

## Health and Housing Service Plan 2011/12

Action Code	ACTION	Action Plan	Due Date	Lead Officer	Connections	
		Description (Target, Outcome, Critical Success Factors and Environmental Impacts)			If the action impacts on another service in terms of support/input, please specify below:  Resources	
<b>Strapline: Promoting prosperity and well being; providing access and opportunities</b> <b>Corporate Priority: Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable</b>						
<b>By 2013 - Increase the number of supported housing units for people in need, such as the development of a young persons supported accommodation unit.</b>						
11-HH01	Ensure development of supported young persons accommodation.	<p><b>Target:</b> Commence building in July 2011, complete and occupy by March 2012.  <b>Outcome:</b> Provision of approx 20 units of supported accommodation for young people.  <b>Critical Success Factors:</b> Cooperation of partners, including RSL, Crouchfield Trust and Adult Care Services.  <b>Environmental Impacts:</b> Possible increase in CO2 due to new build. However, some mitigation due to sustainability code.</p>	31 March 2012	Housing Development Manager	None.	Existing
<b>By 2015 - Manage the environmental health of East Herts.</b>						
11-HH02	Develop and implement new standards for caravan sites	<p><b>Target:</b> Gain Executive approval for new caravan site standards. Assess all sites against standards and commence improvements  <b>Outcome:</b> Caravan sites brought up to standard  <b>Critical Success Factors:</b> N/A  <b>Environmental Impacts:</b> Visual impact</p>	31 March 2012	Environmental Health Manager-Commercial	None.	Existing
11-HH03	Implemented an Air Quality Management Area (AQMA) in Hertford	<p><b>Target:</b> AQMA declared and action plan produced. (This related to Gascoyne Way. In 2011/12, likely to need to either extend this one or create a new one for the Tesco Area.)  <b>Outcome:</b> Improved air quality in AQMA area of Hertford.  <b>Critical Success Factors:</b> Adequate resources. Ability to influence reduction in traffic through the area.  <b>Environmental Impacts:</b> Mitigation- aiming to reduce pollutants from traffic and CO2</p>	31 March 2012	Environmental Health Manager-Environment	None.	Existing
11-HH04	Develop a strategy for implementing the Green Deal in 2013	<p><b>Target:</b> Keep abreast of guidance, indentify partners and LA role.  <b>Outcome:</b> Strategy developed to benefit residents  <b>Critical Success Factors:</b> Adequate resources and cooperation of partners.  <b>Environmental Impacts:</b> Increased carbon reduction</p>	31 March 2013	Environmental Health Manager-Environment	TBD	TBD
11-HH05	Implement an exit strategy for the Herts Essex Energy Partnership Fuel Poverty and Carbon Reduction scheme. Develop a transition model to prepare for the Green Deal in 2013.	<p><b>Target:</b> Remaining funding utilised for energy efficiency measures.  <b>Outcome:</b> Reduce risk of fuel poverty for those having measure installed. Reduce carbon dioxide emissions from fuel enriched households.  <b>Critical Success Factors:</b> Adequate resources and cooperation of partners. Continued availability of HEEP funding.  <b>Environmental Impacts:</b> Mitigation-reduced fuel poverty and increased carbon reduction.</p>	31 March 2012	Environmental Health Manager-Residential	None.	Remaining share of second year funding of £6.6m East Herts-Housing from EERA, to be confirmed.
<b>Strapline: Fit for purpose, services fit for you</b> <b>Corporate Priority: Deliver good quality customer focused services by maintaining and developing a well managed and publicly accountable organisation</b>						
<b>By 2013 - Reduce the revenue burden to the taxpayer by completing our review of working arrangements and oversee the development of a single site for back office functions and service administration.</b>						
11-HH06	Prepare and implement C3W including EDRM (Electronic Document and Record Management), CSI (Customer Service Improvement), BPI (Business Process Improvement), office moves, home and remote working.	<p><b>Target:</b> C3W implemented  <b>Outcome:</b> More efficient service (Reduced net cost). Improve customer service (increase in self-service via web etc)  <b>Critical Success Factors:</b> IT. Training. Staff willingness.  <b>Environmental Impacts:</b> Mitigation relating to less officer and customer journeys . will lead to a reduction in CO2 and vehicle emissions.</p>	31 July 2011	Head of Health and Housing	rdly	Existing/ Plus support for EDRM,CSI and BPI and IT equipment.
11-HH07	Identify and implement opportunities presented by changes in local and central govt. i.e. Forthcoming changes in Health legislation and devolution of PCTs, maximising reasonable cost recovery, reducing workload through improved use of IT, improved use of delegated powers.	<p><b>Target:</b> Deliver core services whilst meeting MTFP challenges  <b>Outcome:</b> Sustained service delivery and reduced overhead costs  <b>Critical Success Factors:</b> Partner engagement and acceptance  <b>Environmental Impacts:</b> Improved use of IT should reduce paper and travel</p>	31st March 2012	Head of Health and Housing	Links with Communities service, Health Engagement panel and LSP	Possible "invest to save" seed funding required
<b>By 2013 - Increase the percentage of residents who agree that the council provides value for money.</b>						
11-HH08	Reduce costs or improve VFM by identifying and implementing an improved structure for Environmental Health and Licensing and Community Safety services to meet the challenges of the MTFP	<p><b>Target:</b> Identify improved streamlined structure and implement by 2013  <b>Outcome:</b> Reduced overhead costs  <b>Critical Success Factors:</b> Outcome of BPI process, director's review, staff engagement and contribution  <b>Environmental Impacts:</b> Possible reduced travel</p>	31st March 2013	Head of Health and Housing	IT.HR.	Existing plus support from HR BPI. Possible capital requirement if IT systems merged
<b>Strapline: Pride in East Herts</b> <b>Corporate Priority: Improve standards of the built neighbourhood and environmental management in our towns and villages.</b>						
<b>By 2015 - Increase the number of affordable homes delivered through innovative mechanisms in addition to traditional solutions.</b>						
11-HH09	Consider the results of the house condition survey and any impacts on the Housing Strategy and Policy	<p><b>Target:</b> Report the outcomes of the house condition survey to the executive, identifying any amendments required to the Housing Strategy and Policy.  <b>Outcome:</b> Improved condition of private sector housing stock.  <b>Critical Success Factors:</b> Ensuring adequate resources-capital and revenue  <b>Environmental Impacts:</b> Mitigation-survey should identify improved energy efficiency of stick compared to last survey.</p>	31 July 2011	Environmental Health Manager-Residential	None.	Existing or new depending on results of survey and Member decision re investment.
11-HH10	Implement the Local Investment Plan. In conjunction with the Council's Partners.	<p><b>Target:</b> Develop affordable housing on sites identified in the Plan.  <b>Outcome:</b> Provide affordable homes as described in the plan.  <b>Critical Success Factors:</b> Adequate housing development taking place and funding available  <b>Environmental Impacts:</b> Possible increase in CO2 instigated but some sustainable construction.</p>	31 March 2012	Housing Development Manager	None.	Existing
11-HH11	Review the Housing Strategy	<p><b>Target:</b> Obtain Council approval to a revised strategy  <b>Outcome:</b> Strategy in place.  <b>Critical Success Factors:</b> Adequate sources and support from the Council's partners.  <b>Environmental Impacts:</b> No direct inputs.</p>	31 March 2012	Housing Strategy and Policy Officer	None.	Existing

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11-HH12	Facilitate the provisions of new affordable housing investment in the district	<p><b>Outcome:</b> Maintain level of affordable housing provision.</p> <p><b>Critical Success Factors:</b> Adequate level of housing development across the district and adequate investment from the Council and HCA.</p> <p><b>Environmental Impacts:</b> Possible increase in CO2 due to new-build. However, some mitigation due to sustainability code and adaptation.</p>	31 March 2012	Housing Development Manager	None.	Existing
11-HH13	Upgrade the LOCATA system to include an on-line housing application process.	<p><b>Target:</b> Increased number of on-line housing applications.</p> <p><b>Outcome:</b> Improved customer service and improved service efficiency.</p> <p><b>Critical Success Factors:</b> Adequate resources-capital, revenue and staffing.</p> <p><b>Environmental Impacts:</b> Mitigation-should reduce the number of staff visiting the offices to make a housing application. Less use of paper</p>	31 March 2012	Housing Options Manager	IT. Customer Services	Dependent on capital and revenue IT bid.