## 4. BDC STRATEGY ACTION PLAN 2013-15 - Outcomes

| Action | Owner | Lead Officer(s) | Target Date | Expected Outcome | Actual Outcome |
|---|---|---|---|---|---|
| Mobile working in Environmental Health to include home working and working in the District | James Arnold | David Astridge | 2014 | Efficiency in the use of EH staff time | No progress, will be part of 2016-18 strategy |
| Making better use of Uniform application in EH and encouraging cost effective methods of Customer Contact | James Arnold | Liz Ball | March 31st 2014 | Staff making better use of systems<br>Efficiencies savings in customer contact | Improvements made and ongoing |
| Introduction of remote working for Contact Centres and Revenues and Benefits | Jane Foley/Dawn Clarke | David Astridge | March 31st 2014 | Flexible methods of working available | No progress, carry over to 2016-18 strategy |
| Review of CRM provision in Customer Services | Jane Foley | Liz Ball | March 31st 2014 | Standardising service delivery and breaking down operational silos. Streamlined processes to enable tracking and accountability.<br>Adaptable processes to meet citizen needs and policy requirements.<br>Revenue saving. | Firmstep introduced in 2014 |
| Interfaces between Tranman and Financial systems | Steve Brunt | Mick Wood | September 30th 2013 | Efficiency in staff time<br>Streamlined process | Progressed but not yet live |

| Action | Owner | Lead Officer(s) | Target Date | Expected Outcome | Actual Outcome |
|---|---|---|---|---|---|
| Bank reconciliation system | Dawn Clarke | Mick Wood | December 31st 2013 | Saving in staff time Accurate reconciliation | Existing system refined and now fit for purpose |
| Replacement consultation software for Strategy and Performance | Jane Foley | Liz Ball | March 31st 2014 | Revenue saving | SNAP consultation software in place at both BDC and NEDDC |
| Partnership website | Pam Brown | Neil Barker | December 31st 2013 | Information shared electronically | Did not progress, appeared to be through misunderstanding |
| Implementation of Enterprise version of Uniform | James Arnold | Liz Ball | 2014 | Management reporting Management of staff workload | Implemented |
| Introduction of Dimensions and upgrade of Horizons as part of the Leisure XN software | Lee Hicken | Robin Sanchez | December 2013 | Effective system Available to public Saving staff time | Not progressed due to ongoing issues with supplier. Will review options in 2016 |
| Rent collectors with portable chip and pin devices | Peter Campbell | David Astridge | 2014 | Reduction in rent arrears | Live in June 2016 |
| Assisting with data cleansing stock condition survey for Housing | Peter Campbell | David Astridge | December 31st 2013 | Accurate data | Completed on schedule |
| Extend mobile working in Housing to Housing Officers | Peter Campbell | David Astridge | March 31st 2014 | Flexible way of working | Will be considered as part of Housing system review. Part of 2016-18 Strategy |
| Upgrade to Optitime in Housing | Peter Campbell | David Astridge | December 31st 2013 | Up to date software | Completed November 2015 |

| Action | Owner | Lead Officer(s) | Target Date | Expected Outcome | Actual Outcome |
|---|---|---|---|---|---|
| Major upgrade to First Touch in Housing and a move away from Windows smartphones | Peter Campbell | David Astridge | December 31st 2013 | Up to date software Increase choice of smartphones leading to efficiencies | Firstouch upgraded but awaiting implementation of latest version for device agnostic solution |
| Central Control hosting a lone worker system for the County Council | Peter Campbell | David Astridge | December 31st 2013 | Up to date systems | DCC offer withdrawn and alternatives now being considered |
| New module, Mutual Exchange for Housing | Peter Campbell | David Astridge | December 31st 2013 | Up to date systems | 'Swop and move' introduced in December 2014 |
| Introduction of document management system in HR | Angela Grundy | Liz Ball | December 31st 2013 | Paperless processing | Not progressed. Will be considered as part of 2016-18 strategy |
| Electronic Document Management | Peter Campbell | David Astridge | December 2014 | Paperless processing | Solutions reviewed deemed unsatisfactory. Will review as part of Housing system review in 2016-18 strategy. |