

**Aim (i) To ensure that the Council has appropriate resources, on an ongoing basis, to fund its statutory duties and appropriate discretionary services whilst continuing to keep Council Tax low.**

Key Objective (i)(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  |
|--|-------------------|-------------|-----------|---|
| 1) Liaise with the Communities Directorate on Housing related / led projects is constructive and productive to retain Building Control project work in-house | Governance        | 30-Apr-16   | Achieved  | (Q1 2016/17) - We continue to enjoy a constructive and responsive relationship between directorates and building income continues to exceed budget.   |
| 3) Estates colleagues to include use of the in-house building control service in their standard negotiations   | Governance        | 30-Apr-16   | On Target | (Q1 2016/17) - The directorates continue to liaise to embed the inclusion of the in-house service in negotiations.  |
| 6) Identify and undertake measures to raise the profile and successes of the in-house building control team.   | Governance        | 30-Apr-16   | On Target | (Q1 2016/17) - The Staples Road Junior School in Loughton was shortlisted for the Local Authority Building Control awards held in Cambridge and the team continues to promote partnership working resulting in healthy income levels. |
| 7) Participate in the renegotiations of the contracts for the provision of on-line library services  | Governance        | 31-Mar-17   | Achieved  | (Q1 2016/17) - As part of PLP the legal service continues to benefit from reduced online library services in a form of savings.   |

**Aim (iii) To ensure that the Council adopts a modern approach to the delivery of its services and that they are efficient, effective and fit for purpose.**

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   |
|--|-------------------|-------------|-----------|--|
| 2) Implement and/or produce an Implementation Plan for, the agreed proposals for improving customer contact. | Management Board  | 31-Mar-17   | On Target | (Q1 2016/17) - The customer contact project team continues to make good progress. A Head of Customer Service is due to be appointed shortly. |

Key Objective (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   |
|---|-------------------|-------------|-----------|--|
| 1) Achieve significant progress in the scanning of paper and microfiche Development Control files                             | Governance        | 31-Mar-17   | On Target | (Q1 2016/17) - The dedicated team continues to scan Planning files with a view to supporting flexible and remote working and reducing space requirements. Approximately 20% of the 2383 Council Deeds have been scanned and up-loaded onto the Council's mapping system. Additionally a spreadsheet has been developed to organise approximately 6000 miscellaneous documents in preparation for scanning. |
| 2) Scan Building Control paper and microfiche files to promote flexible working and reduce storage costs.                     | Governance        | 31-Mar-17   | On Target | (Q1 2016/17) - The dedicated team continues to scan building control with a view to supporting flexible and remote working and reducing space requirements.  |
| 3) Undertake document scanning projects in Legal Services and Development management to support the Transformation Programme. | Governance        | 31-Mar-17   | On Target | (Q1 2016/17) - We continue to scan legal documents and we are embarking on a program of creating electronic files for certain categories of legal work.  |