

i) (a) Ensure the Medium Term Financial Strategy meets service requirements

| Action | Lead Directorates | Target Date | Status | Progress |
|----------------------------------|-------------------|-------------|---------------|---|
| 1) - Deliver identified savings | Management Board | 31-Mar-16 | On Target | (Q1 2015/16) - Savings are on track at the end of Q1. Quarterly financial reporting of cumulative savings will be presented to Management Board to monitor progress. Most of the savings identified involved restructuring actions that have already been implemented in Q1. (Q2 2015/16) - Savings plan remains on track and within budget in Q2. |
| 2) - Progress savings identified | Management Board | 31-Mar-16 | On Target | (Q1 2015/16) - The 2016/17 budget process will follow a similar cycle to last year. The Director of Resources has already produced a financial issues paper and an outline MTFs to kick the process off. Savings targets will be considered at a Leadership Team meeting in the autumn. (Q2 2015/16) - Preparations on track. New Head of Transformation recruited to assist with transformational change. |
| 3) - Develop business cases | Management Board | 30-Sep-15 | Under Control | (Q1 2015/16) - Several ideas have come forward and these are now being worked up into business cases. (Q2 2015/16) - Business cases for Grass Cutting Equipment, LED Lighting, Rental Loans and Self-Serve Cash Kiosks have been put forward. All will generate operational savings. |
| 4) - Commence the budget cycle | Resources | 31-Jul-15 | Achieved | (Q1 2015/16) - A meeting of the Finance Cabinet Committee has been arranged for 20 July and the agenda will include the Financial Issues Paper. (Q2 2015/16) - The Finance Cabinet Committee met as scheduled to commence the budget cycle with the Financial Issues Paper. |

i) (b) Review and develop the Council’s assets and landholdings

| Action | Lead Directorates | Target Date | Status | Progress |
|---|-------------------|-------------|-----------------|--|
| 1) Complete phase 1 of the Council Housebuildings | Communities | 31-Dec-15 | Behind Schedule | <p>(Q1 2015/16) - The contractor has commenced construction works. However, the development has been delayed, mainly due to the time it took for the contractor to put a performance bond in place. There are also on-going discussions with the contractor about responsibility for some additional costs, all of which are due to be considered by the Council Housebuilding Cabinet Committee on 27th July 2015</p> <p>(Q2 2015/16) - Having regard to legal advice, the Council Housebuilding Cabinet Committee agreed that no additional costs should be paid to the contractor and that, if the works go beyond the date of Practical Completion without good reason, Liquidated and Ascertained Damages (LASDs - allowed for in the contract) should be applied to compensate the Council for the loss of expected rent from the new properties. Progress with the works continues to be slow and behind programme. Practical Completion is in November 2015, when a Certificate of Non-Completion will be issued in accordance with the contract provisions.</p> |
| 2) Complete the major refurbishment scheme at Marden Close | Communities | 30-Sep-15 | Achieved | <p>(Q1 2015/16) - The refurbishment/conversion scheme is due for completion in October 2015</p> <p>(Q2 2015/16) - The works have been completed.</p> |
| 3) Secure planning permission and commence Phase 2 of the Council Housebuilding Programme | Communities | 31-Aug-15 | Under Control | <p>(Q1 2015/16) - Following refusal by the Area Plans Sub-Committee of planning permission to provide 52 new affordable homes, a revised planning application for 51 new affordable homes has been submitted and is awaiting determination by the District Development Management Committee.</p> |

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| | | | | (Q2 2015/16) - Full Council granted planning permission in September 2015. Tenders have been invited and tender returns are awaited. |
| 4) Negotiate and complete the St John's redevelopment Scheme at Epping | Neighbourhoods | 30-Sep-15 | Under Control | <p>(Q1 2015/16) - The Diocese has agreed to relax the Covenant on Lindsay House and the terms of disposal to Essex County Council have been agreed. The legal documentation regarding the purchase and subsequent sale of the St John's Road Site to Frontier Developments, is largely complete. Awaiting final agreement by the County Council's Cabinet in early September 2015. Legal advice has been sought regarding State Aid. A potential alternative site for a new Housing Repairs Centre, to which the facilities at the Epping Depot at the St Johns Rd site (together with the Housing Assets staff currently based at the Civic Offices, Epping) could relocate is under consideration.</p> <p>(Q2 2015/16) - A clarification was sought by the Secretary of State which has delayed the receipt of State Aid approval. An update on the project was given to the Asset Management Cabinet Committee in October. The outstanding issue in relation to the purchase of Essex County Council's interest is in relation to an overage agreement protecting the County, in the event that a higher volume scheme is developed. The District Council are seeking to implement steps to ensure any scheme is mixed-use and in accordance with the agreed Design and Development Brief. A report on the potential relocation of the Housing Repairs Service to a site in North Weald, is due to be considered by the Cabinet in November 2015.</p> |
| 5) Work in partnership with Moat Housing to commence the development of the Council garage site | Communities | 31-Mar-16 | Behind Schedule | <p>(Q1 2015/16) - The Director of Communities is working with Moat Housing on the arrangements for the proposed development, including the design (on which ward members will be consulted). EFDC's Legal Services are also close to completing the first draft of the required lease.</p> <p>(Q2 2015/16) - Following the announcement as part of the Chancellor's Summer Budget (now included within the Welfare Reform and Work Bill) that all social landlords must be reduce their rents by 1% per annum for the next 4 years, Moat has had to revise its</p> |

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| | | | | | financial appraisal for the development. This has resulted in a position where the Council was due to receive a capital receipt of £425,000 transferring the land to Moat for the development, to Moat now being unable to provide a capital receipt if all the properties continue to be provided at affordable rents as originally proposed. Officers are currently considering the implications of this; one option is that the Council considers undertaking the development itself. In the meantime, progress with the development has been delayed. |
| 6) Seek to vacate the Council's Hemnall Street Offices, Epping in order to redevelop/let the premises. | Management Board Communities | 31-Mar-16 | | On Target | <p>(Q1 2015/16) - Awaiting space to become available at both the Civic Offices, Epping and the Epping Forest Museum, Waltham Abbey (when the extension/refurbishment is completed in Jan/Feb 2016)</p> <p>(Q2 2015/16) - It is planned that a report will be presented to the Cabinet in November 2015, proposing a Council-owned site where a new Repairs and Maintenance Hub could be constructed - to which both the Housing Repairs Service (currently based at the Epping Depot) and the Housing Assets Team (currently based at the Civic Offices, Epping) could be co-located. Not only would this achieve a number of operational objectives, it would also enable the Epping Depot to be vacated (allowing the redevelopment of the St. Johns area of Epping to proceed) and office accommodation on the ground floor of the Civic Offices to be freed-up (in accordance with the Council's planned Accommodation Strategy).</p> |
| 7) Review all licence arrangements at North Weald Airfield | Neighbourhoods | 30-Apr-15 | | Under Control | <p>(Q1 2015/16) - As a result of the marketing exercise undertaken by Savills, three expressions of interest have been obtained from potential Development Partners to increase aviation activity and revenue. Interviews are being held in late August, with the intention of reporting to the Asset Management Cabinet Committee in October 2015.</p> <p>(Q2 2015/16) - The Asset Management Cabinet Committee received a presentation from the Council's consultants, Savills, on the three proposals received as a result of the soft marketing exercise undertaken to identify a potential aviation partner. From the</p> |






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| | | | | | presentation, a clearer indication was received from Members on the key considerations that they would like taken on board in any further procurement exercise. This will be reported to a future Cabinet. |
| 7) (a) Appoint an experienced development partner | Neighbourhoods | 31-Oct-15 | | Under Control | <p>New action from Q2:</p> <p>(Q2 2015/16) - Following the presentation of the three proposals received as a result of the soft market testing exercise to the Asset Management Committee in October, a further report will be made to Cabinet in January 2016, recommending next steps to undertake a more formal procurement exercise.</p> |
| 8) Progress the Epping Forest Shopping Park Scheme | Neighbourhoods | 30-Sep-16 | | On Target | <p>(Q1 2015/16) - The Council has acquired the interest of its previous Development Partner Polofind Ltd. Project Team now working directly to EFDC. Main contract being let in accordance with OEJU Regulations. Highways Contract due to be tendered by end of August 2015 with practical construction work due to commence February 2016. Anchor Tenants largely secured. Still aspiration to open for the Christmas Trading Period in 2016.</p> <p>(Q2 2015/16) - The contract for the S278 Highways Works is due to be let at the end of October 2015, with the main construction contract under OJEU procurement regulations following shortly afterwards. A special Cabinet is to be held on the 11 January 2016 to appoint the successful tenderer for the main construction contract. It is hoped to have pre-let contracts in place with anchor retail tenants by the end of the year, in advance of the construction contract being awarded.</p> |

i) (c) Make savings and increase income through shared services

| Action | Lead Directorates | Target Date | Status | Progress |
|--|-------------------|-------------|-----------|---|
| 1) Work with 5 neighbouring councils to renew the contract and service arrangements for the Shared Housing Register Management Service | Communities | 31-Jan-16 | On Target | <p>(Q1 2015/16) - Following a detailed EU Competitive Dialogue process, the Herts & Essex Housing Options Consortium (HEHOC) has selected the existing provider, LHS, on the basis of price and quality, to provide the service under a new contract. The Housing Portfolio Holder has formally agreed to award the Council's contract to LHS and the legal contract documentation is currently being prepared for signature.</p> <p>(Q2 2015/16) - Procurement and legal work continues to finalise the arrangements, in accordance with the original timetable.</p> |
| 2) Approach neighbouring authorities to carry out checking and vetting of Building Control plans through partnership working. | Governance | 31-Jan-16 | On Target | <p>(Q1 2015/16) - Continue to partner with architects in respect plan checking work taking place in other authorities and we are adding partners to our list which is bringing in more work and income. Weston Homes continue to be our biggest partner.</p> <p>(Q2 2015/16) - This process is continuing and the list has been added to during the second quarter. Building Control income is on an upward trend.</p> |
| 3) Review the shared opportunities with the Public Law Partnership | Governance | 31-Mar-16 | On Target | <p>(Q1 2015/16) - Ongoing – staff attend quarterly meetings with the PLP and special interest groups. Use of shared library and reduced costs for training are explored and utilised. Monitoring Officer investigations are both conducted by EFDC or on our behalf through the PLP.</p> <p>(Q2 2015/16) - We continue to respond to requests from other Councils. A review of partnerships is underway by Internal Audit and the Legal section is participating with this in connection with the PLP in particular.</p> |

Cabinet Key Objectives – Key Action Plan 2015/16 Q2

Appendix 1





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| <p>4) Explore the possibility of sharing an integrated HR/Payroll IT system with other authorities.</p> | <p>Resources</p> | <p>30-Sep-15</p> |  | <p>Behind Schedule</p> | <p>(Q1 2015/16) - Work is progressing with Braintree and Colchester and a common specification has been agreed for a new system.</p> <p>(Q2 2015/16) - Procurement has been delayed by legal issues at one of the partner authorities. We are working to resolve these issues and still hope to proceed with a joint procurement.</p> |
| <p>5) Explore providing payroll services to other authorities.</p> | <p>Resources</p> | <p>31-Mar-16</p> |  | <p>Under Control</p> | <p>(Q1 2015/16) - This was intended to follow on from the implementation of the new system. However, one authority in Essex is having difficulties and initial discussions have been held with them to provide support.</p> <p>(Q2 2015/16) - The other authority mentioned at Q1 decided to pursue other options. We will respond positively to any approaches but will not actively seek opportunities until the new system has been implemented.</p> |
| <p>6) Explore providing an audio typing service to other authorities.</p> | <p>Resources</p> | <p>31-Mar-16</p> |  | <p>On Target</p> | <p>(Q1 2015/16) - An approach had been received from Harlow but it was not possible to reach any agreement. Opportunities will now be explored with other authorities.</p> <p>(Q2 2015/16) - No fresh opportunities have arisen in Q2.</p> |
| <p>7) Identify additional Council services that may benefit from a shared provision with other organisations (either provided by the Council or others)</p> | <p>Management Board</p> | <p>31-Mar-16</p> |  | <p>On Target</p> | <p>(Q1 2015/16) - Not due yet - some early conversations about potential opportunities identified have taken place.</p> <p>(Q2 2015/16) - Not due yet - some early conversations about potential opportunities identified have taken place.</p> |
| <p>7) (a) Undertake a review of NEPP Off Street Parking arrangements</p> | <p>Management Board</p> | <p>31-Mar-16</p> |  | <p>On Target</p> | <p>New action from Q2:</p> <p>(Q2 2015/16) - The Council has commissioned a review of off street parking which will be reported to Cabinet in December 2015.</p> |

ii) (a) Produce a Local Plan

| Action | Lead Directorates | Target Date | Status | Progress |
|---|-------------------|-------------|---------------|---|
| 1) Update the Council's Housing Strategy, following production of the Preferred Options for the Local Plan. | Communities | 31-Dec-15 | Pending | (Q1 2015/16) - Awaiting production of the Local Plan Preferred Options. (Q2 2015/16) - As Q1 |
| 2) Complete the gathering of information to form the evidence on which key decisions will be taken as part of the Local Plan. | Neighbourhoods | 30-Apr-15 | Under Control | (Q1 2015/16) - Local Development Scheme agreed by Cabinet in June. Preferred Options targeted for Autumn 2016. Cabinet to consider Green Belt Review Stage 1 in September 2015 with Stage 2 to be completed by the end of the year. (Q2 2015/16) - Green Belt Review Stage 1 considered by Cabinet in September 2015. Consultants have been engaged to undertake Stage II which is targeted to be completed by the end of the year. |
| 3) Agree on objectively assessed Housing and Employment Need for the Local Plan Period. | Neighbourhoods | 30-Apr-15 | Under Control | (Q1 2015/16) - The Strategic Housing Market Area Assessment is due to be considered by the Duty to Co-operate Board on the 22 September 2015. A series of workshops are planned before the Council seeks to formally submit the Objectively Assessed Housing and Employment Need conclusions, into the Local Plan Evidence Base, at its Cabinet Meeting in October 2015. (Q2 2015/16) - The Cabinet has accepted the Strategic Housing Market Area Assessment into the evidence base for the Local Plan. This study identified an Objectively Assessed Housing Need of 11,300 for the plan period. Work is ongoing with partner authorities, under the duty to co-operate, to work towards the housing target. A series of Member Workshops are being held in the Autumn on various policy considerations. |

Cabinet Key Objectives – Key Action Plan 2015/16 Q2

Appendix 1

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| <p>4) Agree a Draft Local Plan and undertake the appropriate sustainability appraisal.</p> | <p>Neighbourhoods</p> | <p>30-Jun-15</p> |  | <p>Under Control</p> | <p>(Q1 2015/16) - The sustainability appraisal work has commenced and due to completion in the early Autumn. Cabinet has agreed to the initial CIL Assessment. (Q2 2015/16)- Sustainability appraisal work has now been completed. Work on CIL is ongoing.</p> |
| <p>4) (a) Undertake Phase 1 of a comprehensive Green Belt Review</p> | <p>Neighbourhoods</p> | <p>31-Jul-15</p> |  | <p>Achieved</p> | <p>New action from Q2: (Q2 2015/16) - Phase 1 of the Green Belt Review was reported to the Cabinet in September 2015. Consultation commissioned for Phase II to be completed in January 2016.</p> |
| <p>5) Undertake the Preferred Options Consultations.</p> | <p>Neighbourhoods</p> | <p>30-Sep-15</p> |  | <p>Under Control</p> | <p>(Q1 2015/16) - Preferred Options Consultation was according to the current LDS programmed to take place in July to September 2016. Extended consultation on the 1st Phase of the Green Belt Review is likely delay this phase of the Local Plan. Preferred Options Consultation now likely to start 10 weeks of consultation in early September 2016. (Q2 2015/16) - As per Q1.</p> |
| <p>6) Submit the Final Local Plan to the Planning Inspectorate for Examination.</p> | <p>Neighbourhoods</p> | <p>30-Nov-15</p> |  | <p>Under Control</p> | <p>(Q1 2015/16) - Final Plan to be submitted to Planning Inspectorate in October 2017 with a potential Examination in Public in early 2018, dependent on Planning Inspector availability, with adoption in September 2018 if found sound. (Q2 2015/16) - As per Q1.</p> |

ii) (b) Sustainable economic development

| Action | Lead Directorates | Target Date | Status | Progress |
|--|-------------------|-------------|-----------------|---|
| 1) Consider the practicalities of revising procurement arrangements to encourage/require contractors to employ local residents for Council contracts. | Resources | 31-Dec-15 | On Target | (Q1 2015/16) - An updated Procurement Strategy was approved by the Finance Cabinet on 19 March 2015. Revisions to procurement arrangements will be considered when implementing the strategy. (Q2 2015/16) - A working party is undertaking a significant updating of Contract Standing Orders. Currently the requirements relating to local businesses are contained in CSO 1. |
| 2) Incorporate the findings of the Economic Development Study into the Local Plan Evidence base with a view to determining future Employment Need. | Neighbourhoods | 30-Apr-15 | Under Control | (Q1 2015/16) - The future employment needs of the District have been assessed as part of the work undertaken to develop the Strategic Housing Market Area Assessment which also addresses employment. Due to be considered by Cabinet in October 2015. (Q2 2015/16) - Cabinet adopted the employment needs of the District as part of the SHMAA report considered in October 2015. |
| 3) After consultation on Preferred Options to allocate Employment land within the Council's Local Plan. | Neighbourhoods | 30-Nov-15 | Under Control | (Q1 2015/16) - Employment policies and site allocations will be made after consideration as part of the Preferred Options exercise. Scheduled for Autumn 2016. Council to consider Publication Plan in March 2017. (Q2 2015/16) - As per Q1. |
| 4) Develop and implement a new Economic Development Plan for the District, building on the work that has been undertaken with regard to individual Town Centres. | Neighbourhoods | 31-May-15 | Behind Schedule | (Q1 2015/16) - Work is ongoing with respect to the development of the Economic Development Plan. A key decision which will be central to the plan, is the employment requirements identified through the SHMA. The Plan is now anticipated in December 2015. (Q2 2015/16) - The employment needs have now been identified, with the Economic Development Plan now anticipated in January 2016. |

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| <p>5) Continue to support the work of Local Business Partnerships to support the local economy and generate additional local employment opportunities.</p> | <p>Neighbourhoods</p> | <p>(not specified)</p> | | <p>On Target</p> | <p>(Q1 2015/16) - Work is ongoing to support Local Business Partnerships through attendance at Town Centre Partnerships, the publication of Business Briefings and organisation of networking events. The work in relation to Superfast Broadband will be of significant benefit to businesses in rural areas.</p> <p>(Q2 2015/16) - The Rural Challenge Broadband Scheme has been awarded to Gigaclear whose roll out is due to commence at the beginning of November 2015. This will provide a significant improvement to broadband speed for rural businesses as well as residents.</p> |
| <p>5) (a) To be proactively involved in the delivery of the Essex Superfast Broadband Project</p> | <p>Neighbourhoods</p> | <p>31-Mar-16</p> | | <p>On Target</p> | <p>New action from Q2: (Q2 2015/16) - Essex Rural Broadband Project is rolling out in November 2015.</p> |
| <p>6 Continue with the Council's apprenticeship scheme for the district's young people, providing sustainable employment opportunities.</p> | <p>Resources</p> | <p>30-Sep-15</p> | | <p>Achieved</p> | <p>(Q1 2015/16) - A new cohort will be recruited during 2015. The council is in discussion with partners to see if it is possible to expand the apprenticeship scheme.</p> <p>(Q2 2015/16) - A new cohort has now been recruited, with two of the posts being part funded from the Community Fund established by our partnered housing associations.</p> |

ii) (c) Leisure and Cultural Strategy

| Action | Lead Directorates | Target Date | Status | Progress |
|--|-------------------------------|-------------|-----------|--|
| 1) Complete the extension and major refurbishment of the Epping Forest District Museum, Waltham Abbey and open to the public. | Communities | 31-Dec-15 | On Target | <p>(Q1 2015/16)- Good progress continues to be made, with an estimated completion date for works in October 2015, to be followed by the 3/4 month fit-out period prior to opening in Jan/Feb 2016</p> <p>(Q2 2015/16) - Good progress continues to be made and officers continue to be impressed with the contractor and architects, as well as the quality of the works. However, due to delays with the installation of the new lift and other unforeseen complications, the contract completion date is now 23.12.15. The Public Opening is now planned for March 2016. Most of the associated costs of the delay can be covered by the contract contingencies, but the associated increase in fees is likely to result in a small overspend on the final out-turn.</p> |
| 2) Work in partnership with Waltham Abbey Town Council to investigate the feasibility of developing a new leisure/community hub at Hillhouse, Waltham Abbey. | Communities Neighbourhoods | 31-Mar-16 | On Target | <p>(Q1 2015/16) - Initial discussions continue to be held at officer level between EFDC, WATC, Essex CC and NHS England on potential community/leisure development opportunities for the locality around Hillhouse. Initial costings have been produced by Essex CC's consultants (funded by Essex CC) to inform the discussions. The intention is to come forward with a report to Cabinet in the Autumn proposing, and seeking funding for, the joint appointment of consultants to formulate a Masterplan, on which local residents can be consulted, prior to consideration/adoption by the Cabinet.</p> <p>(Q2 2015/16) - Good progress continues to be made by EFDC, Essex CC and NHS England on the initial plans for the provision of a proposed leisure/community hub for the area. Essex CC has agreed to fund the appointment of Masterplanning Consultants to formulate a Draft Masterplan for the area on what could be provided, on which a public consultation exercise would be undertaken. Fee submissions from suitably-experienced consultants are currently awaited. A report will be brought forward to Cabinet on the proposals in due course,</p> |

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| | | | | prior to the proposed Public Consultation Exercise. |
| 3) Appoint external specialist support to the competitive dialogue process for the new Leisure Management Contract, to ensure that the Council achieves best consideration. | Neighbourhoods | 30-Apr-15 | Achieved | <p>(Q1 2015/16) - RTP Consultants appointed. Officer Working Groups and Portfolio Holder Advisory Group established. Work is advanced on Initial Business Case to be considered by Portfolio Holder Advisory Group in September and Cabinet in October. The report to Cabinet will be recommending the Contract Strategy to include Contract length, packaging and options for refurbishment and/or new build.</p> <p>(Q2 2015/16) - The Cabinet formally accepted the Business Case and Procurement Strategy for the new Leisure Management Contract at their October meeting. The OJEU advert is due to be placed in the last week of October. VEAT notice has been issued clarifying the intention to extend the current contract by up to 1 year. Contract Documents being prepared to include the Descriptive Document and Draft Contract for bidders' interested in responding to the pre-qualification questionnaire and engaging with the competitive dialogue process.</p> |
| 3) (a) Business case for procurement and contract packaging options for the new leisure Management Contract | Neighbourhoods | 30-Sep-15 | Achieved | <p>New action from Q2:</p> <p>(Q2 2015/16) - Business Case and Procurement Strategy agreed by Cabinet on the 8 October 2015.</p> |
| 4) In accordance with the recommendations of the Leisure and Culture Strategy, jointly pursue the provision of a new Secondary School on the Ongar Campus site | Neighbourhoods | 31-May-15 | Under Control | <p>(Q1 2015/16) - Since formal adoption by Full Council in December 2014, work is ongoing to deliver the key objectives of the Strategy through the Leisure Management Procurement process and Neighbourhood and Communities Business Plans.</p> <p>(Q2 2015/16) - The new Ongar Academy successfully opened for the first intake of pupils in September. Currently operating out of temporary accommodation leased to the Academy at the rear of the Leisure Centre. Pre-application discussions have commenced on the new permanent school.</p> |

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| <p>5) As part of the competitive dialogue procurement process for the new Leisure Management Contract, take forward the provision of a replacement swimming pool in Waltham Abbey.</p> | <p>Neighbourhoods</p> | <p>31- Mar-16</p> | <p style="background-color: orange;"></p> | <p>Under Control</p> | <p>(Q1 2015/16) - As per ii) (c) 2). (Q2 2015/16) - Principle of re-provision on the Hillhouse site endorsed by Members as part of the agreement of the Leisure Management Business Case and Procurement Strategy.</p> |
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iii) (a) Customer Contact

| Action | Lead Directorates | Target Date | | Status | Progress |
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| <p>1) Increase the opening hours of the Council Office at the Limes Centre, Chigwell, to improve access for local residents to a range of Council services.</p> | <p>Communities</p> | <p>30-Jun-15</p> | <p style="background-color: red;"></p> | <p>Behind Schedule</p> | <p>(Q1 2015/16) - Cabinet has approved the appointment of an additional part-time member of staff, funded by the HRA for an initial 2-year pilot period - and recruitment is underway. Once appointed, the opening hours of the Council Office at the Limes Centre will be increased into weekday afternoons. (Q2 2015/16) - There was a very poor response to the recruitment exercise for the additional part-time member of staff (mainly, it is thought, due to the temporary nature of the post during the Pilot period), resulting in the Housing Service being unable to make an appointment. In the meantime, discussions continue on the best way of increasing the range of Council and non-Council services that can be provided from the Council Office.</p> |
| <p>2) Introduce web-based and smartphone applications to enable Council tenants to report repairs on-line.</p> | <p>Communities</p> | <p>31-May-15</p> | <p style="background-color: orange;"></p> | <p>Under Control</p> | <p>(Q1 2015/16) - A new smartphone App has been produced and is now available for Council tenants to use to easily report repairs, using a "diagnostic tool" - as part of the Communities Directorate's approach to encourage channel shift. This was also identified and agreed as one of the "Key Deliverables" for the Repairs Management Contract with Mears. Work is also progressing on the development of a similar web-based facility for tenants to report repairs as well. (Q2 2015/16) - As Q1.</p> |

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| <p>3) Establish a multi-disciplinary officer group to undertake a review and report on proposals for improving customer contact with the Council.</p> | <p>Management Board</p> | <p>31-Mar-16</p> | <p>On Target</p> | <p>(Q1 2015/16) - The scope of the project has been agreed by Management Board and the multi-disciplinary officer group will hold its initial meeting in September.</p> <p>(Q2 2015/16) - The review is progressing and updates have been provided to Management Board and to Joint Cabinet / Management Board. The Leadership Team has been consulted and an update provided to employees at an All Staff Briefing.</p> |
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iii) (b) Modern Technology to enhance the Customer Contact

| Action | Lead Directorates | Target Date | Status | Progress |
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| <p>1) Introduce more flexible methods for customers to pay for Council services.</p> | <p>Resources</p> | <p>31-Dec-15</p> | <p>On Target</p> | <p>(Q1 2015/16) - This work is ongoing and the most recent example is the support given to the Neighbourhoods Directorate to facilitate the payment of parking charges by debit and credit cards.</p> <p>(Q2 2015/16) - The work in this area continues and will be combined with the work streams on customer contact and transformation.</p> |
| <p>2) Introduce an on-line facility for customers to easily view and research objects held by the Epping Forest District Museum.</p> | <p>Communities</p> | <p>31-Mar-16</p> | <p>On Target</p> | <p>(Q1 2015/16) - Work is progressing well.</p> <p>(Q2 2015/16) - The focus of the Museum Heritage and Culture Team is on fitting-out and preparing the Epping Forest Museum for public opening in March 2016. However, in the background, work continues to progress on the plans to introduce an on-line facility.</p> |
| <p>3) Scan old Development Control & Building Control files and microfiche and increase the number of planning records available on the Council's</p> | <p>Governance</p> | <p>31-Jul-16</p> | <p>On Target</p> | <p>(Q1 2015/16) - Microfiche scanning project using supervised apprentice staff is well underway. Historic planning application information continues to be scanned so that more information is available to the public and businesses on the Website. Selected</p> |

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| website. | | | | <p>Building Control documents are being scanned to enable remote working. In both cases, quality checking is taking place before secure destruction of hard documents.</p> <p>(Q2 2015/16) - Scanning is continuing and checks are being made to ensure quality is maintained. However this is a considerable task and is essential to support flexible working.</p> |
| 4) Investigate and, if possible, implement the returns of Local Land Charges Searches by email. | Governance | 30-Apr-16 | Under Control | <p>(Q1 2015/16) - Electronic solutions to viewing LLC Register on public access computers, emailing searches to solicitors and receiving email searches with card payments are largely dependent on ICT input – although this is ongoing and LLC are liaising with ICT, this is progressing slowly and proving difficult to solve.</p> <p>(Q2 2015/16) - Discussion with the respective Portfolio Holders has taken place with a view to resolving this outstanding issue.</p> |
| 5) Update the Contracts Register so that the contract documentation can be accessed and viewed by using an icon on the register. This will apply to new contracts at first. | Governance | 30-Apr-16 | On Target | <p>(Q1 2015/16) - Funding of £40,000 has been secured to progress electronic records within Legal Services. Liaising with ICT, Information@Work Aspect has been identified as a possible solution for electronic records management – a scanning machine has been obtained and dedicated staff employed from 10 August 2015 to start scanning Legal Records beginning with the Contracts Register.</p> <p>(Q2 2015/16) - The dedicated staff resource has started this process and considerable progress has been made.</p> |
| 6) Identify, during audits, any manual documentation or process that can be improved by conversion to electronic form. | Governance | 31-Mar-16 | On Target | <p>(Q1 2015/16) - Internal Audit continue to identify efficiencies during their audit work. Recently Internal Audit has been working with IT on a new gifts and hospitality form, and looking at the sickness absence form as part of the Personal Data Working Group.</p> <p>(Q2 2015/16) - Amendments have been made to electronic documentation relating to sickness absence and the Monthly Certificate of Service. The Personal Data Working Group continues to</p> |

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| | | | | explore EFDC wide resolutions using electronic processes. |
| 7) Continue the implementation of the Council's ICT Strategy, with the completion of key projects | Resources | 31-Mar-16 | On Target | (Q1 2015/16) - The implementation of the ICT Strategy is continuing. Many different options have been evaluated for mobile working and solutions are in place in several areas of the Council. (Q2 2015/16) - Work continues on the various projects within the overall strategy. An update report and request for capital funding in 2016/17 has been drafted for Cabinet in October. |
| 8) Complete a review of accommodation and make recommendations on utilisation of space and flexible methods of working. | Management Board | 30-Sep-15 | Under Control | (Q1 2015/16) - Visit to Leadership Team by Colchester's Director of Operations to explain how flexible working has progressed there. Subsequent workshop with leadership team to identify how each directorate at Epping might approach this. Job description for Head of Transformation role drafted and recruitment process started. Q2 (2015/16) – Head of Transformation recruited. David Bailey will join the Council in November. Customer contact project has commenced to review contact centres and recommend the best methods of engaging / transacting with our customers. |

iii) (c) Understanding the ageing population

| Action | Lead Directorate | Target Date | Status | Progress |
|--|------------------|-------------|-----------|---|
| 1) Undertake a study to identify and better understand the demographics of an ageing population in the District and the effects on the Council and local residents | Communities | 31-Mar-16 | On Target | (Q1 2015/16) - The final scope of the study, which will be led by the Asst. Director (Community Services and Safety) has almost been finalised. A multi-directorate officer project team has been formed to oversee and progress the project, which has already met a few times. The Council's National Graduate Trainee will be seconded to work on the project, under the supervision of the Lead AD, for 6 months from September 2015. |

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| | | | | (Q2 2015/16) - The Council's National Graduate Trainee has just been seconded to the Communities Directorate (from October 2015), under the supervision of the Asst. Director (Community Services and Safety) and is undertaking preparatory work and interviews for the project. |
| 2) Review the provision and delivery of community and cultural services to older people | Communities | 31-Oct-16 | On Target | (Q1 2015/16) - This is being reviewed as part of the wider Ageing Population Project, with the current provision and delivery under initial review. (Q2 2015/16) - As Q1. |
| 3) Undertake a review of the Council's sheltered and designated accommodation for older people | Communities | 31-Mar-16 | On Target | (Q1 2015/16) - Two separate work-streams have been identified and established, each being managed through officer project teams. Work-stream 1 is considering the streamlining and modernisation of the Scheme Management Service and is being led by the Asst. Director (Housing Operations) - with a view to an outcome report being considered in detail by the Housing Select Committee in November 2015, with resultant recommendations being made to Cabinet. Work-stream 2 is considering the longer-term rationalisation and improvement of existing sheltered/grouped housing scheme sites and is being led by the Director of Communities - with a view to a proposed strategy being produced and presented to the Housing Select Committee in 2016 for initial consideration. (Q2 2015/16) - WORK-STREAM 1 - In view of the lack of demand from older people, and the continuing high need/demand for general needs accommodation, it is planned to report to the Housing Portfolio Holder in October 2015 on a proposal to "de-designate" all remaining flats on housing estates that are currently designated for occupation by older people and for future vacancies in such properties to be let to general needs housing applicants. The wider options and proposals for streamlining and modernisation the Scheme Management Service is taking longer to plan. It is currently planned to report to a meeting of the Housing Select Committee on the issues, options and plans in the early part of 2016. WORKSTREAM 2 - The Officer Project Team |

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| | | | | <p>has met on a number of occasions. A formal assessment of demand/"lettability" of each sheltered housing scheme, based on data and experience, is currently being undertaken. The need for options appraisals for each sheltered housing scheme has been identified, with a number of factors also identified to be taken into account when considering the future of each of each site. The current thinking of the Project Team is to develop a strategy with two key phases: Phase 1 – comprising detailed consideration for the potential redevelopment of identified sites (likely to be 2 or 3 sites); Phase 2 – Keeping under periodic review the lettability and demand for other identified schemes, compared to the demand for general needs housing in those areas. The Project Team is also formulating an "EFDC Sheltered Housing Accommodation Standard" for all the sheltered housing schemes that would be retained under the eventual strategy.</p> |
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