








2015/16 Key Corporate Project Actions



Action Code	Action Title	Action Description	Due Date	Expected Outcome Icon	Expected Outcome	Progress commentary April - September 2015
Information, Parking and Customer Services						
15-IPCS06	Car Park Management System	<p>Target: To implement a cost effective car park management system for the Council to manage its car parks for the next 10 years.</p> <p>Outcome: A cost effective and customer focussed solution running our car parks for the next 10 years</p> <p>Critical Success Factors: Funding, geographic infrastructure, political priorities, procurement process (OJEU)</p> <p>Environmental Impacts: To be considered in terms of solutions available. Car parking provision impacts our towns in terms of pollution.</p>	30-Sep-16		Action On Target	<p>Environment Scrutiny have received a report on options and have made recommendation for Executive to consider including investigating the feasibility of Pay on Exit further in Jacksons Square, Bishop's Stortford. Further work undertaken by Officers to support a report to Executive on 3rd November.</p> <p>Framework identified for the procurement of equipment and site visits arranged to compare alternative solutions. System on track for procurement in 2015/16 and installation during 2016 from summer onwards.</p>
15-IPCS13	My Parking Account	<p>Target: Movement of all parking permit provision (application/renewal) to web based self-service tool.</p> <p>Outcome: Reduced cost of permit scheme operation, increased convenience for customers so they do not have to attend Council Offices for permits.</p> <p>Critical Success Factors: Parking Management Contract IT Supplier capability, Funding requirements, Interface with Civil Enforcement (Contractor issue)</p>	31-Aug-16		Action On Target	<p>Procurement concluded with financial analysis confirming no additional impact on revenue of new service. Existing supplier achieved best solution and price. Like for like service to be delivered until adoption of new 'start-stop' parking sessions for customers to be implements in 2016. Solution will deliver my parking account, initially for resident permits.</p>
Environment Services						
15-ES02	Develop a bid to secure funding to consider phase 2 of the open space /play improvement scheme at The Bourne, Ware which aims to provide challenging "assault course" equipment to capture older children and provide fitness opportunities for active adults.	<p>Target: Funding bid complete.</p> <p>Outcome: This project will determine whether sufficient external funding is available to continue the programme of open space improvements at The Bourne.</p> <p>Critical Success Factors: External funding available; support for the scheme from the local community.</p> <p>Environmental Impacts: Improved amenity and management of the open space.</p>	31-Mar-16		Action Achieved	<p>Hertfordshire Groundwork Trust were unsuccessful in obtaining the external contribution of £15,000 on our behalf, therefore, £6,370 to be funded from Phase 1 saving & remaining £8,630 from Reserves. The project can go ahead as planned at the anticipated level of funding. Consultation work now underway and works projected to complete by end February 2016.</p>
15-ES09	Investigate the options for others to assist with the issuing of fixed penalty notices for littering and dog fouling using town councils and partners.	<p>Target: Feasibility study carried out, consultation with partners and training provided.</p> <p>Outcome: More fixed penalties issued by others, increased partnership working.</p> <p>Critical Success Factors: Partners support, member support, resources.</p> <p>Environmental Impacts: Reduction in littering across district.</p>	31-Mar-16		Action On Target	<p>Action not commenced yet as plans to investigate options will take place following approval of Environmental Crime Policy. Further work to take place between December 2015 and March 2016.</p>

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15-ES10	Design and implement working processes & procedures for staff to deal with customers electronic self serve enquiries and promote benefit to customers for reporting over the web.	Target: Improve residents opportunities to report environmental issues and problems through the web and on smartphones. Outcome: More streamlined reporting for residents; faster resolution of environmental issues. Critical Success Factors: ICT are able to successfully deliver live integration between electronic external customer reports and back office system. Environmental Impacts: Environmental problems resolved more quickly.	31-Mar-16		Action On Target	Progress on target.
15-ES11	Develop a business case for a joint waste collection and street cleansing service with North Herts District Council.	Target: Business case submitted to Council for consideration. Outcome: Possible service efficiencies through joint working. Critical Success Factors: Staff resources, support from within the Council; commitment of Councillors and senior staff at both authorities. Environmental Impacts: Improved recycling performance and reduction in waste sent to landfill through more financially efficient services.	31-Jul-15		Action Achieved	Completed. This phase of the project is now complete. Project with NHDC progressing well and Executive approved a report detailing a Strategic Outline Case (SOC) in July and agreed to proceed to the next stage. A more detailed Outline Business Case report will be submitted to Executive in the New Year.
15-ES12	To conduct a waste analysis of the contents of the residual (black) waste bin to find out if further material can be diverted from landfill using existing recycling and composting services.	Target: Report produced to advise of percentage of waste in the bin that can be diverted. Outcome: Possible reduction of waste, and increase in recycling rate Critical Success Factors: Commissioning a suitable specialist on conduct the analysis. Environmental Impacts: Reduced landfill, increased recycling of non domestic landfill	30-Aug-15		Revised Completion Date	Contractor appointed, material collection 12 October 2015. Report delivery expected end of November. Expected project completion date 1.12.15.
15-ES14	Extending the trial 'Folly Island ARC Plus' scheme to maximise take up.	Target: All properties using the service. Outcome: Increase organic waste composted and dry recycling, reduction in landfill through provision of all containers to every property. Critical Success Factors: Public knowledge, public commitment. Environmental Impacts: Increased recycling and reduced landfill waste.	30-Nov-15		Action On Target	Assessment has been made to change service for Folley Island residents. Contractor to be made aware of change and consulted on proposal November 2015.
Planning and Building Control						
15-PBC03	Conservation - Programme of conservation area assessment work.	Target: Completion of further programme of conservation area assessment work. Target of 10 further Conservation Area Assessments. Outcome: Conservation area assessments. Critical Success Factors: Appropriate professional input, consultation and Member support. Environmental Impacts: Further understanding of quality and value of built environment.	31-Mar-16		Action On Target	Further CA assessment work has been undertaken - with the completion of the CAAs for Great Amwell, Thundridge/Wadesmill and Ware. The first CA Members reference group meeting was held on 29 Sept 15.

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15-PBC04	Development Management and Building Control - Implementation of replacement IT systems.	Target: Replacement and updated software for both service areas. Outcome: More resilient and customer focussed service. Critical Success Factors: Securing process improvements through implementation process. Environmental Impacts: Increased customer self-service.	31-Dec-15		Action Achieved	This action is now complete with the implementation of the software providers (Idox) document management system in Sept 2015.
15-PBC05	Building Control - Decision and implementation of revised service delivery methods - possible collaborative delivery with other Herts District Councils.	Target: Future method of service delivery established. Outcome: Efficient service delivery. Critical Success Factors: Fully assessed potential scope of business. Environmental Impacts: Maintaining safe and healthy built environment.	31-Dec-15		Action On Target	Progress continues to be made with a thorough reassessment of the financial business case during the first half of the year. This has now been endorsed by the Finance Officers from all partner authorities and Executive has endorsed the matter at their meeting on 6 October 2015.