




## 2014/15 Service Planning Report - Outstanding 2013/14 Service Plan Actions (October - December 2014)

Action Code	Action Title	Action Description	Original Due Date	April 2013 - March 2014 status	April - September 2014 Status	October - December 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		Revised Completion Date (31 October 2014)	Revised Completion Date (31 January 2015)	October - December 2014. DDA surveys have been completed in November 2014. Outcomes from the survey and report are due in December 2014. Compliance software has been installed. Surveyor post on hold until new Head of Strategic Finance commences in February 2015. Revised completion date of 31 January 2015.
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	There has been a history of delay on this action that has been reported in detail in previous service plan updates, which members have already seen. The current 2014/15 position is detailed to the right.	Action Deleted		Action agreed for deletion by CMT on 28 October 2014 and Corporate Business Scrutiny Committee on 25 November 2014, as action is included in 2014/15 Service Plan - 14-IPCS07.
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		Revised Completion Date (31 March 2015)	Off Target	October - December 2014. Due to a requirement to change the telephony networking the deployment of voice recognition for customers is delayed as call quality over the voice network is not stable. A trial deployment will take place over the Christmas period. The shared IT service intend to start installing the new voice network in January and February. If this is then able to go live, the voice recognition system will follow. However, there is a risk that this will need to be delayed until after the busy Council Tax billing and Elections periods.
Objective: Reduce health inequalities, for example, by addressing obesity, smoking and physical inactivity							
13-ES02	Develop a strategy to show how the Council's objectives for health and wellbeing will be delivered through the Leisure Services contract	Target: Objectives and outcomes documented in reports to Scrutiny Committee Outcome: Clear link showing how strategic objectives are delivered through contractor and services are modified to meet them Critical Success Factors: Support from Leisure Contractor Environmental Impacts: Energy efficiency and sustainability objectives delivered	31-Mar-2014	There has been a history of delay on this action that has been reported in detail in previous service plan updates, which members have already seen. The current 2014/15 position is detailed to the right.	Revised Completion Date (31 December 2014)	Revised Completion Date (31 March 2015)	October - December 2014. Revised completion date to 31 March 2015. Sport England Community Sports Activation bid start revised by Sport England, more work required in quarter four period with the leisure management contractor.
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	There has been a history of delay on this action that has been reported in detail in previous service plan updates, which members have already seen. The current 2014/15 position is detailed to the right.	Revised Completion Date (30 September 2014)	Revised Completion Date (31 March 2015)	October - December 2014. The new estates strategy is in draft format. Investment strategy has been approved. New Estates Strategy to be developed and agreed with the new Head of Strategic Finance in February 2015.

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<b>Corporate Priority: Prosperity</b>								
<b>Objective: Deliver value for money</b>								
13-ES18	Implement web based 'self service' systems and improve access to services for customers	<p>Target: Self service systems operational</p> <p>Outcome: Customers have improved access to service information and the ability make appointments / pay for services outside working hours through the web. Reduce number of telephone calls and associated staff resources, achieving MTFP targets.</p> <p>Critical Success Factors: Staff resources; Support from IT Services; IT capital and revenue funding.</p> <p>Environmental Impacts: Improved speed of response when dealing with environmental problems (in combination with Remote Working)</p>	30-Dec-2013	There has been a history of delay on this action that has been reported in detail in previous service plan updates, which members have already seen. The current 2014/15 position is detailed to the right.	Revised Completion Date (30 November 2014)		Revised Completion Date (31 March 2015)	October - December 2014. Revised completion date from 30 November 2014 to 31 March 2015. Proof of concept testing now in progress.
13-PBC04	DC and BC - procurement process for replacement IT systems	<p>Target: Replacement and updated software for both service areas.</p> <p>Outcome: More resilient and customer focussed service.</p> <p>Critical Success Factors: Cost of software and implementation process.</p> <p>Environmental Impacts: Increased customer self-service</p>	31-Mar-2014		Action Deleted		Action agreed for deletion by CMT on 28 October 2014 and Environment Scrutiny Committee on 11 November 2014 as the activity is being monitored through action 14-PBC05, as part of the 2014/15 Planning and Building Control Service Plan.	