

## 2011/12 Service Plan actions by Corporate Priority where completion dates have been revised.

| Action Code  | Section               | Action   | Description (Target, Outcome and Critical Success Factors)  | Due Date | Progress   |
|--|-----------------------|--|---|----------|--|
| <p><b><i>Strapline: Promoting prosperity and well being; providing access and opportunities</i></b><br/> <b><i>Corporate Priority: Enhance the quality of life, health and well being of individuals, families and communities, particularly those who are vulnerable</i></b></p> <p><b><i>By 2015 - Support the homeless and ensure those in need access the benefits they are entitled to.</i></b></p> |                       |  |   |          |  |
| 11-RB01  | Revenues and Benefits | Investigate and, if appropriate, commence shared service opportunities with Stevenage Borough Council. | <p><b>Target:</b> Identify opportunities to improve service delivery and / or performance and / or efficiencies. Business case completed 31 May 2011.</p> <p><b>Outcome:</b> Measurable targets.</p> <p><b>Environmental Impacts:</b> Possible increase in business travel alongside more electronic working.</p> | 05/12/11 | Revised completion date from 31 May 2011 to 5 December 2011. Shared service agreement signed 1 August 2011. Staff transferred to East Herts Council 1 August 2011. Go-live date 5 December 2011. |