

ERP B

OUTCOME	ACTION	Person Responsible	Target Date	Update
Increases ability to respond in a timely manner to all incoming reports of breaches and enforcement issues	<ul style="list-style-type: none"> Reduction in external support (LSR) 	<ul style="list-style-type: none"> Paul Dean 	<ul style="list-style-type: none"> November 2017 31/03/2018 	No further cases issued for external support. 1 case remaining
	<ul style="list-style-type: none"> Reduction in all outstanding cases by 50% 	<ul style="list-style-type: none"> Paul Dean 	<ul style="list-style-type: none"> November 2017 	Outstanding cases (Pre 2017) June 2017 160 Jan 2018 38 = 76% reduction Current cases on hand June 2017 315 Jan 2018 202 = 36% reduction Overall reduction in all outstanding cases = 56%
Informed members with up-to-date information	<ul style="list-style-type: none"> Improved record keeping Evaluate what information members need 	<ul style="list-style-type: none"> Team Paul Dean 	<ul style="list-style-type: none"> Immediate (Sept 17 – ongoing) September 2017 	Implemented and ongoing Still to be formulated
	<ul style="list-style-type: none"> Formulate a report format proposal 	<ul style="list-style-type: none"> Paul Dean 	<ul style="list-style-type: none"> End September 2017 	Still to be formulated
	<ul style="list-style-type: none"> Monthly update circulated Response to member enquiries within 2 working days 	<ul style="list-style-type: none"> Paul Dean Team 	<ul style="list-style-type: none"> Oct 17 – ongoing 	Still to be formulated
				<ul style="list-style-type: none"> Immediate (Sept 17 – ongoing)
Supported and resourced team	<ul style="list-style-type: none"> 1.5 FTE recruited Fully trained team 	<ul style="list-style-type: none"> Paul Dean Paul Dean 	<ul style="list-style-type: none"> August 2017 November 2017 	Complete September 2017 Initial training complete Regular training ongoing Ongoing
	<ul style="list-style-type: none"> Weekly update meeting with manager in interim 	<ul style="list-style-type: none"> Liz Aston 	<ul style="list-style-type: none"> September 2017 	
Improved information availability	<ul style="list-style-type: none"> Full implementation of the recommendations emerging from the Digital East Herts Project 	<ul style="list-style-type: none"> Paul Dean 	<ul style="list-style-type: none"> In the 6 month period to March 2018 and beyond 	As of 01/01/18 all new cases are dealt with paperless. All service request are now paperless Undertaken and ongoing
	<ul style="list-style-type: none"> Continual review and improvement report 	<ul style="list-style-type: none"> Paul Dean 	<ul style="list-style-type: none"> At least quarterly 	

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Increased public and member confidence in service delivery	<ul style="list-style-type: none"> Response to initial enquiry within 2 working days 	<ul style="list-style-type: none"> Team/Paul Dean 	<ul style="list-style-type: none"> Immediate (Sept 17 – ongoing) 	Average 95% of cases within 2 working days
	<ul style="list-style-type: none"> Response with proposed action within an additional 10 working days, including site visit in 90% of cases 	<ul style="list-style-type: none"> Team/Paul Dean 	<ul style="list-style-type: none"> Immediate (Sept 17 – ongoing) 	Site visits average 94% within 10 working days
	<ul style="list-style-type: none"> Follow-up action within a further 10 working days 	<ul style="list-style-type: none"> Paul Dean/Legal department 	<ul style="list-style-type: none"> Immediate (Sept 17 – ongoing) 	Expediency average 47% - improvements being made through more regular meetings (now happening) and training on the uniform system.
	<ul style="list-style-type: none"> Appropriate use of Legal resources – monthly update 	<ul style="list-style-type: none"> Paul Dean 	<ul style="list-style-type: none"> Immediate (Sept 17 – ongoing) 	Weekly meeting took place with legal between Sep-Dec, now as and when needed.
	<ul style="list-style-type: none"> 50% of cases closed within 6 months 	<ul style="list-style-type: none"> Paul Dean 	<ul style="list-style-type: none"> By December 2017 - ongoing 	Sept – 58% Oct – 58% Nov – 57% Dec – 58%