

## Annual Report 2015/16

### Priority and outcomes

1. **People** – fair and accessible services and opportunities for everyone to contribute:

- Improve health and wellbeing of residents
- Reduce fuel poverty
- Increase community engagement
- Deliver customer focused services
- Improve outcomes for vulnerable families and individuals.

#### **Achievements so far...**

- Launched a three year “Forever Active in East Herts” sports and leisure programme for over 50s with a “Come and Try” taster event attended by over 200 people
- Used funding of £100,000 from county to deliver 14 health and wellbeing outcomes to benefit local people including Meet and Eat Project, Exercise to Wellbeing Project, Dementia Homes Project
- Launched an action plan to tackle fuel poverty which includes 50% grants for cavity wall and loft insulation, advice and assistance to residents in need
- Active partner of the Herts Healthy Homes Project which benefited 58 elderly residents
- Establishing a dedicated post to focus on sustaining tenancies in the private rented sector using a £49,000 homelessness prevention grant to support residents with rental deposits
- Held fifth Community Sports Awards
- Developed new community volunteering scheme
- Granted a 30 year lease to Ware Arts Centre to transform Southern Malting into a community arts hub
- Undertook biennial residents survey that showed 69% of residents satisfied with how the council runs things
- Customer satisfaction is 83% for face to face contact, supported the opening of a Dementia Café in Bishop’s Stortford
- Offered free dementia awareness sessions for residents, businesses and students
- Funded eight Silver Sunday events celebrating older people with activity grants

- Reduced average processing times for housing benefit applications to under 10 days in spite of increased demand

2. **Place** – safe and clean:

- Reduce residual waste and increase recycling rate
- Reduce CO<sub>2</sub> emissions from our own operations by 25% by 2020 and work with partners to reduce the emissions of households and businesses
- Maintain clean streets and reduce litter
- Maintain parks, play areas and open spaces in good order
- Reduce anti-social behaviour (ASB) and the fear of crime
- Ensure future development best meets the need of the district and its residents.

Achievements so far ...

- 49% of waste recycled
- Two air quality projects delivered
- 1600 tonnes of CO<sub>2</sub> saved
- New powers to tackle anti-social behaviour
- RSPCA gold footprint award
- First compulsory purchase order of derelict home
- Retained Green Flag Awards
- Delivered 147 new affordable homes
- Supported launch of community youth champions and Op Stomp initiatives,
- Summer activities programme enjoyed by 621 youngsters
- Granted planning permission for up to 2,200 new homes at Bishop's Stortford North incorporating affordable homes
- Improved planning application processing times
- Completed and adopted the Hertford Urban Design Strategy

3. **Prosperity** – improving the economic and social opportunities available to our communities:

- Deliver value for money and reduce our reliance on central government funding
- Enhance the economic wellbeing of East Herts
- Deliver sustainable rural business growth
- Protect the environment.

Achievements so far ...

- Council tax bill frozen
- Supported county's business awards
- Purchased Old River Lane site in Bishop's Stortford and started work on a town centre framework for consultation at end of 2016
- Created more short stay car parking availability at Gascoyne Way Hertford and Crown Terrace Bishop's Stortford car parks
- Contributed to set-up of Better Business for All (BBfA)
- Jointly launched new Eastern Plateau Rural Development Programme (RDPE), continued with flood alleviation works across the district.