


















2014/15 Service Planning Report - January - March 2015

Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status	October - December 2014 Status	January - March 2015 Status	Notes
Corporate Priority: People							
Objective: Deliver strong and relevant services							
14-IPCS02	Southmill Road Resident Permit Zone (RPZ) (Bishop's Stortford)	Target: To survey, plan, consult and progress a resident permit scheme in response to resident concerns in the Southmill Road area of Bishop's Stortford. Outcome: An RPZ is implemented that delivers resident satisfaction. Critical Success Factors: Funding, resident engagement in consultation, formal Traffic Regulation Order process. Environmental Impacts: Improved resident amenity, potential displacement of existing commuter parking.	30-Sep-16	Action On Target	Revised Completion Date (to 31 October 2015)	Revised Completion Date (to 30 September 2016)	January - March 2015. Excellent progress has been made to the Traffic Regulation Order stage. However following portfolio holder instruction progress of the scheme has been placed on hold. Original completion date of 30 September 2016 to be reinstated.
14-IPCS03	Car Park Management System	Target: To implement a cost effective car park management system for the Council to manage its car parks for the next 10 years. Outcome: A cost effective and customer focussed solution running our car parks for the next 10 years. Critical Success Factors: Funding, geographic infrastructure, political priorities, procurement process (OJEU). Environmental Impacts: To be considered in terms of solutions available. Car parking provision impacts our towns in terms of pollution.	30-Sep-16	Action On Target	Action On Target	Action On Target	January - March 2015. Action on target with reporting to Environmental Scrutiny Committee scheduled for 2015/16 to authorise progression of specification and procurement based on options appraisal.

Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status	October - December 2014 Status	January - March 2015 Status	Notes
Corporate Priority: Place							
Objective: Maintain our clean streets and reduce litter							
14-ES16	Develop full business case for the refurbishment and management of Bell Street public conveniences in partnership with Sawbridgeworth Town Council	Target: Review complete. Business case agreed. Outcome: Improved public toilet provision at reduced operating costs. Critical Success Factors: Staff resources; agreement with Town Council. Environmental Benefits: N/A	31-Mar-15	 Action On Target	 Action On Target	 Revised Completion Date (to 30 September 2015)	January - March 2015. Revised completion date to 30 September 2015. Discussions with Sawbridgeworth Town Council (STC) ongoing. Latest meeting saw agreement with STC on design presented by East Herts Council. Next meeting booked for end of April 2015. Material use to be agreed, timetable and cost for works will then be compiled. Works date not yet agreed.
Objective: Maintain our parks, play areas and open spaces in good order							
14-ES07	Work with Sawbridgeworth Town Council to design town centre open space enhancement (Bell Street).	Target: Agreed plans for improvement in place within available funding. Outcome: Work with Town Council to explore the potential for a scheme to create a central community space (Forelands Place). Critical Success Factors: Staff Resources; funding; agreement with STC. Environmental Impacts: Improved public amenity supporting the viability of the town centre.	30-Sep-14	 Revised Completion Date (to 31 March 2016)	 Action to be suspended	Suspended	October - December 2014. Action suspended until 2015-16. Meeting held with Sawbridgeworth Town Council (STC) in December 2014. Both authorities committed to improving the space given its importance for the Town Centre. Funding sources yet to be identified so project delayed until 2015/16. East Herts Council will work with STC on developing objectives and design criteria for the space in the current financial year prior to public consultation.
Objective: Reduce residual waste and increase our recycling rate							
14-ES11	Develop and deliver campaigns to promote recycling of waste electrical equipment and textiles	Target: Campaign delivered. Outcome: Reduced disposal to landfill, increase in collection of Waste Electrical and Electronic Equipment (WEEE) and textiles reuse/recycling. Critical Success Factors: Support from contractors and partners. Environmental Impacts: Reduction in disposal to landfill. Increase in WEEE and textile recycling.	30-Dec-14	 Action To Be Suspended	Suspended		Action agreed for suspension by CMT on 28 October 2014 and Environment Scrutiny Committee on 11 November 2014. Reason for suspension - Project delayed due to other priority projects and staff shortages. To be reviewed in 2015/16.


Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status		October - December 2014 Status		January - March 2015 Status		Notes
14-ES13	Investigate feasibility of trade waste recycling via new commingled collection system	Target: Report evaluating feasibility. Outcome: Provide report on contractor capacity, charges, benefits, impacts on income. Critical Success Factors: Contractor capacity; financial viability. Environmental Benefits: Increased recycling of non domestic waste stream.	31-Mar-15		Action On Target		Action On Target		Revised Completion Date (to 31 March 2016)	January - March 2015. Revised completion date to 31 July 2015. Project report completed during 2012 and needs to be updated. Cost of service and contractor capacity need to be taken into consideration. Service provided by some District and Borough Councils within Hertfordshire, information from other councils would assist in project implementation. Markets for recycling is low and any additional service would need to be sustainable. Project involving North Herts District Council regarding a business for joint waste collection and street cleansing service taking officer time and is due to be completed during July 2015. The trade waste recycling feasibility report can then be reviewed and updated. Summary report available for project requirements.
14-ES14	Review performance of recycling services following SPARC implementation and extend to communal properties	Target: Review complete. Flats receiving cardboard collection service. Outcome: Maximise recycling and composting and reduce waste going to landfill. Critical Success Factors: Staff resources; funding. Environmental Benefits: Reduced landfill, reduced carbon footprint.	30-Sep-14		Revised Completion Date (to 31 March 2015)		Action On Target		Revised Completion Date (to 31 July 2015)	January - March 2015. Project to extend SPARC to communal properties requires a revised completion date to 31 July 2015. Containers need to be updated with stickers identifying material separation. Container survey required in communal areas. Inspection Team approached and asked to be involved with project along with contract staff. Dates to go out on site to be agreed with Inspection Team and Contractor. Waste Service Team to identify areas for survey.
Corporate Priority: Prosperity										
Objective: Deliver value for money and reduce our reliance on central government funding										
14-ES21	Following the implementation of Remote & Mobile working and Self service in Environmental Services, review impact on business efficiency and produce a plan for roll out to other staff	Target: Review by August 2014. Plan by December 2014. Outcome: Ensure new technologies to improve service to customers are fully utilised. Critical Success Factors: Support from ICT Services and Web Team. Environmental Impacts: N/A.	31-Dec-14		Action On Target		Revised Completion Date (31 January 2015)		Revised Completion Date (30 April 2015)	January - March 2015. Release fix of 31 January 2015e not met. Met with supplier on 2 April 2015 who advises that the fix release has now been completed and is due to be released mid April 2015. Revised completion date 30 April 2015.

Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status	October - December 2014 Status	January - March 2015 Status	Notes
-------------	--------------	--------------------	-------------------	-------------------------------	--------------------------------	-----------------------------	-------

2014/15 Service Planning Report - Outstanding 2013/14 Service Plan Actions (January - March 2015)


Corporate Priority: Place							
---------------------------	--	--	--	--	--	--	--

Objective: Reduce residual waste and increase our recycling rate							
--	--	--	--	--	--	--	--

13-ES11	Establish pattern for programme of improvements to Local Environmental quality, identifying specific areas and working on multi agency basis to bring about visual improvement.	Target: Identify specific areas and work with partners to deliver improvements to infrastructure and visual amenity. Outcome: Improve visual amenity of one area whilst establishing a transferrable pattern for others. Critical Success Factors: Multi agency cooperation. Environmental Benefits: Cleaner, less cluttered streets.	31-Mar-2014	There has been a history of delay on this action that has been reported in detail in previous service plan updates, which members have already seen. The current 2014/15 position is detailed to the right.	Action On Target - work to start last quarter of 2014/15	Action On Target - work to start last quarter of 2014/15		Action to be deleted	January - March 2015. Action to be cancelled. Activity has now been replaced with new actions in 2015/16 Environmental Services Service Plan.
---------	---	--	-------------	---	--	--	---	----------------------	---

Corporate Priority: Prosperity							
--------------------------------	--	--	--	--	--	--	--

Objective: Deliver value for money							
------------------------------------	--	--	--	--	--	--	--


13-ES18	Implement web based 'self service' systems and improve access to services for customers	Target: Self service systems operational 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. Critical Success Factors: Staff resources; Support from IT Services; IT capital and revenue funding. Environmental Impacts: Improved speed of response when dealing with environmental problems (in combination with Remote Working)	30-Dec-2013	There has been a history of delay on this action that has been reported in detail in previous service plan updates, which members have already seen. The current 2014/15 position is detailed to the right.	Revised Completion Date (30 November 2014)	Revised Completion Date (31 March 2015)		Revised Completion Date (31 July 2015)	January - March 2015. Revised completion date to 31 July 2015. Proof of concept testing completed in February 2015 but sign off delayed due to fix request delay from supplier. Fix now ready for release together with fix for 14-ES21. Date agreed with IT for taking the system to live subject to successful fix testing - June/July 2015.
13-PBC04	DC and BC - procurement process for replacement IT systems	Target: Replacement and updated software for both service areas. Outcome: More resilient and customer focussed service. Critical Success Factors: Cost of software and implementation process. Environmental Impacts: Increased customer self-service	31-Mar-2014	There has been a history of delay on this action that has been reported in detail in previous service plan updates, which members have already seen. The current 2014/15 position is detailed to the right.	Action Deleted				Action agreed for deletion by CMT on 28 October 2014 and Environment Scrutiny Committee on 11 November 2014 as the activity is being monitored through action 14-PBC05, as part of the 2014/15 Planning and Building Control Service Plan.

Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status	October - December 2014 Status	January - March 2015 Status	Notes
-------------	--------------	--------------------	-------------------	-------------------------------	--------------------------------	-----------------------------	-------

2014/15 Service Planning Report - Outstanding 2011/12 Service Plan Actions (January - March 2015)

Corporate Priority: Pride in East Herts

Objective: By 2015 - Reduce by 25% the carbon dioxide emissions from local authority operations by 2020.

11-ES21	Implement the Castle Weir Micro Hydro Scheme at Hertford Theatre.	<p>Target: Facility commissioned. Outcome: Exempla project. Production of sustainable energy and income generated from the sale of green electricity and feed in tariffs. Contributes to the enhancement of the town centre of Hertford.</p> <p>Critical Success Factors: Staff resources. Design and build of facility by Contractor. Support from the Council's Engineering and Property teams. Planning approval agreed.</p> <p>Environmental Impacts: Reduce Council's carbon footprint. Demonstration project for businesses in Hertfordshire.</p>	31-Oct-11	There has been a history of delay on this action that has been reported in detail in previous service plan updates, which members have already seen. The current 2014/15 position is detailed to the right.	Action Off Target	Action Off Target		Action Off Target	January - March 2015. Action off target. Following resubmission of draft proposals including Flood Risk Assessment and Eel Pass design to the Environment Agency (EA) for their informal comment, the EA's February 2015 response recommended that a revised full Flood Risk Assessment is undertaken for the project using the newly published River Lee 2D Mapping and Flood Risk Study Data 2014. They also recommended that the assessment also now includes the potential impact of the recently installed automatic control of the East Herts Hertford Theatre Sluice Gates, prior to further consultation with the EA. Therefore it is proposed that the completion date is revised to 31 March 2016.
---------	---	---	-----------	---	-------------------	-------------------	---	-------------------	--