

Your Hertfordshire

Hertfordshire County Council

Your guide
to how we
spend your
Council Tax
2024/25



Hertfordshire



Welcome to Your Hertfordshire

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

From keeping our county moving, to helping those residents who most need our support, we'll be spending over a billion pounds to deliver vital services across Hertfordshire over the next 12 months.

Around half of our budget will be spent on providing support to help adults live well and for longer, including a £31m investment to support those providing care and to increase care worker pay. We're investing £18m of additional funding to help children in our care and children with disabilities, as well as prioritising a range of programmes to improve our offer to children and young people with special educational needs and disabilities (SEND).

Alongside these essential support services for residents who most need our help, we'll focus on other areas that really matter to you, like fixing potholes, clearing drains, and resurfacing your roads.

Setting our budget for the year ahead has been hugely challenging, as we've dealt with the impact of rising prices and increased demand. We will have to use £11m of our reserves, plan for significant



savings, and take the very difficult decision to raise our portion of your Council Tax by 4.99% (including 2% to support Adult Social Care). We've not taken this decision lightly, but it is necessary to ensure that we can continue delivering services and responding to issues on behalf of our 1.2m residents.

Our ambition for Hertfordshire to be the county of opportunity remains as strong as ever, and we will continue our work to create a cleaner, greener, and healthier county.



Richard Roberts

Richard Roberts
Leader of Hertfordshire County Council



Open to see how your Council Tax is spent



We're with you

Hertfordshire County Council



We all need help from time to time. To get the latest information on support available locally and from central government visit:

www.hertfordshire.gov.uk/costofliving

For money and debt advice call Citizens Advice on **0800 144 8848**.

If you're unable to access information online or are unsure what support is available, you can call HertsHelp on **0300 123 4044** and their friendly advisors will support you.

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 use textphone or minicom **01992 555506**.

If you'd like this publication in an alternative format, please email: corporate.communications@hertfordshire.gov.uk

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How is my Council Tax spent?

£80m

Keeping Hertfordshire moving



We look after 3,200 miles of roads, carrying out more than 1,000 maintenance and improvement schemes annually, and this financial year we've repaired 40,000 potholes - twice as many as the previous year. We work on major projects such as recent improvements to the A602 between Stevenage and Ware, and a range of active travel schemes that encourage residents to walk, cycle and scoot.

£478m

Caring for adults



Your money helps us provide essential care and support to over 30,000 adults every year. We've assisted over 18,000 residents to leave hospital this year and we've invested £31m to fund an uplift in care provider fees. This investment allows over 10,000 residents to stay safe and independent at home for longer.

£54m

Keeping residents healthy

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. This includes checking the weight and development of every child born in the county and providing services that help residents to quit smoking and to access support for alcohol and substance misuse.

£59m

A cleaner and greener county



We fund the treatment and disposal of 500,000 tonnes of waste each year, more than half of which is recycled. We maintain over 2,000 miles of footpaths, bridleways and byways, and improve around 90 green spaces, nature reserves, rivers and woodlands each year. We're also helping to plant and establish 1.8 million trees and working to make our operations carbon neutral by 2030.

£21m

Community services for every stage of life



Our libraries continue to see an increase in visitors, who borrow over five million items each year. We register 3,500 civil marriages and partnerships and 20,000 births and deaths each year.

£257m

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 11,000 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.

£46m

Protecting our communities

We provide a fire and rescue service that responds to 10,000 emergency calls each year, and a resilience team that prepares us for major incidents. Our Trading Standards team supports our business community and deals with around 7,000 complaints about dodgy dealers, counterfeit products and scams annually.



In 2024/25 we will spend **£1.1 billion** on over 500 services benefiting every resident, business and community in Hertfordshire, including...



www.hertfordshire.gov.uk/yourcounciltax
Find out more about how your Council Tax is spent on our website

