

Your Hertfordshire

A guide to your county council services

2019 - 2020



www.hertfordshire.gov.uk



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You and your family



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Where you live



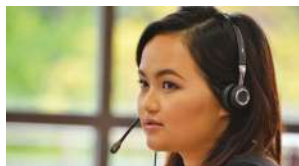
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Your Council Tax



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Take part and contact us



Get email updates about local information and sign up to specific council services that you are interested in.



This annual publication costs approximately 10p per copy to produce.

It replaces Horizons magazine, saving £100,000 in 2019/20.



Hello

Welcome to the first edition of Your Hertfordshire.

In this new 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 will also explain how we work with residents, your local councils, schools and health services to make Hertfordshire a great place to live and work.

Towards the back of this publication you will 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 2.99% to help

us meet the needs of an ageing population and increasing demand for support.

Although we still need to make savings to balance our budget, we are continuing to protect the day-to-day frontline services we provide that matter most to our residents.

David Williams

Leader of Hertfordshire County Council

This magazine can be made available in alternative formats by emailing contact@hertfordshire.gov.uk or calling 0300 123 4040.



It starts with you

If you are looking to take better care of your physical and mental health we can help you find the right guidance and support you need to do this.

Bring a few healthy habits into your life

From healthy eating to health walks, there are many ways that we can support you to look after your own health.

For example, we fund local GPs to deliver NHS Health Checks for those aged 40-74 without a pre-existing medical condition. If you've been invited for a health check by your GP, we would strongly urge you to take up the offer. It will assess your

heart health, cholesterol levels and risk of diabetes, tell you how likely you are to have a heart attack or stroke in the next 10 years and support you to make healthy lifestyle changes.

Ready to quit smoking?

There are over 300 local stop smoking services in Hertfordshire. We can provide you with free weekly support for up to 12 weeks, either face-to-face or over the phone, and create a plan with you to help you quit.

If you're not quite ready to give up nicotine entirely, we can also give you advice on e-cigarettes which are less harmful than tobacco.

The number of smokers in Hertfordshire is at an all-time low of **13.5%**.



For more information visit www.hertfordshire.gov.uk/healthinherts or contact HertsHelp by email info@hertshelp.net or call 0300 123 4044.



Families come first

Our Family Centre Service is here to support families, parents and carers.

At venues across Hertfordshire we are providing help from before your baby is born, classes and advice on baby feeding and stay and play sessions for children up to five years old.

Health visitors are now also based at our Family Centres, along with School Nurses who take over from health visitors when your child starts school at five years old. You don't have

to pop in to get advice you can trust - check out the parent survival kit on our website.

To find out what's on at your local Family Centre visit www.hertsfamilycentres.org

Need to know how to keep your children safe online? Visit www.thinkuknow.co.uk

Caring for you

In recent years there have been great advances in medical care for those with long-term health conditions and people are living much longer, healthier lives.

This means more people than ever before need social care.

We deliver care and support to adults who are older or have additional needs, but this is not just about placing people in care homes.

It's about providing people with a choice to enable them to live happy, independent and fulfilling lives in their communities.

We help our residents access the equipment and skills they need to maintain as much independence as possible.

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. If you want to get out and meet



new people, you can also search for local day centres, activities and lunch clubs on our website.

We spend around £1m a day on adult social care services. Each day care workers carry out 15,000 home visits and 1,200 people visit local day centres.

For more information or to apply for help visit www.hertfordshire.gov.uk/adults

Are you a family carer?

There are estimated to be over 100,000 carers in Hertfordshire who provide vital support to their loved ones every day.

We fund Carers in Hertfordshire and other local partners to make sure carers have access to the support they need, to make life a little easier.

If you are a registered carer, you may be eligible to attend free training sessions, for example 'Caring with Confidence' which covers issues such as looking

after your health and managing your income. We also fund Crossroads to provide up to 18 hours of free breaks for carers.

To find out what help there is for family carers, get free advice and access online tools, visit www.hertfordshire.gov.uk/carers

With you in mind

NHS figures show that there are around 13,000 people over 65 in Hertfordshire who are living with dementia.

Memory problems can be caused by a number of health issues, not just dementia or Alzheimer's disease.

If you are worried, it's best to go and see your local GP. They will be able to assess you or your loved one's health and refer to a specialist if needed.

Hertswise provides support to people living with dementia, low level memory loss or mild cognitive impairment, as well as their loved ones and carers. They ensure that people of all ages, living anywhere in Hertfordshire, are able to easily

access information, advice and equipment.

There are a range of monitors and alarms that can be installed to help people continue to live in their own homes. For instance, these can range from warning you that the bath is close to overflowing or the gas hob has been left on to warning you when someone gets out of bed during the night.

To find out more about dementia and the support available, visit www.hertswise.org.uk or email Herts Help info@hertshelp.net or call 0300 123 4044.



Fire safety in your home

Injuries and deaths can be prevented if you fit your home with a working smoke alarm. Remember to test it every month.

You may be worried about fire hazards, the risk of falling, or other safety issues within the home of an older, more vulnerable relative, friend, or neighbour. If so, our Fire and Rescue Service can visit to carry out a safety check.

We will check existing smoke detectors are correctly located and working. If needed, we will replace or fit a new unit free of charge.

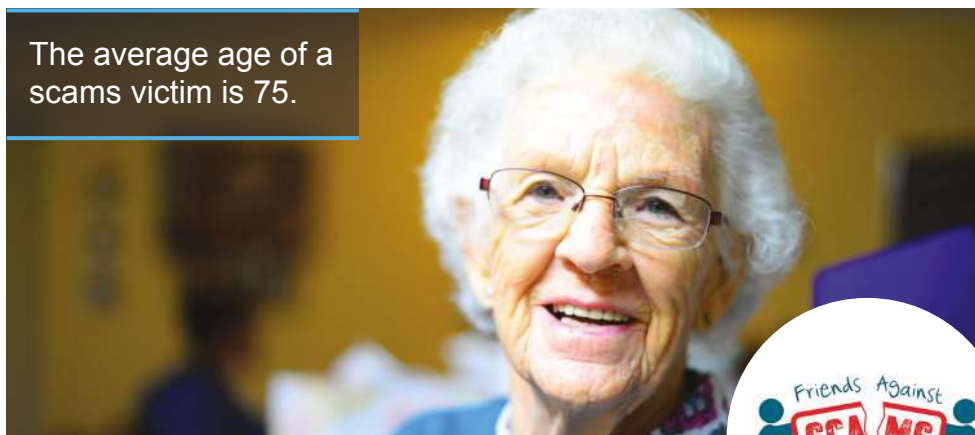
During a safe and well visit we can also give advice on staying healthy and active.

The appointments last for no more than an hour and we will prioritise our visits for our most vulnerable residents.

You can request a safe and well visit online

www.hertfordshire.gov.uk/safeandwell

The average age of a
scams victim is 75.



Be a friend against scams

Hertfordshire Trading Standards protects consumers and acts against rogue traders.

We support Friends Against Scams, a national initiative which aims to protect and prevent people from becoming victims of scams.

Scams affect the lives of millions of people across the UK. People who are scammed often experience loneliness, shame and social isolation.

By becoming part of Friends Against Scams, you can learn about the different types of scams and how to spot them. With increased knowledge and awareness, you can make scams part of everyday

conversation with your family, friends and neighbours, which will enable them to protect themselves and others from scams.

If you would like to become a Friend Against Scams, you can complete the online awareness session at www.friendsagainstsams.org.uk and get a certificate.

To report a scam or to get advice if you think you have shared your personal details online, please visit www.citizensadvice.org.uk/consumer



Don't judge a book by its cover

With over five million physical and virtual visits to our libraries last year, there's so much more to them than books.

The popularity of Hertfordshire's libraries is due to the wide range of events and activities for young and old alike.

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

CreatorSpaces in 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.

More than 15,000 people visit our 46 libraries every day - making them more popular than the Tower of London, The Science Museum and Stonehenge.

Get inspired. Visit your local library to find out more www.hertfordshire.gov.uk/libraries



Sustainable communities

As with other parts of the UK, we are facing the challenge of how to accommodate a growing population.

In Hertfordshire, the county, district and borough councils are planning for up to 100,000 additional new homes over the next 15 years or so.

Our vision is to ensure we have sustainable communities where families can live, learn and work all in one place, with less reliance on cars.

Good growth will mean that places are well designed to help you and your family stay healthy and safe, and enjoy a good quality of life.

All the local councils have joined the Hertfordshire Growth Board to co-ordinate and work together to support the delivery of this vision. This will also help us to plan where we need to put new

infrastructure such as roads, schools and libraries, and work with the wider development industry to consider where employment sites, healthcare and other facilities for new and existing residents should be.

We have commissioned studies that show the total bill for the infrastructure needed in Hertfordshire is £5.7bn with over £3bn still needed to be secured from public and private funding sources, and developers.

This funding will be needed to carry out the improvements identified to support this growth. With the support of central government and our partners, we feel there are great opportunities to improve our economy and ensure thriving, sustainable communities.

To see the impact of the estimated growth in Hertfordshire, please visit www.hertfordshire.gov.uk/gearingupforgrowth

Taking the high road

We look after over 3,000 miles of road in Hertfordshire to keep you moving, whether that's by walking, cycling, taking the bus or using your car.

Report a pothole

If you spot a problem with the road or pavement, a pothole, faulty street light or a blocked drain causing flooding, please report it to us online

www.hertfordshire.gov.uk/highwaysfaults

If you are in a crash, you are twice as likely to die if you don't wear a seat belt. For advice on keeping safe on the road, visit

www.hertfordshire.gov.uk/roadsafety



Cyclists, make sure you are visible day and night, wear bright and shine a light.

Step away from the vehicle

How we get from A to B plays an important part in our overall health.

Walking and cycling also helps us to connect with the communities we live in. Take a small step towards ditching the car with these ideas:

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/healthwalks 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 - try a route near you.

www.hertfordshire.gov.uk/cms

Learn how to ride your bike

Over 8,000 people took part in our cycling courses in 2018 – with ages ranging from two to 89 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.

www.hertfordshire.gov.uk/cycletraining

Reduce, reuse, recycle

The Blue Planet documentary highlighted the problem of single-use plastics on our environment and the positive impact we can have when we reduce, reuse and recycle as much as we can.

Recycling the right items at home means your recycling can be transformed into something new. Some items that you cannot recycle at home such as fridges, bicycles, wood and

hard plastics like watering cans, clean plant pots and all plastic clothes hangers, can be recycled at your local Household Waste Recycling Centre.



Ditch single-use plastic

Remembering to grab water bottles, reusable cups and shopping bags as we head out the door should be as important as picking up your wallet, keys and phone.

Having a spring clean?

If you are planning to have a clear-out avoid the queue - check the live webcam at your local 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.

Hertfordshire County Council now uses 3,365 fewer disposable coffee cups each week.

Be WasteAware. To find out your local Household Waste Recycling Centre opening times and more about how you can reduce, reuse and recycle visit www.wasteaware.org.uk

Your Council Tax

From funding vital support for vulnerable and disabled adults and children, maintaining and keeping traffic moving on our 3,000 miles of roads to making sure that each and every child has a school place, your Council Tax, along with money from other funding sources, pays for a wide range of local services.



Children's Services

We protect the county's most **vulnerable children** and **young people**. Since 2012 we have created **14,200 extra school places**.

Total spend
£197.4m



Roads and Waste

We maintain **3,000 miles of roads**, carrying out over **1,000 maintenance and improvement schemes** as well as fixing more than **25,000 potholes**. We fund the treatment of **525,000 tonnes** of waste generated each year.

Total spend
£118m



Adult Care Services

We supported **28,000 adults** last year, including provision of essential social care services. We also supported around the same number of carers.

Total spend
£356.4m



Library and Other Community Services

There are more than **390,000 loans** a month from our libraries. Our archives team collects and preserves **1,000 years** of history for our residents.

Total spend
£13.6m



Fire and Community Protection

Our fire service responds to **10,000 emergencies** each year and our dedicated Home Safety Service visits around **1,800 homes**.

Total spend
£41.1m



Legal and Statutory Services

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

Total spend
£7.2m



Public Health

Our Public Health teams help residents to lead healthier lives. More than **150,000 health checks** have been delivered over the past five years and there are fewer smokers in the county than ever before.

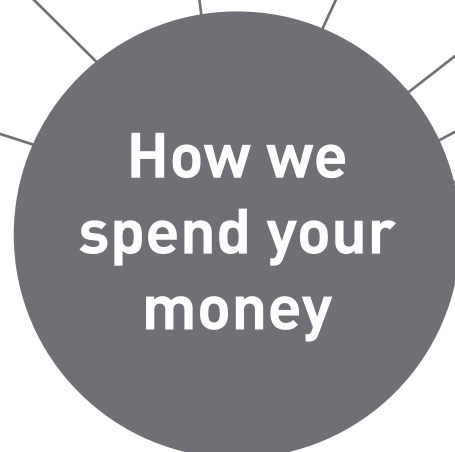
Total spend
£46.4m



Financing and Support for Frontline Services

Our support teams ensure robust governance of the county council's processes and look after our **8,000 staff**.

Total spend
£38.8m



County Council Tax for Band D households



Yearly bill for
2018/19 was
£1,320.46



2.99% Council
Tax increase:
£39.48



Yearly bill
for 2019/20
£1,359.94

How much will my Council Tax be?

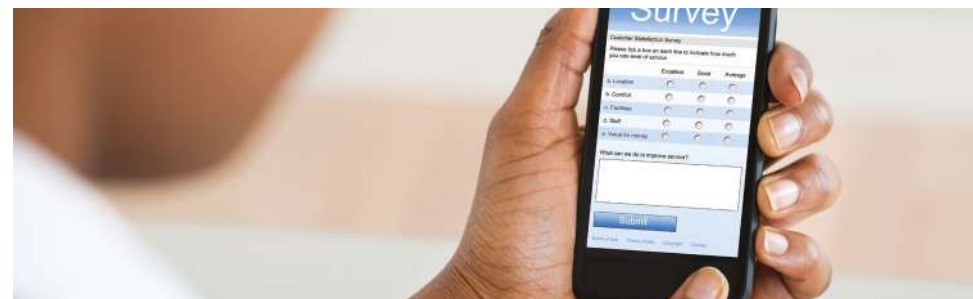
This year we will be raising our element of your Council Tax by 2.99%, this works out at an extra 76p a week for average Band D households.

This is both to help us 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) this means your yearly bill for 2018/19 was £1,320.46. With a 2.99% Council Tax increase of £39.48,

this makes your yearly bill for 2019/20 £1,359.94.

Our budget for 2019/20 is £819m, 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 £2bn and need to save a further £90million by the end of 2022/23.



Your local councillor

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.

To find out who your local councillor is visit www.hertfordshire.gov.uk/councillors

How to get involved

We want to know what you think about the issues that matter to you.

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.

Last year, we asked for your feedback on a range of topics covering improvements to roads including the A414, our budget and school admission arrangements.

To have your say visit www.hertfordshire.gov.uk/consultations

We are live-streaming full council meetings online. You can watch live or on catch-up. Visit www.hertfordshire.gov.uk/watchmeetings



Working for you

We are a major employer in Hertfordshire with over 8,000 staff working for you at the county council.

We employ people to do a wide range of jobs including highways engineers, social workers, firefighters, lawyers and many more. There are plenty of opportunities for you to make a career at Hertfordshire County Council.

We also offer an Apprenticeship Programme so you can learn while you earn. Whoever you are, whatever your background,

you can kick-start your career as an apprentice with us.

We also offer a great range of benefits including flexible working, salary exchange schemes and the Local Government Pension Scheme.

To find out more and see our vacancies, visit jobs.hertfordshire.gov.uk or follow us on Facebook @hcccareer

We are looking for passionate and committed social workers to join our team. Check online for vacancies jobs.hertfordshire.gov.uk



We need local foster carers to care for children in Hertfordshire. Could you help?

If you have a spare bedroom, please contact us on **0800 917 0925**

FOSTERWITHUS

www.hertfordshire.gov.uk/fostering

[f @hertfordshirefostering](https://www.facebook.com/hertfordshirefostering) [t @HCCFosterAdopt](https://www.twitter.com/HCCFosterAdopt)

in partnership with
Stonewall


Hertfordshire

Online services and contact information



Adult Social Services

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

www.hertfordshire.gov.uk/adults

0300 123 4042



Waste

Household Waste Recycling Centre information and van permits.

www.wasteaware.org.uk

0300 123 4051



Highways

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

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

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

0300 123 4043



Register Offices

Register births, deaths, marriages and citizenship.

www.hertfordshire.gov.uk/marriage

0300 123 4045



Health

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

www.hertfordshire.gov.uk/healthinherts



Libraries and Archives

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

www.hertfordshire.gov.uk/libraries

0300 123 4049



Trading Standards

Advice on consumer rights and trusted traders.

www.hertfordshire.gov.uk/tradingstandards

0345 404 0506

The quickest and easiest way for you to access our services and contact us is through our website, www.hertfordshire.gov.uk

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