
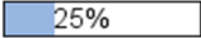





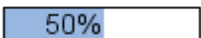







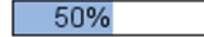









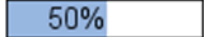

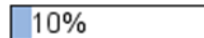





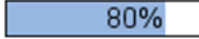

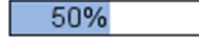

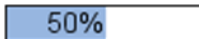















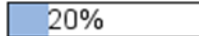



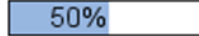



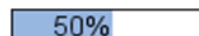





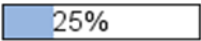






Action code and title	Expected Outcome	Progress Bar	Latest update
Sustainability at the Heart of Everything We Do			
<p>S CSP</p> <p>Creation of East Herts awards scheme to encourage local organisations to implement sustainable activities</p>			Several options identified in terms of running an award 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.
<p>S CSP</p> <p>Implement a smart approach to publicity</p>			Undertaking an 'all-channels' approach (web, social and events) to communicate climate change and sustainability messages across the district to enable engagement, progress sharing, information exchange and behaviour change.
<p>S OPS</p> <p>Maximise environmental sustainability efforts through upgrade of Hertford Theatre</p>			The Hertford Theatre project is aiming for BREEAM excellence.
<p>S CSP</p> <p>Work with Bishop's Stortford BID and other business groups to promote sustainability</p>			<p>Continued joint working on sustainability initiatives with The BID and business groups.</p> <p>This includes business recycling schemes, potential electric scooter scheme in Stortford.</p> <p>This action has been severely affected by Covid19 and will be going forward.</p>
<p>S HH</p> <p>Audit of council's vehicles</p>			Range of options for van fleet procurement being explored. EV trial pending possibilities once lockdown is lifted.
<p>S HH</p> <p>Determine the feasibility of becoming a white label supplier of renewable energy</p>			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.

















S HH Draw up carbon assessment tool to be used to assess all council projects			Completed
S HH Establish and run a multi-agency/stakeholder Environmental and Climate Change Forum			Meeting 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.
S HH Hold a Schools Climate Conference			On Hold at current time due to COVID19
S HH Identify benefits of green walls			Completed and included in draft SPD. Opportunity to identify possible EHC exemplar sites for green walls
S HH 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
S HH Install rapid e-chargers in support of move to more e-taxis			Our partner, Electric Blue (EB) is leading this scheme and linked to ERDF grant scheme obtained by EB.
S HH Provide and promote energy efficiency grants/support			Three installs completed. Potential 29 in pipeline with home surveys just restarting following halt due to Covid19.
S HH Run EV roadshows and demonstrations			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.

<p>S HH Run two climate change film festivals (Hertford and Stortford)</p>			<p>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.</p>
<p>S HH Site Visits to Council Premises</p>			<p>On hold due to COVID19</p>
<p>S HH Survey locally active residential developers to better understand barriers to higher energy efficiency/Passivhaus development</p>			<p>Survey completed. Results being considered</p>
<p>S HH Work with HCC on introducing anti-idling signage and fines</p>			<p>Cllr 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.</p>
<p>S HH Working in partnership to operate an energy services company</p>			<p>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</p>
<p>S HROD Deliver programme of training on carbon neutrality/sustainability</p>			<p>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.</p>
<p>S HROD Draw up, maintain and use a list of environmental sustainability interventions that could be funded with s106 contributions</p>			<p>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</p>
<p>S HROD Use of e-car pool by officers</p>			<p>Incentives approved by LT however use of e-cars decreased over 2020/21 due to Covid. The Covid Marshals have been using the e-cars to travel around the district to provide support to residents and businesses</p>








<p>S IT Installation of video conferencing in council buildings</p>			<p>This will be informed by the agile working project</p>
<p>S OPS Actively implement and encourage waste minimisation initiatives</p>			<p>Social media continues to be used to promote waste minimisation messages coinciding with WasteAware current campaigns. Seasonal messages will go out for specific national days. A facebook group has also been set up as a community page to share composting and waste reduction ideas.</p>
<p>S OPS Identify options for tree planting</p>			<p>Tree planting taking place as part of leisure centre refurb projects.</p>
<p>S OPS Maximise sustainability opportunities through development of Grange Paddocks Leisure Centre</p>			<p>Work on site continues to be delivered on programme. Works are just under over 6 months from completion at Grange Paddocks.</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>S OPS Maximise sustainability opportunities through development of Hartham Leisure Centre</p>			<p>Planning for this project was approved with an aim of achieve BREEAM excellence, Cadman Construction have been awarded the contract to deliver this project. Qualitative assessment criteria for the tender included 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 <u>3/20/1814/FUL</u>.</p>




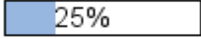







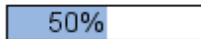
<p>S OPS</p> <p>Reduce domestic residual waste bins to 140 Litre capacity</p>			<p>Liaising with Planning regarding introduction of 140 bins for new build one and two beds. Alternative and more sustainable and financially viable approaches are being considered.</p>
<p>S OPS</p> <p>Work with Hertfordshire 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 & minimisation messages. Waste composition analysis commenced 08.09.20. Discussions continue in the background regarding joint working.</p>
<p>S PBC</p> <p>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>S PBC</p> <p>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>S PBC</p> <p>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>S SFP</p> <p>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>S SFP 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>S SFP 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>
<p>S SFP Explicitly refer to sustainability outcomes in MTFP from 2021/22 budget onwards</p>			<p>Action achieved in 2019/20</p>
<p>Enabling Communities</p>			
<p>C CSP Evaluate the impact of any comms and campaigns</p>			<p>A littering campaign took place across the summer months which was evaluated in a similar format to previous campaigns, so to was the food waste reduction campaign. Analysis looked at reach across different platforms and types of content. Average reach for facebook posts was 925, Insta was 826 and twitter was 1407, showing twitter remains our most popular social media channel.</p>
<p>C CSP Grow our digital communication channels</p>			<p>All social media channels continue to see an increase in following/likes (see performance data)</p>




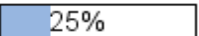






<p>C CSP</p> <p>Maintain the register of community assets</p>			<p>Register is up to date. 20/21 has seen an unprecedented number of applications across the district.</p>
<p>C CSP</p> <p>Trial new communication and engagement tools with different audiences</p>			<p>Selection of Facebook posts have recently been boosted - JobSmart, resident survey - and have seen positive results with more engagement.</p>
<p>C HH</p> <p>Continue to deliver social prescribing project and launch the Hertford and Bishop's Stortford Healthy Hubs</p>			<p>Healthy Hub operated on a virtual model bringing together a range of partners from across the district to offer virtual health and wellbeing services, during the pandemic. Plans to use a hybrid model of face to face and virtual sessions, expanding the offer of more traditional sessions to more wellbeing based sessions (such as book clubs, health walks, social events) in 2021 are now under way.</p>
<p>C HH</p> <p>Deliver the community grants scheme</p>			<p>Final round of funding was oversubscribed. All grant monies awarded. Priorities for 2021-22 agreed at Council. Next round of funding now open, closing in May 2021</p>
<p>C HH</p> <p>Develop a cultural strategy for East Herts</p>			<p>Cultural Strategy adopted at Council 02.03.21.</p>
<p>C HH</p> <p>Manage the SLA with the Citizens Advice Service</p>			<p>SLA has been agreed for 21/22</p>
<p>C HH</p> <p>Manage the SLA with the CVS to deliver support to voluntary and community organisations and community transport</p>			<p>20-21 KPIs all achieved and in many cases exceeded.</p>
<p>C HH</p> <p>Provide temporary accomodation to those in need</p>			<p>At the end of March 2021 the council was providing 50 households with temporary accommodation under statutory homeless duties. This is an increase fo 10 families compated to 31 March 2020</p>







<p>C HH Review CCTV provision and management arrangements</p>			<p>Meetings between Town Councils and EHC ongoing. Town Councils have opted to take on a tender process and a way forward will hopefully be agreed when this has completed.</p>
<p>C HH Support community safety</p>			<p>The eight actions identified within the CSP Action Plan, which contribute to the five overarching priorities have all been achieved; however it was noted that some were significantly impacted by the pandemic. Work is now being undertaken to develop the priorities and plan for 2021/22.</p>
<p>C HH Support delivery of chatter tables</p>			<p>Action to restart post lifting of lock down measures in June 21. 5 venues had been set up, 3 of which had begun delivery when the pandemic hit. Mekhola Ray remains in contact with venues with a view to restarting once lockdown measures are lifted (hopefully from June 2021)</p>
<p>C HH Support the East Herts Dementia Friendly Action Group</p>			<p>Virtual groups continued to meet throughout pandemic. Dementia Friendly District status has been renewed and MR has been asked to speak on the work of East Herts at the National Dementia Awareness Week conference.</p>
<p>C HH Support the Herts 2020 Year of Culture with HCC</p>			<p>The majority of events through the year were postponed due to the pandemic. East Herts continued to promote virtual events, work with the HYOC delivery group and engage the HYOC group in the development of a cultural strategy for East Herts.</p>
<p>C HH Undertake Active Local initiative based on Asset Community Development</p>			<p>Work continues through the Active Local programme. This year's big successes saw the agreement of Active In to take on the old Scout Hut in Sele Farm and a disused plot of land on the Sele Estate being identified to be repurposed as a community allotment. CP working with community groups to establish a constituted group to take forward this work in 2021.</p>
<p>C OPS Deliver £20m investment in Hertford Theatre</p>			<p>Planning consent granted on 31 March for the growth and legacy project to continue. Marketing and Branding Consultant has been appointed. Work will commence in Autumn 2021 and project completion due 2023</p>


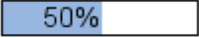



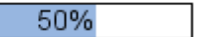
<p>C OPS Deliver parks and open spaces strategy</p>		<p>0%</p>	<p>Consultation on a draft strategy is due Summer 2021</p>
<p>C OPS Deliver the Castle Park Heritage Lottery Funded project</p>		<p>50%</p>	<p>All design work completed including modification to building for sustainable air heat source pumps to replace traditional heating. Minor adjustments made to landscape designs to satisfy planning condition. Construction due to commence Spring 21 pending successful tender award.</p>
<p>C OPS Maintain street cleanliness</p>		<p>100%</p>	<p>Roads included in the contract currently under review, in advance of a review of schedules. The majority of roads inspected by the client team are at expected standards. High speed road litter picking started in April 2021. Member briefing took place 20th May on street cleanliness</p>
<p>C OPS Respond to fly-tipping in a timely manner</p>		<p>100%</p>	<p>Related PI QC OP 2.4 indicates collection times well under target of 2 days at 0.44 days and remains an area in which performance is strong</p>
<p>C PBC Complete construction of a refurbished and extended Hartham Leisure Centre</p>		<p>50%</p>	<p>Project due to complete in Autumn 2022</p>
<p>C OPS Complete construction of new Grange Paddocks Leisure Centre</p>		<p>50%</p>	<p>Project still on track to deliver on time and in budget. Willmott Dixon took possession of the site in March 2020 and work has continued at pace. Contractual completion date is October 2021 however Willmott Dixon are still targeting practical completion Autumn 2021.</p>
<p>C PBC Support local communities with the neighbourhood planning process</p>		<p>50%</p>	<p>Ongoing - 4 neighbourhood plans. Thunderidge, Bengo & Sele and Gilston in progress</p>















<p>C RB</p> <p>Ensure all new applications for Housing Benefit and/or Council Tax support are processed on average within 10 days</p>			<p>Despite additional pressures in the service around dealing with administration of grants performance was 4.63 day average over 2020/21 - well below target</p>
<p>Encouraging Economic Growth</p>			
<p>E CSP</p> <p>Adopt a policy on viability and intervention on commercial schemes on new developments including BS South, BS North, Caxton Hill, NE of Ware</p>			<p>Action on hold pending changes to national planning legislation and consultation in 20/21 (particularly with regards to PDR and new use classes). The commercial property market is very uncertain currently which means producing a policy is challenging until we have more certainty</p>
<p>E CSP</p> <p>Begin construction of the multi-story car park on the Old River Lane site (72 week building)</p>			<p>Completion on track for Spring /Summer 2022</p>
<p>E CSP</p> <p>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</p>			<p>Dayton Bell have been appointed as the delivery partner to the project as of 21st December 2020 and will be delivering business support until 2023</p>
<p>E CSP</p> <p>Ensure Section 106 contributions are allocated in accordance with agreements</p>			<p>All allocations made during this financial year (2020/21) will be reported in the Infrastructure Funding Statement which will be published on the council's website before 31 December 2021 in accordance with the CIL Legislation.</p>
<p>E CSP</p> <p>Grow revenues from trading companies</p>			<p>Herts Building Control continues to be viable however the CCTV company made a loss in 20/21. The Company Directors have appointed a sales manager to bring in new contracts in 21/22. If, after 12 months, this is not successful the future of the company will be considered by shareholders.</p>








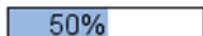

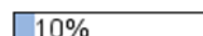






<p>E CSP Implement Article 4 Directions on designated employment sites</p>			<p>Conformation of Direction signed off 1/4/21 retrospectively to a start date of 2/1/21. However one of these notices on a particular site is being challenged. Changes to national legislation which are due to come in next year also mean the future of Article 4 Directions as a tool for planning authorities are uncertain</p>
<p>E CSP Provide a programme of business networking and support activities</p>			<p>Launchpad continues to run services for members and EHC ED signposting companies to appropriate schemes and providers of info including the Growth Hub and LEP programmes.</p>
<p>E CSP Provide discretionary business rate grants to incentivise new businesses to set up/ existing businesses to expand</p>			<p>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 in 20/21</p>
<p>E CSP Provide support for local business representative organisations including Chambers of Commerce and the Bishop's Stortford BID</p>			<p>We have worked closely with business representative organisations over the past year particularly focusing on Covid recovery and will continue to provide support to the BID and local chambers of commerce. Hertford Hub were also supported to set up as a CIO and represent Hertford retailers</p>
<p>E CSP Undertake a pilot project with stakeholders on Hertford Town Centre to get a vision and strategy in place</p>			<p>Town centre action plan was produced, however COVID restrictions from December 2020 meant that the focus was on safety as opposed to growth. Focus for 21/22 will be on recovery and supporting businesses.</p>
<p>E CSP Work in partnership with the LSCC (Innovation Corridor) and Central Zone Alliance to lobby for inward investment</p>			<p>Innovation core brochure has been produced.</p>
<p>E CSP Work with Visit Herts to ensure local businesses and venues are supported</p>			<p>Visit Herts have continued to disseminate information and advice to leisure and tourism sectors along with guidance and virtual workshops about operating safely.</p>


<p>E CX</p> <p>Support the Herts Growth Board with presenting a case for additional infrastructure investment in Hertfordshire</p>			<p>Joint Governance Committee set up which means all Board meetings are now open to the public to attend, bringing increased transparency about ambitions and future priorities. Priorities for 21/22 will be on economic recovery, joint housing delivery, sustainability and the role of digital in service delivery</p>
<p>E HH</p> <p>Deliver the Millstream Property Investment Ltd's Business plan</p>			<p>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>
<p>E HH</p> <p>Grow the East Herts Lottery</p>			<p>The 12 month forecast, as of 31.03.21 was £46,831, showing continued growth of the East Herts lottery every quarter.</p>
<p>E HH</p> <p>Potential for charging for regulatory advice</p>			<p>No progress to date due to Covid</p>
<p>E HH</p> <p>Provision of advice and support around licensing function - alcohol, food, noise - and compliance.</p>			<p>The team have been helping and advising businesses throughout the pandemic. Pavement licensing procedure and process in place for new legislation</p>

<p>E HH Support the Better Business for All Partnership</p>			<p>Funding agreed by CE for one year rather than proposed 5 years. Better Business for All partnership has continued to focus on providing Covid support, advice and guidance to businesses</p>
<p>E HH Supporting the crowdfunding platform for community causes</p>			<p>Five campaigns have signed up through the platform with 2 successfully receiving a pledge of £2,000 so far.</p>
<p>E OPS Introduce parking permits for town centre business employees</p>			<p>Parking permits for town centre workers is being explored. Currently there are no capacity issues within long stay car parks following covid-19 restrictions and we are unsure how parking facilities will be used in the context of changes to the workplace</p>

<p align="center">E PBC</p> <p>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>			<p>Work on the Gilston Area Village Masterplans is due to commence shortly. The Gilston Area Charter SPD was adopted by Council on the 22 July 2020. The role of the Charter is to support the production of Masterplans and Design Codes specific to the Gilston Area villages and the important network of greenspaces that will surround and connect them in accordance with the District Plan Policy DES1. The Charter seeks to ensure that the Gilston Area is planned and delivered comprehensively involving site promoters, land owners, East Herts Council, parish councils and other relevant stakeholders and informed by public participation.</p> <p>The Masterplanning Framework for land North and East of Ware (WARE2) was approved by Council on the 23 October 2019. Further masterplanning work will be undertaken prior to submission of a planning application for the site (currently anticipated before end 2021).</p> <p>Ongoing discussions with the site promoter are taking place on land East of Welwyn Garden City (EWEL1) pending outcome of Welwyn Hatfield Local Plan Examination. Allies and Morrison have been appointed to do some early scoping work on a Supplementary Planning Document for the site.</p> <p>A number of other sites are currently going through or about to embark on masterplanning work, including the Goods Yard site and the Old River Lane site in Bishop's Stortford, Hertford Industrial Estate (Caxton Hill) in Hertford, and land to the east of the A10, west of Ermine Street in Buntingford.</p>
<p align="center">E PBC</p> <p>Delivery of the strategic sites allocated in the District Plan</p>			<p>Ongoing delivery is in accordance with the district plan</p>
<p align="center">E PBC</p> <p>Undertake planning enforcement activity where required in keeping with the district plan and NPPF</p>			<p>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</p>

E RB Ensure all business rate reliefs are applied in a timely manner			Completed. £18m of reliefs granted
E SFP Develop financial Sustainability Group acquisitions/ investments			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.
Digital By Desgn			
D CSP Implement new conditions of contract for customer services team			Action was paused pending COVID-19 restrictions and closure of receptions. Work planned for 21/22 to redefine customer service offering. £50k revenue savings made in 2020/21 as a result of not undertaking face to face services.
D CSP Improve website accessibility			Final fixes identified by the audit have been tested and our statement has been updated: https://www.eastherts.gov.uk/accessibility-statement There are still some challenges due to the presence of inaccessible PDFs and the Gov Metric widge. These will be reviewed in 21/22
D CSP 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.
D CSP Provide a programme of business networking and awareness raising on GDPR and cyber-security			All COVID related grants dispersed or in the process of being dispersed. Plans being discussed re use or ARG, Levelling up fund and Welcome back fund to provide a comprehensive support package for the local economy and business in 2021/22.
D CSP 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

D DCX Sign up to the MHCLG Digital Declaration			East Herts signed up to the MHCLG Digital Declaration on 8th July - Action Complete
D DCX Support the Digital Innovation Zone to lobby for investment in our towns and villages			Local Full Fibre Network project on track to complete Summer 2021. A priority for 21/22 will be to look at digital inclusion for communities following COVID-19 restrictions. HCC recently joined the DIZ as full board members.
D HROD Develop and implement customer service standards/behaviours as part of core competency behavioural development			Customer charter was developed and is being used in the PDR process to assist with assessing performance against values and behaviours
D PBC Ensure fibre to the premise (FTTP) is provided on all new developments			Ongoing action - taking forward approval of the planning applications
D PBC Support joint delivery of Harlow and Gilston Garden Town as a fully sustainable and digital 'place'			Work remains on-going and in 20/21 applications were submitted. Village 7 due to be considered by Development Management Committee and May and Villages 1-6 in July 2021
D RB Develop and publish the East Herts Customer Charter			Completed and cleared for publication 20.7.20
D SFP Improve customer journey and self-service in Wallfields reception			Design work was commissioned however this was put on hold during lockdown as both receptions were closed. This action will be reviewed for 21/22
KEY			
Action Expected Outcome			
Action achieved			
Action on target			

Revised completion date	
Action to be deleted/suspended	
Action off target	