



**COMMITTEE SERVICE PLAN  
2022 - 2025**

Service Plan Template

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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 Corporate Management Team 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: THE SERVICE CONTEXT**

### **1.1 Service Overview**

#### **The Role of the Service**

The Committee Team is part of the Legal Team within the Chief Executive's Directorate and is responsible for meeting the Governance needs of the Leader of the Council, Deputy Leader of the Council, Lead Members, Group Leaders, Chairs of the Committees, Chair and Vice-Chair of the Council and other Elected Members. We provide support to the Chief Executive and Directors and provide advice to Officers of the Council on Committee processes and procedures and clerk the public meetings of the Council as well some internal management meetings.

**1.2 Budgets**

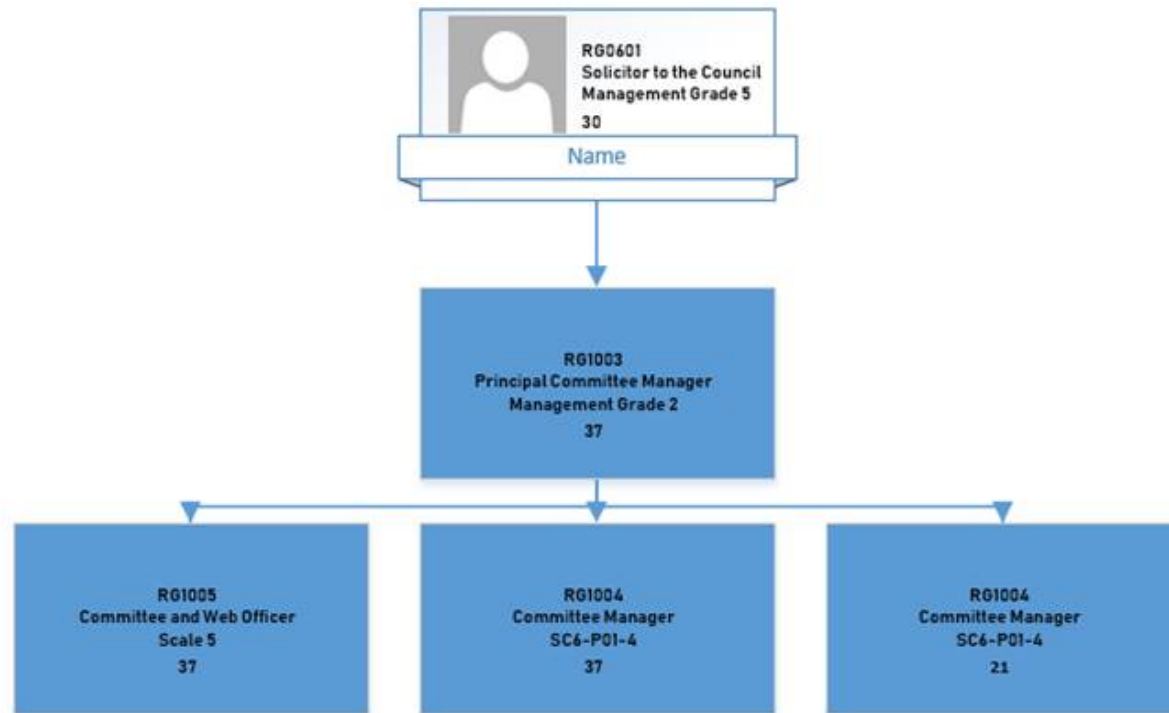
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	<b>2021/22 Latest £</b>	<b>2022/23 Latest £</b>	<b>2023/24 Latest £</b>
Net Cost of Service (Direct cost / Income Only)			

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Further financial analysis can be found by using this link

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## SECTION 2: SERVICE DELIVERY

### 2.1 Performance Management

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

Strategic Plan Priority theme	Strategic Plan objective (inc. ref)	Service contribution to the Strategic Priorities
<b>Housing and Thriving Communities</b>	<ul style="list-style-type: none"> <li>• We will work on a local plan to deliver sufficient housing and adopt that plan by 2023</li> <li>• Through our joint ventures and partnerships we will take all available practicable action to increase the supply of affordable homes in the district</li> <li>• We will complete the delivery of the main and learner pools and refurbishment to the leisure venue at South Oxhey</li> <li>• We will seek to increase the number of Green Flag accredited parks and open spaces</li> <li>• We will work towards reducing inequalities, prevent homelessness and encourage healthy lifestyles</li> <li>• We will continue to work with partners to tackle crime and anti-social behaviour</li> </ul>	<p>Committee agendas published within statutory deadlines and in accordance with the Councils constitution and procedures to enable Service Departments to achieve their objectives.</p> <p>Minutes drafted and circulated within timescales to enable Council decisions to be enacted.</p> <p>Meetings planned and run ensuring proper democratic accountability and transparency. All decision making meetings have to be held as face to face meetings.</p> <p>Moving all non-decision making meetings to a virtual format/hybrid meeting style with the installation of the required equipment to ensure this can happen although all Councillors on the Committee making the decision have to by law attend the meeting.</p>

	and secure investment in priority interventions.	
<b>Sustainable Environment</b>	<ul style="list-style-type: none"> <li>• We will produce and deliver a Climate Change Strategy and action plan</li> <li>• We will continue to improve the energy efficiency of the Council's buildings</li> <li>• We will deliver and implement a Cycling and Walking Strategy</li> <li>• We will seek to maintain our position as the highest recycling authority in Hertfordshire.</li> </ul>	<p>Committee agendas published within statutory deadlines and in accordance with the Councils constitution and procedures to enable Service Departments to achieve their objectives.</p> <p>Minutes drafted and circulated within timescales to enable Council decisions to be enacted.</p> <p>Meetings planned and run ensuring proper democratic accountability and transparency. Decision making meetings have to be held as face to face meetings.</p> <p>Moving all non-decision making meetings to a virtual format/hybrid meeting style with the installation of the required equipment to ensure this can happen although all Councillors on the Committee making the decision have to by law attend the meeting.</p> <p>Paperless Council/committee meetings now take place and only produce one copy of all Council/Committee agendas and minutes as required by law.</p> <p>Continued development of new Committee templates for reports, agendas and minutes to enable Members, Officers and Members of the public to navigate the documents easily and quickly thus reducing reliance on the need for paper copies. New mod.gov system being progressed with introduction by the end of the 2021.</p>
<b>Successful Economy</b>	<ul style="list-style-type: none"> <li>• We will undertake a review of the Council's role in relation to the economy and agree an economic strategy</li> <li>• We will continue to participate in the Hertfordshire Growth Board and South West Herts Partnership and engage the Hertfordshire Local Enterprise Partnership to support the economy</li> </ul>	<p>Committee agendas published within statutory deadlines and in accordance with the Councils constitution and procedures to enable Service Departments to achieve their objectives.</p> <p>Minutes drafted and circulated within timescales to enable Council decisions to be enacted.</p>

	<ul style="list-style-type: none"> <li>• Three Rivers will be recognised as a great place to do business</li> <li>• We will continue to improve our relationship with the local business community</li> <li>• We will continue to support Visit Herts and promote Three Rivers as the home of the internationally significant Warner Bros Studios.</li> </ul>	<p>Meetings planned and run ensuring proper democratic accountability and transparency. Decision making meetings have to be held as face to face meetings.</p> <p>Moving all non-decision making meetings to a virtual format/hybrid meeting style with the installation of the required equipment to ensure this can happen although all Councillors on the Committee making the decision have to by law attend the meeting</p> <p>New AV equipment was introduced in Three Rivers House to improve audio and visual arrangements at Council/committee meetings to enhance the experience of Members and Officers attending meetings. This included providing new drop down screens, larger TV screens, new microphones and click share for presentations. This project supported the move to paperless meetings as agendas can be followed easily on the screens and will be developed further in the next 2-3 years.</p> <p>The new AV set up for Planning Committee meetings gives the impression of a more professional well run meetings and will be developed further.</p> <p>Following the submission of a Council motion in July 2021 and the receipt of grant funding the Committee Team, Facilities and ICT are progressing the installation of equipment to be able to livestream our public meetings and have the ability to hold hybrid meetings.</p> <p>Continue to provide any admin assistance required to the Company Secretary for Three Rivers wholly owned housing company</p>
<p><b>High Performing, Financially Independent Council</b></p>	<ul style="list-style-type: none"> <li>• We will generate enough income to continue to provide services for the district</li> <li>• We will develop and deliver an improved Property Investment Strategy</li> </ul>	<p>Committee agendas published within statutory deadlines and in accordance with the Councils constitution and procedures to enable service departments to achieve their objectives.</p> <p>Minutes drafted and circulated within timescales to enable Council decisions to be enacted.</p>



	<p>to maximise income from our assets and support the Commercial Strategy</p> <ul style="list-style-type: none"> <li>• We will progress our Customer Service Strategy that provides a range of contact channels for customers and sets out corporate expectations of how they should be treated</li> <li>• We will produce an Organisational Development Strategy to support the Council in delivering its priorities and objectives.</li> </ul>	<p>Meetings planned and run ensuring proper democratic accountability and transparency. Decision making meetings have to be held as face to face meetings.</p> <p>Moving all non-decision making meetings to a virtual format/hybrid meeting style with the installation of the required equipment to ensure this can happen although all Councillors on the Committee making the decision have to by law attend the meeting</p> <p>Appropriate advice provided on report writing and checking that the Committee has the relevant authority to make the decision</p> <p>Provide advice on procedures for getting Committee reports produced to meet committee deadlines.</p> <p>PI dealing with speed of response in dealing with enquiries from the public about processes and procedures relating to planning committee meetings are met consistently.</p> <p>Ensure the Council Constitution is kept updated with supervision from the Council's Monitoring Officer on an ongoing basis</p> <p>Member training framework presented to P&amp;R Committee in July 2021 and agreed but with online mandatory training added to the framework on Safeguarding Adults and Children and Prevent. The Committee Team co-ordinates supports and organises member training within the budget. This is done annually.</p> <p>New virtual Member Induction provided following the Elections in May 2021</p> <p>Evaluation of training will continue to be undertaken to gauge experiences and expectations as well as ensuing value for money</p> <p>New AV equipment was introduced in Three Rivers House to improve audio and visual arrangements at Council/committee meetings to enhance the experience of Members and Officers attending meetings. This included providing new drop down screens, larger TV screens,</p>
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		<p>new microphones and click share for presentations. This project supported the move to paperless meetings as agendas can be followed easily on the screens and will be developed further in the next 2-3 years.</p> <p>The new AV set up for Planning Committee meetings gives the impression of a more professional well run meetings and will be developed further.</p> <p>Following the submission of a Council motion in July 2021 and the receipt of grant funding the Committee Team, Facilities and ICT are progressing the installation of equipment to be able to livestream our public meetings and have the ability to hold hybrid meetings.</p>
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## 2.1.2 Performance indicators

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 via the link above.

### Key Performance Indicators (KPIs) supporting the Corporate Framework – not applicable

Ref	Description	2020/21 Actual	2021/22 Target (Current year)	2022/23 Target (Next Year)	2023/24 Target	2024/25 Target
	Not applicable have no KPI's					

### Service Performance Indicators (PIs)

Ref	Description	2020/21 Actual	2021/22 Target (Current year)	2022/23 Target (Next Year)	2023/24 Target	2024/25 Target
CM01	% of minutes/decisions completed by Committee Services within 4 working days of the meeting to be circulated to officers for review (excluding Full Council and Planning Committee)	100.00%	96.0%	96.0%	96.0%	
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	100.00%	85.00%	90.00%	95.00%	

**Please note that Performance Indicators are currently under review and some changes may be made for the final service Plans in March 2022**

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.

<b>2.2</b>	<b>Project Management</b>
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<b>Project details</b>				<b>Project Manager: Sarah Haythorpe Project Sponsor: Alison Scott</b>	
<b>Project title</b>				<b>Proposed outcome</b>	
<b>Committee management system</b>				<b>Implementation of new Committee Management System</b>	
<b>2020/21 Milestones</b>				<b>2021/22 Milestones</b>	<b>2022/23 Milestones</b>
<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>		
			Implementation and Go-live In January 2022		

<b>Project details</b>	<b>Project Manager: Sarah Haythorpe, Caroline Harris, Kevin O'Brien Project Sponsor: Head of ICT, Emma Tiernan</b>				
<b>Project title</b>	<b>New IT equipment for Councillors</b>				
<b>Proposed outcome:</b>	<b>Implementation of new IT equipment for Councillors</b>				
<b>2020/21 Milestones</b>				<b>2021/22 Milestones</b>	<b>2022/23 Milestones</b>
<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>		
			Looking to distribute new equipment in Q4 of either a laptop or tablet to Cllrs. The distribution of the equipment will be dependent on the procurement of the equipment and therefore the project could move into Q1 of 2022/23. The project will be funded within		

			existing capital budgets and no funding is required.		
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**2.3 Contracts**  
[See the Contracts Register for your contracts.](#)

Information for this section can be taken from the Contracts Register, hyperlink above

Title of Agreement	Service Area	Service Contact	Description of the goods and / or services being provided	Supplier Name	Contract Sum £	Start Date	End Date	Review Date	Option to extend and length of extension
E Petitions	Committee	Sarah Haythorpe	On line petition arrangements	Modern Mind-set Ltd					Termination notice given

**2.4 Risk Management**

Risk Description	Residual Likelihood Score	Residual Impact Score	Residual Risk Score
Insufficient Staff.	2	2	4
Total failure of ICT systems	2	2	4
Loss of accommodation	2	2	4
Fraudulent activity	2	1	2
Loss of key staff	2	2	4
Covid 19	2	2	4

Very Likely -----> Remote Likelihood	Low 4	High 8	Very High 12	Very High 16
	Low 3	Medium 6	High 9	Very High 12
	Low 2	Low 4	Medium 6	High 8
	Low 1	Low 2	Low 3	Low 4
Impact -----> 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%))

**Version Control**

Version No.	Date	Reason for Update / Significant Changes	Made By
1	13 October 2021	New version of 2022-25	SH
2	25 October 2021	New version of 2022-25	SH
3	3 November 2021	New version of 2022-25	SH
4	26 November 2021	New version of 2022-25	SH