

*“Making North Hertfordshire a vibrant place  
to live, work and prosper”*

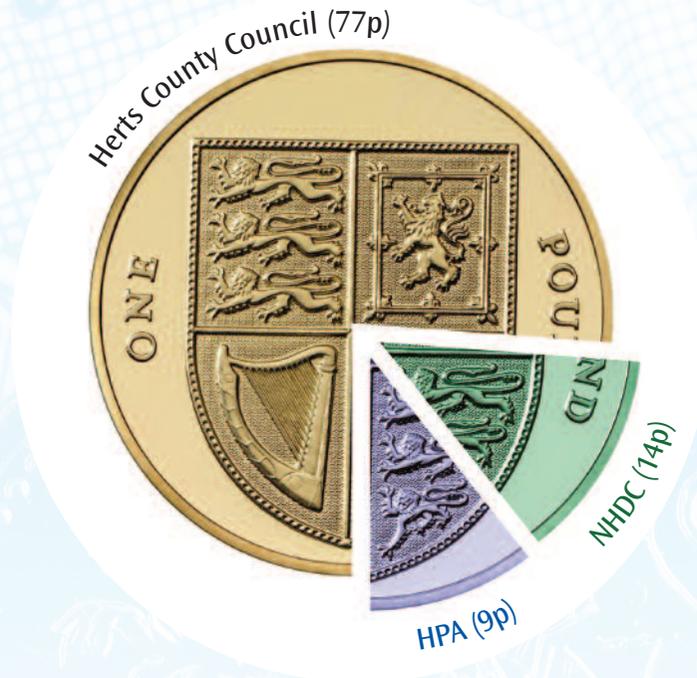


[www.north-herts.gov.uk](http://www.north-herts.gov.uk)

# COUNCIL TAX information 2017/18

## INTRODUCTION BY LEADER OF THE COUNCIL

North Hertfordshire District Council (NHDC) provides a wide range of services and although you pay all your Council Tax to NHDC, the share we keep is about 14p in every pound collected, Hertfordshire County Council gets 77p and the Hertfordshire Police Authority 9p.



The Council has already delivered more than £5 million of savings in the last six years in the drive to become more efficient and enable investment in the Council's priorities. This has been achieved without having a negative impact on front line services but it is clear that to realise the further significant savings required the Council will need to continue to identify, examine and implement alternative ways of working.

Following the changes announced in December to the New Homes Bonus, a key income stream from Government for the Council, total government funding will be approximately 25% less in 2017/18 compared to 2016/17.

As a result of this ongoing funding reduction, North Hertfordshire District Council has reluctantly decided to increase the amount of Council Tax it raises for the financial year 2017/18.

The increase of £5 a year applies to Band D properties, with pro-rata increases for properties valued within other bands. For the majority of households in the District this will work out at less than an extra 9p a week.

Our Objectives for 2017/18 are as follows:

- **Attractive and Thriving**  
To work with our partners to provide an attractive and safe environment for our residents, where diversity is welcomed and the disadvantaged are supported
- **Prosper and Protect**  
To promote sustainable growth within our district to ensure economic and social opportunities exist for our communities, whilst remaining mindful of our cultural and physical heritage
- **Responsive and Efficient**  
To ensure that the Council delivers cost effective and necessary services to our residents that are responsive to developing need and financial constraints

We have committed to reducing expenditure and generating income to save a further £930,000 in the coming year and more will be needed in the following years. The situation is requiring us to look at whether we can continue to provide all the services we currently provide at the current high standard. However, the needs of residents and local communities will be uppermost in our minds as we continue to make the painful but necessary financial decisions in the months and years ahead.

Despite the tough economic climate, we have committed to investing over £8million in key capital projects in the coming year. In 2017/18, for example, we can look forward to the opening of the new teaching pool at North Hertfordshire Leisure Centre, while the new Green Space Strategy for 2017-21 will ensure significant, sustainable investment in the District's green spaces over the coming years. We have also allocated substantial resource to increase the supply of housing within North Herts, thus contributing to sustainable growth in the District.

I hope you will find the information in this leaflet useful.

CLlr Lynda Needham, Leader of the Council

# COUNCIL TAX BANDING



## COUNCIL TAX LEVELS 2017/18

	District	County	County Social Care	Police	TOTAL
Band A	£144.64	£791.61	£38.95	£101.33	<b>£1,076.53</b>
Band B	£168.75	£923.54	£45.44	£118.22	<b>£1,255.95</b>
Band C	£192.85	£1,055.48	£51.93	£135.11	<b>£1,435.37</b>
Band D	£216.96	£1,187.41	£58.42	£152.00	<b>£1,614.79</b>
Band E	£265.17	£1,451.28	£71.40	£185.78	<b>£1,973.63</b>
Band F	£313.39	£1,715.15	£84.38	£219.56	<b>£2,332.48</b>
Band G	£361.60	£1,979.02	£97.37	£253.33	<b>£2,691.32</b>
Band H	£433.92	£2,374.82	£116.84	£304.00	<b>£3,229.58</b>

## COUNCIL TAX BANDINGS (BASED ON THE 1990 VALUATION)

Bandings	Value
Band A	up to £40,000
Band B	£40,001 to £52,000
Band C	£52,001 to £68,000
Band D	£68,001 to £88,000
Band E	£88,001 to £120,000
Band F	£120,001 to £160,000
Band G	£160,001 to £320,000
Band H	Over £320,000

## COUNCIL TAX INCREASE FROM 2016/17 TO 2017/18

District	2.36%
Total County (including Social Care)	4.99%
Police	3.40%
<b>TOTALS</b>	<b>4.48%</b>

## PARISH/COMMUNITY/TOWN COUNCIL AREAS

If you live in an area with a Parish, Town or Community Council, the following amounts will be added to your Council Tax bill for an equivalent Band D property.

	Band D £		Band D £
Ashwell	77.63	Knebworth	73.28
Baldock	-	Langley	-
Barkway	95.67	Letchworth	-
Barley	66.39	Lilley	55.03
Bygrave	47.28	Nuthampstead	-
Caldecote & Newnham	28.57	Offley	48.41
Clothall	23.35	Pirton	59.77
Codicote	64.09	Preston	25.40
Graveley	32.31	Radwell	16.41
Great Ashby	19.98	Reed	27.61
Hexton	-	Royston	42.53
Hinxworth	64.37	Rushden & Wallington	20.06
Hitchin	-	St. Ippolyts	25.82
Holwell	54.68	St. Pauls Walden	74.59
Ickleford	60.99	Sandon	30.55
Kelshall	37.23	Therfield	21.73
Kimpton	69.55	Weston	44.13
Kings Walden	67.98	Wymondley	71.75

The following relates to Royston Town Council

## ROYSTON TOWN COUNCIL BUDGET DETAILS 2017-2018

	Gross Expenditure	Gross Income	Net Expenditure
Cultural & Related Services	275,490	114,820	<b>160,670</b>
Environmental & Regulatory Services	16,850	-	<b>16,850</b>
Other Services	128,460	15,970	<b>112,490</b>
Council Tax Reduction Scheme		11,450	
Precept		269,310	
RTC General Reserves		9,250	
<b>Total</b>	<b>420,800</b>	<b>420,800</b>	<b>290,010</b>

## WHAT DO WE DO?

We deliver a wide range of services including the following:

- Provide three key leisure facilities, North Hertfordshire Leisure Centre, Hitchin Swim Centre and Royston Leisure Centre. In addition we run the Letchworth outdoor pool and manage the sports hall at Fearnhill School. These facilities have had over a million visits in the past year.
- Collect refuse and recycling from 56,700 households.
- Provide information and advice about housing to everyone, including people who are homeless or at risk of becoming homeless.
- Provide parks and open spaces for all to enjoy.
- Manage elections not only for the District and County Council but also for the Police and Crime Commissioner and the General election.
- Support voluntary groups through providing grant funding to organisations such as the Citizens Advice Bureau (CAB)
- Deal with over 2,000 Planning Applications per year.
- Collect Council Tax and deal with around 7,000 Housing Benefit claims.
- Ensure public health is maintained by carrying out 400 food safety inspections and investigating 600 noise nuisance complaints each year.
- Enable people to stay in their own homes by providing disabled facility grants and our community alarms service Herts Careline.

# PROGRESS ON KEY PROJECTS IN 2016/17

In 2016/17 the following projects/improvements were delivered:

- NHDC secured a £250k grant from Sport England to help support a three-year 'Get Active North Herts' programme. This funding helps individuals who find it difficult to take part in physical activities including those with young children, adults with learning disabilities and the over 60s. The programme will run until December 2018 and NHDC will deliver the projects along with local partners.
- The Herts Careline service was extended, giving an increasing number of users the freedom to live independently in their own home. Now in its 35th year of service, it currently provides support for around 20,000 people across Hertfordshire and surrounding areas. The Council now has an established relationship with the University of Hertfordshire and collaboration has resulted in a number of joint bids for research funding for Assistive Technology, Disabled Facilities Grants and community support for dementia patients.
- NHDC together with six other Hertfordshire authorities transferred its building control staff into a wholly owned local authority company, to be known as Hertfordshire Building Control, to ensure the delivery of a competitive building control function.

## Projects and improvements planned for 2017 and beyond

In the coming year, we will continue to explore opportunities for delivering our services in different ways to ensure we provide best value for money and support our Objectives.

### Projects to Promote our District as Attractive and Thriving

To work with our partners to provide an attractive and safe environment for our residents, where diversity is welcomed and the disadvantaged are supported

The following specific projects will support this Objective:

- The levelling of the surface at Walsworth Common to create three new football pitches.
- The refurbishment of the play area at Bancroft, Hitchin, with additional equipment for older children and natural play.
- The replacement of the Walsworth Common access bridge in Hitchin is due to be completed in spring 2017.

### Projects to deliver the Objective of Prosper and Protect

To promote sustainable growth within our district to ensure economic and social opportunities exist for our communities, whilst remaining mindful of our cultural and physical heritage

The following specific projects will support this Objective:

- Continuing to prepare and submit a Local Plan that passes inspection and establishes areas in which sustainable development may take place in the future.
- Continuing to implement the Economic Development Strategy for the district, working closely in partnership to increase inward investment and business development opportunities.
- Working with North Herts Homes to complete the regeneration of John Barker Place in Hitchin to provide new homes and better shops.

### Responsive and Efficient

To ensure that the Council delivers cost effective and necessary services to our residents that are responsive to developing need and financial constraints

The following specific projects will support this Objective:

- Completion of the enhancements to North Herts Leisure Centre. Construction is underway and the new facilities, which include a new teaching pool, a café with a view over the pool, dance studio and a new ground-sprung sports hall floor are due to open this year.
- Following consultation with users, the new designs for Serby Avenue play area in Royston will see new timber play logs installed, new cradle swings and a zip wire. The work will be finished in the Spring.
- Provision of a new, larger skate park at Norton Common and the total refurbishment of Jackmans Central play area in Letchworth.

## HOW DOES NORTH HERTFORDSHIRE DISTRICT COUNCIL SPEND IT'S MONEY?

The table below shows how much we plan to spend on each of the main services we provide and how this compares with the previous year.

GENERAL FUND BUDGET ANALYSIS				
	2017/18			2016/17*
	Gross Expenditure (£'000s)	Gross Income (£'000s)	Net Expenditure (£'000s)	Net Expenditure (£'000s)
Cultural & Related Services	1,299	317	983	882
Waste & Recycling Collection	7,173	2,611	4,563	4,119
Leisure & Environmental Services	7,257	3,380	3,877	4,209
Policy & Community Development	1,647	63	1,584	1,740
Revenues & Benefits	41,637	39,938	1,699	1,539
Development & Building Control	1,589	744	845	762
Strategic Planning & Enterprise	2,400	273	2,127	1,486
Housing and Public Protection	5,155	1,762	3,394	3,162
Democratic Services	1,598	3	1,595	1,779
Corporate & Other Services	3,114	165	2,949	2,524
<b>Sub-Total</b>	<b>72,868</b>	<b>49,254</b>	<b>23,614</b>	<b>22,201</b>
Commercial Rents		999	999	991
Interest Received		267	267	373
Capital Charges	5,804		5,804	4,284
<b>Total</b>	<b>67,064</b>	<b>50,520</b>	<b>16,545</b>	<b>16,553</b>

Funded By:	
Revenue Support Grant	0 -821
Business Rates Baseline	-2,459 -2,408
Other grants	-2,174 -2,898
Council Tax Requirement	-10,555 -10,172
Contribution to /(from) Reserves	-1,357 -253
<b>Total</b>	<b>-16,545 -16,553</b>

## WHERE DOES THE MONEY COME FROM?

The table below shows how we fund our expenditure. Our income sources from Government, Business (Non-Domestic Rates) and fees and charges do not meet all of the cost of providing our services and the difference is funded from the Council Tax charge to local residents.

Council Revenue Income 2017/18 (£'000s)			
Housing Benefit Subsidy	38,976	Commercial Rents	999
Formula Government Grant	-	Investment Interest	267
Retained Business Rates	2,459	Other Government Grants & Contributions	1,955
New Homes Bonus	1,986	Council Tax	10,555
Fees & Charges	8,550		
		<b>Total</b>	<b>65,746</b>

## HOW OUR SPENDING HAS CHANGED FROM 2016/17

The table below shows how our spending has changed from last year.

BUDGET CHANGES 2016/17 to 2017/18	
	£'000s
Council Tax Requirement 2016/17	10,172
Inflation (net of fees and charges increases)	467
Base Changes	385
Efficiencies	-930
New Investment in Objectives	69
Reduction in Government Funding and Retained Business Rates	771
Increase in New Homes Bonus and Other Grants	725
Change in Contribution to Reserves	-1,104
<b>Council Tax Requirement 2017/18</b>	<b>10,555</b>

## WHAT WE SPEND ON CAPITAL PROJECTS TO PROVIDE SERVICES TO YOU AND HOW THAT EXPENDITURE IS FUNDED

The Council plans to invest £8million of capital funds in its three objectives:

**Attractive and Thriving** - includes leisure centre enhancement and other property improvements.

**Prosper and Protect** - includes the delivery of our transport, cycle and green infrastructure strategies and grants to Housing Associations for the delivery of affordable housing.

**Responsive and Efficient** - includes improvements to parks and recreation facilities, the Disabled Facility Grant scheme and energy efficiency measures.

The table below shows what we spend and how we fund our capital expenditure.

CAPITAL EXPENDITURE AND FUNDING			
	2017/18 Expenditure (£'000s)	Funded by:	2017/18 Funding (£'000s)
Attractive and Thriving	1,439	Capital Receipts	1,291
		Government Grants	1,397
Prosper and Protect	1,900	Third Party Contributions	504
		Set Aside Receipts	5,273
Responsive and Efficient	5,126		
<b>Total</b>	<b>8,465</b>	<b>Total</b>	<b>8,465</b>

## WAYS TO PAY YOUR COUNCIL TAX

There are numerous ways in which you can pay your Council Tax. The most popular method is by direct debit but you can pay by debit/credit card, swipe card, standing order and cheque.

[www.northherts.gov.uk/index/advice\\_and\\_benefits/council\\_tax/how\\_to\\_pay\\_your\\_council\\_tax.htm](http://www.northherts.gov.uk/index/advice_and_benefits/council_tax/how_to_pay_your_council_tax.htm)

### Having trouble paying your Council Tax?

There are a number of ways that the Council can help you:

- You may be entitled to a discount or help under the Council Tax reduction scheme

[www.north-herts.gov.uk/index/advice\\_and\\_benefits/council\\_tax/discounts\\_and\\_exemptions.htm](http://www.north-herts.gov.uk/index/advice_and_benefits/council_tax/discounts_and_exemptions.htm)

- You can contact the Council's housing options team for advice.

[www.north-herts.gov.uk/index/housing/housing\\_advice.htm](http://www.north-herts.gov.uk/index/housing/housing_advice.htm)

- If you are struggling with money problems and are worried about meeting mortgage or rent payments, you may wish to talk with our Housing Debt Advice Officer 01462 474682

[www.north-herts.gov.uk/index/housing/housing\\_advice/debts\\_or\\_arrears\\_-\\_mortgages.htm](http://www.north-herts.gov.uk/index/housing/housing_advice/debts_or_arrears_-_mortgages.htm)

- If you are having trouble paying your Council Tax speak to the Council's Recovery Team immediately

[www.north-herts.gov.uk/index/advice\\_and\\_benefits/council\\_tax/payment\\_difficulties.htm](http://www.north-herts.gov.uk/index/advice_and_benefits/council_tax/payment_difficulties.htm)



## MAKING ACCESS TO COUNCIL SERVICES EASIER

You can contact us via our website at [www.north-herts.gov.uk](http://www.north-herts.gov.uk)

Or email us at [service@north-herts.gov.uk](mailto:service@north-herts.gov.uk)

You can ring our Customer Service Centre on **01462 474000**

Or for the hard of hearing on textphone **01462 474800** for all enquiries

You can write to us at:  
North Hertfordshire District Council,  
PO Box 480, M33 0DE

Please use this for all correspondence for the following services: Revenues & Benefits, Planning & Building Control, Housing & Environmental Health

Post for all other services should continue to be sent to:  
District Council Offices, Gernon Road, Letchworth, Herts, SG6 3JF

### COMMENTS

We welcome all comments about the services we provide and use your feedback to improve our performance. You can register your comments/complaints about any of our services via our website at [www.north-herts.gov.uk](http://www.north-herts.gov.uk), by person at the council offices, by email at [service@north-herts.gov.uk](mailto:service@north-herts.gov.uk) by post, or by telephone using our Customer Service Centre on 01462 474000.

A free booklet outlining the role of the Local Government Ombudsman is available from the NHDC main offices in Gernon Road, Letchworth Garden City or by writing to 21 Queen Anne's Gate, London SW1H 9BU.

If you would like an audio cassette, Braille or large print version contact: 01462 474552

## LEVYING BODIES

Hertfordshire County Council has to contribute to the funding of the Environment Agency (South East and Anglian Regions) and the Lee Valley Regional Park. North Hertfordshire District Council is obliged to inform taxpayers of the gross expenditures of these levying bodies, which is as follows:

### Environment Agency South East and Anglian Regions

The Environment Agency is a levying body for its Flood and Coastal Erosion Risk Management Functions. The majority of funding for flood defence comes directly from the Department for the Environment, Food and Rural Affairs (Defra). However, under the new Partnership Funding rule not all schemes will attract full central funding. To provide 'matching' funding the Agency may seek funding from County Councils in the form of a local levy. The local levy is shared on the basis of Band D equivalents between all contributing bodies within the Committee Area.

Changes in the gross budgeted expenditure between the years reflect the programme of works needed by the Regional Flood and Coastal Committees. For 17/18 the total Local Levy raised has increased by 1.5% and by 1.99% for the Anglian and Thames areas respectively.

The financial details are:	Thames Region Flood and Coastal Committee		Anglian Central Regional Flood and Coastal Committee	
	2016/17 £'000s	2017/18 £'000s	2016/17 £'000s	2017/18 £'000s
Gross Expenditure	76,538	98,813	17,171	18,284
Levies Raised	10,912	11,130	1,072	1,089
<b>Total Council Tax Base</b>	<b>4,801</b>	<b>4,906</b>	<b>644</b>	<b>656</b>

### LEE VALLEY REGIONAL PARK

Lee Valley Regional Park is a unique leisure, sports and environmental destination for all residents of London, Essex and Hertfordshire. The 28 mile long, 10,000-acre park, much of it former derelict land, is partly funded by a levy on the council tax. This year there has been a 2% decrease in this levy. Find out more about the hundreds of great days out, world class sports venues and award-winning parklands at [www.visitleevalley.org.uk](http://www.visitleevalley.org.uk)

### Budget/Levy Changes – 2016/17 to 2017/18 (£'000)

	2016/17 £m	2017/18 £m
Authority operating expenditure	11.8	11.8
Authority operating income	(3.3)	(3.4)
<b>Net service operating costs</b>	<b>8.5</b>	<b>8.4</b>
Financing Costs - Debt servicing/repayments	0.5	0.5
- Capital investment	1.8	1.3
<b>Total net expenditure</b>	<b>10.8</b>	<b>10.2</b>
<b>Total levy</b>	<b>(10.8)</b>	<b>(10.2)</b>

Further details on how this budget is spent and the amount each council contributes can be found at [www.leevalleypark.org.uk](http://www.leevalleypark.org.uk)

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