

## Strategic Direction 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: 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-SD01	Review of Strategic Direction (SD) and drawing up of exit strategies (where appropriate) to ensure we deliver a streamlined more efficient SD service from 2011-12 onwards	<p><b>Target:</b> The SD service is reviewed and operates as a more streamlined service from 2011 onwards</p> <p><b>Outcome:</b> A more streamlined service and efficiency targets are met</p> <p><b>Critical Success Factors:</b> CMT and Member support for the changes</p> <p><b>Environmental Impacts:</b> Reduction in paper (through less reports/editions) <b>together with reduced energy consumption from IT and potentially reduced staff travel.</b></p>	31 March 2011	Head of Strategic Direction	Outcome will impact on all services	Within existing resources	Non Applicable	Non Applicable
10-SD02	Implementation of new Herts-wide Data Sharing Protocol	<p><b>Target:</b> That a county wide protocol is in place by 31 March 2011.</p> <p><b>Outcome:</b> More robust process in place to ensure good data quality</p> <p><b>Critical Success Factors:</b> That all partners agree to implement the protocol</p> <p><b>Environmental Impacts:</b> <b>Possible reduction in paper copies as increased use of electronic document management.</b></p>	31 March 2011	Head of Strategic Direction	All services	Within existing resources	Non Applicable	Non Applicable
10-SD03	Review and re-commissioning of Herts-wide Market research contract	<p><b>Target:</b> That a new countywide research contract has been awarded by March 2011 at the latest, to commence from June 2011. (Timetable managed by Hertfordshire County Council)</p> <p><b>Outcome:</b> More cost-effective contract providing value for money through partnership work</p> <p><b>Critical Success Factors:</b> All partners agreeing and availability of companies for tendering</p> <p><b>Environmental Impacts:</b> <b>Opportunities for more online consultation will be explored and therefore paper, energy, and reduced travel will be required as less face to face or postal market research.</b></p>	31 March 2011	Head of Strategic Direction	All services	Within existing resources	Non Applicable	Non Applicable

**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-SD04	Support for C3W programme	<p><b>Target:</b> Corporate support for Programme Director of Change through communications planning and project management until the end of the project in July 2011.</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> Benefits delivered.</p> <p><b>Environmental Impacts:</b> Reduced carbon footprint.</p>	31 March 2011	Head of Strategic Direction	None	Within existing resources	Non Applicable	Non Applicable
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10-SD05	Deliver the benefits as identified in the C3W Benefit Service Profile for Strategic Direction.	<p><b>Target:</b> Project Plan timescales met for 2010/11.</p> <p><b>Outcome:</b> Reduced cost of service and reduced carbon footprint.</p> <p><b>Critical Success Factors:</b> Reliance on home working being set up. Car Sharing scheme established.</p> <p><b>Environmental Impact:</b> Reduced carbon footprint.</p>	31 March 2011	Head of Strategic Direction	Support from Human Resources; IT Services	Staff Resources and adequate systems and IT infrastructure	Non Applicable	Non Applicable
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**By 2012 - Improve overall resident satisfaction with the Council by 2% and staff satisfaction by 2%.**

10-SD06	Support for any key projects identified by service heads as part of their Service Plans (or through account management).	<p><b>Target:</b> Comms and Consultancy support to be provided this year (but not in future years - see review)</p> <p><b>Outcome:</b> Preparation that future key projects will need to 'buy in' specific support</p> <p><b>Critical Success Factors:</b> Agreement of CMT and Members</p> <p><b>Environmental Impacts:</b> Potentially support for key projects might help assist services identify carbon reduction and environmental implications/benefits of service projects. Additionally Communications will assist with promotion and awareness raising of carbon/ environmental agenda.</p>	31 March 2011	Head of Strategic Direction		Within existing resources	Non Applicable	Non Applicable
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