

EAST HERTS COUNCIL

CORPORATE BUSINESS SCRUTINY COMMITTEE – 24 NOVEMBER 2015

REPORT BY DIRECTOR OF FINANCE AND SUPPORT SERVICES

2015/16 SERVICE PLAN AND KEY PROJECTS MONITORING REPORT

WARD(S) AFFECTED: NONE

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**Purpose/Summary of Report:**

- This exception report provides a mid-year summary of the council's achievements against its priorities for 2015/16 and key projects. This report also monitors the outstanding service plan actions from 2014/15, 2013/14 and 2012/13.

**RECOMMENDATIONS FOR CORPORATE BUSINESS SCRUTINY:**

**The Executive be advised that Corporate Business Scrutiny supports:**

<b>(A)</b>	<b>The approval of the reported performance for the period April 2015 to September 2015.</b>
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1.0 Background

1.1 In 2011/12 the council agreed its overall priorities for improving the district around the themes of:

- People
- Place
- Prosperity

1.2 These priorities formed the basis of the council's Corporate Plan for 2015/16. Departments within the council produced a service plan to demonstrate what actions will be delivered to help meet those priorities. These were agreed by the Executive in March 2015 and progress is reported to the relevant Scrutiny Committees.

1.3 The council's service planning framework is one of a number of processes where project related activity is identified. Previous years has seen all service plan activity monitored on a six monthly basis

regardless of whether they are project related or more reflective of day to day service activity.

1.4 From 2016/17 onwards the finance and business planning process will result in a forward plan of activity and deliverables over the next four years, as opposed to one year. Much of this will be project based. Therefore this year's monitoring process has been amended to reflect this future direction.

1.5 Scrutiny committees will continue to receive their six monthly monitoring reports. However the focus will be on the delivery of projects captured in the service plans relevant to the committees' terms of reference. This will enable members to focus on strategic areas of importance to the council.

1.6 This report covers the period 1 April to 30 September 2015 for the following services:

- Governance and Risk Management
- Democratic and Legal Support Services (Code reference DLSS)
- Strategic Finance (Code reference FS)
- Human Resources and Organisational Development
- Shared Business and Technology Services (Code reference BTS)
- Information, Parking and Customer Services (Customer Services only – code reference IPCS)

1.7 In addition, outstanding actions from 2014/15, 2013/14 and 2012/13 will also form part of the 2015/16 monitoring process.

## 2.0 Report

2.1 In total there are 32 actions in the service plans detailed in paragraph 1.6, of which:

<b>Number of Actions</b>	<b>Status</b>
16% (5)	Have already been achieved
63% (20)	Are on target
19% (6)	Have had their completion dates revised
3% (1)	To be deleted

2.8 The six actions that have been given a revised completion date are as follows:

- **15-DLSS03 – Undertake General and local elections (District/Town/Parish) and Neighbourhood referenda in 2015.** Although the general and local elections were held without challenge. Residual work in relation to election finance claims needs be completed by the required deadline of November 2015.
- **15-FS01 – Co-ordinate an earlier start and more integrated process for service and budget planning during 2015/16.** The new process started on time in the summer and a member engagement workshop was held on 20 October. Completion date has been revised so all key milestones of the process are monitored and the revised date will be 31 March 2016 to allow time for the budget report, the revised Corporate Strategic Plan and 2016/17 service plans to be agreed.
- **15-BTS01 – Here to Help – Delivery of an on-line IT Service Desk System to provide alternative ways of accessing ICT services.** This is to be delivered through the IT service helpdesk by September 2016 as agreed by Executive in June 2015 as part of the IT strategy.
- **15-BTS02 – Here to Help – Draft and agree new ICT usage policies to enable more flexible use of ICT whilst maintaining strong system security and compliance with the rules laid out by the Public Services Network (PSN) and the Information Commissioner.** The policies have been drafted, the completion date has been revised to take account of the final approval date.
- **15-BTS03 – Upgrade Microsoft Exchange to the 2010 version covering upgraded e-mail and calendar functionality.** This is a corporate project which will require considerable input from all services. The due date needs to be reconsidered, in the context of other priorities. A report will be taken to Corporate Management Team in November 2015 to consider this.
- **15-IPCS12 – Customer Enquiry Management System.** Project postponed so resources can be focused on two other projects. Firstly the revised service and budget planning process as the Customer Services Strategy actions are being embedded into it. The outcomes from the service planning process on access channel management will help inform business requirements for the new management system. Secondly, the completion of the Kiosk and Telephony projects. Therefore the specification and

business need for the system will feature as an action for the 2016/17 Service Plan with a completion date of 30 April 2017.

2.9 Action **BTS04 – Deliver the milestones for 2015/16 set out in the new four year ICT Strategy that will begin in April 2015** has been proposed for deletion. This is because the action is tracked through the performance indicator **EHPI 9.8 – Delivery of Key Milestones in the ICT Strategy** in the quarterly corporate healthcheck report. Therefore this action is duplicating the same information.

2.10 All councillors have access to Covalent (the council’s performance management system), should they wish to interrogate the full progress comments on all 2015/16 Service Plan actions. The Performance Team are able to provide support and training on using the Covalent system if required.

2.11 For 2015/16 there are 33 corporate projects of which 7 are included in the service plans detailed in paragraph 1.6. The status of these project actions are:

<b>Number of Actions</b>	<b>Status</b>
14% (1)	Has already been achieved
57% (4)	Are on target
29% (2)	Have had their completion dates revised

2.12 Full details on the status of these projects are detailed in **Essential Reference Paper ‘B’**.

### **2014/15 Analysis**

2.13 In total there are 15 actions from the 2014/15 Service Plans which are still outstanding, of which:

<b>Number of Actions</b>	<b>Status</b>
33% (5)	Have already been achieved
13% (2)	Are on target
53% (8)	Have had their completion dates revised.

2.14 Of the eight actions that have a revised completion date two are from the 2014/15 Corporate Risk and Procurement Action Plan:

- **14-CRP02 – Production of a corporate land inspection policy.** Significant progress has been made and a draft policy is in place but due to recent acquisition of new land and buildings the policy needs revision with support from services. In addition the policy may be developed county-wide due to interests expressed by other authorities. The governance and risk management team will continue to monitor progress. Revised completion date 31 December 2015.
- **14-CRP04 – Undertake health and safety audits and spot check highest risk services.** The majority of health and safety audits have been completed. Health and safety training was presented to the Executive in September 2015 and regular Member briefings will be provided on the outcome of the audits and spot checks. Revised completion date 31 December 2015.

Three are from the 2014/15 Information, Parking and Customer Services Service Plan:

- **14-IPCS06 – Scope Intranet Development.** Following recommendations from Socitim further consultation with staff has been held, as well as additional analysis undertaken. Findings presented to senior managers and Here to Help group. Report setting out the key action proposals for improving the Intranet is due to be presented to Corporate Management Team by 30 December 2015.
- **14-IPCS10 – My East Herts' Website Tool.** Data for Environmental Services (phase one) has now been confirmed and ready to deploy. Phase 1 will be concluded by 30 December 2015. After which the project will then cease as a separate project, as this work will be subsumed into the development of the 'Customer Enquiry Management System'. This action will feature in the 2016/17 Information, Parking and Customer Services Service Plan.
- **14-IPCS11 – Scope Members Extranet.** Members' needs to be reviewed following district local election in May 2015. Therefore the member's extranet development plan will be ready by 31 March 2016. In addition a bid for implementation resource (fixed term post for 18 month) has been submitted as part of the

2016/17 service planning process to speed up delivery and progress given other service demands in 2016/17.

Two are from the 2014/15 People and Property Services Service Plan:

- **14-PPS05 – Implement the Compliance Action Plan (in respect to council property) which will be monitored by the Operational Risk Management Group.** SIAS recommendations are being implemented. Quarterly compliance updates will be provided to Corporate Management Team. Revised completion date 31 December 2015.
- **14-PPS09 – Implement improvements in procurement in relation to maintenance of East Herts buildings and properties.** New Financial and Procurement Regulations are now in place. Draft Procurement Strategy near completion. Procurement Team are working with the Property team. Compliance reports will be sent to Operational Risk Management Group every quarter and this area has also been picked up on the Strategic Finance risk register. Revised completion date 31 March 2016.

One is from the 2014/15 Business and Technology Services Service Plan:

- **14-BTS03 – Deliver and implement a business case for rationalising and improving the print solutions delivered corporately across partner councils.** The business case for rationalising print solutions is being finalised in November and will be submitted to the senior management teams in both councils by the end of quarter three in 2015/16. Revised completion date 31 December 2015.

### 2013/14 Analysis

2.15 In total there are 3 actions from the 2013/14 Service Plans which were still outstanding, of which:

Number of Actions	Status
33.3% (1)	Has been achieved.
66.6% (2)	Have had their completion dates revised.

- 2.16 One action that requires a revised completion date is from the 2013/14 Facilities Management and Estates Management Action Plan. The action **13-FMEM06 – Implement and action Estates Strategy and Plan 2013/14** will be taken forward with the Asset Management Plan with a target completion date of 31 December 2015.
- 2.17 The other action requiring a revised completion date is from the 2013/14 Information, Parking and Customer Services Service Plan and relates to **13-IPCS06 – Enhanced Self-Service Telephony Systems**. Work is progressing and an upgrade to the telephony network prior to implementation has been agreed with IT for November 2015 after which initial customer deployment will be possible. Revised completion date 31 March 2016.

### **2012/13 Analysis**

- 2.18 There is one action that is outstanding from the 2012/13 Service Plans and requires a revised completion date of 31 March 2016 – **12-CR06 – Support revision of Business Continuity Plan**. This is because a test will take place during winter 2015/16. A scoping meeting was held at end of September 2015 with details of outstanding tasks submitted to the relevant Director.
- 2.19 Full progress comments on all outstanding service plan actions can be accessed on the council's performance management system, Covalent.

### **3.0 Implications/Consultation**

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

#### **Background Papers:**

None.

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