

Action Code	Action Title	Status	Status Icon	Progress Bar	Latest Note	Due Date
DL	Develop the role of legal services to deliver advice and guidance in a timely and cost effective manner and reducing the council spend on external legal advice	Assigned		0%	The Council was undertaking work for another Council on an income generation basis in the area of Planning however due to recruitment challenges, we have been unable to continue at this time.	31-Mar-19
DL	Publication of Register of Electors	Assigned		0%	The revised register of electors is due for publication on 1 December 2018 after the annual canvass. Discussion with facilities, in relation to a Saturday opening. We have undertaken a procurement exercise and awarded the canvass print contract to Electoral Reform Services. We have artwork and a print timetable agreed with ERS (please see below).	31-Dec-18
DL	Support the Digital East Herts programme by increasing the range of online services available in ModGov	Assigned		0%	We will seek to make efficiencies by utilising digital means: eg tablets for canvassers, use of Mod Gov and seeking to use the <u>paperless agenda</u>	31-Mar-19
HR	Deliver workforce planning (focusing on hard to fill, retention, career paths, skills, learning and development)	Assigned		0%	HR Officers are working the managers and Heads of Service to look at alternative recruitment campaigns e.g. Google clicks, increased use of social media and direct contact with universities, implementing career graded posts, growing our own through supported professional study and continuing to take on apprentices. Attending careers fairs at universities, colleges, schools and local business fairs.	31-Mar-19
HR	Delivery of additional HR modules within new system	Assigned		0%	Bronwyn Claridge and Kirsten Frew have been speaking to the new account manager at NGA who now understands that we have already provided a brief of what we require for the recruitment module and we are waiting for dates when NGA will come in and show the two authorities the updated recruitment module. The module we originally purchased is no longer being implemented; Kristen and Bron are in on-going discussion with NGA regarding additional costs that may be incurred with the updated version that NGA is now supporting. Once we have seen the demo of the new recruitment module a decision will be made on which module we build next; recruitment or training.	31-Mar-19
HR	Delivery of L&D plan 2018/19	Assigned		0%	The mandatory training has been launched. The training sessions are being delivered via bite size sessions using internal staff due to the budget restrictions. The Team have been sharing training where possible with other authorities to reduce the costs and bring income into the Council.	31-Mar-19
HR	Develop and deliver Apprenticeship programme 2018 – creating career paths; supporting workforce planning	Assigned		0%	Two apprentices from 2017/18 have stayed in our employment progressing onto the next levels of their qualifications. We have recruited three new apprentices; one in Housing and Health and two in Planning and Building Control. They are all currently being signed up for their college course and the funding is being aligned with our Levy Account.	31-Mar-19
HR	Develop innovative recruitment and retention initiatives	Assigned		0%	Working with managers to look at new places to advertise and use social media more effectively. Job adverts have been redesigned and HR are working with Comms to redesign or refresh our advertising e.g. videos.	31-Mar-19
HR	Implement national pay conditions including NLW.	Assigned		0%	The Head of HR and OD is working on a review of the council's pay structure to incorporate the NLW requirements.	31-Mar-19
HR	Review current pay grading model & review current terms and conditions.	Assigned		0%	Work on this project has commenced. Unison and the members have been consulted on the draft proposals.	31-Mar-19
HR	Work with LT on delivery of savings ideas to support targets	Assigned		0%	The Human Resources Officers have been supporting the services with restructures and looking at cost effective ways to recruit. The HR team are reviewing their own internal resources, process and requirements within the constraints of the budget review.	31-Mar-19
Ops	Fitness and Play Audit (Deliver 10 year re-audit of play areas across district with addition of open space fitness provision to measure success of improvements and to determine future projects. Audit complete and options identified)	Assigned		0%	Work due to start Nov 2018	31-Mar-19
Ops	Review provision of dog and litter bins across district (Review number, location, cost and effectiveness across district. Review complete and options identified)	Assigned		0%	Some discussions at Grounds Maintenance contract Task and Finish group. Outcome: this work will be reviewed 1 year after the new grounds contract has been embedded	31-Mar-19
Ops	Seek grant funding from Heritage Lottery fund (HLF) to commission an archaeological and access project at Pishiobury Park, Sawbridgeworth.	Assigned		0%	This action is likely to be targeted within the 2021/22 corporate action plan	31-Mar-19
Ops	Trade waste recycling introduced to one town/Business area	Assigned		0%	Trade recycling will be introduced in one area before the end of the financial year, before being rolled out across the district. Route optimisation occurs on the 12th of November and should make available the capacity for the collection of the recyclables from our customers.	31-Mar-19
CSP	2018/19 Action. Business Improvement District (Bishop's Stortford)	Completed		0%	Ballot closed mid July and businesses have voted to set up a BID company. The council will continue to support them through the set up phase via Chris Smith and Paula Beades	31-Jul-18
CSP	Deliver the Launchpad pilot and build a business case for a permanent business incubator facility in Bishop's StortfordV	Completed		100%	Launchpad pilot has been successfully delivered. Usage is strong - 192 people have viewed/trialed the facility and 85 having signed up by today.	30-Sep-18
HH	2018/19 Action -Review options for maximising affordable housing and community-led housing delivery	Completed		100%	The Housing Team are implementing the Affordable Housing Policy to maximise delivery. Total of 162 affordable homes delivered in 2017/18 against a target of 116 for 17/18. A report on Community Led Housing will be ready to publish in June 2018 and is a joint report with Harlow, Epping and Uttlesford..	30-Sep-18
HH	2018/19 Kingsmead Project - Determine Feasibility of housing development by a company	Completed		100%	Feasibility has been established. Political approvals now being sought	31-Jul-18
HH	Determine efficiencies for inclusion in 2019/20 budget arising from mobile working	Completed		100%	Salary saving identified; fixed term contract formed from current vacancies. post terminates on the 31/03/2019.	31-Mar-19
HH	Emergency planning. Review all emergency plan documentation	Completed		100%	all documents are now uploaded onto Resilience Direct and all members of LT have access rights. Recruitment day for volunteer staff in the event of a major incident taking place on 9th August	01-Jun-18

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HH	Ensure the sustainability of the Forever Active programme beyond the Sports England funding period	Completed	✔	100%	COMPLETED	31-Aug-18
HH	Establish Housing Company. Subject to there being a feasible business case, seek member approval for development	Completed	✔	100%	COMPLETED	01-Sep-18
HH	Introduce 'Personal Housing Plans' for those threatened with homelessness	Completed	✔	100%	Bespoke personal housing plans (PHP) are drawn up and agreed for all applicants threatened with homelessness or homeless on the council's software LOCATA. The PHP is then provided to the applicant and can be updated by both the applicant and the officer via an online portal.	31-Mar-19
HH	Produce the Community Transport Strategy for East Herts	Completed	✔	100%	COMPLETE	31-Jul-18
HH Projects	2018/19 Action -Housing Company. Establish Housing Company. Property Investment Company to commence trading	Completed	✔	100%	COMPLETED	01-Apr-18
HH	Review the East Herts Air Quality Action Plan and amend accordingly	Completed	✔	100%	Existing plan reviewed and updated in May. Claire Spendley is now working to deliver a throughout revised version in order to achieve full Defra adoption	16-Jun-18
O	Delivery of a cost effective on-street and off-street enforcement function that fulfils the objectives of the Traffic Management Act 2004	Completed	✔	100%	Following further investigation it appears this is a duplication of another project that is being tracked and reported in Pentana on a monthly basis. (This entry is only being monitored on a quarterly basis). Accordingly, I recommend closing down THIS project and continuing to track and report on the procurement on a monthly basis using the other entry. See Parking enforcement contract for further details	01-Apr-18
Ops	2018/19 Action. Co-ordination and promotion of the arts and cultural offer in East Herts.	Completed	✔	100%	A light touch audit and mapping exercise of the cultural offer across East Herts has been completed. This will inform any future development work (Project and Capital) and potentially provides the starting point for an EHC cultural strategy.	01-Mar-18
Ops	2018/19 Action. Shared waste and street cleansing service	Completed	✔	100%	New contract due to go live next week (6th May)	27-May-18
Ops	2018/19 Action- Hertford Theatre – Develop business models for expansion. Outline Business Plan received and taken through decision making processes	Completed	✔	100%	Outline business case approved by Full Council - action completed.	27-May-18
Ops	2018/19 Action - Optimisation of on-street parking for all user groups within existing Resident Permit Zones.	Completed	✔	100%	Scheme is live and permits are actively being sold. To all intents and purposes this Action can be regarded as fully met.	30-Apr-18
ORL	Old River Lane mixed use development scheme (masterplanning, viability assessment, consultations, design, planning, procurement, construction) and Multi-Storey Car Park (land negotiations, design, planning, procurement, construction)	Assigned	▶	0%	Please note: this is an overarching action made up of the actions below	31-Mar-19
ORL	Multi-Storey Car Park - Design concept & Traffic modelling	Completed	✔	100%	Design freeze stage. Work on deliverables underway.	29-Jan-18
ORL	Multi-Storey Car Park - Planning & Procurement	Completed	✔	100%	Planning consent received on 18th July 2018 and Council approval to proceed with direct delivery on 25th July 2018.	31-Aug-18
ORL	ORL Development Stakeholder Consultation	Completed	✔	100%	Meetings with local businesses and Yew Tree Place residents were held. The next round of stakeholder consultations will be after the detailed designs.	31-Dec-18
ORL	Rhodes Centre - Confirm Location / Outline Design	Completed	✔	100%	Consultation meeting with arts organisations in Bishop's Stortford was held on 20th March to get their views on the new arts centre.	30-Sep-18
ORL	Rhodes Centre -Preliminary agreements and decision	Completed	✔	100%	Heads of Terms were approved by the BSTC on 5th February	31-Jan-18
PBC	Completion of District Plan Plan Adoption	Completed	✔	100%	District Plan adopted at Council of 23 October 2018	30-Dec-18
CSP	2018/19 Action. Single Customer Services Team	In Progress	▶	50%	Project currently suspended pending staff recruitment/ sickness issues and new waste contract round change. Will pick up again at end of calendar year. Unlikely all savings will be realised by 31 March 2019 however. Issue discussed at LT	31-Mar-19
CSP	2018/19 Deliver the Eastern Plateau Rural Development Programme (RDP) administering EU structural funds (total fund of £1.8m), to rural businesses for increasing productivity, farm diversification, tourism, cultural and heritage activity	In Progress	▶	95%	The entire has now been allocated. Other areas nationally have struggled to spend their allocations and the Rural Payments Agency have therefore redistributed grant allocations from different areas rather than lose it. The Eastern Plateau is the second highest performer in terms of grant applications and as a result was awarded an extra £202,356. There is a pipeline of 6 projects waiting to be evaluated so there is no risk of not spending it (1 from East Herts). In addition a further £200,000 will be available due to exchange rates' falling. Further projects will be considered for this funding and the entire project will be closed by early 2020.	27-Mar-19
CSP	Deliver the Discretionary Business Rates' Grant Scheme to support businesses expanding their premises or opening up a new premise in the district (total available: £150,000)	In Progress	▶	75%	23 applications made so far. 13 have been approved, 1 has been rejected and 9 are still under consideration. Total amount awarded is around £37,000 with a further 25,000 pending. An evaluation will be undertaken when the scheme closes in 31 March 2019.	31-Mar-19
CSP	Ensure consistent quality of response at first points of contact across all channels	In Progress	▶	25%	This is now being monitored through regular feedback and analysis from customers and follows on from the mystery shop exercise which took place last year	31-Mar-19
CSP	Ensure successful transfer of Scott's Grotto to independent trust ownership	In Progress	▶	85%	CIO now registered with charities commission, business plan agreed and solicitors appointed to handle the transaction. Ownership of the Grotto is expected to transfer before xmas. Trustees from East Herts are Cllr Mark Pope and Ben Wood	31-Mar-19
CSP	Ensure website meets needs of customers	In Progress	▶	25%	Procurement process complete and contract awarded to webcurl. This is an open source product which gives us greater flexibility in content management and navigation as well savings against current provider. New website due to launch August 2019	27-Mar-19
CSP	Implement sustainable transport initiatives Resident commuting and travel patterns (actual and proxy data available through HCC)	In Progress	▶	50%	Focus has become the green travel plan for EHC staff and the proposal to implement car park charges at Wallfields and Gascoyne Way. Proposals are to bring this in from April 2019.	30-Jun-19
CSP	Manage the council's reputation through social media and traditional media	In Progress	▶	50%	Presence on social media gradually increasing. 6 month position indicates 9011 followers on twitter, 1197 facebook followers, 1034 insta followers, 494 LinkedIn followers, 1591 email subscribers. We are pleased with progress on LinkedIn and Insta as these are relatively recent channels we have prioritised to grow the council's presence. Since moving from govdelivery email service to mailchimp we have seen a drop in number of subscribers however we are slowly building numbers back up. the new provider is also considerably cheaper.	27-Mar-19

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CSP	Provide policy support and analysis for the Council's Executive and Leadership Team. Qualitative feedback	In Progress		<div style="width: 36%;"><div style="background-color: #0070C0; height: 10px;"></div></div> 36%	council's policy officer continues to support the Executive and officers on identifying policy issues and possible responses (eg. Brexit Task and Finish Group)	31-Mar-19
CSP	Work with key partners such as the LEP, County Council and London Stansted Cambridge Consortium on identifying infrastructure requirements. Number of sustainable transport interventions progressed in the district through Section 106 contributions	In Progress		<div style="width: 50%;"><div style="background-color: #0070C0; height: 10px;"></div></div> 50%	We continue to support the Innovation Corridor with its lobbying activities around improvements in transport infrastructure in the area. We are also involved in emerging discussions about the middle part of the corridor (Herts, Essex, East Herts, Broxbourne, Uttlesford, Harlow and Epping) for further collaborative working around future economic growth.	31-Mar-19
CSP	Work with key partners such as the Local Enterprise Partnership, County Council and London Stansted Cambridge Consortium on identifying infrastructure requirements and bring them to fruition	In Progress		<div style="width: 50%;"><div style="background-color: #0070C0; height: 10px;"></div></div> 50%	Examples of work that is happening in the district and we have sported as appropriate (given we are not the lead organisation for the work) includes: £30m investment in the A120 bypass and flood alleviation scheme. Planning permission granted January 2017, work expected to begin summer 2019 and project due to be complete 2020. £20m investment on A602 between Stevenage and A10 which started in Aug 2017, with first two phases completed in summer 2018, with construction on the remaining phase due to commence in summer 2019. Investment in strategic infrastructure on A414 corridor, including Hertford, which will be developed through LTP4, which was published May 2018. Planning permission has been granted for the new Junction 7a on the M11 as well as improvements to Gilden Way in Harlow. Main contract work due to begin mid 2019 with completion due in 2021. 5th platform to be delivered at Stevenage station to enable services from/to Hertford North/Watton-at-Stone (which will be truncated after timetable changes related to the delayed Thameslink operations now due to commence in May 2019) to connect with Stevenage. Following Hendy Review, which excluded this scheme from the current Control Period 5 (CP5 - 2014-2019), delivery programme has currently been delayed until at least CP6 (2019-2024), although lobbying continues to expedite this scheme. In line with Government policy, supporting best use of existing runways at airports in close proximity to the District (at Stansted and Luton) to bring economic benefits to residents, provided that these are successfully mitigated in the context of environmental	31-Mar-19
CSP	Work with Visit Herts to increase the profile of local attractions and support businesses in their supply chains	In Progress		<div style="width: 50%;"><div style="background-color: #0070C0; height: 10px;"></div></div> 50%	SLA with Visit Herts continues to be a productive relationship. Herts Big Weekend campaign (a domestic campaign for Hertfordshire residents only) increased campaign participation year on year by almost 70% in 2018. Participating East Herts businesses included: Tewin Bury Farm Hotel, Foxholes Farm, Yew Tree Alpacas, Hanbury Manor, Henry Moore Studio and Gardens, Hertford TIC (walking tours), Lussmanns (Hertford and four others in Herts), Much Hadham Forge Museum, Ventura Wildlife Park in Ware, Paradise Wildlife Park, Lussmanns and Tewin Bury Farm Hotel had not taken part and were both in the campaign's "top ten most popular attractions" in 2018. Visit Herts is taking part in three Discover England international campaigns: Gourmet Gardens Trail (development of 2017's Gardens and Gourmet project) aimed at near Europe - Netherlands and Germany. US Connections aimed at US travel trade (e.g. tour operators who influence and package tours for the end user) and East of England Touring Route - aimed at two target visitor types in Germany arriving via car ferry or flying in to Stansted/Luton	31-Mar-19
HH	2018/19 Action. Review CCTV provision, coverage, recommend amendments & seek resources through MTFP	In Progress		<div style="width: 27%;"><div style="background-color: #0070C0; height: 10px;"></div></div> 27%	Work on track to (a) include any financial implications in the 2019/20 MTFP and (b) feed into the on-going review the CCTV Partnership	31-Dec-18
HH	Assess impact of the Year of Physical Activity actions on staff wellbeing and report to the Leadership Team and members	In Progress		<div style="width: 5%;"><div style="background-color: #0070C0; height: 10px;"></div></div> 5%	Survey being created to ask staff if there has been any changes to their lives following YOPA and also if the staff wellbeing programme has been welcomed and if their is a want for it to continue	31-Mar-19
HH	Bid to the Police and Crime Commissioner's community safety fund in line with Community Safety Partnership priorities	In Progress		<div style="width: 1%;"><div style="background-color: #0070C0; height: 10px;"></div></div> 1%		31-Dec-18
HH	Carry out cross-boundary taxi enforcement work	In Progress		<div style="width: 25%;"><div style="background-color: #0070C0; height: 10px;"></div></div> 25%	This links in with the joint suitability policy. We had a recent meeting with Broxbourne and TFL regarding London licensed vehicles working in our Districts and it is hoped to carry out joint operations to combat this. We are currently working on a case with Uttlesford DC regarding one of our operators illegally using their drivers and vehicles. Contact has been made with Uber to discuss the issues they are causing for our trade, representative will be attending Herts & Beds to address the county wide issues.	01-Mar-19
HH	Complete Review of all licensing Procedures	In Progress		<div style="width: 10%;"><div style="background-color: #0070C0; height: 10px;"></div></div> 10%	Time table set with JG for all policies and procedures to be reviewed. The prioritised ones will be delivered by the deadline but others will continue over a longer period due to the volume of work needed. The first part of the revised taxi policy will be going to LC in November along with the NTE position statement and the revised Gambling policy.	31-Mar-19
HH	Deliver staff wellbeing, volunteering and new activities programme (in combination with the council's support for Hertfordshire County Council's Year of Physical Activity)	In Progress		<div style="width: 60%;"><div style="background-color: #0070C0; height: 10px;"></div></div> 60%	Events have been happening each month including reflexology sessions, walking groups. team now working on Christmas period activities	31-Dec-18
HH	Deliver the actions arising from the Safeguarding Adults Self-Assessment	In Progress		<div style="width: 50%;"><div style="background-color: #0070C0; height: 10px;"></div></div> 50%	Action log updated and sent to HCC for review each quarter	31-Mar-19
HH	Deliver the annual programme of safeguarding training (to commence in January 2018)	In Progress		<div style="width: 50%;"><div style="background-color: #0070C0; height: 10px;"></div></div> 50%	Training package written and presented to Cllr Boylan for review	31-Dec-18
HH	Deliver the Community Safety Strategic Assessment and Action Plan	In Progress		<div style="width: 5%;"><div style="background-color: #0070C0; height: 10px;"></div></div> 5%	review of assessment for 2019/20 to begin next period	31-Mar-19

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HH	Encourage appropriate downsizing in tenures - Review & Deliver key actions in the line with the Housing Service's report into under-occupation in East Herts	In Progress	▶	80%	New properties with an age restriction have been developed and advertised through choice based lettings. The Housing service is continuing to work with partners to identify opportunities for attracting downsizers through dialogue on policies and new developments.	31-Mar-19
HH	Extra care housing. Investigate the feasibility of delivering an extra care scheme in East Herts	In Progress	▶	33%	HCC has now appointed a programme manager to lead on extra care from county's perspective. Louise Harris and Jonathan Geall are working with HCC's programme manager on this. We have discussed options for Old River Lane and the upcoming strategic sites. HCC is drawing up an county-wide extra care prospectus; this see East Herts as the 'front-runners'	31-Dec-18
HH	Homelessness Strategy. Review strategy and gain Political approval for a new Strategy	In Progress	▶	40%	A review of the homeless statistics for the past five years from 2012 to end of 2017 carried out which will inform the document. Presentation to the Housing Forum on 28/9/2019. Strategy currently being drafted. To be discussed at Overview & Scrutiny 7/11/2019 prior to consultation. Then Executive on 11 December 2019 and Council on 19/12/2018.	31-Jan-19
HH	Introduce revised element of the Statement of Licensing Policy relating to licensed properties	In Progress	▶	75%	Final amendments being made to the document following the consultation process. Revised version before LC in November for recommendation to full council.	31-Dec-18
HH	Promote higher taxi standards from companies operating out of Stansted airport through joint work with Uttlesford District Council the Stansted Airport Consultative Group	In Progress	▶	10%	Please see note from 4th October 2018.	01-Sep-19
HH	Promote more consistent taxi licensing convictions policies across the region through the Herts and Beds Licensing Group	In Progress	▶	45%	Please see update from 4th October.	30-Apr-19
HH	Review the outcomes of the Active in Programme	In Progress	▶	10%	review meeting booked	31-Dec-18
HH	Revise the Affordable Housing Supplementary Planning Document in line with the District Plan timetable	In Progress	▶	75%	Officers from Housing and Planning have been working with an LGA Advisor on drafting the SPD. The SPD is in final stages of preparation to be ready for consultation in the Autumn 2018 and adoption in line with the District Plan. On 11th September 2018 a holding direction was issued on the District plan . This has delayed the SPD adoption processes.	30-Dec-18
HH	Social Prescribing - Deliver, provide 1st year update and identify option for sustaining beyond initial 18 month funding period	In Progress	▶	25%	to date 147 referrals have been sent through and action taken. review of next steps happening	31-Mar-19
HH	Work with Environmental Health colleagues on strategies for promoting e-taxis	In Progress	▶	10%	Meeting held between David Thorogood and Cllr McAndrew to talk about Herts 2020 e-taxi project. Site visit arranged for possible charging location in BS. The real issue is securing £12,000 pa to fund the project.	31-Mar-19
HH	Work with local community groups to develop community energy schemes in East Herts.	In Progress	▶	82%	Project continuing to progress. Next Community Energy Network meeting scheduled for 9 October. The tri-LEP energy strategy is working towards formal launch in November.	31-May-19
HR	Implement reward and benefit packages that give choice to our workforce and support work life balance.	In Progress	▶	70%	HR are continuing to work with MyRewards to explore other rewards for employees.	31-Mar-19
Ops	2018/19 Action Deliver a Cost effective on-street and off-street enforcement function that fulfils the objectives of the Traffic Management Act 2004	In Progress	▶	75%	Mobilisation is ongoing and is still on course to go live for 17th January 2019	17-Jan-19
Ops	Consider delivery of initial actions identified in management plan for Hertford Castle Grounds in partnership with the Town Council.	In Progress	▶	30%	Hertford Town Council will formally consider the draft Greenspace Action Plan in December 2018.	31-Mar-19
Ops	Continue process to deliver connected links between open spaces focussing on Hertford and Beyond walking routes following grant application in 2017.	In Progress	▶	50%	Footpath has been installed. Interpretation maps and signage to be installed by end of March 2019.	31-Mar-19
Ops	Deliver play area improvements at Southern Country Park and Hillside Crescent.	In Progress	▶	40%	Hillside Crescent- consultation completed, draft spec due to be completed Nov 2018, works to be completed by March 2018 Southern Country Park – design work completed, out to consultation in Nov, March installation.	31-Mar-19
Ops	Grounds Maintenance Contract	In Progress	▶	50%	Exec report determined direction of travel for HCC in July 2018. Consultants and lawyers engaged. Pre-procurement and procurement timelines have been signed off and tenders docs will be published on OJEU before mid November 2018.	27-Jan-20
Ops	Improve Hartham Common by: a) Develop outline concept and estimated viable costs of a project to improve Hartham Common entrance area and identify potential and sufficient funding. Link improvements directly with plans to develop new leisure centre.	In Progress	▶	20%	Design works targeted to be completed by the end of March 2019.	01-Mar-19
Ops	Leisure Strategy - Inc Successful contract in place	In Progress	▶	20%	The DBOM procurement process commenced but ceased and has now been separated into a Design & Build (D&B) contract and a Leisure Operator (LO) contract. The council has engaged a framework supplier; Procurement Hub to progress the D&B and the LO tendering process commenced in October 2018. The building works are anticipated to be completed in 2021 and the LO contract will commence on 1 Jan 2021.	27-Dec-18
Ops	Procure a leisure operating and DBOM contract. OJEU notice issued	In Progress	▶	25%	The DBOM procurement process went live on 18 May 2018, however due to a change in the market position and site sensitivities, the procurement was ceased and the council has decided to split it into two parts; a design and build project and a separate leisure operator procurement. This means a contractor will be procured to design and build the new Grange Paddocks and refurbish / extend Hartham – we are currently considering some options and hope to make a decision on a supplier within the next 2 weeks. We won't have a revised timeline for this project until the contractor has been appointed and reviewed the work undertaken to date. In parallel with this we will procure a new leisure management contract – we are at an early stage of this but it is anticipated that this new contract will commence on 1 January 2020.	31-Jan-20

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Ops	Reduce the amount and cost of fly tipping to the Council. Participate in County wide Media Campaign on fly tipping	In Progress		<div style="width: 70%;"><div style="background-color: #0070C0; color: white; padding: 2px;">70%</div></div>	Team have produced action plan. parameters in place to measure cost and amount of fly tipping in the district	31-Mar-19
Ops	Working with town councils seek to devolve responsibility for managing markets. Market service costs reduced	In Progress		<div style="width: 60%;"><div style="background-color: #0070C0; color: white; padding: 2px;">60%</div></div>	Council's October Executive approved proposals to move to street trading arrangements in Hertford and Ware. The details of this are currently being worked out with the town councils	31-Mar-19
ORL	Multi-Storey Car Park - Land negotiations and acquisition	In Progress		<div style="width: 41%;"><div style="background-color: #0070C0; color: white; padding: 2px;">41%</div></div>	Land acquisition is pending completion of negotiations with HCC. Completion date revised to March 2019.	29-Mar-19
ORL	ORL Development -Traffic Modelling	In Progress		<div style="width: 55%;"><div style="background-color: #0070C0; color: white; padding: 2px;">55%</div></div>	Modelling on ORL to be undertaken during design stage.	29-Mar-19
ORL	Work in partnership with Rhodes Trust and Town Council to develop detailed business case and operating model for new Art Centre	In Progress		<div style="width: 40%;"><div style="background-color: #0070C0; color: white; padding: 2px;">40%</div></div>	Arts Centre Steering Group has been set up. Initial brief has been signed off, but needs to be revised. Work in progress.	31-May-19
PBC	Harlow and Gilston Garden Town Development - Commencement and implementation of development	In Progress		<div style="width: 15%;"><div style="background-color: #0070C0; color: white; padding: 2px;">15%</div></div>	The adoption of the District Plan marks a further step toward the commencement and implementation of development at the Harlow and Gilston Garden Town. This remains a long term objective however and current work revolves around building engagement with the community, other partners and stakeholders and undertaking underlying policy work - Concept Framework, Spatial Vision, Charter.	31-Mar-19
PBC	Harlow and Gilston Garden Town Development - Continuing community engagement	In Progress		<div style="width: 33%;"><div style="background-color: #0070C0; color: white; padding: 2px;">33%</div></div>	Continuing community engagement is being undertaken through Steering Group and other individual community consultation events.	31-Mar-19
PBC	Harlow and Gilston Garden Town Development - Successful engagement with Garden Town	In Progress		<div style="width: 40%;"><div style="background-color: #0070C0; color: white; padding: 2px;">40%</div></div>	The Council continues to play a full role in engagement with the Garden Town through the Garden Town Officer and Member Boards.	31-Mar-19
PBC	Harlow and Gilston Garden Town Development - Successful outcome of Gilston Concept Framework and Master Planning processes	In Progress		<div style="width: 50%;"><div style="background-color: #0070C0; color: white; padding: 2px;">50%</div></div>	The Concept Framework has now been completed and endorsed by the Council. Master Planning work will be informed by the Charter work which is currently underway.	31-Mar-19
RB	Maximisation of collection of prior year arrears.	In Progress		<div style="width: 50%;"><div style="background-color: #0070C0; color: white; padding: 2px;">50%</div></div>	On target	31-Mar-19
RB	Maximisation of new liability.	In Progress		<div style="width: 50%;"><div style="background-color: #0070C0; color: white; padding: 2px;">50%</div></div>	Work continues in this area. Contract for external support for this is pending review - County wide contract.	31-Mar-19
RB	Proactive anti-fraud and avoidance activity to minimise loss of liability.	In Progress		<div style="width: 50%;"><div style="background-color: #0070C0; color: white; padding: 2px;">50%</div></div>	Work continues in this area. Data matching and anti fraud work with the shared anti fraud service supports it	31-Mar-19
RB	Proactively work to avoid fraud and to ensure suspected cases are investigated	In Progress		<div style="width: 50%;"><div style="background-color: #0070C0; color: white; padding: 2px;">50%</div></div>	Referrals to the shared anti fraud service and successful investigations ensure this activity is carried out. Promotion of single person discount fraud to commence shortly	31-Mar-19
RB	Provision of a professional and appropriate service to all customers needing to engage with the service.	In Progress		<div style="width: 50%;"><div style="background-color: #0070C0; color: white; padding: 2px;">50%</div></div>	This action continues. Staff in Business rates continue professional training to ensure service provides high level of knowledge and advice.	31-Mar-19
RB	Provision of support and advice to customers experiencing difficulty in paying their liability.	In Progress		<div style="width: 50%;"><div style="background-color: #0070C0; color: white; padding: 2px;">50%</div></div>	Continuous activity. Working closely with CAB and DWP partners on all areas but particularly focussing on the roll out of full service universal credit in October.	31-Mar-19
RB	Utilise discretionary Housing Payments to alleviate transitional difficulties	In Progress		<div style="width: 50%;"><div style="background-color: #0070C0; color: white; padding: 2px;">50%</div></div>	Continuous activity. Regular meetings with housing team, universal credit colleagues etc aims to ensure customers with greatest need are supported.	31-Mar-19
RB	Work with partners to assist customers through the transition into universal credit	In Progress		<div style="width: 50%;"><div style="background-color: #0070C0; color: white; padding: 2px;">50%</div></div>	Regular meetings with DWP colleagues, CAB and housing colleagues to identify issues and challenges.	31-Mar-19
SFP	2018/19 Action. Deliver the Accommodation Review	In Progress		<div style="width: 25%;"><div style="background-color: #0070C0; color: white; padding: 2px;">25%</div></div>	initial design concepts agreed by LT and initial Programme Board and Consultation Group to be held this month	31-Mar-19
HH	Review and Revise Uniform procedures with view to Mobile app rolled out to appropriate Environmental Health officers	Overdue		<div style="width: 50%;"><div style="background-color: #0070C0; color: white; padding: 2px;">50%</div></div>	We anticipate the mobile app to be fully implemented by February 2019. This is, however, dependent on release of the app by IDOX	30-Sep-18
HH	Review the Environmental Health 'offer' to local businesses. Review opportunities and produce options paper	Overdue		<div style="width: 33%;"><div style="background-color: #0070C0; color: white; padding: 2px;">33%</div></div>	This work is ongoing	30-Jun-18
PBC	2018/19 Action. Implementation of Hertford Urban Design Study	Overdue		<div style="width: 50%;"><div style="background-color: #0070C0; color: white; padding: 2px;">50%</div></div>	Good progress is being made with the implementation of the Maidenhead Street/ The Wash/ Bull Plain improvement works. Works on site have commenced. Revised completion date of end March 2019.	31-Oct-18