



**WATFORD**  
**BOROUGH**  
**COUNCIL**



# Council Tax for 2023/24

What you pay and what we provide

[www.watford.gov.uk/counciltax](http://www.watford.gov.uk/counciltax)

# Foreword



**The last year has been really difficult for many residents across Watford. The cost of living emergency has affected household budgets. It has had an impact on the council too, with the cost of services and projects increasing.**

Given these financial difficulties, we need to prioritise what we can deliver over the next year. That is why we have put these issues at the top of our agenda:

- Supporting residents through the cost of living emergency.
- Protecting frontline local services.
- Delivering on our promise to be a net zero carbon borough by 2030.

To help with the cost of living emergency, last year we set up 21 welcoming spaces. These are places where residents can be in a warm place without worrying about heating bills and spend time with others. We will continue to provide concessionary rates for services and a council tax reduction scheme for low income households. I am pleased that we will also provide our great programme of free public events, ensuring that all residents of Watford can meet publicly and have fun with their friends and family, no matter what their financial situation.

Climate change is a real threat and we need to do our part to reduce our carbon emissions to protect our planet. However, our drive to reach net zero will also help us financially. Our investment in the Town Hall and Colosseum, which will make the buildings more energy efficient, will save taxpayers up to £300k per year in running costs.

Last year we were awarded 17 green flags for our parks - more than anywhere else in Hertfordshire. We were also proud when three of our fantastic parks were named in the top 10 in the country. I have promised to continue investment in our green spaces and this is just what we will do. For example, at Woodside Playing Fields we will refurbish buildings that house the boxing club and the cricket club and will also build a "changing places" bathroom which will increase accessibility to the park for those with physical disabilities. At other parks we will be improving footpaths, creating new habitats for wildlife and installing new water fountains.

This budget means that we can continue to deliver excellent services for every resident in Watford, support those in financial difficulty and protect our environment for future generations.

As ever, if you have any issue that you think I can help with, please contact me at [themayor@watford.gov.uk](mailto:themayor@watford.gov.uk) or by phone on **01923 278371**.

**Elected Mayor of Watford**  
[www.watford.gov.uk/electedmayor](http://www.watford.gov.uk/electedmayor)

## How to pay your council tax

**There are a number of different ways to pay your council tax.**



**Direct Debit** - Take the hassle out of paying - visiting [www.watford.gov.uk/directdebit](http://www.watford.gov.uk/directdebit)



**Online** - Pay for it online using the online payment facility at [www.watford.gov.uk/pay](http://www.watford.gov.uk/pay)



**Telephone** - Use our 24 hour payment line on **01923 278989**

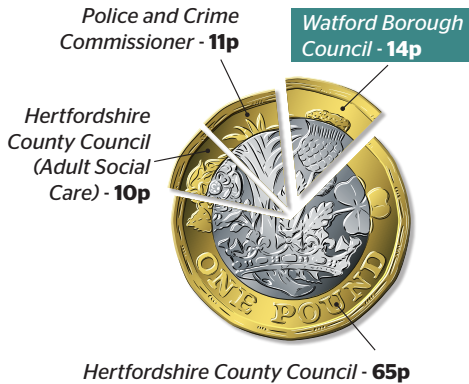
For more information about council tax visit [www.watford.gov.uk/counciltax](http://www.watford.gov.uk/counciltax)



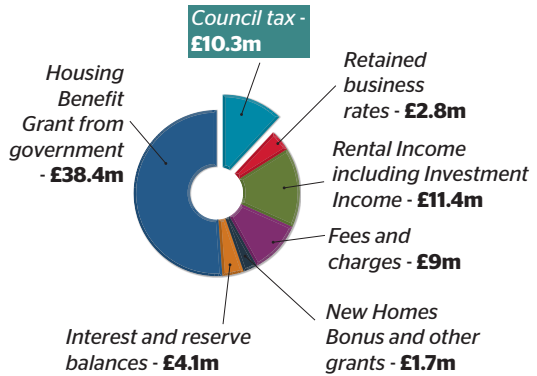
You may be entitled to a discount on your council tax. Anyone who has been medically certified as having a permanent severe mental impairment such as dementia, and who is entitled to a disability benefit eg attendance allowance, personal independence payment or disability living allowance, could be entitled to a council tax reduction or exemption. For more information visit: [dementiauk.org/council-tax-discounts](http://dementiauk.org/council-tax-discounts) or [www.watford.gov.uk/counciltax](http://www.watford.gov.uk/counciltax)

# What you pay

## Where your money goes



## Where our money comes from Total £77.7m



## How much council tax will I pay?

The council tax you pay depends on the valuation band your property is in and the number of adults living in your home. Your council tax bill, which came with this leaflet, tells you which band you are in and the amount of tax you have to pay. The property band is determined by the Valuation Office Agency (VOA). If you think that your council tax band is wrong, you can contact the VOA on **0300 0501 501** or visit **voa.gov.uk**.

Band	Hertfordshire County Council	Hertfordshire County Council (Adult Social Care)	Police & Crime Commissioner	Watford Borough Council	Total
A	£929.57	£140.85	£158.67	£193.90	£1,422.99
B	£1,084.50	£164.32	£185.11	£226.22	£1,660.15
C	£1,239.43	£187.80	£211.56	£258.53	£1,897.32
D	£1,394.36	£211.27	£238.00	£290.85	£2,134.48
E	£1,704.22	£258.22	£290.89	£355.48	£2,608.81
F	£2,014.08	£305.17	£343.78	£420.12	£3,083.15
G	£2,323.93	£352.12	£396.67	£484.75	£3,557.47
H	£2,788.72	£422.54	£476.00	£581.70	£4,268.96
% increase	2.99%	2.00%	6.73 %	2.99%	4.90%

For questions relating to Hertfordshire County Council's figures, please visit [hertfordshire.gov.uk/counciltax](http://hertfordshire.gov.uk/counciltax) email [contact@hertfordshire.gov.uk](mailto:contact@hertfordshire.gov.uk) or phone 0300 123 4040.

# What we provide

## What we spend our money on

Total £77.7m



Housing Benefit  
- **£38.4m**  
(99% from  
Housing Benefit  
Grant from  
government)



Housing  
and tackling  
homelessness -  
**£1.8m**



Parks and Open  
Spaces, Cultural  
Services and  
community  
events - **£4.6m**



Planning,  
Economic  
Development,  
Property  
Management,  
Transport and  
Parking - **£6.9m**



Waste Services,  
Street Cleaning,  
Environmental  
Health and  
Licensing -  
**£8.2m**



Elections -  
**£0.2m**



Day to day running of the council, Legal and  
Democracy (including managing council meetings)  
and Customer Services - **£17.6m**

# What we delivered in the last financial year



**11,000**

Our Centenary celebrations saw over 11,000 people attend various events around the town



Local Plan approved



**21**

welcoming spaces opened in the town



**15,000**

trees have been planted around the borough



Over **160** free events were staged around the town



Cost of living hub opened



Whippendell Woods restoration project completed



**3**

Watford parks ranked in the top ten in the UK



**17**

Green Flag awards received for our parks and open spaces



Market Street makeover completed



**3**

new murals installed in the borough



New memorial garden opened at North Watford Cemetery

# What's coming up in the next financial year



More support for residents during the cost of living crisis



Upgrading play areas around the borough



Tree planting around the town



Restoring the River Colne project



Opening new crematorium



Creating Woodside Sports Village



Maintaining our Green Flag Parks



Investing in Watford's shopping parades



Updating Cassiobury Park tennis courts



Improving Queens Road



Improving transport and infrastructure



Restoring Cassiobury Wetlands



Installing more electric vehicle charging points



Town Hall Quarter regeneration project



# Summer vibes in Watford

All events are either free or low-cost! Keep an eye on [watfordbigevents.co.uk](http://watfordbigevents.co.uk) for updates.



# Cost of living

## we're here to help



**We understand that you may be struggling to make ends meet at the moment and are worrying about the future.**

Watford Borough Council, Hertfordshire County Council and a range of voluntary and community groups across the town are offering support and advice in the following areas:



Energy bills



Housing and accommodation



Employment



Food and essential supplies



Debt and money management



Health and wellbeing

If you'd like to donate to our Community Fund to support local charities helping people through the cost of living emergency, please visit [watfordcommunityfund.com](http://watfordcommunityfund.com)



[www.watford.gov.uk/cost-living-support](http://www.watford.gov.uk/cost-living-support)