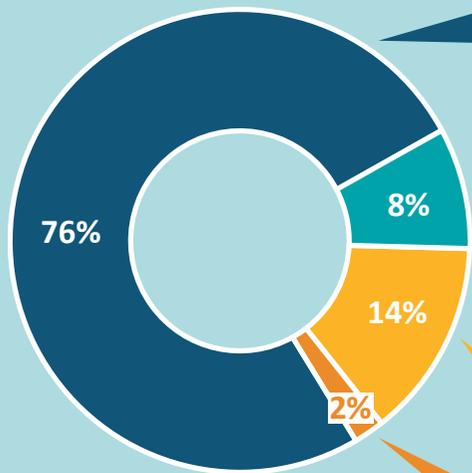


# Where does my Council Tax go?



**76% Surrey County Council**

The county council provides services including highways, education and social care

**Guildford Borough Council keeps just 8% of the Council Tax we collect**

**14% Surrey Police and Crime Commissioner**

**2% Parish Councils**



We collect Council Tax on behalf of all the local authorities in our area but **we only keep 8%** to deliver essential local services. These include waste and recycling, caring for our green spaces, running leisure centres and supporting a wide range of other local services.

**This year our share of Council Tax will increase by 2.99%, that's £6.10 extra per year** for a Band D property, or about an extra 11p per week.

**We'll receive £210.19 a year** (£4.04 per week) in Council Tax from a Band D property, yet provide around **£1,273 in services per household**.



**GUILDFORD  
BOROUGH**

# Our services

We receive £4.04 per week from a Band D property, yet we provide £24.48 of services per household per week.



## Community wellbeing support

Supporting people, groups and organisations to strengthen the communities that make Guildford a place where everyone is valued. This includes community transport, community meals, an activities hub and a café at The Hive.



## Leisure and culture

Providing a wide range of sport, leisure and social opportunities for people of all ages. We're responsible for Guildford Spectrum, Guildford Lido, Ash Manor Sports Centre, and 14 multi-use games areas. We also care for heritage buildings, including Guildford Castle and Guildford Museum.



## Planning and building control

Setting planning policy, developing Local Plans, evaluating planning applications and monitoring all building and new development in the borough.



## Bin collections, recycling and street cleaning

We collect 7.2 million bins from households across the borough each year and manage street cleaning. It costs £1.05 per property each week to empty your bins.



## Environmental health and licensing

Dealing with fly-tipping, pest control, air quality, animal welfare and food safety standards. Keeping residents safe by licensing and enforcement of street traders, tattoo artists, taxi drivers, and those who sell alcohol.



## Parks, countryside and bereavement services

Protecting and managing over 100 sites and 1,000 hectares of parks, gardens and countryside. Running the crematorium and some cemeteries.



## Parking

Operating over 20 car parks across Guildford and managing off street parking enforcement.



## Elections and democracy

Managing all elections and referendums within the borough and maintaining the Register of Electors. We also train councillors to help them be effective in their roles and oversee council meetings.



## Property management

Managing the buildings we own that are used to deliver our services or bring in commercial income.



## Regeneration and economic development

Investing in regeneration projects and developing the local economy so Guildford is a great place to live, work and do business. Building sustainable new council homes for social and affordable rent, and shared ownership.



## Private sector housing and homelessness prevention

We provide protection and advice for private housing tenants and supported over 300 households to prevent homelessness last year.

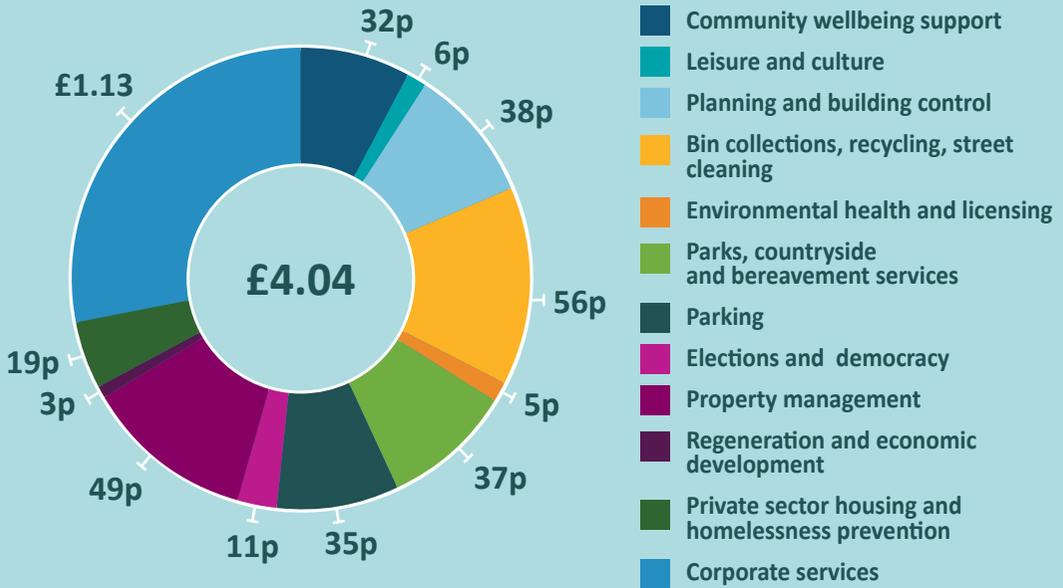


## Corporate services including HR, finance, legal and customer services

Working across the council to support the efficient running of our services and dealing with residents' enquiries.

# How we spend your money

The infographic below shows how we spend the £4.04 per week based on a Band D property.



Properties are given a Council Tax band based on their value, from A the lowest to H the highest.

## A Greener, Fairer, Thriving Guildford

Our Corporate Strategy sets out our priorities for the next ten years.



### A more sustainable borough

We're committed to becoming a more socially and environmentally responsible borough



### Decent and affordable homes

We will use the powers and means available to us to ensure that local people have access to decent homes that they can afford



### A more prosperous borough

Building on Guildford borough's strong local economy to attract inward investment



### A resilient and well-managed council

We're committed to public service, we exist to serve our residents, businesses, and visitors



### A more inclusive borough

A welcoming borough where people of diverse identities feel valued, respected, included, supported, and represented

More information about this strategy is on our website: [www.guildford.gov.uk/corporatestrategy](http://www.guildford.gov.uk/corporatestrategy)



# Local Government Reorganisation

Your services and Council Tax

From 1 April 2027, central government has decided that Surrey's current county, district and borough councils will be replaced by two new unitary councils, East Surrey and West Surrey. This is a significant change to how councils in Surrey are structured and how local services are delivered. During the transition period, there will be no disruption to council services.

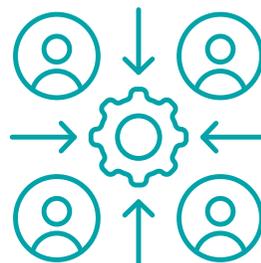
Until 31 March 2027, Guildford Borough Council and Surrey County Council will continue to deliver services as usual. You can still access the same services, use the same buildings and contact these councils in the same way as you do now.

It is also essential that you pay your Council Tax as instructed on your bill for this year (2026/27).

From 1 April 2027 West Surrey Council will deliver all your local services. You will receive your Council Tax bill for 2027/28 in March 2027 as usual.



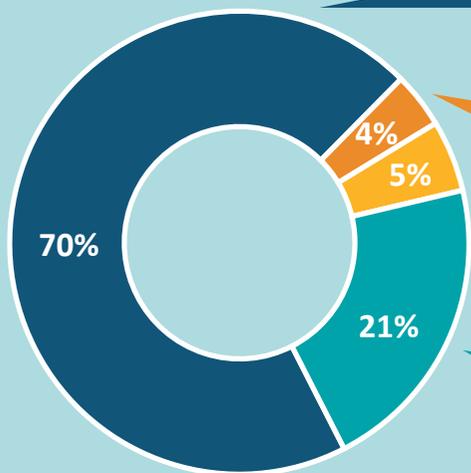
For the latest information visit:  
[www.surreylgrhub.gov.uk](http://www.surreylgrhub.gov.uk)



# Our funding

Where Guildford Borough Council gets its money from.

**Total Annual Income 2026/27**  
**(£78 million)**



**Fees, charges, investments and other income**

**Central government grant**

**Business rates**

**Council Tax**

**\*This income excludes the Housing Revenue Account, which is ringfenced income used to maintain council homes.**

Our finances are under significant pressure. Demand for our services continues to rise as many residents are affected by the cost-of-living crisis. At the same time, the Council faces higher costs due to inflation.

Central government support for local councils has reduced over time, and funding arrangements have become more complex. Councils are now more dependent on locally raised income, including Council Tax, to help protect essential local services.

## Financial hardship support

We recognise the financial pressures many individuals and families are facing. We're committed to supporting those in need and will continue to fund initiatives that help people who may be struggling to pay Council Tax.

[www.guildford.gov.uk/benefitsandgrants](http://www.guildford.gov.uk/benefitsandgrants)

## It's easier if you switch

Sign up to direct debit

[www.guildford.gov.uk/counciltax](http://www.guildford.gov.uk/counciltax)

## Get an electronic bill

Sign up for your My Guildford account, link your Council Tax account and choose to get an electronic bill:

[www.guildford.gov.uk/register](http://www.guildford.gov.uk/register)

## Keep up to date

Sign up to About Guildford our monthly digital newsletter

[www.guildford.gov/aboutguildford](http://www.guildford.gov/aboutguildford)



# Your Council Tax at work

Here are some highlights of what we've achieved to support the strategic priorities outlined in our corporate strategy.



## A more sustainable borough

We're building a cleaner, greener future as part of our pledge to be carbon neutral by 2030. Our waste collections have a 99.9% success rate and a recycling rate of 61.9%, which is the highest in West Surrey. We're also improving biodiversity through habitat mapping and new woodland management plans at sites like Riverside Nature Reserve.



## A more prosperous borough

We continue to support local businesses and work to make our borough a thriving place to live, work and do business. Events such as VE Day commemorations and Heritage Open Days celebrated our history. The Festive Family Fun Day and Big Green Day helped bring more people into Guildford High Street.



## A more inclusive borough

The health and wellbeing of our residents is important. Visits to our leisure facilities, including Guildford Spectrum and the Lido, reached almost one million in the first half of the year. G Live welcomed more than 80,000 visitors. Our Community Services team continues to help residents stay safe, connected and independent.



## Decent and affordable homes

In the past year we have pro-actively worked with developers to bring forward sites for new affordable homes. This includes some of our own land, where we are working with development partners to build much-needed affordable housing, including council houses. In the first six months of last year, we supported 151 households through homelessness prevention or relief duties to secure suitable accommodation.



## A resilient and well-managed council

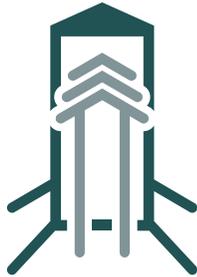
We are strengthening how we work through closer collaboration with partners, helping us prepare for local government reorganisation. We continue to involve residents in shaping the decisions and priorities that matter most to our communities.

# Mid-year progress update

From our delivery plan progress report: Q1 and Q2



Number of meals delivered as part of our Community Meals service:  
**15,646**



Number of visitors to leisure centres:  
**963,039**



Number of adaptations completed:  
**99**



Number of community pantry bags given out:  
**932**



Households supported via homeless duties:  
**151**



Number of visitors that have used the activities hub at The Hive:  
**3,899**



Bins collected:  
**4 million**



Number of housing repairs completed:  
**1,172 emergency repairs completed (96% within the target timeline),**  
**3,381 non-emergency repairs completed (78% within the target timeline).**



Number of calls answered:  
**42,548**



Funding provided to voluntary and community groups:  
**Over £375,000**



Amount of land managed for restoration and conservation:  
**751 ha equivalent to the size of over 1,000 football pitches.**



Number of food hygiene premises inspections:  
**295 (including 100% of higher risk food businesses)**

# Bin it Better

Protect the planet and save money

Did you know? Putting the wrong things in your recycling bin can result in the recycling we collect being rejected.

## Recycling bin

Clean and dry recycling, collected fortnightly



Dry paper and cardboard



Metal tins and cans



Plastic pots, tubs and trays



Plastic bottles



Empty aerosols



Glass bottles and jars

**No thanks**



Batteries and vapes



Black bags



Food waste

## Rubbish bin

Collected fortnightly



Black bags



Nappies



Crisp packets



Coffee cups



Food pouches



Hard plastics

**No thanks**



Gas canisters



Batteries



Garden waste

For more information go to: [www.guildford.gov.uk/recycling](http://www.guildford.gov.uk/recycling)

    @GuildfordBC [guildford.gov.uk](http://guildford.gov.uk)



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