

Governance Directorate

Business Plan 2017-18



GOVERNANCE DIRECTORATE BUSINESS PLAN 2017-18

Director:	Colleen O'Boyle			
Principal/Service accountant (noted)	John Bell/Claire Walters			
Leadership Team & Management Board	22 nd February 2017			
Responsible officer	Nigel Richardson	Simon Hill	Sarah Marsh	Alison Mitchell
PORTFOLIO	DEVELOPMENT MANAGEMENT	GOVERNANCE	AUDIT AND CORPORATE FRAUD	LEGAL SERVICES
Governance and Development Management	<p align="center">Cllr Richard Bassett</p> <p align="center">Signed</p> <p align="center">.....</p> <p align="center">30th March 2017</p> <p align="center">Date.....</p>			
Safer, Greener and Transport (Heritage Conservation, Trees & Landscape)	Cllr Gary Waller Electronically agreed (email) 27 th March 2017 Date.....			

GOVERNANCE DIRECTORATE SERVICE PLAN 2017/18

No.	Action	Deadline	Target / Success measure(s)	Lead officer / title	Cross reference	Project / BAU
DEVELOPMENT MANAGEMENT (Responsible officer Nigel Richardson)						
1	Support measures to protect and enhance the green character of the district	2017/18	Ensure all planning and building control applications are compliant with Local Plan policies. Follow NPPF guidance particularly Section 9 in the processing of planning applications. Support timely planning enforcement action in the context of protecting the unique character of the district.	Nigel Richardson	National Planning Policy Framework (2012) Section 9	Local Plan Policies BAU/Project
2	Implement effective change in Heritage Conservation as part of our statutory responsibility to protect heritage assets across the district.	2017/18	Manager the handover following the termination of the SLA with Essex County Council. This means that advice will now be provided by EFDC Conservation on works to listed buildings and applications for Listed Building Consent. Provide Local Plan input in relation to policy governing heritage conservation and design and the built environment.	Nigel Richardson	National Planning Policy Framework (2012) Section 12	Change project Local Plan BAU/Project
3	Integrating change measures to adapt from manual paper based working to electronic paperless working.	2017/18	Reduced paper usage Business Processes changed Effective support for mobile & flexible working	Peter Millward	EFDC Transformation Programme Project 019	P019 BC & DC File Scanning Project
4	Support successful transition & move of Local Land Charges to Development Management	2017/18	Convert paper and other manual LLC records to electronic working. Electronically synchronise & improve Business Processes to avoid and/or reduce duplication Work towards the electronic and spatial handover arrangements to the Land Registry	Nigel Richardson	Director lead internal re-organisation	Realignment & integration with Development Management BAU/Project

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5	Improve Planning Application turnaround time to comply with statutory KPI deadlines	2017/18	Business Process change to ensure the processing of planning applications meets central government targets, 8 weeks for ordinary applications & 13 weeks for major applications Recruit Technical Officer Planning Validations to facilitate faster processing of planning applications to reduce pressure on Planning Officers. Move towards electronic caseload management on Information@work	Nigel Richardson	EFDC Corporate KPI's	Council Statutory KPI/BAU (requirement to meet 8 & 13 week targets for minor & major planning applications)
6	Maximise DC/BC Income to provide funding support for DC & BC modernisation/scanning projects	2017/18	Continue to improve Planning Pre-Application processes and recording methods in Northgate M3 Support Business Process improvement across DC and BC to ensure efficient & cost effective use of resources. Provide indirect funding support for the three year scanning and electronic records improvement project for DC & BC. Support measures for audit compliant reconciliation of DC & BC Income. Support measures for BC to match income with expenditure on its "Ring Fenced" BC Account.	Nigel Richardson	EFDC Transformation Programme Project 117	BAU/Project Linked to P019 File Scanning BC & DC
GOVERNANCE (Responsible Officer Simon Hill)						
1.	New Corporate Communications Standards	Dec 17	Evaluation Review to establish implementation of new standards through updated visual and accessibility audits Benefits: Increased customer awareness, recognition and understanding of EFDC services (from PID 004)	T Carne – Public Relations Manager	Transformation Project No. 004	Project

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2.	Internal Communications Review	Sept 17	Evaluation – including follow up staff engagement survey Benefits: Improved staff awareness, recognition and understanding of EFDC services and Increased employee engagement (from PID 004)	T Carne – Public Relations Manager	Transformation Project No. 004	Project
3.	County Council and Other Elections 2017	May 2017	Successful completion of electoral process with no petition Benefit: Public confidence in the democratic system is maintained.	W Macleod – Senior Electoral Services Officer	Elections Project Plan 2017	BAU
4.	Development of proposals for the implementation of the report management functions of the Modern.Gov committee management system	31 March 2018	Consideration of the benefits of report management; Proposals for implementation Benefit: Streamlining of process for submitting reports with the aim of removing the need for report clearance meetings, standardisation of processes for all reports.	S. Tautz (Democratic Services Manager)	Transformation Project No. 126	Project
5.	Development of proposals for the introduction of an on-line version of the Council's Freedom of Information Publication Scheme;	31 March 2018	Proposals for implementation Benefit: Allowing the public better access to Freedom of Information data by means of a self-serve web page will mean that more FOI enquiries can be dealt without recourse to officer intervention.	S. Tautz (Democratic Services Manager)	S. Tautz 2016/17	Project

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AUDIT AND CORPORATE FRAUD SERVICE PLAN 2017/18 (Responsible Officer Sarah Marsh)						
1	Delivery of a sufficiently diverse Internal Audit (IA) plan that it covers a variety of service areas and corporate themes for different risks.	Each July Audit and Governance Committee	Sufficient IA work in order that the Chief Internal Auditor can give their year-end opinion to the July Audit and Governance Committee.	Sarah Marsh/Chief Internal Auditor	Corporate Plan CO 1 a	BAU
2	Ensure the Internal Audit shared service meets the needs of Broxbourne, Harlow and Epping	31/03/18	Successful TUP'ed transfer of Epping Forest IA staff to Broxbourne. Regular progress reports on performance received by the IA shared service Board. Delivery of the agreed 17/18 IA Plan for EFDC as reported to the Audit and Governance Committee.	Sarah Marsh/Chief Internal Auditor	Corporate Plan CO 1 a	Project
3	Deliver the 17/18 Corporate Fraud Team Strategy, which includes a range of proactive and reactive fraud activities.	31/03/18	Quarterly reports to the Audit and Governance Committee and Annual Report to July 2017 meeting	Sarah Marsh/Chief Internal Auditor	Corporate Plan CO 1 a	BAU
4	Promote the corporate fraud team and the services that it can provide internally and externally with a view for identifying opportunities for income generation.	31/03/18	External income received without compromising the quality of services provided to EFDC.	Sarah Marsh/Chief Internal Auditor	Corporate Plan CO 1 a	BAU
5	Working with other Council departments re launch the Cheata Campaign to combat fraud in the district such as business rates, council tax and tenancy fraud.	31/03/18	Number of external referrals to the Corporate Fraud Team increases	Sarah Marsh/Chief Internal Auditor	Corporate Plan CO 1 a	Project

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LEGAL SERVICES (responsible officer Alison Mitchell)						
1.	To support the Transformation programme	August 2017	Achievement of the scanning of the majority of deeds and documents held by legal services and availability digitally across the Council Remote working implemented.	Assistant Director (Legal Services) Senior Legal Officer Senior Lawyer Senior Legal Executive	Transformation Group Corporate Plan Key Action Plan Key Objection (iii) (b) 3)	Scanning Project. Other scanning work has been carried out BAU.
2.	Lexcel accreditation To achieve and maintain professional qualifications and keep up to date with developments in the law.	September 2017 March 2018	Retention of Lexcel Accreditation In accordance with requirements of Lexcel to ensure that the advice given to clients and work undertaken in legal services complies with professional standards.	Senior Lawyer Senior Legal Executive Senior Legal Officer Assistant Director (Legal)	Corporate Key Action Plan Aim 3	BAU
3.	To reduce costs or increase productivity by working in partnership with other Councils' legal services e.g. through the Public Law Partnership (PLP)	March 2018	Reduced fees charged by the on-line libraries and precedents because of the greater purchasing power of the group. Participation at PLP training courses Knowledge base expanded through attendance at special interest group.	Director of Governance Assistant Direct (Legal Services)	Corporate Plan Aim 1 (c) Joint Working Key Action Plan Key Objective (i) (c) 7) Value for Money Strategy (h) Collaboration and Partnership Working	BAU