






2014/15 Service Planning Report - Outstanding 2013/14 Service Plan Actions (April - September 2014)

| Action Code | Action Title | Action Description | Original Due Date | April - September 2013 status | October - December 2013 status | January - March 2014 Status | April - September 2014 Status | Notes | |
|--------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------------------------------------------|-----------------------------------------|---------------------------------------------|-------------------------------|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Corporate Priority: People | | | | | | | | | |
| Objective: Deliver strong and relevant services | | | | | | | | | |
| 13-FMEM03 | Continue to consider joint procurement of compliance services | <p>Target: Improved service, savings, informal sharing and alignment of services</p> <p>Outcome: More efficient, value for money compliance contract</p> <p>Critical Success Factors: Joint procurement with other authorities and supported by procurement</p> <p>Environmental Impacts: None</p> | 31-Mar-2014 | Action On Target | Action On Target | Revised Completion Date (30 September 2014) | | Revised Completion Date (31 October 2014) | April - September 2014. The compliance project plan was updated in September 2014 and approved by CMT on 30 September 2014. Awaiting condition surveys and DDA surveys to be completed and Interim Surveyor to start. Vetted company has been asked to provide quotations for surveys, with survey work expected to start in October 2014. To ensure that full costs are taken into account in the business case the process of assembling costs associated to compliance will be delayed until the appointment of temporary building surveyor and the installation of new compliance software. Revised completion date is October 2014. |
| 13-FMEM04 | Review the other facilities management contracts and agree timescales and outcomes /savings targets for joint procurement where appropriate | <p>Target: Improved service, savings, informal sharing and alignment of services</p> <p>Outcome: More efficient, value for money contracts</p> <p>Critical Success Factors: Joint procurement with other authorities and supported by procurement</p> <p>Environmental Impacts: None</p> | 31-Mar-2014 | Action On Target | Action On Target | Revised Completion Date (31 March 2015) | | Action Achieved | April - September 2014. Action Achieved. Procurement plan has been updated in September 2014 and approved by CMT. The objective moves into 2014/15 as the activity is being monitored through action 14-PPS09, as part of the 2014/15 People and Property Services Service Plan. |
| 13-HR03 | Recruitment Services | <p>Target: To bring permanent and temporary recruitment services in-house</p> <p>Outcome: Improved, efficient, value for money recruitment service</p> <p>Critical Success Factors: Outcomes of recruitment service to be monitored on a monthly basis and annual report to be produced</p> <p>Environmental Impacts: None</p> | 28-Feb-2014 | Revised Completion Date (28 February 2014) | Revised Completion Date (31 March 2014) | Revised Completion Date (30 September 2014) | | Action Achieved | April - September 2014. Recruitment service is in house and is monitored on a monthly basis. SIAS audit completed in September 2014 and recommendations implemented. |
| 13-HR05 | Equal Pay Audit | <p>Target: To complete an Equal pay audit 2013</p> <p>Outcome: To meet guidance and ensure compliance with Equality Act 2010</p> <p>Critical Success Factors: Completed in 2013. Last review completed November 2011</p> <p>Environmental Impacts: None</p> | 31-Mar-2014 | Action On Target | Action On Target | Revised Completion Date (30 June 2014) | | Action Achieved | April - September 2014. Equal Pay Audit 2014 completed. Sent to HR Committee for approval on 22 October 2014. |
| 13-ICT02 | Develop proposals to take forward infrastructure (data centre) improvement as part of the formal shared services proposals | <p>Target: Project Plan timescales met for 2013</p> <p>Outcome: Improved resilience and economy, efficiency and effectiveness of ICT Services.</p> <p>Critical Success Factors: Support from other services and partner</p> <p>Environmental Impacts: To be considered as part of the project plan</p> | 30-Jun-13 | Revised Completion Date (31 March 2014) | Action On Target | Revised Completion Date (30 June 2014) | | Action Achieved | April - September 2014. The new shared data centre is now fully implemented. All key East Herts systems have been migrated from data centres in Hertford and Bishops Stortford into the new data centre environment. |
| 13-ICT03 | Delivery of ICT Technical Support plan 2013/14 | <p>Target: Delivery of the technical support plan 2013/14 within agreed priorities, timescales and budget</p> <p>Outcome: Improved efficiency and effectiveness of ICT services</p> <p>Critical Success Factors: Shared services project plan and agreed priorities by ITSG</p> <p>Environmental Impacts: Environmental issues taken into consideration as part of each priority action</p> | 31-Mar-2014 | Action On Target | Action On Target | Revised Completion Date (30 June 2014) | | Action Achieved | April - September 2014. The shared services data centre is now complete. |

| Action Code | Action Title | Action Description | Original Due Date | April - September 2013 status | October - December 2013 status | January - March 2014 Status | April - September 2014 Status | | Notes |
|----------------------------------------------------------------------------------------------|--------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------------------------|------------------------------------------|---------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 13-IPCS04 | Council Customer Service Strategy | <p>Target: Delivery of approved Customer Service Strategy in 2014</p> <p>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</p> <p>Critical Success Factors: Resource time of Head of Service, support from other services, consultation resources to engage with members and customers</p> <p>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</p> | 31-Aug-2014 | Action Off Target | Revised Completion Date (31 August 2014) | Action On Target |  | Action To Be Deleted | 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. It is proposed that this action is deleted as the activity is being monitored through action 14-IPCS07, as part of the 2014/15 Information, Parking and Customer Services Service Plan. |
| 13-IPCS06 | Enhanced Self-Service Telephony Systems | <p>Target: To fully implement the voice recognition system for external callers</p> <p>Outcome: More efficient and accessible call handling</p> <p>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</p> <p>Environmental Impacts: Positive, reduction in paper processes, promoting electronic access to information</p> | 31-Mar-2014 | Action On Target | Action On Target | Revised Completion Date (30 June 2014) |  | Revised Completion Date | April - September 2014. No further progress due to ongoing issues, pending resolution by Shared IT Services, revised completion date to 31 March 2015. |
| 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 | <p>Target: New estates strategy plan 2013/14 implemented</p> <p>Outcome: Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation</p> <p>Critical Success Factors: Staff resources</p> <p>Environmental Impacts: As set out in the strategy</p> | 31-Mar-2014 | Action On Target | Action On Target | Revised Completion Date (30 September 2014) |  | Revised Completion Date (30 September 2014) | April - September 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. |