

EAST HERTS COUNCIL

CORPORATE BUSINESS SCRUTINY COMMITTEE – 29 MAY 2012

REPORT BY LEADER OF THE COUNCIL

8. 2011/12 END OF YEAR SERVICE PLANNING REPORT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This report provides a summary of 2011/12 Service Plan actions that have been achieved and details those that require a revised completion date or have been deferred/suspended.

RECOMMENDATION FOR CORPORATE BUSINESS SCRUTINY COMMITTEE That:

(A)	The revised completion dates against the 2011/12 Service Plan actions be received; and
(B)	The Executive be advised of any recommendations.

1.0 Background

1.1 The 2011/12 Service Plans were scrutinised by the joint meeting of Scrutiny Committees held on 15 February 2011 and approved by the Executive at its meeting on 8 March 2011. Corporate Business Scrutiny received a report detailing progress as at the end of September 2011 at its meeting on 29 November 2011. This report details progress as at the end of March 2012 for the following services:

- Business Support Services (Facilities)
- Business Support Services (ICT)
- Customer Services and Parking
- Democratic and Legal Support Services
- Financial Support Services

- Human Resources
- Internal Audit and Business Improvement
- Strategic Direction

1.2 The Corporate Management Team is pleased to commend the progress against service plans to Members. While there are some actions in the service plans which have required changes to their timetable, CMT congratulates Heads of Service and staff for delivering well, particularly in the context of the difficult times of 2011/12. C3W, shared services, staffing restructure, delivering efficiencies and severe recruitment constraints have made the operating environment extremely challenging for Heads of Service, managers and staff across the organisation.

1.3 Going forward this is the last time the monitoring of service plan actions will be presented in this format. For 2012/13 a different approach to reporting on service plan achievements will be adopted. However the report will always highlight revised completion dates and actions that have been deferred.

2.0 Report

2.1 In total, there are 53 actions in the 2011/12 Service Plans relevant to Corporate Business Scrutiny Committee, of which:

75% (40) actions have been achieved

2% (1) on target

13% (7) actions have had their completion date revised (detailed in Essential Reference Paper “B”)

2% (1) action is off target (detailed in **Essential Reference Paper “B”**).

2% (1) action has not been updated, information to be reported at the meeting (detailed in **Essential Reference Paper “B”**).

6% (3) actions have been deferred/suspended (detailed in **Essential Reference Paper “B”**).

2.2 An overview of the achievements by Corporate Priority can be summarised as follows:-

Fit for purpose, services fit for you. *Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.*

36 actions have been achieved.

7 actions have had their completion date revised (detailed in **Essential Reference Paper “B”**)

3 actions have been deferred (detailed in **Essential Reference Paper “B”**).

Some of the key achievements were:

- East Herts joined the Public Law Partnership in order to deliver savings through economies of scale in terms of procurement of various services etc. *(Reported to Corporate Business Scrutiny on 29 November 2011)*
- A Corporate Car Share Scheme was developed to support the move of staff from Bishop’s Stortford to Wallfields. *(Reported to Corporate Business Scrutiny on 29 November 2011)*
- 2010/11 International Financial Reporting Standards (IFRS) compliant accounts, including transitional balance sheet and 2009/10 restatements, were completed in line with statutory timescales, approved by Audit Committee and signed off (unqualified opinion) by the External Auditor on 21 September 2011. *(Reported to Corporate Business Scrutiny on 29 November 2011)*
- A shared Internal Audit service was in place from June 2011 which has produced greater resilience and optimised use of resources. *(Reported to Corporate Business Scrutiny on 29 November 2011)*
- The insurance tender exercise was completed within the set timescales, producing substantial savings and enhanced cover in some areas. *(Reported to Corporate Business Scrutiny on 29 November 2011)*
- Hertford Customer Service Centre enhancements were completed, delivering a self service foyer and promoting

greater flexibility of staffing to assist with customer enquiries.
(Reported to Corporate Business Scrutiny on 29 November 2011)

- The Organisational Learning and Development Plan was implemented, including the Apprenticeships Scheme and currently piloting the Volunteering Scheme and Policy.
- A data cleanse exercise was carried out in order to comply with the Council's obligations under the Equalities Act 2011. Staff were asked to update all their personal information, including monitoring details for gender, marital status, nationality, ethnicity, religion, sexual orientation and disability, in accordance with the protected characteristics set out in the Equalities Act.
- The Disturbance Policy was updated and implemented, a Car Parking Policy was implemented and staff relocation / new ways of working policies completed in support of the C3W programme.
- The Parking Management and Enforcement Contract was tendered and awarded to a new contractor (NSL Ltd.) with a "go live" date of 17 January 2012.
- 85% of Freedom of Information (FOI) requests were responded to within 20 working days despite the Council receiving the largest volume of FOI requests to date in 2011/12.
- The development of shared support services has been progressing well. A detailed business case on Shared Services will go to the Executive on 19 June 2012, seeking a decision on whether to go ahead with the model. Work on the Shared Service agenda will continue in 2012/13.

Pride in East Herts. *Improve standards of the neighbourhood and environmental management in our towns and villages.*

1 action has been achieved

1 action is on target

1 action is off target (detailed in Essential Reference Paper "B")

1 action has not been updated, information to be reported at the meeting (detailed in Essential Reference Paper "B")

The key achievement was:

- The Chantry Resident Permit Parking Scheme was implemented to help address persistent parking problems with commuters, shoppers and others who do not live or have businesses on these residential streets.

Shaping now, shaping the future. *Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.*

1 action has been achieved

The key achievement was:

- Claims and returns in respect to the Rural Development Project were made in line with project administration requirements.

Leading the way, working together. *Deliver responsible community leadership that engages with our partners and the public.*

2 actions have been achieved

The key achievements were:

- The Referendum was successfully held (in conjunction with scheduled District / Town / Parish Council elections) without legal challenge. *(Reported to Corporate Business Scrutiny on 29 November 2011)*
- A Member training and development programme for 2011/12 was identified, implemented and monitored. The training and development programme for 2012/13 is in the process of being finalised following individual consultation with all members. Member training and development needs were collated from the training and development needs analysis that each member completed.

- 2.3 **Essential Reference Paper B** details those 2011/12 Service Plan actions that have had their completion dates revised, have been deferred/suspended or have not provided an update. For ease of reference, these have been categorised by Corporate Priority. Full progress comments on all 2011/12 Service Plan actions can be accessed by referring to the Council's performance management system, Covalent (www.covalentcpm.com/eastherts).
- 2.3 Corporate Business Scrutiny committee are requested to note the achievements against the 2011/12 service plan actions and agree the recommendation at the front of this report.
- 2.4 2011/12 actions that are still active will be reported as part of the 2012/13 service plan monitoring reports.
- 3.0 Implications/Consultations
- 3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

Background Papers

2011/12 Service Plans report to Corporate Business Scrutiny Committee on 15 February 2011.

2011/12 Service Plans summary of progress and exceptions report to Corporate Business Scrutiny on 29 November 2011.

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