



Business Support

Team Plan 2015/16

Team Manager: **Joanne Lewis**
Service Plan: Housing and Building Services/ Visible Services
Date signed off: 31/07/2015
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Team Overview – Business Support

The Business Support team undertakes a number of key roles for the Council. The team provides support across the Directorate of Visible Services and Housing. The team is split into two areas; Administration / Development.

Administration:

Responsible for three key reception areas located at the Alps Main Reception / Fleet Management Reception and Court Road.

Development:

Responsible for initiating, planning, implementing, monitoring, controlling, reporting of various projects across the directorate and corporately. Also, communicating with internal and external customers and coordinating of Performance Information and Cabinet / Scrutiny Reports.

The Team's broad functions are:

- **List the key functions of the team.**
 - **The Alps (Reception)**
 - Providing products to internal and external customer ie waste recycling equipment)
 - Checking and verifying customer's documentation for slipway permits.
 - Processing of internal and external mail.
 - Processing and issuing of all commercial waste contracts to Vale of Glamorgan Companies.
 - Registration of Pool Car Documentation – Checking verifying documentation of Grey Fleet ie correct business insurance.
 - Processing of Waste Management data.
 - General day to day administration ie minute taking for departments across the directorate.
 - Raising Service Requests.
 - Typing of documentation.
 - **Fleet Management Reception:**
 - Providing customer services,
 - Booking MOT,
 - Processing orders for parts for vehicles,
 - Raising jobs for the workshop,
 - Processing invoices,
 - Hiring of vehicles, data entry of fitters hours,
 - Processing TAX and Servicing on vehicles,
 - Checking drivers hours,
 - Assisting with Services Scheduling of fleet.
 - Liaising with various departments' across the Council.
 - Coordination of all Driving Licences.
 - **Court Road Depot (Reception)**

- Providing customer Services
- Processing of HAVs and Health and Safety Documentation
- Processing Invoices
- Taking Minutes
- Processing Documentation of sites
- Processing Allotment Documentation
- Taking Bookings
- General Administration Duties.

- **Development:**
 - Responsible for the initiation and management of projects ie Vehicle Telemetry / Face and Figure Recognition.
 - Facilitation and delivery of training
 - Administration of the Trackyou vehicle management system
 - Project management of project streams associated with Transport savings
 - Monitoring – providing facilities to aid departments with reporting of vehicle management
 - Coordination of communication and publicity.
 - Integrity checks of systems and processes
 - Reporting of various projects across the directorate and corporately.
 - Also, communicating with internal and external customers
 - Analysing of data and checking the systems.
 - Coordination of Performance Information
 - Coordinating and consultation of Cabinet / Scrutiny Reports.

Our Contribution to Service Plan priorities 2014/15

Our contribution to the Service Plan priorities last year:

- Undertaken project management and coordination of project streams contributing to the transports savings plan.
- Delivered project support to the Big Fill initiative. The scheme was recognised as one of good practice by the Welsh Local Government Association. Visible services spent an additional £300k annually repairing some 4,500 potholes as part of the 'Big fill' initiative visiting all 23 wards and encouraging residents to get involved reporting potholes which we then repair.
- Implemented a biometric clocking in system across the Alps Depot and Court Road sites.
- Delivered and facilitated training to aid implementation of system and processes.
- Assisted with tenant engagement projects. Housing and Building Services held two successful engagement events, one that focused on identifying environmental improvements and the other that looked at tenant engagement mechanisms.
- Improved the profile of the Directorate and Authority by organising publicity of achievements.
- Assisted building Cleaning and security with the logistical support for election services.
- Undertaken and analysed consultation as required.
- Organised the Windows 7 migration for the directorate to ensure the security of our ICT systems
- Data cleansing of all allotment data.
- Competencies of the Garage Administration.
- Implementation of the Pool Car scheme corporate initiative.
- Commercial Contracts produced.
- Coordination of all Driving Licences all in relation to Grey Fleet.

Our Team Plan 2015/16

Service Outcome 1:		Our customers have access to sustainable waste and recycling services.						
Objective 1:		To reduce municipal waste by increasing re-use, recycling, regulation and enforcement						
Ref.	During 2015-16 we plan to:	Success Criteria/ Outcomes we'll achieve from this action are:	High, Medium or Low priority	Officer responsible for achieving this action	Start date	Finish date	How will the work be resourced?	Progress
(VS/A059)	To support the restructure of refuse collection and recycling rounds using the available electronic data.	Service cost savings realised and reductions in the numbers of vehicles used for collections.	High	Mark Minchinton	April 2015	October, 2015	This work will be resourced from current budgets.	Systems have been installed, reports are being run and monitoring in place. Information being analysed. Support being provided in relation to reporting information. Routes are being monitored. (Via data being provided). Look at the promotion of the of the service.

(VS/A087) (CP/E1)	To support the increase recycling participation and recycling performance in low performing areas via a range of recycling initiatives.	Improved performance for either participation or recycling measured within the areas concerned.	Medium	Mark Minchinton / Elese Hopkins	April 2015	March 2016	This work will be resourced from current budgets.	Administration - Making sure that data is collated and information is up to date. Development - Communication with customers and web information needs to be current and ensure that first contact resolution is maintained.
(VS/A066a)	Data being collated and updated on bulky items this will assist with avoiding going back to properties after the regular collection arrangements.	Vehicles and staff savings resulting from the removal of this service in future.	High	Elese Hopkins	April 2015	December 2015	This work will be resourced from current budgets.	Making sure that data is current in order that customers and be notified at first point of contact. Systems must be updated in a timely manner.
	Support all planned revenue savings for the 2015 / 2016 period.	Service operates within the available budget and savings implemented with the minimum impact to citizens.	High	Joanne Lewis	April 2015	March 2016	Currently undertaking a Restructure in order to meet future service needs and	Implementing and supporting projects in order that departmental can make

							efficiencies.	revenue savings. Vehicle Telemetry System / Timeware / Tranman / Processing of data in order that application for payment and be processed in an efficient and timely manner. Implementation of the corporate pool car scheme. Also procurement in relation system options. Implement TS01, TS02, TS03, TS04, TS05 – Transportation Savings Project.
	Introduce payment methods and appropriate audit arrangements for restricted kitchen waste bag deliveries for food waste disposal.	Limited numbers of bags supplied to domestic customers with efficient arrangements in place for the delivery of the free quota of bags with also	High	Else Hopkins	April 2015	October, 2015	This work will be resourced from current budgets.	Making sure that financial regulations are followed and monitoring processes are implemented. Accurate

		suitable arrangements in place to enable additional bags to be purchased.						records to be kept.
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Service Outcome 2:		The Vale is a clean, safe, well maintained and sustainable place to live or visit.						
Objective 2:		The improve our highways and infrastructure and manage the effects of climate change on the built and natural environment.						
Ref.	During 2015-16 we plan to:	Success Criteria/ Outcomes we'll achieve from this action are:	High, Medium or Low priority	Officer responsible for achieving this action	Start date	Finish date	How will the work be resourced?	Progress
(VS/A090) (CP/E3)	To support and implement the increase of mobile technology. i.e. Trackyou / Tranman / Timeware.	Increased use of technology to track vehicle usage – Route optimisation. Vehicle efficiency should be increased.	High	Mark Minchinton	April 2014	March 2016.	This work will be resourced from current budgets	To liaise with relevant area and Members in relation to reporting and monitoring of data. Streamlining information in order that efficiencies can be identified.
(VS/A091) (CP/E6)	To provide support on the introduction of the new strategies and new project implementation across the Directorate.	New arrangements for street lighting energy reduction introduced with the necessary savings realised for the change.	High	Joanne Lewis	April 2015	March 2015	This work will be resourced from current budgets.	To liaise with relevant areas and Members in relation to the consultation and communication for the project. Making sure that information is relevant and up to date. Visible Services and Housing. le: Housing Events / Highway

								Projects.
(VS/A100) (CP/E6)	Support in the implementation of the Big Fill Schemes Across the Vale 2015 / 2016.	All wards visited and highway repair work undertaken with the input of residents. Improved customer satisfaction in the area.	Medium	Bron Blake Smith	April 2015	March 2016	This work will be resourced from current budgets.	Consultation and communication undertaken with customer satisfaction surveys carried and reported.

Service Outcome 2:		The Vale is a clean, safe, well maintained and sustainable place to live or visit.						
Objective 3:		To provide opportunities for outdoor play, recreation and educating by creating and maintaining public green spaces.						
Ref.	During 2015-16 we plan to:	Success Criteria/ Outcomes we'll achieve from this action are:	High, Medium or Low priority	Officer responsible for achieving this action	Start date	Finish date	How will the work be resourced?	Progress
(VS/A095) (CP/E12)	Support the Vale of Glamorgan Allotment Strategy 2014 / 2017. Include online payments.	Allotment Strategy agreed with Cabinet.	Medium	Else Hopkins	April 2015	March 2016	This work will be resourced from current budgets.	Data clean the data base including pension discounts. Liaising with C1V / Finance / BPR and Communication. Provide communication and consultation support during the process.
	Coordinate and monitor KPI for internal and external benchmarking.	Improved performance for either participation or measured within the areas concerned.	High	Joanne Lewis	April 2015	March 2016	This work will be resourced from current budgets.	Communication with relevant officers on a regular basis and management meetings. Information being reported and monitored. Next to carry out further

								works in relation to Housemark.
	Coordinate Complaints for the Directorate of Visible Services and Housing.	Improve and monitor performance of services across the Directorate.	High	Joanne Lewis	April 2015	March 2016	This work will be resourced from current budgets	Information needs to be relevant and current. Corporate systems need to be looked at for reporting purposes. Can not identify clearly the service issues.
	Coordinate and implement an accurate recording of training information for the Directorate of Visible Services and Housing.	To remove Health and Safety and competency risks. Monitor staff training requirements.	High	Bethan Thomas	April 2015	March 2016	This work will be resourced from current budgets	New training spreadsheet set up. Managers have provided information with regards to PDRS and TDRS. Training requirements have been scheduled and highlighted to be scheduled. This has been carried out for Housing and Building. Need to Roll out to Visible Services.
	Support Event planning for the Directorate of Visible Services and	Added value service for Council stakeholders.	High	Joanne Lewis	April 2015	March 2016	This work will be resourced from	Communication and planning support when

	Housing						current budgets	organising events. ie Halloween / Easter and Summer Event. Need to look at added value maybe reduce to two larger events throughout the year in different locations across the Vale ie Rural.
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Service Outcome 1 (Housing and Building Services):		Everyone has a home that they can afford that meets their needs.						
Objective 1:		To be an excellent landlord in terms of housing and asset management services						
Ref.	During 2015-16 we plan to:	Success Criteria/ Outcomes we'll achieve from this action are:	High, Medium or Low priority	Officer responsible for achieving this action	Start date	Finish date	How will the work be resourced?	Progress
(HS/A112) (HS/A113) (HS/A073) (HS/A074) (HS/A076) (HS/A048)	Support the implementation of the delivery of new strategies across Housing and Building. i.e. Customer Care Strategy, Tenant and Leaseholder Engagement Strategy, Lettings Strategy, Environmental and Neighbourhood Improvement Strategy, and Asset Management Strategy.	Services delivered in line with tenants needs and aspirations. Great tenant/ client satisfaction. Ability to recharge tenants that have caused damage to property. Reduction in the fear of crime. Clarity in terms of strategic direction for managing the Council's Housing Assets.	High	Joanne Lewis	April 2015	March 2016	This work will be resourced from current budgets	Provide communication and administrative support. This may include consultation with tenants.