



DRAFT PORTFOLIO HOLDER DECISION NOTICE

PROPOSED INDIVIDUAL DECISION BY THE PORTFOLIO HOLDER FOR BUSINESS SERVICES

TOPIC – BUSINESS SERVICES PORTFOLIO PLAN 2013/14

PROCEDURAL INFORMATION

The Access to Information Procedure Rules – Part 4, Section 22 of the Council's Constitution provides for a decision to be made by an individual member of Cabinet.

In accordance with the Procedure Rules, the Chief Operating Officer, the Chief Executive and the Chief Finance Officer are consulted together with Chairman and Vice Chairman of The Overview and Scrutiny Committee and any other relevant overview and scrutiny committee. In addition, all Members are notified.

If five or more Members from those informed request, the Leader may require the matter be referred to Cabinet for determination.

If you wish to make representation on this proposed Decision please contact the relevant Portfolio Holder and the following Committee Administrator by 5.00pm on Thursday 18 July 2013.

Contact Officer:

Stephen Whetnall, Chief Operating Officer, Tel 01962 848 220

Email: swhetnall@winchester.gov.uk

Committee Administrator:

Nancy Graham, Tel: 01962 848 235, Email: ngraham@winchester.gov.uk

SUMMARY

Approval is sought for the attached Business Services Portfolio Plan 2013/14. The concept of producing Portfolio Plans was approved by Cabinet as part of the Change Plans 2012/13: Consultation Draft report ([CAB2249](#), 9 November 2011 refers).

Positioned alongside the four Change Plans which capture only the most significant actions to which the Council is committed, the Portfolio Plans include many of the other actions, though less significant that still contribute to the overall delivery of the three outcomes included in the Community Strategy and the Council's own outcome to be an "Efficient and Effective Council".

Portfolio Holders will be responsible for monitoring the actions included in their respective Portfolio Plan through their regular discussions with the relevant Heads of Team.

PROPOSED DECISION

That the Business Services Portfolio Plan 2013/14 be approved as attached at Appendix 1.

REASON FOR THE PROPOSED DECISION AND OTHER ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

The attached Portfolio Plan forms part of a suite of Plans with one for each Portfolio Holder. Each Plan includes the significant actions put forward by Heads of Teams that have not been included in relevant Change Plans which were approved by the Council in January 2013.

RESOURCE IMPLICATIONS

The resources allocated to the delivery of individual actions are largely contained within existing resources commitments for individual teams as part of the budget setting process. However, where insufficient resources are available, including either capital or revenue funding, this may be the subject of a future growth bid (which will of course require the funding to also be identified) which will require appropriate Member approval before the project can be progressed.

CONSULTATION UNDERTAKEN ON THE PROPOSED DECISION

The Portfolio Holder for Business Services has been consulted on the projects included in the attached Portfolio Plan.

FURTHER ALTERNATIVE OPTIONS CONSIDERED AND REJECTED FOLLOWING PUBLICATION OF THE DRAFT PORTFOLIO HOLDER DECISION NOTICE

N/A

DECLARATION OF INTERESTS BY THE DECISION MAKER OR A MEMBER OR OFFICER CONSULTED

N/A

DISPENSATION GRANTED BY THE STANDARDS COMMITTEE

N/A

Approved by: (signature)

Date of Decision

Councillor Stephen Miller - Portfolio Holder for Business Services

Draft Business Services Portfolio Plan 2013/14



Business Management						
Code & Title	What will we do?	Expected Outcome	Milestones	Milestone Due Date	Action Due Date	Who's Accountable
CSC/CSC/12B Customer Service Excellence surveillance visit 2	Second CSE surveillance visit	Continued customer service excellence accreditation driving improvements in service delivery	Prepare written assessment for CSE	02-Dec-2013	20-Dec-2013	Head of Business Management
			CSE onsite assessment (to be confirmed if required)	16-Dec-2013		
CSC/CSC/12C Customer Service Excellence reaccreditation	Corporate re accreditation of Customer Service Excellence	Reaccreditation granted for a further 3 years	Brief SMT six months before Accreditation visit	01-Jun-2014	15-Dec-2014	Head of Business Management
			SMT brief	15-Nov-2014		
			Prepare written submission	18-Nov-2014		
			On site assessment	12-Dec-2014		
CSC/CSC/16 Review of outbound postal activities within the organisation	Complete review of outbound postal arrangements across the organisation including:	Savings and increased efficiencies	2013 Mail costs and options presented to SMT	07-May-2013	30-Sep-2013	Head of Business Management
			Cleanmail trial	31-Aug-2013		

Code & Title	What will we do?	Expected Outcome	Milestones	Milestone Due Date	Action Due Date	Who's Accountable
	Departmental budget recharges, cost savings and efficiencies					
EE/003.5 Business Support Team	Creation of Business Support Team servicing Building Control, Environmental Protection, Health Protection. Land Charges, Landscape and Planning Admin	Staff resource is used flexibly, allowing the Council to meet its changing needs and priorities effectively, whilst officers are given opportunities to further develop their skills.	Process Issues - IT and System Resolution	18-Mar-2013	16-Jul-2013	Chief Executive
			Requirements Engineering - Process Mapping and BPR	18-Mar-2013		
			Support Team - Team Building	27-Mar-2013		
			Process Harmonisation	28-Mar-2013		
			Support Team-Management Training	29-Mar-2013		
			Training plans	01-Apr-2013		
			Transitional Performance & Skills Timescale	01-Apr-2013		
			Team Set-Up in new location	08-Apr-2013		
			Project Sign-Off	15-Apr-2013		
			Post Project Review Phase	16-Jul-2013		

Democratic Services						
Code & Title	What will we do?	Expected Outcome	Milestones	Milestone Due Date	Action Due Date	Who's Accountable
DEM/2013/002 Put into place appropriate systems to make the change to Individual Elector Registration.	Prepare the Council for the introduction of Individual Elector Registration in 2014.	The transition to Individual Elector Registration is smooth and introduced with the minimum of disruption.	Each elector contacted and invited to register under IER	01-Jul-2014	01-Aug-2015	Head of Democratic Services
			Government timetable issued (some final details awaited)	01-Aug-2015		
DEM/2013/003 Abbey House - Internal Refurbishment	Abbey House Internal Refurbishment – continuation of internal decoration and repairs	Completion on time, within budget & minimal disruption.	Working Group approval of scheme	15-Mar-2013	30-Sep-2013	Head of Democratic Services
			First room redecorated	30-Sep-2013		
DEM/2013/004 Localism Act 2012	Localism Act 2012 work arising from new legislation (Standards reforms dealt with under separate action in the Efficient & Effective Council Change Plan)	Effective procedures in place to meet new demands	Continuation of review of impact and incorporation of new procedures into Constitution, as required.	31-Mar-2013	17-Jul-2013	Head of Democratic Services
POL/2013/003 a Making Member involvement & decision	TBC	TBC	TBC	TBC	31-Aug-2013	Head of Democratic Services

Code & Title	What will we do?	Expected Outcome	Milestones	Milestone Due Date	Action Due Date	Who's Accountable
making more effective Informal Scrutiny Group						

Democratic Services; Policy

Code & Title	What will we do?	Expected Outcome	Milestones	Milestone Due Date	Action Due Date	Who's Accountable
POL/2013/003 Democratic Change Programme	Action plan on developing decision making, including reviewing how the Portfolio Holder Decision Notice process can be used and how non-Executive Members can contribute to policy development at an early stage.	Members feel engaged in decision making and staff time is better used in supporting the process.	TBC	TBC	31-Dec-2013	Head of Democratic Services; Head of Policy

Estates						
Code & Title	What will we do?	Expected Outcome	Milestones	Milestone Due Date	Action Due Date	Who's Accountable
EST/2013/001 Investigate and develop opportunities in the Council's estate to increase capital and revenue income	Investigate and develop opportunities in the Council's estate to increase capital and revenue income (subject to approvals), including: Development of the old depot site St Clements Surgery Cattle Market Gladstone Street/Carfax site City Offices site as highlighted in the Council's Asset Management Plan	Opportunities that would increase capital and revenue for the Council identified and fully investigated.	TBA	TBA	31-Mar-2015	Head of Estates
EST/2013/002 Continue to look for ways to reduce energy consumption	Remain committed to an active programme to reduce the energy consumed at the Guildhall and to take clear practical action to reduce the impact on the environment.	Reduction in energy consumption achieved which will contribute to reducing the Council's Carbon Footprint. Cost savings from reduced consumption	TBA	TBA	Ongoing	Head of Estates, Facilities Manager, Guildhall Operations Manager

Code & Title	What will we do?	Expected Outcome	Milestones	Milestone Due Date	Action Due Date	Who's Accountable
	Introduce a sustainability awareness programme for staff and customers	Increased staff and customer awareness of environmental issues at the Guildhall	TBA	TBA	Ongoing	Head of Estates
EST/2013/003 Further strengthen the Guildhall's commercial performance	Optimise use of the venue to maximise revenue from room hire and the sales of ancillary services	Optimised occupancy rates that provide an increase in revenue.	TBA	TBA	Ongoing	Head of Estates, Facilities Manager, Guildhall Operations Manager
EST/2013/004 Maintain the interior and services provided at the Guildhall.	Maintain the interior of the Guildhall and its services that are consistent with a high quality venue.	Works identified and costed included in the Asset Management Plan and or Capital Programme to ensure that the Guildhall is maintained to a high standard so that it can compete with other venues.	TBA	TBA	Ongoing	Head of Estates, Facilities Manager, Guildhall Operations Manager
	Ensure that all staff are properly trained, well motivated and have opportunities to develop to their full potential.	Training needs identified at appraisals and followed up by a training programme for staff.	TBA	TBA	Ongoing	Facilities Manager, Guildhall Operations Manager

Code & Title	What will we do?	Expected Outcome	Milestones	Milestone Due Date	Action Due Date	Who's Accountable
EST/2013/005 Tendering of the Catering contracts at the Guildhall.	Carry out tender process for the renewal of catering contracts at the Guildhall.	Successful tender exercise completed in time for renewal in December 2013 which provides customers with a choice of caterers which reflects variation of price, style, culture and international diversity.	TBA	TBA	31 Dec 2013	Head of Estates, Facilities Manager, Guildhall Operations Manager

Legal Services Team						
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Code & Title	What will we do?	Expected Outcome	Milestones	Milestone Due Date	Action Due Date	Who's Accountable
LEG/LEG/019 Regulation of Investigatory Powers Act (RIPA) Action Plan	Preparation and implementation of Action Plan following December 2012 OSC Inspection (Regulation of Investigatory Powers Act 2000)	Recommendations of Inspection Report implemented and Policy updated	Review RIPA Policy and update in light of Report recommendations	31-Jul-2013	31-Oct-2013	Head of Legal Services
			Training Course for Users (CX/SMT and enforcement officers/internal audit as required)	30-Sep-2013		
LEG/LEG/021 Produce and publish standard Section 106 Planning Legal Agreement (MS/EE)	Model Section 106 agreement - Clear agreement produced and used without major changes in wording being sought.	Clear agreement produced and used without major changes in wording being sought.	Review comments and produce final version	31-Jul-2012	30-Sep-2013	Head of Legal Services
			Complete review of latest model draft and circulate for comments	01-Jun-2013		
			Collate responses and revise draft	31-Jul-2013		
			Publish Model Agreement and guidance notes on Council website	30-Sep-2013		
LEG/LEG/025 Planning Section 106 Website Page KB/HB	Production of new page for Planning Section of WCC Website including guidance, model drafts of undertakings, etc.	Informative pages available on the website that are clear and concise.	Website updated to include Unilateral Undertakings (open space/transport/affordable housing)	01-May-2013	01-Oct-2013	Head of Legal Services
			Update completed to include Model 106 agreement	30-Sep-2013		

Code & Title	What will we do?	Expected Outcome	Milestones	Milestone Due Date	Action Due Date	Who's Accountable
LEG/LEG/026 Civica Legal (TAW/HB)	Implementation of new Civica Legal product to replace Legal ARMS	System in place and operating to a) process legal debt recovery b) manage legal casework c) time recording	Complete implementation of County Court Bulk Processing module	31-Jul-2013	31-Mar-2014	Head of Legal Services
			Complete implementation of Possession Claims Online module	31-Jul-2013		
			All Legal users using system to store/retrieve file documents	30-Sep-2013		
			Set up Tree Preservation Order Workflow	31-Dec-2013		
			System installed and in use for debt recovery			
LEG/LEG/027 Completion of Land Registration Project	Allocation of outstanding property registrations to Legal officers	Completion of outstanding property registrations before 30 September 2014	New Homes Delivery solicitor to review a) outstanding registration cases b) remaining areas of unregistered land	31-Jul-2013	30-Sep-2014	Head of Legal Services
			Prioritise list of outstanding cases	31-Aug-2013		
			Complete outstanding registrations	30-Sep-2014		
LEG/LEG/027 Review of Planning Protocol (HB/TAW)	Review of Planning Protocol in light of changes to Code of Conduct under Localism Act 2011	Protocol reviewed and updated, and adopted by Council	TBA	TBA	01-Sep-2013	Head of Legal Services

Code & Title	What will we do?	Expected Outcome	Milestones	Milestone Due Date	Action Due Date	Who's Accountable
LEG/LEG/028 Magdalen Hill Cemetery Extension	Opening of Magdalen Hill Cemetery Extension	Extension operating for new burials	Planning application submitted	30-Apr-2012	01-Nov-2013	Head of Legal Services
			planning permission obtained	30-Jun-2013		
			tenders for road construction invited	01-Jul-2013		
			Road completed and cemetery opened	31-Oct-2013		

Performance Measures

The following performance measures will be used to demonstrate the progress that is made during the year against the actions and projects included in this Portfolio Plan. Regular updates for these performance indicators will be provided on the Council's website.

Business Services Portfolio

Performance Measure	Rationale for performance measure	Update Frequency	What is good?	2013/14 target
Calls to customer service centre rated as satisfactory or highly satisfactory (percentage).	This is a key performance indicator for the team and the information is used as part of a range of management information, including quality assessments of telephone calls, mystery shopping with a local residents group, and mystery shopping and benchmarking with a group of similar local authorities with the aim of delivering a consistent customer experience.	Quarterly	A higher figure is good	100%
Number of customer complaints recorded on corporate complaints system.	This performance indicator collates information by service area and is used to highlight complaint trends.	Monthly	A lower figure is good	N/A
Return of annual electoral canvass forms (percentage)	The percentage return rate is calculated by comparing the number of forms returned against the total number of dwellings in the District. The result provides an important indication about the effectiveness of the Council's canvassing procedures/accuracy of the Register. It also enables direct comparisons with other local authorities to assess the Council's performance in producing one of the key documents in the democratic process.	Annually	A higher figure is good	TBA