



**COMMITTEE SERVICE PLAN  
2019 - 2022**

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## INTRODUCTION

The progress of this service plan will be monitored in the following ways:

- Through regular discussion at departmental management team (DMT) and Section Heads meetings and logged in the version control section of this document
- Performance indicator monitoring by the Council's Management Board on a quarterly basis
- By Committee reports twice a year (at the end of quarters two and four)

Service Plans will be formally updated on an annual basis, taking into account internal and external influences arising from monitoring arrangements throughout the year.

## SECTION 1: INPUTS

### 1.1 Budgets

	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>
	<b>Latest</b>	<b>Latest</b>	<b>Latest</b>
	£	£	£
Net Cost of Service (Direct cost / Income Only)	<b>440,400</b>	<b>445,240</b>	<b>448,100</b>

## SECTION 2: OUTPUTS AND OUTCOMES

### 2.1 Performance management

#### 2.1.1 Contribution to the Councils' Strategic Aims and Objectives

Strategic Plan Priority theme	Strategic Plan objective (inc. ref)	Measure (including the reference)	Target
Better Neighbourhoods	1.1.4 Minimise waste and optimise recycling	We strive to become paperless with only producing one copy of all committee agendas and minutes as required by law. . Paperless meetings were introduced in 2018/19	
	Our other values will be measured by CP05,CO02 and CP46)	<p>Public perception of satisfaction with Three Rivers Council and how well they (residents) feel informed about public services (CP05 and CO02) and perception of value for money (CP46)</p> <p>Produce annual training programme for Councillors based on assessment of training needs. Survey new members on effectiveness of induction training monitor customer satisfaction</p>	<p>Committee agendas published within statutory deadlines and in accordance with the Councils constitution and procedures –</p> <p>Minutes drafted and circulated within timescales to enable Council decisions to be enacted</p> <p>Services monitored by community services. PI dealing with speed of response in dealing with enquiries from the public about processes and procedures relating to planning committee meetings</p> <p>Training plan to be presented to P&amp;R Committee in July each year Evaluation of training to be undertaken for every course provided aiming for an overall result of good</p>

## 2.1.2 Performance indicators

[See Data Quality Strategy for further details](#)

Performance indicators are used to aid the decision making process as well as assess the efficiency and effectiveness of service delivery. The data that we use must be accurate, reliable and timely. To meet these requirements we have adopted the Audit Commission's Standards for Better Data Quality. Further details of the Council's commitment to data quality can be found in the Strategic Plan.

Ref	Description	2017/18 Actual	2018/19 Target (Current year)	2019/20 Target (Next year)	2020/21 Target	2021/22 Target
CM02	% of Full responses made within 2 working days to enquiries received on all process and procedures relating to a meeting of the Planning Committee	95%	95%	96%	96%	96%
CM01	% of minutes/decisions completed by Committee Services within 2 working days of the meeting to be circulated to officers for review (excluding Full Council and Planning Committee)	95%	85%	85%	90%	95%

The Principal Committee Manager is responsible for the source data, data entry and checking the data. The purpose of collating this data is to ensure that our services improve.

**2.2 Projects**

Project details		Project timescales		
Project title	Proposed outcome	2019-20		
AV technology in the Penn Chamber and organisation of the meetings room for Full Council and Committee meetings	To enhance the facilities provided at Full Council and Committee meetings	Yes		

## 2.3

## Risk Management

## RISK REGISTER

Service Plan: Committee Services 2019-2022							
Risk Ref	Risk	Impact	Impact Classification	Likelihood Classification	Reason for Assessment		
	<i>Brief Description – Title of Risk</i>	<i>See Impact Table</i>	<i>See Impact Table</i>	<i>See Likelihood Table</i>	<i>Use this box to describe how the score has been derived</i>		
<b>a) Common Risks - shared across the whole section</b>							
1	Insufficient staff	Service Disruption	II	D	Reciprocal arrangements with other Herts authorities to share services and staff, use of agency staff	Requires Treatment	No
		Financial Loss	II			Last Review Date	11/10/18
		Reputation	II			Next Milestone Date	01/03/19
		Legal Implications	-			Next Review Date	01/09/19
		People	II			Date Closed	
2	Total failure of ICT systems	Service Disruption	III	D	Assessment based on assumed effective recovery arrangements in Business Continuity Plan	Requires Treatment	Yes
		Financial Loss				Last Review Date	11/10/18
		Reputation	II			Next Milestone Date	01/03/19
		Legal Implications				Next Review Date	01/09/19
		People	III			Date Closed	
3	Loss of accommodation	Service Disruption	III	E	Assessment based on assumed effective recovery arrangements in Business Continuity Plan Remote working possible for a short period	Requires Treatment	Yes
		Financial Loss	I			Last Review Date	11/10/18
		Reputation	II			Next Milestone Date	01/03/19
		Legal Implications	I			Next Review Date	01/09/19
		People	III			Date Closed	
4	Fraudulent Activity	Service Disruption	I	E	No money held in the section. Audit checks of mileage and subsistence claims	Requires Treatment	Yes
		Financial Loss	II			Last Review Date	11/10/18
		Reputation	III			Next Milestone Date	01/03/19
		Legal Implications	II			Next Review Date	01/09/19
		People	I			Date Closed	

<b>Likelihood</b>	A					
	B					
	C					
	D		1	2		
	E			3, 4		
	F					
		I	II	III	IV	V
<b>Impact</b>						

**Impact**  
V = Catastrophic  
IV = Critical  
III = Significant  
II = Marginal  
I = Negligible

**Likelihood**  
A = ≥98%  
B = 75% - 97%  
C = 50% - 74%  
D = 25% - 49%  
E = 3% - 24%  
F = ≤2%



**Version Control**

Version No.	Date	Reason for Update / Significant Changes	Made By
1.0	10-9-18	First draft	AEM