



East Herts Council Corporate Priorities

L – Listening, Open and Transparent	
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	No change
2. Strive to achieve excellent customer service	Add “focusing on improved response times” in recognition of resident concerns over 25/26 call response times and need to address this
3. 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	Amend wording to “Encourage residents to use our digital communication channels where they can. This will help us focus resources on those residents who are not digitally able, allowing them to more easily talk to us by phone or in person” due to importance of having a face to face offer
4. Engage the community in Local Government Reorganisation	Add “and Councillors” to recognise engagement work that is required at Member level as well as with residents on LGR
5. Engage with residents through Community Forums, to enhance planning outcomes at strategic sites.	Slight amendment to include “and Development Management” Forums
E - Environmentally Focused	

1. Implement our new Air Quality Action Plan to cut pollution and improve health	No change
2. Implement our Parking Strategy and other options including the LCWIP to encourage active travel	No change
3. Encourage the reduction of carbon emissions from homes and businesses through training and by supporting “Energy Hubs” in towns and parishes	No change
4. Roll out more EV chargers in urban and rural locations across the district	No change
5. Encourage residents to play their part in supporting local wildlife and improving our natural environment and support delivery of the Hertfordshire Nature Recovery Strategy	No change
6. Maximising the positive environmental impacts of the new waste contract	Slight amendment of wording given new waste contract is now in place
A – Acting with the Community	
1. Consult with communities to update our Local Plan, prioritising improved sustainability standards	No change
2. Prioritise actions that can provide housing which is truly affordable	No change
3. Help create thriving high streets, by encouraging local markets and by working positively with partners	No change
4. Create a long term asset management plan based on community values	Change to “support transfer of assets into community ownership when appropriate”. Executive proposing to consider on an individual basis (eg. Water Lane Hall) rather than a generic approach across all assets. Also recognises Council’s role in support communities rather than directly transferring where we may not be the asset owner (eg. Ward Freman)
5. Support voluntary sector groups to continue their work in helping the whole community.	No change

6. Support more communities to create or update their Neighbourhood Plans	No change
F - Fair and Inclusive	
1. Deliver the Cultural Strategy, with support for art and cultural events	No change
2. Maintain and improve council services while making them more cost efficient through the “Transforming East Herts” programme	Change to “Maintain and improve council services for all residents during LGR, and make provision for those who are vulnerable or digitally excluded”. The East Herts Transformation programme has closed and therefore the focus is more service delivery and quality going into LGR rather than major transformation of services
3. Support those facing homelessness or recovering from it, and include them in consultations	No change
4. Deliver our Thriving Together Plan to promote physical exercise, healthy lifestyles and support other measures including healthy hubs that boost community wellbeing	No change
5. Improve our Council Tax Support scheme to make it fairer, simpler and more transparent	Change to “Communicate council tax and other support schemes to residents”. Council Tax scheme wont be redesigned ahead of LGR however Executive are keen to ensure all residents are aware of support available to them