

Action Plan						Connections
Action Code	ACTION	What role will the service play?	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:
<p><b>Corporate Priority: People</b>  <b>Strapline: Fair and accessible services for those that use them and opportunities for everyone to contribute</b></p> <p><b>Reduce health inequalities, for example, by addressing obesity, smoking and physical inactivity</b></p>						
13-ES01	Review approach to ensuring that that Council's Leisure Centres are maintained to a high standard, protecting the Council's assets for the future and meeting customers expectations	Service Provider / Commissioner / Manager	<p><b>Target:</b> Review and implement inspection and maintenance arrangements in consultation with the contractor. Work with Facilities Management to commission 10 year asset review.</p> <p><b>Outcome:</b> Council's leisure centre asset maintained to the required standard. Capital replacement costs controlled</p> <p><b>Critical Success Factors:</b> Support from contractor and Facilities team</p> <p><b>Environmental Impacts:</b> Managing the Council's buildings and plant effectively will result in energy efficiency and reductions in carbon emissions</p>	31 March 2014	Leisure Services Manager	Facilities Management Team
13-ES02	Develop a strategy to show how the Council's objectives for health and wellbeing will be delivered through the Leisure Services contract	Service Provider / Commissioner / Manager	<p><b>Target:</b> objectives and outcomes documented in reports to Scrutiny Committee</p> <p><b>Outcome:</b> Clear link showing how strategic objectives are delivered through contractor and services are modified to meet them</p> <p><b>Critical Success Factors:</b> Support from Leisure Contractor</p> <p><b>Environmental Impacts:</b> Energy efficiency and sustainability objectives delivered</p>	31 March 2014	Leisure Services Manager	Community Engagement Team; Environmental Health Service
13-ES03	Work with the Leisure Contractor to identify opportunities for financial and environmental efficiencies.	Service Provider / Commissioner / Manager	<p><b>Target:</b> Identify opportunities for joint invest to save projects which deliver energy efficiency objectives</p> <p><b>Outcome:</b> Financial and energy savings to the council long term</p> <p><b>Critical Success Factors:</b> Support from Leisure Contractor</p> <p><b>Environmental Impacts:</b> Energy and carbon emissions savings</p>	31 March 2014	Leisure Services Manager	Facilities Management Team; Accountancy Services

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13-ES04	Develop and deliver a programme to capture customer usage information from the key open spaces to help target resources	Service Provider / Commissioner / Manager	<p><b>Target:</b> Programme developed and implemented</p> <p><b>Outcome:</b> Obtain information to direct and target future resources within Parks and Open Spaces. Build on the success of 'Friends of' groups by considering how community involvement can be developed in the future.</p> <p><b>Critical Success Factors:</b> Staff resources; involvement of key partners (e.g. CMS; Friends Groups)</p> <p><b>Environmental Impacts:</b> Maintain and improve upon standards of maintenance in open spaces within limited available resources</p>	30 December 2013	Environment Manager - Open Spaces	Communications Team
<p><b>Corporate Priority: Place</b>  <b>Strapline: Safe and Clean</b></p> <p><b>Reduce residual waste and increase our recycling rate</b></p>						
13-ES05	Implement collection solution to remove card from the organic waste stream, with attendant publicity, delivery of infrastructure, changes to collection routines etc.	Service Provider / Commissioner / Manager	<p><b>Target:</b> Card removed from the brown bin</p> <p><b>Outcome:</b> Service changes introduced smoothly, on time and within budget.</p> <p><b>Critical Success Factors:</b> Funding, contractor cooperation.</p> <p><b>Environmental Benefits:</b> Increased recycling, amount of card in organic waste reduced to manageable levels.</p>	30 November 2013	Waste Service Manager	Communications Team, Web Team
<p><b>Note - Removal of card from the organic stream is a major project and if approved by the Council actions ES07 &amp; ES10 will not be delivered</b></p>						
13-ES06	Work with the Herts Waste Partnership (Waste Aware) to promote food waste minimisation to increase awareness of cost of wasting food and preferred disposal options, i.e. organic waste bin, home composting.	Service Provider / Commissioner / Manager	<p><b>Target:</b> Campaign delivered</p> <p><b>Outcome:</b> Increase in food waste being composted, reduction of food waste to landfill.</p> <p><b>Critical Success Factors:</b> Staff resource.</p> <p><b>Environmental Benefits:</b> Increased composting of food waste. Decrease in landfill.</p>	31 March 2014	Waste Service Manager	Communications Team, Web Team
13-ES07	Develop and deliver campaigns to promote recycling of waste electrical equipment and textiles	Service Provider / Commissioner / Manager	<p><b>Target:</b> Campaign delivered</p> <p><b>Outcome:</b> Reduced disposal to landfill, increase in WEEE and textiles reuse/recycling</p> <p><b>Critical Success Factors:</b> Support from contracts and partners</p> <p><b>Environmental Impacts:</b> Reduction in disposal. Increase in WEEE and textile recycling</p>	31 December 2013	Waste Service Manager	Communications Team, Web Team
13-ES08	Reduce recycling contamination at communal properties through fitting aperture lids where necessary.	Service Provider / Commissioner / Manager	<p><b>Target:</b> Project implemented</p> <p><b>Outcome:</b> Reduced disposal, increased recycling and income. Reduced contract costs.</p> <p><b>Critical Success Factors:</b> Funding; cooperation of contractor.</p> <p><b>Environmental Benefits:</b> Increased recycling, decreased disposal.</p>	31 March 2014	Waste Service Manager	

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13-ES09	Promote use of paper caddy liners. Evaluate the potential for setting up direct purchasing facilities	Service Provider / Commissioner / Manager	<b>Target:</b> Campaign delivered. Direct purchasing arrangements evaluated and delivered if viable. <b>Outcome:</b> Increase food waste composted. <b>Critical Success Factors:</b> Public take up. <b>Environmental Benefits:</b> Reduced landfill, increased food waste composting.	31 March 2014	Waste Service Manager	Communications Team, Web Team
13-ES10	Research and report on the viability of obtaining sponsorship for recycling incentives	Service Provider / Commissioner / Manager	<b>Target:</b> Report assessing business case <b>Outcome:</b> Provide report on viability of sponsorship, levels and form of incentives. <b>Critical Success Factors:</b> Possibility of sufficient sponsorship. <b>Environmental Benefits:</b> Increased recycling if sponsorship obtained and incentives introduced.	31 March 2014	Waste Service Manager	Communications Team, Web Team
13-ES11	Establish pattern for programme of improvements to Local Environmental quality, identifying specific areas and working on multi agency basis to bring about visual improvement.	Service Provider / Commissioner / Manager	<b>Target:</b> Identify specific areas and work with partners to deliver improvements to infrastructure and visual amenity. <b>Outcome:</b> Improve visual amenity of one area whilst establishing a transferrable pattern for others. <b>Critical Success Factors:</b> Multi agency cooperation. <b>Environmental Benefits:</b> Cleaner, less cluttered streets.	31 March 2014	Environmental Inspection Team Manager / Waste Services Manager	Communications Team, Web Team
<b>Corporate Priority: Place</b> <b>Strapline: Safe and Clean</b>						
<b>Maintain our clean streets and reduce litter</b>						
13-ES12	Gain silver RSPCA footprint for stray dogs, working with partners to educate owners regarding micro-chipping and responsible dog ownership	Service Provider / Commissioner / Manager	<b>Target:</b> Achieve RSPCA Accreditation <b>Outcome:</b> Reduce the number of stray dogs and return them to owner more quickly; Reduce the level of re-homing. <b>Critical Success Factors:</b> Support from partners, e.g. housing associations; staff time <b>Environmental Impacts:</b> Reduced dog fouling; improved responsible dog ownership	30 December 2013	Environmental Inspection Team Manager	

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13-ES13	Carry out stage 2 of anti-littering campaign mainly focusing on enforcement and publicity raising awareness of the penalties	Influencer	<p><b>Target:</b> 30 businesses signed up to Tidy Business scheme; utilise anti-litter signage appropriately on at least 4 further hot spot locations. Undertake at least 2 further publicity events / road shows</p> <p><b>Outcome:</b> Increase awareness of littering offences. Enlist support of local businesses. Increase the number of environmental enforcement actions undertaken in 2013</p> <p><b>Critical Success Factors:</b> Staff resources, support from businesses and partners.</p> <p><b>Environmental Impacts:</b> Reduce littering, particularly fast food and smoking related litter.</p>	31 March 2014	Environmental Inspection Team Manager	Communications Team, Web Team
13-ES14	Review of Environmental Crime enforcement procedures.	Service Provider / Commissioner / Manager	<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. Government implementing planned changes to Anti-social Behaviour legislation.</p> <p><b>Environmental Impacts:</b> Reduction in Environmental Crime across the District.</p>	30 December 2013	Environmental Inspection Team Manager	Communications Team. Community Protection and Licensing. Legal Services. Web Admin.
<p><b>Corporate Priority: Place</b>  <b>Strapline: Safe and Clean</b></p>						
<p><b>Maintain our parks, play areas and open spaces</b></p>						
13-ES15	Support the Council's objectives for leisure and health promotion through organised events in public open spaces	Service Provider / Commissioner / Manager	<p><b>Target:</b> At least two (2) hosted events.</p> <p><b>Outcome:</b> Involvement of the local community with activities within the parks and open spaces of East Herts. Raise long term public satisfaction and community engagement. Encourage participation in outdoor sports and healthier lifestyles.</p> <p><b>Critical Success Factors:</b> Staff and financial resources. Support from Leisure Services, Environmental Health and Countryside Management Service. Support from the local community and Members.</p> <p><b>Environmental Impacts:</b> Increasing the community ownership and use of open spaces will assist with the recording of biodiversity information and through potential Friends of Groups lead to improvement of wildlife habitats</p>	30 December 2013	Environment Manager - Open Spaces	Staff resources and input from Environmental Health, Communications Team, Web Team and DTP. Support and input from external partners such as Countryside Management Service.

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13-ES16	Undertake public consultation on the Draft Parks and Open Spaces Strategy and Action Plan, following approval in early in 2013	Service Provider / Commissioner / Manager	<p><b>Target:</b> Review of Strategy started in April 2012 and completed by March 2013</p> <p><b>Outcome:</b> Amend existing Strategy as required and develop a new Action Plan.</p> <p><b>Critical Success Factors:</b> Staff resources, support from other Services and CMS. Community and Member support</p> <p><b>Environmental Impacts:</b> Strategic environmental and biodiversity impacts taken into account</p>	30 December 2013	Environment Manager - Open Spaces	Community Services. Leisure Services Manager Facilities Management
13-ES17	Report results to date of Climate Change Action Plan, including carbon savings.	Influencer	<p><b>Target:</b> Achieve councils carbon emissions reduction target.</p> <p><b>Outcome:</b> Implement Building Energy Management Systems to target and reduce energy and CO2. Roll out sustainability awareness programme for staff to reduce building energy and CO2 use.</p> <p><b>Critical Success Factors:</b> Staff and financial resources. Council's ongoing commitment to invest in carbon reduction.</p> <p><b>Environmental Impacts:</b> Reduce the Council's carbon footprint and provide a good example to residents and businesses. Adapt Council services to cope with climate change.</p>	30 December 2013	Environmental Strategy and Development Manager	Facilities Team
<b>Corporate Priority: Prosperity</b>						
<b>Strapline: Improving the economic and social opportunities available to our communities</b>						
<b>Deliver value for money</b>						
13-ES18	Implement web based 'self service' systems and improve access to services for customers	Service Provider / Commissioner / Manager	<p><b>Target:</b> Self service systems operational</p> <p><b>Outcome:</b> Customers have improved access to service information and the ability make appointments / pay for services outside working hours through the web. Reduce number of telephone calls and associated staff resources, achieving MTFP targets.</p> <p><b>Critical Success Factors:</b> Staff resources; Support from IT Services; IT capital and revenue funding.</p> <p><b>Environmental Impacts:</b> Improved speed of response when dealing with environmental problems (in combination with Remote Working)</p>	30 December 2013	Business Development and Support Manager	IT Services, Web Team
13-ES19	Implement the application of customer information business continuity contact through social media channels within Environmental Services.	Service Provider / Commissioner / Manager	<p><b>Target:</b> Social media and new web tools in place</p> <p><b>Outcome:</b> Customers have improved access to service information through new media such as twitter, facebook, texting and Gov Delivery. New media can be used to facilitate communication in business continuity situations.</p> <p><b>Critical Success Factors:</b> Staff resources; Support from IT Services and Customer Services.</p> <p><b>Environmental Impacts:</b> Improved speed of response when dealing with environmental problems</p>	31 March 2014	Business Development and Support Manager	IT Services, Customer Services, Web Team