

Additional Service Plan Actions from the East Herts Improvement Plan

East Herts Improvement Plan Action	Action Plan						Connections	
	Action Code	ACTION	What role will the service play? (Please click in the cell to select the relevant role by clicking on the drop down arrow)	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:	Links to partnership wide agendas: - Community Strategy - Health and Wellbeing
<p>Corporate Priority: People Strapline: Fair and accessible services for those who use them and opportunities for everyone to contribute</p> <p>Deliver strong and relevant services</p>								
<p>Action 12. Review the council's People Strategy to reflect the council's future challenges and update policies accordingly.</p>	14-PPS10	Review the council's People Strategy to reflect the council's future challenges and update policies accordingly.	Service Provider / Commissioner / Manager	<p>Target: 'Making East Herts Council a great place to work' through the development and delivery of the actions identified in the Council's People Strategy and through actions identified in the service plan 2014/15. Outcome: Improved staff morale and engagement. Measured through the Staff Survey and Pulse Surveys. Critical Success Factors: Implementation of staff and pulse surveys. Environmental Impacts: None.</p>	31 March 2015	Head of People and Property Services	None	None
<p>Action 14. Develop a behaviour framework, in partnership with staff, consistent with 'Here to Help' and the Council's Community Leadership role. Action 23. Develop a programme to explore different facets of 'Here to Help' as they apply to each area/section. The Programme will need to embed the value, beliefs and behaviours which underpin this.</p>	<p>Covered by action 14-PPS01 in the People and Property Services Action Plan</p>							
<p>Corporate Priority: Prosperity Strapline: Improving the economic and social opportunities available to our communities</p> <p>Deliver value for money and reduce our reliance on central government funding</p>								
<p>Action 16. Review the overall approach to finance and consider changes to the financial regulations.</p>	14-CRP05	Review financial and procurement regulations with regard to actions arising from the Financial Review Project.	Service Provider / Commissioner / Manager	<p>Target: Financial and procurement regulations reviewed and updated where relevant by December 2014. Outcome: Finance and procurement regulations are fit for purpose to support the business decisions of the Council. Critical Success Factors: The delivery of the wider review of Financial Management and Control which has been commissioned for 2014/15. Senior management group engagement. Environmental Impacts: None.</p>	31 December 2014	- Head of Finance Support Services and Performance - Manager of Corporate Risk	None	None

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Action 20. Future opportunities regarding service delivery addressed annually through the Executive awayday and rolled out through the Council's Corporate Strategic Plan and Medium Term Financial Strategy.	14-FSSP07	Provide support for the 2014/15 Executive Awayday and ensure following on from that session the Council's Corporate Strategic Plan and Medium Term Financial Strategy drive forward change and improvement.	Service Provider / Commissioner / Manager	<p>Target: 2014/15 - 2017/18 Corporate Strategic Plan and the Medium Term Financial Strategy are developed and approved by September 2014 in time to inform the Council's Integrated Service and Financial Planning framework.</p> <p>Outcome: A clear strategic steer on the key priorities for the council that supports the delivery of flexible and innovative ways of working to improve customer service and mitigates against the reduction in government funding.</p> <p>Critical Success Factors: Publication timescales met. Member and Senior Officer engagement.</p> <p>Environmental Impacts: No direct impacts although the one of the Council's objectives is to 'Reduce the carbon dioxide emissions from our own operations by 25% by 2020 and work with partners to reduce the emissions of households and businesses'.</p>	30 September 2014	- Director of Finance and Support Services - Head of Finance Support Services and Performance - Corporate Planning and Performance Manager	All service areas	None
Action 21. Write a brief for a property investment advisor to explore opportunities.	Covered by action 14-PPS04 in the People and Property Services Action Plan							
Action 25. Produce an IT Strategy and action plan improving resilience, response times & IT is fit for purpose.	14-BTS05	Produce an IT Strategy	Service Provider / Commissioner / Manager	<p>Target: Strategy produced by June 2014.</p> <p>Outcome: Clearer Need for future investment in IT. Clearer link between strategic IT delivery and corporate plan.</p> <p>Critical Success Factors: Service input; resources to support implementation.</p> <p>Environmental Impacts: Minimal because already delivered.</p>	30 June 2014	Head of Business & Technology Services	None	None
Improving resilience covered by action 14-BTS04 in the Business and Technology Services Action Plan								