



## 2014/15 Service Planning Report - Outstanding 2013/14 Service Plan Actions (April - September 2014)

Action Code	Action Title	Action Description	Original Due Date	April - September 2013 status	October - December 2013 status	January - March 2014 Status	April - September 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)		Revised Completion Date (31 December 2014)	April - September 2014. Revised completion to 31 December 2014. Working with the leisure provider to develop outcomes through Sport England Community Sports Activation bid. Further work required with partners to identify how Health and Wellbeing board can commission activities through the leisure contract.
<b>Corporate Priority: Place</b>									
<b>Objective: Reduce residual waste and increase our recycling rate</b>									
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.	<p><b>Target:</b> Identify specific areas and work with partners to deliver improvements to infrastructure and visual amenity.</p> <p><b>Outcome:</b> Improve visual amenity of one area whilst establishing a transferrable pattern for others.</p> <p><b>Critical Success Factors:</b> Multi agency cooperation.</p> <p><b>Environmental Benefits:</b> Cleaner, less cluttered streets.</p>	31-Mar-2014	Action On Target	Action On Target	Revised Completion Date (31 March 2015)		Action On Target	April - September 2014. Action delayed until last quarter 2014/15 due to other work priorities and staff vacancies.
<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	<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-Dec-2013	Action On Target	Revised Completion Date (31 March 2014)	Revised Completion Date (30 June 2014)		Revised Completion Date (30 November 2014)	April - September 2014. Revised completion date from June 2014 to November 2014. Delay has occurred due to additional programming ware required for delivering proof of concept (not known before) has been now purchased by IT to allow this project to progress.
13-PBC04	DC and BC - procurement process for replacement IT systems	<p><b>Target:</b> Replacement and updated software for both service areas.</p> <p><b>Outcome:</b> More resilient and customer focussed service.</p> <p><b>Critical Success Factors:</b> Cost of software and implementation process.</p> <p><b>Environmental Impacts:</b> Increased customer self-service</p>	31-Mar-2014	Action On Target	Action On Target	Revised Completion Date (31 December 2014)		Action To Be Deleted/Suspended	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. It is proposed that this action is deleted as the activity is being monitored through action 14-PBC05, as part of the 2014/15 Planning and Building Control Service Plan.
<b>Objective: Enhance the economic well being of East Herts</b>									
13-IPCS11	Grange Paddocks Project	<p><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.</p> <p><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.</p> <p><b>Critical Success Factors:</b> Successful implementation of Traffic Regulation Orders, consistency in pricing policy, stability in availability of parking (Council and non-Council).</p> <p><b>Environmental Impacts:</b> N/A</p>	31-Aug-2013	Revised Completion Date (31 March 2014)	Action On Target	Revised Completion Date (30 September 2014)		Action Achieved	April - September 2014. Project completed no further changes to scheme required.