







Action Code	Action Title	Action Description	Original Due Date in 2011/12 Service Plan	April - September 2012 status	October - Decemeber 2012 status	January - March 2013 Status	Notes	
Fit for purpose, fit for you								
By 2013 - Reduce the revenue burden to the taxpayer by completing our review of working arrangements and oversee the development of a single site for back office functions and service administration.								
11-HH07	Identify and implement opportunities presented by changes in local and central govt. i.e. Forthcoming changes in Health legislation and devolution of PCTs, maximising reasonable cost recovery, reducing workload through improved use of IT,	Target: Deliver core services whilst meeting MTFP challenges. Outcome: Sustained service delivery and reduced overhead costs. Critical Success Factors: Partner engagement and acceptance. Environmental Impacts: Improved use of IT should reduce paper and travel.	31-Mar-12	Action On Target (working towards a due date of 31 March 2013)	Action On Target	 Achieved	January - March 2013. Further progress has been made engaging with partners including the Health and Well Being Board. The Council is working with partners to create an effective role for the council. There are regular meetings with NHS partners. This activity is dependent upon partner participation which is slow at present. Internal progress - the Community Safety and Health Service is examining its activities to show alignment with Health and Wellbeing priorities. Progress on this action will continue to be monitored under action 13-CSH03 in the 2013/14 Community safety and Health Service Plan.	
11-HH08	Reduce costs or improve VFM by identifying and implementing an improved structure for Environmental Health and Licensing and Community Safety services to meet the challenges of the MTFP.	Target: Identify improved streamlined structure and implement by 2013. Outcome: Reduced overhead costs. Critical Success Factors: Outcome of BPI process, director's review, staff engagement and contribution. Environmental Impacts: Possible reduced travel.	01-Mar-13	Action On Target	Action Achieved	N/A	N/A	October - December 2012. New structure proposed, HR processes commenced.

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Promoting prosperity and wellbeing; providing access and opportunities								
By 2015 - Manage the environmental health of East Herts.								
11-HH03	Implemented an Air Quality Management Area (AQMA) in Hertford.	Target: AQMA declared and action plan produced. (This related to Gascoyne Way. In 2011/12, likely to need to either extend this one or create a new one for the Tesco Area.) Outcome: Improved air quality in AQMA area of Hertford. Critical Success Factors: Adequate resources. Ability to influence reduction in traffic through the area. Environmental Impacts: Mitigation - aiming to reduce pollutants from traffic and CO2.	31-Mar-12	Action On Target (working towards a due date of 31 March 2013)	Status verbally reported to CMT	 Achieved	January - March 2013. Action Achieved. AQMA declared and action plan produced. Action plan being implemented but progress is dependant upon external bodies. Additional projects taking place includes the schools project and the staff car share scheme.	
11-HH04	Develop a strategy for implementing the Green Deal in 2013.	Target: Keep abreast of guidance, identify partners and LA role. Outcome: Strategy developed to benefit residents. Critical Success Factors: Adequate resources and cooperation of partners. Environmental Impacts: Increased carbon reduction.	31-Mar-13	Action On Target	Status verbally reported to CMT	 Revised Completion Date	January - March 2013. Revised Completion Date from 31 March 2013 to 30 September 2013. Target not achieved within timescale - mainly due to external national factors. Officers working closely across borders and are keen to develop this. Small progress has been made in that local officers have attending briefings on the government position. This action links to the 12-CSHS16 action from the 2012/13 Community Safety and Health Service Plan, which is still active.	
By 2015 - Support the homeless and ensure those in need access the benefit they								
11-RB02	Roll out Capita products.	Target: Increase capacity and range of service delivery options for customers. Outcome: Increased capacity, performance levels improved, reduction in manual process, reduction in prep time for staff working remotely. Critical Success Factors: Roll out and take up achieved, roll out by Capita, training etc. Environmental Impacts: Opportunities to reduce paper flow and possible reduction in staff travel due to increased remote / onsite working.	31-Mar-12	Action On Target (working towards a due date of 31 March 2013)	Revised Completion Date (new due date of 31 March 2014)	 Action to be suspended	January - March 2013. The continued roll out of these products will be reviewed in accordance with the changing need of the service and the impact of the welfare reform and introduction later this year of universal credit.	
Shaping now, shaping the future								
By 2015 - Increase the number of social and affordable homes delivered through innovative mechanisms in addition to traditional solutions.								
11-HH01	Ensure development of supported young persons accommodation.	Target: Commence building in July 2011, complete and occupy by March 2012. Outcome: Provision of approx 20 units of supported accommodation for young people. Critical Success Factors: Cooperation of partners, including RSL, Crouchfield Trust and Adult Car	31-Mar-12	Action On Target (working towards a due date of 31 March 2013)	Action Achieved	N/A	N/A	October - December 2012. Work commenced on site in April 2012. Anticipate completion in August 2013. 14 2 bedroom self contained flats will be built and this will accommodate 28 single homeless young people. Support and training will be provided for residents for up to 2 years with 6 monthly reviews. Housing Options have met and had initial discussions with the Aldwyck Housing Team regarding referral protocols, nominations, support and move-on. Progress continues to be monitored under action 12-H02
11-HH11	Review the Housing Strategy.	Target: Obtain Council approval to a revised strategy. Outcome: Strategy in place. Critical Success Factors: Adequate sources and support from the Councils partners. Environmental Impacts: No direct inputs.	31-Mar-12	Action Achieved	N/A	N/A	N/A	April - September 2012. The strategy was agreed by Council on 26 September 2012 and is now published.