

EAST HERTS COUNCIL

CORPORATE BUSINESS SCRUTINY – 27 NOVEMBER 2012

CHIEF EXECUTIVE AND DIRECTOR OF CUSTOMER AND  
COMMUNITY SERVICES

7. REPORT TITLE: 2012/13 SERVICE PLANS – MID-YEAR SUMMARY  
OF PROGRESS AND EXCEPTIONS REPORT

WARD(S) AFFECTED: ALL

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**Purpose/Summary of Report**

- This report provides a summary of the council's achievements against its priorities for 2012/13 and details those service plan actions that have a revised completion date or have been suspended. This report also monitors the outstanding service plan actions from 2011/12, which are detailed in **Essential Reference Paper "D"**.

<b><u>RECOMMENDATIONS FOR DECISION:</u></b> That	
(A)	The progress against the council's priorities and the revised completion dates and suspensions against 2012/13 Service Plan actions and 2011/12 Service Plan actions be received; and
(B)	The Executive be advised of any recommendations.

1.0 Background

1.1 The 2012/13 Service Plans were scrutinised by the joint meeting of Scrutiny Committees held on 14 February 2012 and approved by the Executive at its meeting on 6 March 2012.

1.2 Service plan reports are exception reports. To help focus scrutiny discussion officers have listed the actions that are either off target, have a revised completion date, been deleted or suspended.

1.3 This report covers the period 1 April to 30 September 2012 for the following services:

- Corporate Risk

- Customer Services and Parking (Customer Services only)
- Democratic and Legal Services
- Financial Support Services and Performance
- People, ICT and Property Services

1.4 In addition, 7 actions from the 2011/12 Revenues and Benefits and Health and Housing Service Plans had revised completion dates for after 31 March 2012 and these will form part of the 2012/13 monitoring process.

## 2.0 Report

2.1 In total, there are 36 actions in the 2012/13 Service Plans, of which:

19% (7) have already been achieved

56% (20) are on target

17% (6) have had their completion dates revised

8% (3) have been suspended

2.2 In total, there were 9 actions from the 2011/12 Customer Services and Parking, Business Support: Facilities and Business Support: ICT Service Plans which were still outstanding, of which:

22% (2) have now been achieved

33% (3) are on target

11% (1) is off target

22% (2) have had their completion dates revised

11% (1) has been suspended

2.3 An overview of all council achievements by Corporate Priority for 2012/13 are detailed in **Essential Reference Paper "B"**.

- 2.4 **Essential Reference Paper “C”** details 2012/13 Service Plan actions that either have had their completion dates revised or have been suspended. For ease of reference, these have been categorised by Corporate Priority. Full progress comments on all 2012/13 Service Plan actions can be accessed by referring to the Council’s performance management system, Covalent ([www.covalentcpm.com/eastherts](http://www.covalentcpm.com/eastherts)).
- 2.5 **Essential Reference Paper “D”** details the outstanding 2011/12 service plan actions. For ease of reference, these have been categorised by Corporate Priority based on the 2011/12 set.
- 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

2012/13 Service Plans report to Executive on 6 March 2012.

<http://online.eastherts.gov.uk/moderngov/ieListDocuments.aspx?CId=119&MId=1792&Ver=4>

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