


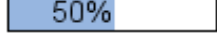



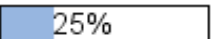

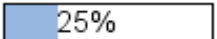



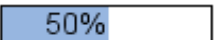





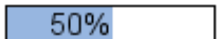
























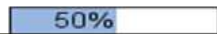







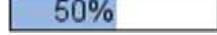



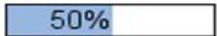





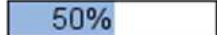

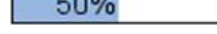




Action code and title	Expected Outcome	Progress Bar	Latest update
<b>Encouraging Economic Growth</b>			
<b>E CSP</b> Adopt a policy on viability and intervention on commercial schemes on new developments including BS South, BS North, Caxton Hill, NE of Ware			Commercial property market is still very uncertain and therefore establishing a policy is challenging. The planning white paper also suggests many changes to planning legislation including PDR in town centres. All of this will need to be considered in terms setting a policy. In the meantime we continue to work on individual sites such as BSN and Caxton Hill in terms of what is realistic for commercial development.
<b>E CSP</b> Begin construction of the multi-story car park on the Old River Lane site (72 week building)			Rydons on site and construction work is in progress. Concrete frame due to be delivered in November subject to Sn278 agreement being in place.
<b>E CSP</b> Deliver the 3 year ERDF Funded SME Competitiveness project focusing on expanding the Stortford and Ware Launchpads and supporting the bio-science, social enterprise and Airport MRO sectors			Paper going to Exec 9th November 2020 with details on project. Agreement has been signed and tender process for delivery partner commences 19th October.
<b>E CSP</b> Ensure Section 106 contributions are allocated in accordance with agreements			Covid situation has impacted on the allocation and transfer of S106 contributions to identified projects and on the numbers of funding application bids received. A proactive approach is being taken to ensure that all interested parties are aware of the potential for S106 funding in their area.
<b>E CSP</b> Grow revenues from trading companies			Covid -19 has impacted on income of CCTV and Building Control companies. At this stage there is a lot of uncertainty around overall trading environment so unable to predict revenues for this year
<b>E CSP</b> Implement Article 4 Directions on designated employment sites			No further progress. Still awaiting response from MHCLG. Likely that they will fail to respond given this isn't a priority for MHCLG and the Art 4 will expire without confirmation.
<b>E CSP</b> Provide a programme of business networking and support activities			Programmes were meant to be face to face so this work has been put on hold. However significant work has taken place in town centres in partnership with HCC, town councils and business rep organisations to create a safe environment.
<b>E CSP</b> Provide discretionary business rate grants to incentivise new businesses to set up/ existing businesses to expand			The scheme was made redundant following the covid-19 restrictions and government support for businesses. East Herts administered £18m in rate reliefs and £31m in grants to 2500 businesses in the district between April 0 June 2020
<b>E CSP</b> Provide support for local business representative organisations including Chambers of Commerce and the Bishop's Stortford BID			Continuing to work with the BID, Hertford Hub and local Chamber of Commerce
<b>E CSP</b> Undertake a pilot project with stakeholders on Hertford Town Centre to get a vision and strategy in place			RHSS funds will be used to cover cost of hand sanitizers and planters in Hertford along Fore Street. We also tendering for comms work to ensure public safety messages are delivered. This work is being undertaken in conjunction with the Town Council, Police and Hertford Hub















<p><b>E CSP</b> Work in partnership with the LSCC (Innovation Corridor) and Central Zone Alliance to lobby for inward investment</p>		<input type="text" value="50%"/>	CZA advisor is in post and a work programme has been agreed, focusing on raising the profile of the area within the LSCC.
<p><b>E CSP</b> Work with Visit Herts to ensure local businesses and venues are supported</p>		<input type="text" value="30%"/>	VH continuing support for tourist and leisure businesses with advice and schemes re COVID. EHC signposting companies and advertising where appropriate.
<p><b>E CX</b> Support the Herts Growth Board with presenting a case for additional infrastructure investment in Hertfordshire</p>		<input type="text" value="30%"/>	Work continues on this project led by HCC. All Councils due to agree signing up to a joint committee on growth in late 2020.
<p><b>E HH</b> Deliver the Millstream Property Investment Ltd's Business plan</p>		<input type="text" value="25%"/>	The Rectory Hall acquisition is not now proceeding as a Millstream scheme; the council has decided to purchase the property directly. There will be no substitute for this scheme within the business plan as the council has vired the monies to fund its own acquisition. The business plan included plans to acquire 10 individual properties. In response to Covid 19, the directors have decided to proceed with purchasing five properties, while keeping market conditions under review. To date, two of the five have been acquired, with an offer accepted on a third. The business plan also included the Watton-at-Stone development scheme. Initial works are timetabled to commence in quarter 3. This is on track
<p><b>E HH</b> Grow the East Herts Lottery</p>		<input type="text" value="50%"/>	<p>Projected income for the Lottery has increased steadily over Q2. From July to September 2020, the 12 month forecast has increased from £37 034 to £41 464, however, this is an optimistic projection and cannot be guaranteed.</p> <p>Over Q2 2020/21, the number of supporters has increased from 635 to 689 and the number of good causes that have signed up to the lottery has increased from 90 to 93.</p>
<p><b>E HH</b> Potential for charging for regulatory advice</p>		<input type="text" value="0%"/>	No progress to date
<p><b>E HH</b> Provision of advice and support around licensing function - alcohol, food, noise - and compliance.</p>		<input type="text" value="50%"/>	The team have been helping and advising businesses throughout the pandemic. Pavement licensing procedure and process in place for new legislation
<p><b>E HH</b> Support the Better Business for All Partnership</p>		<input type="text" value="50%"/>	Funding agreed by CE for one year rather than proposed 5 years. Both Licensing & Eh irregular contact and helping with business advice.
<p><b>E HH</b> Supporting the crowdfunding platform for community causes</p>		<input type="text" value="50%"/>	Criteria amended to increase engagement with EH Crowdfunding, based on feedback from Crowdfunder. EH Crowdfunding officially launched in September 2020 as planned.
<p><b>E OPS</b> Introduce parking permits for town centre business employees</p>		<input type="text" value="10%"/>	Parking permits for town centre workers is being explored. Currently there are no capacity issue within long stay car parks following lockdown
<p><b>E PBC</b> Agree masterplans on: the Gilston Area Villages 1-7; NE of Ware; East of Welwyn Garden City; significant windfall development sites through collaborative process with developers and Members</p>		<input type="text" value="50%"/>	Ongoing




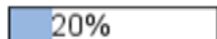





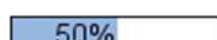

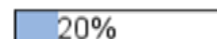



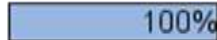

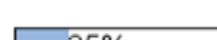


<b>E PBC</b> Delivery of the strategic sites allocated in the District Plan		<input type="text" value="10%"/>	Ongoing delivery is in accordance with the district plan
<b>E PBC</b> Undertake planning enforcement activity where required in keeping with the district plan and NPPF		<input type="text" value="50%"/>	Site visits were suspended for the early part of lockdown which has meant some enforcement cases are still on-going. Site visits have now resumed
<b>E RB</b> Ensure all business rate reliefs are applied in a timely manner		<input type="text" value="100%"/>	Completed. £18m of reliefs granted
<b>E SFP</b> Develop financial Sustainability Group acquisitions/ investments		<input type="text" value="10%"/>	Financial Sustainability Committee hosted on Zoom in August. Committee agreed latest investment criteria, which again confirmed that no investment properties should be acquired with an EPC score of E, F or G.
<b>Enabling Communities</b>			
<b>C CSP</b> Evaluate the impact of any comms and campaigns		<input type="text" value="50%"/>	Communications campaigns are now being evaluated. Communications activity for the consultations for Hertford Theatre and Hartham Leisure Centre have also been evaluated to see the impact social media/press activity had on people completing the consultations.
<b>C CSP</b> Grow our digital communication channels		<input type="text" value="50%"/>	There has been a steady increase in the number of followers/subscribers to our social media accounts. The increase in following is because of more engaging/interactive content as well the coronavirus pandemic which led to more interest in any changes to council services.
<b>C CSP</b> Maintain the register of community assets		<input type="text" value="30%"/>	Officer responsible for this has been on long term sick for 4 months which has meant we are behind with some registrations. In the past 3 months there have been a number of requests to be considered including Boxwood, Millenium Wood, 4 venues in Hertford Heath and on-going challenges with disposal of some assets such as the Rose and Crown in Aston.
<b>C CSP</b> Trial new communication and engagement tools with different audiences		<input type="text" value="50%"/>	Development of a new webchat function for the council's website is underway. This will be a trial to begin with and will be promoted to residents as a quick and effective way to get in touch with the council.
<b>C HH</b> Continue to deliver social prescribing project and launch the Hertford and Bishop's Stortford Healthy Hubs		<input type="text" value="50%"/>	Launch of Virtual Healthy Hub took place 29th September. a Programme of 24 virtual sessions has been published and promoted. Healthy Hubs sign ups have doubled since relaunch.  EHSPS referrals are continuing to be received in similar numbers to Autumn 2019.
<b>C HH</b> Deliver the community grants scheme		<input type="text" value="50%"/>	Large community grants (capital and revenue) - next funding round set to open on 15/10/2020 and close on 04/01/2021. Promotion has begun. Webpage has been updated and policy is accessible as is the application form. Grant Application Workshop has been set for 04/11/2020. Small grants - Another application has been received and is being assessed
<b>C HH</b> Develop a cultural strategy for East Herts		<input type="text" value="75%"/>	Strategy presented to LT 14th September. Latest feedback collated and strategy updated. Strategy to go to council 2nd March 2021
<b>C HH</b> Manage the SLA with the Citizens Advice Service		<input type="text" value="50%"/>	Citizens Advice East Herts have all had their quarterly monitoring meeting and are on target against expectations.  Q3 monitoring meetings booked for December.






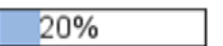



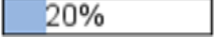









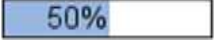


<b>C HH</b> Manage the SLA with the CVS to deliver support to voluntary and community organisations and community transport			CVS BEH quarterly monitoring meeting completed. Currently over achieving against expectations.  Q3 monitoring meetings booked for December.
<b>C HH</b> Provide temporary accommodation to those in need			At the end of September 2020 the council was providing 35 households with temporary accommodation under statutory homeless duties.
<b>C HH</b> Review CCTV provision and management arrangements			Follow up meeting booked between town councils, EHC and Stevenage CCTV for 19th October to discuss future arrangements of CCTV
<b>C HH</b> Support community safety			At the September CSP Board a health check was conducted of the eight actions within the Action Plan. All actions were rated Green or Amber. The ones that were Amber were typically in their infancy of delivery or had been affected by the pandemic.
<b>C HH</b> Support delivery of chatter tables			Chatter Tables currently still on hold due to Covid-19. Conversations have taken place with all 5 venues to establish a return.  Hertford, Ware and Bishop Stortford are keen to restart as soon as possible, pending a completed risk assessment.  Sawbridgeworth are not keen to revisit until January 2021 and Buntingford would like to hold off until Spring 2021.
<b>C HH</b> Support the East Herts Dementia Friendly Action Group			Meeting via zoom every 6-8 weeks. Most agencies are now delivering their sessions on line or via one to one phone calls.  The next meeting of the group will focus on reviewing the current action plan reflecting the impact of the pandemic.  The group is also looking to develop a digital inclusion project.
<b>C HH</b> Support the Herts 2020 Year of Culture with HCC			The delivery of the majority of events continues to be impacted by Covid-19. A number of virtual events are continuing to be delivered online by East Herts organisations and are being promoted through the central year of culture website.
<b>C HH</b> Undertake Active Local initiative based on Asset Community Development			Work on-going. Herts Sports Partnership and Active In CIC are exploring whether they could lease the former Scout Hut from EHC and turn it into a sports and community hub.  A small group of residents have expressed interest in creating a community garden alongside a footpath.
<b>C OPS</b> Deliver £20m investment in Hertford Theatre			The project has just completed RIBA stage 3. Consultation took place is due to commence in September and a followed by planning application is due to be submitted in October/ November. Construction is scheduled to commence in August 2021.
<b>C OPS</b> Deliver parks and open spaces strategy			Quotes are being sought to commission this work externally.
<b>C OPS</b> Deliver the Castle Park Heritage Lottery Funded project			All design work completed including modification to building for sustainable air heat source pumps to replace traditional heating. Minor adjustments made to landscape designs to satisfy planning condition. Construction due to commence Spring 21 pending successful tender award.
<b>C OPS</b> Maintain street cleanliness			Roads included in the contract currently under review, in advance of a review of schedules.  Performance data to be included in monthly Exec Member briefing.

<b>C OPS</b> Respond to fly-tipping in a timely manner			Related PI QC OP 2.4 indicates collection times well under target of 2 days at 0.44 days.
<b>C PBC</b> Complete construction of a refurbished and extended Hartham Leisure Centre			The project completed stakeholder engagement on the RIBA stage 3 designs in Q2 (consultation closed 7 September). The project currently remains on budget and programme. Sign-off of stage 3 in Sep/ Oct to allow the project to progress to RIBA stage 4.
<b>C PBC</b> Complete construction of new Grange Paddocks Leisure Centre			Project still on track to deliver on time and in budget. Wilmott Dixon took possession of the site in March and work has continued at pace. Project completion due October 2021
<b>C PBC</b> Support local communities with the neighbourhood planning process			Ongoing - 4 neighbourhood plans. Thunderidge, Bengoe & Sele and Gilston
<b>C RB</b> Ensure all new applications for Housing Benefit and/or Council Tax support are processed on average within 10 days			Work on-going.
<b>Sustainability</b>			
<b>S CSP</b> Creation of East Herts awards scheme to encourage local organisations to implement sustainable activities			Several options identified in terms of running an award ceremony including setting up our own panel and judging or taking part in wider award ceremonies (eg. BS Independent Community Awards). This would require a budget however to cover costs. Business case being prepared however proposals for growth unlikely to fit easily into the MTFP.
<b>S CSP</b> Implement a smart approach to publicity			Sustainability comms plan moving ahead with sustainability template agreed. Currently, seasonal messages will go out for Halloween and Christmas.
<b>S CSP</b> Maximise environmental sustainability efforts through upgrade of Hertford Theatre			Working on assessing the carbon footprint of the proposals and will update with these as soon as the work is complete.
<b>S CSP</b> Work with Bishop's Stortford BID and other business groups to promote sustainability			We have been working with the BID on various town centre initiatives. In addition to this have done the videos for Buntingford and Sawbridgeworth businesses to get people back into the town centres.
<b>S HH</b> Audit of council's vehicles			Normal working still on hold and will trial vans immediately once return to normal working.
<b>S HH</b> Determine the feasibility of becoming a white label supplier of renewable energy			Awaiting next steps advice from Scheme lead still awaited expected end September. Need to allocate staff time to achieve match fund element from end September.
<b>S HH</b> Draw up carbon assessment tool to be used to assess all council projects			Completed
<b>S HH</b> Establish and run a multi-agency/stakeholder Environmental and Climate Change Forum			Meeting to be held via Zoom on 21 September. Main topic for discussion was Env Sust SPD to link with formal consultation period Sept/Oct 2020, plus initial high level presentation on Climate Action Plan and also update on cross Hertfordshire working.
<b>S HH</b> Hold a Schools Climate Conference			On Hold at current time due to COVID19
<b>S HH</b> Identify benefits of green walls			Completed and included in draft SPD. Opportunity to identify possible EHC exemplar sites for green walls
<b>S HH</b> Identify options for Millstream to build to a higher energy efficiency standard			This is dependent on the council requesting Millstream to cost up development to a higher standard. Millstream will seek the council's views on this when work commences on the Watton-at-Stone scheme in quarter 3









<b>S HH</b> Install rapid e-chargers in support of move to more e-taxis		<input type="text" value="30%"/>	Electric Blue back from furlough. EB in liason with Highways to expedite planning agreement & works
<b>S HH</b> Provide and promote energy efficiency grants/support		<input type="text" value="50%"/>	Three installs completed. Potential 29 in pipeline with home surveys just restarting following halt due to Covid19.
<b>S HH</b> Run EV roadshows and demonstrations		<input type="text" value="10%"/>	B/S event not achievable for 2020 due to ongoing Covid 19 restrictions. Moving to early Spring 2021 with date to be confirmed by local group leading on the Eco Festival and which this is part of. Hertford Arts Hub have expressed interest in looking at running similar Hertford event also in 2021.
<b>S HH</b> Run two climate change film festivals (Hertford and Stortford)		<input type="text" value="10%"/>	B/S event not achievable for 2020 due to on-going Covid 19 restrictions. Moving to early Spring 2021 with date to be confirmed by local group leading on the Eco Festival and which this is part of. Hertford Arts Hub have expressed interest in looking at running similar Hertford event also in 2021.
<b>S HH</b> Site Visits to Council Premises		<input type="text" value="10%"/>	On hold due to COVID19
<b>S HH</b> Survey locally active residential developers to better understand barriers to higher energy efficiency/Passivhaus development		<input type="text" value="80%"/>	Final draft survey amended as per JG amendments. Awaiting final approval
<b>S HH</b> Work with HCC on introducing anti-idling signage and fines		<input type="text" value="50%"/>	Clr McAndrew has selected winning entry to be announced on CAD. Series of social media out for CAD. Issue of anti-idling raised at meeting with local East Herts MPs. Anti idling also part of HCCSP Transport action plan. Anti-idling also part of proposed Herts wide Defra AQ bid.
<b>S HH</b> Working in partnership to operate an energy services company		<input type="text" value="50%"/>	Formal sign off achieved. Awaiting next steps advice from Scheme lead expected October 2020. Anticipated that this project element is in phase 2 ie 2021
<b>S HROD</b> Deliver programme of training on carbon neutrality/sustainability		<input type="text" value="40%"/>	APSE are working on a face to face and e-learning training that could be delivered at East Herts. Once we see what is on offer from APSE then we can devise a delivery programme.
<b>S HROD</b> Draw up, maintain and use a list of environmental sustainability interventions that could be funded with s106 contributions		<input type="text" value="30%"/>	Meeting held. No single list currently. Aim to commence production of "shopping list" for use in readiness for future S106 as and when these arise. Have a draft list by January 2021
<b>S HROD</b> Use of e-car pool by officers		<input type="text" value="90%"/>	Incentives approved by LT
<b>S IT</b> Installation of video conferencing in council buildings		<input type="text" value="100%"/>	There may be requirement for more meeting rooms in the future but the all the work requested has been completed.
<b>S OPS</b> Actively implement and encourage waste minimisation initiatives		<input type="text" value="10%"/>	Social media continues to be used to promote waste minimisation messages coinciding with WasteAware current campaigns. Seasonal messages will go out for Halloween and Christmas.
<b>S OPS</b> Identify options for tree planting		<input type="text" value="10%"/>	

<p><b>S OPS</b> Maximise sustainability opportunities through development of Grange Paddocks Leisure Centre</p>			<p>Work on site continues to be delivered on programme. Works are just over 6 months complete of an 18 month construction programme.</p> <p>Willmott Dixon are operating the considerate contractor's scheme on site and have positively been scored of their environmental impact. Some examples include using Solar PV to power their site cabins and rainwater recycling for their toilets.</p>
<p><b>S OPS</b> Maximise sustainability opportunities through development of Hartham Leisure Centre</p>			<p>Planning application has been submitted and OJEU notice has gone live for construction contract. Qualitative assessment criteria for the tender includes reference to sustainability and BREEAM excellent.</p> <p>The team are working through RIBA Stage 4 (technical design) where further BREEAM credits will be sought (5 achieved so far).</p> <p>The sustainability appraisal can be found on the planning pages and further information in the Design and Access Statement under the planning reference 3/20/1814/FUL.</p>
<p><b>S OPS</b> Reduce domestic residual waste bins to 140 Litre capacity</p>			<p>Discussion has commenced with members re: introduction of 140 litre bins. Discussion with Planning re: introduce of 140 bins for new build one and two beds. Jess K-M and Chloe H to consider timetable for this. Need to determine carbon reduction of smaller bins. Note: potential carbon cost of new bins</p>
<p><b>S OPS</b> Work with Hertfordshire Waste Partnership partners and others to explore synergies of working across administrative boundaries</p>			<p>The WasteAware partnership provides ongoing waste related campaign material which is used by EHC to promote sustainability messages in particular waste prevention &amp; minimisation messages. Waste composition analysis commenced 08.09.20. Results due early in 2021</p>
<p><b>S PBC</b> Develop sustainability advice geared towards listed buildings / conservation areas</p>			<p>This is included in the draft Environmental Sustainability SPD. SPD currently out for formal public consultation. Presentation and discussion held at East Herts Environment and Climate Forum</p>
<p><b>S PBC</b> Maximise environmental sustainability through the Harlow Gilston Garden Town Development</p>			<p>The outline planning applications are still be considered by officers with a decision anticipated by the end of the year. Sustainability guidance is also being prepared for the HGGT</p>
<p><b>S PBC</b> Publish an Environmental Sustainability SPD</p>			<p>SPD currently out for formal public consultation. Presentation and discussion held at East Herts Environment and Climate Forum</p>
<p><b>S SFP</b> Amend procurement regulations to explicitly include consideration of the carbon footprint</p>			<p>CPR's have been approved and Head of Service has confirmed the amendment.</p>
<p><b>S SFP</b> Audit of Council buildings</p>			<p>Baseline of Energy Performance for the Key Corporate Buildings achieved. Wallfields, Buntingford Depot, Charingtons, and Hertford Theatre. Works ongoing to improve energy efficiency mainly at Wallfields and Buntingford Depot as the pay back for the investment is the improvement is achievable. Any improvements at Charingtons House and Hertford Theatre would not be economical with the future of buildings due for full or partial demolitions within 12 -18 months.</p>
<p><b>S SFP</b> Develop a programme to increase minimum EPC rating over the next three years</p>			<p>Energy Efficiency baselined for Wallfields. Current Assessment in February 2020 set the building at a score of 92 ( Grade D) on the scale. This had improved from 115 (grade E) from Sept 2018. This improvement related to LED light fitting replacement on parts of the second floor. Since February we have completed the LED lighting replacement of the whole second and ground floors, with the 1st floor to be undertaken next financial year.</p>

<b>S SFP</b> Explicitly refer to sustainability outcomes in MTFP from 2021/22 budget onwards			Action achieved in 2019/20
<b>Digital By Design</b>			
<b>D CSP</b> Implement new conditions of contract for customer services team			Work continues to be put on hold pending agreement of new business model for customer services. Reception/ front of house services partially reopened 5th October. We will review demand and footfall over the next few months with a view to agreeing the operating model by Q4
<b>D CSP</b> Improve website accessibility			Final fixes identified by the audit have been tested and our statement has been updated: <a href="https://www.eastherts.gov.uk/accessibility-statement">https://www.eastherts.gov.uk/accessibility-statement</a> We are still partially compliant – this is due to the presence of inaccessible PDFs and the Gov Metric widget.
<b>D CSP</b> Launch new Member case management system			The new system was launched on 29 June in conjunction with the portfolio holder for Corporate Services. However there is more work to do with Leadership Team to improve response times.
<b>D CSP</b> Provide a programme of business networking and awareness raising on GDPR and cyber-security			Workshops etc suspended due to Covid. GDPR and Cyber security advice available on the via the Growth Hub Website signposted by our Business webpage.
<b>D CSP</b> Undertake training on complaints handling			Training with champions and other members of staff has been undertaken over zoom. We hope this will assist with addressing performance issues around timeliness of complaints responses and data indicates some improvement have been made
<b>D DCX</b> Sign up to the MHCLG Digital Declaration			East Herts signed up to the MHCLG Digital Declaration on 8th July - Action Complete
<b>D DCX</b> Support the Digital Innovation Zone to lobby for investment in our towns and villages			The £1.7m project led by the DIZ to ensure patients in GP practices across East Hertfordshire and West Essex benefit from even better quality online care has now launched.  Funds were successfully obtained from the Department of Digital, Culture, Media and Sport's <b>Local Full Fibre Networks (LFFN)</b> programme will enable GPs in Broxbourne, East Herts, Epping Forest, Harlow and Uttlesford districts, to potentially deliver more healthcare remotely, online and through digital applications
<b>D HROD</b> Develop and implement customer service standards/behaviours as part of core competency behavioural development			This action will be taken forward under the East Herts Together workstream
<b>D PBC</b> Ensure fibre to the premise (FTTP) is provided on all new developments			Ongoing action - taking forward approval of the planning applications
<b>D PBC</b> Support joint delivery of Harlow and Gilston Garden Town as a fully sustainable and digital 'place'			Ongoing - HGGT has prepared draft sustainable check list



<b>D RB</b> Develop and publish the East Herts Customer Charter		<input type="text" value="100%"/>	Completed and cleared for publication 20.7.20
<b>D SFP</b> Improve customer journey and self- service in Wallfields reception		<input type="text" value="25%"/>	Receptions are partially reopen from 5th oct with appointment booking software in place. Customers can arrange an appointment to use our PCs and telephones if they are otherwise unable to access our services but no face-to-face contact is available to the public
<b>KEY</b> <b>Action Expected Outcome</b>			
Action achieved			
Action on target			
Revised completion date			
Action to be deleted/suspended			
Action off target	