

## Financial Support Services Service Plan 2010/11

Action Plan					Connections		
Action Code	ACTION	Description (Target, Outcome and Critical Success Factors)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:	Resources	Relevant Sustainable Community Strategy Theme

**Strapline: Fit for purpose, services fit for you**

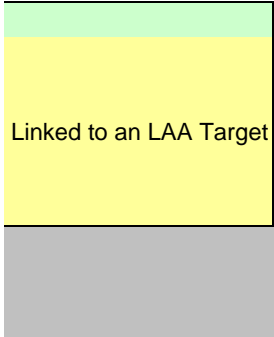
**Corporate Priority: Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation**

**By 2012 and 2014 - Deliver a financially sound and efficient Council by identifying efficiencies and more effective ways of working, thereby limiting the pressures on C**

10-FSS01	Production of International Financial Reporting Standards (IFRS) transitional balance sheet and 2009/10 restated accounts	<p><b>Target:</b> Produce restated accounts in preparation for full IFRS implementation</p> <p><b>Outcome:</b> On track to meet statutory accounting requirements</p> <p><b>Critical Success Factors:</b> Availability of staff resources and funding agreed for external consultancy support</p> <p><b>Environmental Impacts:</b> None</p>	31 December 2010	Head of Financial Support Services / Accountancy Manager	Support of Democratic & Legal Services (contract documentation/leases), HR team (accrual leave/flexi) and various Heads of Service in considering "embedded" leases.	Funding to engage appropriate consultancy support	Non Applicable
10-FSS02	Ongoing review and rationalisation of the Council's assets ( in line with the AMP) to ensure best use and generation of capital receipts through sale of surplus assets	<p><b>Target:</b> Asset holdings in line with service needs</p> <p><b>Outcome:</b> Efficient utilisation and VFM</p> <p><b>Critical Success Factors:</b> Availability of staff resources</p> <p><b>Environmental Impacts:</b> Potential energy efficiency savings. Reviews of AMP will aim to include relevant environmental criteria. There may be opportunities to consider use of East Herts land for environmentally beneficial purposes e.g. allotments, biodiversity enhancements.</p>	31 March 2011	Asset and Valuation Manager	Services reviewing provision where operational assets involved (parking, customer services)	TBA	Non Applicable
10-FSS03	Undertake C3W processes in respect of Asset Management & Valuation Service	<p><b>Target:</b> Determine and implement EDRM and home working arrangements.</p> <p><b>Outcome:</b> Increased efficiency of service delivery</p> <p><b>Critical Success Factors:</b> Staff resources available to progress work</p> <p><b>Environmental Impacts:</b> Potential reduced travel and use of paper which should have a beneficial impact upon the Council's carbon footprint by reducing CO2 emissions</p>	31 March 2011	Asset and Valuation Manager	Other teams supporting C3W, IT in particular	TBA, but will relate to EDRM	Non Applicable
10-FSS04	Preparatory work relating to Accountancy C3W processes	<p><b>Target:</b> Action plan agreed</p> <p><b>Outcome:</b> Meet planning phase requirements</p> <p><b>Critical Success Factors:</b> Availability of staff resources and corporate support processes</p> <p><b>Environmental Impacts:</b> C3W processes are anticipated to enable reductions in the Council's carbon footprint - detail TBD</p>	31 March 2011	Head of Financial Support Services / Accountancy Manager	Other teams supporting C3W, IT in particular	TBA	Non Applicable

Action Plan					Connections		
Action Code	ACTION	Description (Target, Outcome and Critical Success Factors)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:	Resources	Relevant Sustainable Community Strategy Theme

<b>10-FSS05</b>	Support for Rural Development Project in Council's role as accountable body	<b>Target:</b> Meet financial objectives <b>Outcome:</b> Funding stream secured <b>Critical Success Factors:</b> Availability of staff resources and support processes <b>Environmental Impacts:</b> TBA	31 March 2011	Principal Accountant	Customer & Community Service Project Lead	TBA	East Herts - Economy, Skills and Prosperity
-----------------	---	---	---------------	----------------------	---	-----	---



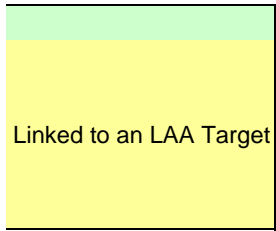
**ouncil Tax.**

Non Applicable

Non Applicable

Non Applicable

Non Applicable



NI 172 - Percentage of small businesses in an area showing employment growth