People and Property 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-PPS01	To deliver 'Here to help'	Community Leadership Service Provider / Commissioner / Manager	**Target:** Make 'Here to Help' happen **Outcome:** Improved staff morale and engagement. Increased number and breadth of examples of staff going the extra mile for customers measured through the Staff Survey and Pulse Surveys. **Critical Success Factors:** Implementation of pulse surveys. **Environmental Impacts:** None	31 January 2015	Head of People and Property and the 'Here to Help' Steering Group	Customer Services	Health and Wellbeing
14-PPS02	Develop a Learning and Development Plan to support first line managers (linked to action PPS01)	Service Provider / Commissioner / Manager	**Target:** Supporting managers to manage people effectively **Outcome:** Positive employee relations climate measured through the Staff Survey. **Critical Success Factors:** Support from HR: Managers handbook: learning and development of front line managers including developing coaching skills and support from coaches **Environmental Impacts:** None	31 March 2015	Head of People and Property	All staff	None
14-PPS03	Review Human Resources (HR) policies in line with the Policy Development Plan	Service Provider / Commissioner / Manager	**Target:** 5 policies in the Policy Development Plan reviewed. **Outcome:** 3 of which will reduce costs and 2 will bring further improvements in employee relations measured through the Staff Survey. **Critical Success Factors:** Consultation with UNISON, involvement of managers and communications with staff. **Environmental Impacts:** None	31 March 2015	Head of People and Property	UNISON	None
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-PPS03	Develop an Investment Strategy	Service Provider / Commissioner / Manager Influencer Enabler	**Target:** Develop an Investment Strategy by December 2014. **Outcome:** Agreed investment strategy with clear governance arrangements. Funding from the Investment Strategy supporting core services from 2019. **Critical Success Factors:** Resources **Environmental Impacts:** None	31 December 2014	Head of People and Property	Finance	None

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14-PPS04	Implement the Compliance Action Plan which will be monitored by the Operational Risk Management Group	Service Provider / Commissioner / Manager	**Target:** Action plan implemented and reviewed through the Operational Risk Management Group to identify further actions during the course of the year. **Outcome:** All council property and practices up to date with compliance legislation in relation to property. **Critical Success Factors:** System monitoring through the Operational Risk Management Group. **Environmental Impacts:** Possible energy efficiencies / improvements.	Ongoing - 31 March 2015	Head of People and Property	Environment Services Corporate Risk and Procurement	None
14-PPS05	Further develop the Help desk for Facilities Management and Property	Service Provider / Commissioner / Manager	**Target:** Further systems improvements to be implemented with ITSG in 2014 **Outcome:** Ongoing speedy response to Facilities Management requests. Development of preventative maintenance to anticipate and address issues. **Critical Success Factors:** Regular monthly communication on performance to staff and management. **Environmental Impacts:** None	30 September 2014	Head of People and Property	ITSG	None
14-PPS06	Develop a Preventative Maintenance programme	Service Provider / Commissioner / Manager	**Target:** Programme in place by December 2014 and implement to commence from January 2015. **Outcome:** Planned and prioritised maintenance agreed with management to protect the assets of East Herts. **Critical Success Factors:** Resources within Facilities Management and Property and budget. **Environmental Impacts:** Potential impacts however need to be determined.	31 March 2015	Head of People and Property	None	None
14-PPS07	Review and monitor the capital programme	Service Provider / Commissioner / Manager	**Target:** To implement all approved Capital Schemes for 2014/15 on time and within budget. **Outcome:** Refurbishment and maintenance of current East Herts premises and assets. So that agreed project work is delivered and spending happens within funds and allocated years. **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. Availability of materials, plant & equipment and resources within Facilities Management and Property. **Environmental Impacts:** Secure reduction to C02 as per specific objectives of individual projects.	31 March 2015	Head of People and Property	None	None
14-PPS08	Implement improvements in procurement in relation to maintenance of East Herts buildings and properties	Service Provider / Commissioner / Manager	**Target:** Implement the findings from the SIAS audit on current procurement arrangements and review the arrangements for a potential joint procurement arrangement. **Outcome:** Ensuring compliance and VFM with procurement regulations. **Critical Success Factors:** Resources within Facilities Management and Property **Environmental Impacts:** None	31 December 2014	Head of People and Property	Procurement	None