

# Council Tax 2025/26

What you pay and what we provide



**WATFORD**  
BOROUGH  
COUNCIL

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

# Forward



As we enter spring 2025, we continue to navigate challenges both locally and nationally. The impact of the Autumn Budget 2024, coupled with the ongoing cost of living crisis, affects us all. Despite these pressures, Watford remains resilient, with a strong financial position thanks to our prudent management. This stability allows us to continue supporting residents.

2024 was a year of major achievements for Watford. We secured £16 million for the Town Hall Quarter and £2.4 million for the Museum of Watford, ensuring these spaces remain at the heart of our town.

Investment in Watford Business Park strengthened our local economy, while our commitment to sustainability saw us named among the UK's top 10 for EV charging and led to the creation of Cassiobury Wetlands.

Our efforts were further recognised as Watford was named the UK's top town in the 2024 Vitality Index, and the Local Government Association praised our "hugely ambitious" plans for the town.

Building on these successes, the 2025/26 budget focuses on maintaining vital services and investing in our town's future:

- Protecting and enhancing essential services for our community
- Investing in a greener, more sustainable Watford
- Backing local businesses to keep our town thriving

We remain committed to making Watford greener, safer, and more vibrant. This year, we are investing in our environment, leisure facilities, and public spaces while continuing to support residents and local businesses (you can read more on page 4).

Major projects include the restoration of the River Colne, upgrades to parks and footpaths, expanding EV charging, and enhancing shopping parades. The fully refurbished Watford Colosseum will also reopen with world-class entertainment in this venue.

As always, 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 - visit [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)

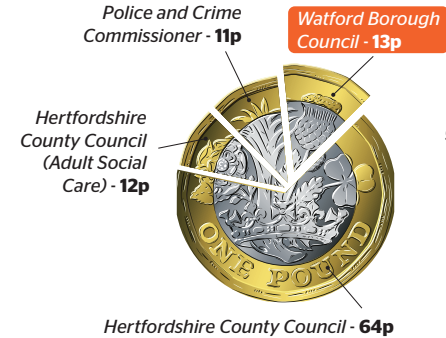
**Telephone** - Use our 24 hour payment line on 01923 278989

**Chatbot & Live Chat** - Our website's AI chatbot, 'WatBot', is available 24/7 to help with council tax enquiries, providing instant responses and multilingual support. It can also assist with questions about elections, parking and waste services. If you need further help, our live chat is available during council office hours. For more information visit [www.watford.gov.uk/counciltax](http://www.watford.gov.uk/counciltax)

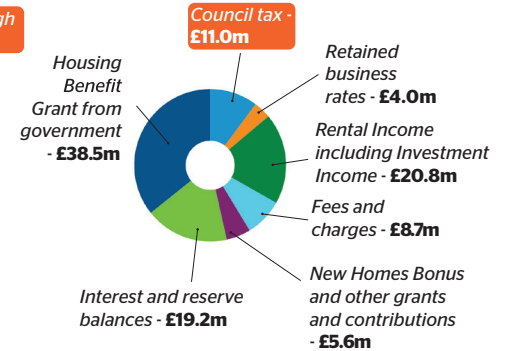
 You may qualify for a council tax discount if you have a permanent severe mental impairment, such as dementia, and receive a disability benefit. Learn more at: [dementiauk.org/council-tax-discounts](http://dementiauk.org/council-tax-discounts) or [watford.gov.uk/counciltax](http://watford.gov.uk/counciltax).

# What you pay

## Where your money goes



## Where our money comes from Total £107.9m



## 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](http://voa.gov.uk).

Band	Watford Borough Council	Hertfordshire County Council	Police & Crime Commissioner	Total
A	205.67	1,179.91	176.67	1,562.25
B	239.95	1,376.56	206.11	1,822.62
C	274.23	1,573.22	235.56	2,083.01
D	308.51	1,769.87	265.00	2,343.38
E	377.07	2,163.18	323.89	2,864.14
F	445.63	2,556.48	382.78	3,384.89
G	514.18	2,949.78	441.67	3,905.63
H	617.02	3,539.74	530.00	4,686.76
% increase	2.99%	4.99%	5.58%	4.79%

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 £107.9m



Housing Benefit  
- £39.3m  
(funded by a grant from central government)



Housing and tackling homelessness - £5.4m



Parks and Open Spaces, Cultural Services and community events - £6.9m



Planning, Economic Development, Property Management, Transport and Parking - £30.8m



Waste Services, Street Cleaning, Environmental Health and Licensing - £9.3m



Elections - £0.2m



Day to day running of other council services - £16m



## What's coming up this year

We're making Watford greener by investing in leisure facilities and maintaining our award-winning parks. This year, we're allocating £50,000 for footpaths improvements at Cassiobury Park and the nature reserve, £25,000 for shrub replacements, and £20,000 for water fountains in our Green Flag parks.

Our environmental efforts include £247,000 for River Colne restoration, funding for Cassiobury Wetlands, and £25,000 for tree planting—having exceeded our 20,000-tree target two years early. To reach net zero by 2030, we're expanding EV charging (£80,000) and upgrading the council fleet to electric (£261,000).

Supporting residents remains a priority, with funding protected for Watford's Citizens Advice, the Winter Night Shelter, and efforts to tackle the national housing crisis.

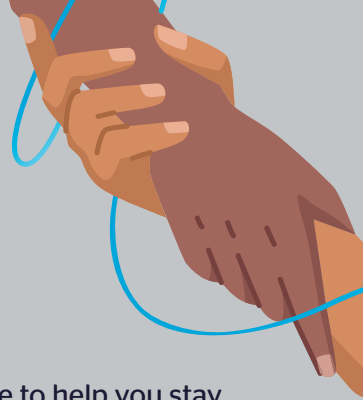
To keep Watford safe and vibrant, we're upgrading CCTV (£25,000), replacing litter bins (£15,000), and improving shopping parades (£100,000). St Albans Road (£200,000) and cycling infrastructure (£466,000) upgrades continue.

This budget also secures the reopening of Watford Colosseum and the launch of the new Museum of Watford next year.

WATFORD  
**COLOSSEUM**



# We are your helping hand



There's lots of support, advice, and services available to help you stay safe and well and manage the cost of living.

If you need help and don't know where to turn, contact Watford Borough Council on **01923 226400** between 8.45am and 5.15pm weekdays (4.45pm Friday)



For more information, please scan the QR code or visit [www.watford.gov.uk/cost-of-living](http://www.watford.gov.uk/cost-of-living).

## Age UK Hertfordshire

Supporting older people with advice, including financial support and other services to help maintain independence

Call: 0300 345 3446

[www.ageuk.org.uk/hertfordshire](http://www.ageuk.org.uk/hertfordshire)

## Mental health

Advice and support for anyone experiencing a difficult time

Herts Mind Network: 02037 273600  
Wellbeing Centre, 501 St Albans Road, Watford, WD24 7RZ  
Samaritans: 116 123

## Carers in Herts

Practical and emotional support for carers who live, work or care in Hertfordshire

Call: 01992 58 69 69

[www.carersinherts.org.uk](http://www.carersinherts.org.uk)



## HertsHelp

Trained advisers offering free, confidential advice on local services and support

Call: 0300 123 4044  
Email: [info@hertshelp.net](mailto:info@hertshelp.net)

[www.hertshelp.net](http://www.hertshelp.net)

## Citizens Advice Watford

Free, local and confidential advice on benefits, money, housing, energy, employment and family issues

Call: 0800 144 8848  
Drop-in: Mon to Thurs, 9.30am to 12.30pm,  
St Mary's Churchyard Watford WD17 2BE

[www.cawatford.org.uk](http://www.cawatford.org.uk)

## Housing and money

Support services for residents having difficulties with housing, housing costs or paying Council Tax

Call Watford Council: 01923 226400

Online contact form via:  
[www.watford.gov.uk](http://www.watford.gov.uk)

## Health and Independent Living Support (HILS)

Meals on wheels and other independence-promoting services for older and disabled people

Call: 0330 2000 103

[www.hils-uk.org](http://www.hils-uk.org)

## Local food support

Information on food support available in Watford

For details call Watford Council:  
Monday to Friday 8.45am to 5.15pm on  
01923 226400

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

## Welcoming spaces

Find a safe, warm welcoming space with free refreshments in Watford

For details call Watford Council  
Monday to Friday 8.45am to 5.15pm on  
01923 226400

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



# What's On in Watford

An exciting array of council-funded, vibrant, diverse, cultural experiences and events is coming your way. There's something for everyone and most of them are FREE! To find out more, visit [watfordactually.com/whats-on](http://watfordactually.com/whats-on)

## Wat's On Easter & Summer Programme

April | July to August | Various locations

Great activities for children aged 5 to 15, including stage school, adventure play, sports club, plus arts and crafts. There's something for everyone, so don't miss out, make a date in your diary!

## Free Gym and Swim Easter & Summer Programme

7 - 18 April | 28 July - 29 August | Watford Leisure Centres - Central and Woodside

Residents aged 19 and under can go for free during these periods. For more activities, including bouncy castles and Gymnastics, email [Watfordactivities@everyoneactive.com](mailto:Watfordactivities@everyoneactive.com)



## Big Bandstand

15 June - 21 September | Cassiobury Park

Every weekend from June to September (3pm to 5pm), it plays host to a jam-packed programme of FREE live shows.



## Big Beach

15 to 31 August | Town Centre

The perfect chance for people of all ages to lap up some summer sun. There will also be exciting games for you to play, from the shack on the beach.



## Big Jiveswing Festival

27 July | Cassiobury Park

One of the UK's largest FREE Jazz Festivals, featuring some of the best internationally acclaimed musicians, bands and dancers. A great family day out, with live cabarets, dance classes for children and adults and a vintage photo booth, all for FREE!



## Colourscape

16 - 25 August | Cassiobury Park

Enter a new world of colour and light. Explore a unique labyrinth of 70 interlinked chambers of intense colours and discover interactive musicians and dancers along the way.



## Big Screen

4 - 10 August | Watford Town Centre

11 - 17 August | Knutsford Playing Fields

Grab your blankets, pack a picnic and sit back and relax whilst watching some old favourites alongside new blockbusters.

