

**Service planning – People, Place and Prosperity**

<b><i>People</i></b>		
This priority focuses on enhancing the quality of life, health and wellbeing, particularly those who are vulnerable and delivering strong services		
<b>Therefore we want to:</b>	<b>Our role will be as a:</b>	<b>Service plan activity needs to cover the following issues</b>
Reduce health inequalities , for example, tackling obesity, smoking and physical inactivity Reduce fuel poverty	Community Leader, Influencer, Partner and Enabler	Reducing obesity, smoking and physical inactivity Working to reduce fuel poverty (e.g. the 'Green Deal')
Increase community engagement	Community Leader, Partner and Enabler	Ensuring local community involved and influence the formulation of the District Plan Supporting the formulation of Neighbourhood Plans, where communities choose to do so Delivering member training on engagement and providing support services

Therefore we want to:	Our role will be as a:	Service plan activity needs to cover the following issues
		<p>Identifying Member development requirements and delivering required training to provide skills and knowledge to support their community leadership role</p> <p>Developing community infrastructure through enabling and facilitation services at neighbourhood and district wide levels</p> <p>Delivering, monitoring and evaluating the new communications strategy</p>
Deliver strong and relevant services	Provider/Commissioner	<p>Sustaining statutory services</p> <p>Implementing shared support services, improving resilience, providing efficient and value for money services</p> <p>Ensuring that appropriate governance arrangements and internal controls are in place particularly in relation to shared services and partnerships</p>

Therefore we want to:	Our role will be as a:	Service plan activity needs to cover the following issues
		<p>Ensuring that due consideration is given to all risks</p> <p>Compiling the Annual Governance Statement &amp; Action Plan to address any identified control weaknesses across the Council as well as the future monitoring</p>
<p>Improve outcomes for the vulnerable</p>	<p>Community Leader, Influencer, Partner and Provider/Commissioner</p>	<p>Securing 200 new affordable homes per year.</p> <p>Processing Housing Benefit/Council Tax Benefit claims and change events within an average of 10 days.</p> <p>Sustaining homelessness service</p> <p>Delivering the grants scheme</p> <p>Providing leadership for the LSP to deliver projects aimed at the vulnerable e.g. transport, mental health, community safety and 'getting people back to work'</p> <p>Responding to the 'Ageing Well' agenda</p>

**Place**

This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.

**Therefore we want to:**

**Our role will be as a:**

**Service plan activity needs to cover the following issues**

Reduce residual waste and increase our recycling rate

Community Leader, Influencer and Provider/Commissioner

Increasing recycling rate  
Reducing residual waste

Reduce the carbon dioxide emissions from our own operations by 25% by 2020

Community Leader, Influencer and Provider/Commissioner

Implementing the Climate Change Strategy and Action Plan.

Maintain our clean streets and reduce litter

Community Leader and Provider/Commissioner

Sustaining environmental cleanliness

Maintain our parks and open spaces

Community Leader, Partner and Provide/Commissioner

Encouraging participation in outdoor sports and healthier lifestyles by holding two park events  
Sustaining two Green Flag awards  
Sustaining current standards of parks and open spaces

<b>Therefore we want to:</b>	<b>Our role will be as a:</b>	<b>Service plan activity needs to cover the following issues</b>
Reduce anti social behaviour and the fear of crime	Community Leader, Partner and Enabler	Provide appropriate legal advice and guidance to facilitate the most effective and efficient solution.
Ensure future development meets the need of the district and its residents	Community Leader, Influencer and Provider / Commissioner / Manager	Programme and completion of the District Plan.

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**Prosperity**

This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.

**Therefore we want to:**

**Our role will be as a:**

**Service plan activity needs to cover the following issues**

Deliver value for money

Partner and  
Provider/Commissioner

- Delivering planned efficiency savings
- Freezing Council Tax
- Re-tendering of key contracts that are due for renewal
- Supporting contracts due for renewal through delivery of the Procurement Plan and providing assistance on contract management issues
- Facilitating the delivery of a sustainable and balanced MTFP
- Supporting the effective management and monitoring of the Council's Revenue and Capital budgets to ensure that scarce resources are directed in line with Council priorities

Therefore we want to:	Our role will be as a:	Service plan activity needs to cover the following issues
Enhance the economic well being of East Herts	Community Leader, Influencer and Enabler	<p>Implementing the Industrial estates modernisation programme</p> <p>Delivering opportunities for economic enhancement through town centre and other development opportunities</p> <p>Providing advise on procurement regulations in respect to possible initiatives to promote small and medium enterprises (SMEs)</p>
Deliver sustainable rural business growth	Community Leader, Influencer and Enabler	<p>Implementing the Eastern Plateau Rural Development Programme.</p> <p>Campaigning for improved rural broadband</p> <p>Finalising our Local Broadband Plan, as part of the funding that has been provided by government.</p>

<b>Therefore we want to:</b>	<b>Our role will be as a:</b>	<b>Service plan activity needs to cover the following issues</b>
Protect the environment	Community Leader, Influencer and Provider/Commissioner	Ensuring appropriate policies are in place through the formulation of the District Plan  Completing Conservation Area assessments and Buildings at Risk surveys and continuation of grant aid to encourage building enhancement works  Environmental Crime Policy review and enforcement

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