

Information, Parking and Customer Services - Service Plan 2015/16

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:
<p>Corporate Priority: People Strapline: Fair and accessible services for those who use them and opportunities for everyone to contribute</p>							
<p>Deliver customer focused services</p>							
15-IPCS01	Service Customer Profiles and Insight	Service Provider / Commissioner / Manager	<p>Target: Delivery of customer insight and profiles for services as an evidence base for service planning. To integrate process within the 2016/17 service planning process.</p> <p>Outcome: Evidence based service plan actions across the Council based on customer insight and profiles.</p> <p>Critical Success Factors: Resource from services to support fact finding and analysis. Heads of Service to apply information within service planning process. Finance and Performance team resources to establish optimum service planning process. 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 September 2016	Head of Information, Parking and Customer Service	Potential impact on all services dependent upon impact of evidence base on way services are currently planned and applying the evidence to future service provision. Outputs may establish IT based projects to exploit digital service delivery and access channels.	None
15-IPCS02	Telephone Improvement Project	Service Provider / Commissioner / Manager	<p>Target: To maximise the use of the telephone systems features for customer and staff benefit to deliver efficient and effective service through the telephone access channel.</p> <p>Outcome: Clarity and consistency of telephone feature use for improved customer and staff satisfaction.</p> <p>Critical Success Factors: Service resources to spend time on reviewing, evaluating and setting up telephone access channel, time for all staff to receive training, all managers to support local telephone training using tools and resources created, staff support, IT resources to support changes to telephone call network, systems and routing, IT knowledge to support making changes and to support services in their use of the phone system. Customer Service team involvement in all call planning and design.</p> <p>Environmental Impacts: Effective closure of service request by telephone reduces environmental impact of face to face and paper based service delivery.</p>	31 March 2016	Head of Information, Parking and Customer Service	Impact on all service call design and training to ensure all staff are enabled to use telephone system features consistently and effectively. Impact on IT knowledge requirements and workload in respect of the telephone system through changes to call routing and extension set up.	Community Strategy

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15-IPCS03	Website Accessibility Review	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 September 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
15-IPCS04	Document Retention Action Plan	Service Provider / Commissioner / Manager	<p>Target: An action plan to promote compliance with the Council's Document Retention Guidelines including priority service based actions.</p> <p>Outcome: Assurance and actions to ensure the Council's services are addressing Document Retention Issues.</p> <p>Critical Success Factors: Service resources to work with the Information Management team and follow through actions, IT resources to amend any system held data where possible, Digital Media and Information team resources.</p> <p>Environmental Impacts: Benefit in reducing paper held records.</p>	31 March 2016	Head of Information, Parking and Customer Service	Potential impact on all services based on current practices and compliance with Document Retention Guidelines. Potential impact on IT if systems contain old data that should no longer be retained and must be de-personalised or deleted.	None
15-IPCS05	Southmill Road Resident Permit Zone (RPZ) (Bishop's Stortford)	Service Provider / Commissioner / Manager	<p>Target: To survey, plan, consult and progress a resident permit scheme in response to resident concerns in the Southmill Road area of Bishop's Stortford.</p> <p>Outcome: An RPZ is implemented that delivers resident satisfaction.</p> <p>Critical Success Factors: Funding, resident engagement in consultation, formal Traffic Regulation Order process</p> <p>Environmental Impacts: Improved resident amenity, potential displacement of existing commuter parking</p>	31 October 2015	Head of Information, Parking and Customer Service	Democratic Services in advertisement of Traffic Regulation Order in year 2.	Community Strategy
15-IPCS06	Car Park Management System	Service Provider / Commissioner / Manager	<p>Target: To implement a cost effective car park management system for the Council to manage its car parks for the next 10 years.</p> <p>Outcome: A cost effective and customer focussed solution running our car parks for the next 10 years</p> <p>Critical Success Factors: Funding, geographic infrastructure, political priorities, procurement process (OJEU)</p> <p>Environmental Impacts: To be considered in terms of solutions available. Car parking provision impacts our towns in terms of pollution.</p>	30 September 2016	Head of Information, Parking and Customer Service	N/A	Community Strategy

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15-IPCS07	Resident Parking Zone Policy	Service Provider / Commissioner / Manager	<p>Target: To establish the parameters upon which Members may prioritise and agree progression of new Resident Permit Zones across the District.</p> <p>Outcome: Consistent policy and evaluation of any potential schemes taking account of funding requirements to establish and operate schemes (additional special and revenue costs)</p> <p>Critical Success Factors: Political priorities, identification of specific local circumstances/issues</p> <p>Environmental Impacts: To be considered in terms of solutions available. Car parking controls impact our towns in terms of pollution.</p>	30 September 2015	Head of Information, Parking and Customer Service	N/A	Community Strategy
15-IPCS08	Footway and Grassed Verge Parking Policy	Service Provider / Commissioner / Manager	<p>Target: To establish the cost benefit of footway and grass verge parking controls, including potential optimum approach for the district and enforcement implications.</p> <p>Outcome: Clear decision on footway and grass verge parking across the district.</p> <p>Critical Success Factors: Political priorities, identification of specific local circumstances/issues</p> <p>Environmental Impacts: To be considered in terms of solutions available. Car parking controls impact our towns in terms of pollution.</p>	30 September 2015	Head of Information, Parking and Customer Service	N/A	Community Strategy
<p>Corporate Priority: Prosperity Strapline: Improving the economic and social opportunities available to our communities</p>							
<p>Deliver value for money and reduce our reliance on central government funding</p>							
15-IPCS09	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>	30 January 2016	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

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15-IPCS10	Intranet Action Plan	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 2016	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
15-IPCS11	Members Extranet Action Plan	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 2016	Head of Information, Parking and Customer Service	Potential impact on democratic Services and ModernGov development based on outcome of top tasks review.	None
15-IPCS12	Customer Enquiry Management System	Service Provider / Commissioner / Manager	<p>Target: Replacement of Lagan CRM with user focused flexible system to support Customer Services in their delivery of first point of contact services</p> <p>Outcome: More efficient and flexible service delivery, reduction in cost of service delivery.</p> <p>Critical Success Factors: IT resources to develop solutions to support service delivery without Lagan. Digital Media and Information Manager resource for web based support system design. Customer service resources to specify, develop and test new system requirements. Council wide support for revisions to corporate complaint system.</p> <p>Environmental Impacts: Self-service and assisted service provision can reduce the Council's environmental impact.</p>	31 March 2016	Head of Information, Parking and Customer Service		None
15-IPCS13	My Parking Account	Service Provider / Commissioner / Manager	<p>Target: Movement of all parking permit provision (application/renewal) to web based self-service tool.</p> <p>Outcome: Reduced cost of permit scheme operation, increased convenience for customers so they do not have to attend Council Offices for permits.</p> <p>Critical Success Factors: Parking Management Contract IT Supplier capability, Funding requirements, Interface with Civil Enforcement (Contractor issue)</p>	31 August 2016	Head of Information, Parking and Customer Service	Possible interface with web provision of service.	None