







2013/14 Service Planning Report (January - March 2014 progress)

Action Code	Action Title	Action Description	Original Due Date	April - September 2013 status	October - December 2013 status	January - March 2014 Status	Notes
Corporate Priority: People							
Objective: Deliver strong and relevant services							
13-FMEM03	Continue to consider joint procurement of compliance services	Target: Improved service, savings, informal sharing and alignment of services Outcome: More efficient, value for money compliance contract Critical Success Factors: Joint procurement with other authorities and supported by procurement Environmental Impacts: None	31-Mar-2014	Action On Target	Action On Target	Revised Completion Date (30 September 2014)	January - March 2014. East Herts Council has worked with other councils on a joint compliance framework. The cost of providing this service internally is being collated and this objective has been extended into 2014/15. The revised completion date is 30 September 2014 (Quarter 2 in 2014/15) from 31 March 2014.
13-FMEM04	Review the other facilities management contracts and agree timescales and outcomes /savings targets for joint procurement where appropriate	Target: Improved service, savings, informal sharing and alignment of services Outcome: More efficient, value for money contracts Critical Success Factors: Joint procurement with other authorities and supported by procurement Environmental Impacts: None	31-Mar-2014	Action On Target	Action On Target	Revised Completion Date (31 March 2015)	January - March 2014. A procurement action plan has now been agreed with the Procurement Officer and a project plan has been agreed outlining contracts to be reviewed in 2014/15 and actions are underway. This objective moves into 2014/15. Revised completion date from 31 March 2014 to 31 March 2015.
13-FMEM05	Review formal shared services option for Facilities Management	Target: Improved service, savings, formal sharing, resilience Outcome: Formal shared services for Facilities Management service Critical Success Factors: Partner with Stevenage Borough Council Environmental Impacts: None	31-Mar-2014	Action Deleted - Cancelled	N/A	No update required.	April - September 2013. Action to be deleted. Shared services for ICT, Print and Design commenced on 1 August 2013. There are no current plans to progress shared services for Facilities Management.
13-HR01	To support the delivery of a three year People Strategy 2009-2012 (to cover 2013)	Target: 'Making East Herts Council a great place to work' through the delivery of the actions identified in the Council's People Strategy and through actions identified in the service plan 2011/12. Outcomes: Measures identified are HR management target agreed by HR Committee, as detailed in the service plan, Staff Survey and achievement of the corporate objectives. Critical Success Factors: Council to contribute to the successful delivery of the People Strategy. Environmental Impact: N/A	31-Mar-2014	Action On Target	Action On Target	Action To Be Deleted - Cancelled	January - March 2014. This is on hold until the outcome of the Here To Help programme due, it is planned that the Strategy will be completed by 31 March 2015. This action (13-HR01) will be picked up and monitored through an additional action in the 2014/15 Service Plan 14-PPS10. Therefore the action (13-HR01) will be deleted.
13-HR03	Recruitment Services	Target: To bring permanent and temporary recruitment services in-house Outcome: Improved, efficient, value for money recruitment service Critical Success Factors: Outcomes of recruitment service to be monitored on a monthly basis and annual report to be produced. Environmental Impacts: None	28-Feb-2014	Revised Completion Date (28 February 2014)	Revised Completion Date (31 March 2014)	Revised Completion Date (30 September 2014)	January - March 2014. Revised completion date from 31 March 2014 to 30 September 2014 (Quarter 2 of 2014/15), as this project will be delivered during 2014/15.
13-HR05	Equal pay Audit	Target: To complete an Equal pay audit 2013. Outcome: To meet guidance and ensure compliance with Equality Act 2010. Critical Success Factors: Completed in 2013. Last review completed November 2011. Environmental Impacts: None	31-Mar-2014	Action On Target	Action On Target	Revised Completion Date (30 June 2014)	January - March 2014. Revised completion date from 31 March 2014 to 30 June 2014 (Quarter 1 in 2014/15), as this project will be delivered during 2014/15.
13-ICT02	Develop proposals to take forward infrastructure (data centre) improvement as part of the formal shared services proposals	Target: Project Plan timescales met for 2013 Outcome: Improved resilience and economy, efficiency and effectiveness of ICT Services. Critical Success Factors: Support from other services and partner Environmental Impacts: To be considered as part of the project plan	30-Jun-13	Revised Completion Date (31 March 2014)	Action On Target	Revised Completion Date (30 June 2014)	January - March 2014. Revised completion date from 31 March 2014 to 30 June 2014. By this date all major data centre implementation will have been completed.

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13-ICT03	Delivery of ICT Technical Support plan 2013/14	Target: Delivery of the technical support plan 2013/14 within agreed priorities, timescales and budget. Outcome: Improved efficiency and effectiveness of ICT services. Critical Success Factors: Shared services project plan and agreed priorities by ITSG. Environmental Impacts: Environmental issues taken into consideration as part of each priority action	31-Mar-2014	Action On Target	Action On Target		Revised Completion Date (30 June 2014)	January - March 2014. Revised completion date from March 2014 to June 2014 - as previously stated the technical work programme relates to the roll out of the shared services infrastructure which will be completed by June 2014.
13-IPCS04	Council Customer Service Strategy	Target: Delivery of approved Customer Service Strategy in 2014. 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. Critical Success Factors: Resource time of Head of Service, support from other services, consultation resources to engage with members and customers. 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.	31-Aug-2014	Action Off Target	Revised Completion Date (31 August 2014)		Action On Target	January 2014 - March 2014. Outline plan approved at Senior Management Group. Analyst resource approved to complete customer and resident data analysis. Succession planning proposal for Customer Service Manager role agreed to establish resources to drive strategy formation and action planning.
13-IPCS06	Enhanced Self-Service Telephony Systems	Target: To fully implement the voice recognition system for external callers. Outcome: More efficient and accessible call handling. 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. Environmental Impacts: Positive, reduction in paper processes, promoting electronic access to information.	31-Mar-2014	Action On Target	Action On Target		Revised Completion Date (30 June 2014)	January 2014 - March 2014. Still awaiting roll out for customers due to on going telephone routing configuration issues needing resolution by Shared IT Services. This requires revised completion date of 3 months to end June 2014 from 31 March 2014. All service work to set up system remains completed.
Corporate Priority: Place								
Objective: Ensure future development meets the need of the district and its residents								
13-FMEM06	Implement and action Estates Strategy and Plan 2013/14	Target: New estates strategy plan 2013/14 implemented. Outcome: Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation Critical Success Factors: Staff resources Environmental Impacts: As set out in the strategy	31-Mar-2014	Action On Target	Action On Target		Revised Completion Date (30 September 2014)	January - March 2014. The new estates strategy is on hold until the outcome of the investment strategy has been approved. This action will move into 2014/15. Revised completion date from 31 March 2014 to 30 September 2014.