



# 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?



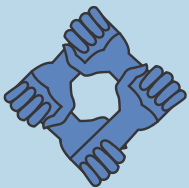
##### BE AN ENTERPRISING COUNCIL

- 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