

| Action Plan | | | | | | Connections |
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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: |
| <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. |

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| 13-IPCS04 | Council Customer Service Strategy | Service Provider / Commissioner / Manager Enabler | <p>Target: Delivery of approved Customer Service Strategy in 2014</p> <p>Outcome: Re-focussing of service development priorities based on customer use, need and requirements. Establishing the principle of digital by choice and universal access for all in all service design and improvements.</p> <p>Critical Success Factors: Resource time of Head of Service, support from other services, consultation resources to engage with members and customers.</p> <p>Environmental Impacts: Positive, focus on digital by choice design and universal access for all customers to reduce reliance on less efficient methods of service delivery where appropriate to do so.</p> | 31 March 2014 | Head of Information, Parking and Customer Services | Will impact all services through consultation and prioritisation of self-service and universal access. |
| 13-IPCS05 | Review of Customer Relationship Management System | Service Provider / Commissioner / Manager | <p>Target: To establish the cost effectiveness of the Council's CRM system and evaluate alternative technology options to provide better customer service.</p> <p>Outcome: A commitment to the existing CRM or a business case for change for ITSG.</p> <p>Critical Success Factors: IT development team resources</p> <p>Environmental Impacts: Positive, will focus on efficient electronic service design.</p> | 31 March 2014 | Head of Information, Parking and Customer Services | Will impact IT development team in assessing current processes, evaluation of use, compilation of specification and market assessment of alternative options. |
| 13-IPCS06 | Enhanced Self-Service Telephony Systems | Service Provider / Commissioner / Manager | <p>Target: To fully implement the voice recognition system for external callers</p> <p>Outcome: More efficient and accessible call handling.</p> <p>Critical Success Factors: Simplification and stability of IT network and call routing, upgrades (outstanding) to the telephone system and service engagement in reviewing call flows.</p> <p>Environmental Impacts: Positive, reduction in paper processes, promoting electronic access to information.</p> | 31 March 2014 | Head of Information, Parking and Customer Services | Will impact IT as required call routing, call flows and data infrastructure a pre-requisite for go live. |
| 13-IPCS07 | Welfare Reform Enquiry Management | Service Provider / Commissioner / Manager Enabler | <p>Target: Implement operational arrangements to manage increased enquiries during 2013/14.</p> <p>Outcome: To achieve an average of 80% calls answered in 20 seconds and that face to face customer satisfaction is maintained at 78% rate as good.</p> <p>Critical Success Factors: Additional resources provided to Revs and Bens, Revs and Bens and Housing engage with CS to look at ways of handling low level enquiries.</p> <p>Environmental Impacts: n/a</p> | 31 March 2014 | Head of Information, Parking and Customer Services | Will impact and be dependent upon Housing and Revenues and Benefits Services. |
| 13-IPCS08 | Self-Service Parking Permits | Service Provider / Commissioner / Manager | <p>Target: Residents in controlled permit zones will no longer be required to always visit Council Offices in normal opening hours to purchase their permits.</p> <p>Outcome: 50% of permit transactions delivered on-line</p> <p>Critical Success Factors: IT and contractor interfaces, contractor IT capability.</p> <p>Environmental Impacts: Positive, efficient electronic service design.</p> | 31 August 2013 | Head of Information, Parking and Customer Services | Solution delivered by contractor in association with development work by IT. |

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| Corporate Priority: Place Strap line: Safe and Clean | | | | | | |
| Maintain our clean streets and reduce litter | | | | | | |
| 13-IPCS09 | Mobile Parking Enforcement | Influencer | Target: Cost effective enforcement of non-compliance hot spots implemented in line with approved council policy and operational within Q1 Outcome: Increased compliance with parking restrictions in line with approved Council policy Critical Success Factors: Contractor delivery to specification. Environmental Impacts: n/a | 31 August 2013 | Head of Information, Parking and Customer Services | Solution delivered by contractor |
| 13-IPCS10 | Vehicle Removals | Influencer | Target: Cost effective operation of vehicle removal in respect of motorists in persistent contravention Outcome: Increased compliance and reduction in level of persistent evasion. Critical Success Factors: Delivery of efficient service by contractor Environmental Impacts: n/a | 31 August 2013 | Head of Information, Parking and Customer Services | Solution delivered by contractor |
| Corporate Priority: Prosperity Strap line: Improving the economic and social opportunities available to our communities | | | | | | |
| Enhance the economic well being of East Herts | | | | | | |
| 13-IPCS11 | Grange Paddocks Project | Enabler Influencer | Target: Increased use of car park on the outskirts of town, motorists benefitting from lower long stay rates, successful use of Link and Northgate End for short term stays, encouraging more shopping/visits to the town. Outcome: Occupancy levels in grange Paddocks long stay increase creating capacity for short stay closer to the town as measured by changes in ticket issue and occupancy counts. Critical Success Factors: Successful implementation of Traffic Regulation Orders, consistency in pricing policy, stability in availability of parking (Council and non-Council). Environmental Impacts: n/a | 31 August 2013 | Head of Information, Parking and Customer Services | Within existing service resources, working with colleagues in Environmental Services |
| 13-IPCS12 | Car Park Fees and Charges | Influencer Enabler | Target: Maintenance of car parking income whilst encouraging the use of businesses in our towns. Outcome: Delivery of budgeted income, positive feedback from motorists and businesses regarding the impact of charging policies. Critical Success Factors: The retail offers in our towns remain competitive, effective communication and promotion of policies. Environmental Impacts: n/a | 31 August 2013 | Head of Information, Parking and Customer Services | Accountancy support on budgetary implications |