

Your Hertfordshire

2023/24

Hertfordshire County Council

Council Tax
information
inside



Hertfordshire

Delivering our vision



To find out more about our plans please visit:
www.hertfordshire.gov.uk/ourvision

Hertfordshire is the place that we all call home, and to ensure that it continues to be the county of opportunity for all, we're focussed on delivering the vision we shared last year to create a cleaner, greener, and healthier county.

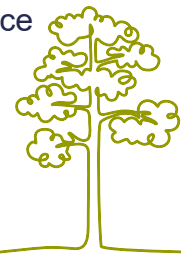
Reflecting our vision, we gave 46,000 free trees to residents in 2022, tackling air pollution and reducing carbon in the atmosphere. This has kick-started our ambitious plan to help establish 1.8 million new trees in the county by 2030.

Recognising the vital role of care workers as our population ages and the demand for care grows, we've provided an average 9.68% wage increase to ensure that Hertfordshire adult care wages remain above the national and real living wage.

The past year has been challenging. Our response to the cost of living pressures has included supporting residents to claim benefits they are entitled to, working with partners to open 'warm spaces', and providing extra funding to organisations such as Citizens Advice Hertfordshire.

Our work to deliver our vision has not escaped the challenges of high inflation and prices. Despite these challenges, we've already made significant progress, including:

- funding around 70,000 free places at our children's 'HAPpy' holiday camps, across 127 venues
- continuing to invest in the council's Highways Maintenance Programme to ensure that the county's roads and footpaths are well maintained



- welcoming over 1,600 Ukrainian guests to the county
- investing in recycling centres, such as the super-site in Ware, showing our commitment to minimising waste and inspiring residents to recycle and re-use
- working towards becoming net zero carbon and identifying options to decarbonise our vehicle fleet
- keeping residents safe from harm and living independently for as long as possible by providing additional funding to adult care providers



To protect and provide our full range of services, we've taken the very difficult decision to raise Council Tax by 4.99% from April 2023.

Your increased Council Tax contributions mean that we will be able to spend over £1 billion this year to deliver excellent council services for all.



Richard Roberts
Leader
Hertfordshire County Council

Open to see how your Council Tax is spent



We're here for you

Hertfordshire County Council

We all need help from time-to-time, so please use the contacts below:



For the latest information about cost of living support available locally and from central government please visit: www.hertfordshire.gov.uk/yourcostofliving

To speak to someone directly about any worries you have you can call:



HertsHelp on **0300 123 4044** for help through a crisis or if you cannot access information online



Citizens Advice on **0800 144 8848** for money and debt advice

Find service information and answers to your most frequently asked questions on our website at: www.hertfordshire.gov.uk or call **0300 123 4040**


Residents with hearing loss can text **07507 306911** or use textphone or minicom **01992 555506**

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How is my council tax spent?

We spend more than £1 billion every year to deliver over 500 council services, which benefit every resident, business and community in Hertfordshire.

We understand that times continue to be difficult for everyone due to the rising cost of living, and we're working with more people who need our support than ever before. Every penny of your council tax contributes towards delivering excellent council services for all and looking after those who need us most.



£84m

Keeping Hertfordshire moving

Your money goes towards maintaining 3,200 miles of road, including fixing 21,000 potholes every year. We also carry out over 1,000 different kinds of maintenance and improvement works as well as building new roads, like the A120 bypass, which help reduce congestion in villages and make journeys quicker.



£89m

Community services for every stage of life

Our libraries continue to see an increase in visitors, who borrow around five million items each year. We register 18,000 births and deaths annually and run important statutory and legal services for our 1.2 million residents. We also support the building and maintenance of care homes, schools, bridges and roads.



£225m

Supporting children and young people

We support almost 300,000 children and young people by providing them with early years education, a place at a good school and we're currently supporting over 10,000 children to help meet their special educational needs. Over 1,000 children and young people are in our care at any one time, and we've also developed pioneering safeguarding models to return many of them safely to their families.



£43m

Protecting our communities

We provide a fire and rescue service that responds to 10,000 emergency calls each year, a resilience team that prepare us for major incidents, and a Trading Standards team who deal with around 7,000 complaints about dodgy dealers, counterfeit products and scams annually.



£58m

A cleaner and greener county

We fund the treatment of 534,000 tonnes of waste each year, and more than half is recycled. We maintain over 2,000 miles of footpaths, bridleways and byways, and improve over 50 green spaces, rivers and woodlands. We're also helping to establish 1.8 million trees and working to make our operations carbon neutral by 2030.



£63m

Supporting frontline services

Our support teams are responsible for the robust governance of the county council's processes and the smooth running of our 500 services. They also ensure that tax payers money is transparently accounted for.



£443m

Caring for adults

Your money helps us provide essential care services to over 30,000 adults every year. We've assisted over 14,000 residents to leave hospital this year and we've invested over £38million to improve care workers' pay. This investment allows 9,500 residents to stay safe and independent at home for longer.



£52m

A healthy Hertfordshire

Our services help people to make healthy choices and lifestyle changes, reducing their risk of long-term illness and helping them to live a long life well. From checking the weight and development of every child born in the county, to working with over 600 schools to help prevent the spread of infectious diseases such as Strep A.



www.hertfordshire.gov.uk/yourcounciltax

Find out more about how your Council Tax is spent on our website

