

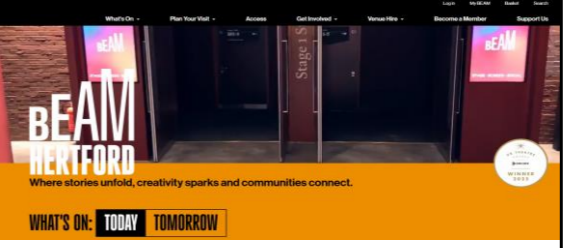
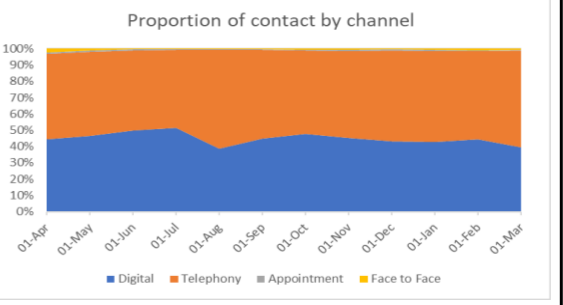
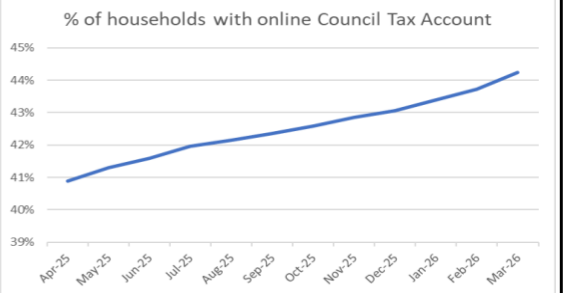
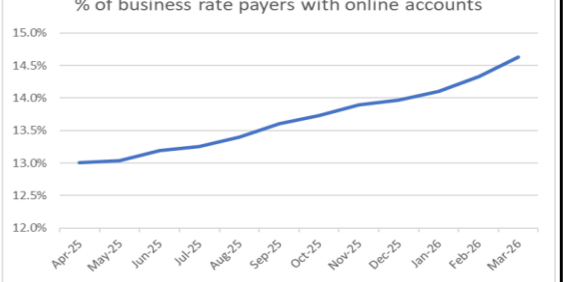


Listening, Open and Transparent

	Objective	Actions	Measure	Update for 2025/26											
				Progress and measure/ results											
1	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	Promote the council's key messages priorities through campaigns including 16 Days of Action, Arts in East Herts and Explore East Herts	Reach on social media (per campaign/ post)	<p>More than 35,000 people saw or engaged with our campaign calling for an end to violence against women and girls. This ran for 16 days in mid December. Nearly 90,000 people saw our campaign promoting rural businesses across the district. This ran from October to the end of March. Our Arts in East Herts promotion drove over 5,000 hits to the campaign page</p>											
			Keep press favourability score above 0	<p>Our average press score for the year has been 58, meaning we have this is testament to more positive coverage than negative coverage over the year. a testament to the team's efforts to publicise as much positive news about the council as possible. This includes coverage on key council updates such as the reduction in household waste being sent to landfill, successful council prosecutions, Arts in East Herts and Love Parks Week. Scores are measured per mention in press. Positive coverage = 1, neutral = 0, negative = -1</p>	<table border="1"> <caption>Press Score</caption> <thead> <tr> <th>Quarter</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>50</td> </tr> <tr> <td>Q2</td> <td>40</td> </tr> <tr> <td>Q3</td> <td>90</td> </tr> <tr> <td>Q4</td> <td>110</td> </tr> </tbody> </table>	Quarter	Score	Q1	50	Q2	40	Q3	90	Q4	110
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	Followers (insta, fb, X, network, nextdoor)	<p>We have increased our Facebook followers this year from 7,123 to 9,967, representing a 39% uplift. Strategically, this is our most important channel (overtaking X) and this success reflects its prioritiation in our work. We have increased our Instagram followers this year from 3,160 to 3,650. Whilst this is slower growth than Facebook, it still represents a 15% jump. We have increased our LinkedIn followers this year from 3,202 to 3,728 - an uplift of 16%</p>													
	Launch "Your Voice" consultation tool and Nextdoor as a new social channel	Increased response rates to consultations	<p>The parking consultation which ran in October generated 643 responses online. We also drove a higher number of responses to more localised consultations, including on Burley Road play area which generated nearly 40 responses. We also used Your Voice to spark engagement on some more light-hearted topics, including choosing names for the bin trucks. This generated more than 700 suggestions and helped create positive community PR for the crews as the new service bedded in.</p>												
	Undertake consultations key proposals including Water Lane Hall, Old River Lane and Housing	Number of responses	<p>Face to face consultation took place for Water Lane Hall over the summer of 2025, focusing on two face to face sessions with residents. A further online survey, with a third party undertaking face to face consultation in the town centre took place in February/ March 2026. The Old River Lane masterplan formed the basis of two sets of consultations with residents (online and face to face) in the Autumn of 2025 to agree the details and principles behind the planning application which was submitted by Cityheart in December.</p>												
	Collect customer feedback in BEAM	Net Promoter Scores	<p>BEAM is averaging 73.41 for NPS over 2025/26 showing very high level of customer service compared to industry benchmarks (typically anything about 70 is very good). Emails are sent to all ticket purchasers after the event to ask for feedback and QR codes also placed around the building. Response rates tend to be higher from email follow ups. QR code response rate is much lower.</p>												
	Ensure Forward Plan is up to date	N/A	<p>The Forward Plan is published on a monthly basis. The calendar of meetings for the whole year in advance has been published.</p>												

2	Ensure information on our website is as up to date as possible	<p>Feedback rating for website</p> <p>Regularly review web content to ensure it is accurate</p> <p>Maintain accessibility standards (against WCAG 2.2 standards)</p>	<p>We have introduced a new feedback mechanism for the website (using the Your Voice platform). This has generated 60 responses where we have taken direct action to improve the content. 13% of respondents have found the content useful or very useful. The negative feedback is predominantly from Veolia's collection look up tool being down every Tuesday for routine maintenance. We have undertaken a review of the Revs and Bens, Housing and Environmental Health (particularly in view of the Renters' Rights Bill) and waste pages. Reviews of the planning, parks and parking pages are underway. Planning content will be regularly refreshed as the District Plan work progresses</p> <p>Our web accessibility rating is 70%, lower than we would aim for. An action plan has been developed and is underway to ensure the score is brought up to industry average (around 85%).</p>	
		<p>Maintain a front of house/ walk in offer for those customers who need it, alongside a "call back" option for housing, benefits and planning enquiries</p> <p>Number of people visiting reception</p>	<p>Over the year we had 1380 visitors to our receptions, down from 1840 last year. This is consistent with a downward trajectory of residents seeking face to face contact. However we also know that most of the residents that do visit receptions have more complex needs and require assistance. This is fundamentally why we have a walk in reception service and although numbers are going down, the overall time needed to assist individuals has stayed constant. The vast majority of visits (1003) are for council tax or benefits related enquiries, usually support with council tax payments/ arrears and discounts along with housing benefit applications and amendments.</p>	
		<p>Number of "call backs"</p> <p>Number of downloads for Cloud 9 app</p> <p>Launch new engagement tools including Cloud 9 App and Customer Services chat bot</p> <p>Number of chatbot conversations</p>	<p>Planning advice - 859 Housing call backs – 126 Benefits call back - 29</p> <p>A total of 1014 call backs over the year is less than last year (1300 in 2024/25). The benefits call back option has had a very low take up and we are unsure why. Customer services are actively encouraging this route for residents who require more complex support and we expect this number of call backs to increase in 2026/27</p> <p>12,300 residents have downloaded the East Herts App since launch in November. Anecdotally, it has also received very positive feedback from residents.</p>	

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

<p>Launch new website for BEAM</p>	<p>Conversation rate for bookings/ net promoter scores</p>	<p>A new website launched on March 18th. We have seen improvements since then of: Global conversion rate of 21.5% compared to 12% previously. In terms of visitor growth: - 34% increase in total visitors since launch - 42% of users being new visitors In terms of revenue impact: - 7.5% increase in e commerce revenue since launch - 2,600% increase in membership uptake - 145% increase in donations In terms of checkout behaviour: - Checkout abandonment rate at 6.8% - A strong proportion of customers return to complete purchase within 2.5 days</p>	
<p>Increase the proportion of digital contacts</p>	<p>Proportion of overall contact by channel (Digital/ F2F/ telephony/ appointment)</p>	<p>East Herts residents have a preference for contacting the council via telephony. In recent years we have invested in other channels including chat bots, call backs, and website forms to nudge people on to these platforms. There has been a steady increase in the proportion of people contacting us via digital routes as a result and over 24/25 telephony represented around half of all contacts - down considerably from 75-80% in previous years. However 25/26 has been disappointed with telephony contact rates as a proportion of overall contact rates reducing slightly, to between 40% - 50% (annual average of 45%). This is largely down to the new waste contract which created alot of additional pressures over the year. Looking at the numbers, there were 48,888 calls into customer services in 24/25 and just over 47,000 digital contacts. Over 25/26 this increased to 109,314 calls and 89,905 digital contacts. Thus more people contacted us via digital channels however it is clear that residents default to calling us when they are concerned. Due to the additional pressures we know that many of these residents chose to call after making digital contact about the bin changes/ deliveries as they had not heard back in sufficient time.</p>	
<p>Increase the proportion of digital contacts</p>	<p>Increase % of residents who have online accounts for council tax</p>	<p>Steady trend continues of nudging households towards having online accounts. Typical we are able to increase the take up by around 5% of this year and this been consistent over the past few years (24/25 it increased from 35% to just under 40%)</p>	
<p>Increase the proportion of digital contacts</p>	<p>Increase % of businesses that have online NNDR accounts</p>	<p>Steady trend continues of nudging business owners to online accounts however this is harder than with council tax accounts. A few % point increases amounts to around 150 - 200 businesses per year</p>	
<p>Email rating feedback</p>	<p>Email rating feedback</p>	<p>578 responses were received between 1 April - 30 November 2025. Just unded 59% of these rated the interaction as "good" with 12% as "average" and 29% as "poor". In order to make savings and increase feedback we switched from govometric to a locally designed feedback widget (please note this was primarily as a response to poor website engagement rather than over email). From November to end of March we had 89 instances of feedback which is less than we would have expected based on the trend up until that point. In addition feedback from the new system has indicated a more even spread on customer experiences. Very happy 29 – (36.3%) Happy – 12 – (15%) Neutral – 3 (3.8%) Unhappy – 4 (5%) Very unhappy – 32 (40%)</p>	
<p>Planning services feedback</p>	<p>Planning services feedback</p>	<p>Low response rate meaning not enough information to actively use to drive service improvement</p>	

		Monitor customer feedback and implement any learning	Number of Stage 1 complaints dealt with in timescales (10 working days)	<p>Over the year we dealt with 242 Stage 1 complaints. Of these, 135 were resolved within 10 working days (equivalent to 55%). The most complained about service was Operations/ Waste, with 136 formal complaints. The majority of these relate to the roll out of the new contract. Please note we received many more "complaints" from residents about waste services however in the vast majority of these cases residents simply wanted their new bins delivered or their bins emptied and were recorded as service requests as opposed to formal complaints. Formal complaints were only recorded where there had been serious or repeated failures and required investigation.</p>	<table border="1"> <caption>Number of stage 1 complaints dealt with</caption> <thead> <tr> <th>Year</th> <th>Number of complaints</th> </tr> </thead> <tbody> <tr><td>17/18</td><td>100</td></tr> <tr><td>18/19</td><td>110</td></tr> <tr><td>19/20</td><td>70</td></tr> <tr><td>20/21</td><td>60</td></tr> <tr><td>21/22</td><td>160</td></tr> <tr><td>22/23</td><td>170</td></tr> <tr><td>23/24</td><td>190</td></tr> <tr><td>24/25</td><td>160</td></tr> <tr><td>25/26</td><td>240</td></tr> </tbody> </table>	Year	Number of complaints	17/18	100	18/19	110	19/20	70	20/21	60	21/22	160	22/23	170	23/24	190	24/25	160	25/26	240
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			Number of stage 2 complaints dealt with	<p>43 stage 2 complaints were dealt with over 25/26. Of these, 14 were partially upheld and 3 were fully upheld. All of these complaints related to waste services where we accepted the service was not good enough and issued an apology and where appropriate, remedial action.</p>	<table border="1"> <caption>Number of stage 2 complaints dealt with</caption> <thead> <tr> <th>Year</th> <th>Number of complaints</th> </tr> </thead> <tbody> <tr><td>17/18</td><td>15</td></tr> <tr><td>18/19</td><td>15</td></tr> <tr><td>19/20</td><td>16</td></tr> <tr><td>20/21</td><td>12</td></tr> <tr><td>21/22</td><td>38</td></tr> <tr><td>22/23</td><td>45</td></tr> <tr><td>23/24</td><td>32</td></tr> <tr><td>24/25</td><td>25</td></tr> <tr><td>25/26</td><td>42</td></tr> </tbody> </table>	Year	Number of complaints	17/18	15	18/19	15	19/20	16	20/21	12	21/22	38	22/23	45	23/24	32	24/25	25	25/26	42
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4	Engage with residents through Community Forums and the Development Management Forum, to enhance planning outcomes at strategic sites	N/A	N/A	<p>Gilston Area Community Forum - 27 Feb 25, 13 May 25, 14 Oct 25, 18 Feb 26.  Stortford Fields Community Forum - 25 Jun 25, 18 Feb 26.  Development Management Forum - March/April 2026 (previous meetings held in July &amp; September 2024)</p>																					
5	Strive to achieve customer service excellence	Achieve accreditation through CSE framework	Compliance in CSE assessment areas	<p>CSE Assessment took place February and March following self assessment in the Autumn. We are compliant in 46 of the 57 key lines of enquiry. Action plan to be implemented in 2026 to achieve accreditation. We will be undertaking another assessment in October 2026 and will aim to be fully compliant by then</p>																					
6	Engage the community in Local Government Re-organisation	Full engagement programme developed including face-to-face engagement at market stalls in each of the five towns.	Number of responses	<p>We generated 600 responses to Hertfordshire's LGR consultation, which represented 10% of the total response rate across Hertfordshire. A detailed engagement report was compiled and used as part of the submission to government</p>																					

**Environmentally Focused**

Objective	Actions	Measure	Update for 2025/26	
			Progress	measure/ results
	Implement more Resident's Permit Zones where there is local support	Number of RPZs in consideration		<p>New RPZ policy was adopted by Council in October 2025. This follows on from a review conducted by a Citisense to look at possible changes and ways of making it easier to implement schemes. As a result of this we have been able to unlock appetite to progress some schemes. Currently the roadmap for considering new schemes is as follows:</p> <ul style="list-style-type: none"> <li>- Gladstone Road, Ware: scheme about to be formally launched through creation of new traffic regulation order (will also include some changes to yellow lines). Likely implementation in 2-5 months (depending on time to seal order following statutory consultation and implementation of signage, etc)</li> <li>- New Road, Ware: survey completed. Consultation with residents due to begin. If this is supported, likely implementation to be 12 months</li> <li>- Tamworth Road and/ or Currie Street. Public petition received expressing an interest, supported by Ward Members. Survey will begin as soon as Gladstone Road scheme is implemented. Section 106 funding in place to support this.</li> <li>- Woodlands and/ or Stortford Hall Park (Stortford). Residents gathering evidence of issues caused by airport parking. Parking Team in consultation with MAG about funding to support moving to consultation stage.</li> <li>- Park Street, Hertford. Residents have expressed interest and supported by Ward Members. Survey timescales not yet defined.</li> <li>- West Street, Hertford. Survey timescales not yet defined.</li> </ul>








































7	Implement our Parking Strategy and other options including the LCWIP to encourage active travel	Encourage use of cheaper, town centre periphery car parks such as Northgate End (Stortford) and away from premium priced town centre car parks	Car park usage trends	Focus has largely been on Bishop's Stortford as the pricing policy was explicit about making Northgate End cheaper (£4.40 for a whole day) and the other town centre car parks priced at a more premium level. Trend data indicates this strategy is working albeit incrementally rather than a sudden shift in driver behaviours. Overall in the town, there have been an increased number of parking transactions in recent years however dwell times are also generally reducing. In short, more people are parking but spending less time in town is the general trend. Specifically, Northgate End has moved from an average dwell time of 5hrs when it first opened to over 6.5hrs in the last 12 months. The number of users has also increased from around 2800 p/m to 3200 p/m from 2024/25 to 2025/26. Interestingly however, some other car parks have also grown by number of transactions but at a faster rate. Basbow Lane and Link Road have seen a 16% and 22% increase respectively over the same period. However dwell times in both have also reduced from 5.1 hrs to 3.1 hrs and 4.3 hrs to 2.7 hrs respectively. In terms of policy objectives, it seems clear that more people are opting to use Northgate End for longer term parking however that is in the context of more parking transactions generally.
		Implement the Active Travel app	N/A	The Active Travel App is a digital behaviour change platform to support a shift toward active and sustainable travel in line with the Council's climate and sustainability objectives. The platform and associated promotional services will incentivise active travel by enabling users to earn points redeemable for rewards, predominantly from local businesses. It will provide measurable and verifiable travel data to evidence modal shift and long-term behaviour change.
		Support production of the LCWIP		The East Herts LCWIP has been completed and has now been adopted by East Herts Executive 02 06 2026 and Hertfordshire County Council's Cabinet 17 06 2026. The LCWIP will be used to inform future planning policy and planning application decisions involving the provision and enhancement of walking, wheeling and cycling infrastructure and measures as part of development and other proposals in East Herts, including S.106 funding. It may also open up greater access to potential funding streams and application opportunities that would otherwise be unavailable.
8	Implement our Air Quality Action Plan to cut pollution and improve health	N/A	Reduction in NO2 levels across the 3 AQMAs in East Hertfordshire	<p>While the Council has not had any dedicated resources to implement the air quality action plan, a number of actions have taken place, both by East Herts Council and our key partners (HCC for example). Additional resources will be needed to implement more East Herts Council led projects.</p> <p>All our waste collection vehicles now use Hydrotreated Vegetable Oil (HVO) instead of diesel. This cuts carbon emissions by 90% and also reduces other air pollutants.</p> <p>The new waste management contract came into operation in May 2025. The new contractor is using electric vehicles for lighter duties, such as road sweeping and the switch from diesel to hydrotreated vegetable oil (HVO) is also now operational.</p> <p>This results in 5% of emissions from the waste management service being removed by a switch to e-vehicles powered by a carbon free tariff and 75% of the remaining 95% of emissions from diesel use subject to a 90% reduction due to a switch to HVO (which has 90% lower emissions than diesel), using the 2024/25 nationally defined diesel conversion to carbon emissions factor. Note, all figures from last audit 25_26)</p> <p>Data and local knowledge (from consultation concluding Nov 25) has been used to identify routes with the greatest potential demand, and where changes would most benefit local people to form a 'priority network'. All priority routes have now been assessed, and changes suggested to make them better for walking and cycling. At this stage, all suggested improvements are concepts. All routes will now undergo further design, feasibility work and public engagement after the plan is adopted later in 2026.</p>
9	Roll out more EV chargers in urban and rural locations across the district.	Implement EV contract	Number of EV chargers installed	<p>Contract now signed. Mobilisation started.</p> <p>EV Concession will ensure 10% of all spaces in EH car parks (collectively for those car parks in scope) will become EV. Roll out will begin in priority areas, following in phases to other areas. The project will initially deliver 193 live chargers over three years with 44 more made ready for future demand.</p> <p>The Local Electric Vehicle Infrastructure (LEVI) tender is also now awarded and will deliver a proposed 478 onstreet chargers, again over three years, throughout the district.</p> <p>Both projects have used commercial leverage to ensure rural areas with less demand will also be well served with charging provision.</p> <p>The council is confident that the EV bays will be well utilised to ensure car parks operate at the optimum in terms of supply and demand to support local businesses, residents and visitors. Officers will closely monitor usage.</p> <p>Installation completed of 11 new Podpoint EV chargers at Wallfields for staff and fleet vehicles, which enables tracking of usage, consumption and charging for private use.</p> <p>14 EV chargers installed at Buntingford depot for Shared Service vehicles and Waste Fleet vehicles</p>
10	Encourage the reduction of carbon emissions from homes and businesses through training and by supporting "Energy Hubs" in towns and parishes	N/A	N/A	<p>The Energy Hubs created using UKSPF 23_25 funding and now established and events are ongoing year on year</p> <p>£1.5m has been awarded to East Herts via Warm Homes:Local Grant (DESNZ) over three years. National Energy Foundation have been procured as our delivery agent and, while challenging, is performing well</p> <p>The ECO4/Flex scheme (OFGEM) has now closed and resulting in 21 vulnerable homes receiving measures with annual cost and carbon savings of £10,300 and 16,118kgCO2 annually, respectively</p> <p>Cllr Tim Hospkin, Linda Meehan and Jenny Foster are members of Hertfordshire Retrofit Steering Group which brings together organisations, experts, and community representatives involved in Hertfordshire's retrofit system. Its purpose is to:</p> <ul style="list-style-type: none"> <li>•Connect people, ideas and initiatives</li> <li>•Inspire behaviour change and collective action through stewardship of the Retrofit System</li> <li>•Coordinate and prioritise funding and initiatives to influence the System</li> <li>•Support shared learning, expert insight and lived experience</li> <li>•Influence wider decision-making through system-wide perspectives</li> </ul> <p>BEAM has achieved basic Green Book accreditation and is almost at intermediate, which will be achieved in the coming months.</p>

11	Encourage residents to play their part in supporting local wildlife and improving our natural environment and support delivery of the Local Nature Recovery Strategy	Promote the county's work on the LNRS	Reach, engagement and responses	We drove 108 responses to the county's consultation on the LNRS. This represented 27% of their total response rate - the most of any district/borough. Parks teams have continued to support habitat improvements, reduced mowing initiatives and natural environment projects across a number of open spaces in support of wider biodiversity objectives. Engagement with local Friends Groups and volunteers has helped support environmental stewardship and community understanding of nature recovery initiatives.
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**Acting with the Community**

	Objective	Actions	Measure	Update for 2025/26 Progress and measure/ results
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12	Consult with communities to review and refresh our Local Plan, prioritising improved sustainability standards.	N/A	N/A	<p>Updated Statement of Community Involvement published in July 2025.  Call for Sites process and extensive programme of site visits underway. 283 site submissions were received.  This year saw the completion of several studies including the Playing Pitch and Outdoor Sport Strategy and Buntingford Employment Study, while also progressing an ambitious programme of other ongoing evidence base work, including:</p> <ul style="list-style-type: none"> <li>- Green Belt Assessment</li> <li>- LCWIP</li> <li>- Strategic Flood Risk Assessment</li> <li>- Open Space Assessment</li> <li>- Indoor Sports Needs Assessment and Strategy</li> <li>- Retail and Town Centres Study</li> <li>- District-Wide Employment Land Review, and</li> <li>- Employment Studies for Bishop's Stortford, Hertford, Ware and Sawbridgeworth</li> </ul> <p>Work has also commenced on a District Design Code.  A draft Strategic Vision for the new Local Plan has been agreed.  Notice of Intent to Commence Local Plan Making will be given in June 2026.  A Scoping Consultation will take place from 11 June to 10 July 2026. This is the first stage of engagement in the preparation of the new Local Plan. Its purpose is to provide meaningful early engagement with stakeholders and the local community, including residents, businesses, infrastructure providers, and other organisations, to help shape the direction of the Local Plan.  A Planning Newsletter keeps stakeholders and communities up to date with the latest news.</p>
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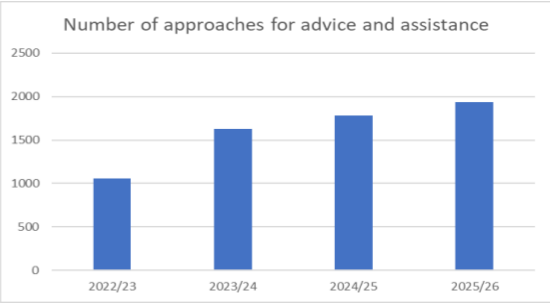
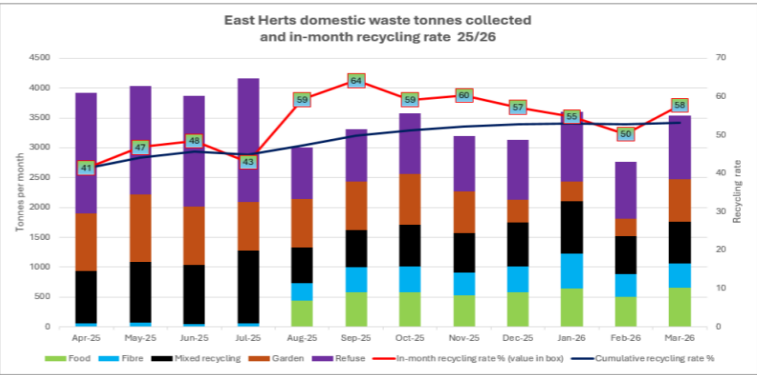
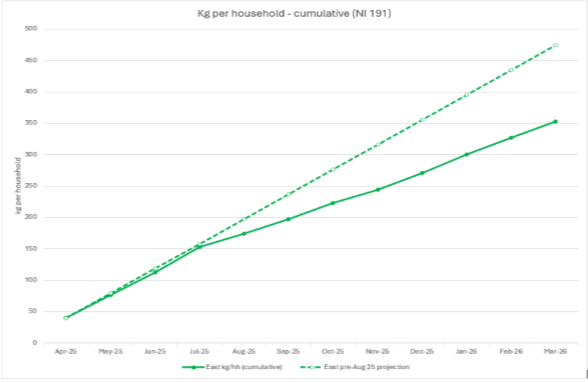
		Updated market policy and regular promotion of Trader offers.	Number of traders on the Charter Market	A total of 22 traders covering 35 pitches are on the Charter Markets and 5 traders on the Hertford Farmer's Market. Local markets has a regular feature of the councils communications programme, receiving a mention at least monthly on all the council's major platforms.													
		Encouraging further spending in Hertford through BEAM visits	Number of events/ screenings and attendance	<table border="0"> <tr> <td> Stage Performances 321</td> <td> F&amp;B Income (net) £620,123</td> </tr> <tr> <td> Stage Attendance 75,331</td> <td> Spend Per Head (net) £4.85</td> </tr> <tr> <td> Stage Occupancy% 62%</td> <td> Booking and Transaction Fees (net) £255,090</td> </tr> <tr> <td> Stage ATP (net) £18.38</td> <td> Net promoter Score 73.41</td> </tr> <tr> <td> Cinema Screenings 2,849</td> <td rowspan="4"> <p>We don't have a full year of comparable data from 24.25. But some key areas of growth from Q3 &amp; Q4 are:</p> <p><b>Booking and Transaction Fees +73.7%</b>  <b>Stage ATP +10.7%</b>  <b>SPH +19%</b>  <b>Stage Occupancy% +17.5%</b>  <b>Screen Occupancy% +26%</b></p>  </td> </tr> <tr> <td> Cinema Attendance 53,028</td> </tr> <tr> <td> Cinema Occupancy% 25%</td> </tr> <tr> <td> Cinema ATP (net) £8.77</td> </tr> </table> <p>45% of audiences for BEAM travel from outside of Hertford. A growing % of tickets are being bought from outside of EHC district generally, with audiences travelling from Broxbourne and North London. We are currently developing a tool to measure the wider economic impact of the theatre on the town. BEAM also launched its food offer in September.  Over 2025/26, there were 321 stage performances at BEAM and attendance of 75,331.</p>	 Stage Performances 321	 F&B Income (net) £620,123	 Stage Attendance 75,331	 Spend Per Head (net) £4.85	 Stage Occupancy% 62%	 Booking and Transaction Fees (net) £255,090	 Stage ATP (net) £18.38	 Net promoter Score 73.41	 Cinema Screenings 2,849	<p>We don't have a full year of comparable data from 24.25. But some key areas of growth from Q3 &amp; Q4 are:</p> <p><b>Booking and Transaction Fees +73.7%</b>  <b>Stage ATP +10.7%</b>  <b>SPH +19%</b>  <b>Stage Occupancy% +17.5%</b>  <b>Screen Occupancy% +26%</b></p> 	 Cinema Attendance 53,028	 Cinema Occupancy% 25%	 Cinema ATP (net) £8.77
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 Cinema Occupancy% 25%																	
 Cinema ATP (net) £8.77																	

13	Help create thriving high streets, by encouraging local markets and by working positively with partners	Careers fairs in Hertford and Stortford	Number of businesses and young people engaged	Two careers fairs took place. One in BEAM focused on secondary schools from Hertford and Ware and a second fair focused on schools from Bishop's Stortford, Sawbridgeworth and Buntingford. 11 secondary schools took part and both sessions also included "twilight" opening (after 3pm) for the general public. Over 50 businesses took part with 1400 young people from schools and a further 200 in the twilight sessions.	
		Visit East Herts campaign to promote rural businesses and activities	Reach and engagement	Explore East Herts reached over 90,000 people and generated over 700 engagements (likes, comments, shares). A variety of businesses and local attractions/venues were featured over the 6 month campaign, promoting visits to rural businesses and showcasing some of the districts' best but less well known attractions	
		Create a campaign for skills promotion to residents and businesses, including SEEDL, HOP and the Careers Fairs	Reach and engagement	Open Possibilities reached over 90,000 people and generated 3,404 engagements (likes, comments, shares and click-throughs)	
14	Support communities to create or update their Neighbourhood Plans.	N/A	N/A	The Stocking Pelham Neighbourhood Area was designated on the 8 July 2025. The Stanstead Abbots and St Margarets Neighbourhood Plan was adopted by the Council on 4 March 2026. Ongoing support is being provided to Hertford Castle Plus (Castle Ward, Kingsmead West Ward and Bengoe South Ward).	
15	Prioritise actions that can provide Housing which is truly affordable.	Housing - working to change housing from affordable rent to social rent. Pushing the amount of affordable housing as part of developments.	Number of affordable homes delivered	287 affordable homes delivered over the year (166 for rent, 121 for shared ownership)	
		Disposal of Lime Kiln Place	N/A	All 15 units disposed of to Hightown to let at social rent. The transaction completed end of March following several months' work and units were let to tenants almost immediately providing much needed affordable accommodation in the town	
		Deliver the rent reduction scheme	N/A	The council provided funding to reduced the rents of four newly built four-bedroom houses in Bishop's Stortford to the three-bedroom local housing allowance level making the rents truly affordable as they are now less than 60% of the private rent for an equivalent property.	

17	Support voluntary sector groups to continue their work supporting the whole community	Encouraging volunteering at BEAM to help run the business and allow people to build up skills and experience	Number of volunteers and work experience programmes delivered.	100+ volunteers working at BEAM, with impactful work experience programme being developed for 26/27.
		New strategic partnership to be established and co-location of community services	N/A	Community Alliance now co-located at Jackson Square with Customer Services, initially focusing on Healthy Hub delivery. Citizens Advice will be co-located at Hertford
18	Create a long term asset management plan based on community values		Review ongoing	Work ongoing with other Local Authorities to create a joint community lettings policy, incorporating Assets of Community Value and Community Asset Transfer policy all to be set out in the new Asset Management plan for the new unitary authority as part of LGR

**Fair and Inclusive**

	Objective	Actions	Measure	Update for 2025/26	
				Progress and measure/ results	
19	Deliver the Cultural Strategy, with support for new events	BEAM Cultural Outreach work	Number of participants	nearly 700 Participants took part in Learning & Wellbeing workshops at BEAM and nearly 200 people are now signed up to BEAMs Local Creative Network.	
		Delive the River Lea Towpath project	Number of benches improved	10 benches located along the river Lea between Ware and Hertford painted with designs created by local artists under the theme of nature. This project was a community collaboration with local artists with support from Ware Men's Shed. The project is designed to increase footfall along the route, encourage active travel and also support wellbeing but meeting Age UK's "Take a Seat" initiative. The project has created a permanent physical legacy for the district and has been warmly received by residents and visitors.	
		Deliver Arts in East Herts	Number of participants / number of projects supported	Delivered 'Arts in East Herts' 2025 - evaluation report being finalised (JG & OR). Hilary now has the final report. 46 local artists were supported with small grants to deliver workshops and performances throughout September and October 2025. Activities ran across the district with a good take up in villages. The council dispersed over £36.5k of grants with plans to establish an Arts based charity to align with Beam's outreach work and to secure the future of Arts in East Herts.	
20	Deliver our Thriving Together Plan to promote physical exercise, healthy lifestyles and support other measures including healthy hubs that boost community wellbeing	Regular health & wellbeing content in network	Referrals to Healthy Hub / outcomes from HH	1108 clients engaged with Healthy Hub services across our Hertford Fore Street, Hertford Sele Farm and Bishop's Stortford locations.	

21	Improve our Council Tax Support scheme to make it fairer, simpler and more transparent.			Changes put on hold pending Local Government Re-organisation
22	Support those facing homelessness or recovering from it, and include them in consultations	Develop Homelessness & Rough Sleeping Strategy using customer's 'lived experience'	Number successfully prevented/relieved	40.1% homelessness successfully prevented within 56 days (from 80 cases) 37.6% homelessness successfully relieved within 56 days (from 93 cases)
			Number of people in temporary accommodation	80 Households as of May 2026
		Review Housing Register and Allocations Policy, to ensure this contributes to reducing homelessness.	Number of approaches for advice and assistance	Continued economic uncertainty coupled with some private landlords existing the market following the introduction of the Renters' Right Act 2025 have combined to see increases in the number of people approaching the council for housing advice. 
23	Maintain and improve council services while making them more cost efficient through the "Transforming East Herts" programme	Deliver Transforming East Herts	Savings delivered	Moving into LGR means that the transformation agenda has different requirements, essentially less focused on existing systems and processes as these will be fully redesigned when mergers with other authorities occur. As a result the Transformation Team has been re-structured to a smaller team of two people focused on improving the customer experience particularly through the website, CRM, cloud 9 and BEAM
		Maximise benefits from the new Waste Contract	Tonnes of waste collected/ tonnes of food waste collected/ kg per household waste collected/ tonnes of plastic waste collected	  <p>3867 tonnes of food waste collected since the weekly service launched</p>