Service Area Plan 2018/19

Part 1 - Service Information/links to policy
Part 2 – Managing Service Delivery
Part 3 – Managing and Improving People
Part 4 – Budget
Part 5 – Managing Planned Changes/Projects

Service Area :	Chief Executives Office
Service Area Manager:	Chris Elliott
Deputy Chief Executive:	Andrew Jones, Bill Hunt
Portfolio Holder(s):	Cllr Andrew Mobbs, Cllr Phillips (Assets)

1   Purpose of the Services Provided

To provide comprehensive, professional and customer-focused support services which meet the Council's corporate objectives through the provision of cost effective and high quality services

Warwick District Council External Customers (Citizens) – We will

- enable the creation of a customer focussed Council, supporting joined up services and facilitating the creation of more efficient processes.
- improve customer access to Council services, taking advantage of electronic channels of contact and delivery.
- provide appropriate data security when handling or have responsibility for your data.
- ensure all new developments achieve Value for Money for the citizens of the district.
- support transparent government and enable the democratic process.
- ensure that we operate and manage our assets to support effective service deliver, maintains the safety of their users and provides value for money solutions to minimise costs to our residents
- lead on communicating the Council's news to inform residents and visitors to the district about the services provided, using all available channels

Warwick District Council (Corporate) – We will

- support the delivery of Fit for the Future, relevant policies and service priorities through the development and implementation of relevant strategies and the democratic process.
- ensure the effective and efficient delivery of support services.
- provide appropriate data security and continuity of service delivery.
- create a capability to exploit joined up working.
- establish and exercise effective strategic and service governance and management
- research and implement effective ways of reducing energy use and carbon emissions through technology.
- support transformational and incremental improvement interventions.
- ensure that key programmes and corporate projects are run effectively and deliver benefits to staff and customers.
- support leaders of the organisation by collating and providing relevant data about the customers and the community.
- help the organisation and people in it to develop, learn and improve.
- provide technical advice on all aspects of asset management, new development and asset base re-configuration to ensure our assets are used in the most effective way possible and support efficient service delivery
- provide the organisation with a robust Asset Management Strategy
- lead on informing staff and stakeholders about the council's fit for the future themes and how service delivery reflects this

Warwick District Council Internal Customers (Users of the Service) – We will

- provide high quality and responsive support services to officers and members.
- deliver high levels of service availability.
- empower staff to make better use of Council resources through the provision of training and development.
- undertake a programme of Continual Service Improvement supported by the monitoring and reporting of service performance
- provide professional high quality technical advice appropriate to the needs of Council
- procure and manage contracts to ensure that assets are maintained and improved and appropriate technical, safety and compliance advice and support is offered to the managers of operational buildings
- ensure our staff are fully informed about communications and marketing services we provide and the decisions taken by the council, so that they are better equipped to undertake their role and support decisions when interacting with the public.

1.1   Linkages to Fit For the Future Strategy

External	Direct	Indirect
Service **(Green, Clean and Safe)**	Will seek to use and move towards sustainable methods of service delivery. Monitoring the energy efficiency of the Council's corporate assets and devising cost effective proposals to improve their energy efficiency and providing support and assistance to Housing Services to allow them to do so for the HRA stock Managing the energy supply contracts for the Council in the most efficient way possible	The service will act as an enabler for others to deliver their aspects of Fit for the Future Strategy
People **(Health, Homes and Communitites)**	Implementation of Digital Council Services to assist communities with poor transport links. Ongoing support for BDUK, promoting rural broadband connectivity.	The service will act as an enabler for others to deliver their aspects of Fit for the Future Strategy The service will act as an enabler for the successful delivery of the HRA Business Plan
Money **(Infrastructure, Enterprise and Employment)**	implementing an asset management strategy to ensure that opportunities for the Council to use its assets and land holdings to the benefit of the local economy are maximised providing technical advice, support and project management where appropriate for corporate projects	The service will act as an enabler for others to deliver their aspects of Fit for the Future Strategy (FFF)
Internal	**Direct**	**Indirect**
Service **(Maintain or Improve services)**	provision of technical advice, collection and maintenance of stock condition information and management of responsive repair, planned improvement, gas/electric and other safety contracts for the Council's retained housing stock and the corporate assets owned by other Service Areas undertaking options appraisals for the Housing Service area on the most effective means of developing new HRA housing and improving the existing stock	The service will act as an enabler for others to deliver their aspects of FFF

People **(Effective Staff)**	Embedding health and wellbeing in the Council at all levels Ensuring that the Council meets all health and safety requirements in respect of its housing and corporate assets Right people with the right skills in the right jobs through effective workforce planning promoting the services we offer through correct channels to enable awareness and accessibility to services	The service will act as an enabler for others to deliver their aspects of FFF
Money **(Firm Financal Footing over long term)**	Asset improvement and replacement plans Effective procurement in line with our CoPP Effective contract management	The service will act as an enabler for others to deliver their aspects of FFF

2   Managing Service Delivery

2.1   Service Overview

(NB – Specify main aspects of service delivery during the year)

Service Being Delivered	Priorities (with Justification)	Service Demand	
Assets Team	Developing and managing the delivery of the Council's Asset Management Strategy in order to support the Fit for the Future Programme and the achievement of the Council's Medium Term Financial Strategy and HRA Business Plan objectives	c.5,500	No. HRA properties
		c.200	No. operational or leased Corporate properties
	Providing property owning service areas with technical advice, assistance and support in the feasibility, development and delivery of asset related maintenance and development projects		
	Maintaining the value and quality of the Council's HRA and corporate stock through cost effective and customer focused repairs and maintenance	c. 18,000	No. HRA repairs completed per annum
		£5.3m	Budget: HRA Repairs and Void Properties
		c. 20,000	No. corporate property repairs completed per annum
		£1.74m	Budget: Corporate Property Repair and Planned Maintenance
	Assisting in the appraisal, planning and delivery of the Council's major refurbishment and re-development projects across the Council's HRA and corporate stock	£30.69m	Budget: Housing Investment Programme and corporate capital programme
	Ensuring a robust approach is taken to maintaining the Council's assets in line with statutory regulation and best practice		
	Collecting, maintaining and reviewing stock condition survey data for HRA and corporate stock to ensure flexible and effective repair, maintenance and improvement strategies, and to provide up to date plans and work programmes to inform future investment requirements		

Service Being Delivered	Priorities (with Justification)	Service Demand	
	Seeking opportunities to improve the environmental impact and sustainability of the Council's new and existing assets		
	To ensure that works and services required to manage the Council's corporate assets are regularly reviewed to ensure that they comply with the Code of Procurement Practice and the Public Contract Regulations	31	No. works and services contracts
ICT Services	Develop and manage the ICT Strategy to meet the Council's priorities		
	Develop and monitor the Information Security Policy to ensure the Confidentiality, Integrity and Availability (CIA) of Council data.		
	Develop and rehearse the ICT Business Continuity Plan to ensure the continuity of Council services		
	Develop and monitor the ICT investment plan to maintain a stable and secure platform for current service delivery and to meet the future needs identified in the ICT Strategy	£1,532,407 £33,000	ICT Asset Reserve (5 Years) Digital work programme 18/19
Desktop Services	Provision of first line and second line Desktop Support, including the provision of a Helpdesk Service, to minimise the disruption caused by service incidents and to improve personal productivity through the adoption of technology.	14,000 600+ Users	No. of Helpdesk calls per annum, excluding Face-To-face, and emails. The team also has project work. Staff, Councillors, Contractors & WCC staff
Applications Support	Provision of support services to users of the Council's line-of-business applications to maintain system availability and to ensure that the applications are exploited to the benefit of the Council and the citizen.	3,200	Ad-hoc requests per year, although the majority of the work is project based
Infrastructure	Provision of a stable, secure, performant network, storage, server and telephony services stable operating environment for all the IT functions using the technology	120+ servers	Primarily a project based team
Geographical Information Systems	Provision and maintenance of the Council's Local Land & Property Gazetteer (LLPG) is a statutory requirement and one which provides an authoritative address database for the Council and its systems;	23,000	Approx. number of address creations/updates for the current year
	Delivery of a corporate geographical information service to the Council is designed to capture, manage, analyse and present all types of spatial and geographical data that it holds – equating to over 80% of all information held by a local authority		
	The provision of a Street Naming & Numbering Service is a statutory requirement.	150 £45,000	Requests per annum Income target

Electoral Services	To deliver and maintain the electoral register for Warwick District, in line with the requirements for Individual Electoral Registration	109,000	Number of electors
	To deliver the requirements placed on this Council for potential Neighbourhood Plan referendums or byelections		
Civic & Committee Services	To manage and support all Council, Executive, Committee and Sub-Committee meetings of the Council	180	Committee meetings per year
	To manage & support the Chairman of the Council, at the functions they host and attend.		
Corporate Support Team	To administer all information requests, associated reviews and work with the Information Commissioner.	700	Requests for information per year
	To administer all Stage 1, Stage 2, LGO and HO complaints about this Council	100	Complaints per year
	To provide a same day document processing service and to manage the corporate scanning project		
	To provide an accurate same day cash receipting system		
	To provide an efficient postal system offering timely delivery		
Information Governance	To provide an information Governance and assurance for the Council in ensuring relevant Policies are in place along with appropriate training and support for officers.		
Payroll	To liaise with Coventry City Council to co-ordinate payroll and HR transactional services		Monthly
	To ensure people management information – vacancies, absence etc is up to date at all times		Quarterly via SMT and PSSG
	To co-ordinate pension information between Coventry City Council and our Pension provider – Warwickshire County Council		Monthly
	To provide 'Self Serve' to all staff and Councillors which includes Expenses, Overtime, ime sheets and Mileage		
HR	Develop and manage the People Strategy to meet the Council's priorities.		Quarterly (SMT PSSG)
	To ensure the Council Policies and practices are fit for purpose and acts within legislation in order to maintain its role as a fair and equitable employer		Annual
	To provide management information regularly to enable the Council to make informed decisions, for example absence, turnover and agency costs.		Quarterly via SMT and PSSG

	To continue to work with Service Areas in reviewing efficiencies and resourcing in all service areas		
	Review E & D priorities including updated training for EQIA's and link to Public Sector Equality Duty		Quarterly via SMT and PSSG
	To ensure the organisation continues in its drive to support different ways of working throughout the council		
Learning & Development	To review key indicators, such as IIP, Peer Review and Safeguarding Agenda, to determine corporate training needs		Quarterly via SMT and PSSG
	To complete Training Needs Analysis of Service Area needs from Personal Development Plans to develop Corporate Training Plan		Quarterly via SMTplus
	To provide comprehensive, blended learning solutions for all staff and managers across the Council, including e-learning.		Elearning Classroom External facilitation
Marketing & Communications	To coordinate and manage all corporate communications, both internally and externally, providing advice and assistance where necessary and in line with the Council's Communications Strategy.	20 100	Press releases per week Tweets per month
	To support the Local Resilience Forum in delivering the County-wide Emergency Plan		
	To provide communications and marketing support across the Council to help promote services		
	To provide a comprehensive graphic design service to all service areas		
Website	To manage the corporate web site, developing best practice and ensuring service areas present information and digital services appropriately for our customers.	No of visits	WDC Residents, businesses and visitors

2.2 Measures

The following measures are reported to SMT/CMT (Management Information) on a quarterly basis and are used for strategic monitoring purposes. For corporate reporting purposes, the measures are summarised to show adverse, neutral or favourable variance from the performance target. Measures that fall outside of the 'Reporting Tolerance' are highlighted in **Red** and are accompanied by an explanatory narrative in the reported management information.

Operational measures are contained within each teams respective Team Operational Plan (TOP).

Customer Measures – those important to the people/organisations who use our services						
Note : these measures should be used on a daily, weekly or monthly basis to identify the impact of interventions in the system and to plan future interventions. Interventions may be very small adjustments to resources, or may involve transformational change						
Measure	**Performance Target**	**Reporting Tolerance**	**Quarter 1**	**Quarter 2**	**Quarter 3**	**Quarter 4**
Assets Team						
%age of HRA repair requests completed on time	90%	2%	78.33%	86.49%		
%age of HRA repair requests which were subject to a recall	<10%	2%	1.63%	2.72%		
%age of HRA homes with a gas safety inspection completed within the last 12 months	100%	<=2%	99.98%	99.91		
%age of corporate properties with up to date gas safety certification	100%	0%	100%	100%		
%age HRA homes with in date Electrical Test certificates	100%	<=2%	94.21%	93.33%		
%age HRA homes with stock condition survey information updated within the last 5 years	100%	0%	88.28%	88.28%		
%age corporate properties with in date Electrical Test certificates	100%	0%	87.50%	87.50%		
%age HRA dwellings with in date Fire Risk Assessment (KPI under review)	100%	0%	Not recorded	Not recorded		
%age corporate properties with in date Fire Risk Assessment	100%	0%	96.08%	91.07%		
%age corporate properties with an up to date DEC on display	100%	0%	100%	100%		
%age corporate properties with an up to date asbestos survey	100%	0%	92.43%	92.43%		

ICT Services						
%age Service Availability – Servers, Network, Applications	99.99%	>=-0.5%	99.99%	99.88%		
%age Service Availability – Corporate Telephones (CallManager)	99.99%	>=-0.5%	100%	100%		
%age Service Availability – Virtual Desktops	99.99%	>=-0.5%	100%	100%		
%age Completion rate for combined Incident & Service Request Calls within SLA	95.00%	>=-5%	97.21%	97.43%		
Democratic Services						
%age of Complaints to Ombudsman upheld	0%	>=1	0%	0%		
%age of Freedom of Information Requests responded to on time	80%	>=-5%	93.4%	**91%**		
%age of subject access requests responded to on time	100%	0%	**60%**	**67%**		
%age of ICO case upheld	0%	0%	0%	0%		
Human Resources						
HR - staff satisfaction and engagement levels via:						
Sickness absence levels - Av no of working days lost to Absence per employee (tolerance against annual local gov figures)	2.2 Days Per Qtr	>=5%	2.09%	2.05		
Average number of Vacant Posts per quarter	40	>=10	68	52		
Staff Turnover %age of FTE (tolerance against annual local gov figures)	3% Per Quarter	+/- 0.5%	3.3%	2.6%		
Media						
Increased number of Twitter followers	200	>=-10%	215	66		
Increased number of retweets	500	>=-10%	999	848		
Increased number of click throughs	500	>=-10%	2261	1450		
Increased number of facebook (jobs) followers	50	>=-10%	21	67		
Positive Press coverage as a percentage of overall reporting about the Council.	60%	>=-5%	60	100		

2.3 Managing Risk

The Chief Executive's Office has adopted a layered approach to risk management which ensures risks are managed at an appropriated level.

- The **Significant Business Risk Register** contains the CXO risks which have the potential to have a **significant** adverse impact on the Council. It is the responsibility of CXO team managers to advise, through their head of service, SMT of these risks so that SMT can decide whether to update the corporate risk register as appropriate.
- The **CXO Risk Register** identifies the high level Service Area risks that have the potential to adversely impact multiple Service Areas. The document uses the corporate formatting standard and uses language that is more understandable to the business. The format also supports political scrutiny.
- **Thematic Risk Registers** are used to identify risks associated with particular aspects of the CXO's service that requires additional focus and risk management. For example, ICT has a specific risk register that relates to malware.
- **Project Risk Registers** are created, when appropriate, to manage the risks associated with the introduction of new technology.
- **Individual Risks Assessments** are created when a Request for Service requires a deviation from an agreed policy.

The **Team Operational Plan** contains the key operational service risks for the period of the plan.

Risk	Planned Actions during year	Comments
Budget	• Monthly budget monitoring as part of Finance's corporate budgetary control. • Bi-Annual review of the ICT Equipment Reserve	
Procurement	• Appropriate training for all officers undertaking procurement. • Early involvement of the procurement team in relevant procurement exercises. • Ensuring procurement undertaken is in accordance with the Council's Code of Procurement practice. • E & D & Information Governance to continue to support the procurement process across the Council. • Major Procurements: • Datacentre Support and Maintenance; plus purchasing framework (ICT) • Business Continuity Contract (ICT) • Occupational Health • Combined gas and electric fuel supply contract • Roofing replacement and repairs	

Contract Management	Quarterly update of contract register Contract monitoring Mobilisation and bedding in of new HRA Repairs and Voids contract	

Audits	• Implementation of outstanding audit recommendations.
	• Audits:
	  • System Ownership and Management (ICT)
	  • Database Security (ICT)
	  • Corporate Training
	  • Data Protection
	  • Income Receipting and Document Management
	  • Shared Legal Service
	  • Performance Management (Corporate)
	  • Payroll and Staff Expenses
	  • Absence Management	

Risk Register	• Team Operational Plan risks are reviewed monthly by the management team. • Technical and operation risks are managed according to areas own risk management policy • Review of Risk register quarterly at One to One with Deputy Chief Executive/CXO • Identifying new risks, managing existing risks, developing risk mitigation and removing redundant risks.	
Service Assurance	• Undertake any outstanding actions identified in the Service Assurance Statement.	
Corporate Health & Safety	• Ensuring appropriate H&S risk assessments are undertaken. • Assess the H&S implications of any new services prior to launch. • Reviewing all current Risk Assessments.	

Part 3 – Managing and Improving People

3.1   Staff Resource

There are currently 89.81 FTE posts in the department.

3.2   Workforce Planning

Category	Sponsor	Activity	Budget Impact	Impact on other Service Areas	Milestones
1. Succession Planning (E.g. planning for leavers)					
	All	Review critical posts and activities to ensure continuity of service.	Additional training. Additional resource. Revised structure. Third party contracts.	Potential for reduced service levels.	Include in risk register if appropriate.
2. Skills, Training, Competency Needs					
	All	Completion of the PDPs as part of the appraisal process to enable the creation of a KSA matrix.	Align training needs to the available budget, also considering training required to deliver key projects	None	Ongoing updates throughout the year as a result of appraisals, 1-2-1, succession planning and specific area needs.

3. Service Changes					
Demands on staff resource	All	Responding to and supporting business change throughout the Council.	Unknown	Insufficient capacity to enable, implement and support effective change.	Include in the service area risk register.
ICT Service Review	Ty Walter	Review JDs for currency Position the ICT Heldesk as the first point of contact for the service. Explore the option of introducing an apprentice in Applications.	Possible salary increase depending on HAY evaluation. Potential apprentice cost.	A more responsive service. Outcome to be monitored via service KPIs and feedback.	Infrastructure Jobs submitted to HAY- **Complete** Transfer of Application Support calls to Helpdesk- **Complete** Approval for an apprentice. - **Complete**
Change to service delivery	Graham Leach	Trial and potential introduction of Hybrid mail	Possible salary saving and efficiencies across the Council	Potential savings in terms of service delivery and improved performance for mail delivery. Changes in operation for sending mail.	Business case being developed.
Re-design Asset Team structure and responsibilities	Bill Hunt	Temporary contracts extended to Aug 18 to allow re-design process to be completed	Possible savings but report to Executive as appropriate if any additional budget required	Consultation on re-design options will involve other service areas.	Re-design consultation to commence March 2018 2017 Report to Employment Committee July 2018

Activity	Budgetary Impact	2018/19	2019/20	2020/21
Key ICT Support & Maintenance Contracts	The majority of ICT's support & maintenance contracts are due to be retendered through 2017-2019. Many of these contracts are initially quoted in USD. Due to the devaluation of sterling following the Brexit vote, there is the potential for significant contract price increases at renewal. Inflation will also be a factor as some of the contracts have not been renewed for 5 years.	Unknown	Unknown	Unknown
Re-procurement of gas and electric fuel supply contracts	Unknown. Price increase possible due to higher utility prices but intention is to procure a combined contract via ESPO to achieve cost savings against individual supply contracts.	Unknown	Unknown	Unknown

Part 5 – Managing Planned Changes, Major Work streams and Projects

Project	Sponsor / Lead Officer	Budget Impact	Impact on other Services	Milestones	Date
Corporate Projects					
Digital by Design To assist in the definition and delivery of the DbD programme and to act as the project lead.	Ty Walter (ICT Lead) Web Site Manager / Media Team	£200,000 allocated	All Services	Set out in the Digital Programme of Works 2018/19 submitted to the Executive Feb 2018. 2019/20 Digital Programme of Works to be submitted to the Executive Feb 2019.	
Transforming our Workplace (ToW) To assist in the identification and delivery of technology and processes that will enable staff to operate efficiently and effectively delivering revenue savings and service improvements.	Bill Hunt (Project Lead) Ty Walter (ICT Lead) Tracy Dolphin (HR lead)	Budget in place and AWA appointed as change partner	All Services	Agreed work programme with change partner and the implementation of agreed technologies.	
Corporate Complaints Policy To review the Council's corporate complaints policy and define what systems should support this.	Graham Leach	Unknown, at this time. Part of the review will investigate IT provision with a view (if needed to bring forward a business case as part of the 2019/20 Digitial by design work)	All Services	Report to be taken to Executive April 2019 subject to SMT policy approval.	
Development of an Asset Management Strategy	Bill Hunt	Unknown	All services	Targetting July Executive	

Governance & Management

ICT Strategy 2015-19 **To monitor, review and update ICT Strategy to ensure it remains aligned the Council's corporate objectives.**	Ty Walter		All Services	Strategy delivered & monitored via ICTSG. Delivery via the Digital Programme of Works.	
People Strategy 2016-2020 **Monitor, review and update of People Strategy Action Plan priorities aligned to Workforce Steering Group, themes to include:** • **Leadership & Organisational Development** • **Workforce Planning & Performance** • **Learning & Development** • **Communications, Involvement & Engagement** • **Equality & Diversity** • **Employee Well-being, Reward & Recognition**	Tracy Dolphin	Potential savings/additional costs from specific workstreams identified	Impact across levels of Staff and Manager	Updates to JCF/WSG/SMT quarterly	
ICT Business Continuity Plan **To continue to update ICT BC Plan in conjunction with the Civil Contingencies Officer to make it a stronger operational document.**	Ty Walter	None	Will be used to inform other services on the BC actions they need to undertake	Tender for new BC supplier to be awarded in Nov 2018	Nov 18
Information Governance Framework **To bring forward updated policies and practices in advance of the introduction of GDPR in May 2018**	Graham Leach/ Shafim Kauser		All service areas	Weekly reports to CMT and to Executive as appropriate,	

Security & Compliance

Secure Email **To meet the governments requirements for secure email to replace GCSx mail.**	Ty Walter	None	All Services	Adoption of SPF, DKIM, DMARC & TLS	Nov 18
Digital Resilience **To identify opportunities, largely through cloud based services, to provide increased digital resilience in the event that Council ICT facilities are compromised.**	Ty Walter		All Services	ICTSG decision on the corporate adoption of O365. Project to commence Jan 19	Q1 18 Jan 19

Desktop Projects

Desktop Refresh Review **Look at the implications of implementing Windows10 and Office 2016, and Office 365**	Lee Millest		All Services	Rollout of Office 2016 to commence Dec 2018	Dec 2018

Application Support Projects

Corporate Development **To deliver the projects authorised in the ICT Steering Group's development plan**	Tass Smith	Service Area Budgets	All services		On-going

Infrastructure Projects

Review Backup & Recovery **Re-evaluate use of Data Protector. Do we move to Data Protector 10 or look at other product such as Veeam. How we backup Sharepoint, Exchange and requirements for Office365. Improvements in backup and DR that can be achieved using new features and technologies. Use of Tape Drives, Disk Backup and cloud and off site storage.**	Richard Bates		All services	Adoption of Veeam as the corporate backup solution. Solution ordered – project commencement Jan 2018	Jan 2018
Upgrade Windows 2008 R2 Server to 2016. **We have approx. 70 Windows server 2008 R2 and need a plan to migrate them by Jan 2020 to server 2016 when support expires.**	Richard Bates		All services	Project Commenced	On-Going

Expand VoIP telephony to Satellite Sites Potential to join the Crematorium and Pump Rooms to the Council's VoIP telephone network. This will allow access to services such as Jabber and corporate preferential call rates.	Richard Bates		Neighbourhood Services Cultural Services	Initial work at Pump Rooms completed. Line upgrade ordered to complete the work	On-going
GIS Projects					
Support of the Neighbourhood Services Data capture project. A major exercise to capture spatial data relating to the tasks in Neighbourhood Services has been identified in the 2017/18 Digital Programme of Works. For example, the capture of grounds maintenance data to allow for more accurate contract mismanagement.	Mark Bayliss (ICT lead)		Primary - Neighbourhood Services Secondary – All services	Award contract	On-going
Electoral Services					
Boundary review To lead on a Boundary review of the Council's Ward Boundaries, if approved by the Boundary Commission and Parish/Town boundary changes as a result of the Community Governance Review	Graham Leach	There will be a reduction in cost due to the review outcome reducing the size of the Council from 46 to 44. However there will be an associated cost of implementing these boundaries within electoral aministration to ensure elections are operated correctly. There will be a report to March Employment Committee regarding the staffing of this.	It is considered to be minimal less, administrative changes to recognise the new warding patterns ahead of election in May 2019.	Draft recommendations on Warding arranagment due by 3 April 2018. With consultation to 11 June 2018. Final recommendations due in August 2018.	

Planning for HQ relocation **To consider the implications for delivering the service from within the new HQ and without the Town Hall**	Gillian Friar		Discussions and planning with project officer on space requirements		
Preperation for 2019 election	Gillian Friar	Initial est £250,000	Establishing a project board to deliver this including project specific risk registers and project plans	June 2018	
Civic & Committee Services					
Councillors IT Working Party **To complete the review of the Councillors IT Working Party following the outcome and decisions on the Members Allowances Scheme review**	Graham Leach		Meeting with relevant Councillors		
Prepartion for 2019 induction of Councillors To develop an inducation programme for Councillors ahead of elections in May 2018	Amy Barnes	The current Annual budget for member development is £3,300. The aim will be to retain the cost within this budget.	Discussion between HR Manager, Learning & Development Officer, Senior Committee Services Officer and Deputy Chief Executive & Monitoring Officer. Along with reference at appropriate stages to Group Leaders (as the member development group)		

Information Governance

To deliver the Information Governance framework development inline with requirements of GDPR and Data Proection Act 2018.	Shafim Kauser		This will be relevant to all Service Areas as there will be a need to update a revise current practice.	This will be a rolling programme but the first decisions will be by Executive in April 2018.	

HR/Marketing & Communications

T&C Review **Impact on other areas relating to T & C Phase 1 and 2:** **Update of Policies/Contract** **Next steps T & C's 3**	HR Senior Business Partners	Priorities to be scoped and potential budget impact assessed	All areas	Linked to WSG for review and timeline to be agreed	March 2019
Review of Salary Benefits & Recruitment related to Pay Award 2018/19: **Impact of NJC on differentials** **Job Families**	Senior HR Business Partner Tracy Dolphin/WSG	Priority workstreams to be progressed based on final decision	All areas	Now linked to Workforce Steering Group/timeline for workstreams agreed end 2018	End 2018/ ongoing updates
Organisational Development: (Redesigns/restructures) Asset Neighbourhood Services Tenancy (Housing)	HR Business Partners	Linked to individual service area budgets		As part of Service area timelines	Ongoing
On line Recruitment portal	Senior HR Business Partners/HR Manager	Scoping to be completed end July 2018	All Areas	Part of Operational Plan	SMT Dec 2018

Corporate Apprenticeship Scheme	SeniorHR Business Partners	£150,000 budget agreed in 2017 to fund scheme. Claim against apprenticeship levy	All Areas	Career Fairs April – June 18 recruitment Sept 18 – Cohort begins	Sept 2018 first cohort
Reward and Recognition Scheme	HR/Marketing & Comms Manager	Project to be scoped as on-line offering v internal process	All Areas	Software providers to be reviewed by end June 2018	Sept 2018
Mangement/Staff Development Programme: **Link to skills matrix** **Service area training budget review**	HR Manager /Learning & Development Officer	Part of On Course 2018/19	All Areas	WSG to sign off April 2018	April 2018
Planning for HQ relocation **To consider the implications of :** - **Policies** - **Communications** - **Engagement** - **Car Park Displacement**	HR/Marketing & Comms Mgr	Budget implication to be scoped as part of overall plan	All areas	Agreed work programme with change partner	
St Mary's Land	Marketing & Comms Mgr	No direct implication	Corporate project	Agreeed Communications Plan	End 2018/ongoing
Commonwealth Games 2022	Marketing & Comms Mgr	No direct implication	Corporate project	Agreed communications Plan with project group	2018/19 ongoing
Intranet Improvement Plan	Marketing & Comms Mgr	No direct implication	Corporate project	Part of Operational plan	2018/19 ongoing

Assets					
Refurbishment of communal areas to multi-storey blocks, completion of fire safety works and revised Fire Risk Assessments	Senior Building Surveyor Project Manager	£2.5m allocated from HRA Major Repairs Reserve	Corporate project	Target completion by end of calendar year	Jan 2019
Review of ActiveH record storage	Interim Asset Manager	No direct implication	All services	Post Assets re-design	End 2018/19