

Community and Cultural Service Plan 2011/12

| Action Plan | | | | | Connections | |
|-------------|--------|---|----------|--------------|---|-----------|
| Action Code | ACTION | 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. | Resources |

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 2015 - Sustain the percentage of residents satisfied with sport and leisure facilities.

| | | | | | | |
|---------|---|---|---------------|--------------------------|------------------------------------|---------------------------|
| 11-CC01 | Develop and review monitoring arrangements for the support and delivery of the ten year leisure services contract | <p>Target: Achieve performance indicator and customer satisfaction targets</p> <p>Outcome: Continuous improvement to leisure offer for local residents</p> <p>Critical Success Factors: Quality of contract management arrangements</p> <p>Environmental Impacts: Low</p> | 31 March 2012 | Leisure Services Manager | None. | Within existing resources |
| 11-CC02 | Develop improved models of community access to sports and leisure opportunities at Presdales and Leventhorpe school | <p>Target: Facilitate improved leisure management arrangements for community use</p> <p>Outcome: Improved cost effective access to leisure facilities at Presdales and Leventhorpe</p> <p>Critical Success Factors: Facilitation of negotiations with SLM</p> <p>Environmental Impacts: Low</p> | 31 March 2012 | Leisure Services Manager | Environmental services (Presdales) | Within existing resources |

Strapline: Fit for purpose, services fit for you

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

By 2013 - Develop a vibrant art and community facility in Hertford that users will value, whilst reducing the revenue burden to the taxpayer.

| | | | | | | |
|---------|---|--|---------------|---|--------------------|----------------------|
| 11-CC03 | Deliver a balanced and diverse programme of arts and entertainment at Hertford Theatre in accordance with agreed invest-to-save business plan including re-structuring to meet business needs | <p>Target: Achieve business plan targets</p> <p>Outcome: Improved cultural offer for residents</p> <p>Critical Success Factors: Marketing</p> <p>Environmental Impacts: Low (ref. hydro power project under environmental services that will contribute to reducing carbon output)</p> | 31 March 2012 | Head of Community and Cultural Services | Accountancy and HR | As per business plan |
|---------|---|--|---------------|---|--------------------|----------------------|

Strapline: Shaping now, shaping the future

Corporate Priority: Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.

By 2013 - Deliver the 5 year rural land based business development programme.

| | | | | | | |
|---------|--|---|---------------|------------------------------|--|------------------------------------|
| 11-CC04 | Deliver Rural Business Development Programme | <p>Target: Achieve targets set out in agreement with EEDA</p> <p>Outcome: Improved rural economy</p> <p>Critical Success Factors: Marketing</p> <p>Environmental Impacts: Positive - green economies are a priority theme so projects will contribute to reducing carbon emissions.</p> | 31 March 2012 | Economic Development Manager | Support required from Environmental Co-ordinator | Within externally funded programme |
|---------|--|---|---------------|------------------------------|--|------------------------------------|

By 2013 - Increase the economic resilience of the market towns working with the local business community.

By 2013 - Enhance the capacity of individuals and businesses by supporting access to advice, training and skills development.

| | | | | | | |
|---------|--|--|---------------|------------------------------|-------|---------------------------|
| 11-CC05 | Re-focus economic development priorities for delivery including special projects (town centre PRG and markets) and business support strategies | <p>Target: Prioritised strategy</p> <p>Outcome: Improved economic support</p> <p>Critical Success Factors: Strength of Prosperity, Skills and Employment sub group</p> <p>Environmental Impacts: Low</p> | 01 April 2012 | Economic Development Manager | None. | Within existing resources |
|---------|--|--|---------------|------------------------------|-------|---------------------------|

Strapline: Leading the way, working together

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

By 2013 - Undertake a review of Community Engagement to enhance opportunities for community involvement and engagement with the council.

| | | | | | | |
|---------|--|--|---------------|--------------------------------|--|-----|
| 11-CC06 | Complete the community and public engagement task and finish group and implement the recommendations | <p>Target: Improved cost effective and sustainable strategy for community and public engagement</p> <p>Outcome: Better informed communities and public, more responsive council</p> <p>Critical Success Factors: Quality of the recommendations arising from the task and finish group</p> <p>Environmental Impacts: Low (subject to outcome of the review).</p> | 31 March 2012 | Community Projects Team Leader | Strategic Direction and to a lesser extent democratic services | TBC |
|---------|--|--|---------------|--------------------------------|--|-----|