
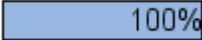



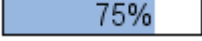



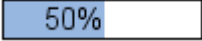















Action Code	Action Title	Dates Completed Date	Status	Status Icon	Progress Bar	Notes & History Latest Note
CSP 2016/17	Formerly known as KA 31. Provision of efficient, effective face to face services ensuring customers can access the services they need as quickly as possible when visiting our offices.	22-Jun-17	Completed			Minor changes to the reception areas (e.g. Private booths). Now achieved.
CSP 2016/17	Formerly known as KA 68. Work with key partners such as the County Council on sustainable transport solutions for East Herts, including community transport and green travel planning.		In Progress			Seconded with HCC starting with East Herts 6th November. will be progressing green travel initiatives following on from T&F Group
CSP 2016/17	Formerly known as KA 107. Review and deploy new communication technologies and methods.		In Progress			New channels such as Instagram launched, new tools around gov delivery also implemented. Review of effectiveness to be undertaken by April 2018
CSP	Formerly known as KA.23 - Support ward councillors in rural areas to facilitate installation of super-fast broadband and continue marking options available to maintain interest.	23-May-17	Completed			<b><i>This action shows as complete but will be revised. It has been challenging to support the rollout of rural broadband in any meaningful way as the programme is led by Connecting Counties. East Herts will continue to signpost residents to other options available (e.g. Community fibre) however the biggest challenge will be working with developers on new sites to ensure adequate broadband infrastructure is provided on all new homes. The revised action going forward will be looking at how this can be achieved through the District Plan</i></b>
CSP	Formerly known as KA.30 - Provision of efficient, easy to use telephony facilities to access services and for staff to have the tools required to support efficient working.		Overdue			IT working on resolving call routing issues with new provider. All testing and transfer of SIP complete however


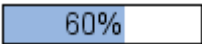





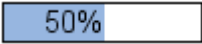


## Corporate Actions Update

Action Code	Action Title	Dates Completed Date	Status	Status Icon	Progress Bar	Notes & History Latest Note
CSP	Formerly known as KA.57 - Strengthen networks with local businesses.		In Progress		<div style="width: 50%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 50%	Business Engagement Manager actively engaging with Chamber of Commerce, FSB and individual businesses.
CSP	Formerly known as KA.59 - Liaise with LEP Growth Hub to ensure East Herts businesses benefit.	03-Nov-17	Completed		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 100%	Conversations with Growth Hub have taken place to ensure that Launchpad actively refers businesses to further support
CSP	Formerly known as KA.61 - Support Visit Herts with delivery of a destination management programme.	03-Nov-17	Completed		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 100%	SLA funding of £5k agreed for a further 2 years (until end 2019) to promote East Herts as a destination. Latest data indicates East Herts generates the most revenue from tourism of all districts in the county
CSP Projects	Formerly known as. KA. 62. Business Improvement District (Bishop's Stortford)		In Progress		<div style="width: 50%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 50%	Ballot likely to take place in April/ May (date TBC). Feasibility stage is complete and initial meetings of the steering group have taken place however engagement with businesses needs to be strengthened. CMS have revised their project plan and brought in a new manager. East Herts have employed Tom Hardy one day per week to oversee this process. 2nd meeting of the steering group taking place 3rd November
CSP Projects	Formerly known as KA. 25. Launch New Website	12-May-17	Completed		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 100%	Website Launched as Planned without any issues
CSP Projects	Formerly known as KA. 58. Review of business start-up provision	12-Sep-17	Completed		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 100%	Action completed. Launchpad facility opened 12 September in Bishop's Stortford to support start up and pre-start business growth.
CSP Projects	Formerly known as KA. 60. Rural Development Programme		In Progress		<div style="width: 75%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 75%	16 projects have been awarded monies through the programme represented almost 90% of the available funding. 6 of these are from East Herts. around 150,000 euros remain to be allocated and 7 projects are in the pipeline






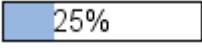

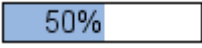
## Corporate Actions Update

Action Code	Action Title	Dates Completed Date	Status	Status Icon	Progress Bar	Notes & History Latest Note
D	Formerly known as KA.28 - . Develop a new Target Operating Model (TOM) for the Council that will deliver an improved digital offer for our customers. Undertake process reviews to ensure that our digital offer is efficient, effective and responsive	31-Oct-17	Completed		<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	Target operating model launched and communicated with significant staff engagement. Digital East Herts agenda has been developed to move improve the current digital offering and move the organisation towards the TOM.
HH	Formerly known as KA.49 - Support and maximise the provision of additional affordable housing in association with developers and registered providers		In Progress		<div style="width: 45%;"><div style="width: 45%; background-color: #4f81bd; color: white; text-align: center;">45%</div></div>	HIA went live on Monday 2 October 2017. Service action monitored through PI for number of affordable homes delivered against target. Total of 51 affordable homes delivered in first and second quarters against a target of 116 for 17/18.
HH	Formerly known as KA. 1. Shared service Home Improvement Agency (HIA)	28-Sep-17	Completed		<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	Review on track to completion by the end of December
HH Projects	Formerly known as KA.32 - Review of licensing policies and procedures		In Progress		<div style="width: 30%;"><div style="width: 30%; background-color: #4f81bd; color: white; text-align: center;">30%</div></div>	Report drafted. Progressed with a full review of our policies, processes and procedures. He has produced suggestions for efficiencies and has been revising our web content.
HH Projects	Formerly known as KA. 14. Review of temporary accommodation		In Progress		<div style="width: 95%;"><div style="width: 95%; background-color: #4f81bd; color: white; text-align: center;">95%</div></div>	Housing Company business plan and funding approved at full Council on 18 October 2017
HH Projects	Formerly known as KA 48. Housing Company		In Progress		<div style="width: 80%;"><div style="width: 80%; background-color: #4f81bd; color: white; text-align: center;">80%</div></div>	The Executive approved the incorporation of a wholly owned property investment company, to be called Millstream Property Investments Ltd, at its meeting on 5 September 2017. The 30 year business will be considered by full Council on 18 October along with a recommendation to transfer the council's existing residential properties and make available equity investment and loans. It is anticipated that the company will be registered with Companies House shortly thereafter




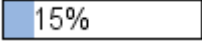

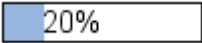
## Corporate Actions Update

Action Code	Action Title	Dates Completed Date	Status	Status Icon	Progress Bar	Notes & History Latest Note
O	Formerly known as KA.10 - Invest in our parks and open spaces to encourage health and fitness including improvements to Grange Paddocks, Hartham Common and Presdales Recreation Ground.		In Progress			Works to develop the management plan for the woodland are under way and the footpath route has been agreed. Investigation to inform how best to improve parking at this site to encourage better access is under way. Hartham Common walking routes are mapped and the proposed network designed. The new short all-weather, fully accessible circular route has been installed. Match funding has been applied for.
O	Formerly known as KA.22 - Co-ordination and promotion of the arts and cultural offer in East Herts.		Assigned			Audit in progress. Currently compiling the building provision to help identify the various sector groups.
O	Formerly known as KA.65 - Delivery of a cost effective on-street and off-street enforcement function that fulfils the objectives of the Traffic Management Act 2004		In Progress			Report confirming enforcement priorities to go before Executive on 16 October. Preparation of Specification takes place over winter. Method statements being developed and agency agreements with partner councils in an advanced stage of preparation.
O	Formerly known as KA.66 - Optimisation of on-street parking for all user groups within existing Resident Permit Zones.		In Progress			The Revised completion date was changed as the volume of objections we are receiving to our proposals means a report will need to go to Committee and that onl 28 November. If the scheme goes ahead it is likely to be in the Spring/ Summer of 2018 as the winter weather make works difficult.
O	Formerly known as KA.67 - Support a Task and Finish Group to review options for sustainable transport in	07-Mar-17	Completed			Executive approved recommendations and work has now begun on progressing the individual actions








Corporate Actions Update

Action Code	Action Title	Dates Completed Date	Status	Status Icon	Progress Bar	Notes & History Latest Note
	the district.					
O	Formerly Known as KA.8 - Produce a leisure strategy to determine future direction and planning for the council's two Leisure Centres and three joint use swimming pools.	06-Jul-17	Completed			leisure strategy produced, going to full council on 18 July
O	Formerly Known as KA.40 - Implement the Council Environmental Crime Strategy and associated Public Space Protection Orders (PSOPs).		Overdue			Environmental Enforcement Pilot completed October 2017. Litter enforcement function carried out within the Operations service only.
O	Formerly known as KA. 19. Work with local community groups to develop community energy schemes in East Herts.		In Progress			Final outcome of East Herts joint bid with other business/academic partners in the Hertfordshire, New Anglia and Cambridgeshire LEP areas for ERDF funding to support "Eastern New Energy" - a project aimed at taking forward Community Energy initiatives locally is still awaited (expected year-end) . Feedback is positive and scheme has progressed successfully through initial rounds. East Herts also taking Hertfordshire lead on another project also working with the Tri-LEP area on a Business, Energy and Industrial Strategy Department funded scheme to develop a local energy plan, encompassing renewables, carbon reduction development and grid constraint identification (project end March 2018).
O Projects	Formerly known as KA 41. Shared waste and street cleansing service		In Progress			Standstill period ends 31st Oct.








Corporate Actions Update

Action Code	Action Title	Dates Completed Date	Status	Status Icon	Progress Bar	Notes & History Latest Note
O Projects	Formerly known as KA.11Castle Park BS - Heritage Lottery Fund (HLF) Stage 1 bid 1		In Progress			Consultation with users under way, early indications show strong support for project. Archaeologists and historical experts engaged and assessing structures and ground. Some GeoPhys surveys completed. Some environmental surveys completed. Architects proceeding to draft building outline application drawings for end October. Play consultant engaged with consultation work to inform their design. Consultant has suggested that it would be beneficial to influence design of BSTC BMX project to ensure consistency and best value; this is being explored by project manager.
O Projects	Formerly known as KA.13- Hertford Theatre expansion		In Progress			Bidders (Hertford Theatre Development plans project) submissions to be in by 30 October. Bidder submissions presentations to take place on 2 & 3 November.
ORL Projects	Individual branch of KA. 46. Overarching Progress		In Progress			Contract with contractors for the temporary car park at No 1 The Causeway in place.  Viability assessment of the ORL options well underway.  Planning application for the Multi-Storey Car Park in preparation.  Negotiations with Rhodes and the BS Town Council in progress.  Preferred land use and associated decisions going to Executive on 28 November and Council on 13 December.

## Corporate Actions Update

Action Code	Action Title	Dates Completed Date	Status	Status Icon	Progress Bar	Notes & History Latest Note
PBC 2016/17	Formerly known as KA. 44. Appropriate control in relation to unauthorised development in the district.		In Progress		<div style="width: 60%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 60%	Performance remains in accordance with PIs.  Vacancies within the team have been filled, and the team is now fully staffed.
PBC	Formerly known as KA.45 - Ensure that an appropriate policy framework is in place to enable residential and commercial development and to support key infrastructure decisions.		In Progress		<div style="width: 60%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 60%	District Plan Hearing Sessions currently underway. Part 1 completed; Part 2 commenced on 7 November. A Main Modifications consultation is anticipated to commence end of 2017/early 2018.
PBC	Formerly known as KA.46 - Requirement to manage and proactively respond to key development proposals to enable acceptable development to be delivered.		In Progress		<div style="width: 50%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 50%	Action being managed in association with the delivery of the District Plan. BS Goods yard site subject to master planning following refusal of earlier application. Masterplan endorsed by Executive: 31 Oct 2017. Other sites at various stages in the pre-application/ master planning processes.
PBC Projects	Formerly known as KA 63. Bishops Stortford Town Centre	16-May-17	Completed		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	A completed report has been provided by the consultants A+M and is to be reported for endorsement to the next Exec on 16 May
PBC Projects	Formerly known as KA.64. Implementation of Hertford Urban Design Study		In Progress		<div style="width: 20%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 20%	Longer scheme design and formulation stages for Maidenhead Street project will result in implementation being pushed into the 2018/19 financial year. Will be delayed in relation to the current delivery target with construction work to commence in April 2018.
RB 2016/17	Formerly known as KA. 18. Work with partners to assist customers through the transition into universal credit.	11-Aug-16	Completed		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	April -June 2016 universal credit roll out continues slowly. Working closely with DWP & CAB to support customers through transition
RB	Formerly known as KA.154 - Provision of timely and accurate information to relevant parties in relation to the Business Rates values and appeals.		In Progress		<div style="width: 50%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 50%	Appeals date and other supporting information being provided

## Corporate Actions Update

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RB	Formerly known as KA.155 - Respond to customers desire to access services 24/7 using e technology.		In Progress		<div style="width: 50%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 50%	Actions are on target - products are being rolled out and take up encouraged
SBT	Formerly known as KA.102 - Deliver the milestones for 2017/18 set out in the four year ICT Strategy.		Unassigned		<div style="width: 70%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 70%	The current strategy was largely front loaded, with the majority of deliverables being achieved within the first two years. Approximately 70% of the deliverables have been achieved. The strategy is now under review with development of a new strategy being undertaken during 2018/19
SFP 2016/17	Formerly known as KA. 79. Monitor the council's investment in the Capital programme to ensure that resources are delivering the assets required to deliver services/benefit to local taxpayers.	17-Jul-17	Completed		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	Monitored throughout 2016/17 - Compliant.
SFP 2016/17	Formerly known as KA. 95. Property asset holdings are constantly reviewed to ensure that assets are fit for purpose and utilised to their full potential.		In Progress		<div style="width: 50%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 50%	Assets and Estates continue to review property; currently migrating data onto IDOX, AMG reinstated, Herts Property Forum attended, ePIMS has been completed. Lease events are diarised and monitored for value.
SFP	Formerly known as KA.88 - Review of Shared Audit Service.	25-Sep-17	Completed		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	This action was completed
SFP	Formerly known as KA. 78. Maximise yield through a spread of financial instruments, maturity dates and counterparties whilst considering the risk of each investment in accordance with the Investment Strategy.	25-Sep-17	Completed		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	This action was completed
SFP	Formerly known as KA. 87. Review of Shared Anti-Fraud Service.	25-Sep-17	Completed		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	This action was completed