



DRAFT Council Plan

Working with our communities, it's Your Council

Foreword by the Leader

In this plan our administration is demonstrating how we are continuing to keep the promises we made to you, our residents, in the last election, now taking into account the need to continue to keep residents safe and give support to our local businesses as we respond to the pandemic.

In putting the plan together, we have again sought to use the skills and insights of all our councillors, working with the professional advice of our officers.

We trust you will find the plan readable and find in it a clear understanding of our vision and priorities as we ensure your Council provides the best services, we can within the constraints of continuing government cuts to our resources.

Martin Stears-Handscomb

Leader of the Council

Introduction by the Managing Director

The Council Plan and the Objectives are the cornerstone for how we organise and undertake our work. The Plan provides the policy context for our budget setting, shapes the services that we provide and how those services are delivered to the community.

This Plan is of course being published whilst we are still responding to the Covid-19 pandemic and we will have to be flexible on how we deliver our services and objectives whilst the pandemic is ongoing.

Our recent Corporate Peer Challenge has identified some really exciting and interesting opportunities for the Council and our community, and I look forward to working with colleagues, councillors and the community as we develop those ideas.

Anthony Roche

North Hertfordshire District Council's Managing Director

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Our Values

We will operate in line with the principles of a co-operative council. The Council will be one that builds the co-operative values of mutual support, accountability, fairness and responsibility into everything it does.

Our Organisational Values are expected to be demonstrated by staff whilst delivering Council services. These values are embedded in our appraisal system to ensure our plan is delivered in a co-operative manner. The values (“We are”) are matched with corresponding behaviours for staff (“I am”). The values and behaviours are:-

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Purpose of the plan

The Council plan sets out the priorities that the Council will address over the next five years. The plan also lays out how North Hertfordshire District Council will achieve its aims for the district. Appendix A sets out the administration's proposed actions and these will be supported by the more detailed Service Delivery Plan and supporting Action Plans on how these Objectives and actions will be delivered by the individual service areas. Appendix B also sets out the achievements of the Council in 2019/20.

Vision

To make North Hertfordshire a district in which everyone who lives, works or visits is able to flourish.

Objectives

- **A welcoming, inclusive, and efficient council,**
- **Build thriving and resilient communities,**
- **Respond to challenges to the environment,**
- **Enable an enterprising and co-operative economy,**
- **Support the delivery of good quality and affordable homes.**

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Objectives

Objective One - Be a more welcoming, inclusive and efficient council

This means:

We will engage with and welcome the contributions of residents, community groups and businesses; working collaboratively with local people.

Objective Two - Build thriving and resilient communities

This means:

We will work on frequent and regular opportunities to improve the partnership and relationship that the Council has with local citizens. Some of this will be achieved by change in culture, tone and communications but more will be done through direct measurable activity, intervention and consultation.

We will develop a range of innovative ways in which local communities, from small groups to whole towns and communities of interest can be encouraged to become more involved in supporting, planning, improving and maintaining local environments.

This work stream will focus particularly on engaging with young residents and those who are disadvantaged or in any way socially excluded, to ensure such innovations are fit for the future and imaginative in concept and delivery.

Objective Three – Respond to challenges to the environment

This means:

We will seek to provide a clean and safe environment, in consultation and partnership with local people. We will engage local people and organisations as we progress towards our target of net zero carbon emissions by 2030, whilst taking action to enable and encourage residents to minimise their own carbon impact. We will protect the natural and built environment through our planning policies and an effective green spaces strategy. We will take action against environmental crime and ensure that our approach to waste and recycling promotes the hierarchy of reduce, re-use, recycle. We will complete the elimination of single use plastics from the council and support reductions in their use across the district. We will work to improve the monitoring and management of air quality across the district, prioritising those areas where air quality is most in need of improvement.

Objective Four: Enable an enterprising and co-operative economy

This means:

We will aim to become an increasingly innovative and inclusive Council, committed to generating community wealth, by seeking commercial and investment opportunities and through proactive engagement with a wider range of small and medium sized businesses to build a sustainable local economy. We will continue to engage with residents, staff and Councillors to continue to embrace modern working practices through the use of IT and a commitment to working towards a paperless Council whilst increasing the efficiency of services and access to them by residents.



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Objective Five - Support the delivery of good quality and affordable homes

This means:

We will enable and support the delivery of good quality and affordable homes in the district, ensuring both new and existing housing is fit for purpose, including a commitment to consultation and ensuring communities have the infrastructure they need. We will build more effective relationships with local housing associations and recognise our role in the fight against homelessness. We will continue to support Parishes with Neighbourhood plans.