

Action Plan						Connections
Action Code	ACTION	What role will the service play?	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:
Corporate Priority: People						
Strapline: Fair and accessible services for those that use them and opportunities for everyone to contribute						
Reduce health inequalities, for example, by addressing obesity, smoking and physical inactivity						
13- CSHS01	Provide an effective service in dealing with complaints about Licensed premises, antisocial behaviour and issues dealt with by Environmental Health.	Influencer	<p>Target: Respond to these complainants within three working days of receipt and inform complainant of outcome in every case</p> <p>Outcome: Effective enforcement and response with reduced resource.</p> <p>Critical Success Factors: Staff workload and partners response</p> <p>Environmental Impacts: Likely impact on visual street scene, reduced littering and noise nuisance. Likely reduction in risk to public health and safety.</p>	31 March 2014	Head of Community Safety & Health	None
13- CSHS02	Identify and implement opportunities that Community Safety and Health Services can contribute to the County's Health and Wellbeing Board's public health goals to help improve the health of residents within East Herts.	Partner	<p>Target: Where possible, work with partner agencies to secure resources for public health projects</p> <p>Outcome: To ensure that East Herts is able to influence Public Health to the benefit of its residents</p> <p>Critical Success Factors: Unknown landscape, decisions not within our control i.e. partner cooperation</p> <p>Environmental Impacts: N/A</p>	31 March 2014	Head of Community Safety & Health	Links with Communities service, Health and Wellbeing Panel and LSP
13- CSHS03	Identify areas where Community Safety and Health Services can feed data into the County's JSNA to assist with the securing of funding for public health related projects which will benefit the residents of East Herts. Feed this data to the County Council for inclusion within the JSNA	Influencer	<p>Target: Where possible, identify tangible work and supporting data which can provide public health benefits to the residents of East Herts. Data included in the JSNA.</p> <p>Outcome: To ensure East Herts is seeking opportunities to improve the health of its residents</p> <p>Critical Success Factors: Unknown landscape, decisions not within our control i.e. partner cooperation</p> <p>Environmental Impacts: N/A</p>	31 March 2014	Head of Community Safety & Health	Links with Communities service, Health and Wellbeing Panel and LSP
Reduce fuel poverty						
13- CSHS04	Develop a transition model for energy partnership to prepare for the Green Deal in 2013 onwards	Community Leadership	<p>Target: Position EHC ready for the Green Deal</p> <p>Outcome: Reduced risk of fuel poverty for those having the measure installed. Reduce carbon dioxide emissions from fuel enriched households</p> <p>Critical Success Factors: Still awaits government direction. Adequate resources and cooperation of partners. Continued availability of funding</p> <p>Environmental Impacts: Mitigation and reduced fuel poverty and increased carbon reduction</p>	31 March 2014	Environmental Health Manager - Residential	None

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Corporate Priority: Place Strapline: Safe and Clean						
Maintain our parks, play areas and open spaces						
13- CSHS05	Carry out Surface Water Management Plans (SWMPs) in high risk flood locations in liaison with Herts Highways	Partner	<p>Target: Feasibility & Site work - October 2013 Modelling and final reports with Action Plan - March 2014.</p> <p>Outcome: Action plan produced and agreed in liaison with Herts highways should minimise the risk of flooding in existing locations & in future development areas. Flood risk management data readily available for specific locations. Responses & subsequent resource reduced.</p> <p>Critical Success Factors: Dependant on budget & available resource.</p> <p>Environmental Impacts: Reduction in flood risk and damage to natural environments.</p>	31 March 2014	Environment and Engineering Manager. CS&HS	None
13- CSHS06	Investigate the benefits of making land drainage byelaws under Section 66 of the Land Drainage Act Investigate feasibility of making land drainage byelaws under Section 66 of the Land Drainage Act	Enabler	<p>Target: Benefits identified by October 2013.</p> <p>Outcome: Dependant on available resource. Bylaws produced in liaison with DEFRA & others. Bylaws will assist flood risk management for East Herts</p> <p>Critical Success Factors: Dependant on survey report findings & availability of resources.</p> <p>Environmental Impacts: Reduction in flood risk, improvements to natural habitats.</p>	31 March 2014	Environment and Engineering Manager. CS&HS	None
Corporate Priority: Prosperity Strapline: Improving the economic and social opportunities available to our communities						
Deliver value for money						
13- CSHS07	Provide a structure for the new Community Safety and Health Service which delivers improved value for money and still achieves key targets	Service Provider / Commissioner / Manager	<p>Target: By March 2014 achieve relevant MTFP savings following the merger of CS and Licensing/ Environmental Health Services and Engineers</p> <p>Outcome: Successful restructure and targets still achieved.</p> <p>Critical Success Factors: Consultation, key messages communicated, staff cooperation.</p> <p>Environmental Impacts: N/A</p>	31st March 2014	Head of Community Safety & Health	None