

## Business 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	Linked to an LAA Target

**Strapline: Promoting prosperity and well being; providing access and opportunities**

**Corporate Priority: Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable**

**By 2012 - Develop and improve the Council owned leisure facilities to deliver greater access, choice, use and satisfaction for residents, whilst reducing the revenue burden.**

10-BSS01	Undertake DDA (Disability Discrimination Act) audit of Council owned sport, leisure and community service bases and recommend measures to achieve compliance with DDA legislation.	<p><b>Target:</b> 100% DDA compliance.</p> <p><b>Outcome:</b> Accessibility to Council owned sport, leisure and community services comply with DDA requirements.</p> <p><b>Critical Success Factors:</b> Support from other services.</p> <p><b>Environmental Impacts:</b> None</p>	31 March 2011	Facilities & Property Manager	None	To be determined	East Herts - Health, Wellbeing and Play	NI 8 - Adult participation in sport and active recreation
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**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 - Increase customer satisfaction with the Council, as a result of improved customer services and website access.**

10-BSS02	Undertake DDA (Disability Discrimination Act) audit of Council Offices and recommend measures to achieve compliance with DDA legislation	<p><b>Target:</b> 100% DDA compliance.</p> <p><b>Outcome:</b> Accessibility to Council Offices comply with DDA requirements.</p> <p><b>Critical Success Factors:</b> Compliance with legislative requirements.</p> <p><b>Environmental Impacts:</b> None</p>	31 March 2011	Facilities & Property Manager	None	To be determined	East Herts - Health, Wellbeing and Play	Non Applicable
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**By 2012 - Complete our review of working arrangements and oversee the development of a single site for back office functions and service administration, with customer service centres, civic meeting rooms in Bishop's Stortford and Hertford.**

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10-BSS03	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 including the implementation of remote and home working and team desking arrangements.	<p><b>Target:</b> Project Plan timescales met for 2010/11.</p> <p><b>Outcome:</b> To have flexible ways of working that generate increased efficiencies and improved customer service through better IT systems and therefore reduce office space requirements.</p> <p><b>Critical Success Factors:</b> To implement business process improvements which will deliver business efficiencies.</p> <p><b>Environmental Impacts:</b> Reduced travelling to work and between sites improving carbon footprint.</p>	31 March 2011	Head of Business Support Services	Action will impact on all support services provided by Business Support Services to other service areas.	Within approved budgets	Non Applicable	Non Applicable
10-BSS04	Undertake business process improvement review of Business Support Service activities in view of service re-engineering required by the C3W programme.	<p><b>Target:</b> To determine transitional and end of C3W project arrangements for ICT and Facilities Management services, including caretaking, corporate resource unit, property services and ICT Network and systems support. Explore scope for enhanced multi-tasking within Facilities Management activities. Identify options to improve service delivery and implement optimal model.</p> <p><b>Outcome:</b> To improve service standards and effectiveness, identify efficiencies where appropriate, improve customer relationship management techniques and adopt total quality management routines.</p> <p><b>Critical Success Factors:</b> Support from other services.</p> <p><b>Environmental Impact:</b> Reduced travelling to work and between sites thereby improving the carbon footprint. Other potential impacts in terms of reduction in paper, carbon savings in the way goods/services are procured, reduction in energy.</p>	31 July 2010	Head of Business Support Services, ICT Managers & Facilities and Property Manager	Action will impact on all support services provided by Business Support Services to other service areas.	Within approved budgets	Non Applicable	Non Applicable
10-BSS05	Implement efficiency measures identified from 2009/10 Print review	<p><b>Target:</b> Ensure optimal service provision arrangements are in place for print, desk top publishing and reprographics. Efficiencies target is £35,000</p> <p><b>Outcome:</b> Service efficiencies.</p> <p><b>Critical success Factors:</b> Support from other services.</p> <p><b>Environmental Impacts:</b> More energy efficient printers, reduced usage of paper through new printers &amp; copiers e.g. greater two sided copying.</p>	30 June 2010	Facilities and Property Manager	Action will impact on print and desk top publishing services provided by Business Support Services to other service areas.	Within approved budgets	Non Applicable	Non Applicable

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10-BSS06	To ensure existing and new EDRM (Electronic Document and Record Management) scanning arrangements harmonise with the proposed activities of the corporate resource unit	<p><b>Target:</b> Significantly reduce microfilming activity that is undertaken by external contractors in order to reduce costs of activity.</p> <p><b>Outcome:</b> EDRM processes that support home, flexible and remote working and facilitate service efficiencies and service improvement.</p> <p><b>Critical Success Factors:</b> Support from other services.</p> <p><b>Environmental Impacts:</b> Adoption of EDRM activities will reduce paper consumption and facilitate a reduction in travel and increase home working opportunities.</p>	31 July 2010	Facilities and Property Manager and Facilities Services Manager	Action will impact on EDRM services provided by Business Support Services to other service areas.	Within approved budgets	Non Applicable	Non Applicable
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10-BSS07	Continue to support colleagues and corporate working groups	<p><b>Target:</b> To develop an Information Communication Technology (ICT) Business Continuity Plan and implement business continuity arrangements. Support of Business Continuity Group.</p> <p><b>Outcome:</b> Resilient business continuity arrangements.</p> <p><b>Critical Success Factors:</b> Support from other services.</p> <p><b>Environmental Impacts:</b> None</p>	On-going	Head of Business Support Services, ICT Managers and Facilities and Property Manager	Action will impact on all support services provided by Business Support Services to other service areas.	Within approved budgets	Non Applicable	Non Applicable
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10-BSS08	Develop risk management practices including health and safety to further reduce claim numbers and payments, and therefore premiums.	<p><b>Target:</b> To instigate planned inspections of the main administrative buildings, swimming pools and Castle Hall. To undertake audits of Legionella and asbestos and instigate corrective action.</p> <p><b>Outcome:</b> Informed repairs and maintenance programme, reduced claim numbers and values of claim settlements and reduced insurance premiums.</p> <p><b>Critical Success Factors:</b> Support from other services.</p> <p><b>Environmental Impacts:</b> Protect and mitigate against Climate Change.</p>	30 June 2010	Facilities and Property Manager	To be determined	To be determined	Non Applicable	Non Applicable
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***By 2014 - Reduce carbon emissions by the Council and within the District by implementing the Climate Change Strategy and action plan.***

10-BSS09	Review arrangements with energy consultant to ensure optimal arrangements in place to realise energy efficiencies	<p><b>Target:</b> Identify energy efficiencies via tariff selection and invest to save measures and optimal contract arrangements with energy consultant.</p> <p><b>Outcome:</b> Reduced energy costs</p> <p><b>Critical Success Factors:</b> Support from other services.</p> <p><b>Environmental Impacts:</b> Reduced energy consumption will improve carbon foot print.</p>	30 June 2010	Facilities & Property Manager	Energy efficiency recommendations could impact on opening hours of administrative buildings.	Within approved budgets	East Herts - Green	Non Applicable
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