

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"> Dec 18 Dec 18 	No further cases issued for external support. 1 case remaining (Appeal)
	<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"> Ongoing 	Outstanding cases (Pre 2018) November 2018 41 Only 18% of cases are outstanding pre 2018 Current cases on hand November 2018 221 Cases continuing to reduce with a further 30% reduction as at Nov 18
Informed members with up-to-date information	<ul style="list-style-type: none"> Improved record keeping Evaluate what information members need Formulate a report format proposal Monthly update circulated Response to member enquiries within 2 working days 	<ul style="list-style-type: none"> Team Paul Dean Paul Dean Paul Dean Team 	<ul style="list-style-type: none"> Ongoing September 2017 End September 2017 Ongoing Ongoing 	Implemented and ongoing completed Completed . Members are provided with a monthly update Achieved
Supported and resourced team	<ul style="list-style-type: none"> 1.5 FTE recruited Fully trained team Weekly update meeting with manager in interim 	<ul style="list-style-type: none"> Paul Dean Paul Dean Liz Aston 	<ul style="list-style-type: none"> August 2017 November 2017 September 2017 	Compliance officer left Aug 2018. Due to recruit early 19 Ongoing
Improved information availability	<ul style="list-style-type: none"> Full implementation of the recommendations emerging from the Digital East Herts Project Continual review and improvement report 	<ul style="list-style-type: none"> Paul Dean Paul Dean 	<ul style="list-style-type: none"> Ongoing At least quarterly 	As of 01/01/18 all new cases are dealt with paperless. All service request are now paperless Undertaken and ongoing

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 95% 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 70% - improvements still being made through more regular meetings (now happening)
	<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) 	As an 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 	Cases closed within 6 months is now 70%