

Information, Parking and Customer Services - Service Plan 2014/15

Action Plan						Connections	
Action Code	ACTION	What role will the service play? (Please click in the cell to select the relevant role by clicking on the drop down arrow)	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:	Links to partnership wide agendas: - Community Strategy - Health and Wellbeing
Corporate Priority: People Strapline: Fair and accessible services for those who use them and opportunities for everyone to contribute							
Deliver strong and relevant services							
14-IPCS01	Website Accessibility Review	Service Provider / Commissioner / Manager	Target: An action plan to achieve Disability Discrimination Act/Web Content Accessibility Guidelines v2 compliance and additional practical measures to support accessibility of the Council's website. Outcome: Assurance and actions to ensure the Council's website is as accessible as possible. Critical Success Factors: Funding, Service resources to amend web content, IT resources to amend any web based service provision, Digital Media and Information team resources. Environmental Impacts: none, electronic service delivery has a positive impact on reducing environmental impact of existing service delivery.	31 March 2015	Head of Information, Parking and Customer Service	Potential impact on all services based on way content pages presented. Potential impact on IT if forms or other presentation of service delivery on the website need amendments to improve accessibility.	None
14-IPCS02	Southmill Road Resident Permit Zone (RPZ) (Bishop's Stortford)	Service Provider / Commissioner / Manager	Target: To survey, plan, consult and progress a resident permit scheme in response to resident concerns in the Southmill Road area of Bishop's Stortford Outcome: An RPZ is implemented that delivers resident satisfaction. Critical Success Factors: Funding, resident engagement in consultation, formal Traffic Regulation Order process Environmental Impacts: Improved resident amenity, potential displacement of existing commuter parking	30 September 2016	Head of Information, Parking and Customer Service	Democratic Services in advertisement of Traffic Regulation Order in year 2.	Community Strategy
14-IPCS03	Car Park Management System	Service Provider / Commissioner / Manager	Target: To implement a cost effective car park management system for the Council to manage its car parks for the next 10 years. Outcome: A cost effective and customer focussed solution running our car parks for the next 10 years Critical Success Factors: Funding, geographic infrastructure, political priorities, procurement process (OJEU) Environmental Impacts: To be considered in terms of solutions available. Car parking provision impacts our towns in terms of pollution.	30 September 2016	Head of Information, Parking and Customer Service	N/A	Community Strategy

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14-IPCS04	On-Street Permitted Parking Restriction Review (Towns)	Service Provider / Commissioner / Manager Influencer	Target: To identify and deliver more 30 minute waiting area in our towns where possible. Outcome: Improved convenience for access to our town's shops supporting the local economy. Critical Success Factors: Funding, Herts County Council, physical environment of the built environment, safety. Environmental Impacts: Car parking provision in towns impacts in terms of pollution.	31 March 2015	Head of Information, Parking and Customer Service	Democratic Services in advertisement of Traffic Regulation Orders.	Community Strategy
14-IPCS05	Review of Resident Parking Zone (RPZ) Policy	Service Provider / Commissioner / Manager	Target: To ensure Resident Parking Schemes continue to operate at a break even level and that amenity for residents is maximised in all schemes. Outcome: RPZ schemes benefit in terms of cost to resident and taxpayer are clear and that benefits of the schemes are maximised for residents Critical Success Factors: Parking Services evaluation time of existing schemes, Environmental Impacts: Potential impacts associated with car parking displacement	31 March 2015	Head of Information, Parking and Customer Service	Accountancy for support in validating financial analysis and paybacks.	Community Strategy
Corporate Priority: Prosperity							
Strapline: Improving the economic and social opportunities available to our communities							
Deliver value for money and reduce our reliance on central government funding							
14-IPCS06	Scope Intranet Development	Service Provider / Commissioner / Manager	Target: To identify the top tasks that will support staff to be efficient through use of the internet and establish a project initiation document to achieve them. Outcome: A clear development plan for the intranet based on user needs with funding requirements set out in a business case for consideration. Critical Success Factors: Digital Media and Information Team Resources, Funding for external support, funding for template changes, IT resources for development of potential business case, HR resources to look at staff support activities. Environmental Impacts: None - all electronically enabled processes will reduce the Council's environmental impact.	31 March 2015	Head of Information, Parking and Customer Service	HR are likely to be key service provider via the intranet and recommendations may impact their service design. IT resources in terms of capacity and capability to deliver internal intranet based service solutions for staff.	None
14-IPCS07	Customer Service Strategy	Service Provider / Commissioner / Manager	Target: Adoption of East Herts Customer Service Strategy Outcome: Clear direction for service delivery goals and shaping how services will developed for our communities. Critical Success Factors: Member and Officer engagement, Head of Information, Parking and Customer Services free to progress work, linkage with Here to help cultural change. Environmental Impacts: Self-service and assisted service provision can reduce the Council's environmental impact.	30 September 2014	Head of Information, Parking and Customer Service	Strategy will impact future shaping of all services, the degree will depend upon gap analysis of current plans for service delivery against approved CS strategy.	None

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14-IPCS08	Customer Service Strategy Action Planning	Service Provider / Commissioner / Manager	<p>Target: To identify clear actions under each Head of Service that follow the direction adopted within the Customer Service Strategy.</p> <p>Outcome: Customer Service Delivery Plan</p> <p>Critical Success Factors: Support from Heads of Service and Directors, Resource to review existing service development work underway and see how that may be enhanced further given the Customer Service Strategy. IT support and resources on projects. Funding availability for new IT systems and solutions. Link to Here to Help.</p> <p>Environmental Impacts: Self-service and assisted service provision can reduce the Council's environmental impact.</p>	31 March 2015	Head of Information, Parking and Customer Service	Action Planning will impact future delivery of all services, the degree will depend upon gap analysis of current plans for service delivery against approved CS strategy, service resources and priority.	None
14-IPCS09	Replacement of Customer Relationship Management System	Service Provider / Commissioner / Manager	<p>Target: Replacement of Lagan CRM with user focused flexible system to support Customer Services in their delivery of first point of contact services</p> <p>Outcome: More efficient and flexible service delivery, reduction in cost of service delivery.</p> <p>Critical Success Factors: IT resources to develop solutions to support service delivery without Lagan. Digital Media and Information Manager resource for web based support system design. Customer service resources to specify, develop and test new system requirements. Council wide support for revisions to corporate complaint system.</p> <p>Environmental Impacts: Self-service and assisted service provision can reduce the Council's environmental impact.</p>	31 March 2015	Head of Information, Parking and Customer Service	IT resources in design and implementation of non-Lagan customer service delivery, decommissioning of Lagan. All services will be impacted by change in corporate comments, compliments and complaints system.	None
14-IPCS10	My East Herts' Website Tool	Service Provider / Commissioner / Manager	<p>Target: Delivery of localised Council service information via a web interface</p> <p>Outcome: Enhanced service delivery for residents and Councillors, resolving top 5 location based service enquiries.</p> <p>Critical Success Factors: IT resources in developing the solution, Digital Media and Information manager resources in developing the solution. Service support in addressing data quality issues to enable location based searching and result presentation. Funding.</p> <p>Environmental Impacts: Self-service and assisted service provision can reduce the Council's environmental impact.</p>	31 March 2015	Head of Information, Parking and Customer Service	IT resources in supporting development of eGGP mapping data to deliver text based location search results. IT and other service resources to tidy database information held to ensure compatible and accurate to be searched for local data by UPRN/post code	None

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14-IPCS11	Scope Members Extranet	Service Provider / Commissioner / Manager	<p>Target: Clear member's extranet development plan based on user design with business case as required.</p> <p>Outcome: Better supported members, more able to be available to help their constituents and play an effective role as a member of the Council.</p> <p>Critical Success Factors: Member engagement, Democratic services support, funding, Digital Media and Information Manager resource.</p> <p>Environmental Impacts: Self-service and assisted service provision can reduce the Council's environmental impact.</p>	31 March 2015	Head of Information, Parking and Customer Service	Potential impact on democratic Services and ModernGov development based on outcome of top tasks review.	None
14-IPCS12	Parking Easi Permit System	Service Provider / Commissioner / Manager	<p>Target: Movement of all parking permit provision (application/renewal) to web based self-service tool.</p> <p>Outcome: Reduced cost of permit scheme operation, increased convenience for customers so they do not have to attend Council Offices for permits.</p> <p>Critical Success Factors: Parking Management Contract IT Supplier capability, Funding requirements, Interface with Civil Enforcement (Contractor issue)</p>	31 March 2015	Head of Information, Parking and Customer Service	Possible interface with web provision of service.	None