

Telling the Story – An overview of achievements by Corporate Priority up to 30 September 2012:

Please note only the objectives where there are achievements to report have been listed and where an achievement relates to a specific service plan action this has been referenced.

Priority: People	What we want to achieve	What we have done
	<p>Objective: Enhance our local community engagement by working together with our partners such as Parish and Town Councils, for the benefit of our communities</p>	<ul style="list-style-type: none"> • Provided £17,790 in grants for 67 Jubilee Street parties. The grants were given towards the costs of organising events that would bring people together in a fun, friendly way, and contribute to a sense of community and neighbourliness. Groups ranged from community centres, residents’ associations, village hall committees and parish councils to groups. (12-CE03) • Welcomed the Olympic torch in East Herts, which came through Hertford, Ware and Bishop’s Stortford. (12-CE03) • Held a successful and well attended annual Parish conference in Much Hadham for all parishes. • Joined Twitter and re-launched our Facebook page with usage growing and member social media training delivered. Currently 1,330 followers on Twitter. (12-CE09)

Priority: People	What we want to achieve	What we have done
	<p>Objective: Maintain our core services to a good standard and ensure high satisfaction with the council as measured through the biennial Residents Survey</p>	<ul style="list-style-type: none"> • Retained the Investors in People award (IiP) which recognises how the council helps staff to deliver improvements. During the four day assessment randomly selected staff were interviewed. The independent assessor found many areas of excellent practice and some areas where the council could do more and improve. An action plan has been drafted to address the areas for improvement. • Worked with the Community Voluntary Service to allocate £25,000 for fun free activities for children and young people aged between 5 -19. A total of 25 grants. For the first time, Hornsmill Community Centre in Hertford hosted two activities and Child UK run its popular Play and Teen Rangers scheme in local playing fields. Bedazzle Projects in Bishop's Stortford had a pop school for children with special needs. Towns and villages, including Standon and Puckeridge, Benington and Stanstead Abbots also received some of the funds. • Everyone Active, the organisation that manages East Herts Council's pools and gyms, won a top industry award. Voted by the residents who visit the leisure centres in East Herts and there other venues across the country. Everyone Active won the Leisure Operator of the Year award for the third year at the annual FLAME Awards, run by the Fitness Industry Association (FIA). • Installed a new Infreemation system to help us meet our target of delivering at least 85% Freedom of Information (FOI) requests within 20 days. This system makes the FOI process more accessible within the Council and helps to improve the overall management of requests. FOI performance exceeded 90% in 20 days in August 2012. (12-CPS03)

Priority: People	What we want to achieve	What we have done
	<p>Objective: Provide support for the vulnerable by working with our partners to increase the number of social and affordable homes, increasing the number of supported housing units and ensuring those in need access the benefits and support they are entitled to</p>	<ul style="list-style-type: none"> • Joined an online system making it easier for households wishing to join the East Herts Council Housing Register to apply for accommodation to do so, to view their assessment in more detail and update changes. A link at HomeOption takes applicants straight to the online form. It also explains what information they will need in order to register and how to contact the Council if they want advice in completing the form. • Worked with Hertfordshire County Council, voluntary and community sector services to develop an integrated approach to engage more with older people forums to help strengthen their preventive role and achieve a wider range of health and wellbeing outcomes for this older community. • Allocated funding to Shopmobility, in partnership with Skill Ltd to help people with disabilities to continue to get around the town centres independently. According to the charity, Shopmobility boasts 471 registered members and over June and July this year, the service averaged 38 hires of electric scooters, manual and powered wheelchairs per week. All trips are free to registered members who come from Bishops Stortford and surrounding villages. • The council's Housing Strategy was agreed by Council on 26 September 2012 and is now published.

Priority: People	What we want to achieve	What we have done
	<p>Objective: Continue to review the council's assets and the best way to manage them</p>	<ul style="list-style-type: none"> ● Reviewed ownership and management arrangements for: <ul style="list-style-type: none"> ➤ Ware Drill Hall – asset transferred to a community group ➤ Scotts Grotto – retained current arrangements with Ware Society as this was the best management option ➤ Hornsmill Community Centre – provided support
	<p>Objective: Ensure the sustainability of Hertford Theatre and explore possibilities for the theatre to be administered through a community trust.</p>	<ul style="list-style-type: none"> ● Hertford Theatre completed its first full year since re-opening (previously Castle Hall). The Theatre has quickly become a vibrant and successful artistic and community hub. Success against the business plan and its growing cultural offer was acknowledged by the council's Scrutiny Committee in August 2012.

Priority: People	What we want to achieve	What we have done
	<p>Objective: Reduce waste sent to landfill by increasing our recycling rate to more than 50%.</p>	<ul style="list-style-type: none"> • Launched SURGE – a promotion scheme designed to improve the amount of waste recycled and a decrease the amount sent to landfill, the campaign particularly targeted low performing areas based on the average amount recycled per round. The impact of the campaign will be measured in a number of ways: <ul style="list-style-type: none"> • Increase in weights of recycling • Requests for additional containers. • Anecdotal information about the collection crews experiences and feedback from residents. <p>Recycling performance to date has increased slightly from 52.13% in August 2011 to 52.61% in August 2012.</p>
	<p>Objective: Reducing the carbon dioxide emissions from our own operations by 25% by 2020.</p>	<ul style="list-style-type: none"> • Herts Sustainability Forum (HSF) has been established and has set up a Local Nature Partnership (LNP) which has been accredited by the Government. The HSF has also set up a Member working group to look at how to progress the Governments new framework for dealing with fuel poverty (known as the 'Green Deal'). Officers will report to East Herts Council's members once this work has been completed. The HSF is currently reviewing its priorities and has agreed to fund an awareness campaign covering a range of environmental matters. (12-ES17)

Priority: People	What we want to achieve	What we have done
	<p>Objective: Sustain the percentage of residents who are satisfied with our parks and open spaces.</p>	<ul style="list-style-type: none"> • Raised awareness and use of open spaces by holding a 'Love Parks' week, at Southern Country Park which had an Olympics theme and 'Meet the Animals' events at Pishiobury Park. The Get Park Active events are designed to promote outdoor leisure and healthy lifestyles. These events attracted around 1000 visitors and positive feedback was received. Other activities have included 'The Big Dig' and a 'History Walk' with Friends of Pishiobury Park and Foxholes (Hertford) woodland walk. (12-ES05)

Priority: People	What we want to achieve	What we have done
	<p>Objective: Uphold the safety of our communities and seek to reduce the fear of crime by supporting neighbourhood policing</p>	<ul style="list-style-type: none"> • Launched Operation Panther to combat anti-social behaviour and criminal damage across the whole of the area. The special operation, aims to deter young people from engaging in anti-social or criminal behaviour, initially just operated in Bishop's Stortford, Sawbridgeworth, Buntingford and the surrounding rural areas. It now covers the whole of East Herts. Working in partnership with the local police and housing associations the Council is able to take positive action against anti-social behaviour, criminal damage and repeat offenders. Since March 2012 181 young people have been given Operation Panther forms of which 150 young people have not come to the police attention again since receiving their first Operation Panther letter (82% success rate) and 31 young people are on their second letter. 5 young people have had home visits by their local officer where anti-social behaviour has been explained and diversionary activities offered. Overall anti social behaviour has reduced by -36.24% in East Herts in the last year (comparison between 1 April – 18 October 2011 against 1 April – 18 October 2012). • Contributed, as part of the East Herts Community Safety Partnership, to the hosting of FREE activities for young people aged 11-19 during the summer holidays. Since 2009, 3075 young people have attended these summer activities and just under 10% have achieved a accredited outcome from Youth Connexions and crime during these activities has fallen.

Priority: Prosperity	What we want to achieve	What we have done
	<p>Objective: Uphold the safety of our communities and seek to reduce the fear of crime by supporting neighbourhood policing (continued)</p>	<ul style="list-style-type: none"> • Issued all our Civil Enforcement Officers (CEO) with bodycam. The bodycams will not be used as part of the ordinary parking management and enforcement process. Instead where there has been a verbal or physical attack on a CEO, footage may be used for evidential purposes and also where it may help in resolving a complaint from a member of the public. • Removed over 100 graffiti tags in Hertford in partnership with the Probation Service Community Payback scheme, whose teams have helped us remove the graffiti.
	<p>Objective: Continue the streamlining of back office functions in order to ensure an efficient and sustainable Council for the future.</p>	<ul style="list-style-type: none"> • Approved a senior management restructure of three full-time Directors and the deletion of the Chief Executive post, to provide a more streamlined corporate team. An existing Director post has been redesignated to include many of the Chief Executive's previous functions and therefore by combining the two roles will save more than £100,000 annually. • Took robust action against fraud and to date have prosecuted 7 people, issued 2 administration penalties and 22 cautions. This means that the council is recovering a combined total of Housing Benefit/Council Tax Benefit overpayments of £176,510.36 against these 31 sanctions, plus the Department of Work & Pensions are recovering a further £30,954.43 in related benefits overpaid to the joint prosecution cases.

Priority: Prosperity	What we want to achieve	What we have done
	<p>Objective: Develop a practicable and pragmatic Parking and Transport Strategy and action plan which delivers integrated and value for money policies in respect to car parking, walking, cycling routes and vital bus routes.</p>	<ul style="list-style-type: none"> • Gave Apton Road car park a £100,000 makeover. The new design of the lower level makes it easier for motorists to circulate within the car park. The old surface, which was loose and prone to potholes, now has a smooth Tarmac topping, while new white lines clearly mark out the spaces and indicate entrance and exit routes. • Gave Hertford town centre car park a £600,000 revamp to make it more updated modern car park. Improvements included re-tiling, re-painting and the installation of anti-pigeon measures, as well as resurfacing. Also more spaces were created for blue badge holders. • Approved the district's first Parking and Transport Strategy on 4 July 2012. The strategy provides a position statement and a strategic framework to enable specific proposals to come forward later recognising the variety of transport and park challenges that the district is faced with. (12-CPS09) • Joined up with Sawbridgeworth Town Council to offer a free hour of parking, with the town council agreeing to underwrite the trial up to a maximum of £10,000. For an initial period of six months, until February 6 next year, motorists can park without charge for the first hour of their stay. In addition the cost of longer stays has been cut. It is hoped that this will encourage shoppers to the town and support local businesses.

Priority: Prosperity	What we want to achieve	What we have done
	<p>Objective: Increase the economic resilience of the market towns working with the local business community.</p>	<ul style="list-style-type: none"> • Awarded Markets Team of the Year award by the National Association of British Markets (NAMBA). Over the past year the team have introduced a range of new systems for the markets in Stortford, Hertford and Ware, including trader incentives and farmers' market. • Supported the exploration of a combined scheme for time limited pedestrianisation of South Street/Potter Street and creation of Shared Space focused around the South Street/ Station in Bishop's Stortford. The proposals were put forward by the Bishop's Stortford 2020 Group, as it was felt they could bring a number of benefits to the town, such as, improved pedestrian environment, improved street scene and walking opportunities and regeneration of the area in particular retail and commercial facilities. It was agreed further consultation be undertaken before it is recommended for inclusion in the Bishop's Stortford and Sawbridgeworth Urban Transport Strategy.