

2010/11 Service Plan actions by Corporate Priority where completion dates have been revised.

Action Code	Section	Action	Description (Target, Outcome and Critical Success Factors)	Due Date	Progress
<p><i>Strapline: Promoting prosperity and well being; providing access and opportunities</i> <i>Corporate Priority: Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable</i></p> <p><i>By 2012 - Develop and improve the Council owned leisure facilities to deliver greater access, choice, use and satisfaction for residents, whilst reducing the revenue burden.</i></p>					
10-CC02	Community & Cultural Services	Presdales: 1. Provide new changing room facilities. 2. Incorporate Ware Cricket Club within existing facilities.	<p>Target: Provide modular changing facilities for existing and new facility users.</p> <p>Outcome: Improved customer experience.</p> <p>Critical Success Factors: Building works tendered prices / planning consent.</p> <p>Environmental Impacts: N/A</p>	01/02/11	Revised completion date from 31 August 2010 to 01 February 2011. Contracts have been signed and work is due to commence on site on 18 October 2010, with completion envisaged in January 2011.

Action Code	Section	Action	Description (Target, Outcome and Critical Success Factors)	Due Date	Progress
10-CC03	Community & Cultural Services	Deliver Sports Facilities audit and Playing Fields Strategy.	<p>Target: New strategies integrated with LDF (Local Development Framework).</p> <p>Outcome: Improved customer access to sports facilities.</p> <p>Critical Success Factors: Integration with LDF.</p> <p>Environmental Impacts: N/A</p>	31/03/11	Revised completion date from 01 July 2010 to 31 March 2011. Research and analysis have been completed - the Strategy is now being completed by the Community Projects Team, with links to the Cultural and Community Strategies. The completion date has been put back because Sport England had to withdraw their commitment to consultancy support for the project.

Strapline: Fit for purpose, services fit for you

Corporate Priority: Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation

By 2012 - Complete our review of working arrangements and oversee the development of a single site for back office functions and service administration, with customer service centres, civic meeting rooms in Bishop's Stortford and Hertford.

Action Code	Section	Action	Description (Target, Outcome and Critical Success Factors)	Due Date	Progress
10-HH03	Health & Housing	Prepare and implement C3W including EDRM (Electronic Document and Record Management), CSI (Customer Service Improvement), BPI (Business Process Improvement), office moves, home and remote working.	<p>Target: C3W implemented.</p> <p>Outcome: More efficient service (reduced net cost). Improved customer service (increase in self-service via web etc).</p> <p>Critical Success Factors: IT. Training. Staff willingness.</p> <p>Environmental Impacts: Mitigation relating to less officer and customer journeys will lead to a reduction in CO2 and vehicle emissions.</p>	31/03/11	Revised completion date from 31 July 2010 to 31 March 2011. Clear out sessions have taken place, scanning is underway and quality checks are taking place. Managers are preparing to move as part of the decant arrangements. Instruction about commencement of works awaited.

Strapline: Pride in East Herts

Corporate Priority: Improve standards of the neighbourhood and environmental management in our towns and villages

By 2012 - Improve public satisfaction with East Herts as a place to live by reviewing environmental quality standards to ensure a high level of street cleansing is maintained and that improved street scene visual standards are delivered in partnership with others.

Action Code	Section	Action	Description (Target, Outcome and Critical Success Factors)	Due Date	Progress
10-CC07	Community & Cultural Services	Pedestrianise North Street, Bishop's Stortford on Thursday market days and implement recommendations of markets scrutiny committee review group (when identified / agreed).	<p>Target: Provide well managed vibrant first time pedestrianisation of Bishop's Stortford market on stretch of North St.</p> <p>Outcome: Improved customer experience and economic vitality.</p> <p>Critical Success Factors: Partnership Highways and good project management.</p> <p>Environmental Impacts: N/A</p>	31/03/11	Revised completion date from 01 September 2010 to 31 March 2011. Traffic Regulation Order has been approved but the implementation of the order is being reviewed following external challenge and is now likely to proceed on an experimental basis.

Strapline: Caring about what's built (and) where

Corporate Priority: Care for and improve our natural and built environment

Objective: Protect the natural environment through:- Waste minimisation and recycling; Conserving and protecting the local and wider environment; Effective management of natural resources.

Action Code	Section	Action	Description (Target, Outcome and Critical Success Factors)	Due Date	Progress
10-HH06	Health & Housing	Consider the results of the house condition survey and any impacts on the Housing Strategy and Policy.	<p>Target: Report the outcomes of the house condition survey to the Executive, identifying any amendments required to the Housing Strategy and Policy.</p> <p>Outcome: Improved condition of private sector housing stock.</p> <p>Critical Success Factors: Adequate resources - capital and revenue.</p> <p>Environmental Impacts: Mitigation - survey should identify improved energy efficiency of stock compared to last survey.</p>	08/02/11	Revised completion date from 31 July 2010 to 08 February 2011. The findings from the house condition survey were reported to the Council meeting on 9 December 2009. The review of the Housing Strategy and Policy is underway and will be reported to the Executive on 8 February 2011. The revised completion date results from shortage of resource and Business Process Improvement activity.

Strapline: Leading the way, working together

Corporate Priority: Deliver responsible community leadership that engages with our partners and the public.

By 2012 - Increase resident participation by involving and consulting with the local community year on year on key issues.

Action Code	Section	Action	Description (Target, Outcome and Critical Success Factors)	Due Date	Progress
10-CC13	Community & Cultural Services	Develop new youth consultation pathways and initiatives for engagement including annual youth conference.	<p>Target: New consultation pathways in place.</p> <p>Outcome: Young people have the opportunity to engage in civic and community issues.</p> <p>Critical Success Factors: Partnership with town councils and schools.</p> <p>Environmental Impacts: Opportunity to raise awareness of environmental issues.</p>	31/03/11	Revised completion date from 01 September 2010 to 31 March 2011. Youth Council decommissioned. New style Youth Conference established. Future of youth engagement being reviewed by Task and Finish Group on community and public engagement, reporting in March 2011.