

# CORPORATE AND COMMUNITY SERVICE PLAN - 2019/20 Head of Service: Ken Miles

Team: Corporet and Community Version No: 1 Date: October 2018

## Corporate Objectives

- 1) Growing North Devon
- 2) Organisational Development

**Business as usual core function (brief bullet points only)** The purpose of the team is to support the democratic decision making process of the Council, provide support and intelligence to the Council, it's officers and Councillors and the community generally as well as providing support to corporate projects and initiatives, administer the grants funding stream, community engagement

## ACTIONS AND OBJECTIVES

## Resources

Action No.	Corporate Plan	What you aim to achieve					(	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 19/20	Yr 2 20/21	Yr 3 21/22	Yr1 19/20	Yr 2 20/21	Yr 3 21/22

Set out below are those Service Plan Actions that are still live from 2015/16 to 2018/19

C&C 02 16/17	Objective 2	Introduce integrated Committee administration system	<b>Business case has been developed and approved by Executive and Council on 25/7/18</b>	A system to write reports and administer committees integrated with other systems	More resilience and less officer input	Financial	Bev Triggs	C&CS	ICT, Finance, Legal, Procurement	Feb-18	Feb-18	May-19	17,500	£8,510	£8,510				Moderngov has now been procured. Installation of software will take place on 23/24 October 2018. Data migration and testing will take place between November - end of December. Four user training sessions will be held in November 2018. System will go live w/c 7th January 2019. <b>Request extension until May 19 to allow for introduction post election</b>
C&C 01 17/18	Objective 2	Introduction and roll out of IT tablets for Councillors to access agenda and minutes for formal meetings of the Council (linked to CC3 or an in-house solution to be obtained)	<b>Business case has been developed and approved by Executive and Council on 25/7/18</b>	Reduction of paper, printing and postage costs and officer time	Anticipated budget saving achieved	Financial, political buy-in and all not Members using the IT provided, still having to produce manual copies and ICT failure, unable to secure Wifi at all meeting locations including BEC	Bev Triggs	C&CS	ICT, Finance, Legal, Procurement	Feb-18	Feb-18	May-19	16000	?	?				An ipad and android tablet will be purchased to initially test within the C & CS team. Group Leaders will be invited to appoint representatives to trial a tablet device between January to April 2019. An order will be placed during this period for the procurement of tablet devices to be issued to all Councillors following the District Council elections in May 2019. Devices will also be purchased for Senior Management Team to use for SMT meetings and all other Council meetings. An intensive training programme will be arranged for Members and ongoing support will be provided to Members at all committee meetings between May to July 2019. <b>Request extension until May 19 to allow for introduction</b>

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C&C 02 17/18	Objective 2	Extend webcasting/recording of meetings	<b>Business case to be developed</b>	To enable discussions and decisions made at formal meetings of the Council to be more open, transparent and accessible to members of the public	More transparent decision making process.	Financial	Bev Triggs	C&CS	ICT, Finance, Legal, Procurement	Jan-18	Jan-18	May-19	Annual subscription to Soundcloud	Annual subscription to Soundcloud	Annual subscription to Soundcloud				New PA/recording system has been purchased. Currently recording and editing meetings of Executive prior to uploading on to the Council's website. There have been initial issues with the quality of sound of the recordings. However, a solution has now been reached. All other committees will be requested to consider the option of recording future meetings. <b>Extension requested to enable webcasting to be explored and the scheme to be extended - May 19</b>	
C&C 04 17/18	Objective 2	Introduce paperless office system for administration of the councillors grant and town and parish grants schemes	<b>Business case to be developed</b>	A system to streamline the administrative process for both grants systems	More resilience and reduction in officer time	Financial	Bev Triggs	C&CS	ICT, Finance, Legal, Procurement	Jul-20	Jul-20	Apr-21	?	?	?				Online application forms for both CCG and TAP have now been launched on the website using Firmstep. Potential to use Firmstep to develop back office processes will be explored. <b>Request for extension to April 2021</b>	
C&C 06 17/18	Objective 2	A review of governance and democratic arrangements	<b>Project plan to be developed</b>	Processes that best meet the needs of the customer without impacting on governance issues	Speedier decision making, more transparency etc	Lack of Members' support	Bev Triggs	C&CS	Legal	Sep-18	Sep-18	Apr-19							Council has appointed a Cross Party Working Group. First meeting held on 26/9/18. <b>Request extension May 19 for introduction</b>	
C&C 01 18/19	Objective 2	Introduce new online consultation and engagement software system	<b>Business case to be developed</b>	One online consultation and engagement software system that the whole Council can use with intelligent analysis tools	Easier and more flexible system to encourage participation and anticipated budget savings achieved as currently use 2 systems.	Financial	Bev Triggs	C & CS	ICT, Finance, Procurement, Customer Services, Comms, Planning Policy, Env Health	01/06/20	01/06/20	01/03/21	?	?	?				Costs not yet known but Firmstep may be able to be used. <b>Request extension to March 21 to allow other projects to be completed first.</b>	