

EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 22 NOVEMBER 2011

REPORT BY LEADER OF THE COUNCIL

2011/12 SERVICE PLANS – SUMMARY OF PROGRESS AND EXCEPTIONS REPORT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This report provides a summary of progress against 2011/12 Service Plan actions relevant to Community Scrutiny Committee and details an action that requires a revised completion date at **Essential Reference Paper “B”**.

RECOMMENDATIONS FOR COMMUNITY SCRUTINY COMMITTEE:	
(A)	The summary of progress against 2011/12 Service Plan actions be received and the Executive be advised of any recommendations; and
(B)	The action requiring a revised completion date be noted.

1.0 Background

1.1 The 2011/12 Service Plans were scrutinised by the joint meeting of Scrutiny Committees held on 15 February 2011 and approved by the Executive at its meeting on 8 March 2011. This report covers the period 1 April to 30 September 2011 for the following services:-

- Community and Cultural Services
- Health and Housing
- Licensing and Community Safety

- Revenues and Benefits

2.0 Report

2.1 In total, there are 29 actions in the 2011/12 Service Plans relevant to Community Scrutiny Committee, of which:

14% (4) have already been achieved

83% (24) are on target

3% (1) has had its completion date revised.

In addition, an action from the 2010/11 Community and Cultural Services Service Plan had a revised completion date before 30 September 2011 and has now been achieved.

2.2 An overview of the achievements by Corporate Priority can be summarised as follows:-

Promoting prosperity and well being; providing access and opportunities. *Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.*

2 actions have been achieved

8 actions are on target

1 action has had its completion date revised (detailed in **Essential Reference Paper “B”**).

The achievements were:

- New standards for caravan sites have been approved by Members. A caravan inspection plan has been agreed and work has started on improving the conditions of the mobile home sites in East Herts.
- With the exception of one or two applications that are not yet Citrix compliant, the rollout of home, remote and flexible working for staff in Revenues and Benefits has been completed in accordance with the Changing the Way We Work agenda, resulting in increased capacity and improved performance.

Fit for purpose, services fit for you. *Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.*

1 action has been achieved

7 actions are on target

The achievement was:

- Electronic Document and Records Management has been implemented in Health and Housing and Customer Service Improvement is now progressing in line with the agreed action plan, resulting in more efficient services at reduced net cost.

Pride in East Herts. *Improve standards of the neighbourhood and environmental management in our towns and villages.*

1 action has been achieved

4 actions are on target

The achievement was:

- The House Condition Survey identified an increase in non-decent homes due to a new rating system since the previous survey, but improved energy efficiency – the Assistance Policy is being revised in light of the survey findings and changes in demand etc.

The achievement from the 2010/11 Community and Cultural Service Plan was:

- Work to revamp Bishop's Stortford market is under way – North Street is closed to traffic between Bridge Street and Barrett Lane on Thursday market days for a one year trial.

Shaping now, shaping the future. *Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.*

2 actions are on target

Leading the way, working together. *Deliver responsible community leadership that engages with our partners and the public.*

3 actions are on target

2.3 **Essential Reference Paper “B”** details a 2011/12 Service Plan action that has had its completion date revised. Full progress comments on all 2011/12 Service Plan actions can be accessed by referring to the Council’s performance management system, Covalent (www.covalentcpm.com/eastherts).

3.0 Implications/Consultations

3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper ‘A’**

Background Papers:

2011/12 Service Plans report to joint meeting of Scrutiny Committees on 15 February 2011.

2011/12 Service Plans report to the Executive on 8 March 2011.

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ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p>Promoting prosperity and well-being; providing access and opportunities <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Fit for purpose, services fit for you <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p>Pride in East Herts <i>Improving standards of the built neighbourhood and environmental management in our towns and villages.</i></p> <p>Shaping now, shaping the future <i>Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.</i></p> <p>Leading the way, working together <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
<p>Consultation:</p>	<p>There are no specific consultation implications arising directly from this report.</p>
<p>Legal:</p>	<p>There are no specific legal implications arising directly from this report.</p>
<p>Financial:</p>	<p>There are no specific financial implications arising directly from this report.</p>
<p>Human Resource:</p>	<p>There are no specific human resource implications arising directly from this report.</p>
<p>Risk Management:</p>	<p>There is a generic risk management implication arising from this report, in terms of not completing the actions from Service Plans would be likely to result in not achieving the Corporate Priorities and Objectives.</p>