

ACTION SHEET**PARISH CHARTER, 2010**

	Timescale	Subject	Action Required	Officers Responsible	Action Taken
		Communication			
1	Short term *	Connect parishes into district customer service centre for rapid response on required issues	Allocate key contact in customer service team	Customer Services Manager	Interviews with all parish clerks underway
2	Short term *	Structure Chart and Contact list of District Corporate Leadership Team	Short term solution - email to Parishes immediately – long term - give access to intranet which will require Secure Remote Access Solution	Marketing and Consultation Officer	
3	Short term*	Structure Chart and Contact list of Herts County Council senior officers	Email to Parishes	Head of Strategy Herts County Council	
4	Medium term*	Targeted communication	News bulletin produced on quarterly basis – potential communications role of community engagement officer post	Joint parish/district working – including Culture & Community Development and Policy & Partnerships	
5	Medium term*	Develop protocols regarding sharing of information and consultation	Produce as part of Community	Joint parish/district	

	Timescale	Subject	Action Required	Officers Responsible	Action Taken
			Engagement Strategy tool kit	working including Policy & Partnerships	
6	Medium term*	District Policy Register (currently being developed)	Short term solution - email to Parishes immediately – long term - give access to intranet which will require Secure Remote Access Solution	Marketing and Consultation Officer	
		Consultation			
7	Medium term*	Consider new community engagement officer post to build relationships	Investigate partnership funding as part of Community Engagement review	Joint parish/district officer group – including Culture & Community Development and Policy & Partnerships	
8	Medium term*	Section 106 funding - develop protocol regarding parish consultation	Review current arrangements and recommend improvements	Joint parish/district officer group, including Planning and Building Control	
9	Medium term*	Support role of parishes in planning issues	Review current consultation arrangements	Joint parish/district officer, including Planning &	

	Timescale	Subject	Action Required	Officers Responsible	Action Taken
				Building Control	
10	Medium term*	Planning applications – local search facility	IT to investigate changing search engine function – may require budget	IT	
		Advice and support			
11	Medium term*	Call off provision on central services such as IT, legal advice, planning advice and HR	Procurement to produce guidance notes on how parishes can access central services.	Joint parish/district officer group, including Purchasing	Guidance notes drafted
12	Short term*	Open up council's training sessions, particularly planning to parish councillors	Heads of Service to consider if training sessions are suitable for parishes and to make suitable arrangements for inclusion.	Democratic Services	
13	Medium term*	Head of service mentoring scheme		Joint parish/district officer group	
14	Short term*	Advice and support on grant applications		Culture & Community Development	
		Service delivery			
15	Medium term*	Develop process for engagement of parishes at key milestones during the project planning stage and monitoring of service delivery	All project managers and contract monitoring officers to review project milestones and review procedures respectively to include	Joint parish/district officer group	

	Timescale	Subject	Action Required	Officers Responsible	Action Taken
			timely parish consultation – (key message for dissemination as part of internal communication of Parish Charter). Governance structure to include parish representation on cleaner district public realm working group and district vision working group.	Agreed by Cabinet	
16	Medium term*	Provide advice and guidance tools to help parishes engage with local communities	Produce as part of Community Engagement tool kit	Joint parish/district officer group	
17	Long term*	Integrated enforcement - feasibility of local street wardens/neighbourhood managers	Investigate feasibility	Joint parish/district officer group, including Environment & Regulatory Services	
18	Long term*	Shared services – parishes to buy into district central services including legal and auditing.	Investigation of capacity for sharing of services	Joint parish/district officer group	
		Better Value			
19	Medium term*	Benefits analysis/criteria for devolvment	Criteria to be developed in consultation with community; parishes	Joint parish/district officer group – including	

	Timescale	Subject	Action Required	Officers Responsible	Action Taken
			and district – to include: costs; benefits; capacity and resourcing	Culture & Community Development and Policy & Partnerships	
20	Medium term*	Identify broad range of possible pilot services for varying degrees of devolvement	Consultation with parishes and heads of service	Joint parish/district officer group – including Culture & Community Development and Policy & Partnerships	
		Internal dissemination			
21	Short term*	Internal communication plan	Development of key messages; target audiences and communication channels	Culture & Community Development and Policy & Partnerships	

Key:**Short term – one to three months****Medium term – one to six months****Long term – one to 12 months**