

Strategic Direction Service Plan 2011/12

Action Plan					Connections	
Action Code	ACTION	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:	Resources

Strapline: Fit for purpose, services fit for you
Corporate Priority: Deliver good quality customer focused services by maintaining and developing a well managed and publicly accountable organisation

By 2013 - Restrain costs around staffing and employment, in addition to the steps being undertaken nationally.

11-SD01	Implementation of the Strategic Direction (SD) review to ensure a streamlined more efficient SD service from 2011-12 onwards	<p>Target: The new SD structure in place.</p> <p>Outcome: A more streamlined service and efficiency targets are met</p> <p>Critical Success Factors: CMT and Member support for the changes</p> <p>Environmental Impacts: Reduction in energy consumption from IT and potentially reduced staff travel.</p>	#####	Head of Strategic Direction	Outcome will impact on all services	Within existing resources
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By 2013 - Reduce the revenue burden to the taxpayer by completing our review of working arrangements and oversee the development of a single site for back office functions and service administration.

11-SD02	Provide support to C3W programme	<p>Target: Corporate support for Programme Director of Change through communications planning and project management until the end of the project in July 2011.</p> <p>Outcome: To have flexible ways of working that generate increased efficiencies and improved customer service through better IT systems and therefore reduce office space requirements.</p> <p>Critical Success Factors: Corporate benefits delivered.</p> <p>Environmental Impacts: Resource to support the overall C3W programme will help deliver the corporate benefit profile to reduce the Council's carbon footprint.</p>	31 July 2011	Head of Strategic Direction	None	Within existing resources
11-SD03	Deliver the benefits as identified in the C3W Benefit Service Profile for Strategic Direction.	<p>Target: Project Plan timescales met for 2011/12.</p> <p>Outcome: Reduced cost of service and reduced carbon footprint.</p> <p>Critical Success Factors: Reliance on home working being set up. Car Sharing scheme established.</p> <p>Environmental Impact: Reduced carbon footprint.</p>	31 March 2012	Head of Strategic Direction	Support from Human Resources; IT Services	Staff Resources and adequate systems and IT infrastructure
11-SD04	Implement any necessary changes to the Council's performance management framework, following the publication of the Localism Bill and the governments review of data requirements.	<p>Target: Comply with statutory requirements</p> <p>Outcome: Effective use of resources to meet budget requirements.</p> <p>Critical Success Factors: Utilisation of existing resources to meet statutory duties</p> <p>Environmental Impacts: None</p>	Statutory timetable to be announced	Head of Strategic Direction	Support from Human Resources; IT Services	Within existing resources