

2020 VISION ACHIEVEMENTS 2020/21

"WORKING WITH YOU, FOR YOU, IMPROVING OUR COMMUNITIES, OUR PLACES"

Hertsmere Borough Council's 2020 Vision identifies the key challenges faced by the council and how we will respond to them. This document sets out some of our key achievements over the last year in each of our priority areas.

We have also provided information on our Quality Service Indicator set for 2020/21 which is regularly monitored by Senior Officers, the Member led Performance Panel and the council's Executive in order to maintain high quality service delivery.

WHAT IS OUR 2020 VISION?

OUR PRIORITIES

HOW WE WILL 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

For more information on the 2020 Vision, visit our website at www.hertsmere.gov.uk

ACHIEVEMENTS 2020/21

BE AN ENTERPRISING COUNCIL



We administered £25m in government support grants to 1500 local businesses impacted by lockdown or tier restrictions. Our Environmental Health Team have supported local business to become Covid-secure, resume trading safely and protect their staff and customers.



We invested £6m of match funding to support the building of two soundstages and ancillary workshops at Elstree Studios. The expansion will create at least 800 jobs plus apprenticeship opportunities for local school leavers and the unemployed.



Despite 12 months of unprecedented pressures on council services, we agreed a balanced budget for 2021/22 with an average increase of £5 per household for our share of council tax bills, the same rise as last year.



Throughout the pandemic, we have continued to deliver services to our residents with minimal disruption. We've worked to keep our staff and the public safe by facilitating home working and where this wasn't possible, by following social distancing regulations.

PLAN FOR THE FUTURE



Continued with the production of our Local Plan which will guide development in the borough up to 2036/7. Our support for the establishment of a new Joint Committee for the Hertfordshire Growth Board ensures engagement in strategic growth ambitions for the county as a whole.



We adopted a Climate Change and Sustainability Strategy, supporting our commitment to addressing the Climate Emergency declared in 2019. An Interim Planning Policy Position Statement on Climate Change has been endorsed to encourage net zero carbon development.



Planning approval has been given and development work started at Sky Studios Elstree, the development of which will lead to over 2000 new jobs and £3bn of production spend in the first 5 years.



We continued to support vulnerable clients to access services and accommodation following the 'Everyone In' announcements in March 2020. We also accessed Government funding to support work tackling the borough's deepening housing affordability crisis in the wake of Covid-19.

SUPPORT OUR COMMUNITIES



We awarded over £56k in grants to community and voluntary sector groups actively supporting the community during Covid-19 or who were in dire financial difficulties. This followed an agreed increase in the funding available in response to the pandemic.



We supported our community throughout the pandemic by raising awareness of public health messages, enforcing where breaches occurred and working alongside colleagues from the voluntary and statutory sector to provide essential support to those shielding and isolating.



We delivered 650 free hot meals to local school children during the Christmas holiday period in conjunction with GMSP Akshaya Patra Kitchen in Watford, linking with the GMSP Foundation and Communities 1st.



We led on the countywide Hertfordshire Year of Culture 2020, celebrating creative and cultural opportunity. The campaign promoted the benefits of creativity for wellbeing and despite restrictions, 700 events were still able to take place online and face to face.

QUALITY SERVICE INDICATORS 2020/21

Performance Indicator	2020/21			Comment
	Value	Target	Status	
CSP15 Number of community safety related partnership initiatives	45	36		
E192 Percentage of household waste sent for reuse, recycling and composting - Hertsmere Estimate	43%	48%		These figures are still unverified and are likely to change. An update <u>will be provided</u> before final report circulation.
FIN7 BV9 % of Council Tax collected	98%	98.0%		
FIN8 BV10 Percentage of Non-domestic Rates Collected	96%	98%		<p>Since January 2021, (third national lockdown) collection rates fell considerably below target. Points to note:</p> <ul style="list-style-type: none"> • Administration of business grants has affected the ability to chase debt, as in previous years. Efforts to collect outstanding debt will continue into 2021/22. • The collection rates are based on about 60% of the normal collectible debit due to the expansion of retail discount.
HOU22 % threatened with homelessness approaching the Council issued with a Personal Housing Plan within 10 working days	80%	80%		
HOU23 Percentage of people who are threatened with homelessness and have approached the Council, who the Council has accepted a duty to rehouse	5%	31%		
NI 156 Number of households living in temporary accommodation	103	175		
NI 181 The average time taken in calendar days to process all new claims and change events in Housing Benefit and Council Tax Benefit	10	13		
ORG4 Working Days Lost Due to Short Term Sickness Absence per employee - Rolling Year	2.5	3.5		
P&CE9 Participation rates at Hertsmere Leisure owned leisure facilities	222,060	1,441,495		This indicator is presented as data only due to the impact of the pandemic on leisure facilities, which have been closed or had restricted opening throughout 2020/21. The target relates to previous year's attendance and is <u>provided for context only</u> .
PLA33a Percentage of 'Major' planning applications determined within 13 weeks for the period shown.	96%	69%		
PLA33b Percentage of 'minor' planning applications determined within 8 weeks for the period shown.	95%	83%		
PLA33c Percentage of 'Other' applications determined within 8 weeks for the period shown.	98%	93%		
SPA5a Number of green flag award sites	7	7		
SPA6 Percentage of parks and amenities graded acceptable or above	97.0	75.0		
SPA10b(ii) Number of missed collections per 100,000 collections - Quarterly	52.8	60		