



# We are a listening council, working together with our communities to deliver fair services

## We will...



- ✓ Listen and be open and transparent in decision making and actions. We will prioritise improved consultation, engagement and conversation with our communities
- ✓ Ensure that information on our website is as up to date as possible
- ✓ Provide full and timely publicity for all major Council decisions
- ✓ Evaluate the impact of our communications to understand how we can do better
- ✓ Encourage residents to use our digital communication channels whilst ensuring those who are not digitally able can easily talk to us by phone or in person
- ✓ Engage with residents through new Community Forum events, to enhance planning outcomes at strategic sites.



- ✓ Develop and implement our new Air Quality Action Plan to cut pollution and improve health
- ✓ Update our Parking Strategy to encourage sustainable travel
- ✓ Reduce carbon emissions from homes and businesses by creating “Energy Hubs” in towns and parishes that offer information on grants and other support to help residents save money and cut carbon
- ✓ Roll out more EV chargers in urban and rural locations across the district
- ✓ Encourage residents to play their part in supporting local wildlife and improving our natural environment.



- ✓ Consult with communities to review and refresh our Local Plan, prioritising improved sustainability standards
- ✓ Prioritise actions that can provide Housing which is truly affordable
- ✓ Help create thriving high streets, by encouraging local markets, and by delivering grants to support local businesses and enhance town and village centres
- ✓ Work with partners to help make town centres more attractive, safer and easier to navigate
- ✓ Actively encourage more communities to create or update their Neighbourhood Plans
- ✓ Support voluntary sector groups to continue their work support the whole community.



- ✓ Deliver the Cultural Strategy, with support for new events such as Pride, Herts inclusive Theatre and the East Herts Arts Showcase
- ✓ Maintain and improve council services while making them more cost efficient through the “Transforming East Herts” programme
- ✓ Deliver our Thriving Together Plan to promote physical exercise, healthy lifestyles and other measures that boost community wellbeing
- ✓ Support those facing homelessness or recovering from it, and include them in consultations and community activities
- ✓ Improve our Council Tax Support scheme to make it fairer, simpler and more transparent
- ✓ Explore replacing a “strong leader and cabinet” system with a committee system.