

Hertfordshire 2021: A brighter future

Summary of consultation responses and next steps

Introduction:

The consultation on Hertfordshire Forward's draft Sustainable Community Strategy, *Hertfordshire 2021: A brighter future*, closed on 26 March 2008. This paper summarises all the responses, drawing out the key issues and themes which will be reflected in the final version of the strategy.

The journey so far:

Stages	When
1. Understanding Hertfordshire "the place" <ul style="list-style-type: none"> ▪ Collecting a whole range of socio-economic and environmental information about our county and its communities (evidence base). 	Spring/ Summer 2007
2. Conversations on the big issues facing the county: <ul style="list-style-type: none"> ▪ 6 workshops across the county talking to stakeholders (150 people in total from a range of organisations) ▪ 1:1 conversations with HF Core Group members ▪ 2 workshops with children and young people (14-19) ▪ 1 session with children aged under 8 to photograph what they like / dislike about the county and what they would like to see more / less of in future 	Summer 2007
3. Draft strategy produced, and launched at Hertfordshire Forward's Annual Conference	26/11/07
4. Consultation period – all partners invited to respond to the draft and some targeted consultation as follows: <ul style="list-style-type: none"> ▪ All ten district LSPs visited to discuss links with their sustainable community strategies ▪ All partners named under the Duty to Co-operate written to inviting them to respond ▪ 8 BME workshops across the county ▪ 2 workshops with members of the public 	26/11/07 to 26/3/08
5. Report on the responses published	25/04/08

Next steps:

During May 2008 the Strategic Partnerships Unit, on behalf of Hertfordshire Forward will propose a series of amendments to the current draft, based upon the responses. These will ultimately be signed off by the Hertfordshire Forward Core Group and a final strategy published.

The responses:

Well over 50 separate organisations/ partnerships responded to the consultation, as well as numerous individuals and other views captured via workshops. Generally the draft was well received and given a great deal of support – acknowledging that the draft does address most of the key challenges the county faces both now and in the future.

The following table highlights those responses, summarising the headlines and key points raised for further discussion. Please note this summary does not capture the details of all that was said however a copy of all the feedback is available upon request.

Organisational Partner	Duty to co-operate	Summary of response
Arts Council (East of England)	✓	<ul style="list-style-type: none"> ▪ Outlines Arts Council EoE investment priorities in Hertfordshire 2008-11 and endorses the comments on the SCS made by Green Heart Partnership and the 'culture' response.
Broxbourne Housing Association		<ul style="list-style-type: none"> ▪ Some clarity sought in the wording of a couple of areas. ▪ Under housing, suggested the actions give clearer indication of partners responsible for action.
Rural Community Council for Hertfordshire (CDA)		<ul style="list-style-type: none"> ▪ Objectives and actions in the strategy are urban focussed and greater recognition of the needs of rural areas is needed generally (this applies in terms of community facilities, transport and access, things to do for young people and housing). Would also like to see some mention of town and parish councils and the role they play ▪ Draft strategy is no-where near ambitious enough to deliver sustained prosperity for the county, and lacks in overall vision generally
Chamber of Commerce		<ul style="list-style-type: none"> ▪ Series of specific comments inc:
Dacorum LSP		<ul style="list-style-type: none"> ▪ Hot-spotting of particular areas needs to be reviewed over time as circumstances may change. ▪ Housing: would like to see need for housing for auxiliary workers as well as 'key workers'. Affordable housing target in Dacorum is 35% rather than proposed countywide 30%. Dacorum LSP would like to see wider understanding of the implications of the growth agenda. ▪ Health & wellbeing: concern at the lack of focus on Dacorum as an area of need. ▪ Env: Keeping settlements apart of a worthy aim, but the 'gaps' between can have added benefit. ▪ More broadly, keen generic terms such as 'disadvantaged' do not overlook emerging and vulnerable communities in Hertfordshire.

Dacorum Sports Partnership		<ul style="list-style-type: none"> ▪ Delighted there is some recognition in the draft of the role of sport and active recreation (reflected in a couple of priorities) – however, feel sport can make a significant contribution to other priorities as well – most broadly in terms of social cohesion and quality of life.
East Herts LSP		<ul style="list-style-type: none"> ▪ Welcome the SCS but feel perhaps it could make more emphasis on place-shaping and the aspirations associated with that agenda.
English Heritage (East of England)	✓	<ul style="list-style-type: none"> ▪ Sustaining character and QoL: Maintaining the historic environment has a significant part to play. ▪ Would like recognition of Hertfordshire's historic environment strengthened (supplied data).
Environment Agency	✓	<ul style="list-style-type: none"> ▪ Need to explicitly mention water scarcity within sustainable development section to raise awareness and profile of this issue which is particularly acute in the Eastern region
ESCO: Hill Wood		<ul style="list-style-type: none"> ▪ Key themes: improved environment, safety,
ESCO: Woodlands		<ul style="list-style-type: none"> ▪ Felt that Borehamwood has two distinct communities that are not mixing – with the white working class' problems hidden because of the use of area averages in data. ▪ Ageing Population: doe not mention carers – proposed extended day care and respite care. ▪ Transport: does not mention walking and cycling.
FE Colleges (consortium)		<ul style="list-style-type: none"> ▪ Would like to see more reference to the roles the colleges can play in supporting the objectives and actions in the strategy (e.g. ensuring people are gaining the right skills needed for the local economy, increasing employability of out of work adults, increasing learning opportunities for older people, helping deliver 'citizenship' skills and knowledge amongst young people)
Green Heart Partnership		<ul style="list-style-type: none"> ▪ Would like to see greater recognition of "culture" generally, and need to ensure cultural activities and opportunities are 'designed in' to new communities in context of housing growth

<p>HCC - Hertfordshire County Council</p>	<p>LAA Accountable Body</p>	<ul style="list-style-type: none"> ▪ Need to make it clear that the nine themes are interlinked and interdependent ▪ The participation and engagement agenda needs to be amplified, with a clear plan of how we will involve local people in decision making and designing services. Equally the role culture can play in assisting delivery of all the outcomes needs to be amplified. The 'quality of life' theme needs to be more cross-cutting, linking to issues around the role of the family and the importance of good quality housing. ▪ The objectives and short term actions in the children and young person's section needs to better reflect those in the new Children and Young People's Plan (see proposed changes from HCTP below). ▪ Hertfordshire has a high number of people with learning disabilities whose health and social care needs are increasing – this client group should be mentioned in relation to access to healthcare. Equally people with mental health problems are given no mention.
<p>HCC – County Arts Development</p>		<ul style="list-style-type: none"> ▪ Words 'arts' and 'culture' are not interchangeable (suggested use of DCMS definition) ▪ Cultural words missing from SCS include: museums and heritage; tourism; archives, libraries... Culture is also mentioned in the introduction, but not specifically in any short/long term objectives ▪ Health & Wellbeing: needs to be clear it is mental health as well as physical health, and that sport is not the only way to improve wellbeing and health – e.g. involvement in the arts.
<p>HCC – County Development</p>		<ul style="list-style-type: none"> ▪ 'Building Futures: A Hertfordshire Guide to Promoting Sustainability in Development' is the title for the Hertfordshire Sustainable Development Guide.
<p>HCC – Crime & Drugs Strategy Unit</p>		<ul style="list-style-type: none"> ▪ Drugs feature highly in community safety on a number of levels. Drug dealing and the related fear of crime is only the tip of the iceberg in relation to tackling drugs under 'Safer Stronger'. ▪ Health & Wellbeing: some of the drugs/alcohol elements should be in 'Safer Stronger'.
<p>HCC – Environment Management Group</p>		<ul style="list-style-type: none"> ▪ The SCS should draw on a wider range of agencies than those represented directly on HF. ▪ A well maintained Public Rights of Way network could help a number of SCS objectives. ▪ Sustaining character and GQL: History and heritage has been missed as a key aspect here. ▪ Sustainable Development: suggest protection of wildlife sites, use of 'green corridors' and spaces.

		<p>Biodiversity is a key test of sustainable development and essential part of Quality of Life.</p> <ul style="list-style-type: none"> ▪ Would like to see the new PSA 22 incorporated which specifically drives the Schools Sports Partnerships to build on the potential benefits of 2012 Olympics. ▪ C&YP: High Quality PE can raise attainment. Existing facilities need to be made best use of. ▪ Health & Wellbeing: need to ensure local people are involved in the design and delivery of projects or longer term work. ▪ Would like 'resilience' to be mentioned in the final document – have started to develop a measure of business resilience with Businesslink which could be used as part of the SCS. ▪ Concerns that long-term management and maintenance of the transport network – the best use of the existing network – is not mentioned anywhere despite it being a political/public priority.
		<ul style="list-style-type: none"> ▪ Work and learning / training opportunities for young offenders should be included.
	<p>Hertfordshire Association of Parish and Town Councils</p>	<ul style="list-style-type: none"> ▪ Would like work around the innovative programmes allowing local residents to remain in their villages which otherwise would be denuded of young people unable to afford open market properties. ▪ Jobs, Prosperity: needs greater recognition of the risks to be addressed in a post 'peak oil' environment. ▪ Safer, Stronger: 'Fear of crime' overshadows otherwise good experience. Felt that the line predicting an increase in the number of gypsies and travellers could be considered a slur on the community. ▪ Affordable Housing: suggest an affordability target upwards of 30% together with contributions by developers towards upgrading of infrastructure including provision of school capacity. ▪ Sustainable Development: suggested 'Climate Change' needs to be a theme in itself. Within this the County's resilience plans and be commented upon in the 2021 vision.
	<p>Herts Badminton Association</p>	<ul style="list-style-type: none"> ▪ Highlighted the impact sport and active recreation can have on the SCS themes (most notably Jobs, Prosperity and Skills; Safer Stronger; C&YP and Health and Wellbeing) as well as volunteering.
	<p>Herts Childrens Trust</p>	<ul style="list-style-type: none"> ▪ Proposed redraft of C&YP's section, including incorporation of the new CYP's ten priorities as short-

Partnership		tern actions.
Herts Community Foundation		<ul style="list-style-type: none"> ▪ Jobs, Prosperity: Social Enterprise needs to be mentioned – vital in addressing deprivation problems ▪ Safer, Stronger: disagrees that community cohesion 'has never been a problem in the county'. Suggest three objectives to address community issues and contends that CVSS and Volunteer Centres are vital. ▪ C&YP: gaps in attainment are not merely the preserve of the under 5s but across all age ranges. ▪ Affordable Housing: suggests focus on home-owning needs changing with an increase in the number of properties for rent. Increasing supply will not be sufficient and the infrastructure cannot cope with it. Also felt that the issue of 'Quality Neighbourhoods' has not been addressed – suggests need for a task group ▪ Transport: supports the focus on improving cross-county travel, but also needs focus on non-car users. ▪ Sustaining Herts' Character: Herts potential for tourism (esp green-tourism) should be encouraged. Addressing the gap between the 'have' and the 'have nots' is a pivotal part of this element of the SCS. ▪ Promoting Sustainable Development: Felt that this is poorly addressed by the SCS – with the focus being on environmental concerns rather inter-linked with the wider economic and societal matters.
Herts Constabulary and Herts Police Authority (1)	✓	<ul style="list-style-type: none"> ▪ "vulnerability" and addressing the needs of vulnerable groups should be amplified as a key cross-cutting challenge underpinning all themes, particularly in relation to safeguarding vulnerable children, victims of domestic violence, victims of serious sexual offences, rehabilitation of offenders and management of dangerous offenders
Herts Constabulary and Herts Police Authority (2)	✓	<p>Two main points – felt the SCS does not focus sufficiently on the vulnerable and less well off in society and that the structure of the plan tends to encourage a silo mentality which needs to be broken. Insufficient emphasis is made of the need for partners to work together to achieve our goals. The strategy would read better if it expressed overt support for the diversity agenda, community cohesion and the positive advs. Also felt that a broad statement of intent about how we will manage the significant finances to deliver effective and efficient services seems worryingly absent from the SCS.</p> <ul style="list-style-type: none"> ▪ The most vulnerable are more likely to be a victim of crime than the general populace. Those without skills, work and a home are more likely to perpetrate crime. The SCS needs to address these issues.

		<ul style="list-style-type: none"> ▪ Housing: it is critical that major urban areas do not exceed 105,000 in population – keeping crime down. ▪ Health & Wellbeing: problems caused by drugs cannot be solved by simply prosecuting the perpetrators. In terms of vulnerability, theme needs greater mentioning of mental health. ▪ Jobs, Prosperity: need to attract employers to the county that will make better use of the wide range of skills it has within it, rather than simply trying to bring employees' skills up to the demands of employers. ▪ Safer, Stronger: problematic that first mention of 'ethnic minority residents', 'economic migrants' and 'gypsies and travellers' is counter-posed with objectives of reducing crime and anti-social behaviour. More widely it is felt this section needs a clearer description of 'safer' and 'stronger' and how local concerns can be addressed, assessing and meeting the needs of local and changing communities. Vulnerability needs to be prominent here. 'Designing out crime' should be included, as should a focus on dealing with priority/prolific offenders, and fostering good relations between old and young. ▪ C&YP: felt we need to clearly articulate how safeguarding children will have changed by 2021. ▪ Transport: would like improvement of road safety to feature as a short-term measure. ▪ Sustainable Development: this section would benefit from a clear 'vision' on a 'Greener Hertfordshire' making links with the other sections. To inc greater organisational effectiveness within service provision.
<p>Herts CVS</p>		<ul style="list-style-type: none"> ▪ There could be a stronger recognition of cross-cutting issues. Also to clarify roles of the SCS and LAA. ▪ Safer, Stronger: felt there is too much emphasis on 'safer' rather than 'stronger'. Community engagement drives improvement and there seems little recognition that one affects the other. ▪ Ageing Pop'n: needs to show better how local and county priorities are harmonised, and ref to carers.
<p>Herts Heads of Housing Group</p>		<ul style="list-style-type: none"> ▪ There is no reference within the strategy to how the partnership has taken into account local, sub-regional and regional housing strategies (themes) when setting its housing related objectives or how it is to influence or contribute to the development of future housing strategies and delivery at the sub-regional and local level. ▪ It is imperative that the strategy's housing objectives/themes strongly relate to the priorities within the

		<p>London Commuter Belt Housing Sub Regional Housing Strategy 2005-08 which include:</p> <ul style="list-style-type: none"> ▪ Maximising the delivery of affordable housing ▪ Developing the intermediate housing market ▪ Improving stock condition in both the public and private housing sectors (Decent Homes) ▪ Meeting the needs of vulnerable groups (including homelessness prevention) ▪ Achieving social inclusion <p>Local authorities are in the process of developing their Local Development Frameworks and potentially may adopt targets that are different to the 30% target included within the SCS.</p> <ul style="list-style-type: none"> ▪ SCS does not take into account the housing support needs of the vulnerable within our communities. ▪ There is no reference to homelessness or the role partnership working has in addressing related issues.
Herts Partnership Foundation Trust	✓	<ul style="list-style-type: none"> ▪ Single parents who would like to study a course at college, but have problems with childcare arrangements. Therefore a crèche facility would enable this client group to access an education.
Herts Sports Partnership (Sport England)		<ul style="list-style-type: none"> ▪ "Sport and recreation" have numerous cross-cutting benefits which contribute to achieving many of the outcomes within the strategy – would like greater recognition of the role this can play across the board. ▪ 2012 Olympics & Paralympic Games provide a once in a lifetime opportunity to heighten public interest.
Herts Wildlife Trust		<ul style="list-style-type: none"> ▪ Concern that there is not a heading that includes the word 'environment' ▪ Supports use of the Hertfordshire Biodiversity Action Plan as platform for long and short-term actions. ▪ Sustainable Development: should include a presumption against development which will lead to further losses of key habitats and species and more emphasis on promotion of biodiversity enhancements.
Herts and Beds Environmental Health Heads of Service Group		<ul style="list-style-type: none"> ▪ Housing: needs reference to maintaining and improving private sector housing, maybe with some links to joint working with the fire authority to protect those most at risk in substandard housing. It is not just about increasing the supply of housing, but also making better use of existing stock. ▪ Should be reference to protecting and maintaining the environment, measured by public survey. ▪ Health of employees needs to be mentioned in the Jobs, Skills section due to the number of days lost.

		<ul style="list-style-type: none"> ▪ Highlighted a number of recommended inclusions following the national Rogers review. ▪ Broadly – the SCS needs the positives and advantages of people and current services in Hertfordshire to be highlighted. There is a lack of recognition of diversity. Deprivation needs a stronger mention. ▪ Cultural needs should be taken in consideration. An ageing population is not purely a negative thing. ▪ No mention of multi-cultural activities which should be seen as an asset, a unique quality of life. ▪ There is no mention of promoting race equality in Herts, and how this can be promoted in each theme. ▪ General concern that there is not enough cross-referencing in the descriptive parts of each theme. ▪ Generally – need to link the objectives with relevant data in the narrative.
Herts Prosperity Ltd		<ul style="list-style-type: none"> ▪ Feel that there should be some mention about 'joint investment. ▪ It would be good to look at the New Index of Multiple Deprivation that has appeared since the SCS. ▪ C&YP: would be good to have some mention of preventative measures. ▪ Sus Development: there is enormous potential around construction and development using environmentally friendly building materials and possibly identifying a 'flagship' building as an example. ▪ Some disparities between LIC priorities (and their specific target groups) and SCS actions. ▪ Would like greater mention of the role the Olympics might play in addressing the key themes, perhaps especially in reference to Broxbourne and the specific identification of it as an area for attention.
Hertsmere Borough Council	✓	<ul style="list-style-type: none"> ▪ Question whether 'Sustaining Hertfordshire's...' and 'Sustainable Dev...' should be separate themes. ▪ Job, Skills...: makes no reference to the importance of film and media industry to the Herts economy. 'Upskilling' can undermine environmental/travel objectives. No mention of 'London effect' on jobs etc. Suggested there needs to be an incentive for employers to employ job opportunities for local people. ▪ SCS needs more specific reference to the need for action in Hertsmere, including Borehamwood, and more specifically Cowley Hill ward. Hertsmere residents consider there is a lack of community cohesion. ▪ Feel the affordable housing target (30%) should not be specific in the SCS (could conflict with planning).

		<ul style="list-style-type: none"> Concern specific geographical areas are singled out – inappropriate for a strategic document. No mention of building bridges between communities, enabling communication and understanding or building capacity of communities to take control of their destiny as a means towards greater cohesion. Support to carers has been cited as a major omission, particularly in relation to older people. There is no mention of the need to encourage cycling and walking and the need to provide safer routes. Actions and results arising from the SCS must be monitored and fed back to communities. This needs to include failed targets. The local media need to be brought on board as partners and fed good news.
Hightown Pretorian & Churches Housing Association		<ul style="list-style-type: none"> Would like to more about the Supporting People agenda, affordable housing in rural communities, services to people with mental health problems and learning disabilities. Felt that the housing objectives are generally unclear and not capable of being measured. Unsure about having a Hertfordshire standard for new properties when there are government standards in this area.
Job Centre Plus	✓	<ul style="list-style-type: none"> Need to take account of DWP's <i>Ready for Work: full employment in our generation</i> paper. Also would like to see reference to supporting lone parents back into work and reducing child poverty
MENTER		<ul style="list-style-type: none"> Recognise understanding of 'cohesion' in Hertfordshire is different than elsewhere, but some targeted work with BME communities is needed, especially in terms of increasing participation, learning and employment opportunities and caring for elderly people
Museums, Libraries and Archives Council	✓	<ul style="list-style-type: none"> Would like greater recognition of "culture" generally and that cultural institutions will play a key role in sustaining Hertfordshire's unique character and quality of life along with historic buildings and landscapes. Similarly cultural institutions (including libraries) play a vital role in building strong communities, providing learning opportunities for young people and older people, as well as providing opportunities for volunteering
Safer Stronger Block		<ul style="list-style-type: none"> Attention to "vulnerable" groups: whilst raised as important in the draft, a broader commitment to "vulnerability" would give the strategy more focus Integration and cohesion – especially in the context of increasing numbers of economic migrants – would be keen for the strategy to take further positive steps to aid cohesion in future

<p>St Albans District Council</p>	<p>✓</p>	<ul style="list-style-type: none"> ▪ Wildlife Fund report Oct 2007 – St Albans recognises it has a serious problem concerning CO₂ emissions but is taking action to address this. ▪ Health & Wellbeing: high alcohol and drug abuse is a problem in both wealthy and deprived areas – proposed that this be extended to cover all areas.
<p>St Albans LSP</p>		<ul style="list-style-type: none"> ▪ Housing: there should be a larger proportion of affordable housing against the agreed housing totals. ▪ Health & Wellbeing: suggested to include a reduction in the mortality rate difference between deprived and non-deprived areas included for St Albans. Transport needs of health service users in hot-spots and areas of deprivation as a short-term goal. Suggested focus for childhood obesity beyond deprived. ▪ Sustaining Character: build on pride in the unique distinction of the local district at a sub-county level as well as the county as a whole. ▪ Support for NI 7 (Environment for a thriving third sector) to measure the volunteering short-term action.
<p>Stevenage BC</p>	<p>✓</p>	<ul style="list-style-type: none"> ▪ Some concern around the priority 'Support a vibrant voluntary and community sector which meets the needs of local people' – would like to know how this will be done (i.e. in the public service climate). ▪ Ageing Population: tone and content is largely about dependency and support – would like to see a rebalancing and renewed emphasis on changing attitudes to ageing, opportunities and more positivity. Would like to see the older people's agenda mainstreamed throughout the document. ▪ Health & Wellbeing: reducing health inequalities is not specifically mentioned. ▪ Housing: felt there should be more emphasis on social rented housing provision, less on key workers'. ▪ Transport: importance of the widening/improvement of the A1(M) J6-8 should be reflected in the SCS. A number of further, more specific transport issues were listed as well as more general points, such as the need for better waiting environments at railway and bus stations, and the need for better integration between buses and trains. Parking and accessibility issues were also detailed – 23% of Stevenage households have no access to a car or van (highest % in Herts). Need to address 'transport poverty'. ▪ Sustaining Character: Feel consideration should be given to agreeing a long-term objective to protect, maintain and enhance the unique open spaces. There is also no mention of the management of land.

		<ul style="list-style-type: none"> particularly agriculture, which protects out landscape, biodiversity etc. General point that the SCS gives the impression many problems centre around Stevenage – there are many positive elements to Stevenage and the SCS gives quite a negative view.
Stevenage CAB		<ul style="list-style-type: none"> Felt the different strands can lead to the impact being diluted. Unsure how the objectives will be orchestrated to ensure they have maximum impact on vulnerable people. Concern that partners will focus on the objectives and it will still not have necessarily addressed the issues of people who are struggling to be productive members of society and need a huge amount of support to get there.
Stevenage LSP		<ul style="list-style-type: none"> Safer Stronger: would like to see greater acknowledgement of violent crime and offences against the person as a key area to address (consistent with the new policing plan). Would also like to see cohesion amplified within the SCS – acknowledging the cross-cutting nature of this challenge. Would like to see more emphasis placed on the role of the VCS in achieving sustainable communities. C&YP: would like 'things to do / having good facilities' objective to be elaborated upon. Housing: reference to the Supporting People Programme should be included in the housing section. Also suggested objective linked to homelessness prevention which helps people remain in their own homes, understands their housing options and/or access suitable accommodation for their needs. Safer Stronger: 'reduction of alcohol crime in our town centres' should be expanded to include other hotspots and alcohol misuse – same of the alcohol and drug abuse objective in 'Health and Wellbeing'. Reduction of ASB needs hot-spotting and meaningful targets. C&YP: would prefer to see more Generic PCSOs whose work links into schools rather than more Schools PCSOS.
Three Rivers CDRP		
Three Rivers DC	✓	<ul style="list-style-type: none"> Concern the SCS contains too many themes, resulting in a limited ABG being spread thinly. Calls for the use of 2007 IMD data to aid hot-spotting and targeted objectives. Concern that only town centres are being identified for action on alcohol related crime. Feel underage drinking and sales is far more widespread and needs specific targeting. More widely, concern that large urban areas have been identified as priorities for action in the SCS – fails to respond to the needs of isolated pockets of deprivation in Hertfordshire.

		<ul style="list-style-type: none"> ▪ C&YP: Three Rivers has very poor levels of obesity and would like targeted locality short-term work. ▪ Sustaining Character: clarify the meaning of this theme and ensure it does not mean maintaining the status quo – ensure the SCS is looking to prepare for the future and responding to change. ▪ Concern the role of leisure services (relating to C&YP, Health & Wellbeing and community safety) are not specifically recognised in the SCS.
<p>Three Rivers LSP</p>		<ul style="list-style-type: none"> ▪ The draft covers a lot of territory and it would be helpful if these were prioritised to give an indication of relative priorities to ultimately inform future spending decisions ▪ Evidence needs to take account of new indices of multiple deprivation when targeting actions – thus highlighting that Three Rivers does have certain areas in need of targeted intervention (for example around income deprivation, anti-social behaviour and alcohol related disorder) ▪ Strategy needs to do more to recognise urban/ rural differences and address pockets of deprivation. Also needs to have more clarity about how some of the more challenging issues will be addressed (e.g. sustainability, maintaining quality of life in context of housing growth)
<p>Watford BC</p>	<p>✓</p>	<ul style="list-style-type: none"> ▪ Would like to see greater recognition of different communities and age groups within "health and wellbeing" and "ageing population" – picking up the specific health needs of some BME communities and also supporting people in the 'younger retired' bracket (i.e. not just focusing on the over 75's). In addition highlighting reduction of drug abuse in Watford is misleading – it does not contribute to a significant health problem and we have good rates of dealing with drug-related criminal activity. Alcohol misuse in our town centre is a key issue however and should be reflected as a health concern. ▪ Would like to see less vagueness and more vision in transport, quality of life and sustainable development themes – going beyond the 'day job' and being more aspirational in what we want to achieve ▪ Keen to see local indicators used to deliver strategy where those from the national indicator set aren't robust (e.g. in relation to perception based indicators)
<p>Watford LSP</p>		<ul style="list-style-type: none"> ▪ Felt the 'green' thread could be stronger throughout the SCS. ▪ Felt the SCS opts for 'maintaining the status quo' rather than being more ambitious in its objectives.

		<ul style="list-style-type: none"> ▪ Felt the introduction does not reflect an accurate picture of Hertfordshire ('no major cities or towns'...). ▪ Jobs, Skills: simply encouraging more new businesses is not enough if support and funding is not provided (e.g. Watford has high start-up and high business closure rates). ▪ Safer Stronger: felt the impact of ethnic minority residents and migrants in the county is overly negative. ▪ C&YP: focuses too much on schools and educational attainment – partnership working can do more, and disappointed there are not short-term actions relating to the 'Enjoy' element of the ECM framework. ▪ Housing: should go beyond the 'day job' of local authorities – e.g. adapting housing to climate change. ▪ Transport: Watford should be identified as one of the 'worst congestion hot-spots' and a priority. ▪ Health & Wellbeing: none of the short-term actions pick up on health issues that affect members of the BME community in particular (e.g. circulatory diseases). Drug abuse is not a significant problem in Watford, however alcohol abuse is and should therefore be highlighted a short-term area of focus. ▪ Ageing population: Focus on the over-75 – suggested that the 'younger' retired also be targeted. ▪ Sustaining Character: felt this section is not ambitious. Needs to mention exceptional design. 'Joint working' objective is the 'day job' for local authorities (Pathfinder) and the 'lobbying government' objective does not feel appropriate for what should be a visionary document for the future of the county. ▪ Sustainable Development: current actions focus on existing work or are fairly vague. Need ambitious targets that go beyond the minimum in this area – e.g. could have addressed current infrastructure needs relating to climate change, such as utilising local skills to avoid long distance commuting.
<p>Welwyn Hatfield LSP</p>		<ul style="list-style-type: none"> ▪ Would like to see some of our 'local' issues reflected more strongly, such as the challenge around housing growth and maximising investment for infrastructure to support it (as part of retaining the character of Hertfordshire), reducing teenage pregnancy and tackling serious acquisitive crime linked to drugs. ▪ Would also like to see something about valuing young people.
<p>Welwyn Hatfield Sports and Physical</p>		<ul style="list-style-type: none"> ▪ Pleased there is some understanding and recognition of the role of sport and active recreation in the SCS, reflected in a few of the priorities.

Activity Alliance		<ul style="list-style-type: none"> ▪ The contribution made by sport to the quality of life in Hertfordshire must be sustained. ▪ A number of specific findings (including The Chief Medical Officer's Report, 2004) were provided.
West Herts PCT	✓	<ul style="list-style-type: none"> ▪ CY&P: There should be reference to the CYP. The section is very CSF-focused and misses opportunities about improving health for children and life chances for disabled and LAC children which is greater than educational attainment. Childhood obesity is mentioned too broadly and physical exercise needs to be better promoted. Emotional wellbeing should be mentioned as should families.
Workshops		
Members of the public (ORS workshops)		<ul style="list-style-type: none"> ▪ Want to encourage people (particularly young people) to stay in the county by having a diverse range of employment opportunities (e.g. manual work, supported by vocational training/ apprenticeships through to placement schemes for graduates) ▪ All the nine themes are interconnected, but that services which are designed around the family would be a more sustainable way of planning and reverse the erosion of the family unit (eg. Schools and healthcare facilities to be community based). The word 'community' needs to be defined by Hertfordshire Forward and the strategy should focus on the most needy/ vulnerable in the county ▪ Encouraging cleaner and greener neighbourhoods is of utmost importance to local people to encourage community engagement and involvement. Local people do want to be more involved in local decision making but are sceptical about how much people listen ▪ Need good quality youth diversion facilities/ programmes, and that the VCS/ youth organisations should play a more prominent role in doing so. Formation of super-schools could lead to further fragmentation of the family unit (siblings not placed together, longer distances to travel etc). Want to remove the perception that only disaffected young people enrol on vocational courses. ▪ Some concern over post code lottery effect of care that elderly people receive – would like good quality care standards across the county regardless of where you are/ economic circumstances. Equally access to such services can be difficult – community based health facilities and better public transport would mitigate against this. Recognise the importance that older people can play in employment/ volunteering but that this should also be supported by adequate social facilities and activities – information on such opportunities needs to be more widely available.

		<ul style="list-style-type: none"> ▪ Access to hospitals needs to be improved (especially in context of recent reconfiguration). Members of the public also wanted clearer information about the degree of spending on health in Hertfordshire compared to other areas (as a proportion of taxes paid) ▪ Members of the public very concerned about housing growth and the effect it will have on levels of traffic and pressures upon local services and infrastructure. Local people need to be involved in the design of new developments. There also needs to be an appropriate mix of housing provision to provide for different family units within the county. Would also like to see more than 30% new build as affordable ▪ Traffic congestion a major concern for local people and the proposal to improve east/west links is welcomed. Also would like to see a fully integrated transport system for the county and less selling off of parking plots for housing ▪ People were concerned about the threat to green spaces from housing growth, and that these should be preserved where possible. Letchworth and Harpenden were seen as good models for town planning with a good balance/variety of different shops, facilities and access. ▪ Would like to see doorstep facilities for recycling a larger range of items (e.g. plastic)
BME Workshops		
Broxbourne		<ul style="list-style-type: none"> ▪ Want greater support for increasing attainment of children from BME backgrounds across the county (not just in Watford and other key areas)

<p>Dacorum</p>	<ul style="list-style-type: none"> ▪ Learning English is a key priority for both integration and employment – and should be promoted further. Focusing on level 2 skills/ closing gaps is too narrow – should also focus skills levels beyond level 2 also. Want more mention of how small businesses will be supported (especially in the event of an emergency such as Buncefield). ▪ Acknowledged that some groups are hard to engage with but that more can be done in terms of communicating/ sign-posting so people know how they can get involved (eg. regarding how to volunteer) and what services are on offer. Want a greater respect towards all religions, and greater facilities for religious/ cultural events. Also want greater attention given to language/ cultural learning within schools. ▪ Particular issue around absence of schools for the blind. Schools need to be better linked to the community (e.g. through extended schools). Importance of the family also needs to be recognised as a way to improve attainment within schools. ▪ Health facilities should be more community based – recognising that access in rural areas is often difficult. Services for older people also need to be culturally sensitive (eg. meals on wheels). The different needs of different communities needs to be reflected in the services that are provided. Also want greater opportunities for older people to participate in recreational/ 'fun' activity. Mental health also needs to be mentioned within the strategy. Also want greater education on nutrition and use of medicines. ▪ Sustainability as a concept needs to be made easier to understand.
<p>Hertsmere</p>	<ul style="list-style-type: none"> ▪ Need to encourage a more mixed and diverse economy to ensure that a good skills base is maintained. Also need to recognise the London affect on the local economy. Local employers should be encouraged/ incentivised to employ local people ▪ Would like some mention of building bridges between communities to avoid polarisation (eg. Borehamwood perception that white working class are segregated from more affluent middle class, often Jewish people) and increase cohesion. This should be supported by a programme to encourage community involvement in the management of resources. Also applies to young people – involving young people not just through usual mechanisms of youth parliament, etc. ▪ Service provision (particularly for older people) needs to take account of diversity and ensure that there

		<ul style="list-style-type: none"> ▪ are no one size fits all solutions ▪ When building new houses the above needs to be borne in mind – so that social infrastructures are developed alongside the physical infrastructures. ▪ Overall the strategy needs to be smarted at predicting change and understanding the dynamic nature of our communities – being pro-active in designing services
<p>North Herts African Caribbean lunch club</p>		<ul style="list-style-type: none"> ▪ Lifelong learning and encouraging and entrepreneurial needs to be amplified – particularly where it relates to young people. Need good quality and youth facilities and also a range of things for young people to do (especially during summer) ▪ Need more consistent levels of care for older people (and greater checks on care agencies) to help people maintain their independence. ▪ Need better information about services/ what is on offer generally (for example on youth facilities and on benefits)
<p>North Herts Italian Elders lunch club</p>		<ul style="list-style-type: none"> ▪ Not enough support for small businesses – high street lacks diversity ▪ Family networks and culture of support within Italian community are strong – helping care for older people (a model which could be extended). Recognise importance of staying active but would like to see greater facilities for this within the town environment (e.g. walking tracks in parks) and better transport to facilities (eg. buses to swimming pools) – bus timetables and routes need to be more widely advertised. ▪ Road and pavement maintenance needs to be better, traffic calming is needed to slow traffic but sometimes the speed humps cause vehicle damage. Recycling facilities are good but want more (eg. can crushers and larger bins, also doorstep plastic recycling)
<p>Stevenage World Forum</p>		<ul style="list-style-type: none"> ▪ More needs to be done to publicise the availability of vocational training within BME community. Also need to have more details on things to do for young people and 'play' ▪ Cohesion agenda should be linked to 'family' and the role that the extended family network can play (eg. in promoting responsible parenting). Community resources should also be more geared up towards cohesion, encouraging cultural and language learning (this agenda also needs to be taken account of

		<p>when building new homes)</p> <ul style="list-style-type: none"> Need to have a clearer picture of how we will finance VCS capacity and caring for an older population. The strategy also needs to give some mention of supporting people with mental health issues
<p>Welwyn-Hatfield</p>		<ul style="list-style-type: none"> Strategy needs to link its objectives to the evidence more overtly (i.e. link short term actions directly to each piece of evidence) Changing diversity within the county needs to be recognised, and building cohesion needs to take account of this. Civic leadership is required by all local authorities to be pro-active in this area, ensuring there are good structures in place to involve BME communities, celebrate diversity and cater for different needs. Schools are a good vehicle for this – need to support young people where English is their second language, and recognise the different needs of BME children. Also need to do more about racist incidents in school. More attention needs to be given to the needs of BME communities/ diversity generally (consultation isn't enough) when providing services for older people as well as providing more 'personalised' care. More needs to be done to make older people feel safe so they are not isolated in their own homes. Need to celebrate and value age more so that older people can contribute to the community/ economy Need to focus on preventative services, encouraging more active lifestyles. Would like to see annual health checks available for older people. Access to primary care can be difficult (in terms of transport and interpretation). Public transport generally needs to be improved (recognise that it is getting better however) – particularly in rural areas and to ensure older people do not feel isolated. Bus passes should be extended to lone parents and NEETS. Recycling agenda needs to be more ambitious – with possibility of penalties for not recycling. Housing affordability a big issue – would like to see more than 30% new housing affordable. This theme needs to more outcome focused Generally would like to see greater acknowledgement across the strategy of how the themes inter-relate (e.g. deprivation linked to education/ job prospects). Also want to see greater recognition of promoting race equality and the changing demographics/ diversity of the county