

Essential Reference Paper “B”

Telling the Story – An overview of achievements by Corporate Priority up to 30 September 2013:

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
	Objective: Reduce fuel poverty	<ul style="list-style-type: none"> Considered options for a partnership model to support the introduction of the Green Deal in 2013. However, national uptake of Green Deal (GD) scheme remains very low, so developing a Hertfordshire option is not considered viable at this stage. A working group will review the Green Deal scheme in the next year. In interim, East Herts Insulation Grants will be re-launched in October 2013. (13-CSHS04)
	Objective: Increase community engagement	<ul style="list-style-type: none"> Worked in partnership with Inspirational Arts and the Hertfordshire Music Service to give young performers the opportunity to step into the limelight with the 3music project. Over the years 3Music has successfully acted as a starting block for many young performers seeking a career in the theatre and music industry. Held 3rd annual Community Sports Awards event to recognise local sporting talent and celebrate achievements of East Herts Schools in Herts School & Youth Games - 16 awards were presented in 9 categories with individuals winning Sports Performer of the Year (over & under 18), Volunteer of the Year (over & under 18), Coach of the

		<p>Year (over & under 18) and Service to Sport Award and clubs winning Sporting Achievement of the Year and Club of the Year. Award winners came from across the district - Bishops Stortford Canoe Club winning Coach of the Year and Bury Rangers FC winning Club of the Year and individual performers in swimming, cycling, badminton and canoeing coming from Hertford, Ware, Great Amwell and Bishops Stortford. There was good press coverage of the Awards.</p> <ul style="list-style-type: none"> • Revised all councillor role descriptions to highlight the requirements of community engagement as well as providing a programme of support to help members respond to this increasing role (13-DLSS02) and three community engagement grants have been allocated to councillors to date to support public engagement meetings within their constituency.
	<p>Objective: Deliver strong and relevant services</p>	<ul style="list-style-type: none"> • Continued to explore a range of shared service provision with other councils by jointly procuring a new cleaning contract with Stevenage and North Herts Council so that we can improve the level of cleanliness in council offices within the budget we have and now share a Payroll and HR system with Stevenage Council, to improve resilience. (13-FMEM02 and 13-HR04)
	<p>Objective: Improve outcomes for vulnerable families and individuals</p>	<ul style="list-style-type: none"> • Contributed, as part of the East Herts Local Strategic Partnership to: <ul style="list-style-type: none"> ➤ Jointly funding a new time banking scheme in Buntingford in partnership with Hertfordshire County Council. The scheme is run by the North Herts Centre for Voluntary Service. Participants who sign up are able to donate time towards helping others in any way they feel they are able. In return they receive an equivalent

amount of time back from somebody helping them. The scheme is aimed at engaging some of the most vulnerable members of society, but is open to anybody to join in.

- Helped a group of widows and widowers aged 70 plus develop their cooking skills and to reduce social isolation that is increasing in this age group. A seven week course held at Dixon Place sheltered housing, facilitated a supportive atmosphere for people to develop their cooking skills, consider portion size, increase their confidence and build friendships.
- Developed a three-year agreement which will provide East Herts Citizens Advice Service with £129,000 on an annual basis, subject to a yearly review. This will help to ensure a wide range of support on many issues affecting people's lives continues to be provided, specifically housing debt, benefits and housing advice.
- Built a young persons supported accommodation in Hertford. The new accommodation will provide 14 flats to support up to 28 East Herts residents aged 16 - 24 that are in housing need. In addition residents will also receive training and support whilst living there. The accommodation opened on 18 October 2013. (13-HO1)
- Of the 36 discretionary “activity” grants that we have awarded, 16 were to groups serving vulnerable adults or children. It is anticipated that this grant aid will support older and vulnerable people to live more fulfilling and independent lives, reducing their isolation and providing opportunities for physical and mental activity.

Priority: Place	What we want to achieve	What we have done
	<p>Objective: Reduce the carbon dioxide emissions from our own operations by 25% by 2020 and work with partners to reduce the emissions of households and businesses</p>	<ul style="list-style-type: none"> • Introduced measures and changes to ensure the Council is on target to reduce carbon dioxide emissions from its own buildings and the services it provides. Changes that have been introduced include: <ul style="list-style-type: none"> ➤ Pool covers at Fanshawe and Ward Freeman leisure centres as well as motion sensor lighting to reduce lighting use and energy-efficiency glazing has been installed at Grange Paddocks to reduce heating costs. ➤ Solar reflective blinds in the council's Wallfields offices in Hertford. ➤ Sensor-controlled lighting and new glazing at Hertford Theatre. ➤ Newer more efficient vehicles as part of the waste contract and the rescheduling of collection rounds to maximise efficiency by using mapping software <p>All these initiatives have contributed to a 13% reduction in CO2 emissions since 2009. (13-ES17)</p>
	<p>Objective: Maintain our clean streets and reduce litter</p>	<ul style="list-style-type: none"> • Supported litter picking campaigns across the district to help improve environment cleanliness, encourage as many people as possible to pick up litter and promote policies that will stop people littering. For example: <ul style="list-style-type: none"> ➤ Ware Beavers took part in a litter pick in Ware and the Council provided each Beaver with a litter picking set.

		<ul style="list-style-type: none"> ➤ Staff from Hanbury Manor Hotel and Country Club in Ware walked along the River Lea towpath from Ware to St Margarets. • Worked with local housing associations and the Dogs Trust to provide free micro chipping as part of a campaign associated with a national drive to encourage responsible pet ownership. Micro chipping pets ensures they can be reunited with owners quickly should they stray and helps reduce kennelling and re-homing costs. During the campaigns 148 dogs were 'chipped'. From 2016 it will be a legal requirement for owners to have their dogs micro chipped. • Won the silver footprint RSPCA award, which is a national scheme that recognises local authorities that have clear procedures and policy on stray dogs. Up to end of September 2013 the council received 174 reports of stray dogs (both lost and found). 71 were collected by the Council of which 47 were reunited with their owners. The remainder were rehomed. (13-ES12).
	<p>Objective: Maintain our parks, play areas and open spaces</p>	<ul style="list-style-type: none"> • Consulted on the Parks and Open Spaces Strategy for the next five years, to ensure that our green spaces, parks and playgrounds continue to be looked after. Consultation was held with 30 external stakeholders and 42 other interest groups. Responses and comments were integrated into the strategy and it was approved at the Executive on 1st October 2013. (13-ES16) • Hartham Common joined a national scheme - the Queen Elizabeth II Fields Challenge - to provide a permanent legacy of the Diamond Jubilee 2012 and the London 2012 Olympics. The green space is one of 2,012 sports pitches, woodlands, play areas, gardens and parks across Britain joining the challenge which has committed to ensuring

		<p>these sites are preserved for the future.</p> <ul style="list-style-type: none"> • Raised awareness and use of open spaces by holding a ‘Love Parks’ week, at Southern Country Park and Pishiobury Park. The Get Park Active events are designed to promote outdoor leisure and healthy lifestyles. • Retained our two ‘green flags’ for The Ridgeway in Hertford (for the fifth year running) and Southern Country Park in Bishop’s Stortford (for the sixth year running).
	<p>Objective: Reduce anti social behaviour and the fear of crime</p>	<ul style="list-style-type: none"> • Launched ‘Who should I call?’ leaflet in partnership with Hertfordshire Police and Hertfordshire County Council. It lists the most common subjects that people are unsure about from potholes and street lights to anti-social behaviour and includes telephone, website and Twitter contact details. • Grant funded 20 projects in partnership with CVS to provide summer activities for young people. The activities ranged from outdoor games and sports, holiday play schemes, gardening for people with learning difficulties, dance, drama and podcasting activities to den building, educational events, fun days and trips out. For the first time, we were able to expand our popular Play Ranger project into Sawbridgeworth and Bishop’s Stortford. In 2013, more than 2,800 children and young people took part. This is slightly lower than the participation level in 2012 of 2,980 children and young people. The reduction is due to fewer providers putting forward high volume programmes in 2013.

Priority: Prosperity	What we want to achieve	What we have done
	<p>Objective: Deliver value for money</p>	<ul style="list-style-type: none"> • Approved a plan for East Herts Council to join forces with Stevenage Borough Council to provide ICT, Business Improvement, Print and Design Services in partnership. The plan was also approved by the Executive at Stevenage. As well as delivering financial savings, the shared service will strengthen resilience and improve the efficiency of the services we provide to our customers. (13-HR02 and 13-ICT01)
	<p>Objective: Enhance the economic well being of East Herts</p>	<ul style="list-style-type: none"> • Contributed, as part of the East Herts Local Strategic Partnership to the: <ul style="list-style-type: none"> ➤ Development of a Work Club. Hertford Fire and Rescue Service in partnership with Jobcentre Plus formed a work club at their Hertford based head quarters to help support the Get East Herts Working Initiative. Championed and awarded funding by the Local Strategic Partnership (LSP), the scheme is aimed at helping people who are looking for work who do not have access to IT facilities at home, get online and find employment. • Supported the Love Your Local Market initiative by showcasing locally grown produce regularly available at Hertford's markets in May 2013. • Made additional short stay parking available at Gascoyne Way car park in Hertford on Saturdays, making visits to the Town easier. All four levels of the car park will give customers the option of parking for 1, 2, 3, 4, or 5 hours on Saturday. The change comes in response to public feedback, backed up by the Council's own findings, that the

		bottom two floors are sometimes unable to meet short stay parking demand on Saturdays.
	Objective: Deliver sustainable rural business growth	<ul style="list-style-type: none"> • Provided free advice for rural businesses through a scheme set up by East and North Herts Councils.
	Objective: Protect the environment	<ul style="list-style-type: none"> • Facilitated a habitat restoration project to protect the wet grassland and botanical species at Thorley Wash Nature Reserve (a Site of Special Scientific Interest). The project was awarded money from a number of agencies, including £64,288.80 from the Rural Development Programme for England (RDPE), managed by East Herts Council. Funding was also secured from Growth Area Funding via Harlow Council, the Environment Agency, and the Highways Department of Hertfordshire County Council.