






















## 2014/15 Service Planning Report - October - December 2014





Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status	October - December 2014 Status	Notes	
<b>Corporate Priority: People</b>							
<b>Objective: Deliver strong and relevant services</b>							
14-BTS01	Here to Help - Deliver a service catalogue which sets out the detail of the services that partners should expect from the Shared Service	<p><b>Target:</b> Delivered by October 2014.</p> <p><b>Outcome:</b> Customers better informed about services delivered.</p> <p><b>Critical Success Factors:</b> Good communication and awareness regarding the catalogue.</p> <p><b>Environmental Impacts:</b> None.</p>	01-Oct-14		Revised Completion Date (to 31 December 2014)	<p></p> <p>Revised Completion Date (to 31 March 2015)</p>	October - December 2014. Draft catalogue has been discussed at Shared Services Partnership Board and will be tabled at ITSG in March 2015 with a view to finalising the catalogue by 31 March 2015.
14-IPCS01	Website Accessibility Review	<p><b>Target:</b> An action plan to achieve Disability Discrimination Act/Web Content Accessibility Guidelines v2 compliance and additional practical measures to support accessibility of the Council's website.</p> <p><b>Outcome:</b> Assurance and actions to ensure the Council's website is as accessible as possible.</p> <p><b>Critical Success Factors:</b> Funding, Service resources to amend web content, IT resources to amend any web based service provision, Digital Media and Information team resources.</p> <p><b>Environmental Impacts:</b> none, electronic service delivery has a positive impact on reducing environmental impact of existing service delivery.</p>	31-Mar-15		Action On Target	<p></p> <p>Revised Completion Date (to 30 September 2015)</p>	October - December 2014 Due to the failure of a procurement exercise in relation to reviewing the intranet and members website this work has necessarily been postponed to next year, anticipated completion September 2015. This postponement has allowed the business critical work on the intranet and members website (two other service plan actions) to be prioritised for completion following a revised procurement process. The website remains fully compliant with accessibility guidelines, this work will focus on additional usability of users with disabilities through a specialist provider.







Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status		October - December 2014 Status		Notes
<b>Objective: Improve outcomes for vulnerable families and individuals</b>								
14-H01	Facilitate, support and maximise the provision of additional, appropriate affordable housing in association with developers and registered providers.	<p><b>Target:</b> 200 new affordable homes.  <b>Outcome:</b> Additional 200 new affordable homes for East Herts housing register applicants. Maintain current or reduce the level of homelessness as can house more households from the register earlier rather than in crisis.  <b>Critical Success Factors:</b> Number of new private homes being developed that have affordable homes obligations, the council's Planning Policies that specify the obligation requirements, development of the new District Plan, the Economy, the willingness of Registered Providers (housing associations) to wish to develop their own asset sites as well as work with developers on S106 sites.</p> <p><b>Environmental Impacts:</b> Increased CO2 emissions from building works but mitigated by Code for Sustainable Homes Requirements.</p>	31-Mar-15		Action Off Target		Action Off Target	October - December 2014. Current estimate for new affordable homes for 2014/15 is 142. The target of 200 is an ambitious one that is dependant on private developments being built and the obligation under the S106 agreement to provide affordable homes. In addition the two LSVT Registered Providers had a programme with the Homes and Communities Agency to develop more affordable homes, in the 2011-2015 contract, on their own asset sites but did not obtain planning permission on 2 larger sites and withdrew 2 others due to technical issues with the sites. The current target is based on the Housing Needs Survey undertaken by the Council in 2004. The Council is in the process of undertaking a new Housing Needs Survey which will enable the Housing Service to develop a target for future years based on up to date survey data.
<b>Objective: Reduce health inequalities, for example, by addressing obesity, smoking and physical inactivity</b>								
14-ES01	Implement Council's revised arrangements for inspection data recording for parks and open spaces and leisure services	<p><b>Target:</b> Data recording in place.  <b>Outcome:</b> Improve records to provide assurance that inspections have been properly completed to protect the Council in the event of a claim. Compliance with the Council's new inspection policy.  <b>Critical Success Factors:</b> Staff resources; co-operation of contractors.  <b>Environmental Impacts:</b> None</p>	01-Jun-14		Revised Completion Date (to 31 December 2014)		Revised Completion Date (to 31 January 2015)	October - December. All operational work has been completed and the final overview of procedures has been created in draft form in conjunction with the Risk Assurance Officer. This document requires scrutinising at a final meeting in January 2015 to finalise the corporate standards before circulation.



Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status		October - December 2014 Status		Notes
14-ES03	Develop business case for the Council funding replacement gym equipment at Hartham and Grange Paddocks	<p><b>Target:</b> Business case submitted to Corporate Management Team / Members.</p> <p><b>Outcome:</b> Negotiate with contractors to establish whether replacement gym equipment should be funded by the Council with an associated reduction in the leisure contract management fee, on an invest to save basis.</p> <p><b>Critical Success Factors:</b> Staff resources; co-operation of contractor.</p> <p><b>Environmental Impacts:</b> None</p>	30-Jun-14		Action To Be Deleted		Deleted	Action agreed for deletion by CMT on 28 October 2014 and Community Scrutiny Committee on 18 November 2014. Reason for deletion - SLM have funded replacement of gym equipment at both Grange Paddocks and Hartham Leisure Centres independently and do not require East Herts Council's assistance in this project.
14-ES04	Work with schools and Hertfordshire County Council to ensure long term financial sustainability of Joint Use pools	<p><b>Target:</b> Review of financial sustainability complete; Ongoing funding mechanisms agreed with schools / County Council.</p> <p><b>Outcome:</b> Options for financial sustainability considered and agreed with partners.</p> <p><b>Critical Success Factors:</b> Staff resources; support from partners.</p> <p><b>Environmental Impacts:</b> None</p>	31-Mar-15		Action To Be Suspended		Suspended	Action agreed for suspension by CMT on 28 October 2014 and Community Scrutiny Committee on 18 November 2014. Reason for suspension - Ongoing discussions with schools. Uncertainty remains about future Government funding regime for school swimming.
<b>Corporate Priority: Place</b>								
<b>Objective: Maintain our clean streets and reduce litter</b>								
14-CSH06	Air pollution - Develop an outline business case to provide resources to deliver an air pollution warning system in association with our Herts and Beds partners	<p><b>Target:</b> A credible proposal to put to the Local Clinical Commissioning group for funding to delivery this proposal.</p> <p><b>Outcome:</b> Delivery of project and improved health outcomes as a result of this project.</p> <p><b>Critical Success Factors:</b> Staff resources to collate sufficient empirical data.</p> <p><b>Environmental Impacts:</b> Profile of air quality raised, improved health outcomes for those with COPD, Asthma and similar conditions.</p>	31-Mar-15		Action On Target		Action to be deleted	October - December 2014. Following in depth discussions with Partners we were unable to generate sufficient support and funding to take this forward. Therefore is proposed that the action be deleted.

Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status		October - December 2014 Status		Notes
14-CSH07	Flood Alleviation - Carry out Surface Water Management Plans (SWMPs) in high risk flood locations in liaison with Herts Highways	<p><b>Target:</b> Feasibility &amp; Site work - October 2013 Modelling and final reports with Action Plan - March 2014.</p> <p><b>Outcome:</b> Action plan produced and agreed in liaison with Herts highways should minimise the risk of flooding in existing locations &amp; in future development areas. Flood risk management data readily available for specific locations. Responses &amp; subsequent resource reduced.</p> <p><b>Critical Success Factors:</b> Dependent on budget &amp; available resource.</p> <p><b>Environmental Impacts:</b> Reduction in flood risk and damage to natural environments.</p>	31-Mar-15		Action On Target		Action to be suspended	October - December 2014. Action to be suspended. Still unable to deliver this due to the need to deal with flood grants. Work on this will be resumed in April 2015.
14-ES17	Review of Environmental Crime enforcement procedures.	<p><b>Target:</b> Completed review of all environmental crime enforcement procedures and increase public knowledge of environmental crime.</p> <p><b>Outcome:</b> Review Environmental Crime Policies to ensure they are up to date following new legislation. 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-14		Action On Target		Revised Completion Date (to 31 March 2015)	October - December 2014. Report outlined the implications presented to members at Environment Scrutiny in November. The review of the policy and proposals will be take place in the last quarter, therefore have revised completion date from 30 December 2014 to 31st March 2015.







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<b>Objective: Maintain our parks, play areas and open spaces in good order</b>						
14-ES07	Work with Sawbridgeworth Town Council to design town centre open space enhancement (Bell Street).	<p><b>Target:</b> Agreed plans for improvement in place within available funding.</p> <p><b>Outcome:</b> Work with Town Council to explore the potential for a scheme to create a central community space (Forelands Place).</p> <p><b>Critical Success Factors:</b> Staff Resources; funding; agreement with STC.</p> <p><b>Environmental Impacts:</b> Improved public amenity supporting the viability of the town centre</p>	30-Sep-14	 Revised Completion Date (to 31 March 2016)	 Action to be suspended	October - December 2014. Action suspended until 2015-16. Meeting held with Sawbridgeworth Town Council (STC) in December 2014. Both authorities committed to improving the space given its importance for the Town Centre. Funding sources yet to be identified so project delayed until 2015/16. East Herts Council will work with STC on developing objectives and design criteria for the space in the current financial year prior to public consultation.
<b>Objective: Reduce residual waste and increase our recycling rate</b>						
14-ES11	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 collection of Waste Electrical and Electronic Equipment (WEEE) and textiles reuse/recycling.</p> <p><b>Critical Success Factors:</b> Support from contractors and partners.</p> <p><b>Environmental Impacts:</b> Reduction in disposal to landfill. Increase in WEEE and textile recycling</p>	30-Dec-14	 Action To Be Suspended	Suspended	Action agreed for suspension by CMT on 28 October 2014 and Environment Scrutiny Committee on 11 November 2014. Reason for suspension - Project delayed due to other priority projects and staff shortages. To be reviewed in 2015/16.

Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status	October - December 2014 Status	Notes
<b>Corporate Priority: Prosperity</b>						
<b>Objective: Deliver sustainable rural business growth</b>						
14-ED01	Deliver the rural development transition programme to provide a bridge between the completion of the Eastern Plateau in 2013 and the beginning of a new programme if the application is successful.	<p><b>Target:</b> Between £1- 2million of funding for the Eastern Plateau area.</p> <p><b>Outcome:</b> Support to rural business.</p> <p><b>Critical Success Factors:</b> Successful funding bid.</p> <p><b>Environmental Impacts:</b> None</p>	30-Dec-14	 Action On Target	 Revised Completion Date (to 28 February 2015)	October - December 2014. The Council has now been notified by the Rural Payments Agency that the Local Development Strategy submission was successful. The contract award will be made in February 2015 when an appeals process for unsuccessful applicants has concluded. However, the minimum and maximum funding levels for programmes has been identified and at this stage the Council expects that it will be in a position to accept the contract offer. An interim meeting with the Rural Payments Agency will take place on 14 January 2015. The Council therefore will continue in the Transition period for a few more weeks before recruiting a delivery team for the new programme. The action is likely to be fully achieved in February 2015, therefore the action is revised to the end of February 2015.
<b>Objective: Deliver value for money and reduce our reliance on central government funding</b>						
14-BTS03	Deliver and implement a business case for rationalising and improving the print solutions delivered corporately across partner Councils	<p><b>Target:</b> Business case to be delivered by June 2014. Implementation by December 2014.</p> <p><b>Outcome:</b> Positive feedback from customers relating to new solutions and financial savings (to be identified in business case).</p> <p><b>Critical Success Factors:</b> Flexible and resilient print solutions.</p> <p><b>Environmental Impacts:</b> Potential to reduce use of consumables and energy usage.</p>	01-Dec-14	 Revised Completion Date (to 31 March 2015)	 Revised Completion Date (30 September 2015)	October - December 2014. There have been delays in producing the business case which will now be completed by March 2015. Implementation will now take place by September 2015. So the completion date needs to be revised to 30 September 2015.

Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status		October - December 2014 Status		Notes
14-BTS05	Produce an IT Strategy	<p><b>Target:</b> Strategy produced by June 2014.</p> <p><b>Outcome:</b> Clearer Need for future investment in IT. Clearer link between strategic IT delivery and corporate plan.</p> <p><b>Critical Success Factors:</b> Service input; resources to support implementation.</p> <p><b>Environmental Impacts:</b> Minimal because already delivered.</p>	30-Jun-14		Revised Completion Date (to 31 December 2014)		Revised Completion Date (31 March 2015)	October - December 2014. Consultation on the draft strategy is due to begin in January 2015 with the aim to launch the Strategy for the 1st April 2015. Revised completion date to 31 March 2015.
14-ES21	Following the implementation of Remote & Mobile working and Self service in Environmental Services, review impact on business efficiency and produce a plan for roll out to other staff	<p><b>Target:</b> Review by August 2014. Plan by December 2014.</p> <p><b>Outcome:</b> Ensure new technologies to improve service to customers are fully utilised.</p> <p><b>Critical Success Factors:</b> Support from ICT Services and Web Team.</p> <p><b>Environmental Impacts:</b> N/A.</p>	31-Dec-14		Action On Target		Revised Completion Date (31 January 2015)	October - December 2014. Software problem (previously reported) still not complete. Supplier given revised date of end January 2015 for release of fix.
14-IPCS07	Customer Service Strategy	<p><b>Target:</b> Adoption of East Herts Customer Service Strategy.</p> <p><b>Outcome:</b> Clear direction for service delivery goals and shaping how services will developed for our communities.</p> <p><b>Critical Success Factors:</b> Member and Officer engagement, Head of Information, Parking and Customer Services free to progress work, linkage with Here to help cultural change.</p> <p><b>Environmental Impacts:</b> Self-service and assisted service provision can reduce the Council's environmental impact.</p>	30-Sep-14		Revised Completion Date (to 31 December 2014)		Revised Completion Date (to 31 May 2015)	October - December 2014 Draft strategy completed and distributed to Heads of Service for comment. Scheduled for CMT in January 2015 and Corporate Business Scrutiny in February 2015. Delivery by 31st March 2014.

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14-IPCS10	My East Herts' Website Tool	<p><b>Target:</b> Delivery of localised Council service information via a web interface.</p> <p><b>Outcome:</b> Enhanced service delivery for residents and Councillors, resolving top 5 location based service enquiries.</p> <p><b>Critical Success Factors:</b> IT resources in developing the solution, Digital Media and Information manager resources in developing the solution. Service support in addressing data quality issues to enable location based searching and result presentation. Funding.</p> <p><b>Environmental Impacts:</b> Self-service and assisted service provision can reduce the Council's environmental impact.</p>	31-Mar-15		Action On Target		Revised Completion Date (to 31 May 2015)	<p>October - December 2014</p> <p>The IT technical resource for the project has been required for the implementation of the new Planning IT system. Work has commenced on the system and data gathering but the anticipated completion has had to be revised to May 2015.</p>



Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status		October - December 2014 Status		Notes
14-PBC05	BC - consideration of service delivery methods - possible mutual arrangement	<p><b>Target:</b> Future method of service delivery established.</p> <p><b>Outcome:</b> Efficient service delivery.</p> <p><b>Critical Success Factors:</b> Fully assessed potential scope of business.</p> <p><b>Environmental Impacts:</b> Maintaining safe and healthy built environment.</p>	31-Dec-14		Action On Target		Revised Completion Date (to 31 March 2015)	October - December 2014. Draft business case has been formulated for consideration early in 2015. Therefore a revised completion date from 31 December 2014 to 31 March 2015.
14-PPS09	Implement improvements in procurement in relation to maintenance of East Herts buildings and properties	<p><b>Target:</b> Implement the findings from the SIAS audit on current procurement arrangements and review the arrangements for a potential joint procurement arrangement.</p> <p><b>Outcome:</b> Ensuring compliance and VFM with procurement regulations.</p> <p><b>Critical Success Factors:</b> Resources within Facilities Management and Property.</p> <p><b>Environmental Impacts:</b> None.</p>	31-Dec-14		Action On Target		Revised Completion Date (to 31 March 2015)	October- December 2014. Regular meetings are held between procurement and FM and Property. Procurement action plan on FM projects is updated on a quarterly basis. Next report due in December 2014. New revised completion date 31 March 2015, to take account of the last quarterly report on 2014/15.
<b>Objective: Enhance the economic well being of East Herts</b>								
14-ED03	Test the viability of running a small business grant programme in East Herts, to include internal consultation with local business and a methodology	<p><b>Target:</b> Resources identified and programme designed in 2014.</p> <p><b>Outcome:</b> Small Business growth and support. This outcome will be quantified by an output related to numbers of businesses proposed to receive support and profiled across the five towns.</p> <p><b>Critical Success Factors:</b> Resources and effective programme management.</p> <p><b>Environmental Impacts:</b> None</p>	31-Oct-14		Action On Target		Action to be suspended	October - December 2014. This action needs to be suspended until such time as a grant funding resource becomes available through the European Union funding. In the meantime the East Herts Economic Development Manager is leading the development of a Hertfordshire outline proposal to explore the potential of the European Regional Development Fund (ERDF) to deliver a business support including business grant programme.