

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY – 13 NOVEMBER 2012

CHIEF EXECUTIVE AND DIRECTOR OF CUSTOMER AND
COMMUNITY SERVICES

2012/13 SERVICE PLANS – SUMMARY OF PROGRESS AND
EXCEPTIONS REPORT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This report provides a mid-year summary of the council's achievements against its priorities for 2012/13 and details those service plan actions that require a revised completion date or have been suspended. This report also monitors the outstanding four service plan actions from 2011/12, which are detailed in Essential Reference Paper "D".

<u>RECOMMENDATION FOR ENVIRONMENT SCRUTINY: That:</u>	
(A)	The progress against the Council's priorities and the revised completion dates, suspensions and deletions against 2012/13 Service Plan actions and 2011/12 Service Plan actions be received; and
(B)	The Executive be advised of any recommendations.

1.0 Background

- 1.1 The 2012/13 Service Plans were scrutinised by the Joint Meeting of Scrutiny Committees held on 14 February 2012 and approved by the Executive at its meeting on 6 March 2012.
- 1.2 Service plan reports are exception reports. To help focus scrutiny discussion, Officers have listed the actions that are either off target, have a revised completion date, been deleted or suspended.

1.3 This report covers the period 1 April to 30 September 2012 for the following services:

- Customer Services and Parking (in relation to Parking only)
- Environmental Services
- Planning and Building Control

1.4 In addition, four actions from the 2011/12 Environment Services Service Plan had revised completion dates for after 31 March 2012 and these will form part of the 2012/13 monitoring process.

2.0 Report

2.1 In total, there are 30 actions in the 2012/13 Service Plans, of which:

13% (4) have been achieved

60% (18) are on target

13% (4) have had their completion dates revised.

3% (1) has been suspended.

10% (3) have been deleted because they are no longer appropriate. They were:

- 12-ES02 – Investigate the potential for extending joint working and shared services with neighbouring authorities in the areas of pest control and animal services with the objective of improving efficiency and resilience
- 12-ES04 – Review of Environmental Crime enforcement procedures.
- 12-ES19 – Community Asset Transfer of Presdales Recreation Grounds

2.2 In total, there are 4 actions from the 2011/12 Environment Service Plan which were still outstanding, of which:

50% (2) have had their completion dates revised.

25% (1) has been suspended.

25% (1) has been deleted as the activity has been superseded by an action in the 2012/13 service plan. The action deleted was:

- 11-ES05 – Undertake a review of the Parks and Open Spaces Strategy and Action Plan in 2012.

2.3 An overview of all council achievements by Corporate Priority for 2012/13 are detailed in **Essential Reference Paper “B”**.

2.4 **Essential Reference Paper “C”** details 2012/13 Service Plan actions that have had their completion dates revised or have been suspended. For ease of reference, these have been categorised by Corporate Priority. Full progress comments on all 2012/13 Service Plan actions can be accessed by referring to the Council’s performance management system, Covalent (www.covalentcpm.com/eastherts).

2.5 **Essential Reference Paper “D”** details all the outstanding 2011/12 service plan actions. For ease of reference, these have been categorised by Corporate Priority based on the 2011/12 set.

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’**.

Background Papers

2012/13 Service Plans report to Executive on 6 March 2012.

<http://online.eastherts.gov.uk/moderngov/ieListDocuments.aspx?CId=119&MId=1792&Ver=4>

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