

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 1 DECEMBER 2009

REPORT BY LEADER OF THE COUNCIL

6. 2009/10 SERVICE PLANS – SUMMARY OF PROGRESS AND EXCEPTIONS REPORT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This report provides a summary of 2009/10 Service Plan actions relevant to Environment Scrutiny Committee that have been achieved and details those that require a revised completion date.

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| <u>'D' RECOMMENDATION: that</u> | |
| (A) | The summary of progress against 2009/10 Service Plan actions be received and Members' comments, if any, be forwarded to the Executive; and |
| (B) | The actions that require revised completion dates be noted. |

1.0 Background

1.1 The 2009/10 Service Plans were scrutinised by Corporate Business Scrutiny Committee at its meeting on 24 February 2009 and approved by the Executive at its meeting on 17 March 2009. This report covers the period 1 April to 30 September 2009 for the following services:-

- Environmental Services.
- Planning and Building Control.

2.0 Report

2.1 In total, there are 32 Service Plan actions relevant to Environment Scrutiny Committee, of which:

9% (3) have already been achieved

82% (26) are on target

9% (3) have had their completion dates revised.

2.2 An overview of the achievements by Corporate Priority can be summarised as follows:

Promoting prosperity and well being; providing access and opportunities. *Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.*

1 action has been achieved

4 actions are on target

The achievement was:

- Green Flag status was awarded to The Ridgeway Open Space (Hertford) and retained for Southern Country Park. An active “Friends Of” group is in place for Southern Country Park and being developed at The Ridgeway. A range of public events and consultation has been undertaken at both sites and successful bids for external grant funding totalled £200,000 – this is being used to continue with the development and make improvements to these important public open spaces, in accordance with the Council’s Parks Development Programme.

Fit for purpose, services fit for you. *Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.*

1 action has been achieved

10 actions are on target

1 action has had its completion date revised, as detailed in Essential Reference Paper ‘B’ on pages 6.6 - 6.8.

The achievement was:

- The scope and level of the Conservation Service has been reviewed and set out in a Customer Service Note – implementation from 1 October 2009 with newly recruited staff. This will ensure that the focus of the service is on identified service objectives and will provide clarity for customers on the level of service provided.

Pride in East Herts. *Improve standards of the neighbourhood and environmental management in our towns and villages.*

1 action has been achieved

1 action is on target

The achievement was:

- The Environmental Quality Task and Finish Group has completed its work and the report and action plan has been endorsed by Environment Scrutiny Committee. The action plan contains a number of proposals to work more closely with partners to improve the quality of the local environment.

Caring about what's built (and) where. *Care for and improve our natural and built environment.*

5 actions are on target

1 action has had its completion date revised, as detailed in Essential Reference Paper 'B' on pages 6.6 - 6.8.

Shaping now, shaping the future. *Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.*

6 actions are on target

1 action has had its completion date revised, as detailed in Essential Reference Paper 'B' on pages 6.6 - 6.8.

2.3 **Essential Reference Paper 'B'** on pages 6.6 - 6.8 details those 2009/10 Service Plan actions that have had their completion dates revised. For ease of reference, these have been categorised by Corporate Priority. Full progress comments on all 2009/10 Service Plan actions can be accessed by referring to the

Council's performance management system, Covalent (www.covalentcpm.com/eastherts).

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'** on page 6.5.

Background Papers

2009/10 Service Plans report to Corporate Business Scrutiny Committee
24 February 2009.

2009/10 Service Plans report to the Executive 17 March 2009.

Contact Member: Councillor Tony Jackson, Leader of the Council.

Contact Officer: George A Robertson, Director of Customer and Community Services, Extn: 1410.

Report Author: Dave Cooper, Performance Officer, Extn: 2242.

ESSENTIAL REFERENCE PAPER 'A'

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| <p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p> | <p>Promoting prosperity and well-being; providing access and opportunities <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Fit for purpose, services fit for you <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p>Pride in East Herts <i>Improve standards of the neighbourhood and environmental management in our towns and villages.</i></p> <p>Caring about what's built and where <i>Care for and improve our natural and built environment.</i></p> <p>Shaping now, shaping the future <i>Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.</i></p> <p>Leading the way, working together <i>Deliver responsible community leadership that engages with our partners and the public.</i></p> |
| <p>Consultation:</p> | <p>There are no specific consultation implications arising directly from this report.</p> |
| <p>Legal:</p> | <p>There are no specific legal implications arising directly from this report.</p> |
| <p>Financial:</p> | <p>There are no specific financial implications arising directly from this report.</p> |
| <p>Human Resource:</p> | <p>There are no specific human resource implications arising directly from this report.</p> |
| <p>Risk Management:</p> | <p>There is a generic risk management implication arising from this report, in terms of not completing the actions from Service Plans would be likely to result in not achieving the Corporate Priorities and Objectives.</p> |