

2010/11 Service Plan actions by Corporate Priority where completion dates have been revised.

Action Code	Section	Action	Description (Target, Outcome and Critical Success Factors)	Due Date	Progress
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***Strapline: Promoting prosperity and well being; providing access and opportunities
Corporate Priority: Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable***

By 2012 - Improve the parks and open spaces to meet the needs of residents, by increasing the number of green flag awards.

Action Code	Section	Action	Description (Target, Outcome and Critical Success Factors)	Due Date	Progress
10-ES05	Environmental Services	Work with Bishops Stortford Town Council (BSTC) and other stakeholders to develop plans for the 'Green Finger' including Grange Paddocks and Waytemore Castle grounds.	<p>Target: Outline Development Plans drafted.</p> <p>Outcome: Partnership approach to the future management and development of the 'green finger'. Integration with wider development plans for Bishop's Stortford.</p> <p>Critical Success Factors: Staff resources, external funding and support from BSTC and other partners.</p> <p>Environmental Impacts: A more integrated approach to future management will help to maintain local environmental quality and biodiversity.</p>	30/09/11	Revised completion date from 31 March 2011 to 30 September 2011. Delayed due to other priorities - the work will be undertaken as part of the development of management plans for key sites.

Action Code	Section	Action	Description (Target, Outcome and Critical Success Factors)	Due Date	Progress
10-ES06	Environmental Services	Work with Hertford Town Council to develop management / transition plans for Hertford Castle Grounds.	<p>Target: Outline Development Plans drafted.</p> <p>Outcome: Partnership approach to the future management and development of the Castle Grounds. Progress transfer of responsibility for maintenance of Hertford Town Council (HTC) leased areas.</p> <p>Critical Success Factors: Staff resources, external funding and support from HTC and other partners.</p> <p>Environmental Impacts: None</p>	31/07/11	Revised completion date from 31 March 2011 to 31 July 2011. Detailed discussions have been undertaken with the Town Council and maintenance by East Herts Council's contractor is continuing with cost recovery pending Hertford Town Council's decision on how the site is to be maintained in the future.

Action Code	Section	Action	Description (Target, Outcome and Critical Success Factors)	Due Date	Progress
10-ES08	Environmental Services	Develop further management arrangements for Kings Mead and seek Local Nature Reserve (LNR) status.	<p>Target: Management arrangements in place and agreed with partners.</p> <p>Outcome: Site is protected and improved.</p> <p>Critical Success Factors: Staff resources. Support and agreement from partners and the land owner (Lafarge).</p> <p>Environmental Impacts: Ensure the continued management of the site and protection of wildlife. Provide better facilities for local people resulting in reduced travel.</p>	31/07/11	Revised completion date from 31 March 2011 to 31 July 2011. We are continuing to work with our partners and Herts and Middlesex Wildlife Trust to develop and agree lease arrangements and management plans for the site.

Strapline: Fit for purpose, services fit for you
Corporate Priority: Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation

Action Code	Section	Action	Description (Target, Outcome and Critical Success Factors)	Due Date	Progress
<i>By 2012 - Increase customer satisfaction with the Council, as a result of improved customer services and website access.</i>					
10-PBC02	Planning & Building Control	Planning Enforcement - Legal agreement monitoring.	<p>Target: Effective procedures for the monitoring of compliance with legal agreements and implementation of anticipated outcomes.</p> <p>Outcome: Acceptable mitigation of development impacts.</p> <p>Critical Success Factors: Staff resources.</p> <p>Environmental Impacts: Ensures that measures agreed, to compensate for any environmental impact of development, are monitored and implemented.</p>	30/09/11	Revised completion date from 31 March to 30 September 2011. Further progress has been made with continued monitoring and implementation of agreements - final procedures should be in place by the end of September 2011.