

## 2011/12 Service Planning Report (April- September 2012 progress)



## Pride in East Herts

By 2013 - Sustain the percentage of residents satisfied with street and environmental cleanliness by increasing partnership working to maintain environmental standards.

Action Code	Action Title	Action Description	Due Date	Expected Outcome Icon	Expected Outcome	Notes
11-ES01	Deliver completed management plans for major parks in consultation with stakeholders.	<p><b>Target:</b> Management plans in place for the remaining major parks (Hertford Castle; Waytemore Castle; Hartham).</p> <p><b>Outcome:</b> Clear direction and allocation of resources to meet local needs. Able to demonstrate local community involvement. Develop a consistent approach to producing Management Plans for the 40+ smaller parks and open spaces.</p> <p><b>Critical Success Factors:</b> Staff resources. Support from the local community and external partners such as Groundwork Trust and CMS.</p> <p><b>Environmental Impacts:</b> The development of parks considers environmental management, landscape and biodiversity implications.</p>	30-Sep-2012		Revised Completion Date	April - September 2012. Revised completion date. Substantial progress has been made at all three sites but due to other work priorities and the need for extensive consultation completion has been delayed. Hartham Management Plan is expected to be completed by the end of December 2012 and the two castle grounds sites by end of March 2013.
11-ES14	Review of Environmental Crime enforcement procedures.	<p><b>Target:</b> Completed review of all environmental crime enforcement procedures and increased public knowledge of environmental crime.</p> <p><b>Outcome:</b> Review Environmental Crime Policies to ensure they are up to date. Improved service and customer knowledge of Environmental Crime and enforcement procedures via publicity, website improvements and customer service training.</p> <p><b>Critical Success Factors:</b> Staff resources, Web and IT support. Support of external partners. Member support.</p> <p><b>Environmental Impacts:</b> Reduction in Environmental Crime across the District.</p>	31-Jul-2013		Action To Be Suspended	April - September 2012. Project suspended pending Government implementing new legislation. To be revisited in 2013/14
By 2015 - Reduce by 25% the carbon dioxide emissions from local authority operations by 2020.						
11-ES21	Implement the Castle Weir Micro Hydro Scheme at Hertford Theatre.	<p><b>Target:</b> Facility commissioned.</p> <p><b>Outcome:</b> Exempla project. Production of sustainable energy and income generated from the sale of green electricity and feed in tariffs. Contributes to the enhancement of the town centre of Hertford.</p> <p><b>Critical Success Factors:</b> Staff resources. Design and build of facility by Contractor. Support from the Council's Engineering and Property teams. Planning approval agreed.</p> <p><b>Environmental Impacts:</b> Reduce Council's carbon footprint. Demonstration project for businesses in Hertfordshire.</p>	31-Dec-2012		Revised Completion Date	April - September 2012. Delays due to the quality of Environment Agency flood risk modelling data and the need for further work to achieve regulatory approval. However, planning application and Flood Risk Assessment submitted in September and proceeding with procurement (which will be subject to Planning and EA approvals). Revised from 2012 to 31 July 2013.