

Consultation
Three Rivers District Council

Three Rivers District Council Corporate Framework Consultation

SUMMARY REPORT

January 2020

Background

Following the Peer Challenge undertaken by the Council in March 2019, the Council has reviewed its medium term vision and produced a draft Corporate Framework for 2020-23.

Objectives

The key objective of the consultation was as follows:

To consult with stakeholders on their views of the draft Corporate Framework

The results will be fed back to the Council's Policy and Resources Committee for consideration before the Council adopts its final Framework in February 2020.

Methodology

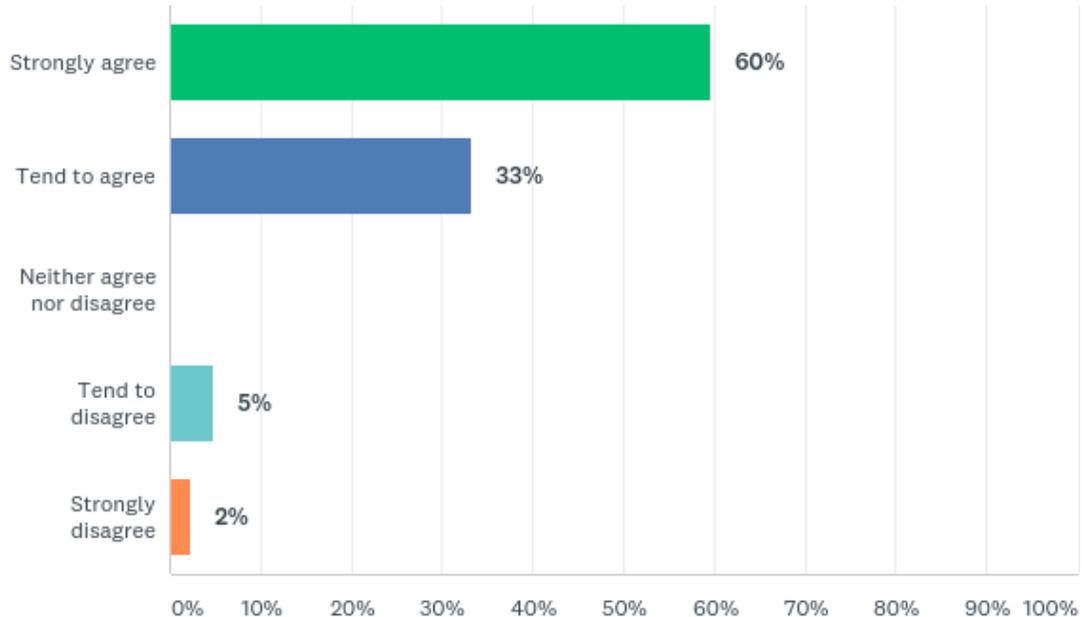
A 'Survey Monkey' on-line survey was launched **3rd December 2019** and closed on **20th December 2019**. In total, **43 survey entries** were recorded – **7 were from organisations and the remainder from local residents**. A full profile of the respondents is detailed at the end of this document.

Results

Q1: To what extent do you agree with the vision for the Council's draft Corporate Framework 2020-23?

We want Three Rivers to be a place for everyone where all our communities enjoy a healthy and sustainable future with access to good quality housing and open spaces, high quality services, and a successful economy.

The vast majority of respondents (93%) agreed with the vision for the Council's draft Corporate Framework 2020-23, over half (60%) strongly agreeing.



Comments

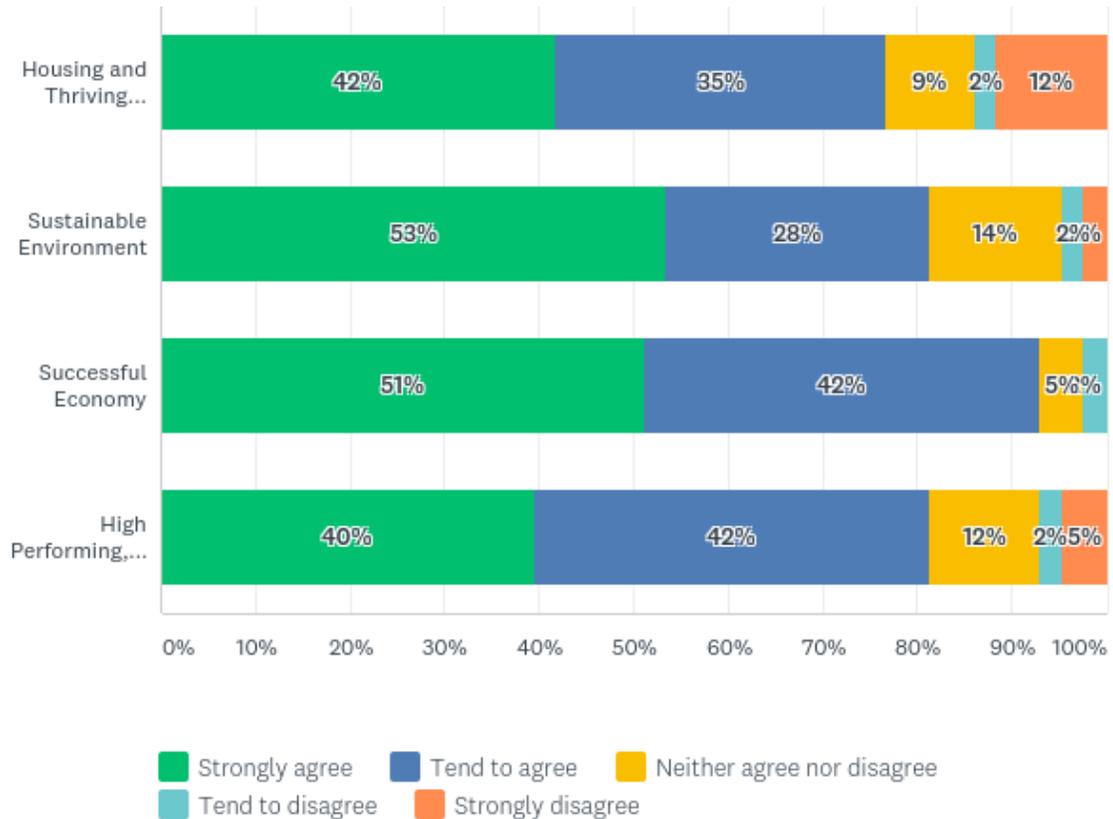
Although response was largely positive, comments are more likely to raising issues/concerns – predominantly about housing expansion:

“Very ambitious vision, when the Council has limits on its ability to influence things such as good quality housing”

“Good quality housing should not be at the expense of our green spaces!”

Q2: To what extent do you agree with each of the four priorities identified in the Council's draft Corporate Framework 2020-23?

The majority of respondents agreed with all four priorities identified, most strongly for a **Successful Economy** (93%).



	STRONGLY AGREE	TEND TO AGREE	NEITHER AGREE NOR DISAGREE	TEND TO DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Housing and Thriving Communities	42% 18	35% 15	9% 4	2% 1	12% 5	43	2.07
Sustainable Environment	53% 23	28% 12	14% 6	2% 1	2% 1	43	1.72
Successful Economy	51% 22	42% 18	5% 2	2% 1	0% 0	43	1.58
High Performing, Financially Independent Council	40% 17	42% 18	12% 5	2% 1	5% 2	43	1.91

Comments

Although **response was largely positive**, there were some **isolated concerns** picked up in the comments, predominantly around **housing expansion concern**, but also **lack of affordable** options:

*“There is **no room for more housing**...extra infrastructure required to accommodate extra housing”*

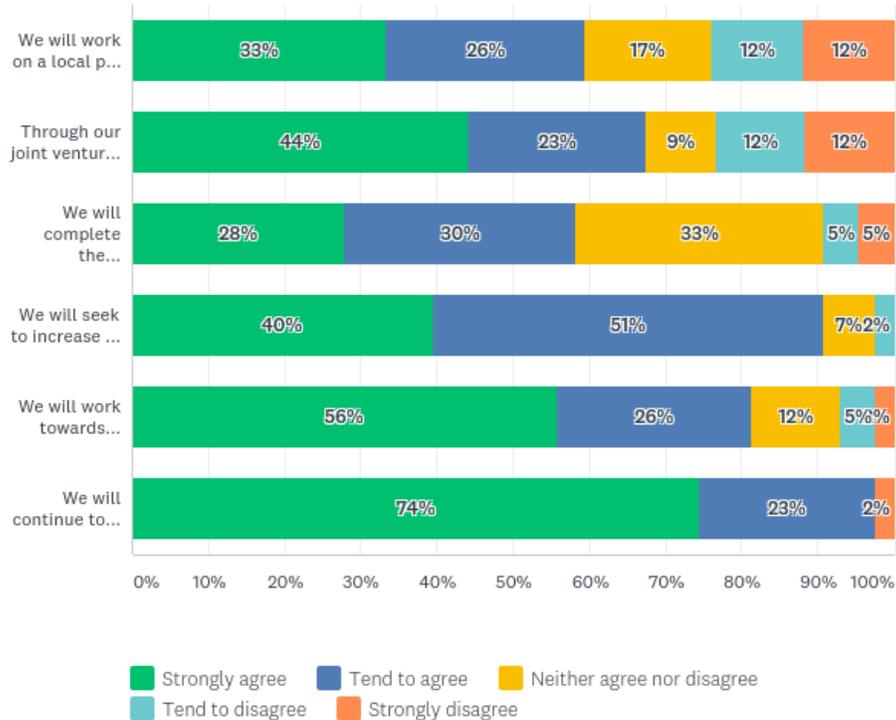
*“As long as **infrastructure is able to cope** with extra housing”*

*“Housing **should not come at the cost of our communities** and infrastructure”*

*“There is very **little affordable housing**”*

Q3: To what extent do you agree with the draft objectives identified for HOUSING AND THRIVING COMMUNITIES?

All **draft objectives** saw **majority agreement** from respondents, with the highest agreement levels seen for an objective focussing on crime and anti-social behaviour (97%).



Comments

Again, although **response was largely positive**, there were **concerns over expansion of social housing, with particular concern for green belt** by a few.... But conversely, some comments on **ensuring affordable housing**

*“Concentrate on **affordable housing**”*

*“Increasing the supply of **affordable housing makes me nervous** – could developers bulldoze green belt?”*

*“Housing proposal using **brown site options** would be better than developing ancient woodland”*

*“The **green spaces** in Abbots should be kept as they are”*

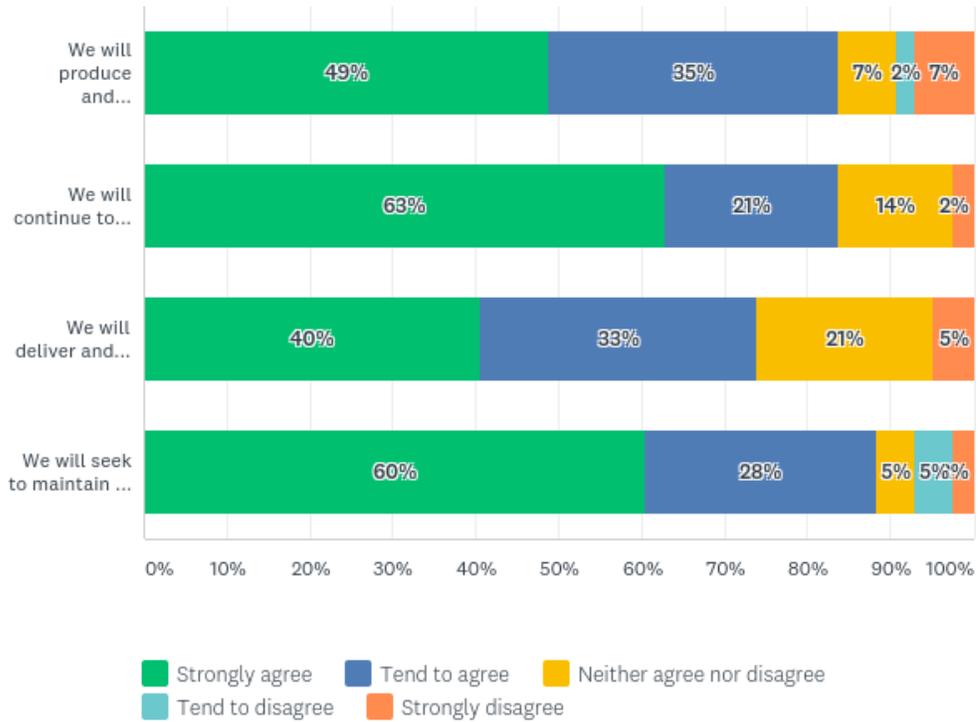
*“People **shouldn’t aspire to Council/social housing**. A culture of dependency should be discouraged”*

*“Focus needs to be **independent, privately owned housing** rather than spending more limited funds on council housing”*

	STRONGLY AGREE	TEND TO AGREE	NEITHER AGREE NOR DISAGREE	TEND TO DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
We will work on a local plan to deliver sufficient housing and adopt that plan by 2021	33% 14	26% 11	17% 7	12% 5	12% 5	42	2.43
Through our joint ventures and partnerships we will take all available practicable action to increase the supply of affordable homes in the District	44% 19	23% 10	9% 4	12% 5	12% 5	43	2.23
We will complete the delivery of the main and learner pools and refurbishment to the leisure venue at South Oxhey	28% 12	30% 13	33% 14	5% 2	5% 2	43	2.28
We will seek to increase the number of Green Flag accredited parks and open spaces	40% 17	51% 22	7% 3	2% 1	0% 0	43	1.72
We will work towards reducing inequalities, prevent homelessness and encourage healthy lifestyles	56% 24	26% 11	12% 5	5% 2	2% 1	43	1.72
We will continue to work with partners to tackle crime and anti-social behaviour and secure investment in priority interventions.	74% 32	23% 10	0% 0	0% 0	2% 1	43	1.33

Q4: To what extent do you agree with the draft objectives identified for SUSTAINABLE ENVIRONMENT?

The sustainable environment objectives **were all well received**, with **consistently high** levels of agreement across all statements.



Comments

Comments centred on **public transport**, with a further suggestion for **housing energy efficiency**

“The public transport links are woeful”

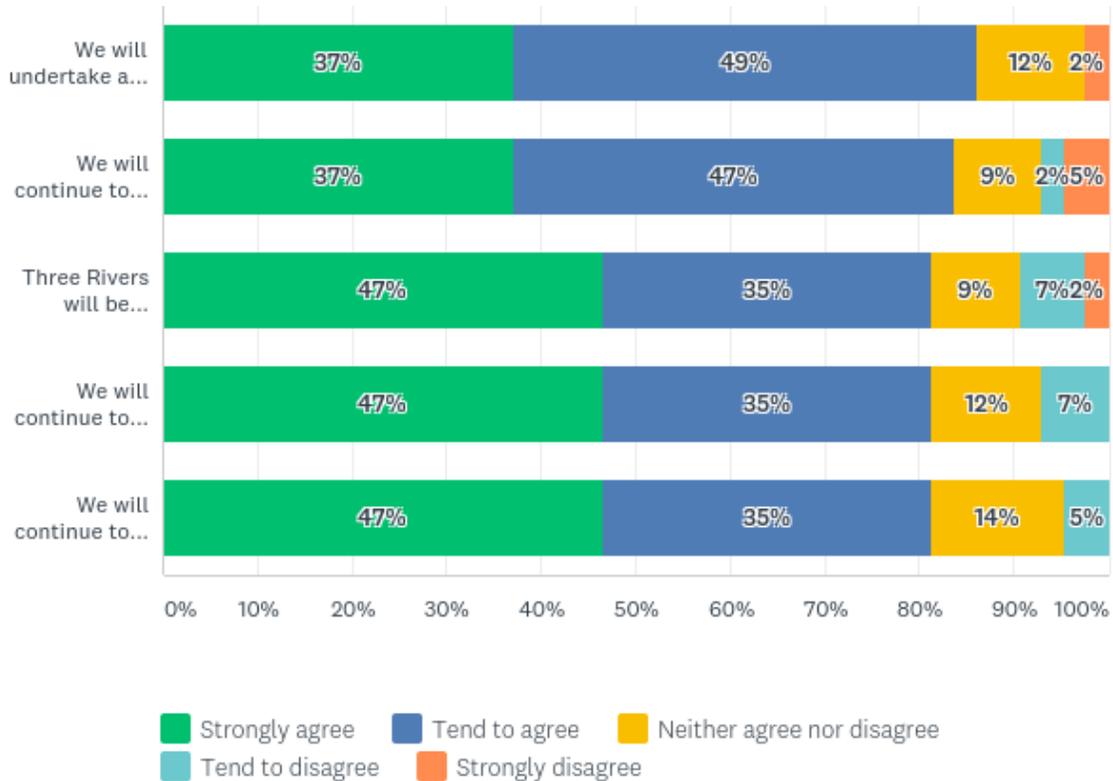
“Don’t forget the buses”

“What about working with housing providers/owners on improving the energy efficiency of their properties?”

	STRONGLY AGREE	TEND TO AGREE	NEITHER AGREE NOR DISAGREE	TEND TO DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
We will produce and deliver a climate change strategy and action plan	49% 21	35% 15	7% 3	2% 1	7% 3	43	1.84
We will continue to improve the energy efficiency of the Council's buildings	63% 27	21% 9	14% 6	0% 0	2% 1	43	1.58
We will deliver and implement a cycling and walking strategy	40% 17	33% 14	21% 9	0% 0	5% 2	42	1.95
We will seek to maintain our position as the highest recycling authority in Hertfordshire	60% 26	28% 12	5% 2	5% 2	2% 1	43	1.60

Q5: To what extent do you agree with the draft objectives identified for SUCCESSFUL ECONOMY?

The objectives for a successful economy showed **consistently high levels of agreement**.



Comments

Comments focused largely on **supporting local businesses**, with a further suggestion regarding **disabled workers**, plus a comment suggesting becoming **more active in Visit Herts**

*“If you have the objective to be recognised as a great place to do business – do you need to include an objective to **improve your relationship with local business community**”*

*“**Cut business rates** as they increase more than turnover per year and can cause shops and restaurants to close”*

*“It’s not a great place to do business. There aren’t **thriving places to do business**”*

*“**Living and local business are the priorities** rather than the grandeur of Warner Bros”*

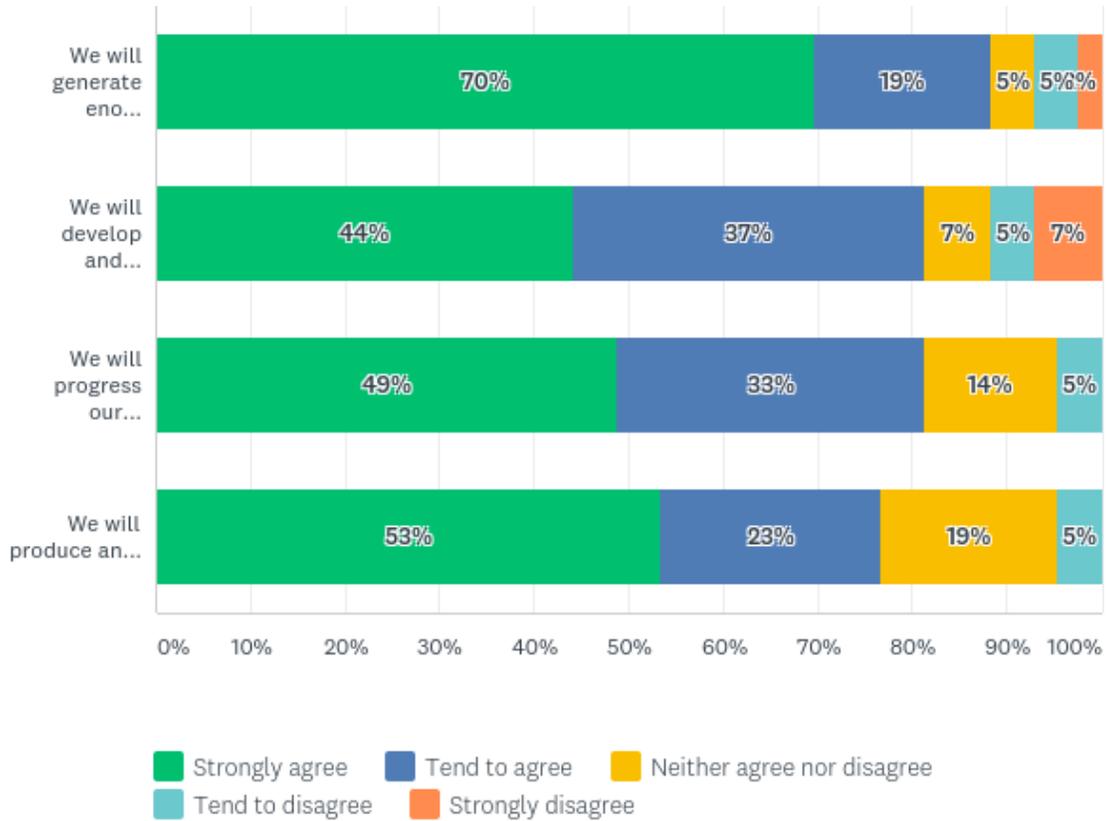
*“Help more **disabled people** get into work by providing grants to small companies for adaptations to premises”*

*“Three Rivers is an ideal position to grow its **visitor economy** and active participation with **Visit Herts** and their partners across the county will be key to this”*

	STRONGLY AGREE	TEND TO AGREE	NEITHER AGREE NOR DISAGREE	TEND TO DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
We will undertake a review of the Council's role in relation to the economy and agree an economic strategy	37% 16	49% 21	12% 5	0% 0	2% 1	43	1.81
We will continue to participate in the Hertfordshire Growth Board and South West Herts Partnership and engage the Hertfordshire Local Enterprise Partnership to support the economy	37% 16	47% 20	9% 4	2% 1	5% 2	43	1.91
Three Rivers will be recognised as a great place to do business	47% 20	35% 15	9% 4	7% 3	2% 1	43	1.84
We will continue to improve our relationship with the local business community	47% 20	35% 15	12% 5	7% 3	0% 0	43	1.79
We will continue to support Visit Herts and promote Three Rivers as the home of the internationally significant Warner Bros Studios	47% 20	35% 15	14% 6	5% 2	0% 0	43	1.77

Q6: To what extent do you agree with the draft objectives identified for HIGH PERFORMING, FINANCIALLY INDEPENDENT COUNCIL?

All statements were majority agreed upon by respondents.



Comments

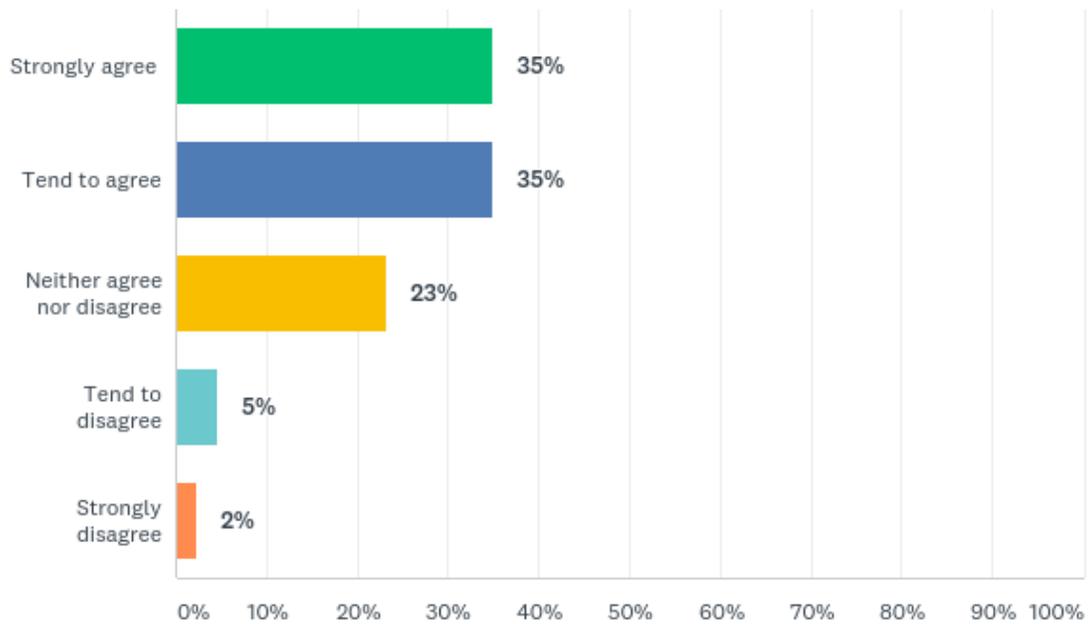
"It shouldn't come at the cost of communities being affected by high rents and business rates"

"Income should not come from increasing fees and charges. It should come from genuine income generation and effective use of assets"

	STRONGLY AGREE	TEND TO AGREE	NEITHER AGREE NOR DISAGREE	TEND TO DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
We will generate enough income to continue to provide services for the District	70% 30	19% 8	5% 2	5% 2	2% 1	43	1.51
We will develop and deliver an improved property investment strategy to maximise income from our assets and support the commercial strategy	44% 19	37% 16	7% 3	5% 2	7% 3	43	1.93
We will progress our customer service strategy that provides a range of contact channels for customers and sets out corporate expectations of how they should be treated	49% 21	33% 14	14% 6	5% 2	0% 0	43	1.74
We will produce an Organisational Development Strategy to support the Council in delivering its priorities and objectives	53% 23	23% 10	19% 8	5% 2	0% 0	43	1.74

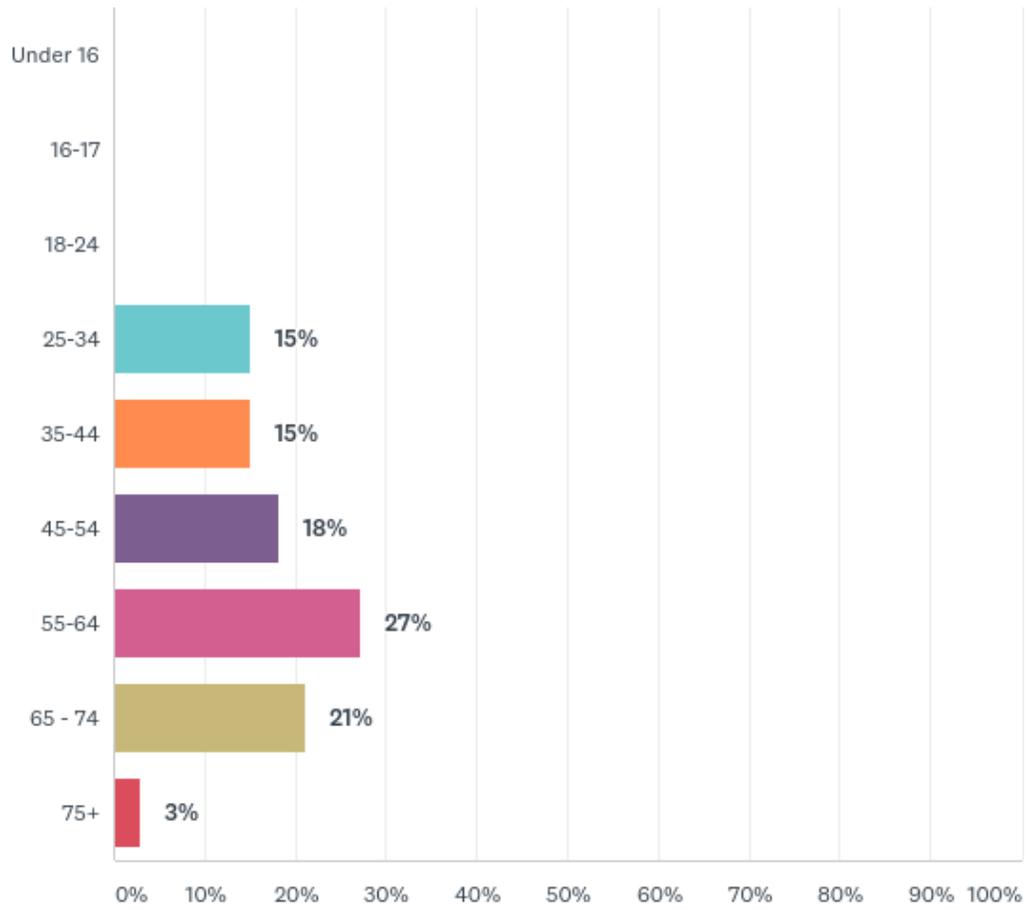
Q7: Overall to what extent do you agree with the draft Corporate Framework for 2020-23?

The majority of respondents agreed with the draft Corporate Framework for 2020 (70%). The remaining respondents either stated 'neither agree nor disagree' (23%), with very few disagreeing (7%).

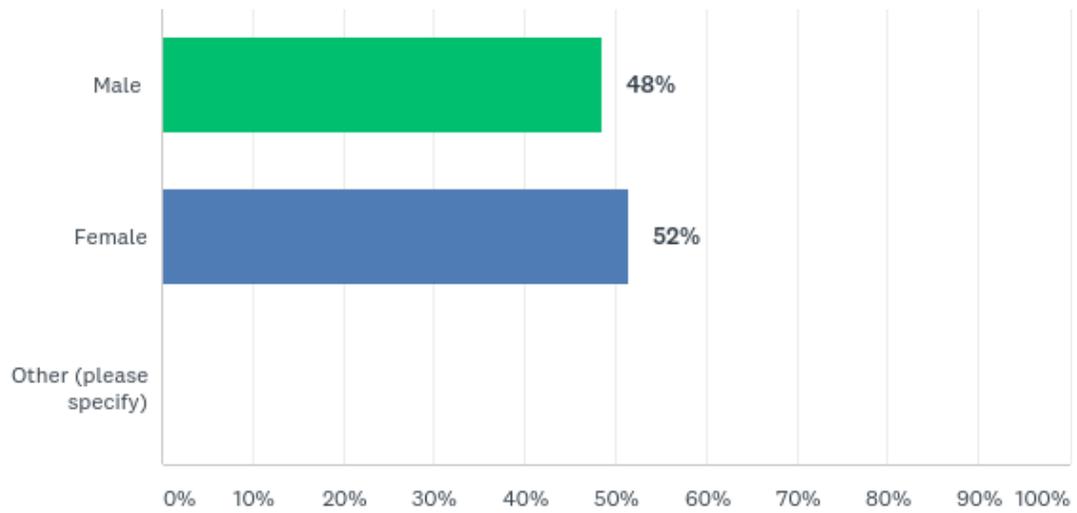


PROFILE OF RESPONDENTS

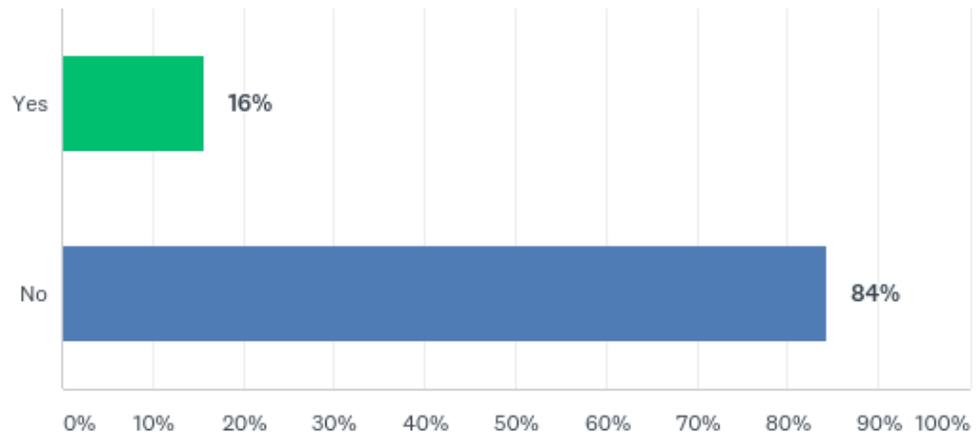
Q11: What is your age?



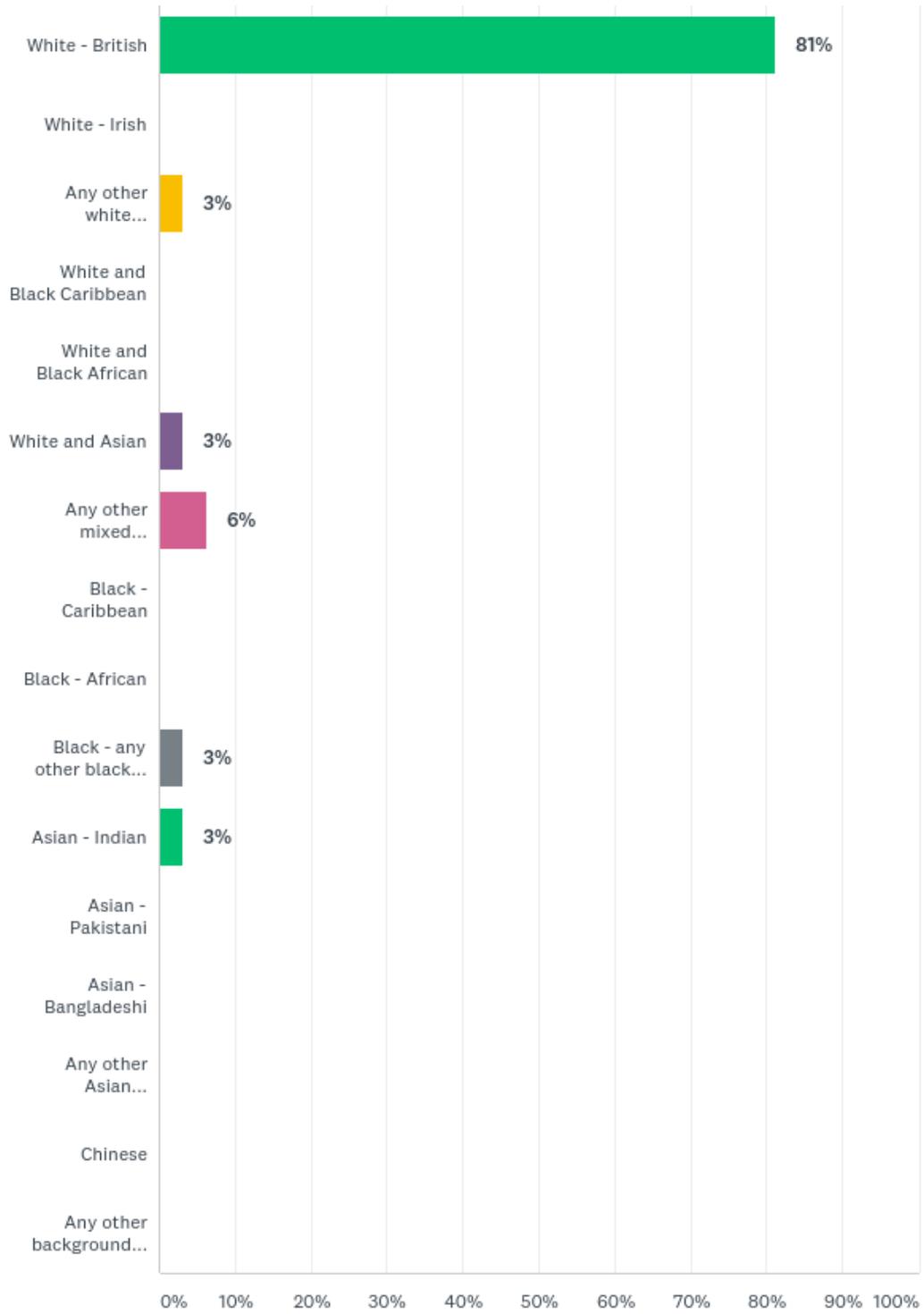
Q12: What gender do you identify with?



Q13: Do you have a long term illness, health problem or disability that limits your daily activities or the work that you do?



Q14: To which of the following group do you consider you belong?



Q15: Where do you live?

