

## Financial Support Services 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**

11-FSS01	Production of 2010/11 International Financial Reporting Standards (IFRS) compliant accounts including transitional balance sheet and 2009/10 restatements	<p><b>Target:</b> Produce 2010/11 accounts in line with statutory timescales</p> <p><b>Outcome:</b> Unqualified external audit report</p> <p><b>Critical Success Factors:</b> Continued external support and availability of key staff resources</p> <p><b>Environmental Impacts:</b> None Identified</p>	30 June 2011 and 30 September 2011	Head of Financial Support Services (FSS) / Accountancy Manager	All Heads of service to meet deadlines in line with the closure of accounts process and respond to requests for information in a timely fashion	Ongoing funding to retain appropriate external support
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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-FSS02	Continue to implement C3W processes in respect of the Asset Management & Valuation Service and prepare for and implement processes for the Accountancy Services	<p><b>Target:</b> Determine and implement Electronic Document Records Management (EDRM) and home working arrangements.</p> <p><b>Outcome:</b> Increased efficiency of service delivery</p> <p><b>Critical Success Factors:</b> Staff resources available to progress work</p> <p><b>Environmental Impacts:</b> Potential reduced travel and use of paper which should have a beneficial impact upon the Council's carbon footprint by reducing CO2 emissions</p>	31 December 2012	Head of FSS / Accountancy Manager / Asset & Valuation Manager	Corporate support for key processes; EDRM, BPI	Cost of relocation in line with Council policies
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**By 2013 - Delivering financial efficiencies through shared service arrangements with other public sector bodies.**

11-FSS03	Progress discussions with identified partner organisations with regard to potential shared service opportunities with particular focus on the sharing of financial systems	<p><b>Target:</b> Progress discussions with potential partner</p> <p><b>Outcome:</b> Determine whether any shared service opportunity should be pursued</p> <p><b>Critical Success Factors:</b> capacity to progress discussions, willingness of potential partner(s) to consider shared service arrangements</p> <p><b>Environmental Impacts:</b> TBA</p>	31 March 2012	Head of FSS / Accountancy Manager	None	Capital Provision included within the Capital Programme to support investment in a new financial system
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**By 2015 - Maximising the council's capital resources by considering investment opportunities in land, commercial and rental property to improve investment returns and minimises the burden on the council taxpayer.**

11-FSS04	Ongoing review and rationalisation of the Council's assets (in line with the Asset Management Plan (AMP)) to ensure best use and generation of capital receipts through sale of surplus assets	<p><b>Target:</b> Holdings in line with service needs</p> <p><b>Outcome:</b> Efficient utilisation of assets and VFM</p> <p><b>Critical Success Factors:</b> Availability of staff resources</p> <p><b>Environmental Impacts:</b> Potential energy efficiency savings. Reviews of AMP will aim to include relevant environmental criteria. There may be opportunities to consider use of East Herts land for environmentally beneficial purposes e.g. allotments, biodiversity enhancements.</p>	31 March 2012	Asset and Valuation Manager	Services to review provision where operational assets involved (parking, customer services)	TBA
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**Strapline: Shaping now, shaping the future**

**Corporate Priority: Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.**

**By 2013 - Deliver the 5 year rural land based business development programme.**

11-FSS05	Support for Rural Development Project in Council's role as accountable body	<p><b>Target:</b> Meet financial objectives</p> <p><b>Outcome:</b> Funding stream secured</p> <p><b>Critical Success Factors:</b> Availability of staff resources and support processes</p> <p><b>Environmental Impacts:</b> TBA</p>	31 March 2012	Principal Accountant	Accountancy role is in support of the Rural Development Project being lead by the Customer and Community Services Team	A £5k income stream to Accountancy Services is anticipated from the overall administration income available to the Council
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