

EAST HERTS COUNCIL

CORPORATE BUSINESS SCRUTINY COMMITTEE – 25 NOVEMBER
2014

REPORT BY THE DIRECTOR OF FINANCE AND SUPPORT
SERVICES

2014/15 SERVICE PLANS – SUMMARY OF PROGRESS AND
EXCEPTIONS REPORT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report:

- This report provides a mid-year summary of the council's achievements against its priorities for 2014/15 and details those service plan actions that require a revised completion date. This report also monitors the outstanding service plan actions from 2013/14 and 2012/13, which are detailed in Essential Reference Paper "D" and "E".

RECOMMENDATION FOR CORPORATE BUSINESS SCRUTINY:

That:

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| (A) | The progress against the council's priorities and the revised completion dates, suspensions and deletions against 2014/15 Service Plan actions and 2013/14 and 2012/13 Service Plan actions be received; and |
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| (B) | The Executive be advised of any recommendations. |
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1.0 Background

1.1 The 2014/15 Service Plans were scrutinised by the joint meeting of Scrutiny Committees held on 11 February 2014 and approved by the Executive at its meeting on 4 March 2014.

1.2 Service plan reports are exception reports. To help focus scrutiny discussion officers have listed the actions that are either off target, have a revised completion date, been deleted or suspended.

1.3 This report covers the period 1 April to 30 September 2014 for the following services:

- Corporate Risk and Procurement
- Democratic and Legal Support Services
- Financial Support Services and Performance
- People and Property Services
- Business and Technology Services
- Information, Parking and Customer Services (Customer Services only).

1.4 In addition, outstanding actions from 2013/14 and 2012/13 Service Plans will also form part of the 2014/15 monitoring process.

2.0 Report

2014/15 Analysis

2.1 In total, there are 38 actions in the 2014/15 Service Plans, of which:

18% (7) have been achieved

61% (23) are on target

21% (8) have had their completion dates revised

2.2 An overview of all council achievements by Corporate Priority for 2014/15 are detailed in **Essential Reference Paper 'B'**.

2.3 **Essential Reference Paper 'C'** details 2014/15 Service Plan actions that have had their completion dates revised. For ease of reference, these have been categorised by Corporate Priority. Full progress comments on all 2014/15 Service Plan actions can be accessed by referring to the council's performance management system, Covalent (www.covalentcpm.com/eastherts).

2013/14 Analysis

2.4 In total, there are nine outstanding actions from the 2013/14 Facilities Management and Estates Management Plan, the

Human Resources Plan, the ICT Plan and Customer Services and Parking Service Plan of which:

56% (5) have been achieved

33% (3) have had their completion dates revised and all three actions have had their completion dates revised for the second time.

11% (1) has been deleted as the activity is duplicated in a 2014/15 Service Plan. The action to be deleted is:

- 13-IPCS04 – Council Customer Service Strategy

2.5 **Essential Reference Paper ‘D’** provides more detail on the status of these four actions.

2012/13 Analysis

2.6 There is one action that is outstanding from the 2011/12 Corporate Risk and Procurement Service Plan and currently the completion date for this action has been revised for the sixth time.

2.7 **Essential Reference Paper ‘E’** provides full details relating to this action by corporate priority.

3.0 Implications/Consultations

3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper ‘A’**.

Background Papers

2014/15 Service Plans report to Executive on 4 March 2014.

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