



Getting in touch - Hertfordshire County Council

Hertfordshire County Council online services and telephone contact numbers

Hertfordshire residents can get more done at the click of a button with an ever-increasing range of services available on the county council's website – www.hertsdirect.org Access to information and online services whenever you need.

Apply for it

- **Blue Badge** – disabled parking pass: www.hertsdirect.org/bluebadge
- **Concessionary bus passes** – www.hertsdirect.org/buspass
- **Education benefits** - inc free school meals – www.hertsdirect.org/freeschoolmeals or on our smartphone app www.lookinglocal.gov.uk/hertsdirect
- **Hertfordshire SaverCard** – half price bus travel for students aged 11 to 18: www.hertsdirect.org/savercard
- **Highways online services** – disabled parking bays, dropped kerbs, skip and scaffold applications & licences: www.hertsdirect.org/highways
- **Jobs** – www.hertsdirect.org/jobs
- **Registration** – booking appointments to register a birth or death, giving notice of a civil partnership or marriage or to order copy certificates: www.hertsdirect.org/registrars
- **Performance licences for children** – www.hertsdirect.org/performancelicence



This Quick Response (QR) code links to www.hertsdirect.org

- **School admissions** – parents can apply for their child's school place online as well as searching for their nearest school: www.hertsdirect.org/admissions
- **Work permits for children** – www.hertsdirect.org/schoolagedworkpermit

Buy or pay

- **Pay an invoice** – www.hertsdirect.org/services/#buy
- **Heritage shop** - www.hertsdirect.org/hals

Find It

- **Bus and rail information** – plan your journey online: www.intalink.org.uk or on a smartphone app: www.app.intalink.org.uk
- **Childcare directory** – details of local childcare, including childminders, pre-schools and nurseries: www.hertsdirect.org/fis
- **Children's Centres** – www.hertsdirect.org/childrenscentres
- **Fire stations** – www.hertsdirect.org/fire
- **Household waste recycling centres (tips)** – www.wasteaware.org.uk
- **Reference library** – resources and ask a librarian online: www.hertsdirect.org/libraries
- **Salting (gritting) routes** – winter maintenance on roads, including salting routes and salt bins: www.hertsdirect.org/salting
- **School Journey Planner** – www.hertsdirect.org/mapit

Request It

- **Home safety fire check (free)** – www.hertsdirect.org/fire
- **Libraries** – library catalogue, renewals and reservations, eBooks and downloadable audiobooks, and booking free public PCs (with Internet access): www.hertsdirect.org/libraries
- **Archives and local studies** - indexes, catalogues and services – www.hertsdirect.org/hals

Tell Us

- **Feedback** – log a complaint or compliment online: www.hertsdirect.org/complaints
- **Highways faults** – streetlights, potholes and other problems: www.hertsdirect.org/highwayfaults
- **Consultations** – www.hertsdirect.org/consultations

Other key areas of information include:

- **Carers support** – www.hertsdirect.org/carers
- **Family Services Directory** – www.hertsdirect.org/fsd
- **Hertfordshire Welfare Assistance Scheme** – www.hertsdirect.org/welfareassistance
- **Herts Help** - find the help you need: www.hertsdirect.org/hertshelp
- **Local services and information** – www.hertsdirect.org/your-community
- **Money Advice** – www.hertsdirect.org/benefits
- **Public Health** – www.hertsdirect.org/healthinherts
- **Roadworks** – www.hertsdirect.org/roadworks
- **School term dates** – www.hertsdirect.org/termdates
- **Social care for adults** – www.hertsdirect.org/supportforadults
- **Social care for children** – www.hertsdirect.org/childrensservices
- **Special Educational Needs** – www.hertsdirect.org/specialneeds
- **Trading Standards** – www.hertsdirect.org/tradingstandards
- **Young People** - information, advice, guidance and support and youth work for 13 to 19 year olds (up to 25 years old for young people with learning difficulties or disabilities) www.youthconnexions.com

You can also contact us by email

hertsdirect@hertfordshire.gov.uk and telephone:

General Enquiries	0300 123 4040
Minicom (textphone)	0300 123 4041
Health and Community Services - inc adult social care, disabilities and Blue Badge	0300 123 4042
Children's Services – inc social care and admissions	0300 123 4043
Registration – birth, deaths and marriages	0300 123 4045
Fire Safety enquiries	0300 123 4046
Highways (roads) and environment	0300 123 4047
Education benefits – free school meals	0300 123 4048
Libraries, Archives and Local Studies	0300 123 4049
Passenger transport, inc concessionary bus passes and driver training	0300 123 4050
WasteAware	0300 123 4051
Family Information Service - childcare information	0300 123 4052

Lines are open 8am to 8pm Monday to Friday and 9am to 4pm Saturday.



HertsHelp - including Hertfordshire Welfare Assistance Scheme - find the local help you need - email info@hertshelp.net or call **0300 123 4044**

Calls to 0300 numbers cost no more than calls to numbers starting with 01 and 02 and will count towards inclusive minutes in a phone contract in the same way.

Trading Standards - Citizen's Advice Consumer Service	0845 4040506
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@hertscc and @herts_highways (gritter twitter)



Find us on Facebook:

hertsdirect



Find us on YouTube:

hertscountycouncil



Hertfordshire County Council, County Hall, Pegs Lane, Hertford, Herts, SG13 8DQ

Our website also has links to services provided by district and borough councils including council tax, parking, litter, rubbish and recycling collection, planning applications and licensing:

Broxbourne Borough Council www.broxbourne.gov.uk	enquiry@broxbourne.gov.uk	01992 785555
Dacorum Borough Council www.dacorum.gov.uk	feedback@dacorum.gov.uk	01442 228000
East Herts District Council www.eastherts.gov.uk	enquiries@eastherts.gov.uk	01279 655261
Hertsmere Borough Council www.hertsmere.gov.uk	customer.services@hertsmere.gov.uk	0208 207 2277
North Herts District Council www.north-herts.gov.uk	service@north-herts.gov.uk	01462 474000
Stevenage Borough Council www.stevenage.gov.uk	csc@stevenage.gov.uk	01438 242242
St Albans City & District Council www.stalbans.gov.uk	contactus@stalbans.gov.uk	01727 866100
Three Rivers District Council www.threerivers.gov.uk	enquiries@threerivers.gov.uk	01923 776611
Watford Borough Council www.watford.gov.uk	enquiries@watford.gov.uk	01923 226400
Welwyn Hatfield Borough Council www.welhat.gov.uk	contact-whc@welhat.gov.uk	01707 357000
Health www.nhsdirect.nhs.uk / www.wheredoigo.org.uk		0845 4647 / 111
Police- Hertfordshire Constabulary www.herts.police.uk		Non emergencies 101