

GOVERNANCE - SERVICE PLAN - 2022/23 Head of Service: Adam Tape

Finance / Elections & Land Charges / Legal / Procurement / Democratic Service Version No: 0.1 Date: 1st December 2021

- 2) Financial Security
- 3) Customer Focus
- 4) Environment

Business as usual core function (brief bullet points only)

- 1) Provision of full range of Corporate Financial Services including budgeting, monitoring and closing the Council's statutory accounts
- 2) Provision of wide range of Exchequer services including payroll, insurance, VAT, treasury management, debtors (income) and creditors (payments out)
- 3) Deliver Smooth running Elections and Referendums.
- 4) To Publish and maintain an up to date Register of Electors.
- 5) To provide an efficient Land Charges Service.
- 6) To provide accurate and timely legal advice
- 7) To oversee Data Protection and FOI functions
- 8) To facilitate update training sessions, both internally and externally, in relation to legislative issues
- 9) Oversee and manage corporate procurement
- 10) Support the democratic decision making process of the Council
- 11) Administer the grants funding stream
- 12) Co-ordination of corporate consultation and engagement

ACTIONS AND OBJECTIVES										Resources									
Action No.	Corporate Plan	What you aim to achieve				on	Managed by	Assigned to	Resource Requirement		Dates		FINANCE						Additional Comments
		Headline Action	How will it be delivered? Is a business case or PID required?	What will be delivered and what are the benefits?	Measures - how will we measure success?	Highlight any risk - political, operational, to public, staff, tenants, Community Impact Assessment, Financial			ICT HR Legal Estates Procurement Communications Consultation Other	Date for Required Resource (be as accurate as possible)	Start Date	Target Date for completion	Revenue - £ Expenditure / (Income) Reduction (-) / increase (+) Show costs as accumulated Estimate (E) Actual (A)			Capital - £ Expenditure / (Income) Reduction (-) / increase (+) Estimate (E) Actual (A)			
Action No.	Corp. Obj No.	ACTION	DESCRIPTION	OUTCOME	MEASURES	RISK	LEAD	OFFICER/TEAM	RESOURCE	DATE	START	TARGET	Yr1 22/23	Yr 2 23/24	Yr 3 24/25	Yr1 22/23	Yr 2 23/24	Yr 3 24/25	
G 01 (New)	2	Upgrade core financial systems (general ledger, creditors and debtors) to version 22 and then roll out web user interface (UI) to all users	live to test copy of database (Jan 22). Testing of version 22 (May 22). Testing of UI and then roll out and training of staff (Dec 22). Order has been placed and funded for UI upgrade	Rich client software will no longer be supported. Users need to be moved across to UI version. Core financial systems will be on the latest release	Number of users using the new UI version of financials. The version of the live system	Potential disruption to service levels through testing and roll-out. Risk of ICT failure and reliance on software suppliers cooperation	Finance Manager	Senior Accountant, Creditor and Debtor Officers	Within team ICT team CIVICA		06/12/21	31/03/23							Paid in 21/22. Funded from Digital Transformation Finance System reserve
G 02 (New)	2 & 3	Implementation of Estore 2. Upgrade to webpay public to allow misc. payment types over internet and to become WCAG compliant (web content accessibility guidelines)	Order has been placed. Funded from reserve	Greater volume and payment types taken over the internet as well as being WCAG compliant. Add to basket facility	Successful live implementation	Potential disruption to service levels through testing and roll-out. Risk of ICT failure and reliance on software suppliers cooperation	Finance Manager	Accountants	Within team ICT team CIVICA		01/06/22	31/03/23							Paid in 21/22. Funded from Digital Transformation Finance System reserve
G 03 (New)	2 & 4	Review procurement policies and procedures to include sustainability, social value and role in contract monitoring	Working group has been created to undertake this review and produce an action plan	Updated procurement policies and procedures. Updated contract procedure rules. Further staff and member training			Project and Procurement Officer	Working Group			06/12/21	31/10/22							
G 04 (New)	3	Explore options to enhance hybrid meeting experience, with better audio and opportunities for streaming of Council meetings at BEC	Develop business case exploring options and costs for improved hybrid meeting experience	All attendees can hear, see and participate. More meetings can be held at BEC with opportunities for more members of the public to attend and contribute virtually	Business case approved	ICT failure / broadband issues at meeting	Senior Corporate & Community Officer	ICT, Procurement			01/12/21	30/09/22							Cost / quotes to be obtained
G 05 (New)	3	Voter identification in polling stations	Council requirement to provide ID cards where not otherwise available. Awaiting further legislation and guidance	Meet new statutory requirements			Electoral Services Manager					01/05/23							
G 06 (New)	2	Review and register delegated power nominations for each Service area	register to be placed on my insite application	Transparency and clear understanding of delegated powers	Register for each service area	legal challenge of decision made if delegations not clear	Senior Solicitor and Monitoring Officer	Legal, Member Services, ICT			01/01/22	31/12/22							

Set out below are those Service Plan Actions from prior years that are still live and being carried forward

C&C H 02 16/17 (B/F)	Objective 2	Works in Default Policy and Procedures	New policy document	clarity of procedures to follow for joint approach across the Council			Legal Executive				Ongoing	NEW DATE 31/3/2022						75% complete. Draft policy being finalised. Going to Heads of Service for comment
F ACC 4 16/17 (B/F)	3	E-Billing of Sundry Debtors	Distribution of sundry invoices and reminders via electronic means	Invoices received quicker by customer, reduced officer input and postage costs.	% of invoices issued by email and financial savings on printing and postage	Keeping customer details updated. Risk of ICT failure.	Finance Manager	Exchequer Officers	CIVICA ICT		01-Apr-16	NEW DATE 31/12/2022	1,600					40% complete. New invoice template has been created and initial set up in test system. Issues in test environment still to be resolved.
R 04 19/20 (B/F)	3	Investigate Document Retention disposal modules for Core Financial Systems		Ability within current core finance systems to be able to remove 'historic' information that sits outside of retention policy	Core finance systems (General ledger, Creditors & Debtors) to be able to remove data no longer required under retention policy. Compliance with GDPR	Potential disruption to service levels through testing and implementation. Risk of non compliance with GDPR	Finance Manager	Finance Team	CIVICA ICT		01-Apr-19	NEW DATE 31/03/2024	4,000	14,000				Civica Consultation £4k to allow archive set up. Potential 14k to implement GDPR module. Funded from Digital transformation Finance System reserve
C&C L 03 19/20 (B/F)	2	Corporate Enforcement Strategy & Policy. A review of service specific policies against the new framework	Executive approval of a Corporate Enforcement policy				Legal Executive		EH&H, Planning, Building Control, Car Parks, Estates (Gypsies & Travellers), Benefits/Council Tax		Ongoing	NEW DATE 31/3/2022						75% complete. Policy has been drafted. Next action is to seek Heads of Service comments
R 02 20/21 (B/F)	3	Roll out of Civica Web Financials across all service areas and keep up to date on software releases. TO BE CANCELLED AND REPLACED BY G01 ABOVE	Training workshops to be held with key officers within all service areas	Increased functionality on web financials; all staff will be using the same version of financials	Roll out of new web-modules and system changes to all staff across authority through training workshops	Potential disruption to service levels through testing and roll-out. Risk of ICT failure and reliance on software suppliers cooperation	Head of Resources	Accountancy Manager & Exchequer Manager	Within team ICT team CIVICA		01-Jun-20	PROPOSED CANCEL 30/09/2021						
L 04 20/21 (B/F)	Objective 2	Continue with Land Registration project and investigating polygon requirements of the council.	Business case was provided as part of Land Registration project	Purchase of set of polygons to enable better public and council access to facilitate remote working and enable remote public access to information on landholdings.	Successful purchase. Improved systems. Customer satisfaction feedback	Costs, staff time	Solicitor		SMT ICT Estates	N/A	Apr-20	NEW DATE 30/09/2023						65% complete. Chulmleigh, Fremington, Braunton and a large part of Barnstaple still to complete
R 02 21/22 (B/F)	2 & 3	Roll out of Self-Service modules on new Payroll and HR System	New Payroll and HR System went live April 2020 with core modules. Phase II is to implement and roll out enhancements to enable staff to self-serve.	Self service of travel expenses and overtime	Increased uptake numbers on self service module(s); decrease in paper records and ease of information transfer.	Will require staff commitment to new self service approach; requires strong controls in place to replicate previous manual controls in place are not compromised	Finance Manager & HR Manager	Payroll Officer and HR Officer	ICT team HR PAYROLL SOFTWARE SUPPLIER		01-Jan-21	NEW DATE 31/03/2023						50% complete. Travel and overtime forms have been created in test. Testing required.
L 03 21/22 (B/F)	2 & 3	Introduce Legal Case Management System workflows:- - Prosecutions - Gypsies & Travellers - Possession applications - Lawful Development Certificates OBJECTIVE NO LONGER REQUIRED	Not required	Workflows Vanguarded with client service teams to produce streamlined processes.	Faster response times. Increased efficiency. Enhanced paperless environment	Impact on existing work in implementing changes	TB	LEGAL TEAM	Internal Client Service Teams	N/A	Apr-20							Iken/Outlook technical issues remain unresolved
E & LC 2 20/21 (B/F)		Parish Reviews					Electoral Services Manager				Jul-19	01/11/23						Written to all Parishes. Initial discussions still on going.
E & LC 3 20/21 (B/F)		Land Registry Takeover of Land Charges Register Function.	Awaiting end date to clarify extent of work required	Land Registry working to provide central land charge register	Service Transferred.	Financial impact on income and possible obligations to Land Registry	Land Charges Officer		ICT, LEGAL & PLANNING	Awaiting project dates from Land Registry	Date expected	Land Registry date is 2023						Cost implications to be calculated once end date known.