Community survey 5-point action plan **

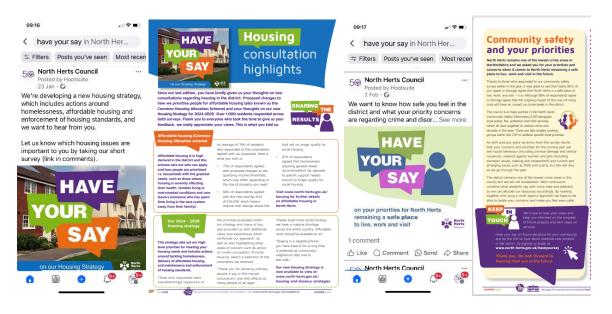
** Please note that the plan points highlighted in green are those which have been actioned so far

AIM Visibly show we have listened and are taking action.

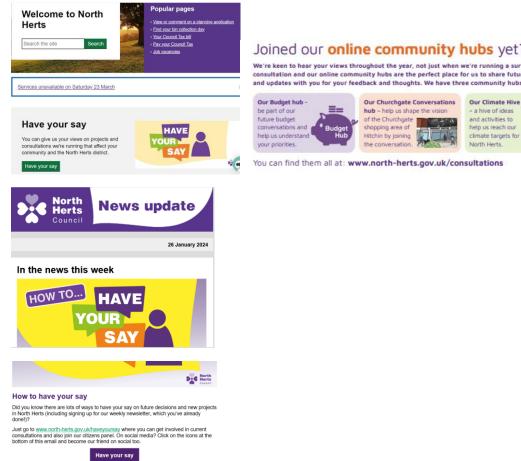
PLAN 5-point plan for Councillors and Comms.

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

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



General 'Have your say' comms:



NHC Vs HCC services comms:



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:



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