

Licensing and Community Safety 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: 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 - Increase the percentage of residents who agree that the council provides value for money.

11-LCS01	Deliver the benefits as identified in the C3W Benefit Service Profile for Licensing and Community Safety.	<p>Target: Project Plan timescales met.</p> <p>Outcome: Reduced cost of service and reduced carbon footprint.</p> <p>Critical Success Factors: Reliance on homeworking being set up. Car Sharing scheme established.</p> <p>Environmental Impact: Reduced carbon footprint. Expected minor efficiencies in paper use due to increased use of IT</p>	31 March 2012	Head of Licensing and Community Safety	None.	Within existing resources
11-LCS02	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>Target: Identify improved streamlined structure and implement by 2013</p> <p>Outcome: reduced overhead costs</p> <p>Critical Success Factors: Outcome of BPI process, staff engagement and contribution</p> <p>Environmental Impacts: Possible reduced travel</p>	31 March 2012	Head of Licensing and Community Safety	HR support	Within existing resources
11-LCS03	Identify and implement opportunities presented by changes in local and central govt. ie forthcoming changes in Alcohol licensing legislation, maximising reasonable cost recovery, reducing workload through improved use of IT, improved use of delegated powers.	<p>Target: Deliver core services whilst meeting MTFP challenges</p> <p>Outcome: Sustained service delivery and reduced overhead costs</p> <p>Critical Success Factors: Partner engagement and acceptance</p> <p>Environmental Impacts: Improved use of IT should reduce paper and travel</p>	31 March 2012	Head of Licensing and Community Safety	Increased use of Web Team and IT. Democratic and Legal Services involvement	Within existing resources
11-LCS04	Review the delivery of Community Safety in East Herts	<p>Target: Present a review of Community Safety to the Community Safety Partnership Board</p> <p>Outcome: Sustainable focused deliver of service against reduced public sector resources</p> <p>Critical Success Factors: Partner and member engagement</p> <p>Environmental Impacts: N/A</p>	30 September 2011	Head of Licensing and Community Safety	None.	Within existing resources