

Community survey 5-point action plan **

** Please note that the plan points highlighted in green are those which have been actioned so far

AIM **Visibly show we have listened and are taking action.**

PLAN **5-point plan for Councillors and Comms.**

DIGITAL (Comms)	INPERSON (Councillors)
<p>1. Regular 'How to have your say' comms.</p> <p>2. Regular 'You said, we listened' comms.</p> <p>3. Regular North Herts Council Vs Herts County Council services comms.</p> <p>4. Explore the key feedback further with our Citizens panel – ask for thoughts/ideas.</p> <p>5. Run mini surveys with our followers to gain further feedback on the key points.</p>	<p>1. Councillor Surgeries.</p> <p>2. Area Forums.</p> <p>3. Ward Walks – an opportunity for Cllrs to discuss current Ward issues which affect their residents with Leader/MD.</p> <p>4. Reaching the younger people who responded – pop ups at North Herts college?</p> <p>5. Greater visibility in Royston ie potential for pop-ups?</p>

Examples of 'Have your say' comms transitioning to 'you said, we listened' comms:

The image displays two screenshots of social media posts from North Herts Council. The left screenshot shows a post titled 'HAVE YOUR SAY' with a 'Housing consultation highlights' graphic. The text below the graphic reads: 'We're developing a new housing strategy, which includes actions around homelessness, affordable housing and enforcement of housing standards, and we want to hear from you. Let us know which housing issues are important to you by taking our short survey (link in comments)'. The right screenshot shows a post titled 'Community safety and your priorities' with a 'KEEP IN TOUCH' graphic. The text below the graphic reads: 'North Herts remains one of the lowest crime areas in Hertfordshire and we asked you for your priorities and concerns when it comes to North Herts remaining a safe place to live, work and visit in the future. Thanks to those who responded to our community safety survey earlier in the year... We want to know how safe you feel in the district and what your priority concerns are regarding crime and disorder... See more'. Both posts include engagement icons like 'Like', 'Comment', and 'Share'.

General 'Have your say' comms:

Welcome to North Herts

Search the site [Search]

Popular pages

- View or comment on a planning application
- Find your bin collection day
- Your Council Tax bill
- Pay your Council Tax
- Job vacancies

Services unavailable on Saturday 23 March

Joined our online community hubs yet?

We're keen to hear your views throughout the year, not just when we're running a survey or consultation and our online community hubs are the perfect place for us to share future ideas and updates with you for your feedback and thoughts. We have three community hubs:

Our Budget hub - be part of our future budget conversations and help us understand your priorities.

Our Churchgate Conversations hub - help us shape the vision of the Churchgate shopping area of Hitchin by joining the conversation.

Our Climate Hive - a hive of ideas and activities to help us reach our climate targets for North Herts.

You can find them all at: www.north-herts.gov.uk/consultations

Have your say

You can give us your views on projects and consultations we're running that affect your community and the North Herts district.

[Have your say]

26 January 2024

In the news this week

How to have your say

Did you know there are lots of ways to have your say on future decisions and new projects in North Herts (including signing up for our weekly newsletter, which you've already done)?

Just go to www.north-herts.gov.uk/haveyoursay where you can get involved in current consultations and also join our citizens panel. On social media? Click on the icons at the bottom of this email and become our friend on social too.

[Have your say]

NHC Vs HCC services comms:

13:26

North Herts Council

Posts About Videos More

Like Comment Copy Share

North Herts Council

The findings from our most recent community survey highlighted that it's not always clear which servic... See more

Here to help you

Knowing who to get in touch with when you need help is important so here's a handy guide of the different services we and Hertfordshire County Council support you with.

Waste collection & recycling	Parks & greenspaces	Highways & transport	Adult social services
Street cleaning	Learning	Children's social care	Schools & education
Environmental health	Hearing advice support	Fire & rescue	Libraries & archives
Health, Adult Respite & Adult Day Care	Community grants	Recycling, Re-use Centres & Waste Management	Public Health
Community safety & environmental crime	Council Tax & Business rates	Trading standards	Highways and transport (including public transport, street lights, traffic lights, potholes, gritting, road repairs & verge maintenance)
Heritage, housing & council tax reduction	Planning	Adult social services, including blue badge applications, adult social care, day services and support for unpaid carers	Children's social care, including fostering and adoption
	Parking	Fire & rescue	Libraries & archives
		Community grants	Schools and education, including SEND, schools admissions & free school meals and transport
		Housing advice & homelessness support	Registration Services
		Benefits including housing & council tax reduction	
		Council Tax & Business rates	
		North Herts Museum & Hitchin Town Hall	

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You and 9 others 1 comment 4 shares

Like Comment Copy Share

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Welcome to the summer edition of Outlook magazine.

The 1 April saw us turn 50 so we thought we'd celebrate this golden milestone with a timeline trip down memory lane on pages 4 and 5. How many events do you remember?

We're always keen to ensure you are kept informed, updated, and involved in the work we are doing on your behalf. We have lots of ways you can get involved and have your say on future projects and next steps on services - just go to pages 8 and 9 for all the details.

One thing you have told us since the last edition is that it's not always clear what we are responsible for and what Hertfordshire County Council are responsible for. Hopefully the handy guide below will help.

Despite the weather not always playing ball, we're officially in the summer season now which gives us all the perfect opportunity to enjoy the fantastic green spaces, splash pads, outdoor gym equipment and Lidos that we're very lucky to have across the district. Please go to pages 10, 11, 12 and 13 to find out all about them.

The summer months also feature a number of free Healthy Hub family and adult sessions plus free talks and exhibitions at North Herts Museum. Turn to pages 18, 19 and 20 to find out more and follow us on social media (details on page 19) for more ways to ease the squeeze over the summer holidays which are just around the corner.

Anthony Roche, Managing Director

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Play the North Herts Community Lottery

Pages 4 & 5
Celebrating 50 years of North Herts

Pages 7, 10, 11, 12 & 13: Investing in our communities

Page 15: Everything you need to know about the General Election

Pages 18 & 19: Free Healthy Hub family sessions

Here to help you

Knowing who to get in touch with when you need help is important so here's a handy guide of the different services we and Hertfordshire County Council support you with.

Waste collection & recycling	Parks & greenspaces	Recycling, Re-use Centres & waste management	Trading standards	Public Health
Street cleaning	Community safety & environmental	Highways and transport (including public transport, street lights, traffic lights, potholes, gritting, road repairs & verge maintenance)	Adult social services, including blue badge applications, adult social care, day services and support for unpaid carers	Children's social care, including fostering and adoption
Environmental health	Licensing	Adult social services, including blue badge applications, adult social care, day services and support for unpaid carers	Fire & rescue	Libraries & archives
Planning	Parking	Community grants	Fire & rescue	Schools and education, including SEND, schools admissions & free school meals and transport
Housing advice & homelessness support	Benefits including housing & council tax reduction	Housing advice & homelessness support	Registration Services	
Council Tax & Business rates	North Herts Museum & Hitchin Town Hall			

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Be part of our future budget conversations. Visit www.north-herts.gov.uk/budgethub

SUMMER 2024