

EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 18 NOVEMBER 2014

CHIEF EXECUTIVE AND DIRECTOR OF CUSTOMER AND  
COMMUNITY SERVICES

2014/15 SERVICE PLANS – SUMMARY OF PROGRESS AND  
EXCEPTIONS REPORT

WARD(S) AFFECTED: ALL

---

**Purpose/Summary of Report**

- This exception report provides a mid-year summary of the council's achievements against its priorities for 2014/15 and details those service plan actions that are either off target, require a revised completion date or are proposed for deletion or suspension. This report also monitors the outstanding service plan actions from 2012/13 and 2011/12, which are detailed in **Essential Reference Paper "D" and "E"**.

<b>RECOMMENDATION FOR COMMUNITY SCRUTINY: That:</b>	
<b>(A)</b>	<b>The progress against the council's priorities and the revised completion dates, suspensions and deletions against 2013/14 Service Plan actions and 2013/14 and 2012/13 Service Plan actions be received; and</b>
<b>(B)</b>	<b>The Executive be advised of any recommendations.</b>

1.0 Background

1.1 The 2014/15 Service Plans were scrutinised by the joint meeting of Scrutiny Committees held on 11 February 2014 and approved by the Executive at its meeting on 4 March 2014.

1.2 Service plan reports are exception reports. To help focus scrutiny discussion officers have listed the actions that are either off target, have a revised completion date, been deleted or suspended.

1.3 This report covers the period 1 April to 30 September 2014 for the following services:

- Communication, Engagement and Culture
- Community Safety and Health
- Economic Development
- Environmental Services (in relation to leisure only)
- Housing
- Revenues and Benefits Shared Service

1.4 In addition, outstanding actions from 2013/14 and 2012/13 Service Plans will also form part of the 2014/15 monitoring process.

## 2.0 Report

### **2014/15 Analysis**

2.1 In total, there are 29 actions in the 2014/15 Service Plans, of which:

17% (5) have been achieved

69% (20) are on target

3% (1) has had its completion date revised

3% (1) is off target

3% (1) is proposed for deletion

3% (1) is to be suspended

2.2 An overview of all council achievements by Corporate Priority for 2014/15 are detailed in **Essential Reference Paper “B”**.

2.3 **Essential Reference Paper “C”** details 2014/15 Service Plan actions that are either off target, have had their completion dates revised or are proposed for deletion or suspension. For ease of reference, these have been categorised by Corporate Priority.

Full progress comments on all 2014/15 Service Plan actions can be accessed by referring to the council's performance management system, Covalent ([www.covalentcpm.com/eastherts](http://www.covalentcpm.com/eastherts)).

### **2013/14 Analysis**

- 2.4 In total, there are three outstanding actions from the 2013/14 Community Safety and Health Service Plan and the Environmental Services Service Plan of which:

50% (1) has been achieved

50% (2) have had their completion date revised and both actions have been revised for the second time.

- 2.5 **Essential Reference Paper “D”** provides more detail on the status of these three actions.

### **2012/13 Analysis**

- 2.6 There is one action that is outstanding from the 2012/13 Community Safety and Health Service Plan and currently the action has had its completion date revised. This action has been revised for the fifth time.

- 2.7 **Essential Reference Paper “E”** provides full details relating to this action by corporate priority.

### 3.0 Implications/Consultations

- 3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper ‘A’**.

### Background Papers

2014/15 Service Plans report to Executive on 4 March 2014.

Contact Member: Cllr A P Jackson – Leader of the Council.

Contact Officer: Karen Watling – Interim Head of Finance and Performance  
[karen.watling@eastherts.gov.uk](mailto:karen.watling@eastherts.gov.uk)

Report Author:

Ceri Pettit – Corporate Planning and Performance  
Manager

Contact Tel Ext No 2240

[ceri.pettit@eastherts.gov.uk](mailto:ceri.pettit@eastherts.gov.uk)