

EAST HERTS COUNCIL

CORPORATE BUSINESS SCRUTINY COMMITTEE – 29 NOVEMBER 2011

REPORT BY LEADER OF THE COUNCIL

2011/12 SERVICE PLANS – SUMMARY OF PROGRESS AND EXCEPTIONS REPORT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This report provides a summary of progress against 2011/12 Service Plan actions relevant to Corporate Business Scrutiny Committee and details those that require a revised completion date at Essential Reference Paper “B”.

<u>RECOMMENDATIONS FOR CORPORATE BUSINESS SCRUTINY COMMITTEE that:</u>	
(A)	The summary of progress against 2011/12 Service Plan actions be received and the Executive be advised of any recommendations; and
(B)	Those actions requiring revised completion dates be noted.

1.0 Background

1.1 The 2011/12 Service Plans were scrutinised by the joint meeting of Scrutiny Committees held on 15 February 2011 and approved by the Executive at its meeting on 8 March 2011. This report covers the period 1 April to 30 September 2011 for the following services:

- Business Support Services (Facilities)
- Business Support Services (ICT)

- Customer Services and Parking
- Democratic and Legal Support Services
- Financial Support Services
- Human Resources
- Internal Audit and Business Improvement
- Strategic Direction

2.0 Report

2.1 In total, there are 53 actions in the 2011/12 Service Plans relevant to Corporate Business Scrutiny Committee, of which:

28% (15) have already been achieved

55% (29) are on target

17% (9) have had their completion dates revised.

In addition, two actions from the 2010/11 Business Support Services and Strategic Direction Service Plans had revised completion dates before 30 September 2011 and have now been achieved.

2.2 An overview of the achievements by Corporate Priority can be summarised as follows:-

Fit for purpose, services fit for you. *Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.*

14 actions have been achieved

25 actions are on target

7 actions have had their completion dates revised (detailed in Essential Reference Paper "B").

Some of the key achievements included:

- Business Support Services have been heavily involved in support for the Changing the Way We Work programme. ICT have implemented home working and Electronic Document and Record Management technology, together with network changes and desktop alterations as part of the office moves and are undertaking a key implementation role in the installation of the new telephone system. Facilities and Property Services have undertaken a number of support roles including active involvement in the logistics of office moves. Flexible ways of working will generate increased efficiencies and improved customer service through reduced office space requirements and better IT systems.
- Hertford Customer Service Centre enhancements were completed, delivering a self service foyer and promoting greater flexibility of staffing to assist with customer enquiries.
- East Herts has joined the Public Law Partnership in order to deliver savings through economies of scale in terms of procurement of various services etc.
- 2010/11 International Financial Reporting Standards (IFRS) compliant accounts, including transitional balance sheet and 2009/10 restatements, were completed in line with statutory timescales, approved by Audit Committee and signed off (unqualified opinion) by the External Auditor on 21 September 2011.
- A Shared Internal Audit Service has been in place from June 2011, with strong liaison arrangements producing greater resilience and optimised use of resources.
- The insurance tender exercise was completed within the set timescales, producing substantial savings and enhanced cover in some areas.

Achievements from the 2010/11 Business Support Services and Strategic Direction Service Plans were:

- Energy efficiency measures contained in the Wallfields refurbishment works were completed.
- A new Hertfordshire-wide market research contract with Opinion Research Services is now in place.

Pride in East Herts. *Improve standards of the neighbourhood and environmental management in our towns and villages.*

1 action is on target

1 action has had its completion date revised (detailed in Essential Reference Paper “B”).

Shaping now, shaping the future. *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.*

2 actions are on target

1 action has had its completion date revised (detailed in Essential Reference Paper “B”).

Leading the way, working together. *Deliver responsible community leadership that engages with our partners and the public.*

1 action has been achieved

1 action is on target

The achievement was:

- The Referendum was successfully held (in conjunction with scheduled District / Town / Parish Council elections) without legal challenge.

2.3 **Essential Reference Paper “B”** details those 2011/12 Service Plan actions that have had their completion dates revised. For ease of reference, these have been categorised by Corporate Priority. Full progress comments on all 2011/12 Service Plan actions can be accessed by referring to the Council’s performance management system, Covalent (www.covalentcpm.com/eastherts).

3.0 Implications/Consultations

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

Background Papers

2011/12 Service Plans report to joint meeting of Scrutiny Committees on 15 February 2011.

2011/12 Service Plans report to the Executive on 8 March 2011.

Contact Member: Councillor A.P. Jackson, Leader of the Council

Contact Officer: Simon Drinkwater, Director of Neighbourhood Services, Ext. 1405

Report Author: Dave Cooper, Performance Officer

ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p>Promoting prosperity and well-being; providing access and opportunities <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Fit for purpose, services fit for you <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p>Pride in East Herts <i>Improving standards of the built neighbourhood and environmental management in our towns and villages.</i></p> <p>Shaping now, shaping the future <i>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.</i></p> <p>Leading the way, working together <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
<p>Consultation:</p>	<p>There are no specific consultation implications arising directly from this report.</p>
<p>Legal:</p>	<p>There are no specific legal implications arising directly from this report.</p>
<p>Financial:</p>	<p>There are no specific financial implications arising directly from this report.</p>
<p>Human Resource:</p>	<p>There are no specific human resource implications arising directly from this report.</p>
<p>Risk Management:</p>	<p>There is a generic risk management implication arising from this report, in terms of not completing the actions from Service Plans would be likely to result in not achieving the Corporate Priorities and Objectives.</p>