

**Key Objective (1) (c) To explore appropriate opportunities to make savings and increase income through the shared delivery of services with other organisations, where such arrangements would provide improved and/or more cost effective outcomes.**

Action	Lead Directorates	Target Date	Status	Progress
2) Approach neighbouring authorities to carry out checking and vetting of Building Control plans through partnership working.	Governance	31-Jan-16	Achieved	<p>(Q1 2015/16) Continue to partner with architects in respect plan checking work taking place in other authorities and we are adding partners to our list which is bringing in more work and income. Weston Homes continue to be our biggest partner.</p> <p>(Q2 2015/16) This process is continuing and the list has been added to during the second quarter. Building Control income is on an upward trend.</p> <p>(Q3 2015/16) We continue to add to the list and income continues to remain above increased budget target.</p> <p>(Q4 2015/16) Finished year above revised target and we continue to add partners to our list of those we work with</p>
3) Review the shared opportunities with the Public Law Partnership: <ul style="list-style-type: none"> <li>• to pool knowledge when implementing legislative change,</li> <li>• to work towards standardising documentation used in the provision of services across the partnership, and</li> <li>• to take advantage of reductions in the</li> </ul>	Governance	31-Mar-16	Achieved	<p>(Q1 2015/16) Ongoing – staff attend quarterly meetings with the PLP and special interest groups. Use of shared library and reduced costs for training are explored and utilised.. Monitoring Officer investigations are both conducted by EFDC or on our behalf through the PLP.</p> <p>(Q2 2015/16) We continue to respond to requests from other Councils. A review of partnerships is underway by Internal Audit and the Legal section is participating with this in connection with the PLP in particular.</p> <p>(Q3 2015/16) We continue to benefit from online libraries and precedents. Audit completed and awarded Substantial Assurance.</p> <p>(Q4 2015/16) We continually review potential opportunities. As members of the Public Law Partnership we can negotiate economies of scale, for example access to research books. We also share legal advice and strategies for common issues.</p>

costs of on-line library services and training which are negotiated by the partnership.				
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**Key Objective (iii) (a) To have efficient arrangements in place to enable customers to easily contact the Council, in a variety of convenient ways, and in most cases have their service needs met effectively on first contact.**

Action	Lead Directorates	Target Date	Status	Progress
3) Establish a multi-disciplinary officer group to undertake a review and report on proposals for improving customer contact with the Council.	Governance	31-Mar-16	Achieved	<p>(Q1 2015/16) The scope of the project has been agreed by Management Board and the multi-disciplinary officer group will hold its initial meeting in September.</p> <p>(Q2 2015/16) The review is progressing and updates have been provided to Management Board and to Joint Cabinet / Management Board. The Leadership Team has been consulted and an update provided to employees at an All Staff Briefing.</p> <p>(Q3 2015/16) A report will be considered at Joint Cabinet / Management Board on 27 January 2016.</p> <p>(Q4 2015/16) Report considered by Cabinet and agreed. Proposals being taken forward by a multi-disciplinary and cross directorate team.</p>

**(iii) (b) To utilise modern technology to enable Council officers and members to work more effectively, in order to provide enhanced services to customers and make Council services and information easier to access.**

Action	Lead Directorates	Target Date	Status	Progress
3) Scan old Development Control & Building Control files and microfiche and increase the number of planning records available on the Council's website.	Governance	31-Mar-16	Achieved	<p>(Q1 2015/16) Microfiche scanning project using supervised apprentice staff is well underway. Historic planning application information continues to be scanned so that more information is available to the public and businesses on the Website. Selected Building Control documents are being scanned to enable remote working. In both cases, quality checking is taking place before secure destruction of hard documents.</p> <p>(Q2 2015/16) Scanning is continuing and checks are being made to ensure quality is maintained. However this is a considerable task and is essential to support flexible working.</p> <p>(Q3 2015/16) Scanning continues. The team has been resourced to continue the work which includes supporting the trial of remote working using appropriate portable devices. Monthly meetings scheduled between relevant Portfolio Holders and Governance and ICT officers.</p> <p>(Q4 2015/16) The number of microfiche records now on website has increased significantly. Planning now comes in the top 10 most popular hits on the website. This work is an ongoing process.</p>

<p>4) Investigate and, if possible, implement the returns of Local Land Charges Searches by email.</p>	<p>Governance</p>	<p>31-Mar-16</p>		<p>Behind Schedule</p>	<p>(Q1 2015/16) Electronic solutions to viewing LLC Register on public access computers, emailing searches to solicitors and receiving email searches with card payments are largely dependent on ICT input – although this is ongoing and LLC are liaising with ICT, this is progressing slowly and proving difficult to solve.</p> <p>(Q2 2015/16) Discussion with the respective Portfolio Holders has taken place with a view to resolving this outstanding issue.</p> <p>(Q3 2015/16) A meeting involving Northgate and EFDC ICT staff has taken place and they are working together to resolve issues. Monthly meetings scheduled between relevant Portfolio Holders and Governance and ICT officers.</p> <p>(Q4 2015/16) Legislative changes to the CON29 form which has a statutory deadline, have necessitated that it is prioritised, rather than this project. This project will be rescheduled taking into account the workloads of both Land Charges and ICT, and is likely to be achieved in 2016.</p>
<p>5) Update the Contracts Register so that the contract documentation can be accessed and viewed by using an icon on the register. This will apply to new contracts at first.</p>	<p>Governance</p>	<p>30-Apr-16</p>		<p>Achieved</p>	<p>(Q1 2015/16) Funding of £40,000 has been secured to progress electronic records within Legal Services. Liaising with ICT, Information@Work Aspect has been identified as a possible solution for electronic records management – a scanning machine has been obtained and dedicated staff employed from 10 August 2015 to start scanning Legal Records beginning with the Contracts Register.</p> <p>(Q2 2015/16) The dedicated staff resource has started this process and considerable progress has been made.</p> <p>(Q3 2015/16) The more recent contracts have now been scanned and contracts will continue to be scanned as they come in.</p> <p>(Q4 2015/16) Work continues as above and current contracts will be accessible by this method.</p>

<p>6) Identify, during audits, any manual documentation or process that can be improved by conversion to electronic form</p>	<p>Governance</p>	<p>31-Mar-16</p>		<p>Achieved</p>	<p>(Q1 2015/16) Internal Audit continues to identify efficiencies during their audit work. Recently Internal Audit has been working with IT on a new gifts and hospitality form, and looking at the sickness absence form as part of the Personal Data Working Group.</p> <p>(Q2 2015/16) Amendments have been made to electronic documentation relating to sickness absence and the Monthly Certificate of Service. The Personal Data Working Group continue to explore EFDC wide resolutions using electronic processes.</p> <p>(Q3 2015/16) Ongoing. Continuing to advise officers on project and working party groups as to good practice.</p> <p>(Q4 2015/16) Conversions to electronic format continue to be identified through audits. In addition this approach has been taken more widely via the Transformation Programme.</p>
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