


Customer, IT and Offices Service Plan 2012/13

Service:	Head of Service:	Roger Standing	
Customer, IT and Offices	Strategic Director:	Paul Wenham	
	Portfolio Holder(s):	Cllr Mike Band (Property) Cllr Stephen O'Grady (ICT) Cllr Stefan Reynolds (Customer Services)	

1. Introduction / Overview

Customer Service – To provide excellent customer service based on the principles of customer choice, recognising differing customer needs and improving efficiency for the benefit of customers. To respond to the needs of customers who may find it difficult to access our services particularly for those who are most vulnerable or where there are issues of disability, equality, race or geographical location. To assist front-line services through the provision of a range of essential support services providing an appropriate office environment and business facilities.

ICT – To deliver forward looking, agile, value for money, communications and technology to support the Council's aim to be a provider of excellent and inclusive customer focused services.

Property – To optimise the use and development of the Council's property holdings and to maximise the generation of income, to generate opportunities to co-locate or share accommodation with partner organisations where cost or service benefits can be demonstrated and to ensure there is a comprehensive and up to date record of property assets held within the Council's Property Terrier system.

Climate Change – To reduce Waverley's carbon footprint and in so doing act as an exemplar to the Waverley community. Encourage CO₂ reductions in the wider Waverley community.

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2. Focus for the coming year – Action Plan

Desired outcome / Objective		To implement a shared property management service with Mole Valley District Council.				
Ref	Action(s)	Timescales / Deadlines	Lead Officer	Resource Implications	EqIA Needed? (Y/N/Done)	Success Criteria/Measures
C&O/01	Report to the Executive on the proposal for the transfer of property management service to Mole Valley including any implications to staff	April/May 2012	Roger Standing	Staff time	N	Report approved by both authorities Executives
C&O/02	Establish and agree service levels	April/May 2012	Roger Standing	Staff time	N	Report to Corporate Management Team (CMT) to agree service requirements
C&O/03	Monitor service level and performance through the Asset Advisory Group (AAG)	June 2012	Roger Standing	Staff time	N	Monthly monitoring of service level by the Asset Advisory Group
C&O/04	IT system migration from Tech Forge Property System to Mole Valley's Property Management System	October 2012 - Identify cost and include in Capital Programme 2013/14	Roger Standing	Staff time	N	Provision in 2013/14 capital programme Implementation of new system by September 2013.

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Desired outcome / Objective		Office rationalisation programme and implementation of flexible working arrangements. (Linked to telephone replacement project)				
Ref	Action(s)	Timescales / Deadlines	Lead Officer	Resource Implications	EqlA Needed? (Y/N/Done)	Success Criteria/Measures
C&O/05	Further develop and implement office accommodation rationalisation with a focus on establishing new ways of working	April 2012 – March 2013	Steve Holt	Staff time and specific budget provision in 2012 capital programme	Y	Planned moves and changes completed
C&O/06	Establish policy standard of desks to staff ratio at the Central Offices in line with best practice standards e.g 3 desk to 5 staff	July 2012	Roger Standing	Staff time	Y	CMT to agree policy
C&O/07	Implement various measures to facilitate new ways of working, e.g. hot desking, quiet areas	June 2012 – April 2013	Roger Standing/ Steve Holt	Staff time	Y	CMT agreement to implementation of revised office layouts with space saving and improved work environment

Desired outcome / Objective		Review The Burys Cafe (Staff Restaurant)				
Ref	Action(s)	Timescales / Deadlines	Lead Officer	Resource Implications	EqlA Needed? (Y/N/Done)	Success Criteria/Measures
C&O/08	Review of The Burys Cafe (Staff Restaurant) function	June – November 2012	Roger Standing/ Steve Holt	Staff time	N	Consideration of review outcome by CMT in October/November 2012

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Desired outcome / Objective		Implement new telephone system.				
Ref	Action(s)	Timescales / Deadlines	Lead Officer	Resource Implications	EqIA Needed? (Y/N/Done)	Success Criteria/Measures
C&O/09	Executive approval to the provision of a new Council telephone system with improved service resilience	March 2012	Roger Standing Linda Frame Martin Wilson	Capital Programme	N	Executive approval to project
C&O/10	Set up Project Team with service representatives and prepare Project Plan	March 2012	Roger Standing Linda Frame Martin Wilson	Staff time	N	CMT endorsement of Project Plan
C&O/11	Phased roll-out starts (link to Office rationalisation)	March/April 2012	Jane Boxall Linda Frame Martin Wilson	Staff time	N	Meeting project plan target dates for installation which provide a telephone system that includes increased service resilience, contact centre call handling facilities, mobile and home working facilities and call management and monitoring capabilities
C&O/12	Project completion – report to CMT	April 2013	R Standing L Frame M Wilson	Staff time	N	CMT report on project completion

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Desired outcome / Objective		Proposals for a single shared IT service with Mole Valley District Council.				
Ref	Action(s)	Timescales / Deadlines	Lead Officer	Resource Implications	EqIA Needed? (Y/N/Done)	Success Criteria/Measures
C&O/13	Joint report to the Executives at Waverley and Mole Valley District Council for a proposed single IT service to serve both Councils.	April/May 2012	Roger Standing	Shared cost of consultancy support	N	Report approved by the Executives of both authorities
C&O/14	Review the IT infrastructures and arrangements to produce a convergence plan.	March- October 2012	Roger Standing	Staff time	N	CMT approval
C&O/15	Joint report to Executives at Waverley and Mole Valley District Council to approve convergence plan.	November 2012	Roger Standing	Staff time	N	Executive approval
C&O/16	Both authorities to agree governance arrangements.	September – November 2012	Roger Standing	Staff time	N	Executive approval
C&O/17	Begin implementation programme with route map and funding for migration to shared IT platforms/systems.	From April 2013	Roger Standing	Staff time	N	Monitoring progress bi-monthly to CMT

Desired outcome / Objective		Encourage CO ₂ reductions in the wider Waverley Community and develop an overarching Climate Change Action Plan.				
Ref	Action(s)	Timescales / Deadlines	Lead Officer	Resource Implications	EqIA Needed? (Y/N/Done)	Success Criteria/Measures
C&O/18	Represent Waverley in the Surrey Climate Change Partnership work. Developing a Surrey Sustainable Energy Plan. To produce a Waverley Sustainable Action Plan.	On-going Report on Sustainable Action Plan for May/June Executive	Fotini Kallipoliti	Staff time	N	Report to Executive to agree the Waverley Sustainable Action Plan

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C&O/19	Education: Schools engagement to promote climate change. This includes the investigation of further development of lesson plans in other environmental areas, such as energy, water, waste.	On-going	Fotini Kallipoliti	Staff time	N	Report to CMT detailing number of initiatives delivered
C&O/20	Leading Waverley's participation in "Action Surrey" programme to facilitate community engagement. Programme includes training volunteers to provide energy audits to local residents, presence at events, referrals for efficiency installations.	On-going	Fotini Kallipoliti	Staff time	N	Report to CMT detailing number of initiatives delivered
C&O/21	Review effectiveness of Heatseekers Project providing insulation to homes in the borough.	July 2012	Fotini Kallipoliti	Staff time	N	Report to Executive to consider the Council's continuing support for this scheme.

Desired outcome / Objective		Reduce Waverley's own emissions by implementing the Carbon Management Plan. Target is 25% carbon reductions by 2015.				
Ref	Action(s)	Timescales / Deadlines	Lead Officer	Resource Implications	EqIA Needed? (Y/N/Done)	Success Criteria/Measures
C&O/22	Review of Waverley energy purchasing to ensure the Council is achieving best value in energy procurement.	April – August 2012	Fotini Kallipoliti /Steve Holt	Staff time	N	New energy contracts let with best value prices from October 2012

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C&O/23	Ensure the inclusion of sustainability elements within the Grounds maintenance contract specification and monitor the delivery of the sustainability elements included in all major contracts particularly Waste/Recycling and Housing maintenance contracts.	April – September 2012	Fotini Kallipoliti	Staff time	N	Grounds maintenance contract to include elements supporting sustainability Monitor the delivery of sustainability aspects of major contracts by quarterly reports to the Carbon Management Board
C&O/24	Develop programme for lighting efficiency in Waverley car parks as part of car parks improvement programme.	On-going	Fotini Kallipoliti working with Car Parks Team	Staff time	N	Number of schemes delivered with energy saving measured in cost and carbon savings

3. Equalities & Diversity Checklist – Equality Impact Assessments (EqIAs)

Which EQIAs have been completed for your service since the last Service Plan?			
Please list all actions identified in these EqIAs :			
Service EqIA last reviewed:		Next review due:	

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4. Staff Involvement Checklist

Is there evidence of staff involvement in process?	Discussed at team leader meetings.
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5. Using Complaints for Service Improvement

Have you improved service delivery as a result of complaints received?	For Property Management to produce clear standard written responses to parties potentially involved in property transactions at first contact stating that there will be a charge for work undertaken by the Council even if a proposal is not pursued.
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