







## 2013/14 Service Planning Report (January - March 2014 progress)

Action Code	Action Title	Action Description	Original Due Date	April - September 2013 status	October - December 2013 status	January - March 2014 Status		Notes
<b>Corporate Priority: People</b>								
<b>Objective: Reduce health inequalities, for example, by addressing obesity, smoking and physical inactivity</b>								
13-ES02	Develop a strategy to show how the Council's objectives for health and wellbeing will be delivered through the Leisure Services contract	<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-Mar-2014	Action On Target	Action On Target		Revised Completion Date (30 June 2014)	January - March 2014. Revised completion date from 31 March 2014 to 30 June 2014. Strategy being drafted. Currently in discussion with SLM and the Health Authority to establish how the leisure contract can contribute to wider health objectives for the area and possible sources of funding.
<b>Corporate Priority: Place</b>								
<b>Objective: Maintain our clean streets and reduce litter</b>								
13-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. Government implementing planned changes to Anti-social Behaviour legislation</p> <p><b>Environmental Impacts:</b> Reduction in Environmental Crime across the District</p>	30-Dec-2013	Action Deleted - suspended	N/A	No update required.		April - September 2013. Action suspended. Currently awaiting for Government to complete legislation. This is unlikely to be done in the current year and therefore the project has been put back to 2014/15, as reported to Environment Scrutiny Committee in June 2013.
13-IPCS09	Mobile Parking Enforcement	<p><b>Target:</b> Cost effective enforcement of non-compliance hot spots implemented in line with approved council policy and operational within Q1</p> <p><b>Outcome:</b> Increased compliance with parking restrictions in line with approved Council policy</p> <p><b>Critical Success Factors:</b> Contractor delivery to specification</p> <p><b>Environmental Impacts:</b> N/A</p>	31-Aug-13	Revised Completion Date (31 March 2014)	Action On Target		Action To Be Deleted - Cancelled	January 2014 - March 2014. Change in government policy including pending legislation means the Executive have approved cancellation of this project. Action to be deleted.
13-IPCS10	Vehicle Removals	<p><b>Target:</b> Cost effective operation of vehicle removal in respect of motorists in persistent contravention.</p> <p><b>Outcome:</b> Increased compliance and reduction in level of persistent evasion.</p> <p><b>Critical Success Factors:</b> Delivery of efficient service by contractor.</p> <p><b>Environmental Impacts:</b> n/a</p>	31-Aug-2013	Action Deleted - Cancelled	N/A	No update required.		April - September 2013. Further cost/benefit analysis showed that proposal would not be effective in terms of enforcement or tax payers money so Executive approved recommended abandonment of action on 6 August 2013.
<b>Objective: Reduce residual waste and increase our recycling rate</b>								
13-ES07	Develop and deliver campaigns to promote recycling of waste electrical equipment and textiles	<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-Dec-2013	Action Deleted - suspended	N/A	No update required.		April - September 2013. Action Suspended until 2014/15 as a result of the Council's decision to implement SPARC which fully utilised team resources.
13-ES08	Reduce recycling contamination at communal properties through fitting aperture lids where necessary.	<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-Mar-2014	Action Off Target	Action Deleted - suspended	No update required.		October - December 2013. Action suspended due to the Council's decision to implement commingled recycling services. Following the successful implementation of the scheme the service is now reviewing how to extend this to communal properties, which may negate the need for aperture lids in many locations.

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13-ES10	Research and report on the viability of obtaining sponsorship for recycling incentives	<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-Mar-2014	Action Deleted - suspended	N/A	No update required.		April - September 2013: Action suspended. As a result of the Council's decision to implement SPARC the current priority for the service is the delivery of the new recycling service and resources are fully utilised on this project. This project will slip to 2014/15.
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.	<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-Mar-2014	Action On Target	Action On Target		Revised Completion Date (31 March 2015)	January - March 2014. Action delayed until 2014/15 due to other work priorities. Revised completion date 31 March 2015.
<b>Corporate Priority: Prosperity</b>								
<b>Objective: Deliver value for money</b>								
13-ES18	Implement web based 'self service' systems and improve access to services for customers	<b>Target:</b> Self service systems operational <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. <b>Critical Success Factors:</b> Staff resources; Support from IT Services; IT capital and revenue funding. <b>Environmental Impacts:</b> Improved speed of response when dealing with environmental problems (in combination with Remote Working)	30-Dec-2013	Action On Target	Revised Completion Date (31 March 2014)		Revised Completion Date (30 June 2014)	January - March 2014. Revised completion date from 31 March 2014 to 30 June 2014. IT Service currently at the proof of concept stage which is expected to be completed by the end of April 2014. It is hoped that the new system, based on the 'Fix My Street' web based approach will be completed by June 2014.
13-PBC04	DC and BC - procurement process for replacement IT systems	<b>Target:</b> Replacement and updated software for both service areas. <b>Outcome:</b> More resilient and customer focussed service. <b>Critical Success Factors:</b> Cost of software and implementation process. <b>Environmental Impacts:</b> Increased customer self-service	31-Mar-2014	Action On Target	Action On Target		Revised Completion Date (31 December 2014)	January - March 2014. Procurement phase now complete and IDOX selected as the replacement software for the Development Management and Building Control areas. Project plan for installation to be formulated. Replacement system will enable enhanced customer service and operational efficiencies. Revised completion date 31 December 2014 from 31 March 2014.
<b>Objective: Enhance the economic well being of East Herts</b>								
13-IPCS11	Grange Paddocks Project	<b>Target:</b> Increased use of car park on the outskirts of town, motorists benefitting from lower long stay rates, successful use of Link and Northgate End for short term stays, encouraging more shopping/visits to the town. <b>Outcome:</b> Occupancy levels in grange Paddocks long stay increase creating capacity for short stay closer to the town as measured by changes in ticket issue and occupancy counts. <b>Critical Success Factors:</b> Successful implementation of Traffic Regulation Orders, consistency in pricing policy, stability in availability of parking (Council and non-Council). <b>Environmental Impacts:</b> N/A	31-Aug-2013	Revised Completion Date (31 March 2014)	Action On Target		Revised Completion Date (30 September 2014)	January 2014 - March 2014. Additional consultation regarding Lindsey Road concluded. Additional informal consultation required in respect of Willow Close during May 2014 with any resulting potential changes to the scheme in this area completed by September 2014.