

Community Safety and Health Service Plan 2015/16

Action Plan						Connections	
Action Code	ACTION	What role will the service play? (Please click in the cell to select the relevant role by clicking on the drop down arrow)	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:	Links to partnership wide agendas: - Community Strategy - Health and Wellbeing

Corporate Priority: People
Strapline: Fair and accessible services for those who use them and opportunities for everyone to contribute

Deliver customer focussed services

15-CSH01	Effectiveness - Develop improved business processes to support the 'Here to Help' initiative	Service Provider / Commissioner / Manager	<p>Target: Continue to deliver a number of improvements to service delivery as identified through the PDR process.</p> <p>Outcome: Effective and efficient service delivery as well as improved customer confidence.</p> <p>Critical Success Factors: Ground up delivery through PDR process so heavy staff workloads could have a negative impact.</p> <p>Environmental Impacts: N/A.</p>	31 March 2016	Head of Community Safety & Health Services	None	Health and Wellbeing
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15-CSH02	Effectiveness - IT Deliver a new IT case management system to replace M3 and Lalpac	Service Provider / Commissioner / Manager	<p>Target: To deliver a successful migration to Idox with minimal service interruptions</p> <p>Outcome: Unified case management system across the service resulting in improved and more efficient service delivery.</p> <p>Critical Success Factors: This change requires significant IT input, our own staff input and backfilling so we avoid historical mistakes and create a bespoke system. There will be several IT challenges including data migration and weeding. Meeting training needs in a timely fashion will be an obvious challenge</p> <p>Environmental Impacts: N/A.</p>	31 March 2016	Head of Community Safety & Health Services	IT service	Health and Wellbeing
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Reduce health inequalities, for example, by addressing obesity, smoking and physical inactivity

15-CSH03	Housing Survey/model housing in East Herts to provide information about housing conditions and their impact upon health.	Influencer Partner Enabler	<p>Target: To complete a survey or modelling exercise of East Herts houses.</p> <p>Outcome: To inform the council about the condition of houses districtwide and to enable the council to prioritise resources to maximise the benefit to the health of residents.</p> <p>Critical Success Factors: Staff resilience and availability.</p> <p>Environmental Impacts: Potential impact upon carbon footprints and efficient use of fuel.</p>	31 March 2016	Environmental Health Manager (Residential)	None	Health and Wellbeing
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15-CSH04	<u>Data</u> - Identify areas where Community Safety and Health Services can feed data into the County's Joint Strategic Needs Assessment (JSNA) to assist with the securing of funding for public health related projects which will benefit the residents of East Herts. Feed this data to the County Council for inclusion within the JSNA.	Influencer Partner Enabler	Target: Where possible, work with partner agencies to secure resources for public health projects. Outcome: To ensure that East Herts is able to influence Public Health to the benefit of its residents. Critical Success Factors: Staff resource. Environmental Impacts: N/A	31 March 2016	Environmental Health Manager (Commercial)	None	Health and Wellbeing	
15-CSH05	District Offer - Coordinate and deliver projects funded by the 'District Offer' from Public Health Herts.	Community Leadership Partner Influencer	Target: Successful completion of projects in accordance with the District offer action plan. Outcome: Contribution to increased benefit to residents public health. Critical Success Factors: Project allocation, staff resource available. Environmental Impacts: unknown at present.	31 March 2016	Environmental health Manager (Commercial) Head of Community Safety & Health Services	None	Health and Wellbeing	
Corporate Priority: Place Strapline: Safe and Clean								
Reduce anti social behaviour and the fear of crime								
15-CSH06	<u>Efficiency</u> - Provide an effective service in dealing with requests for service about Licensed premises, antisocial behaviour and issues dealt with by Environmental Health.	Service Provider / Commissioner / Manager Partner Influencer	Target: Respond to these complainants within three working days of receipt and inform enquirer of outcome in every case Outcome: Effective support and intervention. Critical Success Factors: Workload together with partners support and response Environmental Impacts: Likely impact on visual street scene, reduced littering and noise nuisance. Likely reduction in risk to public health and safety.	31 March 2016	Head of Community Safety & Health Services	None	Health and Wellbeing	
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								
15-CSH07	<u>Air Quality Grant Project</u> - Deliver an air quality management project with Hertfordshire County Council (HCC), using Department of Environment, Food and Rural Affairs (DEFRA) grant monies - Hertford Air Quality Subway Project	Influencer Partner Enabler	Target: Work with HCC to deliver air quality projects financed by DEFRA. Outcome: Improve air quality for residents. Critical Success Factors: Staff resources. HCC cooperation. Unknown staff workload i.e. flooding. Environmental Impacts: Improve air quality for residents and cleaning of subways.	31 March 2016	Environment and Engineering Manager	None	Health and Wellbeing	

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Maintain our clean streets and reduce litter							
15-CSH08	<u>Flood Alleviation</u> - Carry out Surface Water Management Plans (SWMPs) in high risk flood locations in liaison with Herts Highways	Partner	<p>Target: Feasibility & Site work - October 2015 Modelling and final reports with Action Plan - March 2016.</p> <p>Outcome: Action plan produced and agreed in liaison with Herts highways should minimise the risk of flooding in existing locations & in future development areas. Flood risk management data readily available for specific locations. Responses & subsequent resource reduced.</p> <p>Critical Success Factors: Dependent on budget & available resource.</p> <p>Environmental Impacts: Reduction in flood risk and damage to natural environments.</p>	31 March 2016	Environment and Engineering Manager Head of Community Safety & Health Services	None	Health and Wellbeing