

## Appendix B – Amended LEAF Plan

### Listening, Open and Transparent (L)

Listen and be open and transparent in decision making and actions. We will prioritise improved consultation, engagement and conversation with our communities and evaluate the impact

Ensure that information on our website is as up to date as possible

Strive to achieve Customer Service Excellence

Encourage residents to use our digital communication channels so those who are not digitally able can easily talk to us by phone or in person.

Engage the community in Local Government reorganisation

Engage with residents through Community Forums and the Development Management Forum, to enhance planning outcomes at strategic sites

### Environmentally Focused (E)

Implement our new Air Quality Action Plan to cut pollution and improve health

Implement our Parking Strategy and other options including the LCWIP to encourage active travel

Encourage the reduction of carbon emissions from homes and businesses through training and by supporting “Energy Hubs” in towns and parishes

Roll out more EV chargers in urban and rural locations across the district

Maximising the positive environmental impacts with the delivery of the new waste contract

Encourage residents to play their part in supporting local wildlife and improving our natural environment and support delivery of the Hertfordshire Nature Recovery Strategy

### Acting with the Community (A)

Consult with communities to review and refresh our Local Plan, prioritising improved sustainability standards

Prioritise actions that can provide Housing which is truly affordable

Help create thriving high streets, by encouraging local markets and by working positively with partners

Create a long term asset management plan based on community values

Support communities to create or update their Neighbourhood Plans

Support voluntary sector groups to continue their work support the whole community.

### Fair and Inclusive (F)

Deliver the Cultural Strategy, with support for art and cultural events

Maintain and improve council services while making them more cost efficient through the “Transforming East Herts” programme

Deliver our Thriving Together Plan to promote physical exercise, healthy lifestyles and other measures that boost community wellbeing

Support those facing homelessness or recovering from it, and include them in consultations and community activities

Improve our Council Tax Support scheme to make it fairer, simpler and more transparent