







Outstanding 2012/13 Service Planning Report (April - September 2013 progress)

Action Code	Action Title	Action Description	Original Due Date	April - September 2012 status	October - December 2012 status	January - March 2013 status	April - September 2013 Status	Notes
People								
Provide support for the vulnerable by working with our partners to increase the number of social and affordable homes, increasing the number of supported housing units and ensuring those in need access the benefits and support they are entitled to.								
12-H02	Provide young persons' accommodation in Hertford.	<p>Target: Commence building in 2013 with completion in 2014</p> <p>Outcome: Provision of 24 supported units for young people.</p> <p>Critical Success Factors: Funding, planning permission and support from partners.</p> <p>Environmental Impacts: potential increase in CO2 emissions mitigated by sustainability code.</p>	31-Mar-14	Action On Target	Action On Target	Action On Target	 Achieved	April - September 2013. The building is now complete with the official opening on 18 October 2013.
12-CSHS06	Review Private Sector Housing Assistance Policy and complete an EIA	<p>Target: Continue to provide an efficient and effective service to users in the light of current financial pressures.</p> <p>Outcome: maintain good service provision. Partner and Member collaboration.</p> <p>Critical Success Factors: Staff resources.</p> <p>Environmental Impacts: None known</p>	31-Dec-12	Action On Target	Revised Completion Date (to 31 March 2013)	Revised Completion Date (to 31 August 2013)	 Revised Completion Date	April - September 2013. Revised Completion Date. Review not completed. Postponed until 31 December 2013. Senior EHO Housing post remains vacant, impacting on ability to complete review. Insulation grants reviewed and re-launched October 2013.
Maintain our core services to a good standard and ensure high satisfaction with the council as measured through the biennial Residents Survey.								
12-CSHS12	Carry out Surface Water Management Plans (SWMPs) in high risk flood locations in liaison with Herts Highways	<p>Target: Feasibility & Site work - October 2012 Modelling and final reports with Action Plan - March 2013.</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-Mar-13	Action On Target	Action On Target	Off Target	 Achieved	April - September 2013. SWMP completed resulting in a multi-agency action plan.

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Place									
Reducing the carbon dioxide emissions from our own operations by 25% by 2020									
12-CSHS16	Develop a transition model for energy partnership to prepare for the Green Deal in 2013.	<p>Target: Position EHDC ready for the Green Deal.</p> <p>Outcome: Reduce risk of fuel poverty for those having measure installed. Reduce carbon dioxide emissions from fuel enriched households.</p> <p>Critical Success Factors: Adequate resources and cooperation of partners. Continued availability of funding.</p> <p>Environmental Impacts: Mitigation-reduced fuel poverty and increased carbon reduction.</p>	31-Dec-12	Action On Target	Status verbally reported to CMT	Revised Completion Date (to 30 September 2013)		Achieved	<p>April - September 2013. This action is carried forward to 13 CSHS 04, therefore this action is marked as completed, as far as able at that time. Options for a partnership model were considered by a working group of the Herts Sustainability Forum, which met several times. However, national uptake of Green Deal (GD) scheme remains very low, so developing a Herts option is not considered viable by the group, and would entail high risk/cost (needs large numbers). Working Group and East Herts officers therefore to review GD development over next year. In interim, East Herts Insulation Grants re-launched October 2013.</p> <p>General update considered by Environmental Scrutiny in September 2013. Recently bid to GD Communities LA fund considered for Herts, but rejected due to insufficient partners.</p>