

# Annual Plan Transcript 25/26

## Opening stats

- We received 107,843 phone calls, last year we received 48,888
- Customers booked 1,014 calls backs, last year was 1300
- We had 1388 visitors to our receptions, compared to 1840 last year
- We had 36,695 digital contacts, compared to 47,756 last year
- Web views reached 2.5 million this year, holding steady compared to last year
- We had 2950 planning applications this year compared to 3139 last year
- This year we had 268 planning enforcement cases against 248 last year
- 1937 households approached the Housing Service for homeless advice and assistance compared to 1779 last year – an increase of 8.8%

## Listening, Open and Transparent:

- We got out into our communities to listen to residents on key issues and plans - from Local Government Reorganisation to Old River Lane.
- We introduced Your Voice - a new platform for residents to share their views and shape decisions. For more information visit: <https://yourvoice.eastherts.gov.uk/>
- Our Facebook community grew by 39%, and we joined Nextdoor to reach even more residents: <https://www.facebook.com/EastHertsDC> and [https://nextdoor.co.uk/city/feed/?feed\\_filter=my\\_agency](https://nextdoor.co.uk/city/feed/?feed_filter=my_agency)
- Launched a new website for BEAM which opens the cultural programme, increases information sharing and strengthens connections to audiences and residents. Visit: <https://beamhertford.co.uk>

## Environmentally Focused:

- Since the new recycling and waste contract launched:
  - We've collected 3,867 tonnes of food waste
  - And 95 tonnes of plastic bags and wrappings
  - And non-recyclable waste has dropped by 6,654 tonnes compared to the same period in 2024/25 – that's nearly 50% less general waste!
- Our waste collection vehicles now run on Hydrogenated Vegetable Oil - cutting emissions by 90
- We teamed up with local libraries to launch thermal imaging cameras – already hired 146 times.

## Acting with the Community:

- 1,600 young people, 12 schools, 50+ businesses – our Careers Fair brought them together.
- We worked with local artists to create a vibrant art trail along the Ware–Hertford towpath.

- We provided funding to help 46 businesses access skills development and training support.
- We've continued hosting community forums for the Gilston area and Bishop's Stortford Fields.
- We welcomed 75,331 people to the stages at BEAM over 321 performances.

### Fair and Inclusive:

- We delivered 287 affordable homes, 166 for rent and for 121 shared ownership.
- Nearly 3,000 people took part in Arts in East Herts – our grant-funded programme helping people try new creative activities for the first time. <images: dance pro 007, blacksmiths, generation circus>
- Explore East Herts promoted rural areas and local businesses to over 90,000 people.
- More than 35,000 people saw or engaged with our campaign to end violence against women and girls.
- We supported 1,108 residents through our Healthy Hubs programme.