

Revenues and Benefits Shared Service Service Plan 2013/14

Action Plan						Connections
Action Code	ACTION	What role will the service play?	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:
Corporate Priority: People						
Strapline: Fair and accessible services for those that use them and opportunities for everyone to contribute						
Deliver strong and relevant services						
13-RB01	Deliver Excellent customer service	Service Provider / Commissioner / Manager	Target: Recommend a customer charter to the Joint Committee by October 2013. Outcome: Customer satisfaction levels sustained Critical Success Factors: Smooth assimilation into shared service. Environmental Impacts: None.	01 October 2013	Head of Revenues & Benefits Shared Service	The service is very dependent on IT and it is essential that they are involved in the service to carry out required enhancements etc
13-RB02	Assess the relevancy of the performance management information for the service, with a view to determine a set of measures that support the shared service, as well as meeting the Council's priorities	Service Provider / Commissioner / Manager Partner	Target: Assessment completed and a set of performance measures proposed. Outcome: SMART set of performance measures that are fit for purpose and relevant to support both the shared service and East Herts priorities. Critical Success Factors: Systems in place to collect data, support of shared service provider. Environmental Impacts: None identified.	30 September 2013	Head of Revenues and Benefits in conjunction with the Corporate Planning and Performance Manager	Financial Support Services and Performance
Corporate Priority: Prosperity						
Strapline: Improving the economic and social opportunities available to our communities						
Deliver value for money						
13-RB03	Introduce the Local Council Tax Support Scheme (CTS)	Service Provider / Commissioner / Manager	Target: To ensure the administration of the CTS systems is effective during 2013, and to identify any revisions for a scheme in 14-15. Outcome: Customer satisfaction levels sustained. Critical Success Factors: Smooth assimilation into shared service. Environmental Impacts: None.	31 March 2014	Head of Revenues & Benefits Shared Service	The service is very dependent on IT and it is essential that they are involved in the service to carry out required enhancements etc
13-RB04	Introduce the changes to the National Non domestic Rates scheme	Service Provider / Commissioner / Manager	Target: To ensure that the administration of the scheme is effective and that appropriate monitoring information is made available to inform the council of its exposure. Outcome: Customer satisfaction levels sustained Critical Success Factors: Smooth assimilation into shared service. Environmental Impacts: None.	31 March 2014	Head of Revenues & Benefits Shared Service	The service is very dependent on IT and it is essential that they are involved in the service to carry out required enhancements etc
13-RB05	Introduce the changes to the Benefits systems as a result of Welfare reforms	Service Provider / Commissioner / Manager	Target: To ensure the changes to the benefits scheme are administered effectively and efficiently. Outcome: Customer satisfaction levels sustained Critical Success Factors: Smooth assimilation into shared service. Environmental Impacts: None.	31 March 2014	Head of Revenues & Benefits Shared Service	The service is very dependent on IT and it is essential that they are involved in the service to carry out required enhancements etc

Action Plan						Connections
Action Code	ACTION	What role will the service play?	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:
Corporate Priority: People Strapline: Fair and accessible services for those that use them and opportunities for everyone to contribute						
Deliver strong and relevant services						
13-PBC01	DC - Effective management of large scale development proposals - during the 2013/14 year to include proposals for development at Bishop's Stortford North	Enabler Community Leadership Influencer Service Provider / Commissioner / Manager	Target: Appropriate decisions made at all relevant stages Outcome: Acceptable development permitted to proceed Critical Success Factors: Staff skills and availability Environmental Impacts: New development	31 March 2014	Head of Planning and Building Control and Development Control Manager	Housing, Leisure and Community services
Corporate Priority: Place Strapline: Safe and Clean						
Ensure future development meets the need of the district and its residents						
13-PBC02	Planning Policy - production of and consultation on District Plan strategy	Community Leadership Influencer Enabler	Target: Consultation version available April 2013 Outcome: Robust development strategy for district Critical Success Factors: Staff skills and availability Environmental Impacts: Shaping of future built environment of district	31 December 2013	Head of Planning and Building Control and Planning Policy Manager	None
13-PBC03	Conservation - programme of conservation area assessment work	Community Leadership Influencer	Target: Completion of further programme of conservation area assessment work Outcome: Conservation area assessments Critical Success Factors: Appropriate professional input, consultation and Member support Environmental Impacts: Further understanding of quality and value of built environment	31 March 2014	Head of Planning and Building Control and Conservation Officer	None
Corporate Priority: Prosperity Strapline: Improving the economic and social opportunities available to our communities						
Deliver value for money						
13-PBC04	DC and BC - procurement process for replacement IT systems	Service Provider / Commissioner / Manager	Target: Replacement and updated software for both service areas Outcome: More resilient and customer focussed service Critical Success Factors: Cost of software and implementation process Environmental Impacts: Increased customer self-service	31 March 2014	Head of Planning and Building Control and service area managers	None
13-PBC05	BC - consideration of service delivery methods - possible mutual arrangement	Service Provider / Commissioner / Manager	Target: Future method of service delivery established Outcome: Efficient service delivery Critical Success Factors: Fully assessed potential scope of business Environmental Impacts: Maintaining safe and healthy built environment	30 June 2013	Head of Planning and Building Control and BC Manager	None

Action Plan						Connections
Action Code	ACTION	What role will the service play?	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:
<p>Corporate Priority: People Strap line: Fair and accessible services for those that use them and opportunities for everyone to contribute</p> <p>Deliver strong and relevant services</p>						
13-IPCS01	Website Action Plan	Service Provider / Commissioner / Manager Enabler	<p>Target: Delivery of Action Plan approved by Corporate Management Team 13th November 2012</p> <p>Outcome: Enhanced and more usable website, user focused, with Socitm good rating maintained, website with content ordered to reflect customer need, positive satisfaction via GovMetric and positive comments via user survey</p> <p>Critical Success Factors: Web team resource and support from services, That Information Management restructure is progressed with appropriate resources to undertake FOI, DP and EIR requirements.</p> <p>Environmental Impacts: Positive, reduction in paper processes, promoting electronic access and storage of information.</p>	31 March 2014	Head of Information, Parking and Customer Services	Will impact all managers, will need to have arrangements in place to evaluate, monitor, prioritise information and web enabled services based on customer need and use supported by the web team.
13-IPCS02	Data Protection Action Plan	Service Provider / Commissioner / Manager Enabler	<p>Target: Delivery of Action Plan approved by Corporate Management Team 27th November 2012</p> <p>Outcome: Delivery of Service Data Protection Risk Assessments, Action plans and local training. Completion of the Council's Information Security Policies.</p> <p>Critical Success Factors: Appropriate resourcing of the Data protection Compliance officer role, support from all service managers and positive action taken in their services.</p> <p>Environmental Impacts: n/a</p>	31 March 2014	Head of Information, Parking and Customer Services	Will impact all managers, will need to have arrangements in place to evaluate, monitor and reduce the data protection risks within business areas supported by the Data Protection Compliance Officer.
13-IPCS03	Further simplification of information publication and freedom of information self-service	Service Provider / Commissioner / Manager Enabler	<p>Target: Satisfy 20% of information searches on the web by the website.</p> <p>Outcome: Establishment of East Herts Council information 'Home Page' with self-service links, support and content</p> <p>Critical Success Factors: Web team resource and support from services to provide more user friendly publications scheme information.</p> <p>Environmental Impacts: Positive, reduction in paper processes, promoting electronic access and storage of information.</p>	31 March 2014	Head of Information, Parking and Customer Services	Will impact all managers in ensuring their requirements under the Publication Scheme are met.

