














2012/13 Service Planning Report (October 2013 - March 2014 progress)

Action Code	Action Title	Action Description	Original Due Date	April - September 2012 status	October - December 2012 status	January - March 2013 Status	Notes	
Place								
Sustain the percentage of residents satisfied with street and environmental cleanliness								
12-ES04	Review of Environmental Crime enforcement procedures.	<p>Target: Completed review of all environmental crime enforcement procedures and increased public knowledge of environmental crime.</p> <p>Outcome: Review Environmental Crime Policies to ensure they are up to date. Improved service and customer knowledge of Environmental Crime and enforcement procedures via publicity, website improvements and customer service training.</p> <p>Critical Success Factors: Staff resources, Web and IT support. Support of external partners. Member support. Government implementing planned changes to Anti-social Behaviour legislation.</p> <p>Environmental Impacts: Reduction in Environmental Crime across the District.</p>	31-Mar-13	Deleted	Deleted		Deleted	April - September 2012. Project deleted because action is no longer appropriate. Suspended until 2013, pending Government review of Anti-Social Behaviour legislation. Expect to undertake a joint review with the Community Safety and Licensing Team next year.
Continue to review the Council's assets and the best way to manage them								
12-ES19	Community Asset Transfer of Presdales Recreation Grounds	<p>Target: Transfer management of Presdales Recreation Ground to a community based management organisation, i.e. Industrial & Provident Society or Community Interest Company.</p> <p>Outcome: Asset managed for the benefit of the community at no cost to the Council</p>	01-Sep-12	Deleted	Deleted		Deleted	April - September 2012. Project deleted because action is no longer appropriate currently suspended as no interest from partners in taking this forward at this time

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Prosperity								
Continue the streamlining of back office functions in order to ensure an efficient and sustainable Council for the future.								
12-ES01	Carry out a feasibility study to identify further opportunities for commercial business and income generation by the service within the available resources	<p>Target: Feasibility study complete</p> <p>Outcome: Proposals on income generation opportunities brought forward. Potential to increase income to support statutory functions</p> <p>Critical Success Factors: Staff resources; Support from legal services (powers and duties legislation); economic climate</p> <p>Environmental Impacts: Potential to improve pest control services to residents and businesses</p>	30-Sep-12	Revised Completion Date (to 31 March 2013)	Off Target		Revised Completion Date	January - March 2013. Revised completion date. This project has been delayed slightly due to other work priorities. A range of possible opportunities to generate income have been suggested and are currently being evaluated. It is expected that this will be completed by the end of June 2013. Ideas include charging for 'boot camps' run by commercial organisations on the Council's open spaces (now implemented); selling pest control products associated with the services provide by the Council; marketing commercial pest control services to letting agencies, land owners and for new developments; selling ancillary products and services associated with waste and recycling services; extending contracts for providing refreshments on open spaces in the summer months.
12-ES02	Investigate the potential for extending joint working and shared services with neighbouring authorities in the areas of pest control and animal services with the objective of improving efficiency and resilience	<p>Target: Undertake discussions with neighbouring authorities to identify potential opportunities</p> <p>Outcome: Establish joint business cases with the objective of improving efficiency and resilience</p> <p>Critical Success Factors: Commitment from neighbouring authorities; commitment of staff</p> <p>Environmental Impacts: Potential to improve resilience and customer response times at peak periods and during staff absences for these public health related services</p>	31-Mar-13	Action Deleted	Action Deleted		Deleted	April - September 2012. Project deleted because action is no longer appropriate, as neighbouring authorities have decided not to proceed.

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12-ES14	Implement Business Process Improvement Recommendations for the delivery of remote and mobile working for field staff	<p>Target: Remote working IT systems and procedures in place and operational</p> <p>Outcome: Improved efficiency and speed of response. MTFP financial targets achieved</p> <p>Critical Success Factors: Staff resources; approval of IT Capital Programme; Support from IT Services and Customer Services</p> <p>Environmental Impacts: Increased speed of response for dealing local environmental issues such as fly tipping, litter, graffiti which will improve the quality of the local environment</p>	30-Sep-12	Revised Completion Date (to 31 March 2013)	Action On Target		Revised Completion Date	January - March 2013. Revised Completion Date. Project is progressing but was delayed due to availability of IT resources earlier in the project. System is currently being tested and hand held devices are being piloted by field staff. It is anticipated that the system can be fully rolled out to staff in June 2013.
12-ES15	Provide business environment for remote and mobile working function within Environmental Services	<p>Target: New business processes in place</p> <p>Outcome: Real time data capture resulting in faster response to issues and complaints. Demonstrable efficiency gains</p> <p>Critical Success Factors: Staff resources; support from IT Services</p> <p>Environmental Impacts: Increased speed of response for dealing local environmental issues such as fly tipping, litter, graffiti which will improve the quality of the local environment</p>	30-Sep-12	Revised Completion Date (to 31 March 2013)	Action On Target		Revised Completion Date	January - March 2013. Revised Completion Date. Project is progressing but was delayed due to availability of IT resources earlier in the project. System is currently being tested and hand held devices are being piloted by field staff. It is anticipated that the system can be fully rolled out to staff in June 2013. Procedures and business processes are being reviewed alongside field trials.
12-ES16	Implement web based 'self service' systems and improve access to services for customers	<p>Target: Self service systems operational</p> <p>Outcome: Customers have improved access to service information and the ability make appointments / pay for services outside working hours through the web. Reduce number of telephone calls and associated staff resources, achieving MTFP targets.</p> <p>Critical Success Factors: Staff resources; Support from IT Services; IT capital and revenue funding.</p> <p>Environmental Impacts: Improved speed of response when dealing with environmental problems (in combination with Remote Working)</p>	31-Mar-13	Suspended	Suspended		Suspended	April - September 2012. Project suspended for 2012/13 as IT Services resources have been allocated to other corporate projects. Will review in 2013/14.

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12-PBC06	DC and BC - Procurement process for replacement IT system for BC and DC	<p>Target: Single replacement software for both services</p> <p>Outcome: More resilient and flexible services</p> <p>Critical Success Factors: Cost of software and implementation process</p> <p>Environmental Impacts: Greater customer self-service</p>	31-Mar-13	Action On Target	Revised Completion Date (to 31 March 2014)		Action On Target	January - March 2013. Project manager assigned and project plan formulated working towards a completion date of 31 March 2014.
Establish a sound planning framework for the District through the implementation of the Local Development Framework (LDF).								
12-PBC03	Planning Policy - Production of and consultation on LDF Core Strategy, preferred options	<p>Target: Consultation version available by end of 2012</p> <p>Outcome: Further progress toward final Core Strategy</p> <p>Critical Success Factors: Staff skills and availability</p> <p>Environmental Impacts: Shaping of the future built environment of the district</p>	31-Dec-12	Action On Target	Revised Completion Date (to 30 September 2013)		Action On Target	January - March 2013. Action remains on target in line with the revised timescales. Production of strategy proceeding in accordance with position determined at District Plan Panel meeting in February 2013.
12-PBC04	Conservation - programme of Conservation Area Assessment work	<p>Target: Undertaking of further programme of Conservation Area assessment work.</p> <p>Outcome: Conservation Area assessments</p> <p>Critical Success Factors: Appropriate professional input, consultation and Member support</p> <p>Environmental Impacts: Further understanding</p>	31-Mar-13	Action On Target	Action On Target		Revised Completion Date	January - March 2013. For the current programme of work a revised completion date of 31 December 2013 is suggested (from 31 March 2013). No further progress has been made in the last quarter of 2012/13 due to reduction in resources.

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Ensure, in partnership with the community, that new and existing housing and commercial development meet East Herts priorities.								
12-PBC05	Development Control - Implement introduction of local fee setting for planning and related applications	<p>Target: Ensure that local fees are established</p> <p>Outcome: Local Fees in place</p> <p>Critical Success Factors: Understanding of costs/ government implementation</p> <p>Environmental Impacts: None specifically identified</p>	31-Mar-13	Action On Target	Action On Target		Suspended	January - March 2013. Action suspended. No further action required in this period and awaits further progress from central government.