











2013/14 Service Planning Report (April - September 2013 progress)



Action Code	Action Title	Action Description	Due Date	April - September 2013 Status	Notes
People					
Deilver strong and relevant services					
13-IPCS08	Self-Service Parking Permits	<p>Target: Residents in controlled permit zones will no longer be required to always visit Council Offices in normal opening hours to purchase their permits</p> <p>Outcome: 50% of permit transactions delivered on-line</p> <p>Critical Success Factors: IT and contractor interfaces, contractor IT capability</p> <p>Environmental Impacts: Positive, efficient electronic service design.</p>	<p>31 August 2013</p> <p>31 March 2014</p>	 Revised Completion Date	<p>April - September 2013. IT solution in full testing phase. Issues discovered within IT processes which are being addressed. Completion date revised to March 31st 2014.</p>
Place					
Maintain our clean streets and reduce litter					
13-ES14	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>	30-Dec-2013	 Action Suspended	<p>April - September 2013. Action suspended. Currently awaiting for Government to complete legislation. This is unlikely to be done in the current year and therefore the project has been put back to 2014/15, as reported to Environment Scrutiny Committee in June 2013.</p>

Action Code	Action Title	Action Description	Due Date	April - September 2013 Status		Notes
13-IPCS09	Mobile Parking Enforcement	<p>Target: Cost effective enforcement of non-compliance hot spots implemented in line with approved council policy and operational within Q1</p> <p>Outcome: Increased compliance with parking restrictions in line with approved Council policy</p> <p>Critical Success Factors: Contractor delivery to specification</p> <p>Environmental Impacts: n/a</p>	<p>31 August 2013</p> <p>31 March 2014</p>		Revised Completion Date	<p>April - September 2013. Hertfordshire County Council (HCC) unable to confirm status of TROs in place for school zig-zags. Solution to resolve this in place with HCC support. Ministers have proposed legislation to change use of mobile ANPR vehicles. Council will proceed with checking TROs but will not incur further cost on project until legislative direction clear. Completion date revised to March 31st 2014.</p>
13-IPCS10	Vehicle Removals	<p>Target: Cost effective operation of vehicle removal in respect of motorists in persistent contravention</p> <p>Outcome: Increased compliance and reduction in level of persistent evasion</p> <p>Critical Success Factors: Delivery of efficient service by contractor</p> <p>Environmental Impacts: n/a</p>	31-Aug-2013		Action To Be Deleted	<p>April - September 2013. Further cost/benefit analysis showed that proposal would not be effective in terms of enforcement or tax payers money so Executive approved recommended abandonment of action on 6 August 2013.</p>
Reduce residual waste and increase our recycling rate						
13-ES07	Develop and deliver campaigns to promote recycling of waste electrical equipment and textiles	<p>Target: Campaign delivered</p> <p>Outcome: Reduced disposal to landfill, increase in WEEE and textiles reuse/recycling</p> <p>Critical Success Factors: Support from contracts and partners</p> <p>Environmental Impacts: Reduction in disposal. Increase in WEEE and textile recycling</p>	31-Dec-2013		Action Suspended	<p>April - September 2013. Action Suspended. As a result of the Council's decision to implement SPARC the current priority for the service is the delivery of the new recycling service and resources are fully utilised on this project. This project will slip to 2014/15.</p>

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13-ES08	Reduce recycling contamination at communal properties through fitting aperture lids where necessary.	<p>Target: Project implemented</p> <p>Outcome: Reduced disposal, increased recycling and income. Reduced contract costs</p> <p>Critical Success Factors: Funding; cooperation of contractor</p> <p>Environmental Benefits: Increased recycling, decreased disposal.</p>	31-Mar-2014		Action Off Target	April - September 2013. Action delayed. Currently the priority for the service is the delivery of the new recycling service and resources are fully utilised on this project. Review of collection arrangements at communal properties to include new materials will be undertaken as part of a second phase of the SPARC project. This will include consideration of different container types.
13-ES10	Research and report on the viability of obtaining sponsorship for recycling incentives	<p>Target: Report assessing business case</p> <p>Outcome: Provide report on viability of sponsorship, levels and form of incentives</p> <p>Critical Success Factors: Possibility of sufficient sponsorship</p> <p>Environmental Benefits: Increased recycling if sponsorship obtained and incentives introduced.</p>	31-Mar-2014		Action Suspended	April - September 2013: Action suspended. As a result of the Council's decision to implement SPARC the current priority for the service is the delivery of the new recycling service and resources are fully utilised on this project. This project will slip to 2014/15.
Prosperity						
Deliver value for money						
13-PBC05	BC - consideration of service delivery methods - possible mutual arrangement	<p>Target: Future method of service delivery established</p> <p>Outcome: Efficient service delivery</p> <p>Critical Success Factors: Fully assessed potential scope of business</p> <p>Environmental Impacts: Maintaining safe and healthy built environment</p>	<p>30 June 2013</p> <p>31 December 2013</p>		Revised Completion Date	April - September 2013. Action not achieved by the anticipated date. However, assessment of future service delivery is now taking place through joint work with other Herts authorities and facilitated by the LGA. Anticipated that the outcome of this will be reported prior to the end of the year. Revised completion date of December 2013 from June 2013.

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Enhance the economic well being of East Herts						
13-IPCS11	Grange Paddocks Project	<p>Target: Increased use of car park on the outskirts of town, motorists benefitting from lower long stay rates, successful use of Link and Northgate End for short term stays, encouraging more shopping/visits to the town</p> <p>Outcome: Occupancy levels in grange Paddocks long stay increase creating capacity for short stay closer to the town as measured by changes in ticket issue and occupancy counts</p> <p>Critical Success Factors: Successful implementation of Traffic Regulation Orders, consistency in pricing policy, stability in availability of parking (Council and non-Council)</p> <p>Environmental Impacts: n/a</p>	<p>31 August 2013</p> <p>31 March 2014</p>		<p>Revised Completion Date</p>	<p>April - September 2013. Main Chantry Scheme TRO amendments following 6 month consultation of implementation complete. Order in process of being sealed. Implementation in October 2013 on street. Late petition from Willow Close after statutory process has led Council to recommend further review of implementation in this Close 6 months after implementation of the extension of the scheme to include Willow Close. Consultation planned for March 2014. Completion date revised to March 31st 2014.</p>
13-IPCS12	Car Park Fees and Charges	<p>Target: Maintenance of car parking income whilst encouraging the use of businesses in our towns</p> <p>Outcome: Delivery of budgeted income, positive feedback from motorists and businesses regarding the impact of charging policies</p> <p>Critical Success Factors: The retail offers in our towns remain competitive, effective communication and promotion of policies</p> <p>Environmental Impacts: n/a</p>	<p>31 August 2013</p> <p>30 November 2014</p>		<p>Revised Completion Date</p>	<p>April - September 2013. Modelling undertaken by Officers for portfolio holder. Large fluctuations in income in the first half of the year require close monitoring as budgeted levels of income are unlikely to be achieved based on parking behaviour observed. Completion date revised to 30 November 2013.</p>