

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
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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
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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
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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
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