

YOUR council tax

2024/25

HBC2024

What does 56p per day pay for?

We will be increasing our share of council tax bills by 2.99% equivalent to £5.92 for the coming year, a rise of around 11p per week per household. The 2024/25 budget, agreed at a meeting of the full council on 28 February, will see our share of the average council tax bill rise to £203.96 for the forthcoming financial year – the equivalent of just 56p per day.

This money will be used to fund essential services including waste and recycling, street cleaning, planning, housing, parks and open spaces, environmental health, and voluntary organisations such as Citizens Advice.

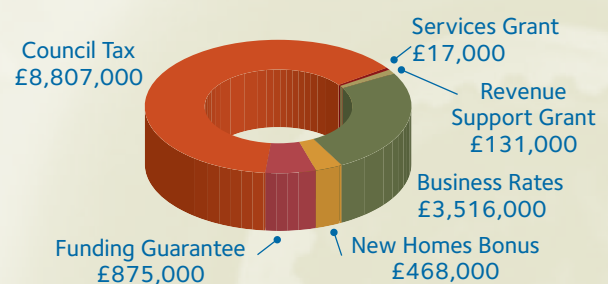
Your council tax pays for many different services across the borough



Funding the council's services

For the year 2024/25 we have set a gross expenditure budget of £59.3m of which £25.8m relates to housing benefit payments. This leaves the operational budget of £33.5m, which is partly funded by income of £19.6m that we generate from fees, charges and property related income and investment income.

We expect to incur net expenditure of £13,814,000 on running services and will fund the remainder of our spending from the Government's Revenue Support Grant, Services Grant, New Homes Bonus grant, Funding Guarantee, local taxes and business rates as follows:





Although you pay all your council tax to Hertsmere Borough Council, **the share that we keep is just nine per cent** - the equivalent of 56p per day for an average band D property in the borough.

Our portion of the council tax goes to providing services to around 108,000 residents. Every day we provide services such as kerbside rubbish and recycling collections, community safety, support for Citizens Advice, benefits, environmental health, planning, car parking, leisure, housing, culture and parks.

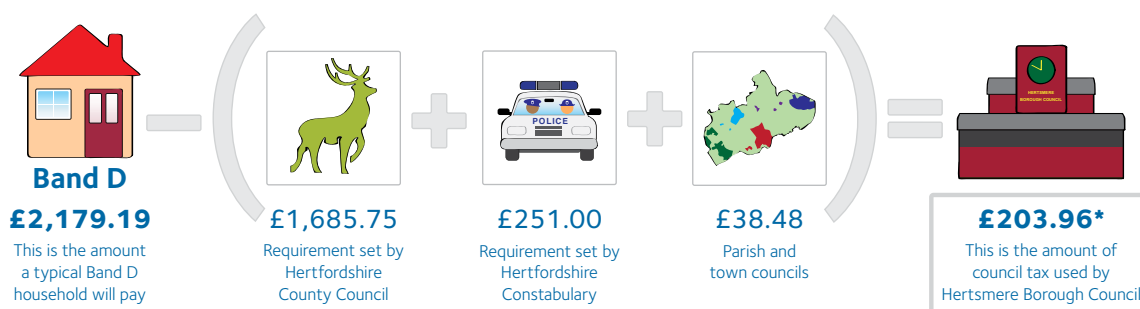
Visit: www.hertsmere.gov.uk

 Like us on Facebook
www.facebook.com/hertsmere

 Follow us on Twitter
[@HertsmereBC](https://twitter.com/HertsmereBC)

 Follow us on Instagram
[HertsmereBC](https://www.instagram.com/HertsmereBC)

While we collect your total council tax (£2,179.19 for an average band D property) only nine pence in every pound is used by us, which is the equivalent of £203.96 per year or 56p per day for an average band D property in the borough. The majority share (77 per cent) goes to Hertfordshire County Council; the police receive 12 per cent and the parish and town councils two per cent.



*This includes special expenses which fund expenditure on parks, bus shelters and allotments, where these services are not provided by your town or parish council.

Setting our priorities

The Hertsmere Vision 2022-27, Driving Better Futures sets out our aspirations as a council, reflecting both challenges and opportunities for the borough in the widest sense, capturing our unique geographical, social and economic strengths and identifying areas for action and development. The document reflects not only how we will work in terms of delivering our services but also clearly reflects our organisational values. It will act as a clear framework for the development of future strategies including the Corporate Plan 2024/25 which will set out how we will deliver against the vision over the next year. Further details and a copy of the Hertsmere Vision can be found on our website: www.hertsmere.gov.uk/corporateplan

Over the past few months we have also launched our new 'Engage' consultation platform on which we have run a number of surveys to gauge our residents' opinions about various themes. This is helping to guide our decision making and policy setting.

We work closely with our community partners, including the police and NHS, to share office space, whilst providing a one-stop shop and sharing cashable efficiencies.

Balancing the budget

The 2024/25 budget has been set under challenging economic conditions. Whilst the economy is slowly recovering from the turmoil caused by various factors including Brexit, the Covid-19 pandemic and the war in Ukraine, lifestyle changes as a result have impacted on demand for our services and more widely is impacting on labour markets. Inflation has significantly reduced over the past 12 months and is now just 3.8% compared to 10.1% at the same time a year ago. Interest rates are believed to have peaked at 5.25% and are expected to reduce falling to 4.0% by the end of 2024/25. The increased cost of living however continues to have a significant impact on household budgets affecting our residents and staff.

Our population continues to rise, bringing increased use of our services such as waste and recycling. Nationally, there continues to be high demand for affordable housing as more and more families find themselves priced out of the private rental market, bringing increased risk of homelessness. Hertsmere's close proximity to London makes this even more prevalent.

Given the significant financial pressures, the statutory requirement to set a balanced budget and the need to maintain our current level of services as far as possible, we continue to look at more efficient or alternative methods of service delivery and generating additional income.

For many years we have adopted an entrepreneurial approach to generating new income as well as reducing costs. To this end we have entered into partnerships with other councils and have looked for commercial opportunities such as establishing our own companies like Elstree Studios Ltd and Hertsmere Developments Ltd. Hertsmere Developments Ltd became operational in 2022/23 and will deliver its first development of 15 new two bed properties, which will be for affordable rent, in March 2024. A second development site of 11 two bed affordable units are anticipated to complete by mid 2024/25. This will deliver much needed new housing as well as a regular income stream.

Supporting our communities

We have continued to support our residents as the rising cost of living impacts on communities, co-ordinating sustained efforts across a range of agencies. We continue to support the foodbanks in the borough to ensure that residents are able to access emergency food aid and support from a range of agencies to help address the causes of food poverty. We continue to fund Citizens Advice with around £317,000 which includes an additional £60,000 from unclaimed Council Tax rebate funding to provide support and advice to our residents such as access to benefits and debt management.

The community engagement team has been supporting over 120 community groups across the borough to access funding, improve their services and to support their communities better. The types of groups supported include voluntary groups, religious groups, community spaces, toddler groups, youth activities, foodbanks, libraries and many more. Our staff have helped to raise awareness of local health priorities, local support available, voter ID requirements, and local activities and have distributed 450 Small Acts of Kindness Warm in Winter bags to the most vulnerable members of our community. There is currently a community priorities consultation taking place on our 'Engage' platform which will help the team to provide the support that our communities most need.

Our Healthy Hubs continue to run drop ins in Borehamwood, Potters Bar, Radlett and Bushey, providing help and support on a range of health and wellbeing matters. The team is now able to offer NHS Health Checks and Stop Smoking Support. Our award-shortlisted Hertsmere Against Cancer campaign raises awareness of the signs and symptoms of cancer. Working in partnership with local GPs, we have seen more than 2,000 women booked in to cervical screening and almost 300 booked for breast screening.

We've implemented a range of initiatives to make it easier to go greener including our partnership with Beryl, which has seen 45 bikes installed at 20 locations across Borehamwood. These bikes and e-bikes are available to hire via the Beryl app and in the first year more than 13,500 journeys were made, covering nearly 30,000 miles. An expansion to Bushey is being implemented in the spring. We've also distributed more than 7,000 trees to local people and have offered a range of financial support through Government Funded Greener Home Grants to residents and a separate scheme for local community organisations.

More widely we awarded almost £400,000 in community grants to local voluntary sector and community groups who have worked to support local residents, with a focus on celebrating our increasingly diverse community. These included almost 50 small grants to help our communities celebrate The King's Coronation weekend in May. The Hertsmere Community Lottery continues to offer a free fundraising platform for 41 local causes, which receive 50p from every £1 ticket sold directly to their bank account each month.

Our economic development work has continued with our government-funded Community Wealth Building programme in partnership the Job Centre Plus and Clarion Housing Association providing training to more than 400 local people and resulting in more than 300 job offers. Our Generation Hertsmere careers event in November 2023 linked local businesses with secondary school pupils from across the borough.

In order to keep council tax as low as possible, please ensure that you are registered with your local General Practitioner (GP).

How your money will be spent - 2024/25

Hertsmere Borough Council Budget

	2023/24 Net budget £M	2024/25 Expenditure budget £M	2024/25 Income budget £M	2024/25 Net budget £M
Planning & Economic Development	1.103	2.773	1.830	0.943
Housing Services	1.194	2.293	1.018	1.276
Environmental Health	1.141	1.464	0.257	1.207
Street Scene Services	5.504	10.140	4.261	5.879
Engineering & Asset Management	(4.716)	4.454	9.178	(4.724)
Partnerships & Community Engagement	1.239	1.775	0.403	1.372
Finance & Business Services	2.784	4.191	1.066	3.125
Legal & Democratic Services	1.564	2.106	0.417	1.689
Human Resources & Customer Services	1.331	1.674	0.206	1.468
Executive Directors	0.508	0.535	0.000	0.535
Audit & Assurance	0.201	0.216	0.000	0.216
Corporate Expenditure	1.277	1.964	1.135	0.828
Total Net Budget Requirement	13.130	33.585	19.771	13.814
Funded By:				
Revenue Support Grant (RSG)	0.122			0.130
Services Grant	0.110			0.019
Business Rates	3.306			3.517
Funding Guarantee	1.016			0.873
New Homes Bonus	0.025			0.468
Total of Government Grants	4.579			5.007
Council Tax Requirement	8.551			8.807
Total All Funding	13.130			13.814

The Environment Agency and Lee Valley Regional Park

The County Council has to contribute to the funding of these two authorities. The Environment Agency's duties include managing flood defences. The Lee Valley Regional Park Authority develops, preserves and manages an area next to the River Lee as a regional park. More details are available from Hertfordshire County Council and on our website in the link below: <https://www.hertsmere.gov.uk/Benefits--Council-tax/Council-tax/Council-tax.aspx>

Your council tax payment to Hertfordshire County Council shows two separate percentage increases: one for the part of the overall change attributable to the adult social care precept (2.00%) and one for the part attributable to general expenditure (2.99%). The percentage change is applied to the full 2023/24 council tax for the County Council (General expenditure + Adult Social Care precept). Information about spending by the County Council is available at www.hertfordshire.gov.uk/counciltax; email contact@hertfordshire.gov.uk, telephone 0300 123 4040 or by writing to Hertfordshire County Council, PO Box 153, Stevenage, Herts, SG1 2GH

Aldenham Parish Council Budget

☎ 01923 856433

Net Expenditure	2023/24 £	2024/25 £
Community Services		
Democratic Services	258,996	268,755
Parks and Open Spaces	195,890	214,736
Community Development	41,865	26,920
Newberries Car Park	12,500	-
Asset Management	164,300	165,900
Contingency	-	41,126
Sub-total	673,551	717,437
Grants	20,500	23,000
Total Precept Demand	694,051	740,437
Charge per Band D Dwelling	126.64	136.73

Elstree and Borehamwood Town Council Budget ☎ 020 8207 1382

Net Expenditure	2023/24 £	2024/25 £
Community Services		
General Management		
- Democratic Services & Admin	497,433	546,050
- Elections	10,000	17,500
- Community Hall	1,050	10,350
- Contingency	2,500	2,500
Environment & Planning		
- Allotments	-	(900)
- Town Centre Initiatives	(350)	9,850
- Sites & Equipment	7,221	13,811
Leisure & Entertainment		
Entertainments		
- Civic Festival	25,975	16,250
- Town Crier	5,750	7,000
- Coach Trips	2,753	5,000
- Christmas	42,300	47,000
- Events	16,650	26,000
Grants & Community Support		
- Grants	11,500	31,500
- School Swimming	31,000	45,000
- Town Twinning	10,000	10,000
- Youth Council	500	2,000
- To / (from) reserves	-	-
Total Precept Demand	664,282	788,911
Charge per Band D Dwelling	48.00	57.27

In order to keep council tax as low as possible, please ensure that you are registered with your local General Practitioner (GP).

How your bill is calculated

The amount of your bill will depend upon the band into which your property has been valued by the Valuation Office Agency. The bands range from A to H and are shown below.

Band D is the constant value by which all other bands are calculated.

For example if your property is a band A property its council tax would be 6/9ths of a band D property's council tax.

Council tax bands

(based on property values at 1 April 1991)

A	6/9 x Band D
B	7/9 x Band D
C	8/9 x Band D
D	Council tax level
E	11/9 x Band D
F	13/9 x Band D
G	15/9 x Band D
H	18/9 x Band D

If you would like this document in a different language or format please call 020 8207 7445 or email customer.services@hertsmere.gov.uk and we will do our best to help.

Please allow sufficient time for any document to be translated.

Ways to reduce your bill

Helpline – 020 8207 7407

Help is available for people on low income under the Council Tax Support Scheme. If you were receiving Council Tax Support last year this should have been automatically reassessed and the amount will be shown on your bill.

If you were not receiving Council Tax Support previously you can check your eligibility by visiting the benefits pages at www.hertsmere.gov.uk to access our entitlement calculator and online claim form.

Discounts

Discounts or exemptions are available to people who live on their own, to students and to people with certain disabilities. Contact the helpline number above or email revenues@hertsmere.gov.uk for further details. Information can also be found on the council tax pages at www.hertsmere.gov.uk



Beryl Bikes

Council Tax Banding

The table below shows the elements that make up the total council tax charge. The “combined charges” are the annual amount to be paid (before any reductions for discounts, support etc.). Where you see “special items” on your bill, this means that the council itself provides a service which is provided in other areas by a town or parish council, for example allotments, parks or bus shelters.

	A	B	C	D	E	F	G	H	Increase / (Decrease)
	£	£	£	£	£	£	£	£	%
Borough plus parish charges									
Aldenham	216.88	253.03	289.18	325.32	397.61	469.90	542.20	650.64	5.00%
Elstree and Borehamwood	175.33	204.54	233.78	262.99	321.44	379.87	438.32	525.98	6.27%
Shenley	175.94	205.26	234.59	263.91	322.56	381.20	439.85	527.82	4.48%
South Mimms and Ridge	175.43	204.67	233.91	263.15	321.63	380.11	438.58	526.30	2.24%
All other parts of the Borough	137.65	160.59	183.54	206.48	252.37	298.25	344.13	412.96	2.87%
Plus									
Hertfordshire County Council*	1,123.83	1,311.14	1,498.45	1,685.75	2,060.36	2,434.97	2,809.58	3,371.50	4.99%
Police and Crime Commissioner for Hertfordshire	167.33	195.22	223.11	251.00	306.78	362.56	418.33	502.00	5.46%
Combined charges - the amount on your bill									
Aldenham	1,508.04	1,759.39	2,010.74	2,262.07	2,764.75	3,267.43	3,770.11	4,524.14	4.88%
Elstree and Borehamwood	1,466.49	1,710.90	1,955.34	2,199.74	2,688.58	3,177.40	3,666.23	4,399.48	5.02%
Shenley	1,467.10	1,711.62	1,956.15	2,200.66	2,689.70	3,178.73	3,667.76	4,401.32	4.82%
South Mimms and Ridge	1,466.59	1,711.03	1,955.47	2,199.90	2,688.77	3,177.64	3,666.49	4,399.80	4.57%
All other parts of the Borough	1,428.81	1,666.95	1,905.10	2,143.23	2,619.51	3,095.78	3,572.04	4,286.46	4.69%

*There are two precepts for Hertfordshire County Council shown on your bill, one for general expenditure and one to fund Adult Social Care.

In order to keep council tax as low as possible, please ensure that you are registered with your local General Practitioner (GP).