

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-FMEM01	To launch new Facilities Management helpdesk facility	Service Provider / Commissioner / Manager	Target: Launch of new Facilities Management helpdesk facility Outcome: Improved service, resilience, identifying trends, reports on monthly service statistics Critical Success Factors: Support from ICT on installation of software Environmental Impacts: None	30 June 2013	Head of People, ICT and Property Services	ICT support needed
13-FMEM02	Continue to jointly procure cleaning services	Partner Service Provider / Commissioner / Manager	Target: Improved service, savings, informal sharing and alignment of services Outcome: More efficient, value for money cleaning contract Critical Success Factors: Joint procurement with other authorities and supported by procurement Environmental Impacts: None	31 March 2014	Head of People, ICT and Property Services	Joint procurement
13-FMEM03	Continue to consider joint procurement of compliance services	Partner Service Provider / Commissioner / Manager	Target: Improved service, savings, informal sharing and alignment of services Outcome: More efficient, value for money compliance contract Critical Success Factors: Joint procurement with other authorities and supported by procurement Environmental Impacts: None	31 March 2014	Head of People, ICT and Property Services	Joint procurement
13-FMEM04	Review the other facilities management contracts and agree timescales and outcomes /savings targets for joint procurement where appropriate	Partner Service Provider / Commissioner / Manager	Target: Improved service, savings, informal sharing and alignment of services Outcome: More efficient, value for money contracts Critical Success Factors: Joint procurement with other authorities and supported by procurement Environmental Impacts: None	31 March 2014	Head of People, ICT and Property Services	Joint procurement
13-FMEM05	Review formal shared services option for Facilities Management	Partner	Target: Improved service, savings, formal sharing, resilience Outcome: Formal shared services for Facilities Management service Critical Success Factors: Partner with Stevenage Borough Council Environmental Impacts: None	31 March 2014	Head of People, ICT and Property Services	Partnership with Stevenage Borough Council

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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: Place						
Strapline: Safe and Clean						
Ensure future development meets the need of the district and its residents						
13-FMEM06	Implement and action Estates Strategy and Plan 2013/14	Influencer Service Provider / Commissioner / Manager	Target: New estates strategy plan 2013/14 implemented. Outcome: Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation Critical Success Factors: Staff resources Environmental Impacts: As set out in the strategy	31 March 2014	Head of People, ICT and Property Services	With approved resources and budget
13-FMEM07	To implement 2013-14 Capital Programme schemes on time and within budget	Influencer Service Provider / Commissioner / Manager	Target: To implement all approved Capital Schemes for 2013/14 Outcome: Refurbishment and maintenance of current East Herts premises and assets, which in some instances will also ensure compliance with associated Building and Health and Safety Legislation Critical Success Factors: Receiving bids that are within budget and obtaining timely approval from our clients to proceed as planned. proactive use of resources allocated to ensure delivery of priority work. Contractor availability and performance; and availability of materials, plant & equipment Environmental Impacts: Secure reduction to C02 as per specific objectives of individual projects.	31 March 2014	Head of People, ICT and Property Services	Within approved budgets