

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

Service planning – People, Place and Prosperity

<i>People</i>		
This priority focuses on delivering strong services and seeking to enhance the quality of life, health and wellbeing, particularly for those who are vulnerable.		
Therefore we want to:	Our role will be as a:	2014/15 Service plan activity needs to cover the following issues
Reduce health inequalities , for example, tackling obesity, smoking and physical inactivity	Community Leader, Influencer, Partner and Enabler	<p>Projects and initiatives as part of the East Herts Public Health Action Plan.</p> <p>Leisure services supporting and encouraging physical activity through its varied operations. Ongoing sustained approach.</p> <p>Enabling and supporting our Community Sports Network.</p> <p>Delivering grants programmes.</p>

ESSENTIAL REFERENCE PAPER 'C'

Therefore we want to:	Our role will be as a:	2014/15 Service plan activity needs to cover the following issues
Reduce fuel poverty	Community Leader, Influencer, Partner and Enabler	Working to reduce fuel poverty (e.g. the 'Green Deal')
Increase community engagement	Community Leader, Partner and Enabler	Delivering member training on engagement and providing support services Administering Community Capital Grants to support community projects Administering of new homes bonus grant to support community projects Corporate communication

ESSENTIAL REFERENCE PAPER 'C'

Therefore we want to:	Our role will be as a:	2014/15 Service plan activity needs to cover the following issues
<p>Deliver strong and relevant services</p>	<p>Provider, Commissioner and Manager</p>	<p>Sustaining leisure services.</p> <p>Sustaining statutory services (where no specific objective) e.g. EH inspections, DC processing of applications, BC inspections</p> <p>Implementing shared services, improving resilience, providing efficient and value for money services</p> <p>Ensuring that appropriate governance arrangements and internal controls are in place particularly in relation to shared services and partnerships</p> <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> <p>Updating the Business Continuity Plan</p>

ESSENTIAL REFERENCE PAPER 'C'

Therefore we want to:	Our role will be as a:	2014/15 Service plan activity needs to cover the following issues
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 Support claims and change events within an average of 15 days.</p> <p>Commissioning more advice from CAB and debt advice to support people.</p> <p>Sustaining homelessness service and adapt advice and service to changes with the benefit system.</p> <p>Engaging private landlords to house people on benefits.</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 and 'getting people back to work'</p> <p>Embracing the 'Ageing Well' agenda e.g. housing for older people.</p> <p>Support the Thriving Families programme.</p>

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:	2014/15 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 - removing cardboard from the organic waste stream Reducing residual waste
Reduce the carbon dioxide emissions from our own operations by 25% by 2020 and work with partners to reduce the emissions of households and businesses	Community Leader, Influencer and Provider/Commissioner	Implementing the East Herts Climate Change Action Plan
Maintain our clean streets and reduce litter	Community Leader and Provider/Commissioner	Sustaining environmental cleanliness e.g. littering, graffiti, fly posting, abandoned vehicles, abandoned dogs

ESSENTIAL REFERENCE PAPER 'C'

Therefore we want to:	Our role will be as a:	2014/15 Service plan activity needs to cover the following issues
Maintain our parks, play areas and open spaces in good order	Community Leader, Partner and Provide/Commissioner	Encouraging participation in outdoor sports and healthier lifestyles Sustaining two Green Flag awards Sustaining current standards of parks and open spaces
Reduce anti social behaviour and the fear of crime	Community Leader, Partner and Enabler	Continue to work with the Community Safety Partnership and the Police and Crime Commissioner - in particular tackling anti social behaviour
Ensure future development best meets the need of the district and its residents	Community Leader, Influencer and Provider / Commissioner / Manager	Programme and completion of the District Plan.

<i>Prosperity</i>		
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:	2014/15 Service plan activity needs to cover the following issues
Deliver value for money and reduce our reliance on central government funding	Partner and Provider/Commissioner	<p>Delivering planned efficiency savings</p> <p>Re-tendering of key contracts that are due for renewal</p> <p>Facilitating the delivery of a sustainable and balanced MTFP</p> <p>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</p> <p>Developing a strategy to significantly improve investment returns</p>

ESSENTIAL REFERENCE PAPER 'C'

Therefore we want to:	Our role will be as a:	2014/15 Service plan activity needs to cover the following issues
Enhance the economic well being of East Herts	Community Leader, Influencer and Enabler	Implementing the industrial estates modernisation programme Providing/facilitating business advice Providing advice on procurement regulations in respect to possible initiatives to promote small and medium enterprises (SMEs) Establish another "My incubator" a business start up facility Car Parking improvements
Deliver sustainable rural business growth	Community Leader, Influencer and Enabler	Implementing the Eastern Plateau Rural Development Programme.

ESSENTIAL REFERENCE PAPER 'C'

Therefore we want to:	Our role will be as a:	2014/15 Service plan activity needs to cover the following issues
Protect the environment	Community Leader, Influencer and Provider/Commissioner	Targeting campaigns to encourage resident participation on improving the local environment e.g. green travel

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