



Solihull
METROPOLITAN
BOROUGH COUNCIL

Council Tax

information



2010-2011

Want to start your own business in Solihull?

Meet our advisors face to face, or talk to them on the phone to find out:

- How to balance employment with self employment;
- How to make the most of who you meet;
- How and when to register with HMRC and start paying tax;
- What you need to know before you find premises;
- How to get more mileage out of your business plan;
- How to set up a simple bookkeeping system;
- How to stay on the right side of the law.

To find out more call

0121 704 6363

email: enterprise@solihull.gov.uk
or visit www.solihull.gov.uk/enterprise



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Council Tax - information and ways to reduce your bill

Paying the Council Tax

- Council Tax bills sent before the 30th April 2010 are payable in 10 monthly instalments.
- Where we send bills at other times of the year, the number of instalments are reduced proportionately.
- Bills sent after 31st December 2010 are payable in a single instalment.
- Payments can be arranged for the 1st or the 15th of the month. If you would like to change your payment date please contact us.

Paying on time

- **Unable to pay, don't delay, contact us today. Solihull Connect Customer Contact Centre** Phone: ☎ 0121 704 8100
E-mail: council.tax@solihull.gov.uk
Website: www.solihull.gov.uk
- You can pay your Council Tax monthly but your payment needs to reach us by your instalment date.
- If you do not pay on time we will send you a reminder notice, giving you **seven days** to bring your payments up to date.
- If you do not pay as explained on the reminder notice, or continue to pay late, **you will lose the right to pay by monthly instalments and you will need to pay the remainder of the year's tax in one instalment.**
- If you lose the right to pay by instalments and payment in full is still not received, you may receive a **summons**, which means you will incur court costs.

Direct Debit

Why not pay your Council Tax by Direct Debit? It reduces administration costs and means we can spend more on services. It is covered by the Direct Debit Guarantee.

Direct Debit Guarantee

- This guarantee is offered by all banks and building societies that take part in the Direct Debit scheme. The efficiency and security of the scheme is monitored and protected by your own bank or building society.
- If the amounts to be paid by Direct Debit or the payment dates change, we will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by us or your bank or building society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your bank or building society. **Please also send a copy of your letter to us.**

To change to Direct Debit

Simply contact us on ☎ 0121 704 8100 and we can take your Direct Debit details over the telephone. All you need is your bank details to hand.

To pay using your debit card

Phone: ☎ 0121 704 0869 for our 24 hour automated telephone service.

Website:

<https://www.solihull.gov.uk/epay> to pay on our secure internet payment facility.

Exempt properties

There is nothing to pay for a period of time where a property falls into one of the following categories:

- Class A** An unoccupied and unfurnished property that needs structural or major repair work for a period of less than twelve months
- Class B** A property owned by a charity that is unoccupied for less than six months
- Class C** A property that is unoccupied and unfurnished for less than six months
- Class D** A property left unoccupied by a prisoner
- Class E** A property left unoccupied by a permanent resident in a hospital or care home
- Class F** A property left unoccupied because the former occupier has died
- Class G** A property where occupation is prohibited by law
- Class H** An unoccupied property awaiting occupation by a minister of religion
- Class I** A property left unoccupied by a person who lives elsewhere to receive personal care
- Class J** A property left unoccupied by a person who lives elsewhere to provide personal care
- Class K** A property left unoccupied by a student who lives elsewhere to be near his/her place of education
- Class L** A repossessed property
- Class M** Students' halls of residence
- Class N** A property only occupied by students

Class O Properties used by the armed forces

Class P Properties occupied by visiting forces

Class Q A property left unoccupied by a bankrupt individual

Class R A vacant caravan pitch or boat mooring

Class S Properties occupied only by people under 18 years of age

Class T Unoccupied annexes

Class U Properties occupied only by people who are severely mentally impaired

Class V Properties occupied by diplomats or members of certain international organisations

Class W Self contained annexes and "granny flats" occupied by elderly or disabled relatives

Where a property exemption has been granted we will show the appropriate class on your bill.

Please note you should not withhold payment of Council Tax whilst we are processing your application for an exemption.

You can get further information about exemptions from:

Phone: Solihull Connect Customer Contact Centre
☎ 0121 704 8100

E-mail: council.tax@solihull.gov.uk

Website: www.solihull.gov.uk

Council Tax - information and ways to reduce your bill

Discounts

You may be entitled to a discount of 25% if you are the only person, aged 18 or over, living in your property.

You may also be entitled to a discount of 25% if all but one of the adults living in your property are not counted.

The following people are not counted:

- People detained in prison or hospital by a court order
- People with severe mental impairment
- People who are resident in certain hostels
- Students or a student's non-British spouse or dependants
- Full-time students, student nurses, apprentices and youth trainees
- Long term patients in hospitals or care homes
- Certain care workers and carers
- People who are entitled to child benefit or 18 and 19 year olds who leave school or college between 30 April and 1 November
- Members of certain religious communities
- Members of visiting forces and their families
- Members of international headquarters and defence organisations and their families.

You can apply for a 50% discount if all the adults are not counted.

If there are no adults living in your property but your property is furnished you may be entitled to a 10% reduction.

Reductions for people with disabilities

You may be able to claim a reduction if you (or someone who lives with you) are disabled and your property has one or more of the following features to meet the needs of the disabled person:

- A room is needed for a special purpose, e.g. a room used for dialysis treatment or a downstairs room converted to a bedroom
- Or there is an additional kitchen or bathroom
- Or the disabled person needs to use a wheelchair indoors and there is sufficient floor space for them to do so.

The reduction is the same as moving down one band. In the case of a band A property, the reduction is one ninth of the charge for a property in band D.

Please note you should not withhold payment of Council Tax while we are processing your application for a discount.

You can get further information regarding discounts and reductions from:

Phone: Solihull Connect Customer Contact Centre

☎ 0121 704 8100

E-mail: council.tax@solihull.gov.uk

Website: www.solihull.gov.uk

Council Tax Benefit

Council Tax Benefit is money off your bill. If you are liable to pay Council Tax you may be able to claim Council Tax Benefit if:

- You live on a low income and
- You and your partner have savings of less than £16,000 (unless you are entitled to the Guaranteed Credit component of Pension Credit).

The amount of Council Tax Benefit you receive is also dependent on the personal circumstances of you and your partner and all other members of your household.

Second Adult Rebate

Second Adult Rebate is help if you share your home with one adult or more. You can qualify for a rebate of up to 25% off your Council Tax bill. The person who shares your home must not be your partner. Your income is not taken into account.

You may be able to apply for Second Adult Rebate if the person who shares your home is:

- Aged 18 or over and **not** your partner
- Not paying you rent
- Not paying Council Tax themselves
- On a gross income of less than £228 per week, from April 2010 (if you share your home with more

than one person we will use their combined gross income).

Please note you should not withhold payment of Council Tax while we are processing your Council Tax benefit application.

Changes in circumstances

You are required to notify us immediately of a change in your circumstances. For example:

- **If you or your partner move house**
- **If you or your partner stop, or start getting income support, state benefits or any other income**
- **Changes in income or savings of all members of your household**
- **Changes in the amount of rent that you pay.**

If you are aged 60 or over and you receive Pension Credit, the majority of changes must be reported directly to the Pension Service.

If in doubt about what changes need to be reported or if you require further information please contact us.

Council Tax Benefit Enquiries

Phone: ☎ 0121 704 8200

E-mail: benefits@solihull.gov.uk

Website: www.solihull.gov.uk

Council Tax - information and ways to reduce your bill

Property Bands

All properties in the Borough have been valued by the Valuation Office Agency and placed into one of the eight bands shown below. The property value is based on market values on **1st April 1991**. Your Band is shown on the front of your bill.

Band	Range of Values
A	Up to £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

Appeals against banding

You can appeal against the banding of your property if:

- Your property has recently been built
- You have occupied your property within the last six months
- Part or all of your property has been demolished or used for non domestic purposes

Further information can be obtained from:

**Birmingham Valuation Office,
Regent Court,
14-17 George Road,
Edgbaston, Birmingham B15 1NU
Phone: ☎ 0121 410 3700
Fax: 0121 410 3799**

You can get more details by visiting:

www.voa.gov.uk

Please note that you can not withhold payment of Council Tax whilst your appeal is being considered. If your appeal is successful, any overpayment made will be credited to your account or refunded to you.

Liability and appeals

You should advise us if a bill has been sent to the wrong person or your bill is incorrect. We will look into the matter for you. If you are not satisfied with the decision, you may appeal in writing, telling us why you are appealing. Please write to:

**Income and Awards,
P O Box 1761, Council House,
Solihull, West Midlands, B91 9RR**

If you remain dissatisfied you may make a further appeal to:

**The Valuation Tribunal, 2nd Floor,
Walton House, 11 The Parade,
Leamington Spa, CV32 4DG.**

Phone: ☎ 01926 421875

Write:

For Council Tax enquiries write to us at:

**Income and Awards
P O Box 1761, Council House,
Solihull, West Midlands B91 9RR**

Phone:

You can call the following enquiry lines:

- **Council Tax** ☎ 0121 704 8100
- **Council Tax Benefits** ☎ 0121 704 8200

Useful Contacts ☎

Age Concern	0121 705 9128
Benefit Fraud Hotline	0800 328 6340
Citizens Advice Bureau	0844 826 9716
Chelmsley Advice & Resource Agency	0121 770 3773
Revenues & Customs	0845 302 1437
Job Centre Plus - Chelmsley Wood	0121 480 4600
Job Centre Plus - Solihull	0121 480 4099
Land Registry - Customer Services	0844 892 1111
Magistrates Court	0121 705 8101
Severn Trent Bill Enquiries - Domestic	08457 500 500
Tax Credit Helpline	0845 300 3900
National Debtline	0808 808 4000

E-mail:

You can e-mail us on:

- **Council Tax** council.tax@solihull.gov.uk
- **Council Tax Benefits** benefits@solihull.gov.uk

Kingshurst and Smith's Wood Area Offices do not accept payments by cash or cheque over the counter.

Visit:

You can pay your bill and get information on Council services at:

- **Solihull Connect, Library Square, Solihull**
Monday 8:30am - 5:30pm
Tuesday, Thursday, Friday 9am - 5:30pm
Wednesday 10am - 5:30pm
Saturday 9am - 1pm
Or at any of our other offices:
- **Solihull Connect, West Mall, Chelmsley Wood**
Monday, Tuesday, Thursday, Friday 9am - 5:30pm;
Wednesday 10am-5:30pm
Saturday 9am - 1pm
A payment machine is available for making **cash** only payments at this office.
Card payments can be made by visiting a Customer Service Advisor.
- **Chelmsley Wood Area Office 6/8 Coppice Way, Chelmsley Wood**
Monday, Tuesday, Thursday 9am - 4:30pm
Wednesday 10am - 4:30pm
Friday 9am - 4pm
- **Kingshurst Area Office Church Close, Kingshurst**
Monday, Tuesday 9am - 4pm
Wednesday Closed
Thursday 10am - 3pm
Friday 10am - 4pm
- **Smith's Wood Area Office Westfield House, Arran Way,**
Monday, Tuesday 9am - 4pm
Wednesday 10am - 3pm
Thursday Closed,
Friday 10am - 4pm

Environment Agency

The Environment Agency will charge us £82,044 (2009-2010 = £84,304) for providing flood defence functions in 2010-2011.

Details of the Environment Agency's Midland region are:	2009-2010	2010-2011
Spending before deductions	£56,100,000	£63,822,000
Spending after deductions	£3,464,000	£5,825,000
Charges necessary for the whole of the Midland region	£3,075,000	£3,000,000
Total Council Tax base	2,888,934	2,907,617
Council Tax base for Solihull	79,203	79,518

Changes in charges from 2009-2010 to 2010-2011 caused by:

Inflation (including economies and efficiency savings)	£225,000
Changes in quality or quantity of service and funding capital from revenue	£7,496,000
Differences in income received or expected by way of grants, fees and charges (this includes contributions from Internal Drainage Boards and Government grants)	-£5,360,000
Changes in net expenditure	£2,361,000
Transfers to/(from) balances	-£2,436,000
Changes in levy requirements	-£75,000

Transport Charge

The 2010-2011 budget must include the following amount:

	2009-2010	2010-2011
West Midlands Passenger Transport Authority charge (WMPTA)	£10,870,381	£11,041,535

Financial Information

Our budget requirement affects the level of Council Tax that is set, as shown below:

2009-2010		2010-2011
£ million		£ million
157.1	Estimate of total spending	161.3
-11.5	less Police and Fire precepts	-11.7
-0.6	less reserves	-1.4
1.2	plus Parish precepts	1.3
146.2	Our Budget Requirement	149.5

Reasons for the increase in our Budget Requirement:

2009-2010 Budget Requirement	146.2
plus additional spending needs	15.7
less efficiency savings	-12.4
2010-2011 Budget Requirement	149.5

Our budget requirement (excluding Parish precepts) is divided by our Council Tax base (79,518) to give us the band D Council Tax.

Reasons for the increase in the Council Tax:

The Council Tax (including Police and Fire precepts) for a band D property in 2009-2010 for a non-parish area was	£1,292.82
Increase due to additional spending needs net of achieved savings	£25.78
Increases in amounts for Police and Fire precepts (which we collect on their behalf)	
- Police	£1.47
- Fire	£0.93

The Council Tax (including Police and Fire precepts) for a band D property in 2010-2011 for a non-parish area is

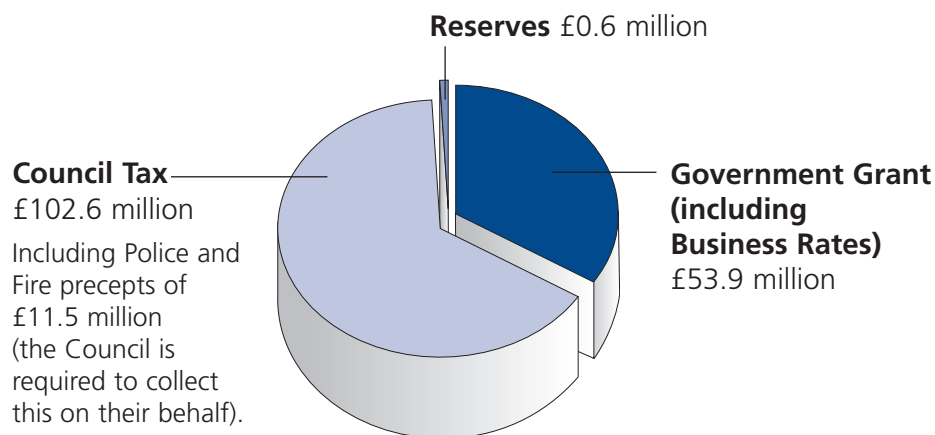
£1,321.00

Financial Information

Where the money comes from

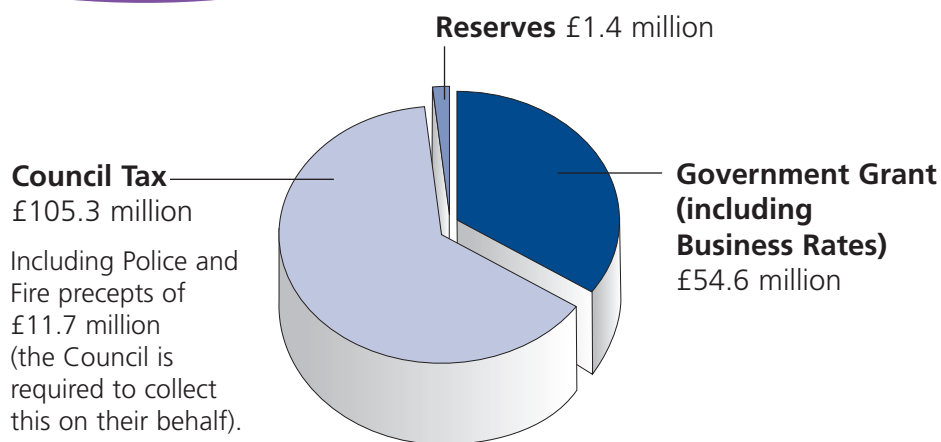
2009-2010

Total income £157.1 million



2010-2011

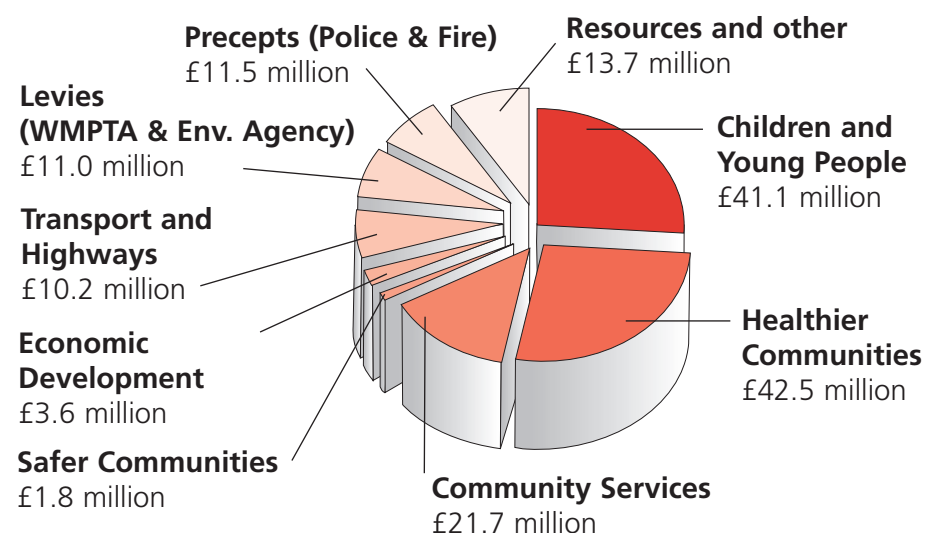
Total income £161.3 million



How the money is spent

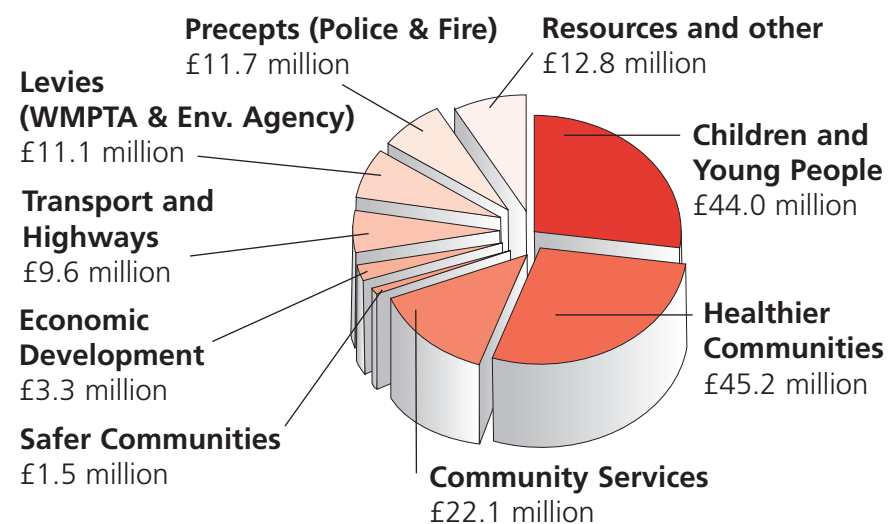
2009-2010

Estimate of total spending £157.1 million



2010-2011

Estimate of total spending £161.3 million



How many staff we employ

As at January 2010, we employ the following full time equivalents:

Teachers	2,459
Other	4,082
Total staff	<u>6,541</u>

Borrowing

Our borrowing on 31 January 2010 was £158 million.

£11 million of this relates to former West Midlands County Council debt.

Capital spending

As well as spending on day-to-day services, we also provide new assets (e.g. buildings) and replace and improve existing assets. This is known as capital spending.

For 2010-2011 we plan to spend £48.3 million.

To find out more

Information about how we spend your money can be found on page 12.

If you would like more information please write to us at:

Financial Operations Division, Solihull Council, P O Box 9, Council House, Solihull, B91 9QR

Email: ctaxbooklet@solihull.gov.uk

As a billing authority we have to collect the Parish precept amounts on behalf of the Parish Councils. Each Parish Council is responsible for setting their own precept charge. Details of the charges for each Parish Council are shown below:

	2009-2010		2010-2011	
	Charge	Amount for each property in band D	Charge	Amount for each property in band D
Balsall	£92,847	£31.24	£95,081	£31.55
Barston	£3,330	£12.38	£3,410	£12.68
Berkswell	£30,000	£19.44	£42,000	£27.04
Bickenhill	£120,400	£48.10	£122,808	£49.12
Castle Bromwich	£214,988	£52.14	£219,288	£53.20
Chelmsley Wood	£247,500	£69.39	£250,000	£69.74
Cheswick Green	£50,000	£51.87	£45,000	£46.63
Dickens Heath	£36,000	£20.49	£80,000	£44.37
Fordbridge	£125,000	£53.26	£125,000	£52.54
Hampton-in-Arden	£22,150	£23.82	£22,150	£23.84
Hockley Heath	£40,000	£49.88	£75,000	£94.22
Kingshurst	£49,657	£21.67	£46,700	£20.25
Meriden	£53,157	£44.37	£32,736	£27.05
Smith's Wood	£120,500	£44.43	£122,910	£45.37
Tidbury Green	£15,000	£32.54	£15,000	£31.91

Details of Parish charges over £140,000

Castle Bromwich

	2009-2010	2010-2011
Arden Hall	£192,990	£195,251
Finance and administration	£79,190	£89,873
Open spaces	£82,487	£90,166
Contingency	£25,000	£25,000
Less use of reserves	-£14,283	-£39,852
Less income	-£150,396	-£141,150
Precept charge	£214,988	£219,288

Chelmsley Wood

	2009-2010	2010-2011
Organised events and community activities	£24,650	£25,250
Trading activities	£144,000	£119,000
Finance and administration	£128,250	£112,750
Open spaces	£23,500	£23,500
Buildings	£75,000	£74,000
Less income	-£147,900	-£104,500
Precept charge	£247,500	£250,000

We are one of the public bodies that provide you with services locally and which are increasingly working together under the 'Solihull Partnership' to provide you with the services you need with the following shared vision for Solihull. For more information on the Solihull Partnership go to: www.solihull.gov.uk/solihullpartnership



Solihull in 2018: Where everyone has an equal chance to be healthier, happier, safer and prosperous

We have a number of medium term priorities set out in our Council Plan 2009-12 that describe the most important outcomes that we need to improve. The following are a number of headline achievements over the last year against our customer outcomes, many of which have been delivered in partnership.

Customer Outcome 1

Building Healthier Communities

We want to improve the health and quality of life of local people, helping them to remain independent and live longer.

- The Health Trainer Service for Solihull was launched during the last year. As well as directly addressing inequalities in health through targeting those in disadvantaged communities the service is also aimed at increasing employment opportunities in these areas by recruiting and training local residents to deliver the service.
- You+, a one stop health advice shop, was opened in Chelmsley Wood in September. From there residents can access information about eating healthily, being the right weight, taking exercise, stopping smoking, managing stress and all the other health matters that have a big impact on people's lives. Early feedback shows that You+ is popular and is being well used by local residents in Chelmsley Wood. For more information go to: www.solihull.nhs.uk/Your-services/You
- In April 2009 we signed up to a national £140 million Government scheme which entitles residents aged 16 and under and 60 and over to use Tudor Grange and North Solihull swimming pools for free. Swimming levels have doubled since this was introduced.

Council Results Summary 2009-2010

Customer Outcome 2

Building Safer Communities

We are committed to reducing crime and ensuring residents' personal safety as this is one of the greatest concerns for our communities.

- During 2008-09 we met our targets to reduce serious violence crime and serious acquisitive crime (which includes burglary, robbery and vehicle crime) by 6%. Targeted local and regional enforcement activity has led to a number of key arrests.
- Six car parks in Solihull Town Centre received 'Safer Parking' awards. The car parks at Marks and Spencer, Monkspath Hall, Lode Lane, Dominion Court, Church Hill and Mell Square all achieved the awards from the British Parking Association after being judged on a number of criteria, including: crime statistics, secure boundaries, car and pedestrian access, parking areas, surveillance, lighting and signage.
- A publicity campaign was launched to ensure that the public and professional workers who might come across drug misusers in the course of their work are fully informed about services and well equipped to refer those in need. This involved public access roadshow events, targeted messaging to other agencies, new leaflets and publicity materials, media publicity and a new website. For further information go to: www.freedomfromdrugs.org.uk

Customer Outcome 3

Building Stronger Communities

Strong and happy communities have pride in where they live; are confident, welcoming and resilient, enabling them to respond positively to the challenges they face.

- In September 2009 we extended our kerbside recycling scheme to cover cans, tins, plastic bottles and card alongside the paper, green waste and glass we already collect. We introduced the new collections as part of plans to improve waste and recycling services in the borough to help local people recycle as much of their household waste as possible. For more information on recycling go to: www.solihull.gov.uk/environment/recycling.htm
- In 2009-10 six parks in Solihull were judged to be some of the country's finest after receiving 'Green Flags' at an awards ceremony. The awards went to Malvern and Brueton, Shirley, Knowle, Elmdon, Lavender Hall and Dorridge parks. Solihull now has the second highest number of Green

Flags in the West Midlands region with six of the 56 award winning parks. For more information on Solihull's parks and open spaces go to: www.solihull.gov.uk/parks/parksandopenspaces.htm

- A brand new library in Chelmsley Wood opened in December. It includes self service kiosks for people to take out, return and renew items, free computing facilities and a Learn Direct learning centre and it marks a milestone in the redevelopment of Chelmsley Wood town centre.

Customer Outcome 4

Building Prosperous Communities

Future prosperity within Solihull is dependent on creating productive and competitive businesses operating in a sustainable environment to provide local jobs, whilst at the same time developing the skills of local people enabling them to take advantage of those jobs.

- 113 jobs have been created in the borough by Solihull Council and Solihull Community Housing as part of the Future Jobs Fund. This nationwide initiative aims to create jobs for young, unemployed people and those who face significant barriers to enter the labour market. We were the first authority area in the region to commence its Future Jobs scheme.
- To promote Business Enterprise the Council offers free business assistance and mentoring for business start-ups through the Enterprise for Success programme. Providing active support to business start ups is a particular focus in north Solihull with a number of clinics and surgeries held. For further information go to: www.solihull.gov.uk/enterprise
- As part of our commitment to tackling Climate Change we have agreed aspirations to reduce the Council's carbon emissions by 33% by 2013 (from 2007 levels) as part of our agreed Carbon Management Plan. We are working to achieve this target through a wide variety of projects which include the better use and energy management of our buildings, energy awareness campaigns and using our vehicles more efficiently.
- Our North Solihull Regeneration Programme was awarded the national HCA (Homes and Communities Agency) Award for continuing to deliver regeneration in a challenging economic climate. This was despite the North Solihull Partnership being subject to very significant financial pressures due to the effect of the recession on land values and the housing market.

Customer Outcome 5

A Brighter Future for our Children and Young People

We want to give our children and young people the best possible start in life and keep them safe from harm.

- In the 2008-09 academic year we were one of the top ranked local authorities for achievement in the Early Years Foundation Stage Profile. This is an assessment of children's achievement at the end of the academic year in which they turn five.
- Pupils' performance in GCSEs continues to improve. The 2009 results show the number of pupils getting five GCSE grades A*- C is up from 73.7% to 78.7%.
- The overall pass rate for pupils gaining grades A-E at A Level in 2009 was 98.1% per cent (compared to 97.5% in 2008). This is above the national average of 97.5%.
- We continue to support children leaving the care system. At the end of 2009 94% of care leavers were in suitable accommodation and nearly three quarters were in education, employment or training.

Customer Outcome 6

Good Value Services

Providing Good Value applies to everything we do. We are committed to providing high quality services at a reasonable cost.

- In December 2009 Solihull received positive results following the Audit Commissions new Comprehensive Area Assessment (CAA) of all localities. Despite more rigorous criteria, the borough was officially recognised as performing well – achieving three out of four points in the new rating system, with the Audit Commission commenting that Solihull is managing performance adequately and giving good value for money. For further information go to: www.direct.gov.uk/oneplace
- In October 2009 we were assessed as 'achieving' under the new national Equality Framework for Local Government (EFLG). This recognised our work to ensure that local people are treated fairly and have an equal chance to access services and opportunities in the borough.
- As we receive the lowest government grant per head of population of all metropolitan authorities, our medium term financial strategy is based on identifying substantial savings to continue to fund local priorities and protect front line services. In 2009-10 we identified nearly £4m of savings and set one of the lowest council tax levels of all metropolitan authorities. The focus of the 2010-11 budget process has been on identifying 5% savings to invest in our priorities.

All councils are required to measure and report the value of efficiency savings they have achieved since April 2008. Efficiency savings are those where the same or an improved level of service is delivered at a lower cost.

The table below shows the value of efficiency savings that Solihull Council achieved in 2008-2009 and is forecast to be achieved in 2009-2010.

Cumulative efficiency savings achieved April 2008 - March 2009	£5.620 million
Cumulative efficiency savings forecast to be achieved April 2008 - end of March 2010	£11.163 million
Forecast cumulative efficiency savings per band D dwelling	£141.00
Average efficiency savings per band D dwelling for all metropolitan authorities	£227.00

The forecast for Solihull Council includes planned efficiency savings identified by Solihull Community Housing and the West Midlands Passenger Transport Authority, as shown in the table below:

Solihull Metropolitan Borough Council - core	£9.170m
Solihull Community Housing	£1.836m
West Midlands Passenger Transport Authority	£0.157m
Total Solihull Metropolitan Borough Council	£11.163m

As part of the Audit Commission's new Comprehensive Area Assessment, the Council was assessed on its Use of Resources and received a score of 3 out of 4 (where '4' means 'performing strongly' and '1' means 'inadequate performance'), recognising us as giving good value for money.



Customer Contact Service

Solihull Connect is your first point of contact for enquiries about Council Services. Visit one of our walk in centres:

Solihull Connect, Ground Floor, Library Square, Solihull, West Midlands, B91 3RG

Solihull Connect at Shirley Police Station, 286 Stratford Road, Shirley, Solihull, West Midlands, B90 3AR

Solihull Connect at The Bluebell Centre, West Mall, Chelmsley Wood Shopping Centre, North Solihull, B37 5TN

Solihull Connect at Balsall Common Library, 283 Kenilworth Road, Balsall Common, West Midlands, CV7 7EL.
(Thursdays 10am - 2pm only)

Phone and fax:

0121 704 6000 (general enquiries)
0121 704 8000 (environmental queries eg refuse, abandoned cars, litter, parks, pest control).

Main Fax: 0121 704 6114

E-mail: connectcc@solihull.gov.uk

Web address: www.solihull.gov.uk

Other useful phone numbers:

Automated Telephone Payments
0121 704 0869

Adult Protection - if you have a concern about an adult call
0121 712 8453

Benefit Fraud Hotline
0800 328 6340

Box Office, Solihull Arts Complex
0121 704 6962

Business Rates 0121 704 8175

Cemeteries
Robin Hood and Widney Manor
0121 744 1121

Woodlands 01675 464835

Child Protection 0121 788 4333

Council Tax Hotline 0121 704 8100

Councillors 0121 704 6049

Electoral Register 0121 704 6042

Emergencies (out of hours)
0121 704 8000 (general)
0800 138 2935 (housing)
0121 605 6060 (social services)

Fostering and adoption

0800 0730 769

Graffiti Hotline 0121 717 1580

Highways/Pavements/Potholes
Area 1 - Bickenhill, Kingshurst and Fordbridge, Castle Bromwich, Chelmsley Wood, Smith's Wood
0121 704 8031

Area 2 - Elmdon, Lyndon, Olton, Silhill, St Alphege, Shirley
0121 704 8753

Area 3 - Blythe, Dorridge and Hockley Heath, Knowle, Berkswell, Balsall Common and Meriden
0121 704 6358

Housing Benefit 0121 704 8200

Housing 0121 717 1515
8am-8pm Mon-Fri;
8am-1pm Sat

Leisure Centres

North Solihull sports centre
0121 770 3822
Tudor Grange leisure centre
0121 705 6371

Libraries

Solihull Central Library
0121 704 6965
Also Heritage and Local Studies service; Learning Shop

Chelmsley Wood Library
0121 788 4380

Renewals line 0121 704 8400

Mobile and home library service
0121 704 6947

Planning 0121 704 6373

Registrar of Births, Deaths and Marriages 0121 704 6099

School Admissions 0121 704 6693

School Meals 0121 704 6623

Shopmobility

Drury Lane 0121 711 8701
Touchwood 0121 711 4231

Social Services 0121 704 6000

Street Lighting - report faults
0121 704 8217

Tourist Information Centre
0121 704 6130

Trading Standards
0121 704 6844

Youth and Community Services
0121 704 8074 or 8046

There is a legal requirement for councils to provide information on Council Tax and Council Results. By combining this information into one booklet we can produce it at a lower cost. Please send any comments or suggestions to the address below.

Write: Communications, Solihull Metropolitan Borough Council
P O Box 18, Council House, Solihull B91 9QS

Email: ctaxbooklet@solihull.gov.uk

Phone: 0121 704 6238



Why not pay your Council Tax by Direct Debit?

A convenient way to pay your Council Tax

Direct Debit is the method of payment used by over half of the Council taxpayers in Solihull because it provides so many advantages:

Peace of mind

Peace of mind knowing your Council Tax instalments are being paid automatically on your instalment date and payment dates will not be missed.

Cheaper

The expense of posting 10 cheques a year is eliminated.

Convenient

No more journeys to make your payments or standing in queues.

Quick and Easy to set up

To switch to Direct Debit, simply contact us on ☎ 0121 704 8100 and we will set up your Direct Debit over the telephone. All you need is your bank details to hand.



Data Protection

We may use any information you provide to work out your Council Tax and any entitlement to a discount or Council Tax benefit. We may pass it on to other organisations to confirm information, to protect public funds and prevent and detect fraud, crime or as required by the law. We may also share it with other Council services and partner organisations to make sure our records are accurate and to help us identify services you may be entitled to or interested in. For more details about how we will use your information, please contact us on ☎ 0121 704 8100.

If you or someone you know needs this booklet in another language, in large print or on audio CD please contact us on ☎ 0121 704 8100.