











2014/15 Service Planning Report - April - September 2014

Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status	Notes	
Corporate Priority: People						
Objective: Deliver strong and relevant services						
14-BTS01	Here to Help - Deliver a service catalogue which sets out the detail of the services that partners should expect from the Shared Service	<p>Target: Delivered by October 2014.</p> <p>Outcome: Customers better informed about services delivered.</p> <p>Critical Success Factors: Good communication and awareness regarding the catalogue.</p> <p>Environmental Impacts: None.</p>	01-Oct-14		Revised Completion Date (to 31 December 2014)	April - September 2014. Work on the service catalogue is well under way, but will now not be complete until December 2014 due to other priority projects being taken forward by the Shared IT Service. Completion date revised from 1 October 2014 to 31 December 2014.
14-CRP02	Production of a corporate land inspection policy.	<p>Target: Production of a policy ensuring compliance with legislation, common law expectations and best practice, but also Council resources.</p> <p>Outcome: A policy that a Court will hopefully consider reasonable followed by compliance checks across the teams that manage land.</p> <p>Critical Success Factors: Support from other services.</p> <p>Environmental Impacts: Improved management of land and reduction of serious risk.</p>	30-Sep-14		Revised Completion Date (to 31 March 2015)	April - September 2014. Corporate outline Land Inspection Policy agreed in August 2014. Graduate Trainee starting in September 2014 to work with teams to develop service specific policies with a view to completion of the core services by March 2015.

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Corporate Priority: Prosperity					
Objective: Deliver value for money and reduce our reliance on central government funding					
14-BTS03	Deliver and implement a business case for rationalising and improving the print solutions delivered corporately across partner Councils	<p>Target: Business case to be delivered by June 2014. Implementation by December 2014.</p> <p>Outcome: Positive feedback from customers relating to new solutions and financial savings (to be identified in business case).</p> <p>Critical Success Factors: Flexible and resilient print solutions.</p> <p>Environmental Impacts: Potential to reduce use of consumables and energy usage.</p>	01-Dec-14		Revised Completion Date (to 31 March 2015)
14-BTS05	Produce an IT Strategy	<p>Target: Strategy produced by June 2014.</p> <p>Outcome: Clearer Need for future investment in IT. Clearer link between strategic IT delivery and corporate plan.</p> <p>Critical Success Factors: Service input; resources to support implementation.</p> <p>Environmental Impacts: Minimal because already delivered.</p>	30-Jun-14		Revised Completion Date (to 31 December 2014)
14-FSSP04	Review arrangements for monitoring key financial indicators following changes in Government funding arrangements	<p>Target: Review data collection / monitoring arrangements for NNDR, Council tax base / CTS and New Homes Bonus.</p> <p>Outcome: Enhanced financial forecasting within MTFP.</p> <p>Critical Success Factors: Availability of staff resources.</p> <p>Environmental Impacts: None Identified</p>	30-Sep-14		Revised Completion Date (to 31 December 2014)

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14-IPCS07	Customer Service Strategy	<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-Sep-14		Revised Completion Date (to 31 December 2014)	April - September 2014. Customer profiling of district and access channels completed in preparation for workshops at the start of the financial year. All workshops including two member workshops and staff workshops completed. Themes and key issues to be discussed with Executive in October 2014. Draft Strategy in production, revised completion date to December 2014 to fit in with consultation and committee schedule.
14-IPCS08	Customer Service Strategy Action Planning	<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-Mar-15		Revised Completion Date (to 31 January 2016)	April - September 2014. Revised completion date as original date inputted incorrectly in service plan. Work will not commence until Customer Service Strategy is endorsed by Council in December 2014. Start date will be January 2015, due date January 2016.

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14-PPS06	Further develop the Help desk for Facilities Management and Property	<p>Target: Further systems improvements to be implemented with ITSG in 2014.</p> <p>Outcome: Ongoing speedy response to Facilities Management requests. Development of preventative maintenance to anticipate and address issues.</p> <p>Critical Success Factors: Regular monthly communication on performance to staff and management.</p> <p>Environmental Impacts: None</p>	30-Sep-14		Revised Completion Date (to 31 March 2015)	April - September 2014. Quarterly statistics are produced on the helpdesk and the process updated on information gained. Communication on performance included in Team Update. Planned preventative maintenance surveys to be completed in October 2014. Revised completion date to 31 March 2015 to allow opportunity to further review the way the system is working by the Head of Governance and Risk Management.