



**HANDS**



**FACE**



**SPACE**

**Following government guidance is the best way to stop the spread of COVID-19 in our borough**

Anyone who has any symptoms of coronavirus – a high temperature, a new continuous cough or a change to your sense of smell or taste – **should immediately get a walk-through, drive-through or postal COVID-19 test.**



[thurrock.gov.uk/coronavirus-test](http://thurrock.gov.uk/coronavirus-test)

The NHS vaccination programme is being rolled out in a priority order agreed by government. If you are contacted to receive a vaccination please make sure to attend your appointment.



[www.essexcovidvaccine.nhs.uk](http://www.essexcovidvaccine.nhs.uk)

Thurrock Coronavirus  
**COMMUNITY  
ACTION**



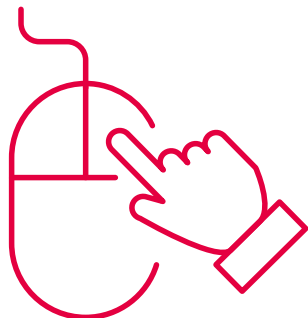
Thurrock Coronavirus Community Action can support those without friends and family while they need to self-isolate due to a positive COVID-19 test or because you have been identified as a contact, or who have no one to help them.

**Call 01375 511 002 – 9am to 3pm Monday to Friday**

# My Account services online

Our My Account service changed on 27 January 2021, so:

- you'll need to create a new My Account and re-register to manage your Council Tax when you first use it after that date
- you can check your Council Tax, get bills electronically, and set-up a direct debit if you don't already have one
- you no longer need to login when you claim a benefit or report problems like fly-tipping, litter or damaged bins
- if you do choose to login when making a report, you can come back later to check its progress
- more services will be coming online for you in 2021!



[thurrock.gov.uk/account](https://thurrock.gov.uk/account)



**From April 2021, Thurrock Council foster carers living in the borough will be exempt from paying Council Tax**

Find out more at

**[thurrock.gov.uk/fostering](https://thurrock.gov.uk/fostering)**

Freephone 0800 652 1256

 [/thurrockfostering](https://www.facebook.com/thurrockfostering)

# Your Services 2021/22



Caring for the elderly and vulnerable



Supporting vulnerable children and their families

**How your Council Tax will be spent**

Find out more at [thurrock.gov.uk/counciltax](https://thurrock.gov.uk/counciltax)



Maintaining our highways



Keeping our borough clean



Making sure we are balancing our spending



Leading regeneration



Helping residents access services



Providing safe good quality homes

Stay up to date on email, Facebook and Twitter

 [thurrock.gov.uk/email](mailto:thurrock.gov.uk/email)

 [/thurrockcouncil](https://www.facebook.com/thurrockcouncil)

 [@thurrockcouncil](https://twitter.com/thurrockcouncil)



## Increased focus on social care

Following a year like none any of us have ever experienced before, for the next financial year there will be an increase in Council Tax of 1.99% and a 3% increase on the Adult Social Care precept that will ensure that those who have been hit hardest by the coronavirus pandemic will continue to be protected.

The impacts of the pandemic are far reaching and will be long felt by a great many people. The increase in Council Tax amounts to 99p a week for over 70% of the borough's homes and of that 60p will go directly to funding social care.

Despite these increases Thurrock still has the lowest Council Tax rate in Essex and our Council Tax levels are around £100 lower than neighbouring council areas.

Thanks to our past prudent financial management we are not facing the financial cliff edge that many local authorities have encountered following coronavirus. There is no doubt that services will have to be reformed but we are still able to put forward a balanced budget we know puts the issues most important to Thurrock's residents first.

It has been a tough year for everyone, and the increases which have been agreed will ensure that we are able to provide care for those who need it most.

An extra £2m raised through the Adult Social Care precept will be used for paying for homecare, residential care for older people and to meet an increased demand for complex care.

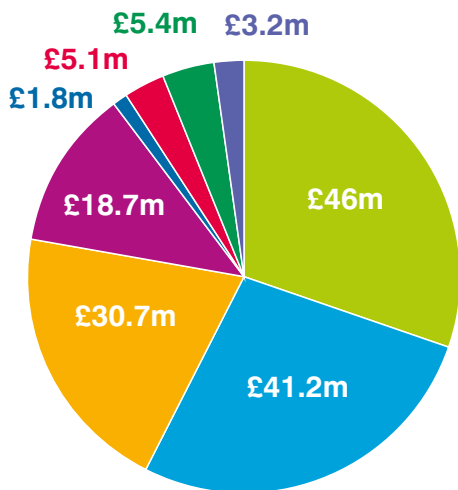
The £1.35m raised through the increase in Council Tax will be spent primarily on Children's Social Care, providing support and care for children and young people who are most vulnerable and in need.

### Cllr Rob Gledhill, Leader of Thurrock Council

The amount of Council Tax you pay depends on your property's valuation band. Find out more at [thurrock.gov.uk/counciltax](http://thurrock.gov.uk/counciltax)

Band	Council	Police	Fire	Total bill
A	£932.88	£139.02	£49.26	<b>£1,121.16</b>
B	£1,088.36	£62.19	£57.47	<b>£1,308.02</b>
C	£1,243.84	£185.36	£65.68	<b>£1,494.88</b>
D	£1,399.32	£208.53	£73.89	<b>£1,681.74</b>
E	£1,710.28	£254.87	£90.31	<b>£2,055.46</b>
F	£2,021.24	£301.21	£106.73	<b>£2,429.18</b>
G	£2,332.20	£347.55	£123.15	<b>£2,802.90</b>
H	£2,798.64	£417.06	£147.78	<b>£3,363.48</b>

## How we have budgeted for service spending in 2021/22



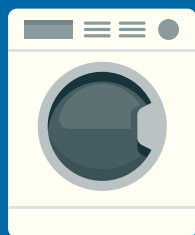
- Adults, Housing and Health - £46m**  
 30 pence in every £1 of your Council Tax goes to this service
- Children's Services - £41.2m**  
 27 pence in every £1 of your Council Tax goes to this service
- Environment and Highways - £30.7m**  
 20 pence in every £1 of your Council Tax goes to this service
- Finance, Governance and Property - £18.7m**  
 13 pence in every £1 of your Council Tax goes to this service
- Housing General Fund, including homelessness support - £1.8m**  
 1 pence in every £1 of your Council Tax goes to this service
- Essential Back Office Support - £5.1m**  
 3 pence in every £1 of your Council Tax goes to this service
- Planning and Regeneration - £5.4m**  
 4 pence in every £1 of your Council Tax goes to this service
- Customer Services and Communication - £3.2m**  
 2 pence in every £1 of your Council Tax goes to this service

## No changes to usual weekly collection days

- Good Friday and Easter Monday
- Monday 3 and 31 May
- Monday 30 August
- Friday 24 December, Monday 27 December and Tuesday 28 December
- Monday 3 January



Check your collection days at [thurrock.gov.uk/waste](http://thurrock.gov.uk/waste)



### Furniture, mattresses, fridges or other bulky waste

You can use our bulky waste collection service to get rid of large items. We charge a small fee for your items to be picked up at your address.

To find out more visit [thurrock.gov.uk/bulky-waste](http://thurrock.gov.uk/bulky-waste)  
 Collections take place Monday to Friday.

# Help make sure we all get recycling right

**Remember to sort, rinse and squash your recyclables first**

By recycling more we stop our rubbish going to waste

**Yes Please** IN YOUR BLUE BIN

					
Aerosols	Plastic bottles, tubs, trays and containers	Glass jars and bottles	Tins, cans and clean foil	Clean, dry paper and card	Tetra Pak and cartons

Make sure plastic bags, nappies, batteries, food and hazardous waste do **not** go in the blue bin

## Did you know?

Electronics and textiles can be taken to the Household Waste & Recycling Centre (HWRC) on Buckingham Hill Road, Linford, SS17 0PP.

**Don't forget to bring proof of address with you!**

## No thank you

Black sacks/plastic carrier bags, general waste, clothes and textiles, food waste, polystyrene, electronics



For more information please visit [thurrock.gov.uk/recycling](http://thurrock.gov.uk/recycling)

This leaflet is printed on recycled paper