Outstanding 2012/13 Service Planning Report (April - September 2013 progress)

Action Code	Action Title	Action Description	Original Due Date	April - September 2012 status	October - December 2012 status	January - March 2013 status	April - September 2013 Status		Notes
Prosperity									
Continue the streamlining of back office functions in order to ensure an efficient and sustainable Council for the future.									
12-PBC06	DC and BC - Procurement process for replacement IT system for BC and DC	**Target:** Single replacement software for both services **Outcome:** More resilient and flexible services **Critical Success Factors:** Cost of software and implementation process **Environmental Impacts:** Greater customer self-service	31-Mar-13	Action On Target	Revised Completion Date (to 31 March 2014)	Action On Target		Action to be deleted	April - September 2013. Further progress made with the identification of a programme of soft market testing. This action is a duplicate of 13-PBC04, therefore it is suggested that this activity is only monitored once through the 2013/14 Service Plan and is therefore discontinued.
12-ES01	Carry out a feasibility study to identify further opportunities for commercial business and income generation by the service within the available resources	**Target:** Feasibility study complete **Outcome:** Proposals on income generation opportunities brought forward. Potential to increase income to support statutory functions **Critical Success Factors:** Staff resources; Support from legal services (powers and duties legislation); economic climate **Environmental Impacts:** Potential to improve pest control services to residents and businesses	30-Sep-12	Revised Completion Date (to 31 March 2013)	Off Target	Revised Completion Date (to 30 June 2013)		Achieved	April - September 2013. Action Completed. New changes agreed by Council for events and activities on open spaces from April 2013. Transaction costs for selling low value items to the public are currently prohibitive and this issue is to be picked up as part of a wider corporate project to look at streamlining sales and income collection to keep overheads on small items down.
12-ES14	Implement Business Process Improvement Recommendations for the delivery of remote and mobile working for field staff	**Target:** Remote working IT systems and procedures in place and operational **Outcome:** Improved efficiency and speed of response. MTFP financial targets achieved **Critical Success Factors:** Staff resources; approval of IT Capital Programme; Support from IT Services and Customer Services **Environmental Impacts:** Increased speed of response for dealing local environmental issues such as fly tipping, litter, graffiti which will improve the quality of the local environment	30-Sep-12	Revised Completion Date (to 31 March 2013)	Action On Target	Revised Completion Date (To 30 June 2013)		Revised Completion Date	April - September 2013: Revised completion date. Project proceeding well but delayed due to supply issues for new handhelds. New system implemented and currently in the final stages of testing. Anticipate full role out by end December 2013.

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12-ES15	Provide business environment for remote and mobile working function within Environmental Services	**Target:** New business processes in place **Outcome:** Real time data capture resulting in faster response to issues and complaints. Demonstrable efficiency gains **Critical Success Factors:** Staff resources; support from IT Services **Environmental Impacts:** Increased speed of response for dealing local environmental issues such as fly tipping, litter, graffiti which will improve the quality of the local environment	30-Sep-12	Revised Completion Date (to 31 March 2013)	Action On Target	Revised Completion Date (To 30 June 2013)	✅	Achieved	April - September 2013. Action Complete. Procedures in place. Final phase of systems testing before role out. Action ES12-14 refers.
Establish a sound planning framework for the District through the implementation of the Local Development Framework (LDF).									
12-PBC03	Planning Policy - Production of and consultation on LDF Core Strategy, preferred options	**Target:** Consultation version available by end of 2012 **Outcome:** Further progress toward final Core Strategy **Critical Success Factors:** Staff skills and availability **Environmental Impacts:** Shaping of the future built environment of the district	31-Dec-12	Action On Target	Revised Completion Date (to 30 September 2013)	Action On Target	❌	Action to be deleted	April - September 2013. The action has not been achieved during the six months. Regular updates on progress have been reported to the District Plan Panel outlining that further assessment of highway infrastructure and education capacity have been the primary areas which have resulted in delay. Now anticipated that a draft District Plan will be reported to the Executive Panel in December 2013 and thereafter published. Therefore a revised completion date required from September 2013 to December 2013. This action is a duplicate of 13-PBC02, therefore it is suggested that this activity is only monitored once through the 2013/14 Service Plan and is therefore discontinued.
12-PBC04	Conservation - programme of Conservation Area Assessment work	**Target:** Undertaking of further programme of Conservation Area assessment work. **Outcome:** Conservation Area assessments **Critical Success Factors:** Appropriate professional input, consultation and Member support **Environmental Impacts:** Further understanding	31-Mar-13	Action On Target	Action On Target	Revised Completion Date (to 31 December 2013)	❌	Action to be deleted	April - September 2013. Resource availability has enabled progress to be made in the last six months. Public consultation has been undertaken on three area appraisals and the outcome of consultation on a fourth has been reported back to Executive. This action is a duplicate of 13-PBC03, therefore it is suggested that this activity is only monitored once through the 2013/14 Service Plan and is therefore discontinued.