

# Your Hertfordshire

A guide to your county council services



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## Welcome to Your Hertfordshire 2020

In this annual information guide, we will provide an overview of the excellent range of services the county council delivers for you and your family, day in and day out. We hope to illustrate how we work with you as Hertfordshire residents, your district and local councils, schools and health services to make Hertfordshire a great place to live and work.

You will also find information about your annual Council Tax. This is what we use to pay for the vital services we deliver such as highways, libraries and adult social care. This year we

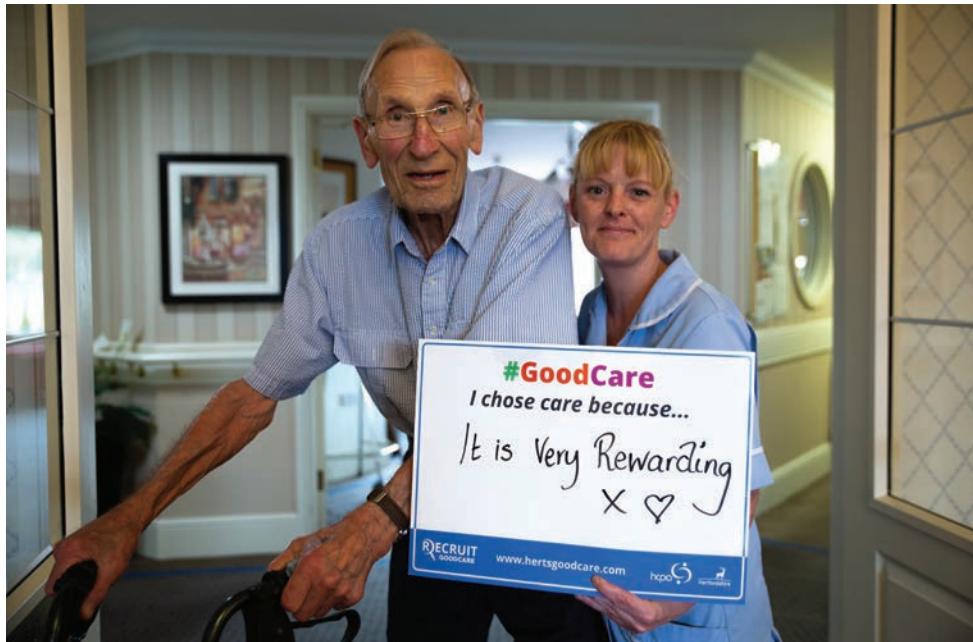
have raised Council Tax by 1.99 per cent, with an additional 2 per cent to help us increase the pay for carers who help us meet the needs of our adult population and the increasing demand for support.

We are a financially robust authority and work hard to balance our budget while continuing to protect the day-to-day frontline services we provide that matter most to our residents.

*David Williams*

**Leader of Hertfordshire County Council**





## Caring for you

We deliver social care and support to adults who are older or have additional needs.

We want our residents to have choices on how they live happy and independent lives in their communities. Sometimes we provide short-term solutions such as help accessing equipment and adaptations they need in their home to maintain as much independence as possible. Other times we provide longer-term solutions such as care to people in their own homes or in a care 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.

We're always looking for kind and caring people to work in social care. If you think a career making a real difference to people's lives could be for you, visit [www.hertsgoodcare.com](http://www.hertsgoodcare.com)

## Are you a family carer?

There are estimated to be over 100,000 family carers in Hertfordshire providing vital support to their loved ones.

We want to make sure all of our family carers have access to the support needed to make life a little easier.

If you are a family carer, you can register with us to find out what support we can offer.

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, visit [www.hertfordshire.gov.uk/yourcarers](http://www.hertfordshire.gov.uk/yourcarers)

Hertswise provides support to those living with dementia, low level memory loss or mild cognitive impairment, as well as their loved ones and carers. [www.hertswise.org.uk](http://www.hertswise.org.uk)







## Supporting families to thrive in Hertfordshire

### Every family is different.

Along with partners across community and health services, we are on hand to help at every stage of your family's life.

Our Family Centre Service can provide help from conception right through to the time your child turns 19. We offer classes and advice plus development sessions like 'Stay and Play'.

Health visitors are also based at our family centres, along with school nurses who take over

from health visitors when your child starts school.

To find out what's on at your local family centre, visit [www.hertsfamilycentres.org](http://www.hertsfamilycentres.org)

Last year, 97 per cent of Hertfordshire children were allocated a place at one of their preferred primary schools and 93 per cent of students were offered a place at one of their preferred secondary or upper schools.

## Support for every family

One of our key priorities in Hertfordshire is to improve the help and support available for children and young people with special educational needs and disability (SEND) and their families.

The Local Offer lets parents and young people know what SEND services are available in Hertfordshire and who can access them.

Take a look at our new website [www.hertfordshire.gov.uk/yourlocaloffer](http://www.hertfordshire.gov.uk/yourlocaloffer)

## Growing up in Hertfordshire

Young people can get help and support, through local access points and young people's centres, with issues that are important to them, such as careers and education, sexual health, confidence, resilience, emotional wellbeing and personal safety.

YC Hertfordshire offers services for young people aged 11 to 17 and up to 25 for some groups. For more information on what's on offer, please visit [www.ychertfordshire.org](http://www.ychertfordshire.org)



## Have you got something missing in your life?

### Could you become a foster carer and transform a child's life?

Tracey and Ian Wrigley, pictured below, have not looked back since becoming foster carers 15 years ago.

Tracey said: "The honour of being a part of the children's lives, no matter how big or small, is a great reward, to feel like you matter to them and have made a difference.

"If you're thinking about doing it, make that first step, get in touch. You're not committing to anything but you could end up changing a child's life."

There are approximately 950 looked-after children in Hertfordshire and many of them need the love and support of a foster family.

Anyone interested 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/yourfostercare](http://www.hertfordshire.gov.uk/yourfostercare)



## Take small steps towards improving your health

There are lots of ways that we can move more as part of our everyday lives.

### Organised health walks

Hertfordshire Health Walks are fun, free, volunteer-led walks.

Open to all ages and abilities, come along to a local health walk near you to get outdoors and get more active.

Visit [www.hertfordshire.gov.uk/yourhealthwalks](http://www.hertfordshire.gov.uk/yourhealthwalks) to search for your nearest organised walk.

## Plan your own route

If you want to go it alone, there are over 80 walking and cycling route maps on our website, visit [www.hertfordshire.gov.uk/yourcountryside](http://www.hertfordshire.gov.uk/yourcountryside)

### Learn how to ride your bike

Nearly 9,000 people took part in our cycling courses in 2019 with ages ranging from two to 85 years old. They say that you never forget how to ride your bike, but these courses help you to get the skills you need and build your confidence to ride safely on the road.

Visit [www.hertfordshire.gov.uk/yourcycletraining](http://www.hertfordshire.gov.uk/yourcycletraining) for more information.



## More than just books at your local library

Our libraries sit at the heart of communities and are about so much more than books. This year they will be playing a key role in Hertfordshire's Year of Culture 2020, showcasing our creative and cultural opportunities.

Hertfordshire's libraries grow in popularity each year due to the wide range of events and activities for young and old alike.

They are vibrant community hubs where people can meet, learn new skills and access our vast range of resources.

CreatorSpaces, featured in some of our libraries, offer you the chance to try the latest digital technologies in a safe and supportive environment and get creative by joining a code club or a craft group.

Our eLibrary offers a broad selection of eBooks, audiobooks, online newspapers and magazines for you to download and read on your smartphone or tablet.

Get inspired. Visit your local library to find out more.

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

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Last year there were more than 5.7million physical and virtual visits to our libraries.

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Last year there were more than 645,000 physical and virtual visits to Hertfordshire Archives and Local Studies.

## Your history

Our accredited archive and local studies care for collections stored on over five miles of shelving, as well as nearly one million entries on the Hertfordshire Names Online index.

If you visit Hertfordshire Archives and Local Studies, you will find family history, photographs, maps and much more documenting the county's rich heritage.

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

## Here for all of life's events

Hertfordshire Registrar Services is with you for all of your life, recording births, marriages, civil partnerships and deaths. We have services to help to support you through all of these events.

In the future these records can help to create your family tree and form part of the Hertfordshire Archives.

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



## Securing Hertfordshire's future

The wider public sector is working together to ensure good growth for our county.

We are making real progress on planning for and delivering good growth in Hertfordshire. Working with our partners, we are creating sustainable new communities that are the kinds of places where our residents want to live, learn and work.

To us, securing good growth will deliver well-designed places that support healthy, happy and safe living and a great quality of life for our residents.

In Hertfordshire, the county, district and borough councils,

and the Hertfordshire Local Enterprise Partnership are planning for up to 100,000 new homes and 100,000 new jobs by 2031, to meet government targets. There is a formal agreement to work together to deliver good growth as part of the Hertfordshire Growth Board.

This is helping us to plan infrastructure such as roads, schools and libraries, employment sites, healthcare facilities and other services for existing and new residents, with the changing face of our high

streets and flexible working vital factors being considered.

The computer-generated image above shows how part of the Queensway North area, in Stevenage town centre, will look when its regeneration is finished.

We are focussing on making it easier and better for people to walk, cycle and use public transport to move around Hertfordshire. Our plans will help secure a healthier and greener county, where the transport network supports a strong economy and successful Hertfordshire now and in the future.

We know that good growth depends on having the right infrastructure in place at the right time and we are focussed on making that happen for our residents. We are working hard to secure the investment in infrastructure that our planned growth needs, working collaboratively locally and with government.

To find out more about how we are delivering our vision for residents, visit [www.hertfordshire.gov.uk/yourfuture](http://www.hertfordshire.gov.uk/yourfuture)





## Planting trees to save bees

We're working with landowners, partners and local environmental groups to develop a countywide commitment to sustainable, environmentally-friendly farming and land management techniques. We're planting more trees, wild flowers and other bee friendly plants, changing the way we manage verges and reducing the use of pesticides.

## A cleaner, greener Hertfordshire

We know the issue of climate change matters to you, and it matters to us too. Last year we declared a climate emergency, and since then we have been working hard on our ambitious Sustainable Herts strategy. We are committed to reducing our own carbon footprint, improving biodiversity in the

county and highlighting our key role in helping our residents and local businesses play their part. You will see much action and engagement from us as a council and through the services we provide to find ways to achieve a sustainable Hertfordshire, now and for the future.



## Leading by example

We are taking action to remove single-use plastics from our buildings.

This means we're throwing away 130,000 fewer cups, 360,000 fewer pieces of plastic cutlery and 175,000 fewer coffee cups. In addition to this, we've introduced food and crisp packet recycling points across our sites, diverting 30 tonnes of food waste away from bins.

To find out more about the work that's taking place, visit [www.hertfordshire.gov.uk/yoursustainability](http://www.hertfordshire.gov.uk/yoursustainability)

## Cutting our carbon footprint

We've published a new Energy Strategy, with ambitious aims to cut our carbon emissions by 80 per cent by 2025. As part of this, we've approved initial funding to explore a solar panel farm and battery storage project in Hertfordshire.





## Extra investment in local roads

Maintaining the condition of our local roads is an important service to us.

That's why we're investing an extra £37m over five years into resurfacing the local roads people use everyday. That's on top of our normal resurfacing programme.

While we can't do everything, this extra investment, along with our normal resurfacing programme and the regular maintenance we undertake, is making a real difference to roads across the county.

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



## Report highway faults

If you've noticed a problem on the highway network, it's really helpful if you can let us know online.

Our online fault reporting system makes it easy to report highway problems from a mobile or tablet. You can report all kinds of issues from potholes and broken streetlights to blocked drains and overgrown hedges.

We will use the information you provide to plan our future work programmes.

To report a fault, visit [www.hertfordshire.gov.uk/yourreporting](http://www.hertfordshire.gov.uk/yourreporting)



## New recycling centres on the way

Bigger and better recycling centres are on the way to Hertfordshire, with the first 'supersite' opening in Ware this summer.

We're planning a network of supersites that will be easier to use, substantially larger and with better facilities. This means you shouldn't end up queuing at the site, making your trip to the tip quicker overall.

## Having a spring clean?

If you're planning a clear-out, avoid the queues by checking the live webcam at your Household Waste Recycling Centre before you set off.

## Grab yourself a bargain

Re-use centres at our Household Waste Recycling Centres make it easy for you to donate unwanted household items or pick up an amazing bargain.

## Remember to recycle

You can recycle a huge range of materials at the kerbside or at our Household Waste Recycling Centres.

To find your local Household Waste Recycling Centre opening times and more about how you can reduce, re-use and recycle your waste, visit [www.hertfordshire.gov.uk/yourrecycling](http://www.hertfordshire.gov.uk/yourrecycling)

## Ready to quit smoking?

You're up to four times more likely to succeed with the weekly support of our free Stop Smoking Service.

Over 6,000 adults attended one of our Stop Smoking Services last year, where they received help and support to quit.

Quit now and you could be on your way to saving well over £3,000 by next Christmas, just think what a difference that could make!

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

## Buy online with confidence

Online shopping has its perks; it's easy and convenient. But how can you buy online with confidence? Our Trading Standards team have some tips:

Buy from reputable retailers that you know and trust.

Read reviews – not just under the product description but on third-party websites.

If you're buying appliances, check online to see if the product is on recall.

Register any appliances you buy online, that way you can receive information if your purchase is recalled for safety reasons.

To find out more, visit [www.registermyappliance.org.uk](http://www.registermyappliance.org.uk)



## Investing in Hertfordshire

Each year in February we publish our budget, which sets out how we will use the money we receive from Council Tax, government grants and other sources to deliver a wide range of services that make a positive impact in Hertfordshire.

The budget for 2020/21 includes several significant investments targeted at improving some of our most high profile services.

## Protecting the environment

Alongside our ambitious air quality and energy strategies, the budget includes a £9m

investment in public transport and bus priority measures.

## Supporting the vulnerable

We are investing £12m into our social care workforce to attract and retain people in vital caring roles and an additional £3m for Special Educational Needs transport.

## Investing in our local roads

Eight million pounds will be spent this year on improving our local roads network, this is part of our total investment of £37m over a five year period.



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**. Since 2011 we have created **30,000 extra school places**.

Total spend  
**£209.2m**



### Adult Care Services

We received **28,000 new requests** for adult social care services last year. **15,647 of these adults** were provided with information and advice. We also supported over **30,000 family carers**.

Total spend  
**£365.7m**



### Fire and Community Protection

Our fire service responds to over **10,500 emergencies** each year and our dedicated Safe & Well visits went to around **6,700 homes**.

Total spend  
**£44.2m**



### Public Health

Our Public Health teams help residents to lead healthier lives. More than **180,000 health checks** have been delivered over the past five years and over 95 per cent of children in Hertfordshire schools receive sight and hearing tests.

Total spend  
**£47.1m**



### Library and other Community Services

There are more than **399,000 loans** a month from our libraries. Our archives team collects and preserves **1,000 years** of history for our residents.

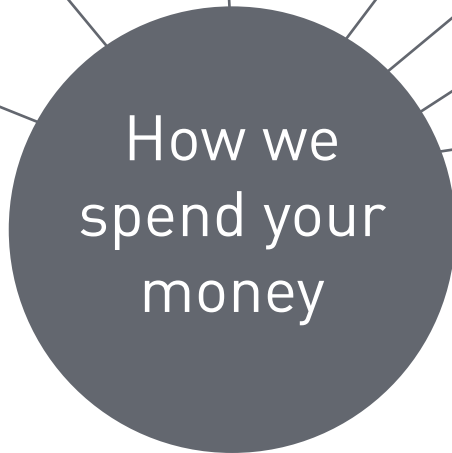
Total spend  
**£14.4m**



### Roads and Waste

We maintain **3,200 miles of roads**, carrying out over **1,500 maintenance and improvement schemes** as well as fixing more than **20,000 potholes**. We fund the treatment of **525,000 tonnes** of waste generated each year.

Total spend  
**£121.7m**



### 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 taxpayer's money is accounted for in a transparent manner.

Total spend  
**£48.8m**

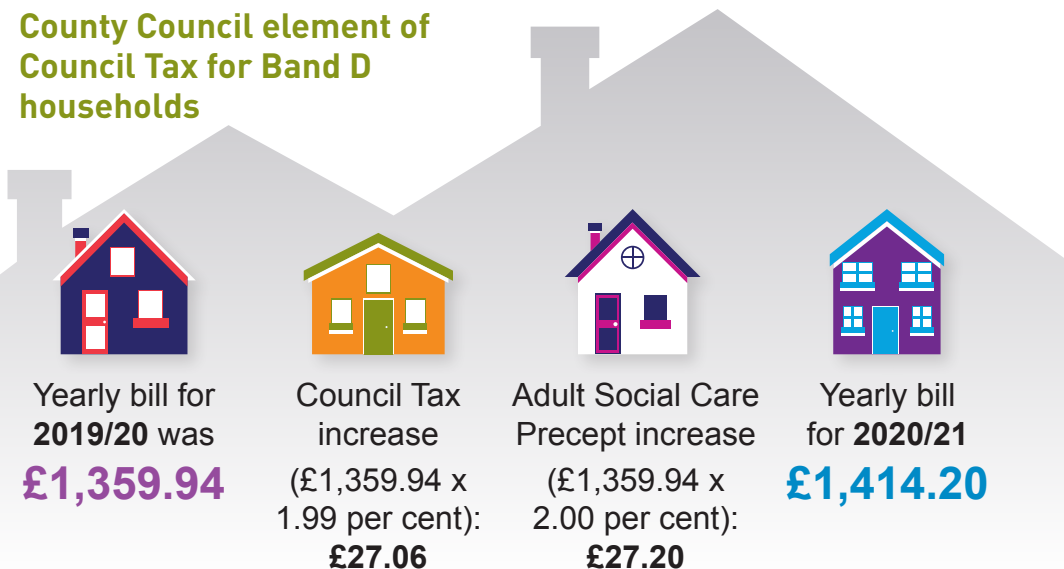


### Legal and Statutory Services

We register **3,700 marriages** and over **20,000 births** and deaths a year.

Total spend  
**£7.4m**

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



This year we will be raising our element of your Council Tax, this works out as an extra £1.04 a week for the average Band D household.

Our budget for 2020/21 is £859m, the majority comes from your Council Tax, but we also get money from other sources including government grants. Since 2010 we have made savings of £334m and need to save a further £92m by the end of 2023/24.

The money raised will help us invest in support for the vulnerable, meet the challenges of our growing and ageing population and the ever-increasing demand

for our services, particularly for children's and adult's social care.

For an average household (Band D), your yearly county council element for 2020/21 is £1,414.20, an increase of £54.26, made up of an increase in general Council Tax of 1.99 per cent and a 2 per cent adult social care precept increase.

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



## Know your local councillor and get involved

We have 78 elected county councillors.

Every councillor represents the interests of a different area of Hertfordshire.

Each councillor has a locality budget allocation and can recommend this money is spent on projects that promote the social, economic or environmental wellbeing of their local area.

We run consultations on a wide range of new ideas, proposals and

reviews so that you can have your say on the decisions we make.

Our scrutiny committees regularly review decisions that the council makes and hold executives to account in order to improve the services we offer the people of Hertfordshire.

To find out who your local councillor is, visit [www.hertfordshire.gov.uk/yourcouncillor](http://www.hertfordshire.gov.uk/yourcouncillor)

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)



The quickest and easiest way to access our services and contact us is [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



### Recycling

Household Waste Recycling Centre information and van permits.

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

0300 123 4051



### 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



### 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



### 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



### 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)



### 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



### Trading Standards

Advice on consumer rights and trusted traders.

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

0345 404 0506