

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						
Improve outcomes for vulnerable families and individuals						
13-FSSP01	Accountancy support for the Revenues & Benefits shared service	Service Provider / Commissioner / Manager Partner	Target: Provide accounting information in line with the shared service and external reporting requirements Outcome: Unqualified accounts for partner organisations, timely management information to Board Critical Success Factors: Availability of key accountancy resources and agreement of funding arrangements between partner organisations Environmental Impacts: None identified	Monthly management information. Year end accounts in line with statutory reporting (June and Sept 2013)	Principal Accountant	Head of Revenues and Benefits, Chief Finance Officers of Partner organisations. Head of Finance SBC.
Deliver strong and relevant services						
13-FSSP02	Support the Head of Revenues and Benefits to assess the performance management information for the service, with a view to determine a set of measures that support the shared service as well meets 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	Corporate Planning and Performance Manager in conjunction with the Head of Revenues and Benefits	Revenues and Benefits
13-FSSP03	Co-ordinate and monitor the Council's implementation plan following the outcome of the LGA Peer Challenge	Service Provider / Commissioner / Manager	Target: Implementation plan approved and published. Plan actions implemented to provide for improvements. Outcome: Improved customer service (measured through GovMetric), improved staff satisfaction (measured through the staff survey), improved residents satisfaction (measured through the residents survey) Critical Success Factors: Sufficient resources to support delivery of implementation plan. Environmental Impacts: None identified	Monitored six monthly	Corporate Planning and Performance Manager	Senior Management Group

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: Prosperity						
Strapline: Improving the economic and social opportunities available to our communities						
Deliver value for money						
13-FSSP04	Review the effectiveness of unit cost measures	Service Provider / Commissioner / Manager	Target: 2012/13 unit cost measures produced by August 2013 for reporting to Committees from September 2013, along with a report on their effectiveness. Outcome: SMART unit cost measures. Critical Success Factors: Availability of key staff resources, corporate input in a timely manner Environmental Impacts: None identified	30 September 2013	Corporate Planning and Performance Manager	All Heads of Service to meet deadlines in line with the process and respond to requests for information in a timely fashion.
13-FSSP05	Complete implementation and rollout of financial system upgrade.	Service Provider / Commissioner / Manager Partner	Target: Implementation plan completed and all users active. Outcome: Continued control of the Council's finances and provision of financial information in line with statutory (S151) requirements. Critical Success Factors: Availability of key accountancy resources, IT staff input and external consultancy support. Environmental Impacts: None identified.	31 August 2013	Accountancy Manager	IT resources available to support the process. Training needed for staff across the authority.
13-FSSP06	Production of 2012/13 (IFRS) compliant annual accounts, having regard to the 2012 code	Service Provider / Commissioner / Manager	Target: Produce 2012/13 accounts in line with statutory timescales Outcome: Unqualified external audit report Critical Success Factors: Availability of key staff resources, corporate input in a timely manner Environmental Impacts: None identified	30 June 2013 and 30 September 2013	Head of Financial Support Services (FSS) / Accountancy Manager	All Heads of Service to meet deadlines in line with the closure of accounts process and respond to requests for information in a timely fashion.
Deliver sustainable rural business growth						
13-FSSP07	Support for Rural Development Project in Council's role as accountable body	Service Provider / Commissioner / Manager Partner	Target: Meet financial objectives Outcome: Funding stream secured Critical Success Factors: Availability of staff resources and support processes Environmental Impacts: TBA	31 March 2014	Principal Accountant	Accountancy role is in support of the Rural Development Project being led by the Customer and Community Services Team