



2020 VISION

CORPORATE ACTION PLAN 2018/19

"WORKING WITH YOU, FOR YOU, IMPROVING OUR COMMUNITIES, OUR PLACES"

WHAT IS OUR 2020 VISION?

OUR PRIORITIES

HOW WILL WE DELIVER THEM?



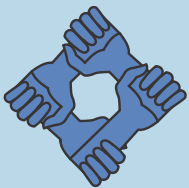
BE AN ENTERPRISING COUNCIL

- Maintain financial resilience and work towards self sufficiency
- Explore innovative ways to deliver services, particularly through collaborative working
- Optimise use of our assets: land, property, staff and financial



PLAN FOR THE FUTURE

- Ensure future growth meets the needs of the borough and its residents
- Support a thriving local economy
- Help increase the supply of affordable housing to meet local need
- Seek to protect and enhance the natural environment



SUPPORT OUR COMMUNITIES

- Support our residents to be healthier and live longer
- Work in partnership to build a safe, strong and cohesive community
- Provide opportunities to enable all the people of Hertsmere to lead fulfilling lives

KEY FACTS AND FIGURES:



population of 103,700



850 families on housing waiting list



17,000 tonnes of waste recycled



1,500 planning applications processed



45 parks and open spaces

WHAT DO OUR RESIDENTS SAY?

83%

are satisfied with Hertsmere as a place to live

66%

are satisfied with the way HBC runs things

48%

think that HBC provides value for money

73%

agree that the quality of HBC services is good overall

62%

agree that HBC keeps you well informed

OUR CHALLENGES:

INCREASED FINANCIAL PRESSURES

A decrease in government grants means finding other ways to reduce costs and deliver quality services

CHANGING POPULATION

We have a growing population, meaning more demand for local housing. This, along with health issues like obesity and an ageing population, means additional pressure on services

CHANGING LEGISLATION

New legislation such as GDPR and the Homelessness Reduction Act can require us to change how we deliver services

OUR VALUES:



Being of Service



Investing in employees



Integrity and openness



Ensuring equality in all we do

WHAT ARE WE GOING TO DO IN 2018/19?

PRIORITY

ACTION FOR 2018/19

HOW WILL WE DO IT?



BE AN ENTERPRISING COUNCIL

Implement the Development Sites programme

- Hertsmere Development Ltd Business Plan to be approved by HDL Board and the Council
- Implement proposals for key development sites
- Bring forward proposals for the development of Crown Road, Borehamwood and Bushey Golf and Country Club

Implement the Capital Infrastructure and Development Strategy

- Continue to invest in community infrastructure including building improvements to Parks and Open Spaces
- Drive forward spend of Community Infrastructure Levy and S106 funding
- Support planned upgrades to Leisure Facilities across the borough
- Continue to invest in organisational infrastructure

Investigate opportunities for shared services and collaborative working

- Continue to support the development of an NHS Hub in the vicinity of the Civic Offices, Borehamwood
- Work with Herts County Council (HCC) to oversee the new Grounds Maintenance arrangements
- Oversee the new joint parking arrangements with Three Rivers DC
- Appoint a Web and Digital Services Officer in partnership with HCC
- Investigate other opportunities for collaborative working

Use the ICT Strategy to optimise the use of technology across Council Services

- Review disaster recovery and business continuity provision
- Review cloud or hosted services including email
- Review current desktop and portable devices for Members and Officers
- Review of current business applications to ensure capability for digital service delivery

Develop the Workforce Strategy

- Utilise a range of strategies identified in the Apprenticeship Policy to secure 7 apprenticeships during 2017/18
- Maintain and consolidate improvements in staff sickness levels
- Investigate initiatives to improve the health and wellbeing of council staff
- Roll out a campaign to reduce abuse of Council staff
- Implement 18 month review of Investors in People status



PLAN FOR THE FUTURE

Progress with the preparation of a single Local Plan

- Preferred Options Site Allocations Plan developed
- Consultation of Preferred Options Plan undertaken
- Continue to engage in work to produce a Joint Strategic Plan for SW Herts
- Continue to work with partners to support the delivery of appropriate infrastructure in line with agreed developments

Implement the Homelessness and Housing Strategy

- Develop the Homelessness and Housing Strategy
- Improve the supply and management of temporary accommodation within the borough
- Review the utilisation of private sector accommodation to meet our housing needs

Use partnership working to support the delivery of the Health and Wellbeing Strategy

- Refresh the Health and Wellbeing Strategy
- Support the Hertsmere Whole Systems Obesity Project
- Oversee spend against the Hertfordshire Partnership Fund on local projects



SUPPORT OUR COMMUNITIES

Respond to new legislation in a way that best serves local residents

- Implement changes linked to Houses of Multiple Occupation legislation
- Ensure that GDPR legislation is being correctly applied
- Prepare and support our Communities in preparations for the implementation of Universal Credit
- Implement service changes required to meet the Homeless Reduction Act

Support the Community Safety Partnership to reduce levels of anti social behaviour

- Support a problem solving approach to identifying local actions to tackle antisocial behaviour
- Support delivery of a training programme for partners and young people across a range of community safety related topics

Develop the Council's customer interface

- Identify within the Customer Services Strategy ways in which the Council's interface with the public can be improved.
- Explore investment in a new Customer Relationship Management system to facilitate improved digital interactions with customers
- Increase and improve digital interactions with the general public