

# Your Hertfordshire

Making your county cleaner, greener and healthier in 2022/23



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



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Find service information and answers to your most asked questions [on our website](#).

For general enquiries, call **0300 123 4040** Mon-Fri 8am-6pm, Sat 9am-4pm.

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

For additional help accessing council information, please visit your local library.

## Follow us on social media

 [@hertscountycouncil](#)

 [@hertsc](#)

 [@hertsc](#)

 [@HertfordshireCountyCouncil](#)

## Hear from us



[Sign up to our Update Me email service](#) to get the latest news and COVID-19 information from across our services.

# Welcome to Your Hertfordshire

The past year has been one of the most challenging of our lifetimes. I am humbled by the way our communities across Hertfordshire have come together to support each other through the pandemic, and how we, as a council, have been able to adapt and continue to deliver our vital public services.

As we look ahead, we are committed to delivering what matters most for Hertfordshire. This means ensuring our county continues to be a place where our people thrive, our places prosper, and our planet is protected.

That's why we are working to create a cleaner, greener, healthier Hertfordshire, where everyone has the opportunity to live healthy, safe, and fulfilling lives in thriving communities.

As an organisation, we deliver more than 500 different services across the county, from maintenance of our roads, protecting our communities through services such as fire



and rescue, and providing care for adults and children with additional needs.

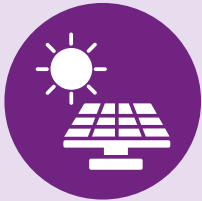
Your council tax funds the majority of these vital services. In this annual guide, you will find an overview of how Hertfordshire County Council is using that money to help improve the lives of people in the county year round.

**Councillor Richard Roberts**  
**Leader of Hertfordshire**  
**County Council**

## Looking after your county

Hertfordshire has a rich and diverse natural environment that we want to protect for generations to come

The climate crisis is one of the biggest challenges of our times, and why we have made minimising our county's carbon footprint a priority. This starts with us reducing our own environmental impact through our own services. So far, we have delivered:



### Improved energy efficiency

We have been investing in our properties to make them more energy efficient through methods including double glazing and air source heat pumps. Solar panels installed across our buildings could produce over two million kilowatts in clean energy each year.



### An all electric site

Our Highways service has been pilot testing the use of all electric, zero emission equipment for resurfacing repairs in Stevenage and Letchworth. Not only did it minimise pollution but also noise.



### The Sustainable Hertfordshire Fund

We are supporting local projects that help tackle climate change with up to £5,000 in match funding through the Sustainable Hertfordshire Fund. It has a £50,000 total budget that can be allocated until March 2023. [Visit our Crowdfunder page](#) to see if your sustainable project could be the next one funded.

Read our climate emergency strategy and action plan to create a more sustainable, cleaner and greener county [on our website](#).

Photo courtesy of Stephen Boffey



Children at Margaret Wix Primary School in St Albans helped to plant their celebration tree

## Going green for The Queen

Help us mark Her Majesty's Platinum Jubilee by planting trees across the county

This year Her Majesty The Queen became the first British monarch to celebrate a Platinum Jubilee after 70 years of service to the nation.

To commemorate this historic milestone, we are encouraging residents, schools, businesses and community groups to help us plant over 38,000 trees across Hertfordshire as part of the Queen's Green Canopy national tree planting campaign.

Already, over 850 trees have been planted across Hertfordshire, including at 43 schools and along highway

verges. An avenue of 30 lime trees have also been planted at Aldenham Country Park in Borehamwood, with further planting to extend the park's existing 'Winnie the Pooh' 100 Aker Wood taking place later this year.

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### Plant a tree

Find out more about planting a tree for the Jubilee by visiting the [Queen's Green Canopy website](#) or email [queensgreencanopy@hertfordshire.gov.uk](mailto:queensgreencanopy@hertfordshire.gov.uk)

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## Futureproofing our fire service

### Hertfordshire firefighters are doing their bit to help protect the environment

Hertfordshire Fire and Rescue Service (HFRS) has become the first fire service in the country to switch to a more environmentally friendly fuel for its fleet of 162 emergency vehicles.

To help tackle climate change, HFRS has switched from diesel to Gas-To-Liquid (GTL), which converts natural gas – the cleanest-burning fossil fuel – into high-quality liquid fuel that would otherwise be made from crude oil. The move can cut nitric oxide and nitrogen dioxide (NOx) by up to 37%,

and particulates by a hefty 90% compared with mineral diesel.

This is just one of the ways we're making sure we have a fire service that delivers a high-quality emergency response while limiting the impact of our vehicles on the environment.

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#### Book a fire safety check

Hertfordshire Fire and Rescue Service provides free fire safety tests. Request yours [on our website](#) or call 0300 123 4046.

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# Driving on better roads

## Smart investment has meant improvements for the county's road networks

We know the condition of the county's roads really matters to you. That's why we invest millions into road improvements alongside ongoing maintenance work.

As part of this, we have completed a number of major developments in the last 12 months.

These include:



building the New River Bridge to improve access and safety for vehicles, cyclists and pedestrians travelling to Hoddesdon Business Park



major improvements to the A602 to better connect Stevenage and Ware



the opening of the new A120 bypass [pictured below] to alleviate congestion and reduce the flood risk to Little Hadham and nearby communities

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### Watch our road runners



Scan the QR code to watch the A120 bypass opening event

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The A120 bypass opening event saw residents walk, run or cycle on the new road

# Creating thriving communities

## Exciting new developments mean more opportunities than ever

As the County of Opportunity, we want Hertfordshire to be a place where everyone can live, learn, work and succeed locally.

Part of this is encouraging and supporting our county's growth as more people and businesses call Hertfordshire home. We're now working hard to ensure the right infrastructure is in place, with 100,000 new homes and jobs planned to be delivered over the next 15 years.

This also means modernising the county's town centres, ensuring availability of vital services and creating more sustainable transport networks to make it easier to walk, cycle and use buses or trains.

The new Hertfordshire Essex Rapid Transit (HERT) [pictured], is one proposed sustainable public transport network under review. The zero-emission vehicle would aim to provide a faster, more reliable and greener way to travel between West Hertfordshire and West Essex.



The HERT aims to be more convenient and reliable than a traditional bus

We want to maintain Hertfordshire's status as a leading industrial location. The county is already the UK home of film and television, thanks to ongoing investment from Sunset Studios in Cheshunt and Sky Studios in Elstree, while Stevenage continues to be an entrepreneurial hub for life sciences.

View all our latest development plans [on our website](#).



# Finding waste solutions

## New infrastructure will help reduce the amount of waste going to landfill

Last year, because of people being at home more due to COVID-19, we managed in excess of 540,000 tonnes of waste, a 6% increase from the previous year.

To meet the needs of our growing communities, whatever the circumstances, we are investing £35m in our waste services and infrastructure. This money will enable waste to be managed more sustainably, plus support improvements to our 16 recycling centres and three reuse centres at Ware, Waterdale and Harpenden – which provide locations for you to donate good quality, unwanted household items – to ensure as little waste as possible goes to landfill.

John Lynch, Senior Reuse Manager at Ware, said: “We are very proud that since opening in October 2020, Ware Reuse Centre has saved almost 200 tonnes of ‘waste’ household items going to



Ware Reuse Centre repurposes items to local community groups

landfill and given away over 200 items to community groups such as local schools and the Herts Disability Sports Foundation.”

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### Reduce, reuse, recycle

[Visit our website](#) to find out more about how you can reduce, reuse and recycle your waste, plus your local recycling centre opening times.

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We want to improve outcomes for all children and young people in Hertfordshire

## Giving every child the best start

We're working hard to keep Hertfordshire's children and young people happy and healthy

From our family centre service to having access to a good, nearby school place and any additional support required, we're investing to ensure every child has the opportunity to reach their full potential. This includes:



investing an additional £2m annually in Special Educational Needs and Disabilities (SEND) to ensure every child or young person has the support they need



providing a further £10m of funding to support the increase in the numbers of children and young people in our care

We are working hard to give every child the best start in life.



running our holiday activity programme, which this last year has provided over 10,000 children with holiday camp places that include a free, healthy meal

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### Support your family

Find more information and advice about local services and what support is available for you and your family [on our website](#).

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# Celebrating the successes of young people in care

Young people in Hertfordshire are proving that being in care isn't a barrier to success

We are proud to celebrate the achievements of our Virtual School for young people in care, which in the last year has seen its first Oxbridge successes.

Talented students Bhuvanesh Ramnauth and Stephanie Braid passed the rigorous entry requirements and began their courses at Oxford and Cambridge Universities in September 2021.

Bhuvanesh [pictured], 18, who is studying Philosophy, Politics and Economics, says this was made possible thanks to the support of his foster carers and the Hertfordshire Virtual School.

“I was lucky to have foster carers who encouraged me to explore whatever I was interested in, without judgement. Their support helped me to reach Oxford, something I never thought I was capable of.”



Bhuvanesh is one of 28 care leavers from Hertfordshire attending universities across the UK this academic year, all of whom are the first in their families to go to university.

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## Become a foster carer

We're always looking for great people to become foster carers, especially for older children. Find out more about becoming a foster carer [on our website](#), or call 0800 917 0925

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## Making a difference

An army of local people already give up their time to make a difference to their local communities

When Nikki [pictured], 48, from Redbourn, was furloughed during the pandemic from her role as a flight attendant, she decided to start volunteering. This led to her working for the county's vaccination programme, which is responsible for vaccinating hundreds of thousands of people across the county.

A staggering 7,000 people applied to volunteer for #TeamHerts Volunteering during the first two months of the pandemic, with many of them, alongside the thousands already volunteering before, continuing to provide invaluable support today.

As well as roles supporting recovery from the pandemic, there are many voluntary positions available in Hertfordshire. These range from conservation roles and helping at social clubs to even training guide dogs.

"I was so happy to be providing vital comfort to those on the frontline of the COVID-19 response," says Nikki.



Nikki (far left) is one of an army of volunteers rolling out vaccines

"Volunteering gave me purpose because I could see the good it did. I am now helping to run walk-in vaccination centres and feel like I am really playing my part."

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### Play your part



It's easier than ever to get vaccinated. Scan the QR code or call 119 to book.

We are also always looking for new volunteers. Find your perfect volunteering role [on our website](#).

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# Improving health and wellbeing in Hertfordshire's countryside

You can explore the county's great outdoors whilst staying fit and healthy

Staying active is one of the most important ways to improve your health and wellbeing. That's why we are making it easier, as well as safer, to walk and cycle in our beautiful county.

In the last year, we have completed more than 180 projects to improve existing routes, while also better connecting the places where you live, work and learn.

Hertfordshire has the highest number of organised Health Walks nationwide. Led by trained volunteers, this walking scheme is available for people of all abilities and fitness levels.

Rosemary [pictured], 67, from Hitchin, joined her local group when Health Walks restarted after the pandemic. She says they've really helped her explore new parts of the countryside and she's already met lots of new people. "The regular walking has also helped to



Rosemary says Health Walks have helped her physically and mentally

improve my fitness and is a great mood-booster," she added. "I always feel better after getting out in the fresh air."

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## Join a Health Walk

[Register as a new walker](#)  
to book onto a free, volunteer-led and COVID-19 safe Health Walk near you.

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## Recognising health and social care

Thousands of people work year-round across Hertfordshire to support our residents

The pandemic has highlighted more than ever how vital care workers are to our communities. We want to make sure their hard work is acknowledged and they are paid a wage that reflects the importance of their profession.

That's why we are investing an extra £18m this year to support an increase in the wages of people working in social care across Hertfordshire.

Funded mainly from the adult social care precept, a proportion of the money collected as part of council

tax to support adult social care services, the investment will see wages rise to a minimum of £10.30 per hour from April 2022. That's 80p above the national living wage.

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### Do something remarkable

It takes a special person to work in care, but is a role that makes a real difference to people's lives. [Visit hertsgoodcare.com](https://www.hertsgoodcare.com) to find out more about how to get into care work, and the great career prospects it offers, or call 01707 536020

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# Supporting the county's carers

We recognise the enormous impact family carers looking after loved ones have in society

We know caring for a loved one can be demanding. That's why it's important to us that all carers in Hertfordshire feel supported and have the opportunity to live happy, healthy and fulfilling lives.

The Carers Strategy for Hertfordshire 2022-25, developed in partnership with our local health colleagues, will see us bringing together services and support for both young and adult carers for the first time. This in turn will allow us to better support residents experiencing this transition.

We are then investing to increase the capacity of the Carers in Hertfordshire call support service, and we will continue to fund other important support services such as carer hubs, wellbeing sessions and training workshops.

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## Access carer support

It's vital carers also look after themselves and we have lots of support to help. Find more details [on our website](#) or by calling 0300 123 4042

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Family carers Karin and Ron catch up at a Carers in Hertfordshire event

# Coming back stronger from COVID-19

We are funding many initiatives to help Hertfordshire residents recover from the pandemic

The pandemic has had a huge impact on Hertfordshire residents, businesses and the council alike.

The costs of COVID-19 for 2020/21 and 2021/22 combined are forecast to exceed £250m. But throughout this period, we have continued providing as much support to residents as possible.

We are a financially well managed authority. This means we have been able to create a COVID-19 recovery strategy, aimed at supporting residents and businesses hit hardest by the pandemic. It is underpinned by a £9.7m dedicated recovery fund we have created and other recovery projects embedded in usual service team work.

This work is helping:

- residents stay active and healthy
- businesses to trade safely and comply with COVID-19 regulations



Julie Wright, owner of Daisy's in the Park, Radlett, is COVID-19 safe to trade

- families from falling into poverty
- fund specialised carer and community protection schemes
- implement extra counselling initiatives addressing mental health

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## Find out more

To find out what our COVID-19 recovery initiatives mean for you, [visit our website](#).

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## Ending rough sleeping

During COVID-19, we helped 92% of homeless people in Hertfordshire off the streets and into housing

At the start of the pandemic, it was estimated there were around 500 people rough sleeping, or at risk of sleeping rough, in Hertfordshire.

In spring 2020, local authorities across the country sought to ensure that homeless people were safely housed to protect them from the risks of COVID-19 as part of the government's 'Everyone In' initiative.

As a result, and thanks to our collaborative work with other local authorities, agencies and service providers such

as homeless hostels, the number of people sleeping rough in Hertfordshire today has significantly reduced to around 38.

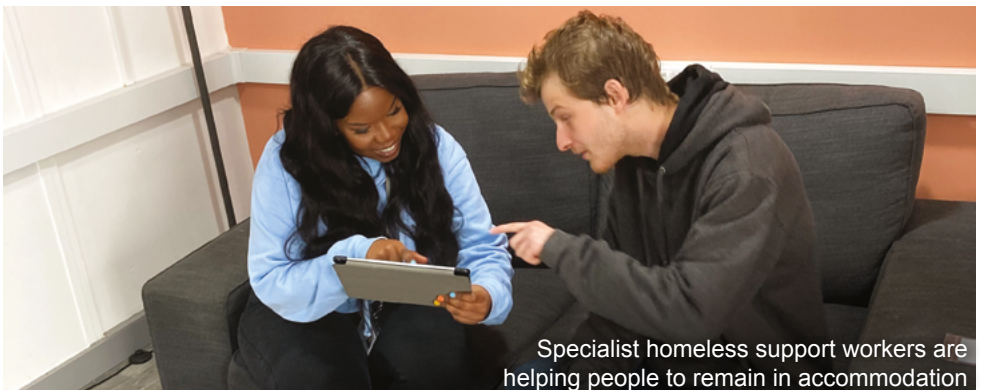
Through our COVID-19 recovery work, we're continuing to provide accommodation and support to those with complex needs, to help break the cycle of homelessness.

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### Help stop homelessness

If you, or someone you know is facing homelessness, please call **01462 600425**

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Specialist homeless support workers are helping people to remain in accommodation

# Valuing diversity and inclusion

Hertfordshire County Council offers excellent opportunities for everyone to have a rewarding career



We want diversity to be reflected at every level of our workforce

Hertfordshire is a diverse and inclusive county. Our aim is to make sure everyone, regardless of who you are or where you come from, is treated with dignity and respect, and has equal access to life-improving services and employment opportunities.

This includes within our own workforce. We are committed to ensuring the diverse make up of Hertfordshire's communities is reflected at all levels of our organisation. Our work in this area has even been recognised

with a Silver TIDemark by The Employers' Network for Equality and Inclusion.

We provide more than 500 different services for the people of Hertfordshire that take the energy, commitment and skills of around 8,000 staff to deliver. These individuals come from every walk of life, and we value and recognise the enormous efforts of each one to ensure our services run smoothly, even in these uncertain times.

Our people matter and we know that true diversity starts with representation, inclusion and belonging. It's why we welcome everyone to apply for job opportunities at Hertfordshire County Council.

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## Discover new opportunities

[Visit our website](#) to see what career opportunities we currently have available.

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## Helping to make change happen

Your local county councillor is here to support you on the issues that affect your area

On 6 May 2021 you voted and elected 78 county councillors.

Your local county councillor is your advocate and there to listen and communicate your views to the county council.

Each of our councillors also has a locality budget totalling £10,000 to spend on projects that promote the social, economic or environmental wellbeing of your local area. In the past, money from these budgets has supported causes ranging from helpline services for people affected by domestic abuse to school mindfulness projects.

In addition, we consult the public on a wide range of new ideas, proposals and reviews, so you can have your say on the decisions we make.

Find out who your local county councillor is and how to contact them [on our website](#).

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### Watch council meetings

Did you know you can now watch many of our council meetings live or on catch-up online?

[Visit our website](#) for more details.

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# Funding essential services

Your council tax helps us to provide vital services to 1.2 million residents across the county

Council tax pays for many key services provided by local authorities and emergency services.

To meet the challenges we're facing, which include the demands of a growing and ageing population, plus the ongoing impact of COVID-19, we have raised our element of your council tax bill by 3.99% this year.

This is made up of a 1.99% general rise, and a 2% adult social care precept that will

fund an increase in care workers' wages to 80p above the national living wage.

This increase will mean our share of council tax for the average band 'D' household will increase by £58.68 per year, to make a total of £1,529.31. This works out as just over £1 extra a week for the average household.

[Visit our website](#) for more details about your council tax this financial year.

## County council element of council tax for a band D household



Yearly bill for 2021/22 was

**£1,470.63**



Council tax increase

**£29.27**



Adult social care precept increase

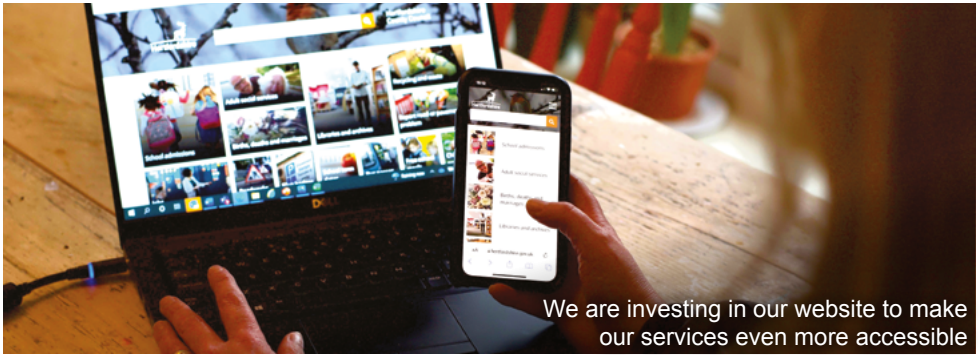
**£29.41**



Yearly bill for 2022/23

**£1,529.31**

Our council tax increase works out to be just over £1 extra a week for the average household, which will be invested into vital services.



We are investing in our website to make our services even more accessible

## Investing where it matters most

We are prioritising how best to spend your council tax money in 2022/23

### The environment is a priority

We are investing in our recycling and waste centres to increase the amount recycled across the county and reduce what we send to landfill; improving energy efficiency in our council buildings, especially schools, and improving our highways to make it easier to walk and cycle across the county.

### Having access to information and excellent services is a priority

94% of surveyed residents\* who used our website found it 'very useful' or 'fairly useful'. We are therefore investing in our website to make our services even more accessible.

### Sustainable, responsible growth for our county is a priority

We are planning the resources to support the delivery of 100,000 new houses and jobs across the county, plus ensuring we can deliver the services required to meet the needs of our growing communities.

### Living a healthy and fulfilling life is a priority

We are investing in additional support for older people and adults with disabilities, children in our care, and into SEND provision to meet the rise in demand for services supporting these areas and to ensure everyone lives the best life possible.

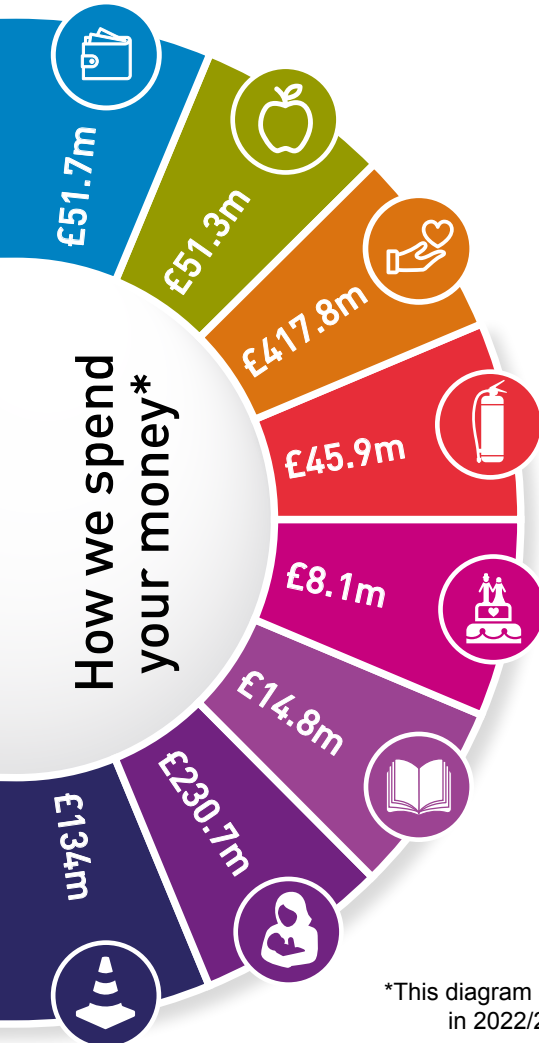
\*Annual Communications Survey, Summer 2021, 1001 respondents

# Working hard for you

## See how your money supports the work we do for you

Our services, which impact every resident, business and community in Hertfordshire, are part-funded by your council tax. Despite the ongoing challenges,

we have strived to continue delivering them all throughout the pandemic. For more information and other online services, [visit our website](#).



### Financing and frontline service support

Our support teams are responsible for robust governance of the county council's processes, looking after **8,000 staff** and ensuring taxpayers' money is transparently accounted for.

### Public health

Our public health teams help residents to lead healthier lives. More than **107,940 health checks** have been delivered over the past five years and we have helped more than **14,290 people to stop smoking**.

\*This diagram shows the full service expenditure of the council in 2022/23, £701.1m of which is funded from council tax.



## Adult social care

We provide essential social care services to more than **47,700 adults each year**, including more than **4,200 with learning disabilities**. We also support more than **36,000 family carers**.



## Community protection

Our fire and rescue service responds to more than **10,000 emergency calls each year** and carries out Safe and Well visits in around **3,500 homes**.

Meanwhile, our **trading standards service** investigates or responds to nearly **7,000 complaints** each year.



## Register offices

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



## Libraries

Our libraries have so far issued **3.4 million items** in 2021/22, while in 2020/21 they had more than **1 million downloads**, including eBooks, eAudiobooks and digital newspapers.



## Children's social care and schools

As well as protecting the county's most vulnerable children and young people, more than **30,000 extra mainstream school places** have been delivered since 2009 and over **300 SEND school places** delivered over the past three years.



## Highways, recycling 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 **21,000 potholes**. We fund the treatment of **540,000 tonnes of waste** generated each year.

# At your service

Below are the details for our most popular services. You can find further information for them and others [on our website](#).



## Adult social care

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

[hertfordshire.gov.uk/youradultsocialcare](https://hertfordshire.gov.uk/youradultsocialcare)

0300 123 4042



## Recycling & waste

Run household waste recycling centre information and van permits.

[hertfordshire.gov.uk/yourrecycling](https://hertfordshire.gov.uk/yourrecycling)

0300 123 4051



## Highways

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

[hertfordshire.gov.uk/yourhighways](https://hertfordshire.gov.uk/yourhighways)

0300 123 4047



## Fire and rescue

Provide an emergency response service and safety initiatives.

[hertfordshire.gov.uk/yourfireandrescue](https://hertfordshire.gov.uk/yourfireandrescue)

0300 123 4046



## Children's social care and schools

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

[hertfordshire.gov.uk/yourchildrensservices](https://hertfordshire.gov.uk/yourchildrensservices)

0300 123 4043



## Register offices

Register births, deaths, marriages and citizenship.

[hertfordshire.gov.uk/yourregistrars](https://hertfordshire.gov.uk/yourregistrars)

0300 123 4045



## Public Health

Run public health initiatives.

[hertfordshire.gov.uk/yourpublichealth](https://hertfordshire.gov.uk/yourpublichealth)



## Libraries

Manage public libraries and maintain historical documents, photographs, maps and records.

[hertfordshire.gov.uk/yourlibraries](https://hertfordshire.gov.uk/yourlibraries)

0300 123 4049



## Trading standards

Provide advice on consumer rights and trusted traders.

[hertfordshire.gov.uk/yourtradingstandards](https://hertfordshire.gov.uk/yourtradingstandards)

0345 404 0506



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

This publication 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 22 February 2022. Your Hertfordshire is delivered by Royal Mail. All photography was taken in accordance to government COVID-19 pandemic regulations at the time, with some images dating pre-COVID-19.