

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 11 NOVEMBER 2014

CHIEF EXECUTIVE AND DIRECTOR OF CUSTOMER AND
COMMUNITY SERVICES

2014/15 SERVICE PLANS – SUMMARY OF PROGRESS AND
EXCEPTIONS REPORT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report:

- This exception report provides a mid-year summary of the council's achievements against its priorities for 2014/15 and details those service plan actions that either require a revised completion date or are proposed for deletion or suspension. This report also monitors the outstanding service plan actions from 2013/14 and 2011/12, which are detailed in Essential Reference Papers 'D' and 'E'.

RECOMMENDATION FOR ENVIRONMENT SCRUTINY COMMITTEE:

That:

(A)	The progress against the Council's priorities and the revised completion dates, suspensions and deletions against 2014/15 Service Plan actions and 2013/14 and 2011/12 Service Plan actions be received; and
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(B)	The Executive be advised of any recommendations.
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1.0 Background

1.1 The 2014/15 Service Plans were scrutinised by the joint meeting of Scrutiny Committees held on 11 February 2014 and approved by the Executive at its meeting on 4 March 2014.

1.2 Service plan reports are exception reports. To help focus scrutiny discussion officers have listed the actions that are either off target, have a revised completion date, been deleted or suspended.

1.3 This report covers the period 1 April to 30 September 2014 for the following services:

- Information, Parking and Customer Services (in relation to Parking only)
- Environmental Services
- Planning and Building Control

1.4 In addition, outstanding actions from 2013/14 and 2011/12 Service Plans will also form part of the 2014/15 monitoring process.

2.0 Report

2014/15 Analysis

2.1 In total, there are 32 actions in the 2014/15 Service Plans, of which:

16% (5) have been achieved

53% (17) are on target

22% (7) have had their completion dates revised

6% (2) have been suspended

3% (1) has been deleted

2.2 An overview of all council achievements by Corporate Priority for 2013/14 are detailed in **Essential Reference Paper 'B'**.

2.3 **Essential Reference Paper 'C'** details 2014/15 Service Plan actions that have either had their completion dates revised, been suspended or have been deleted. For ease of reference, these have been categorised by Corporate Priority. Full progress comments on all 2014/15 Service Plan actions can be accessed by referring to the council's performance management system, Covalent (www.covalentcpm.com/eastherts).

2013/14 Analysis

2.4 In total, there are five outstanding actions from the 2013/14 Environment Service Plan; Information, Parking and Customer Services Plan and Planning and Building Control Plan of which:

20% (1) has been achieved

20% (1) is on target

40% (2) have had their completion dates revised. One action has been revised for the second time and the other for the third time.

20% (1) has been deleted as the activity is duplicated in a 2014/15 Service Plan. The action that has been deleted is:

- 13-PBC04 – DC and BC - procurement process for replacement IT systems

2.5 **Essential Reference Paper ‘D’** provides more detail on the status of these five actions.

2011/12 Analysis

2.6 There is one outstanding action from the 2011/12 Environment Service Plan and currently the action is off target.

2.7 **Essential Reference Paper ‘E’** provides full details relating to this action by corporate priority.

3.0 Implications/Consultations

3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper ‘A’**.

Background Papers

2014/15 Service Plans report to Executive on 4 March 2014.

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