

ESSENTIAL REFERENCE PAPER 'C'

NOTE: This is a working paper only, it will not form part of the published Corporate Strategic Plan

Service planning – People, Place and Prosperity

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| <i>People</i> | | |
| This priority focuses on enhancing the quality of life, health and wellbeing, particularly those who are vulnerable and delivering strong services | | |
| Therefore we want to: | Our role will be as a: | Service plan activity needs to cover the following issues |
| 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 |

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| | | <p>choose to do so</p> <p>Delivering member training on engagement and providing support services</p> |
| 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 capacity</p> <p>Enabling and facilitation at neighbourhood and district 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</p> |

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| | | arrangements and internal controls are in place particularly in relation to shared services and partnerships |
| 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 & Action Plan to address any identified control weaknesses across the Council as well as the future monitoring</p> |
| Improve outcomes for vulnerable families and individuals | Community Leader, Influencer, Partner and Provider/Commissioner | <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</p> |

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| | | and 'getting people back to work' Embracing the 'Ageing Well' agenda |
| 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, play areas and | Community Leader, Partner | Encouraging participation in outdoor sports and healthier lifestyles |

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| open spaces | and Provide/Commissioner | Sustaining two Green Flag awards Sustaining current standards of parks and open spaces |
| Therefore we want to: | Our role will be as a: | Service plan activity needs to cover the following issues |
| 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. |

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 |
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| 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 advice 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> |

| Therefore we want to: | Our role will be as a: | Service plan activity needs to cover the following issues |
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| 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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