



2012/13 Service Planning Report (April- September 2012 progress)

People						
Maintain our core services to a good standard and ensure high satisfaction with the council as measured through the biennial Residents Survey.						
Action Code	Action Title	Action Description	Due Date	Expected Outcome Icon	Expected Outcome	Notes
12-CSHS05	Consider implications of Hertfordshire County Council's (HCC) reviews, and implement any necessary changes to Disabled Facilities Grant (DFG) and HIA process.	Target: Provide an efficient and effective service to users following substantial process change. Outcome: Maintain good service provision. Critical Success Factors: Staff resources, HCC input and partners and Member collaboration. Environmental Impacts: None known	31-Dec-12		Action Off Target	April - September 2012. Since HCC have outsourced their role to Serco, referrals from HCC Occupational Therapists have all but dried up. Enquiries reveal that a substantial number of deserving cases are waiting to be sent to us to be dealt with, concerns have been raised about the difficult position this will leave us in when the 'bubble bursts' and we are likely to be overwhelmed with work for our limited resources. There is a reputational risk for us. Matter is to be raised at a much higher level.
Place						
Ensure the sustainability of Hertford Theatre and explore possibilities for the theatre to be administered through a community trust.						
12-HT03	Develop improved business processes for the theatre that will facilitate better and easier customer access and operational efficiencies.	Target: Improved business processes Outcome: easier access/ on line booking and operational efficiencies Critical Success Factors: ICT capacity and support Environmental Impacts: n/a	01-Jul-2012		Action Off Target	April to October 2012. New business manager in place on line booking with seat choosing facility installed.
Prosperity						
Continue the streamlining of back office functions in order to ensure an efficient and sustainable Council for the future.						
12-RB05	Deliver Excellent Customer Service	Target: Recommend a customer charter to the Joint Committee by October 2013. Outcome: Customer satisfaction levels sustained. Critical Success Factors: Smooth assimilation into shared service. Environmental Impacts: None.	31-Mar-2013		Revised Completion Date	April- September 2012. Work has not yet commenced as the target date is now 31 October 2013 and not 31 March 2013.