

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
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***Strapline: Promoting prosperity and well being; providing access and opportunities
Corporate Priority: Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable***

By 2012 - Improve the parks and open spaces to meet the needs of residents, by increasing the number of green flag awards.

Action Code	Section	Action	Description (Target, Outcome and Critical Success Factors)	Due Date	Progress
10-ES03	Environmental Services	Conduct a feasibility study to identify and develop potential income generation opportunities from parks and open spaces.	<p>Target: Achieve MTFP (Medium Term Financial Plan) income targets.</p> <p>Outcome: Generate income to support the maintenance of open spaces. Improve the facilities and activities at open spaces while protecting the environment.</p> <p>Critical Success Factors: Staff resources. Support from other services. Support from the business sector. Acceptability of proposals to local community.</p>	01/04/11	Revised completion date from 15 July 2010 to 1 April 2011. Feasibility study completed - limited opportunities identified. Consultation with Hertford and Bishop's Stortford Town Councils planned as part of parks development programme.

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Environmental Impacts:

Providing additional activities / services at open spaces could have a negative effect on the local environment.

Proposals will assess these impacts as part of the business case. May have positive environmental impacts by encouraging residents to use local facilities.

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 - Increase customer satisfaction with the Council, as a result of improved customer services and website access.

Action Code	Section	Action	Description (Target, Outcome and Critical Success Factors)	Due Date	Progress
10-PBC02	Planning & Building Control	Planning Enforcement - Legal agreement monitoring.	<p>Target: Effective procedures for the monitoring of compliance with legal agreements and implementation of anticipated outcomes.</p> <p>Outcome: Acceptable mitigation of development impacts.</p> <p>Critical Success Factors: Staff resources.</p> <p>Environmental Impacts: Ensures that measures agreed, to compensate for any environmental impact of development, are monitored and implemented.</p>	31/03/11	<p>Revised completion date from 30 June 2010 to 31 March 2011. Whilst monitoring continues to take place and the requirements of agreements are implemented, it is envisaged an agreed monitoring framework will be in place by 31 March 2011.</p>