Parking and Customer 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	Linked to an LAA Target

Strap line: Caring about what's built (and) where
Corporate Priority: Care for and improve our natural and built environment

By 2014 - Develop a practicable and pragmatic Transport Strategy and action plan which delivers integrated and value for money policies in respect to car parking, walking, cycling routes and vital bus routes.

Action Code	ACTION	Description (Target, Outcome and Critical Success Factors)	Due Date	Lead Officer	If the action impacts...	Resources	Relevant Sustainable Community Strategy Theme	Linked to an LAA Target
10-CS1	Deliver Parking and Transportation strategy as a component part of the County Council Local Transport Plan (LTP3) and EHDC Sustainable Community Strategy 'Everyone Matters'	**Target:** Parking Strategy and Transport Strategy that ensures EHDC needs are recognised and addressed in the LTP3 **Outcome:** Parking Strategy and Action Plan, LTP3 reflects EHDC needs - as endorsed by Council **Critical Success Factors:** Political approval, customer consultation, success of LTP process run by HCC **Environmental Impacts:** CO2 - Council policies on parking and transportation may influence car use, policies may consider charging to influence behaviour, improving traffic flow and reducing traffic queues in towns may reduce emissions through static traffic Land - Continued use of land for car parks may impact local amenity and flooding, policies on car park improvements may promote use of more ecologically friendly design, materials and building	31 March 2011	Parking Manager	Planning Policy, Community Strategy, Communications, HCC	Within existing budgets	East Herts - On the Move	Non Applicable
10-CS2	Work with Property Services to deliver improvements to Gascoyne Way (Hertford) and Rye Street (Bishops Stortford) to bear down on car crime but also to improve customer satisfaction and reduce number of claims against council (slips/trips etc)	**Target:** On-going low level of successful claims, low car crime levels in EHC car parks **Outcome:** Customer satisfaction with car parks, low successful claim level (below £5,000), low recorded car park crime **Critical Success Factors:** Support from property services, on-going capital investment programme, car park inspection and responsiveness to faults **Environmental Impacts:** CO2 - Provision of facilities that are more secure than another may bias use and traffic flow to one facility - e.g. Jackson Square, work to equalise security may lesson this impact. Land - Any improvements to car parks may have energy efficient solutions such as lighting, power consumption and drainage. Good facilities that promote convenience of use and safety will encourage shifts in parking behaviour. Alternative facilities such as car charging points and secure cycle storage may also support other transportation policies. Pollution - Light pollution may be a result of security improvements	31 March 2011	Principal Building Surveyor / Parking Manager	Property Services, Stevenage CCTV monitoring centre, Herts Constabulary	Property Services and Parking Services capital and revenue budgets as agreed through ISP process.	East Herts - On the Move	Non Applicable

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Strap line: 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 Council Tax.								
10-CS3	Deliver a review report with recommendations for the mix and location of long and short stay car parks to maximise income, traffic management and Council policies	**Target:** Increased yield per parking space by reducing costs **Outcome:** Rationalisation plan for car parks, plan to reduce traffic management issues through effective use of car park assets **Critical Success Factors**: economic recovery, political support, potential capital investment Environmental Impacts: CO2 - Changes in tariff translate to changes in parking behaviour, premium pricing can promote greater turnaround of cars impacting pollution, price controls on parking may push more users to find parking in residential areas, tariff changes may also improve traffic flow and reduce traffic queues in towns may reduce emissions through static traffic Land - Lack of parking facilities of the right type may impact on local amenity, increased congestion and concentration of use in new areas	31st March 2011	Parking Manager	Property Services	Property and Parking Services, capital and revenue budgets as approved through the MTFP process	East Herts - On the Move	Non Applicable
10-CS4	Continue to deliver the Customer Service Improvement Programme including Housing, Council Tax and Planning Services through the customer service team.	**Target:** To ensure the agreed Customer Service Improvement programme is progressed to agreed timescales. **Outcome:** Baseline and improve resolution of customer enquiries at the first point of contact by at least 20%, To identify and reduce transaction costs (improve efficiency) for services by at least 20%, to baseline customer satisfaction after service delivery and establish actions to improve it . **Critical Success Factors:** IT resources, Senior Management team Support, Support from Services when part of programme, Good Programme Management, Supportive HR Policies. **Environmental Impacts:** CO2 - Reducing avoidable contacts will reduce emissions both in terms of energy used during contacts with the Council and particularly in terms of required number of visits to Council premises required	31 March 2011	Head of Customer Service	IT resources, HR support for any change management, C3W programme, Programme Board Support, Support of all service during programme.	Within existing budget, improvement option bids will be put forward on a cost/benefit basis to programme board	Non Applicable	Non Applicable

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10-CS5	To continue to enhance Corporate Customer Care delivering a clear training menu, monitoring of telephone handling across all services, establish customer satisfaction targets and measurement, implement further actions to enhance customer access as detailed in the Equalities Impact Assessment Actions (Section 3).	**Target:** Refresh customer driven customer service standards, continue to deliver corporate customer care training to support staff, to introduce corporate monitoring of telephone performance, maintain and enhance complaint monitoring, baseline and monitor improvements in customer satisfaction as a result of C3W and CSi (Customer service improvements) programmes, review and further improve accessibility by each access channel, deliver 'Know Your Customer' resource on the intranet for all staff. **Outcome:** Improved awareness of customer satisfaction, performance against service standards and improvements in customer satisfaction measure by GovMetric and District Wide Survey **Critical Success Factors:** HR support for on-going support with training, Community Projects Team (joint liaison with CVS), Senior management team to continue to embed complaints monitoring and re-instate telephone monitoring as part of Healthcheck, Progression/requirements of other projects. **Environmental Impacts:** CO2 - Improved knowledge about customer use and preference for access will allow services to determine action plans to effect changes in behaviour such as increasing take up of self-service technologies reducing the need for face to face service provision and associated transportation pollution.	31 March 2011	Head of Customer Service and Customer Service Manager	IT to utilise telephony enhancements working with HR and telephone system provider, HR to continue to support customer service training, Community Projects Team on-going support in delivery of CVS capacity building. All service in use of telephone and 3C's procedure/database.	Within existing budgets	Non Applicable	None
10-CS6	Complete Establishment of Customer Service Centres	**Target:** Delivery of facilities in Charrington House and Wallfields to meet customer needs to eliminate customer complaints regarding premises and be fully accessible as assessed by the CVS community groups customer **Outcome:** New more accessible facilities in place that satisfy all our customer groups. **Critical Success Factors:** Property Services organisation of works, IT resources, C3W premises funding, C3W service moves. **Environmental Impacts:** CO2 - Risk of promoting accessibility of services encourages more visits to Council premises when services may have been able to be delivered with less environmental impact through self or assisted services in customers homes. Improved facilities and capacity will enable more responsive services to be delivered 'on-demand' as opposed to having to ask the customer to return on another occaision due to finite physical resources.	31 March 2011	Head of Customer Service	Planning and Development Control, Revenues and Benefits, Housing, Property, IT	Within existing budgets	Non Applicable	None

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10-CS7	To implement structured measurement and monitoring of customer service local indicators to ensure efficient and effective customer service operation	**Target:** To enhance management of Customer Service function by implementing structured modular training to support service expansion, improve service monitoring and reporting systems to deliver service summary reports where services delivered on behalf of other services and enhanced resource management and review. **Outcome:** Evidenced performance and capacity targets, informed services, demonstration of first time enquiry resolution and efficiency of the service. **Critical Success Factors:** IT resources to support any developments required to reporting and CRM development in line with this, IT resources to maintain effectiveness of telephone system, the telephone system works. **Environmental Impacts:** CO2 - Effective use of technology and energy saving measures within Customer Service Centres, promoting ecological practices within Customer Service centres to customers, impact of building works and waste management implications of building works. Replacer	31 March 2011	Head of Customer Service	Planning and Development Control, Revenues and Benefits, Housing, Property, IT	Within existing budgets	Non Applicable	None
10-CS8	To separate Website/Intranet and Councillor Net	**Target:** To separate content to focus more on the needs of user groups and making the content more open and easier to use as a result. **Outcome:** To have tailored navigation and prioritised content to better meet customer needs. Improvement in satisfaction scores after undertaking base line on Intranet. **Critical Success Factors:** IT resource to continue implementing server patches and solutions, outputs entirely dependent upon this. **Environmental Impacts:** CO2 - Improved self-service take up may reduce unnecessary face-to-face service provision, reducing customer journeys. Pollution - Improved availability of documents and information and electronic only application processes will save paper and associated processing costs.	31 March 2011	Web Manager	IT to undertake required installation of development server and maintenance of updates.	Within existing budgets	Non Applicable	None
10-CS9	To refreshed and launch new website presentation	**Target:** Re-launch the look and feel of the website, enabling content to be more open and easy to use. **Outcome:** Improved use of intranet and enquiry resolution linked to CSI service improvements **Critical Success Factors:** IT resources to support server management and patches , outputs entirely dependent upon this. **Environmental Impacts:** CO2 - Improved self-service take up may reduce unnecessary face-to-face service provision, reducing customer journeys. Pollution - Improved availability of documents and information and electronic only application processes will save paper and associated processing costs.	31 March 2011	Web Manager	IT to undertake required installation of development server and maintenance of updates.	Within existing budgets	Non Applicable	None

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10-CS10	Deliver scope and Project Initiation document to Customer Services Pathfinder to establish Herts Local Portal for Pathfinder	**Target:** Launch of portal linking access to Council Services in Hertfordshire by location search. **Outcome:** Residents and visitors to Hertfordshire will be able to identify the local authority for their desired service quickly and effectively by postcode/address and be directed to the appropriate web information from that authority. Customer Service staff will be able to use the tool to better inform and direct customers to the services they need. Our partners will be able to direct enquiries more effectively reducing potential miss-direction and avoidable contact. **Critical Success Factors:** IT resources to support server management and patches , outputs entirely dependent upon this. Funding requirements should additional hosting for the portal be required. **Environmental Impacts:** CO2 - Improved self-service take up may reduce unnecessary face-to-face service provision, reducing customer journeys. Improved co-ordination of service may save unnecessary customer journeys between agencies, customers able to find out what they need to do next or access the service without being referred to another agency in another building. Pollution - Improved availability of documents and information and electronic only application processes will save paper and associated processing costs.	31 March 2011	Web Manager	IT to undertake required installation of development server and maintenance of updates.	Within existing budgets	Non Applicable	None	
10-CS11	Continued Implementation of Document Retention Schedule with quarterly review meetings with directorates.	**Target:** To ensure each service is compliant to instil good record keeping practices during 2010/11 **Outcome:** Service retain only that information required by the schedule in the most efficient storage format Information , staff training is completed. **Critical Success Factors:** Support from services **Environmental Impacts:** CO2 - Disposal of paper based records will reduce storage footprint and costs. Pollution - Electronic creation and storage of documents will reduce the paper use and associated processes.	31 March 2011	Information Manager	All services will be required to ensure compliance with the policy including retention, disposal and data protection of information they use in providing their services. Audited to check status of compliance will need to be supported by services during the year.	Within existing budget	Non Applicable	None	
10-CS12	To work with the Programme Director of Change, to develop and deliver a project plan, that ensures the services part of C3W is delivered on time and that all the potential benefits identified by the service are delivered.	**Target:** Project Plan timescales met for 2009/10. **Outcome:** To have flexible ways of working that generate increased efficiencies and improved customer service through better IT systems and therefore reduce office space requirements. **Critical Success Factors:** Benefits delivered. **Environmental Impacts:** CO2 - Reduced use of paper and increased provision and take up of electronic only services, less travel associated with accessing Council services and those of our partners.	31 March 2011	Head of Customer Service	Customer Services Web Team IT Services Service Improvement Officer Parking Services Information Manager	Within existing resources	Non Applicable	None	