Objective	Action	Lead	By when	Relevant indicators/	Reporting	Lead for uploading	Portfolio holder	Changes
				measures/ targets	frequency	to pentana]
We will invest in our	Complete construction of new Grange			THE PROPERTY OF THE PROPERTY O				Capture in sustainability
places	Paddocks Leisure Centre	Jess Khanom	31/9/2021		Quarterly	Emily Coulter	Eric Buckmaster	theme
	Complete construction of a refurbished and extended Hartham Leisure Centre	Jess Khanom	01/09/22		Quarterly	Emily Coulter	Eric Buckmaster	
	Deliver the Castle Park Heritage Lottery Funded project	Jess Khanom	01/06/21		Quarterly	Ian Sharratt	Eric Buckmaster	
	Deliver £20m investment in Hertford Theatre	Jess Khanom	01/04/23		Quarterly	Tamara Jarvis	Eric Buckmaster	
	Support the Herts 2020 Year of Culture with HCC (one promotion each month depending on theme)	Mekhola Ray	31/03/21		Quarterly	Nick Phipps	Eric Buckmaster	Completed
	Develop a cultural strategy for East Herts (agree by December 2020)	Nick Phipps & Mekhola Ray	31/12/20		Annual	Nick Phipps	Eric Buckmaster	Completed - now into delivery phase
	Produce a business case for the refurbishment and extension of Pinehurst Community Centre	Geoff Hayden	31/03/21		Annual	Geoff Hayden	Geoffrey Williamson	New action
	Deliver the cultural strategy	Nick Phipps & Mekhola Ray	31/03/21		Annual	Nick Phipps	Eric Buckmaster	New action
	Respond to fly-tipping in a timely manner	Chloe Hipwood	31/03/21	Fly-tips: time taken for removal	Quarterly	Louise Overington	Graham McAndrew	
	Maintain standards of cleaniness in our streets	Chloe Hipwood	31/03/21	Inspector's grading of Urbaser street cleaning	Quarterly	Louise Overington	Graham McAndrew	Amended measure
	Deliver the community grants scheme	Claire Pullen	31/03/22	Number of grants given	Annual	Nick Phipps	Suzanne Rutland-Barsby	
	Maintain the register of community assets (Assets of Community Value)	Esther Piper	31/03/22		Annual	Kirsty McKenzie	Geoffrey Williamson	
	Undertake a review of the EHC owned Community Centres in East Herts, understanding how they are currently used and the support they may require going forward, undertake public engagement to understand our communities needs and how we can match these up with the use of our Community Centres	Claire Pullen	31/03/22		Bi-annual	Nick Phipps	Geoffrey Williamson/Suzanne Rutland-Barsby	Amended measure taking account of the impact of Covid
	With Herts Sports Partnership, undertake Active Local initiative based on Asset Based Community Development, promoting physical activity and increased use of green spaces in the Sele area	Claire Pullen	31/03/21		Bi-annual	Nick Phipps	Eric Buckmaster/Suzanne Rutland-Barsby	Completed - new action below
	Sett up a Charitable Incoporpated Organisation with residents to repurpose a council allotment site into a community garden	Claire Pullen	31/03/22		Bi-annual	Nick Phipps	Eric Buckmaster/Suzanne Rutland-Barsby	New action
We will ensure all voice: in the community are heard	Grow our digital communications channels	Communicatinos and Digital Media Manager	31/03/22	Number of Twitter followers Number of Linkedin followers Number of Insta followers Press favourability score Number of Facebook likes Number of email subscribers to Network	Quarterly	Communicatinos and Digital Media Manager	George Cutting	
	Evaluate the impact of any comms and campaigns (eg. behaviour change/ awareness raising)	Communicatinos and Digital Media Manager	31/03/22	Audience attention – e.g., unique visitors, views, clickthroughs Awareness – e.g., recall Understanding – e.g., comments Interest and liking – e.g., likes, follows, shares, retweets.	Annual	Communicatinos and Digital Media Manager	George Cutting	
	Trial new communication and engagement tools with different audiences (including ORL masterplan and HGGT)	Communicatinos and Digital Media Manager	31/03/22	Engagement – e.g., return visits, subscribing, positive comments. Consideration – e.g., comments, subscribing, registering.	Annual	Communicatinos and Digital Media Manager	George Cutting	
	Support our local communities with the neighbourhood planning process	George Pavey	31/03/22		Annual	George Pavey	Jan Goodeve	
	Agree and implementa new Equalities, Diversity and Inclusion Strategy	Corinne Crossboure	28/07/21		Annual	Gemma Bates	Linda Haysey	New action

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promote source access to health and support within a partie of metal price of met		Relaunch the East Herts Healthy Hub to			· ·				
Provide temporary accomodation to those most in need to most in		promote easier access to health and	Simon Barfoot	31/03/21		Quarterly	Nick Phipps	Eric Buckmaster	Amended action due to impact of Covid
Intendity of the Community process new benefit claims of the Control of the Section of the Control of the Contr									
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support to voluntary and community regord community organisations and community transport. Manage the SLA with the Citizens Advice Revised Re		Benefit and/or Council Tax support, including changes in circumstances, are	Su Tarran	31/03/22		Quarterly	Su Tarran	Geoffrey Williamson	
Service No. Prippy Julie Support community safety No. Prippy Julie Pomfrett No. Prippy Julie Peter Boylan No. Of training activities provided No. Of trainin		support to voluntary and community	Nick Phipps	31/03/22		Quarterly	Nick Phipps		
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Deal with nuisance and noise cases Paul Thomas-Jones 31/03/22 Annual Paul Thomas-Jones Eric Buckmaster			Paul Thomas-Jones	31/03/22		Annual	Paul Thomas-Jones	Eric Buckmaster	
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Support delivery of chatter tables in the 5 towns to address social isolation and lonelines for vulnerable residents. Mekhola Ray Meg					Number of staff attending	Quarterly	Nick Phipps	Eric Buckmaster	
towns to address social solation and loneliness for vulnerable residents. Support the East Herts Dementia Friendly Action Group Identify Community assets that are managed via a third party and investigate SLAs and appropriate policies are in place (e.g. safeguarding) Provide training and support for third parties who manage community centres to engage effectively with wider community, including vulnerable residents. Continue to administer self-solation grants Safe Seging Communities Safe Support national and county led campaigns on vaccine for lout and vaccine heat any provide manager on the continue to businesses for safe re-opening Provide regulatory advice and support to businesses for safe re-opening Provide regulatory advice and support to businesses for safe re-opening Provide regulatory advice and support to businesses for safe re-opening Provide regulatory advice and support to businesses for safe re-opening Provide not continue to administer self-solation grants Assets identified and timescales for engagement with them agreed (e.g. safeguarding) Assets identified and timescales for engagement with them agreed (e.g. safeguarding) Claire Pullen 31/03/22 No. of training activities provided Bi-annual Claire Pullen Eric Buckmaster Such and timescales for engagement with them agreed (e.g. safeguarding) Claire Pullen Eric Buckmaster Such and timescales for engagement with them agreed (e.g. safeguarding) Retail Pullen Eric Buckmaster Such and timescales for engagement with them agreed (e.g. safeguarding) Bi-annual Claire Pullen Eric Buckmaster Such and timescales for engagement with them agreed (e.g. safeguarding) Eric Buckmaster Such and timescales for engagement with them agreed (e.g. safeguarding) Bi-annual Claire Pullen Eric Buckmaster Such and timescales for engagement with them agreed (e.g. safeguarding) Bi-annual Claire Pullen Eric Buckmaster Such and timescales for engagement with them agreed (e.g. safeguarding) Bi-annual Claire Pullen Eric Buckmaster Such and timescales for en		Support delivery of chatter tables in the 5			Number of chatter tables	Annual		Fric Buckmaster	
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businesses for safe re-opening Paul Homesoures 33/03/22 Braining Paul Homesoures Peter Boylani Net Provision of Covid marshals in town centres,		on vaccine roll out and vaccine hesitancy	Digital Media	31/03/22		Bi-annual		George Cutting	New action
		businesses for safe re-opening	Paul Thomas-Jones	31/03/22		Bi-annual	Paul Thomas-Jones	Peter Boylan	New action
neighbourhood shopping centres and green Ben Wood 30/06/21 Bi-annual Ben Wood Jan Goodeve Ne spaces		neighbourhood shopping centres and green	Ben Wood	30/06/21		Bi-annual	Ben Wood	Jan Goodeve	New action

Source of income Outs of inco				ENCOL	JRAGING ECONOMIC GROWTH THEN	1E			
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Annual nation Standard Companies Ber Wood 31/03/22 Share defound from the levins institute Control Control State			Geoff Hayden	31/03/22		Annual	Geoff Hayden	Geoffrey Williamson	
Grow recenture from trading companies Ber Wood 1,000/22 Ber Woo		Develop a new Asset Management Strategy	Steven Linnett	30/06/21				Geoffrey Williamson	New action
Bey Wood STANDERS STA		Grow revenues from trading companies	Helen Standen	31/03/22	Building Control Company	Annual	Helen Standen	Geoffrey Williamson	
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Annual region of Corner Pulsers National Support of Corner Pulser		Grow the East Herts Lottery	Claire Pullen	31/03/21	Number of groups signed up to take part	Annual	Claire Pullen	Geoffrey Williamson	
businesses and town control with part of or control specific for speci			Claire Pullen	31/03/21	created a campaign	Annual	Claire Pullen	Geoffrey Williamson	
Competitiveness project focusing on expending the Settred and Were Eurorideary Settlement of an Were Eurorideary Settlement of the Settlement of Settlement of the Settlement of Settlement of Settlement of Settl	businesses and town				Number of Launchpad uses (both	Annual	Paula Beades	Jan Goodeve	
Launchgad and spoprring the blo-cinces, social enterprise and Amprox Millor (Services) (Expand the Launchgad Offering) Find afferentive accomplation for the 85 Launchgad Provide discretionary business rate greats to incertified the business to be study of the stud					Income generated (both sites) (£)	Annual	Paula Beades	Jan Goodeve	
Espand the Launchpad Offering		Launchpads and supporting the bio-science,	Chris Smith	31/03/23	across the 3 sectors	Annual	Hilary Marsh	Jan Goodeve	
Number of businesses receiving non-infrancial support and provide discretionary business as to set sup/ Provide discretionary business as to set sup/ example of businesses to set sup/ example businesses and set						Annual	Hilary Marsh	Jan Goodeve	
Annual Chris Smith Jan Goodeve Scheme no longer prelevant follower (50 pt 20 pt 10 p					Number of businesses receiving	Annual	Hilary Marsh	Jan Goodeve	
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sesting businesses to expand Support the Bert business for All Partnership Ensure all business rate reliefs are applied in a timely manner Provide support for local business Provides upport for local business Chris Smith 31/03/22 Annual Annual Oliver Rawlings Chris Smith Annual Oliver Rawlings Chris Smith Jan Goodeve Sandra Huntingford 31/03/22 Annual Chris Smith Jan Goodeve Unids Haysry Annual Chris Smith Jan Goodeve Linds Haysry Annual Oliver Rawlings Chris Smith Jan Goodeve Linds Haysry Annual Oliver Rawlings Chris Smith Jan Goodeve Linds Haysry Annual Oliver Rawlings Chris Smith Jan Goodeve Linds Haysry Annual Oliver Rawlings Chris Smith Jan Goodeve Linds Haysry Annual Oliver Rawlings Peter Boylan Jan Goodeve Linds Haysry Annual Oliver Rawlings Peter Boylan Jan Goodeve Linds Haysry Annual Oliver Rawlings Peter Boylan Jan Goodeve Linds Haysry Measure expanded to include processing pewerent licences to support the same of the company of the same o		Provide discretionary business rate grants	Ren Wood	31/03/21		Biannual	Ben Wood	Jan Goodeve	
Farthership Colver Rawlings 31/03/22 NNDR (Business rates collection) In stimuly marrier Froude support for local business representative or granitations including Chambers of Commerce and the Bishop's Stortford 8ID Work in partnership with the ISCC (Innovation Corrido) and Certar Zone Alliance to Jobby for inward investment Froudes support around Research of the ISCC (Innovation Corrido) and Certar Zone Alliance to Jobby for inward investment Froducion of advice and support around Resembly Institution (Bicohel), food, notele) and processing powerent Recrues to support Undertate a pilot groupet with stakeholders on Hertford Town Centre to get a vision and strategy in place Work with Visit Herts to ensure local businesses and venues are supported Work with Visit Herts to ensure local businesses and venues are supported Work with Visit Herts to ensure local businesses and venues are support extended to industry town centre plants through Vectore Back Fund Froude a programme of business Andrew Figgis 31/03/22 Andrew Figgis 31/03/22 Town centre waxency levels Total value of visitor exconors to a company to the Visit Herts to ensure local businesses and venues are supported Andrew Figgis 31/03/22 Town centre exaction levels Total animater of jobs in district and by town Total number of jobs in district and by town Total number of jobs in district and by town Total number of jobs in district and by town Total number of jobs in district and by town Total number of jobs in district and by town Total number of jobs in district and by town Total number of jobs in district and by town Total number of jobs in district and by town Total number of jobs in district and by town Total number of jobs in district and by town Total number of jobs in district and by town Total number of jobs in district and by town Total number of jobs in district and by town Total number of jobs in district and by town Total number of jobs in district and by town Total number of jobs in district and by town Total number of jobs in di		existing businesses to expand	Dell Wood	31/03/21		Biannual	Ben Wood	Jan Goodeve	
sandra Huntingford in a timely manner Provide support for local business representative organisations including Chambers of Commerce and the Bishop's Stortford BID. Work in partnership with the LSCC (Innovation Control and Cherital Zone Alliance to lobby for inward investment Provision of advice and support around Recenting function (alcohol, food, noise) and processing pavement Recentes to support Understate a plot project with stehnolders on Hereford Town Centre to get a vision and strategy in place Work with Visit Herts to ensure local businesses and venues are supported Work with Visit Herts to ensure local businesses and venues are supported Andrew Figgis 31/03/22 Andrew Figgis 31/03/23 Andrew Figgis 31/03/24 Andrew Figgis 31/03/25 Andrew Figgis 31/03/25 Andrew Figgis 31/03/26 Andrew Figgis 31/03/26 Andrew Figgis 31/03/27 Andrew Figgis 31/03/27 Andrew Figgis 31/03/28 Andrew Figgis 31/03/28 Andrew Figgis 31/03/29 Andrew Figgis			Oliver Rawlings	31/03/22		Annual	Oliver Rawlings	Jan Goodeve	
representative organisations including Chambers of Commerce and the Bishop's Stortford BID Work in partnership with the ISCC (immovation Corridor) and Central Zone Aliance to libby for Immard Investment Provision of advice and support around icleraing function (alcohol, food, noise) and processing pavement licences to support town centres. Understate all polit project with stakeholders on Hertford Town Centre to get a vision and strateey in place Work with Visit Herts to ensure local businesses and venues are supported Work with Visit Herts to ensure local businesses and venues are supported Provision of advice and support recovery of town centres and deploy Welcome Back Funding Replaced by new action on town centre plans through the state of advir granted to visitor and by town artificated and ar		in a timely manner	Sandra Huntingford	31/03/22		Monthly	Sandra Huntingford	Geoffrey Williamson	
Innovation Carridor) and Central Zone Alliance to lobby for inward investment Provision of advice and support around licensing function (alcohol, food, noise) and processing pavement licences to support town centres Undertake a pilot project with stakeholders on Heriford Town Centre to get a vision and strategy in place Work with Visit Herts to ensure local businesses and venues are supported Andrew Figgis Andrew Figgis 31/03/22 Town centre vacancy levels Quarterly Andrew Figgis Jan Goodeve Replaced by new action on town centre plans through Welcome Back Fund Total number of day trips and overnight rips to district and by town Total number of jobs in district and by town attributed to visitor economy of the provide a programme of business networking and support activities Work with proport activities Work with proport activities Work with proport activities Work in partnership to support recovery of town centres and deploy Welcome Back funding Continue to administer business grants including the Restant Grants and Additional Restriction (discretionary) grants Implement grant scheme to support businesses sking up vacant retail, Commercial and industrial premises Deliver the Jobs mark the Jobs mark to proport Doll were of grants awarded Diverse of grants awarded		representative organisations including Chambers of Commerce and the Bishop's	Chris Smith	31/03/22		Annual	Chris Smith	Jan Goodeve	
Interesting function (alcohol), food, noise) and processing pavement licences to support a consisting pavement licences to support town centres. Understate a pilot project with stakeholders on Herrford Town Centre to get a vision and strategy in place Work with Visit Hers to ensure local businesses and venues are supported. Andrew Figgis Andrew Figgis 31/03/22 Town entire vacancy levels Control of the		(Innovation Corridor) and Central Zone	Ben Wood	31/03/22		Annual	Ben Wood	Linda Haysey	
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Work with Visit Herts to ensure local businesses and venues are supported Andrew Figgis 31/03/22 Provide a programme of business resupported Provide a programme of business retworking and support activities work of the programme of business retworking and support activities work of the programme of business retworking and support activities work of the programme of business retworking and support activities work of the programme of business retworking and support activities work of the programme of business retworking and support activities work of the production of town centres and deploy Welcome Back funding. Continue to administer business grants including the Restart Grants and Additional Restrictions (discretionary) grants. Implement grant scheme to support businesses staking up vacant retail, Commercial and industrial premises Deliver the Jobsmate remployment support Desire Monday. Deliver the Jobsmate remployment support Desire Work of the Jobsmate Remployment Su		on Hertford Town Centre to get a vision and	Ben Wood	31/03/21	Town centre vacancy levels	Quarterly	Andrew Figgis	Jan Goodeve	town centre plans thruogh
Provide a programme of business networking and support activities Work in partnership to support recovery of town centres and deploy Welcome Back funding. Continue to administer business grants including the Restant Grants and Additional Restrictions (discretionary) grants. Implement grant scheme to support business grants including the Restant Grants and Additional Restrictions (discretionary) grants. Implement grant scheme to support business grants including the Delever the Discretions and Support businesses grants in grants scheme to support businesses staking up vacant retail, commercial and industrial premises. Delever the Johns and English Jan Goodeve Action completed support businesses than up vacant retail, commercial and industrial premises. Delever the Johns and English Jan Goodeve Action completed support businesses that gup vacant retail, commercial and industrial premises. Delever the Johns and English Jan Goodeve New action Support Board State (1972) Support State (1972) State (1972) Support State (1972) State (1972		Work with Visit Herts to ensure local	Andrew Figgis	31/03/22	East Herts and by town Total number of day trips and overnight trips to district and by town Total number of jobs in district and by town attributed to visitor	Annual	Andrew Figgis	Jan Goodeve	
of town centres and deploy Welcome Back funding Continue to administer business grants including the Restart Grants and Additional Restrictions (discretionary) strants Implement grant scheme to support businesses taking up vacant retail, commerical and inclustrial premises Deliver the Jobsmark employment support Deliver the			Andrew Figgis	31/03/21	Total number of businesses	Annual	Andrew Figgis	Jan Goodeve	Action completed
Continue to administer business grants including the Restart Grants and Additional Restrictions (discretionary) grants Implement grant scheme to support businesses taking up vacant retail, Commercial and industrial premises Deliver the Jobsmark employment support Repulsed Author of grants awarded and administration of grants awarded Blannual Chris Smith Jan Goodeve New action		Work in partnership to support recovery of town centres and deploy Welcome	Andrew Figgis	31/03/22	Production of town centre visions	Biannual	Andrew Figgis	Jan Goodeve	New action
businesses taking up vacant retail, Chris Smith 31/03/22 Number of grants awarded Biannual Chris Smith Jan Goodeve New action commercical and industrial premises Deliver the Jobsmart employment support Para Wood 21/03/23 Number of profession Para Wood Par		Continue to administer business grants including the Restart Grants and Additional Restrictionc (discretionary) grants	Su Tarran	31/03/22		Quarterly	Su Tarran	Geoffrey Williamson	New action
Deliver the Jobsmart employment support Roy Wood 21/02/23 Number of referrals Roy Wood In Goodens New action		businesses taking up vacant retail, commerical and industrial premises		31/03/22	Number of grants awarded	Biannual	Chris Smith	Jan Goodeve	New action
		Deliver the Jobsmart employment support programme	Ben Wood	31/03/22	Number of referrals	Biannual	Ben Wood	Jan Goodeve	New action

We will create viable	Complete construction of the multi-story	Rob Mayo	31/03/22		Annual	Gemma Bates	Linda Haysey	
	build)		,,					
	Support Cityheart with progressing a planning application for the Old River Lane Site (including preparing the masterplan and an SPD) and cinema led arts centre	Rob Mayo	31/03/22		Annual	Gemma Bates	Linda Haysey	New action
	Implement Article 4 Directions on designated employment sites	Andrew Figgis	31/03/21		Annual	Andrew Figgis	Jan Goodeve	Action completed
	Adopt a policy on viability and intervention on commercial schemes on new developments including BS South, BS North, Caxton Hill, NE of Ware	Andrew Figgis	31/03/21		Annual	Andrew Figgis	Geoffrey Williamson/Jan Goodeve	Action under review following effect of Covid on commerical property market
	Support the Herts Growth Board with presenting a case for additional infrastructure investment in Hertfordshire	Richard Cassidy	On-going		Annual	Ben Wood	Linda Haysey	
	Deliver a fit for purpose planning service including provision of pre-application advice, determination of planning applications and approcal of the strategic sites allocated in the District Plan in	Sara Saunders	31/03/22	Approval of strategic sites Determine major applications within 13 weeks Determine 80% of minor/other applications within 8 weeks	Quarterly	Paul Burt	Jan Goodeve	
	Ensure housing development meets the needs of the district population	Sara Saunders	31/03/22	Delivery of at least 839 new dwellings per year and delivery of affordable homes	Quarterly	Paul Burt	Jan Goodeve	
	Develop Neighbourhood Plans with all neighbourhoods requesting this	Sara Saunders	31/03/21	Neighbourhood Plans agreed	Quarterly	George Pavey	Jan Goodeve	Removed as covered under the enabling theme
	Agree masterplans on: the Gilston Area Villages 1-7; NE of Ware; East of Welwyn Garden City, significant windfall development sites through collobarotive process with developers and Members	Sara Saunders	31/03/22		Annual	Sara Saunders	Jan Goodeve	•
	Ensure Section 106 contributions are allocated in accordance with agreements	Jackie Bruce	31/03/22	Amount awarded	Annual	Jackie Bruce	Jan Goodeve	
	Undertake planning enforcement activity where required in keeping with the district plan and NPPF	TBC	31/03/22	Site visits undertaken for non urgent cases within 15 working days	Quarterly	Paul Burt	Jan Goodeve	
				DIGITAL BY DEFAULT THEME				
We will improve the customer experience for those who use	Sign up to the MHCLG Digital Declaration	Helen Standen	30/09/20	Increase proportion of customer contacts undertaken through digital channels	Quarterly	Alex Cook	George Cutting	Action complete
council services	Implement a new core digital platform	Steven Linnett	ТВС		Annual	Steven Linnett	George Cutting	New action linked to transformation programme
	Implement a central business support function	Ben Wood	31/03/22		Annual	Ben Wood	George Cutting	New action linked to transformation programme
				Ensure 80% of govmetric ratings for face to face are rated as good Increase customer satisfaction	Quarterly	Alex Cook	George Cutting	
	Implement a front of house offering at			with East Herts web	Quarterly	Lauren Hague	George Cutting	Action amended following
	Hertford and Bishop's Stortford aimed at maximising self-service	Ben Wood	30/09/20	Increase % of households that have signed up to self service	Quarterly	Mark Eldridge	George Cutting	behaviour changes from Covid-19
				Increase % of businesses that have signed up to self service	Quarterly	Mark Eldridge	George Cutting	
				Increase % of landlords that have	Quarterly	Mark Eldridge	George Cutting	
	Maintain website accessibsility (WCAG 2.1) standards	Lauren Hague	30/06/20	signed up to self service Socitim accessibility rating	Annual	Lauren Hague	George Cutting	Action amended after significant work in 20/21 to achieve good accessibility rating
				Ensure 80% of stage 1 complaints are dealt with within 10 working days	Quarterly	Sharon Bunce	George Cutting	
	Deliver an effective complaints and member	Sharon Bunce	31/03/22	% of complaints that are upheld at stage 1	Quarterly	Sharon Bunce	George Cutting	Action amended to incorproate member query
	query management system			% of complaints that are upheld at stage 2	Quarterly	Sharon Bunce	George Cutting	system
				Number of complaints upheld by the ombudsman	Annual	Ben Wood	George Cutting	
	Launch new Member case management system	Sharon Bunce	30/06/20	Ensure 80% of Member enquiries are responded to within 10 working days	Quarterly	Sharon Bunce	Suzanne Rutland-Barsby	Action completed - PI to be included in action above
	Implement new conditions of contract for customer services team	Ben Wood	30/09/20		Annual	Ben Wood	George Cutting	Action suspended due to Covid. To be part of transformation programme
	Develop and publish the East Herts Customer Charter, including development of service specific customer standards where appropriate	Su Tarran	01/07/20		Annual	Su Tarran	George Cutting	Action completed

Develop and implement customer service standards/behaviours as part of core competency behavioural development	Simon O'Hear	30/09/2020		Quarterly	Simon O'Hear	George Cutting	Action completed
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We will work with	Ensure fibre to the premise (FTTP) is						
partners to ensure	provided on all new developments	George Pavey	On-going	Annual	George Pavey	Jan Goodeve	
our communities are digitally	Support joint delivery of Harlow and Gilston						
enabled	Garden Town as a fully sustainable and	Sara Saunders	On-going	Annual	Sara Saunders	Jan Goodeve	
	digital 'place'						
	Support the Digital Innovation Zone to lobby for investment in our towns and	Helen Standen	On-going	Annual	Ben Wood	Linda Haysey/Jan	
	villages	neien standen	On-going	Allitudi	bell wood	Goodeve	
	Provide a programme of business						
	networking and awareness raising on GDPR	Andrew Figgis	31/03/21	Annual	Andrew Figgis	Jan Goodeve	Action completed
	and cyber-security						
Implement agile	Agree an agile working policy with staff	Simon O'Hear	31/9/2021	Annual	Simon O'Hear	Geoffrey Williamson	New action
working across the organisation	Agree a business case for creating modern workspaces	Geoff Hayden	31/03/22	Annual	Geoff Hayden	Geoffrey Williamson	New action
	Roll out MS Teams for all staff	Zoe Taylor-Dixon	31/03/22	Annual	Gemma Bates	Geoffrey Williamson	New action