

Some fact and figures from 2017/18 and what our customers think

Annual Report for 2017/18



TAXI

Since September 2016, four new licence applications have been refused and seven licences of existing drivers have been revoked due to various breaches of the Code of Good Conduct, inappropriate behaviour, cautions and convictions for offences. It is really important to us that we keep the public safe on the roads.



Some quotes from our customers:

"The [web]page directed me to the contact number I needed and resulted in me completing the enquiry very quickly & successfully."

"Very friendly and effective service. Great help in extreme situations."

"The duty planning officer was very helpful and knowledgeable which greatly helped us."

"Friendly helpful, supportive and was seen early. Lovely people."

2017/18 was a fast paced and productive year, during which councillors continued to work hard for their communities. One of the most high profile areas has been the preparation of our district plan which – once adopted - will ensure that we have growth in the right places at the right time. Obviously that is always a challenge in an area like East Herts, where we know there is a high demand for additional housing. It is not easy to balance the need for growth with the desire to protect the things we cherish about the district – our beautiful countryside, villages and attractive market towns - but we believe the plan sets out where we can deliver sustainable growth in housing and employment land over the next 15 years. Our task now is to ensure that we work with developers to deliver high quality design, and well planned new settlements that take into account the challenges facing the whole country – an aging population and the need for all of us to improve our own health and wellbeing, seizing the opportunities that new technologies could deliver, and so on.

Last year the Government announced their support for the Harlow and Gilston Garden Town which is a joint project between East Herts, Epping Forest, Harlow, Essex and Hertfordshire Councils. For us in East Herts the project proposes 3,000 homes in the Gilston Area by 2033, with a further 7,000 new homes planned in the future. The ambition for the garden town is significant – 60% shift in people using sustainable forms of transport (following major investment in bus, cycle and walking routes), the regeneration of Harlow town centre, the arrival of Public Health England and continued expansion of Harlow Enterprise Zone, the relocation of Princess Alexandra Hospital, and taking advantage of economic opportunities around bio science and med tech industries – seizing the strength of the UK's Innovation Corridor which runs from London to Cambridge. It's a once in a generation opportunity to deliver a step change in the area, and we are committed to working with all partners to deliver the ambition.

We continue to make good progress on the Old River Lane project in Bishop's Stortford which will create a new leisure and cultural quarter for the town – plans that we are currently consulting on include a new arts and entertainment centre, a public square and improved walkways from North Street through to Castle Park, new

shops, office space, restaurants/bars and some town centre housing. During last year we demolished the old Causeway office building to make way for this work, replacing it with a temporary car park. We also submitted a planning application for a new Multi Storey Car Park in February this year and hope to begin masterplanning the main site early in 2019. We have used some of the empty office space in Charringtons House for an exciting business incubator pilot – the Launchpad – which supports individual and small business people with low cost, serviced office space.

We were delighted to welcome The Citizens Advice Service, who have relocated to our Wallfields office in Hertford. As council finances become tighter and tighter we need to make sure we use our assets wisely, and sharing officers with such a natural partner was a sensible choice for us. The Citizens Advice Service vacated a building that we owned in Ware, and we have worked closely over the last year with our health colleagues to support them in planning for a new health centre, combining two surgeries into one, with improved facilities, extended opening hours, etc. They will start on site later this year and aim to open in 2019.

We also have been shaking up the organisation internally. We launched a new website in May 2017 which has significantly improved the customer experience in terms of accessing information, raising queries and being able to do council business online. This is the start of our digital journey – but we aim to make it possible for you to be able to do virtually all of your business with us online at a time and place to suit you. We undertook a 'mystery shop' during the year, which indicated there is room for improvement in some of our communications with you, and although we receive a relatively small number of complaints we know we need to get better at helping our customers.

The report that follows only touches the edges of the vast range of things we do in the council. We couldn't deliver these things without the incredible people who work with us – colleagues, councillors and partners, and we say thank you to everyone who has contributed to the council's achievements during 2017/18.

CLlr Linda Haysey
Leader

Liz Watts
Chief Executive



6,601 impressions

East Herts Council @EastHerts · Jun 8

Braking gently or decelerating using engine braking by easing off the accelerator saves fuel & reduces emissions ow.ly/Yxuw30jpFLh #KeepItClean @cleanairdayuk @globalactplan

Avoid sharp braking and acceleration

Drive at safe steady speed save fuel

#KeepItClean

The following highlights some of our successes within each of our corporate theme areas:

PRIORITY 1: Improve the health and well-being of our communities

- New air quality action plan has been produced and launched on 15th June 2017. The 38 point plan includes support for national Clean Air Day, with an awareness campaign asking drivers to turn off their engines whilst stationary, especially near schools. Promoting the use of electric vehicles is also a high priority, with extra car charging points and an electric car share scheme planned. Continued support for car-sharing schemes and walk-to-school weeks are included, together with working with other organisations to improve transport options and encouraging more people to leave their cars at home.
- Approval of £30million investment into leisure facilities across the district, covering the refurbishment of Ward Freman and Hartham and a completely new leisure centre at Grange Paddocks.
- EHSPS (East Herts Social Prescribing Service) was launched in January 2018 in the Stort Valley and Villages area, with the aim to support isolated and lonely patients by working with GPs to identify patients who may benefit from clubs or social activities. 74 referrals have been made so far with increases each month.
- Forever Active won a Herts Sports Award

PRIORITY 2: Enhancing the quality of people's lives

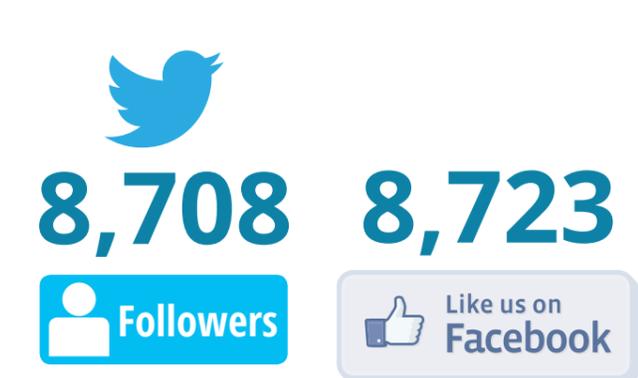
- Set up a property development company to provide new homes
- We raised almost £8,000 for local charities through our dragon's apprentice programme
- Completed work on the play area at Grange Paddocks and footpath at Hartham Common
- OP Stomp won the HEART community award in November. OP Stomp provides advice on fire safety, crime prevention, personal safety and health and wellbeing to vulnerable members of the community in East Herts. One event in Bishop's Stortford visited 700 homes and gave information packs to 500 residents.

PRIORITY 3: Enabling a flourishing economy

- The Launchpad: For many years we had been aware that business incubation and start up facilities were required in the Bishop's Stortford area. Making use of vacant space in Charrington's House, the council was able to set up just such a facility in a very short space of time and with minimal budget. The Launchpad opened in October 2017, offering serviced office space to enable start-up enterprise in Bishop's Stortford and the surrounding area. A total of 48 businesses used the Launchpad between October 17 and March 18
- Seven businesses in East Herts have benefitted from Rural Development Programme funding and a further five from discretionary business rate grant.

Other facts and figures and what our customers think

In 2017/ 18 we received



10,726 people reached

East Herts Council added 2 new photos. 20 February · 🌐

Poor pooch found on Jan 12 off Westmill Road, Ware in a bad way. Taken straight to Rescue Remedies dog rescue for emergency treatment. Had to have leg amputated. After weeks of recuperation & love, he's now up for rehoming. #straydogs #dogrescue #RSPCA <http://ow.ly/cylE30ivJo2>



64 ❤️

easthertscouncil • Follow

easthertscouncil Beautiful sunrise this morning. #riverlea #sunrise #eastherts [bjcannell78](https://twitter.com/bjcannell78) Is this the London Road, Ware? [jc1303](https://twitter.com/jc1303) [@bjcannell78](https://twitter.com/bjcannell78) yes 🙌

[tracytyson7](https://twitter.com/tracytyson7) Stunning ❤️

easthertscouncil Yes, by Ware. Glad you like it. We'll tell the photographer, our colleague Justin.

[bjcannell78](https://twitter.com/bjcannell78) [@easthertscouncil](https://twitter.com/easthertscouncil) I like it as I live opposite here