

Refer to Shared Operational Performance meetings as Business as Usual:

BVR Ref	Action	Deadline	Owner
3	Seek support and advice to determine what procurement frameworks they could create and or access now to assist in delivering services.	01-Jan-20	Neil Rowland
3	Update procurement procedures to reflect MSA, GDPR, ethics and transparency code requirements.	01-Jan-20	Neil Rowland
7	Inclusion of initiatives contained within the future innovation narrative as part of the standard agenda for client team meetings. Immediate projects for furtherance should include: o new fleet/plant to improve the service concerning street lighting repairs o Drainage tanker renewal o GIS investment	01-Jan-20	Client leads/Neil Rowland
7	When projects are identified for progression update Business Plan to include those outside the contemplation of the Current Plan as and when identified for definite delivery, the Board/Shareholder should be consulted, and approval sought for decisions on initiatives/projects as per the limits set out in the Scheme of Delegation.	as per Board schedule	John Phillips
10	Develop additional guidance and agree on when the change notice process should apply to remove the adhoc use of the process currently.	01-Dec-19	Neil Rowland/Bev Thomas
10	Revise and update process for managing escalations. Next SMT/SMB.	01-Oct -19	John Phillips/Simon Hill
10	Develop process for managing contract variations.	01-Dec-19	Neil Rowland/Bev Thomas
11	Review, update and publish all contractual statutory and regulatory policies.	01-Dec-19	Stella Dunlop
11	Identify review & completion dates for all non-statutory/regulatory policies.	01-Jan-20	Stella Dunlop
11	Write and implement policy in relation to Criminal Finance Act 2018	01-Nov-19	Alex Morris
12	Continue work on new housing maintenance system via Customer Access Strategy work.	01-Dec-19	Steve Ward
12	Publish HACT Social Value score on website. Actioned - Closed	01-Oct-19	Tim Page
14	Complete the legal formalities for the ICT SLA	01-Jan -20	Neil Rowland

Appendix A

14	Strategic Governance 2018/19 Audit to be presented to SSC meeting	07-Nov-19	HDC
14	Implement single improvement plan to collate the reviews of HTS services following final outcomes of BV review, and picking up existing outstanding reviews to be monitored at SOP meetings	01-Jan -20	Neil Rowland/Bev Thomas
15	Implement process to ask end users on Environment SIT for satisfaction levels.	01-Dec-19	Shakeel Khan
15	Obtain any available Environment satisfaction stats e.g. Essex County Resident Survey.	01-Nov-19	Shakeel Khan
15	Ensure Customer Access Action plan (enhancing customer access and communications) is fully implemented.	01-Jan-20	Steve Ward
15	Obtain customer satisfaction via link on HTS (Property and Environment) Ltd /HDC websites for grass cutting and tree works.	01-Mar-20	Shakeel Khan
15	Jointly explore what other organisations do to obtain customer feedback on repair quality (customer sign off) and customer reviews at time of repair and on the ways they save money.	01-Jan-20	Shakeel Khan/James Fulcher
15	Jointly arrange visits to other Customer Service Centres to benchmark and obtain best practice around consistency of service and diagnostics	01-Jan-20	Steve Ward/James Fulcher
15	Ensure achievement of aim to reduce complaints escalations to a downward trend by Q3 2019/20.	01-Jan-20	John Phillips / Shakeel Khan
15	Investigate causes of high levels of dumped rubbish and whether additional actions could be introduced to reduce this issue within the town.	01-Dec-19	Mick Jenkins/Client leads