THREE RIVERS DISTRICT COUNCIL

COMMITTEE SERVICE PLAN
2019 - 2022

CONTENTS

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

	2019/20 Latest £	2020/21 Latest £	2021/22 Latest £
Net Cost of Service (Direct cost / Income Only)	454,570	457,220	458,790

Further financial analysis can be found by using this link

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)	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)	Committee agendas published within statutory deadlines and in accordance with the Councils constitution and procedures –

Minutes drafted and circulated within timescales to enable Council decisions to be enacted

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 |
| | | Produce annual training programme for Councillors based on assessment of training needs.
Survey new members on effectiveness of induction training monitor customer satisfaction | Training plan to be presented to P&R Committee in July each year
Evaluation of training to be undertaken for every course provided aiming for an overall result of good |

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					
Ref	**Nature of Risk**	**Consequence**	**Control Measures**	**Response** *(tolerate, treat terminate, transfer)*	**Risk Rating** *(combination of likelihood and impact)*
COM01	Insufficient staff	Significant service disruption could occur if there were insufficient staff.	Good management of staff to ensure low turnover; staff training across service areas enables more cover; Priority services are identified in the Service Continuity Plan.	Treat	Low - 4
COM02	Total failure of ICT systems	Some services could continue without access to ICT systems for a short period.	Anti-virus software and tight security measures installed; Disaster Recovery Plan; Priority services are identified in the Service Continuity Plan	Treat	Low - 4
COM03	Loss of accommodation	Services could operate from alternative locations.	Remote access to ICT services in place	Treat	Low - 4
COM04	Fraudulent Activity	Fraud relating to income, expenditure or petty cash. Fraudulent purchasing of goods for personal use or sale via corporate credit card or petty cash, corrupt procurement through collusion with suppliers, or theft of stock	Procedures are in place and regularly audited	Treat	Low - 2

	Impact 1	Impact 2	Impact 3	Impact 4
Likelihood 4 (Very Likely)	Low **4**	High **8**	Very High **12**	Very High **16**
Likelihood 3	Low **3**	Medium **6**	High **9**	Very High **12**
Likelihood 2	Low **2**	Low **4**	Medium **6**	High **8**
Likelihood 1 (Remote)	Low **1**	Low **2**	Low **3**	Low **4**

Likelihood (Very Likely → Remote)

Impact — Low --- ► Unacceptable

Impact Score	**Likelihood Score**
4 (Catastrophic)	4 (Very Likely (≥80%))
3 (Critical)	3 (Likely (21-79%))
2 (Significant)	2 (Unlikely (6-20%))
1 (Marginal)	1 (Remote (≤5%))

* Responses:

- Tolerate – the risk is effectively mitigated by internal controls, or it cannot be mitigated cost-effectively or the risk opens up greater benefits.
- Treat – continue with the activity which gives rise to the risk, but add in controls to mitigate the likelihood or impact of the risk occurring.
- Terminate – do things differently to remove the risk altogether.
- Transfer – some aspects of the risk could be transferred to a third party, e.g. insurance or paying a third party to take the risk

Version Control

Version No.	Date	Reason for Update / Significant Changes	Made By
1.0	10-9-18	First draft	AEM
1.1	14-02-19	Risk Register updated (new format)	PK
1.2	28-2-19	Final version	AEM
1.3	01/03/2019	Added Budgets	GG