






2015/16 Key Corporate Project Actions



Action Code	Action Title	Action Description	Due Date	Expected Outcome Icon	Expected Outcome	Progress commentary April - September 2015
Business Development (Economic Development)						
15-ED01	Delivery of a new Eastern Plateau Rural Development Programme (RDPE).	Target: Spend and output targets agreed with Defra by 27th February 2015. Delivery programme to commence from this date. Outcome: Increased business growth and competitiveness. Key delivery outputs for the life of the programme will include - Micro, small and farm diversification businesses supported - 250. Jobs created - 94. Critical Success Factors: Effective management and project facilitation. Environmental Impacts: Neutral.	31-Mar-16		Action On Target	The contract with the Rural Payments Agency (RPA) has been signed by East Herts Council. There are several projects in the pipeline that are likely to move forward to the application stage. The delivery team is in place and the Local Action Group (LAG) that oversees the programme has met on three occasions.
15-ED04	Submission to Defra to enable East Herts Council to become a Food and Farming Local Development Order Pathfinder	Target: Identify barriers to SME growth in the rural economy. Outcome: The project will identify practices in the planning system that represent barriers to SME growth. The project will be used nationally to support changes in approach that will help facilitate growth. Critical Success Factors: Identification of three or four farm businesses will need to participate in the project. Environmental Impacts: Positive.	23-Jan-16		Action To Be Deleted	The submission made to Defra was rejected.
Communications, Engagement and Culture						
15-CEC05	Explore opportunities to meet excess demand for Hertford Theatre studio space in other locations.	Target: To have analysed opportunities for meeting unmet demand for studio and other space. Outcome: Unmet demand for space and classes met. Critical Success Factors: Available alternative spaces and funding. Environmental Impacts: May involve some improvements to existing buildings	01-Mar-16		Action On Target	Opportunities are being explored with draft business plan in place.
15-CEC07	Submit an application to Sport England for Sport Activate project funds and if successful then start to deliver the programme.	Target: Deliver in accordance with agreed programme. Outcome: Improved community health and well-being. Targets for participation and longer term outcomes to be determined during application process. Critical Success Factors: Success of bid to Sport England. Environmental Impacts: N/A.	01-Mar-16		Action On Target	The bid was successful so delivery is now under way.
15-CEC03	Develop the 'Timebanking' volunteering project that was successfully trialed in Buntingford to the rest of the district.	Target: Extend timebanking from Buntingford across the district. Outcome: Increase in social capital. Critical Success Factors: Voluntary effort and funding. Environmental Impacts: N/A	01-Mar-16		Action On Target	Project is progressing well with launches in Sawbridgeworth and Ware.

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Community Safety and Health						
15-CSH06	Efficiency - Provide an effective service in dealing with requests for service about Licensed premises, antisocial behaviour and issues dealt with by Environmental Health.	Target: Respond to these complainants within three working days of receipt and inform enquirer of outcome in every case. Outcome: Effective support and intervention. Critical Success Factors: Workload together with partners support and response. Environmental Impacts: Likely impact on visual street scene, reduced littering and noise nuisance. Likely reduction in risk to public health and safety.	31-Mar-16		Action Off Target	The target is not expected to be met due to resource and capacity pressures on the service. Processes are being reviewed to improve the rate of response including the introduction of new software.
15-CSH07	Air Quality Grant Project - Deliver an air quality management project with Hertfordshire County Council (HCC), using Department of Environment, Food and Rural Affairs (DEFRA) grant monies - Hertford Air Quality Subway Project	Target: Work with HCC to deliver air quality projects financed by DEFRA. Outcome: Improve air quality for residents. Critical Success Factors: Staff resources. HCC cooperation. Unknown staff workload i.e. flooding. Environmental Impacts: Improve air quality for residents and cleaning of subways.	31-Mar-16		Action Achieved	Project completed at 2 sites.
Housing Services						
15-HS02	Procure and implement a new Choice Based Lettings Contract	Target: New contract in place by July 2015 and system implemented by February 2016 Outcome: New Choice Based Letting Contract let and CBL system implemented following end of current contract June 2015. New specification to include increased functionality for managing data protection and better data reporting. Critical Success Factors: Procurement of contract according to timetable; Agreement between Consortium Partners during the procurement process; Current incumbent agrees to extend current contract at an acceptable cost whilst procurement takes place; Suitable contractors tender for the service; cost, time and expertise to migrate of current data from current incumbent to new incumbent; willingness to provide timely assistance from current incumbent if not successful with new contract procurement process; unknown actual costs for set-up and on going revenue implications of new contract; possible training and transference of expertise from current system to new system for Housing Team and RP partners. Environmental Impacts: Limited. Some travelling by car between LA Consortium member's offices.	28-Feb-16		Action On Target	Contract was awarded in August 2015 to the current incumbent following a full procurement exercise. Contract due to be signed in October 2015 with implementation timetable for software enhancements to meet specification to be before end of March 2016. As the current incumbent was successful there is no data migration or training requirements so limited impact on service provision to customers.
Environmental Services and Leisure						
15-ES05	Develop full business case for redevelopment of the Hartham Pavilion at Hartham Common.	Target: Business case submitted to Corporate Management Team. Outcome: Clear demonstration of the costs, savings and non-financial benefits of improving the facility including the re-provision of public toilets within the Pavilion building. Critical Success Factors: Staff resources; support from leisure contractor; Funding approved. Environmental Impacts: None.	31-Mar-16		Action On Target	Reviewing architect draft issue #1 start date liable to slip into 2016

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Revenues and Benefits Services						
15-RB02	To continue channel shift to self service options for customers and to explore further self service facilities for future development	Target: To enable customers to resolve a small range of basic queries themselves. Outcome: Customer satisfaction levels maintained at April -Nov 2014 levels. Critical Success Factors: Stable workloads and staff resources. Environmental Impacts: None.	31-Mar-16		Action On Target	Further self serve products to be launched shortly and new options being explored.