

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

		Service Provider / Commissioner / Manager	<p>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.</p> <p>Outcome: Assurance and actions to ensure the Council's website is as accessible as possible.</p> <p>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.</p> <p>Environmental Impacts: none, electronic service delivery has a positive impact on reducing environmental impact of existing service delivery.</p>	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-IPCS01	Website Accessibility Review						

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

		Service Provider / Commissioner / Manager	<p>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.</p> <p>Outcome: A clear development plan for the intranet based on user needs with funding requirements set out in a business case for consideration.</p> <p>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.</p> <p>Environmental Impacts: None - all electronically enabled processes will reduce the Council's environmental impact.</p>	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-IPCS06	Scope Intranet Development						
		Service Provider / Commissioner / Manager	<p>Target: Adoption of East Herts Customer Service Strategy</p> <p>Outcome: Clear direction for service delivery goals and shaping how services will developed for our communities.</p> <p>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.</p> <p>Environmental Impacts: Self-service and assisted service provision can reduce the Council's environmental impact.</p>	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
14-IPCS07	Customer Service Strategy						

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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-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
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