



SERVICE PLAN 2007 – 2010

Service Area:	Information and Customer Services
Head of Service:	David Wilde
Directorate:	Corporate Services
Executive Director:	Chan Badrinath
Portfolio Lead:	CLlr Keith Rayner

Executive Director: (print name) **Signed:** **Date:**

Portfolio Lead: (print name) **Signed:** **Date:**

Table of Contents

TABLE OF CONTENTS	2
SECTION 1: SERVICE CONTEXT	3
SECTION 2: SERVICE PRIORITIES TO BE DELIVERED 2007-2010	6
SECTION 3: COMMUNITY ENGAGEMENT	14
SECTION 4 RISK ANALYSIS	16
SECTION 5 FINANCIAL PROJECTIONS	20
SECTION 6 EQUALITIES AND DIVERSITY	21
APPENDIX 1: PERFORMANCE INDICATORS	25
APPENDIX 2: PROPERTY, ACCOMMODATION AND ICT REQUIREMENTS	28
APPENDIX 3: COMMUNITY STRATEGY & LAA PRIORITIES	29

Section 1: SERVICE CONTEXT

SERVICE DESCRIPTION

The ICS services has four key functions, each with clear aims:

- The provision of high quality customer services across the Council under the Waltham Forest Direct brand, comprising the Call Centre, shops, transactional web services and office reception services.
- The provision of resilient, effective and good value ICT services across the Council estate.
- The Centre of Excellence for Programme and Project Management which aims to ensure the Council achieves maximum value from investments and service improvements by following best practice in project and programme management together with partnership working.
- E-transformation by identifying and realising opportunities for improved services and greater value for money through new technologies

NUMBERS OF STAFF

186

OVERALL AIMS/ OBJECTIVES FOR THE SERVICE FOR THE NEXT THREE YEARS

Overall aims are stated above. Our key objectives for the next three years are to;

- Drive up direct customer service provision through Waltham Forest Direct by a minimum of 5% annually, working toward an overall target of 90% (subject to further assessment).
- Continue to take forward the e-transformation agenda increasing self-service and transactionality on the web for priority services.
- Enable resilient remote access to information for staff at the best price – supporting the Council to increase take up of Alternative Ways of Working to 20% of the Council ICT user base within 18 months.

