






2011/12 Service Planning Report (April- September 2012 progress)



Fit for purpose, fit for you


By 2013 - Answer 80 per cent of enquiries from the public at the first point of contact, which ever way they choose to contact us, with the same high-level of knowledge and expertise.

Action Code	Action Title	Action Description	Due Date	Expected Outcome Icon	Expected Outcome	Notes
11-CSP06	To draft the Council's Service Strategy for approval in financial year 2012.	<p>Target: A draft Service Strategy to be produced by December 2012.</p> <p>Outcome: Focus on cost efficient service delivery and promoting a cost effective service design for the taxpayer whilst maintaining access for the needs of different customer groups.</p> <p>Critical Success Factors: That further additional project work arising from C3W is limited.</p> <p>Environmental Impacts: The strategy will address environmental impacts by designing services to be delivered through self-service and reduced reliance on travel to access services face to face or paper to apply for services in a traditional manner. The strategy will take account of shifting customers to more environmentally friendly ways of accessing services.</p>	31-Dec-2012		Action On Target	April - September 2012. Progress against this 2011/12 action is linked to 2012/13 action CSP05, which is currently on target.
11-CSP08	Implementation of enhanced self-service telephony systems.	<p>Target: Implementation of in-house controlled self-service telephony system (including automated payment system) by December 2011.</p> <p>Outcome: 90% success rate on automated payment calls, reduced revenue costs of operation, redeployment of staffing resources to handle customer enquiries instead of switchboard, peak period resilience through automated overflows.</p> <p>Critical Success Factors: Proven business cases for any investment, installation of improved telecoms infrastructure, IT capacity to support any changes.</p> <p>Environmental Impacts: Improved success of self-service system will decrease use of resources in multiple contacts for one call.</p>	31-May-2012		Revised Completion Date	April - September 2012. Go live date of voice recognition system for customers is now November 2012 (instead of May 2012) following a further delay to the changes required to the main telephone system. Supplier of the main phone system is under close project scrutiny to deliver by IT.
11-CSP09	Customer Service Improvement programme for: Planning Services, Revenues and Benefits shared services, Environmental Services	<p>Target: To plan and begin delivery of Customer Service improvements for Planning Services, Revenues and Benefits and Environmental Services by 31st March 2012 with targeted benefits profiles.</p> <p>Outcome: Delivery of increased resolution of simple enquiries at the first point of contact, services designed in a cost effective way to best match customer needs. Improved customer satisfaction.</p> <p>Critical Success Factors: Capacity of services to manage and implement change, continued organisational support for first time enquiry resolution, IT resource to support IT developments identified, staff resource transfer to CSC where a business case is proven.</p> <p>Environmental Impacts: Increased take up of self-service reduces labour and paper based service delivery.</p>	31-Mar-2013		Action On Target	April - September 2012. Progress against this 2011/12 action is linked to 2012/13 action CSP05, which is currently on target.

Action Code	Action Title	Action Description	Due Date	Expected Outcome Icon	Expected Outcome	Notes
By 2013 - Increase the percentage of residents who agree that the council provides value for money.						
11-BSF02	Set up new Corporate Resource Unit (CRU) at Wallfields, providing a wide range of copying and scanning facilities.	Target: CRU established. Outcome: Increased productivity in the creation of hardcopy and digital images. A reduction in the number of multi-function machines and desktop printers to achieve significant costs savings. Critical Success Factors: Full support and co-operation from Services in the use of these centralised facilities. Environmental Impacts: Reduction in paper requirements.	30-Sep-12		Action Achieved	April - September 2012. Corporate Resource Unit completed and new service implemented. Some actions have been put on hold until the shared services business case is agreed in November 2012.
11-BSF03	Review and introduce new corporate procurement arrangements for the supply of paper.	Target: Reduction in cost of purchasing paper. Outcome: Efficient procurement procedures to deliver significant cost reductions in paper supplies. Critical Success Factors: Corporate management support. Environmental Impacts: Use of environmentally sustainable products.	31-Mar-2013		Action To Be Suspended	April - September 2012. The review of new corporate procurement arrangements for the supply of paper is now on hold until the shared support services has been agreed.
11-BSI06	To identify and implement measures to enhance user ICT skills.	Target: To develop users ICT skills and enhance their knowledge, via quarterly DMT meetings and standard ICT Training. Outcome: Improved Productivity. Critical Success Factors: Support from other services. Environmental Impacts: None.	30-Sep-12		Action Achieved	April - September 2012. ICT training has been offered throughout the year and continues in 2012/13.
By 2013 - Reduce the revenue burden to the taxpayer by completing our review of working arrangements and oversee the development of a single site for back office functions and service administration.						
11-BSI03	Continue to support colleagues and corporate working groups.	Target: To develop an Information Communication Technology (ICT) Business Continuity Plan and implement business continuity arrangements. Support of Business Continuity Group. Outcome: Resilient business continuity arrangements. Critical Success Factors: Support from other services. Environmental Impacts: None.	30-Sep-12		Action Off Target	April - September 2012. Draft plan completed. Testing to be arranged.
By 2013 - Sustain customer satisfaction with the Council, as a result of improved customer services and website access.						
11-CSP01	To establish an open web based framework for access to Council Information.	Target: To satisfy 20% of Freedom of information requests through website content. Outcome: A self-service tool to allow customers to access information about the Council in a customer friendly way. Reduced administration time in managing information requests. Maintenance of information response times in the face of increased demand (30% year on year). Critical Success Factors: Web team resource to establish framework for council Information, IT resource to tie systems together appropriately, Use of resource to post information by services, Support from all service managers. Environmental Impacts: Positive, reduction in paper processes to promote electronic access to information.	31-Mar-13		Revised Completion Date	April - September 2012. Customer website form associated with new Freedom of Information IT System now delivered and in test. Revised web pages designed and ready for go live in November 2012.

Pride in East Herts

By 2013 - 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 Title	Action Description	Due Date	Expected Outcome Icon	Expected Outcome	Notes
11-CSP09	Customer Service Improvement programme for: Planning Services, Revenues and Benefits shared services, Environmental Services	<p>Target: To plan and begin delivery of Customer Service improvements for Planning Services, Revenues and Benefits and Environmental Services by 31st March 2012 with targeted benefits profiles.</p> <p>Outcome: Delivery of increased resolution of simple enquiries at the first point of contact, services designed in a cost effective way to best match customer needs. Improved customer satisfaction.</p> <p>Critical Success Factors: Capacity of services to manage and implement change, continued organisational support for first time enquiry resolution, IT resource to support IT developments identified, staff resource transfer to CSC where a business case is proven.</p> <p>Environmental Impacts: Increased take up of self-service reduces labour and paper based service delivery.</p>	31-Mar-2013		Action On Target	April - September 2012. Progress against this 2011/12 action is linked to 2012/13 action CSP05, which is currently on target.