 5644**

Textphone: **0800 328 1344**

Monday to Friday, 8am to 6pm

Or visit [birmingham.gov.uk/universalcredit](https://www.birmingham.gov.uk/universalcredit)



How to pay

You can set up a monthly direct debit on a payment date that suits you on either the 1st, 8th, 15th, 21st and 28th of the month.

Alternatively, other methods of payments can be changed to a date that suits you, up to the 28th of the month.

Direct Debit

This is the easiest way to pay, and you are protected by the Direct Debit guarantee. If you would like to pay by Direct Debit, it could not be simpler. You can make an application online by visiting [birmingham.gov.uk/directdebit](https://www.birmingham.gov.uk/directdebit)

If you do not have access to the web, just call us on **0121 303 1113**, advise us of your chosen payment date and provide us with the relevant details. We will do the rest.

Online

Visit [birmingham.gov.uk/council-tax](https://www.birmingham.gov.uk/council-tax) where you can make a payment by a debit or credit card.

By telephone using debit/credit card

Call **0121 464 2001** to make payment on the 24-hour automated payment system.

If you pay by any of the following methods, you must allow five days for your payment to reach us.

PayPoint/Payzone/Post Office

Towards the top right-hand side of your bill there is a barcode, which can be used when making a payment. You should present this, along with your payment, at any Post Office or any shop displaying the PayPoint or Payzone logo. Please note that only cash is accepted at PayPoint and Payzone outlets. You can pay by cheque at the Post Office.

Cheques need to be made payable to 'Post Office Counters Ltd'. There is no charge for using these services.

The barcode cannot be used at banks. The cashier will process your payment and give you back your bill.

It is recommended that you request a receipt for your payments. Please keep your bill in a safe place as you will need it to pay your instalments throughout the year.

For a list of PayPoint and Payzone outlets, please visit [paypoint.com](https://www.paypoint.com) and [payzone.co.uk](https://www.payzone.co.uk)



Don't fall into the debt trap

All payments must be received by the due dates shown on your bill, or you may receive a reminder notice. If payments are not made on time, you may be subject to enforcement action. This can involve deductions from your income, bankruptcy proceedings, a charging order, enforcement agent (bailiff) or an application to commit you to prison.

Substantial costs are involved – which you will have to pay.

You should not withhold payment of your Council Tax whilst you are appealing against your banding, disputing your liability, or if we are processing your application for any form of discount, exemption or other benefit. If you have difficulties paying your Council Tax, please contact us on **0121 303 1113**.

Paying by Direct Debit ensures you do not miss payments

You can make an application online by visiting **birmingham.gov.uk/directdebit**.

If you do not have access to the web then just call us on **0121 303 1113**, advise us of your chosen payment date and provide us with your relevant details. We will do the rest.

For information on all council services visit **birmingham.gov.uk**

Service improvement

The council has tracing software which enables us to identify and recover outstanding Council Tax from people who leave their property without paying.

Comments/compliments/complaints – your views

We are committed to providing our customers with an excellent level of service and support the city council's 'Your Views' policy.

If you would like to raise anything about the service you have received, whether it is a comment, compliment or complaint, please let us know by visiting **birmingham.gov.uk/yourviews** or contact us using the details available in the help and information section of this booklet.



During 2025, Birmingham City Council is set to launch a new tool to support residents. The tool is being designed to provide personalised advice and support related to activities in your local area – and the availability of services important to you. This could be as simple as finding out what is going on near you, your queries around services you use or what support options are available to you.
Look out for details.



HelpinBrum

Are you worried about the rising cost of living?

You are not alone, the cost of living crisis is affecting many of us.

There is help in Brum

Places to keep warm

Money and benefits advice

Help with energy bills and food

Whatever your worries may be, there is **HelpinBrum**

To find out more visit
birmingham.gov.uk/helpinbrum
or call on **0121 303 1116**

 **RESET**

 **RESHAPE**

 **RESTART**



RESET

RESHAPE

RESTART



eBILLING
It's easy and simple

Go digital and paperless

Once you're set up, you can manage your billing online; view and update your information and check your balance, payments, bills, and recovery notices. Simply sign into or register for a BRUM account, and go to Council Tax online.



DID YOU KNOW?

Direct Debit¹

If you want to pay by Direct Debit, or change the number of instalments, then sign in or register for a BRUM account; select 'Council Tax Online', verify your account and choose 'Direct Debit'.

Use QR code 1 or go to [birmingham.gov.uk/directdebit](https://www.birmingham.gov.uk/directdebit)

Changes advised

If you have...

- Applied for Council Tax Support
- Reported a change in circumstances
- Reported a change of address
- Paid an outstanding balance

between 6 March 2025 and 2 April 2025, the bill will not reflect those changes. You will receive an amended bill by the end of April 2025.

Discounts or exemptions²

To apply for a single person, student, or severely mentally impaired Council Tax discount or exemption, or cancel a single person discount, use QR code 2 or go to [birmingham.gov.uk/discounts](https://www.birmingham.gov.uk/discounts)

Credits

If you have a credit on your account at the end of the year it will automatically be deducted from your annual bill and your instalment amounts will be adjusted.

Council Tax spend³

If you want to find out how the council spends your money, use QR code 3 or go to [birmingham.gov.uk/counciltaxspend](https://www.birmingham.gov.uk/counciltaxspend)



INS-BCC-2-0223

To find out more, please visit
[birmingham.gov.uk/ebilling](https://www.birmingham.gov.uk/ebilling)

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Start your **smokefree** journey today

You've got the will, we've got the way

Visit lightupyourlife.today



GET READY

FOR YOUR **NEW** WASTE,
RECYCLING AND FOOD
COLLECTION SERVICES

IT'S AS EASY AS...

1



FOOD WASTE
COLLECTED
EVERY WEEK

2



RECYCLABLES
COLLECTED
EVERY 2 WEEKS

3



REFUSE
COLLECTED
EVERY 2 WEEKS

Look out for your information leaflets when
your bins are delivered!



To know your collection days, and what to put in
each bin, check the information you get with
your new bin delivery or visit
birmingham.gov.uk/waste

**ACT TOGETHER FOR A
CLEANER BIRMINGHAM**



You can now get your Council Tax bill online. Go to the link below to register. For more information about how to manage your account online please visit [birmingham.gov.uk/counciltax](https://www.birmingham.gov.uk/counciltax)



 **RESET**

 **RESHAPE**

 **RESTART**