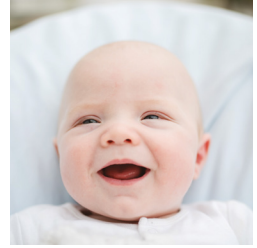
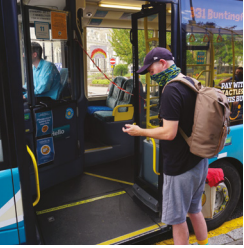


# Your Hertfordshire

A guide to your county council services 2021-2022



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This annual publication is produced on PEFC accredited paper, meaning it is from sustainably managed forests and controlled sources.

This magazine can be made available in alternative formats by emailing [contact@hertfordshire.gov.uk](mailto:contact@hertfordshire.gov.uk) or calling 0300 123 4040.

The information provided within Your Hertfordshire was correct at time of printing on 25 February 2021. Your Hertfordshire is delivered by Royal Mail. Some of the photos were taken before or during the early stages of the Covid-19 pandemic.

# Welcome to Your Hertfordshire 2021

We continue to live through uncertain times. However, as we look ahead, we do so with a sense of hope for a return to normality and Hertfordshire's economic recovery.



With the impact of Covid-19 still being felt widely in our communities, our priority remains to deliver our core public services to the highest standard, as well as keeping our residents safe and healthy and the county sustainable, prosperous and prepared for the future.

In this annual guide, you will find an overview of the wide range of services the county council delivers for you and your family throughout the year. You will also find information about your annual Council Tax, and how this part-funds the vital services we deliver such as public health, highways and care for adults and children with additional needs.

Like many councils across the country, we have made the difficult decision to increase Council Tax by 1.99 per cent, with an additional 2 per cent ring-fenced to help us meet the increasing demands on our adult social care services.

Although we are facing unprecedented pressures as a result of the pandemic, we continue to invest in Hertfordshire to ensure it remains a county of opportunity where all residents can live fulfilling lives in thriving, prosperous communities.

*David Williams*

**Leader of Hertfordshire County Council**

## Helping residents live happy and independent lives

We are helping our older residents and those with additional needs to live happy and independent lives in their communities.

We offer a wide range of support for those in our communities that have additional needs. This can be short-term assistance, such as help to access equipment and adaptations required to enable individuals to live as independently as possible. Longer-term solutions include providing care to people in their own homes, in supported

living accommodation or in a residential care or nursing home.

If you, or someone you know, needs additional support day-to-day, we can arrange a visit or talk over the phone about your wellbeing and care needs.

For more information please go to [www.hertfordshire.gov.uk/youradultcare](http://www.hertfordshire.gov.uk/youradultcare)

## Are you one of Hertfordshire's 100,000 family carers?

If you are one of the 100,000 family carers in Hertfordshire providing vital support to a loved one, we are on hand to try and make life a little easier.

Register with us to find out about the range of support we can offer family carers.

You may be eligible for a short breaks service, to attend free training sessions and to receive discounts or earn

rewards while doing your shopping.

To find out what help is available for you and the person you care for, please visit [www.hertfordshire.gov.uk/yourcarers](http://www.hertfordshire.gov.uk/yourcarers)





## Thank you to Hertfordshire's 35,000 social care workers

Our social care workers across the county provide excellent care to our older residents and those with additional needs, and continue to work tirelessly to adapt to the ongoing challenges presented by the pandemic.

On behalf of the county, we'd like to express how very grateful we are for everything you have done for our communities this year.

Now, more than ever, we are looking for kind and caring people to work in social care. Whether you've had a change of circumstances, you've seen

the vital work of our social care workforce, or you simply think a career making a real difference to people's lives could be for you, we would love to hear from you.

For more information on a career in social care, please visit [www.hertsgoodcare.com](http://www.hertsgoodcare.com)



## Putting families first

We all need a little help from time to time, and we are on hand at every stage of your family's life.

Our family centres offer classes, advice and development sessions like 'stay and play', as well as support from health visitors and school nurses.

To find out what's on at your local family centre, including

during Covid-19 restrictions, visit [www.hertsfamilycentres.org](http://www.hertsfamilycentres.org)

You can also find helpful information and advice on organisations and services that can help your family at [www.hertfordshire.gov.uk/yourfamiliesfirst](http://www.hertfordshire.gov.uk/yourfamiliesfirst)

## Top of the class

Children and young people in Hertfordshire are receiving a top-class education. Twenty-five of the county's secondary schools featured in the top 500 of this year's Sunday Times Schools Guide,

as well as eight in the top 250 state primary schools.

To see how your child's school is performing, please visit [www.hertfordshire.gov.uk/yourschools](http://www.hertfordshire.gov.uk/yourschools)



Alice, one of our Just Talk ambassadors

## Support for those who need it

Many families and individuals have been adversely affected by the Covid-19 pandemic.

If your circumstances have changed and you are worried about your finances, or are having difficulties paying for essentials and household bills, advice and practical support is available from HertsHelp.

Please visit [www.hertshelp.net](http://www.hertshelp.net), email [info@hertshelp.net](mailto:info@hertshelp.net) or call 0300 123 4044. To check if your children are eligible for free school meals and to apply, visit [www.hertfordshire.gov.uk/freeschoolmeals](http://www.hertfordshire.gov.uk/freeschoolmeals)

If lockdowns, social distancing and self-isolation have left you feeling anxious or frustrated, you are not alone. If you are worried about your own, or someone else's mental health, use the live webchat service, Monday-Friday, 7am-7pm at [www.hpft.nhs.uk](http://www.hpft.nhs.uk) or call 24/7 freephone: 0800 6444 101 or NHS 111, option 2.

Young people can get support at [www.justtalkherts.org](http://www.justtalkherts.org)



## Books and so much more

Our libraries have adapted to ensure people can continue to enjoy a range of services throughout the pandemic. The number of eBooks, eAudiobooks, newspapers and magazines borrowed online doubled during 2020.

This year will see a programme of events which can switch between online and face-to-face as needed, including digital skills training to help everyone get online and a Summer Reading Challenge to keep children enjoying books.

Find out more at  
[www.hertfordshire.gov.uk/yourlibraries](http://www.hertfordshire.gov.uk/yourlibraries)

## From cradle to grave

Hertfordshire Registration Service is here for you throughout your life to record births, marriages, civil partnerships and deaths. We have services to support you through all of these events. For more information, visit [www.hertfordshire.gov.uk/yourregistrars](http://www.hertfordshire.gov.uk/yourregistrars)

## Living history

Family histories, photographs, maps and much more documenting the county's rich heritage are available in our archives. To find out more, visit [www.hertfordshire.gov.uk/yourarchives](http://www.hertfordshire.gov.uk/yourarchives)



## Watch out for electrical fires

With many of us now working from home, it's more important than ever to guard against electrical fires.

Overloaded plug sockets and kitchen appliances account for nearly half of all fires in the home.

Some appliances like fridges and freezers are designed to be kept switched on, but others like tumble dryers and washing machines should be switched off when not in use.

Plug sockets can become overloaded and cause fires; make sure you use extension cables instead of block connectors, particularly with the extra devices needed for home-working.

For information about staying safe, visit [www.hertfordshire.gov.uk/yourfiresafety](http://www.hertfordshire.gov.uk/yourfiresafety)

## Be aware of Covid-19 scams

Scammers are using fear of Covid-19 to prey on older and vulnerable people isolated from family and friends.

Victims are receiving convincing text messages and phone calls claiming they are eligible for the vaccine, and are then asked to hand over cash or financial details. If you receive a call you believe to be fraudulent, hang up.

Your GP practice or the national NHS will contact you when it is your turn for a vaccine, and the NHS will never ask for money when arranging a legitimate vaccination.



For more information about Covid-19 scams, visit [www.hertfordshire.gov.uk/yourscams](http://www.hertfordshire.gov.uk/yourscams)

## The smart way to grow our county

We are working as part of the Hertfordshire Growth Board to create sustainable, well-designed, healthy and safe communities where residents want to live, learn and work.



centres, including in Watford, where a new programme will provide enhanced streets that support active travel and bus services. Additionally, our Sustainable Travel Towns programme is reshaping local roads and towns and making it easier for people to use greener forms of transport. Stevenage, Royston and Letchworth will be the first to benefit.

With up to 100,000 new homes and 100,000 new jobs planned in Hertfordshire by 2031, we are already putting in place infrastructure to support this. We are delivering improvements to the A602 between Stevenage and Ware, the Little Hadham Bypass on the A120, and construction of the New River Bridge in Hoddesdon.

We want to make walking, cycling and using public transport more accessible. We are supporting the rejuvenation of existing town

We are also supporting the delivery of growth in key locations including Harlow & Gilston Garden Town, Hemel Garden Communities and Stevenage town centre, as well as ensuring the right employment opportunities, education and healthcare facilities are in place to support good growth across the county.

To find out more about these plans, which will play a major part in our Covid-19 recovery, visit [www.hertfordshire.gov.uk/yourfuture](http://www.hertfordshire.gov.uk/yourfuture)

## Tackling climate change

We are taking big steps towards making Hertfordshire a cleaner, greener and more environmentally sustainable county.

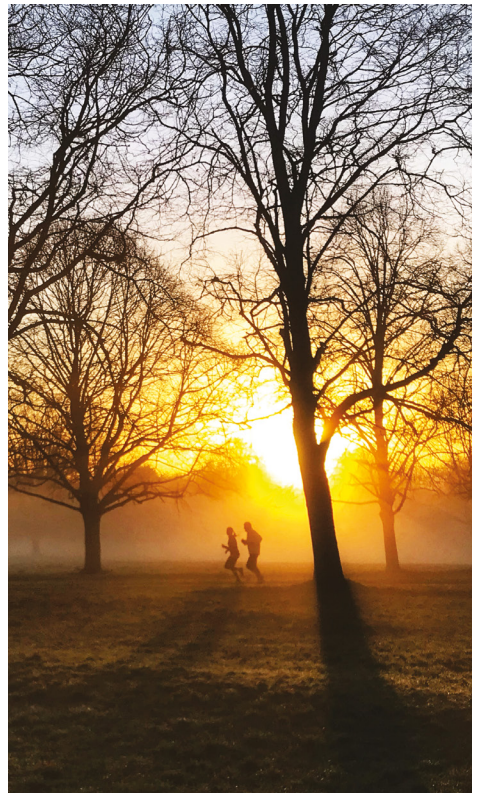
We are committed to achieving the ambitions set out in our Sustainable Hertfordshire Strategy through our recently approved Action Plan. This includes becoming a carbon-neutral organisation by 2030, a net zero greenhouse gas county before 2050, and delivering clean air for all in the county by 2030.

We have secured £15m from the Public Sector Decarbonisation Scheme to improve the sustainability of our buildings, including schools, fire stations, libraries and our main offices.

Plans are underway for a carbon-neutral primary school in Buntingford; we have secured an £18,000 grant to research how we can improve the energy efficiency of our care homes; our highways teams are being equipped with electric vehicles and power tools; and we've changed the way we look after verges to improve the habitats

of bees and other pollinators. In 2020 we planted 21,000 new trees.

To read our strategy and find out what you can do to support it, please visit [www.hertfordshire.gov.uk/yoursustainability](http://www.hertfordshire.gov.uk/yoursustainability)



# Covid-19: Hertfordshire's response



More than

**60,000 visits**

by our **social workers** to families they support



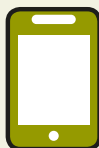
**1 million visits**

to the **Covid-19 pages** on our website

**700**

**early years settings, schools and colleges**

have been supported by our Covid-19 response team



More than

**8,500**

**keeping-in-touch calls** to local family carers



**3,000 referrals**

to our Money Advice Unit, raising over **£16.5M** in **additional benefits** for residents

More than

**1,700 trading standards**

**compliance checks**



**£7.7m**

of funding secured to **improve walking and cycling schemes**

**1 million downloads**

from our e-library







More than  
**130,000 enquiries  
dealt with**

by HertsHelp community  
helpline



More than

**9 million pieces  
of vital PPE**

delivered to groups including  
GPs, care homes, social  
workers, charities, schools  
and public transport  
providers

**42 centres**



offering rapid testing for up to  
**20,000 residents each week**

**1.2 million  
Hertfordshire  
residents  
playing their  
part**



**8 large  
vaccinations  
sites delivered**



More than

**132,000**

**food and medicine  
packages delivered**

**114,789 food parcels**  
delivered to individuals

**11,323 food parcels**  
delivered to  
organisations (food  
banks, charities  
and district and  
borough councils)



**7,129  
volunteers**

deployed to **support our  
communities**



**600 care homes  
and care providers**

and **35,000+ social care staff**  
**supported through** our new  
Care Provider Hub



**6,266 medicine  
deliveries**



## More investment, better roads

We are seeing the benefits of millions of pounds of extra improvements on our roads.

Since 2018, we have spent an extra £20m improving local roads across the county, on top of our usual road resurfacing programmes.

We will continue to invest to improve local roads, and over the next four years will invest an extra £10m on responding to instances of flooding that we

experience on our roads and improving highway drainage systems, £7m on implementing more 20mph areas, and dedicate an additional £3m over two years to footway and cycleway maintenance.

To find out more, visit [www.hertfordshire.gov.uk/yourroads](http://www.hertfordshire.gov.uk/yourroads)

## Bike or hike

We are investing millions to make it easier and safer to walk and cycle across the county. We have been busy introducing temporary cycle lanes and new cycle parking, maintaining walking and cycling routes, and creating more space for pedestrians in town centres to make social distancing easier.

More changes are on the way to help keep residents active and healthy, reduce the strain on public transport caused by the pandemic and lessen our impact on the environment.

For more information, please visit [www.hertfordshire.gov.uk/youractivetravel](http://www.hertfordshire.gov.uk/youractivetravel)



## Upgrading recycling and reuse options

We have opened a new recycling centre near Ware. It's four times larger than before and easier to use with 38 parking spaces, and you can get rid of most recycling without lifting or carrying it up steps.

There's a new reuse shop at the site too, which makes it easy for you to donate unwanted household items or pick up an amazing bargain.

The new site is powered by methane gas extracted from the neighbouring landfill, which is all part of our aim to deliver more sustainable services across Hertfordshire.

Work on a similar new centre in Welwyn Garden City will start this spring.

To find your local recycling centre opening times and more about how you can reduce, reuse and recycle your waste, visit [www.hertfordshire.gov.uk/yourrecycling](http://www.hertfordshire.gov.uk/yourrecycling)

## Make fostering your 2021 goal

Take a positive step in these difficult times and consider giving a child-in-need a loving home.

This year could be the time to start a new, rewarding career as a foster carer. You may have more time at home, more flexibility in your day, or you may just be reassessing what you want to do in life.

Ellin, one of our carers, from Stevenage, offers support to young people about to leave care. She said: "I feel like I'm giving something back. I believe that every young person, however they come into the world, deserves an opportunity to have a family life.

"I love seeing them develop. If you're thinking about fostering, then you have a heart for it."

You can still apply to become a foster carer, despite the pandemic, as information events and training sessions are being held online. You must be over 21 and have a spare room at home. Our foster carers receive full training, a generous allowance and 24/7 support.

For more information, visit [www.hertfordshire.gov.uk/yourfostering](http://www.hertfordshire.gov.uk/yourfostering)

Foster carer Ellin





## Diversity and inclusion for all

Did you know that 23 per cent of Hertfordshire's school-aged children are from Black, Asian and Minority Ethnic (BAME) backgrounds.\*

Or that 14,000 people in the county identify as lesbian, gay, bisexual, transgender or other (LGBT+).\*

Hertfordshire has many diverse communities and we are committed to ensuring diversity and inclusion in everything we do. We want to make our services accessible for everyone and eliminate racism and discrimination.

Covid-19 has had a disproportionate impact on BAME communities. We are working with our partners to rebuild trust, fairness and reduce fear among these communities of using health and other public services.

We are working hard to promote diversity and inclusivity among our staff and the wider community. We raised the rainbow flag, a symbol of LGBT+ equality, at County

Hall in Hertford to celebrate Hertfordshire Pride.

We also sponsor the health and wellbeing marquee at the annual Pride event.

We recognise there is still much to do and will be seeking your help to continue improving. For more information, visit [www.hertfordshire.gov.uk/yourdiversityandinclusion](http://www.hertfordshire.gov.uk/yourdiversityandinclusion)



\*Figures from 2011 Census.



## Investing where it matters most

We've listened to your feedback, which helped us to decide where to spend your money.

This year, we will invest millions in the county's recovery from Covid-19.

We will provide significant additional funding for adult social care, increasing wages for those providing vital care and support to people in their own homes, in residential care and supported living accommodation.

We will spend £53m on improving education for children with special education needs and disabilities. We are developing

a new state-of-the-art joint firefighter and police training facility in Stevenage, as well as spending £22m on sustainability projects, tackling climate change, reducing flooding and improving drainage systems on our roads.

These are just some of the many ways in which we fund critical services that matter to our county.

For more information, visit [www.hertfordshire.gov.uk/yourcounciltax](http://www.hertfordshire.gov.uk/yourcounciltax)

## County Council element of Council Tax for Band 'D' households



Yearly bill for  
**2020/21** was  
**£1,414.20**



Council Tax  
increase  
(£1,414.20 x 1.99  
per cent):  
**£28.15**



Adult Social Care  
Precept increase  
(£1,414.20 x 2.00  
per cent):  
**£28.28**



Yearly bill  
for **2021/22**  
**£1,470.63**  
(£56.43 increase =  
£1.08 per week)

**We are asking for just over £1 extra a week from the average household this year so we can continue to invest in vital services.**

Our element of Council Tax for the average Band 'D' household will increase by £56.43 to £1,470.63. This is made up of a rise in general Council Tax of 1.99 per cent and a 2 per cent adult social care precept increase.

The money raised will help us support the vulnerable, meet the challenges of our growing and ageing population and the ever-increasing demand for our services, particularly social care for children and adults.

Our budget for 2021/22 is £877m, the majority of which comes from your Council Tax.

We also get money from other sources, including government grants. Since 2010, we have made savings of £351m a year and need to save a further £70m a year by the end of 2024/25.

To find out more, visit  
**[www.hertfordshire.gov.uk/yourcounciltax](http://www.hertfordshire.gov.uk/yourcounciltax)**

We deliver a wide variety of services that make a positive impact for residents, businesses and communities. For more information, visit [www.hertfordshire.gov.uk](http://www.hertfordshire.gov.uk)



## Children's Services

We protect the county's most **vulnerable children and young people**. **More than 30,000 extra school places** have been delivered since 2009.

Total spend  
**£209m**



## Adult Care Services

We provide essential **social care services** to more than **25,000 adults** each year, including more than **3,500 with learning disabilities**. We also support more than **32,000 family carers**.

Total spend  
**£373.3m**



## Roads and Waste

We maintain **3,200 miles of roads**, carrying out more than **1,500 maintenance and improvement schemes** as well as fixing more than **18,000 potholes**. We fund the treatment of **545,000 tonnes** of waste generated each year.

Total spend  
**£125m**

How we  
spend your  
money





## Fire and Community Protection

Our fire service responds to more than **10,000 emergencies** each year and our teams carry out Safe and Well visits in around **3,500 homes**.

Total spend  
**£43.5m**



## Public Health

Our public health teams help residents to lead healthier lives. More than **114,000 health checks** have been delivered over the past five years and we have helped more than **16,000 people** to stop smoking.

Total spend  
**£49.3m**



## Library and other Community Services

There were **more than 1 million downloads** from our libraries in 2020 including eBooks, eAudiobooks, digital newspapers and digital magazines.

Total spend  
**£14.8m**



## Financing and Support for Frontline Services

Our support teams ensure robust governance of the county council's processes. We also **look after our 8,000 staff** and ensure that taxpayers' money is accounted for in a transparent manner.

Total spend  
**£55m**



## Legal and Statutory Services

We register **3,500 marriages** and **civil partnerships** and more than **18,000 births** and **deaths** a year.

Total spend  
**£7.3m**



## Make sure you have your say

We want you to have your say on who represents your local interests, so please make sure you are registered to vote in the upcoming local election.

There are 78 divisions of the county council, and each one is represented by a county councillor. We hold an election every four years to determine who they should be. The next one is on 6 May. If you haven't registered to vote, you can do so online.

More information is available at **[www.aboutmyvote.co.uk](http://www.aboutmyvote.co.uk)**

Each of our councillors has a locality budget and can

recommend this money is spent on projects that promote the social, economic or environmental wellbeing of their local area. To find out who your local councillor is, visit **[www.hertfordshire.gov.uk/yourcouncillor](http://www.hertfordshire.gov.uk/yourcouncillor)**

We also run consultations on a wide range of new ideas, proposals and reviews so that you can have your say on the decisions we make.

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We are live-streaming several of our council meetings online. You can watch live or on catch-up. Visit [www.hertfordshire.gov.uk/watchcouncilmeetings](http://www.hertfordshire.gov.uk/watchcouncilmeetings)

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**The Covid-19 pandemic has changed Hertfordshire and impacted all our lives.**

**Our heartfelt condolences go out to everyone who has lost a loved one.**

**Thank you all for everything you have done. Please keep playing your part by following the rules and looking out for one another. Together we will get through this and get back to doing the things that matter most.**

The quickest and easiest way to access our services and contact us is by visiting [www.hertfordshire.gov.uk](http://www.hertfordshire.gov.uk)

Follow us on social media

 @hertscountycouncil  @hertsc  @hertsc

 @HertfordshireCountyCouncil



### Adult Social Services

Provide social care, blue badges, bus passes, day services and services for carers.

[www.hertfordshire.gov.uk/adults](http://www.hertfordshire.gov.uk/adults)

0300 123 4042



### Highways

Repair faulty roads and pavements, streetlights and potholes and carry out planned roadworks.

[www.hertfordshire.gov.uk/highwaysfaults](http://www.hertfordshire.gov.uk/highwaysfaults)

0300 123 4047



### Children's Services and Schools

Manage school admissions and transport, free school meals, fostering and adoption, family centres and child protection.

[www.hertfordshire.gov.uk/schools](http://www.hertfordshire.gov.uk/schools)

0300 123 4043



### Libraries

Manage public libraries and maintain a huge range of historical documents, photographs, maps and records.

[www.hertfordshire.gov.uk/libraries](http://www.hertfordshire.gov.uk/libraries)

0300 123 4049



### Recycling

Household Waste Recycling Centre information and van permits.

[www.wasteaware.org.uk](http://www.wasteaware.org.uk)

0300 123 4051



### Fire and Rescue Service

Provide an emergency response service and a range of safety initiatives.

[www.hertfordshire.gov.uk/fire](http://www.hertfordshire.gov.uk/fire)

0300 123 4046



### Register Offices

Register births, deaths, marriages and citizenship.

[www.hertfordshire.gov.uk/registrars](http://www.hertfordshire.gov.uk/registrars)

0300 123 4045



### Health

Run public health initiatives to improve residents' health and wellbeing.

[www.hertfordshire.gov.uk/healthinherts](http://www.hertfordshire.gov.uk/healthinherts)



### Trading Standards

Advice on consumer rights and trusted traders.

[www.hertfordshire.gov.uk/tradingstandards](http://www.hertfordshire.gov.uk/tradingstandards)

0345 404 0506