Information and Communications

Technology Services Delivery Plan

2014 -2015

Service Purpose:
Information and Communication Technology (ICT) is vital in enabling the Councils various departments and partner organisations in delivering cost-effective services to the public. The ability of the Council to provide these services relies heavily on a stable, reliable and accessible ICT infrastructure which is flexible enough to accommodate swift changes in governance, legislation or service model change. ICT supports business change and development through the implementation of new affordable technologies delivered by astute project management and backed up with the appropriate user training. ICT manages the security and integrity of all the Councils electronic data and holds the information in compliance with regulatory standards.

Service Profile:
The service is currently lead by the Principal ICT Officer (Support & Information Security) who will be reporting to the Assistant Director (Support Services) as of the 1st December 2014. The ICT Service consists of the following teams;

ICT Service Desk
Responsible for 1st line support of applications, hardware, staff and Members across the Council escalating any calls that cannot be resolved at first point of contact through to ICT Technical Support, ICT Support, Web Team or Finance and following through to a successful conclusion. Other responsibilities include; procurement, asset management, reporting, licensing, change management and administration of ICT processes required for staff starting/leaving the authority.

ICT and Data Support
Responsible for the 1st / 2nd line support of applications, staff and Members across the Council escalating any calls that were not resolved at first point of contact by the Service Desk to either the ICT Technical Support team or the relevant 3rd party support vendor and through to a successful conclusion. Other responsibilities include application / system administration and development, project management, training and business process re-engineering.

ICT Technical Support
Responsible for 2nd / 3rd line support of all hardware, applications, staff, and Members reported to them via the ICT Service Desk or Support Officers, escalating any calls as necessary to the relevant 3rd party support vendor and through to a successful conclusion.
Other responsibilities include; infrastructure management, information security, network security, remote access, capacity planning and availability, data backup and restoration and business continuity.

Geographic Information Systems (GIS)
Responsible for the accuracy and completeness of the Local Land and Property Gazetteer (LLPG) feeding into the National Land and Property Gazetteer and liaising with Ordnance

Survey . Responsible for the availability and maintenance of the Councils spatial information held electronically across the Councils systems.
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Street Naming & Numbering (STNN)
Responsible for the administration of the street naming and numbering process to ensure that all properties in the district are officially addressed. Ensuring the legal framework for the operation of the Street Naming and Numbering service is adhered to and that proper protocols for determining official street names and numbers are in place. Other responsibilities include; liaising with Councillors (Parish/Town/City/Ward/County), Emergency Services, Royal Mail, property developers and general public, invoicing, budget management, procurement and policy review.

Service Resources:
Staffing Resources allocated to the ICT Service are as follows:

1 x Principal ICT Officer (Support & Information Security)
1 x ICT Support Officer (Service Desk) (p/t)
1 x ICT Service Desk / Administrative Officer
1 x ICT and Data Support Officer (GIS & STNN)
1 x ICT and Data Support Officer (p/t)
1 x ICT and Data Support Officer
2 x ICT Technical Support Officer
1 x ICT Technical Support Officer (p/t)

The Council has also appointed a service champion (Councillor David Ambrose-Smith) to champion the effective and efficient use of ICT and act as critical friend to the Service.

The ICT Service running costs for 2013/14 amounted to £720,741 which covers staff salaries, various hardware and software maintenance contracts, hardware refresh, software licensing, street name plates <repair / replace> and income from new developments requiring new signage and numbering schemes.

Forward Planning for Councillors

Proposed date of decision	Item/Event/ Project Stage	Service Area	Member Champion	Committee
Mar 2015	Review Members ICT requirements and support	ICT	David Ambrose-Smith	Regulatory and Support Services Committee
Jan 2015	ECDC to provide GIS services for Kings Lynn and West Norfolk Borough Council	ICT / GIS	David Ambrose-Smith	Regulatory and Support Services Committee

Strategy Map

Manage the integrity and security of the Councils data and ICT systems

Deliver an efficient and effective service to Members, staff and partner organisations.

Provide a responsive, value for money Street Naming & Numbering Service.

Create service improvements through the use of GIS and LLPG .

Can do approach and open for business

Maintain or reduce the overall cost of the ICT Service.

Deliver sustainable ICT and where possible reduce the environmental cost of ICT.

Provide technically skilled, motivated and engaged staff to deliver successful ICT projects

Measuring Performance

Service Desk Performance Measures	Target	Actual
% of calls closed within agreed SLA through the ICT Service Desk	90%	94%

Delivery of ICT Projects	Target	Actual
% of ICT priority projects identified and successfully delivered	100%	25%

Security Performance Measures	Target	Actual
Annual PSN Compliance Certification	31/12/2014	On target
Annual ICT Security Health Check Audit (critical action points)	< 3	Report due end of November
Present annual information security awareness brief to staff	28/11/2014	On Target

Network and Application Performance Measures	Target	Actual
Monthly Network Availability (CPSN)	99%	99.8%
Monthly Network Bandwidth Utilisation (average)	<70%	18%
Monthly Overall Application availability	98%	98.5%

Improve and Maintain the quality of the Councils address data within GIS and Local Land and Property Gazetteer (LLPG)	Target	Actual
Achieve National Standard (NS) Overall for LLPG <NS / Bronze / Silver / Gold>	Achieve National Standard	Silver

ICT Environmental Performance Measures	Target	Actual
Increase the % of Servers which are virtualised	80%	75%
Investigate the validity of consolidating the Councils two server rooms into one	22/01/15	On target

Staff Performance Measure	Target	Actual
% appraisals completed on time	100%	100%
% of staff training identified and courses attended / completed	100%	0%
Service awareness briefings for Service Champion	100%	100%

ICT Expenditure	Target	Actual
% of invoices settled on time	95%	98%
Review ICT contracts which are due for renewal with a view to reducing or	Maintain	Maintain

maintaining the total cost of ownership		

Street Naming and Numbering Income	Target	Actual
Achieve minimum of £8,000 income from Street Naming and Numbering Charges	£8,000	£1851.00

Street Naming and Numbering Performance Measures	Target	Actual
All street numbering schemes will be delivered within 10 working days of receipt of payment	90%	100%
Adopt new street names within 1 month of receipt of payment	90%	100%
Replacement street name plates to be erected within 4 weeks of notification	90%	100%

Delivering the Service

Name	Monitor % of calls closed within agreed SLA through the ICT Service Desk
Owner	Principal ICT Officer
Co-Owner	ICT Support Officer (Service Desk)
Purpose	Ensure that the ICT support calls coming to the service desk are being handled efficiently and effectively
Links	<link to intranet here> currently not live
Formula	Review monthly Service Desk reports to monitor agreed targets are being met
Source of Data	ICT Service Desk
Frequency	Monthly
Target	90%
Rewards/Penalties	Proactive response to address any decline in service delivery and the ability to pinpoint where any slippage may be occurring
Who measures?	ICT Support Officer (Service Desk)
Who acts on the data?	All Staff
What will be done	1. Monthly reports created 2. Reports reviewed and discussed at team briefs 3. Any issues arising from briefs addressed accordingly 4. Reports circulated as necessary
Feedback	Publish reports on intranet and make Assistant Director (Support Services) and Service Champion aware.
Notes	

Name	**Deliver ICT Projects on time and to the customers agreed specification**
Owner	Principal ICT Officer
Co-Owner	Lead Project Officer
Purpose	Ensure ICT Projects are successfully delivered on time
Links	ICT Project Spreadsheet / Project Plan
Formula	Ensure that all projects are run inline with the Councils Project Toolkit
Source of Data	Project Plan, ICT Project Spreadsheet / Gantt Chart
Frequency	Weekly / Monthly depending on complexity of project
Target	100%
Rewards/Penalties	Services improved by effective use of ICT resources delivered through successful project management
Who measures?	Principal ICT Officer
Who acts on the data?	Lead Project Officer/s
What will be done	1. Regular meetings with lead project officer and key project stakeholders 2. Review progress and escalate any issues to keep the project on track. 3. Update ICT Project spreadsheet to reflect any delays and anticipate any knock on effects 4. Hold post project briefs for lessons learnt
Feedback	Notify the Service Champion; Assistant Director (Support Services) and key project stakeholders of the current progress of ICT lead projects.
Notes	

Name	**Submit annual PSN Code of Compliance Template to PSNA so that the Council can continue to operate as a PSN Customer**
Owner	Principal ICT Officer
Co-Owner	Section 151 Officer / Senior Information Risk Officer (SIRO)
Purpose	Maintain information assurance standards across the Council
Links	PSN CoCo Template
Formula	Complete latest version of PSN Code Template and submit to PSNA for review
Source of Data	PSN Code Template
Frequency	Annual
Target	100% compliance
Rewards/Penalties	If found not to be compliant with the PSN CoCo then PSNA can withdraw access to the PSN which would seriously impact the Councils ability to deliver confidential services such as Revs and Bens (ARP), IER, TUO and access to secure email.
Who measures?	Principal ICT Officer; Section 151 / SIRO
Who acts on the data?	Principal ICT Officer
What will be done	1. PSN Code Template reviewed for any major changes 2. Outstanding actions from 2013/14 CoCo submission reviewed and updated accordingly 3. 2014/15 PSN CoCo submission completed and sent to Section 151 Officer for approval 4. Once approved fully signed PSN CoCo docs sent to PSNA for assessment 5. If PSNA have any doubts about the Councils compliance they will request an action plan to be implemented immediately to address their concerns. 6. If required put immediate action plan into place to address outstanding concerns that PSNA may have 7. Agree action plan with PSNA and work towards agreed deadlines to meet compliance and attain certification.
Feedback	Notify the following of successful completion to PSN Compliance Certification; Service Champion; Assistant Director (Support Services)
Notes	

Name	**Procure the services of an accredited IT Health Check service provider and undergo internal and external testing in order to meet the security compliance stated in the PSN Code of Compliance.**
Owner	Principal ICT Officer
Co-Owner	delegated ICT Technical Support Officer
Purpose	To independently satisfy PSNA that the Council is abiding by the compliance stated in the PSN Code of Compliance Template (CoCo)
Links	Previous years ICT Security Health Check Report
Formula	Procure best value service provider from G-Cloud which meets PSNA requirements to evaluate the Councils security arrangements and procedures and provide a written report and verbal debrief.
Source of Data	Service provider will provide comprehensive report for review and inclusion with PSN CoCo submission.
Frequency	Annual
Target	Less than 3 critical issues
Rewards/Penalties	This work acts as an external audit of all systems, applications and infrastructure throughout the Council and delivers a work plan to address any critical issues found thus helping to maintain the integrity and security of the Councils electronic information.
Who measures?	Principal ICT Officer
Who acts on the data?	All staff
What will be done	1. Principal ICT Officer sources and procures services from G-Cloud to meet PSN requirements 2. Principal ICT Officer delegates the overseeing of the actual works to one of the ICT Technical Team 3. Service provider carries out work remotely and on site shadowed by ICT Technical Officer 4. Daily briefs held to discuss any critical issues found which can be rectified ASAP 5. Service provider delivers comprehensive report flagging any serious issues 6. Service provider de-briefs ICT Technical Officers on their findings and advises on any mitigating action that can be taken to rectify the issues found 7. Mitigating actions implemented as necessary and report sent of to PSNA with CoCo submission.
Feedback	Notify the following that the audit has been completed and share audit report appropriately, PSNA; Service Champion; Assistant Director (Support Services); Section 151 Officer / SIRO
Notes	

Name	Raise information security awareness throughout the Council
Owner	Principal ICT Officer
Purpose	Increase or maintain the Councils staff awareness of the importance of adhering to best practices when handling information during the course of their day to day work.
Links	ICO website, Councils Information Security Policy Manual
Formula	Provide PowerPoint presentation to all staff and Q&A session thereafter.
Source of Data	ICO website; previous presentation notes
Frequency	Annual
Target	100% attendance
Rewards/Penalties	Improved business processes and reduced likelihood of data breaches. Data breaches are extremely costly when reported to ICO – nominal fines of over £100,000 are not uncommon for even the slightest offence.
Who measures?	Principal ICT Officer
Who acts on the data?	Principal ICT Officer; All staff
What will be done	1. Principal ICT Officer reviews presentation bringing it up to date with current ICO recommendations 2. Book Council Chamber to hold presentations 3. Email staff to attend proposed dates 4. Present sessions to staff 5. Gather feedback and issues from Q&A sessions 6. Draft action plan from feedback and Q&A
Feedback	Principal ICT Officer to notify Assistant Director (Support Services) when briefings to be held and who has attended.
Notes	

Name	**Provide a robust network and application infrastructure to ensure the Council can deliver its services at all times.**
Owner	Principal ICT Officer
Purpose	Ensure the network and applications used across the Council are fit for purpose and meeting service expectations
Links	Application Manager; Operations Manager;
Formula	Create Application availability reports and System availability reports and circulate as required.
Source of Data	Service Desk; Application Manager; Operations Manager
Frequency	Monthly
Target	Availability to exceed 98.5% with a view to 0.5% increase year on year
Rewards/Penalties	Proactive management of systems across the network to mitigate any unplanned downtime
Who measures?	Principal ICT Officer
Who acts on the data?	All ICT Services staff
What will be done	1. Principal ICT Officer collates reports from Service Desk; Application Manager and Operations Manager. 2. Reports published as necessary
Feedback	Principal ICT Officer to share relevant reports with Service Lead Officers; Assistant Director (Support Services) and summary report with Service Champion
Notes	

Name	Achieve National Standard (NS) Overall for LLPG
Owner	Principal ICT Officer
Co-Owner	GIS Officer
Purpose	Ensure the Council maintains a high quality of address data within its Local Land and Property Gazetteer
Links	Authority Address Updates Improvement Schedule
Formula	Maintain an accurate and up to date LLPG
Source of Data	Street Naming and Numbering; Valuations Office Agency (VOA); Uniform
Frequency	Monthly
Target	Achieve National Standard or better month on month
Rewards/Penalties	Accurate address data assists with efficient collection of business rates and Council Tax and ensures properties are found quickly in emergency situations
Who measures?	GIS Officer
Who acts on the data?	GIS Officer and ICT Support Officers
What will be done	1. Enter latest information as it arrives into Uniform 2. Information from Uniform exported automatically every day from LLPG and uploaded to National Land and Property Gazetteer (NLPG)
Feedback	Principal ICT Officer to share monthly reports with Assistant Director (Support) and Service Champion
Notes	

Name	**Reduce the cost of operating physical servers by virtualising servers where possible.**
Owner	Principal ICT Officer
Purpose	Reduce the energy consumption required to power physical servers by migrating physical servers where possible into a virtual environment
Links	ICT Inventory Spreadsheet
Formula	When required consider virtualisation as the only means of delivering service applications
Source of Data	Server inventory spreadsheet
Frequency	Continuous assessment
Target	80%
Rewards/Penalties	Servers running in a virtual environment require less power than physical servers also take into account the disposal aspect of physical servers and complying with WEEE regulations.
Who measures?	Principal ICT Officer
Who acts on the data?	Principal ICT Officer; ICT Technical Support Team
What will be done	1. When services require new systems ICT Technical Support Officers in charge of the project need to confirm whether the solution can be delivered from within a virtual environment. 2. ICT Technical Officers build the required servers in the virtual environment 3. ICT Technical Officer updates the server inventory spreadsheet 4. ICT Principal Officer calculates latest % of servers that are operating within a virtual environment
Feedback	Principal ICT Officer to update Assistant Director (Support) on new service delivery at regular 1 to 1 briefs
Notes	

Name	Investigate the validity of consolidating the Councils two server rooms into one
Owner	Principal ICT Officer
Co-Owner	Lead ICT Project Officer
Purpose	Reduce the cost to the Council of running two server rooms when one will suffice
Links	ICT Project Plans spreadsheet
Formula	Move all servers currently residing in the ground floor server room to the 1st floor Server room. The Current ground floor server room has two racks only partially filled with hardware which can be consolidated to a new single rack in the 1st floor server room.
Source of Data	Server room consolidation project plan
Frequency	One off deliverable
Target	If project feasible – complete by 30/05/2015
Rewards/Penalties	This work will enable the ground floor server room to be used as an ICT store and reduce the air conditioning requirement in this room and power consumption will be reduced accordingly.
Who measures?	Principal ICT Officer
Who acts on the data?	ICT Technical Officers
What will be done	1. Assign relevant staff to project 2. Assess works required 3. Agrees project scope and project plan drafted 4. Determine least disruptive time for works to be done 5. Publicise project to all 6. Complete project as planned 7. Review project after completion
Feedback	Principal ICT Officer to update Assistant Director (Support) and Service Champion on project delivery
Notes	

Name	**Staff appraisals completed**
Owner	Principal ICT Officer
Co-Owner	ICT Support Officer (Service Desk)
Purpose	To ensure that all staff appraisals are completed annually and within the time frame set by HR
Links	HR Policy and procedure Corporate priorities ICT Service delivery plan
Formula	To undertake staff appraisals within time frame set by HR ensuring all staff complete documentation to enable feedback and sign off. Training needs to be identified and new accountabilities set.
Source of Data	Performance against accountabilities, 1-1 carried out throughout the year
Frequency	Annually
Target	100%
Rewards/Penalties	To provide staff with feedback on performance (good and bad), Identify training needs/skills gaps. Acknowledgment from Chief exec if score 5
Who measures?	Principal ICT Officer, ICT Support Officer (Service Desk)
Who acts on the data?	All staff
What will be done	1. Time frame set by HR 2. Line managers to book appraisal with staff 3. Line manager to issue staff with paperwork to complete 4. Paperwork to be completed by appraisee and returned to Line manager 5. Appraisal undertaken and comments from line manager added accountabilities for next year agreed 6. Completed documentation agreed by line manager and appraisee and signed off 7. Completed appraisal sent to HR
Feedback	HR; All ICT staff
Notes	

Name	Staff development identified and sent on appropriate training
Owner	Principal ICT Officer
Purpose	To ensure that ICT staff keep their technical and application support skills up to date.
Links	ICT Service Delivery Plan
Formula	To undertake staff appraisals within time frame set by HR ensuring all staff complete documentation to enable feedback and sign off. Training needs to be identified and new accountabilities set.
Source of Data	Annual staff appraisals and frequent 1:1 briefs
Frequency	As required
Target	100% attendance of identified training courses by 30/05/2015
Rewards/Penalties	Highly trained staff provide more effective and efficient support
Who measures?	Principal ICT Officer
Who acts on the data?	All staff
What will be done	1. Personal development plan identified with a mind to what service benefits will be achieved 2. Relevant training courses identified 3. Budget approval to attend training sought from HR or Management Team as necessary 4. Training booked 5. Staff member attends training and if applicable completes course exam 6. On return to work staff member de-briefs line manager on benefits gained 7. Staff member puts new knowledge to best use
Feedback	1 to 1 briefs and post training de-brief
Notes	Successful completion of course exam to be recognised on the Annual Roll of Honours presentation

Name	Service awareness briefings for service Delivery Champion
Owner	Principal ICT Officer
Purpose	To update Service Delivery Champions with progress within ICT Services, how the service is being operated and budgetary updates. Service Delivery Champion to act as critical friend
Links	Service policies and procedures ICT Projects spreadsheet ICT Service Delivery Plan
Formula	To include Service Delivery Champions in all aspects of the day to day running of the Environmental Services Department, to table in frequent meeting with key officers within the department.
Source of Data	Notes of meetings, decisions made at Regulatory and support services committee, group meetings. Feedback from Members and CE
Frequency	As required
Target	100%
Rewards/Penalties	Service delivery Champions will develop a better understanding of the service delivered by Environmental Services. They will act as a critical friend to challenge and promote what we do. They will be able report to the Council on their activities and respond to questions and enquires.
Who measures?	Principal ICT Officer and Assistant Director
Who acts on the data?	Service Champion
What will be done	1. Identify Service Champion 2. Member Champion to undertake induction in service area, meet with appropriate staff and agree expectations (from both sides) 3. Invite Member to shadow the team if they wish 4. Invite Member to ICT team meetings 5. Include Member in the distribution of quarterly performance reports
Feedback	Quarterly performance report to Assistant Director (Support) and Service Champion
Notes	

Name	**Ensure ICT invoices are settled on time**
Owner	Principal ICT Officer
Purpose	Ensure that suppliers are paid promptly for goods and services
Links	Agresso
Formula	Approve invoices in Agresso in a timely manner to ensure that the Council doesn't incur any unexpected charges
Source of Data	Agresso
Frequency	Monthly
Target	95%
Rewards/Penalties	Maintain good working relationship with suppliers
Who measures?	Principal ICT Officer
Who acts on the data?	Principal ICT Officer
What will be done	1. Principal ICT Officer checks Agresso daily to ensure all invoices are approved 2. Monthly reports run to work out % of invoices outstanding against settled invoices.
Feedback	Monthly reports from Agresso
Notes	Principal ICT Officer to notify Assistant Director (Support Services) when monies are being held back and for what reason

Name	**Review ICT contracts which are up for renewal and ensure the Council is getting value for money**
Owner	Principal ICT Officer
Purpose	Ensure ICT are getting value for money goods and services
Links	Council Procurement Guidelines
Formula	3 months prior to any contract coming up for renewal, ICT should, test the market to see what value there is in renewing with the current supplier or seek to take on a new supplier at an advantageous price.
Source of Data	ICT Contracts Spreadsheet
Frequency	Ongoing assessment
Target	Maintain current costs (taking into consideration RPI rise)
Rewards/Penalties	Reduce or maintain the total cost of ownership for all contracts managed by ICT.
Who measures?	Principal ICT Officer
Who acts on the data?	Principal ICT Officer
What will be done	1. ICT Contracts list monitored monthly 2. Where appropriate alternative suppliers approached for comparative pricing 3. New contract brokered as necessary 4. Goods and services procured within Council procurement guidelines 5. ICT Contracts List updated
Feedback	Principal ICT Officer to report to Assistant Director (Support) on upcoming contract renewals
Notes	

Name	**Achieve minimum of £8,000 income from Street Naming and Numbering Charges**
Owner	Principal ICT Officer
Co-Owner	Street Naming and Numbering Officer
Purpose	Deliver a cost neutral service
Links	Street Naming and Numbering Policy
Formula	Ensure where possible that applicable charges for services delivered by the Street Naming and Numbering Officer are appropriately applied and monies are collected in a timely manner
Source of Data	Agresso; Street Naming and Numbering orders and balance spreadsheet
Frequency	Dependent on new developments
Target	£8,000
Rewards/Penalties	Deliver an efficient value for money service
Who measures?	SN&N Officer
Who acts on the data?	SN&N Officer
What will be done	1. SN&N Officer will handle requests from developers in line with the Councils SN&N Policy 2. SN&N Officer will invoice developers and members of the public appropriately 3. SN&N Officer will chase for prompt payment of goods and services 4. SN&N Officer will update and maintain the SN&N orders and balance sheet.
Feedback	SN&N Officer to report back to Principal ICT Officer at 1 to 1 briefs
Notes	

Name	**All street numbering schemes will be delivered within 10 working days of receipt of payment**
Owner	Principal ICT Officer
Co-Owner	Street Naming and Numbering Officer (SN&N)
Purpose	To ensure all addresses have correct and accurate postal address in accordance with the Town Improvement Clauses Act 1847 and the Public Health Act 1925.
Links	Public Health Act 1925; Town Improvement Clauses Act 1847; Street Naming and Numbering Policy
Formula	The SN&N Officer will respond to public requests or enquiries from developers pertaining to the numbering of properties within the Councils district.
Source of Data	CRM; Building Regulations applications within Uniform
Frequency	As required by public request or monthly checks in Uniform for new developments
Target	90%
Rewards/Penalties	Properties can be found by emergency services and possible lives saved
Who measures?	SN&N Officer
Who acts on the data?	SN&N Officer
What will be done	1. SN&N Officer will regularly monitor Building Regulation applications for the commencement of new developments which may require street numbering services 2. The SN&N Officer will request payment for services as appropriate (Appendix A of the SN&N Policy document) 3. SN&N Officer will complete the number schedule and inform the relevant parties as listed in Appendix B of the SN&N Policy document 4. The SN&N Officer will ensure monies for services are collected promptly and as appropriate.
Feedback	SN&N Officer to report back to Principal ICT Officer at 1 to 1 briefs
Notes	

Name	Adopt new street names within 1 month of receipt of payment
Owner	Principal ICT Officer
Co-Owner	SN&N Officer
Purpose	Ensure the agreed street name is accurately recorded and signed accordingly making sure all relevant services are aware of the new street and that it can be located by emergency services complying with the Public Health Act 1925.
Links	Public Health Act 1925 (Section 17); SN&N Policy Document
Formula	The SN&N Officer will respond to public requests or enquiries from developers pertaining to the naming of streets within the Councils district.
Source of Data	CRM; Building Regulations applications within Uniform
Frequency	As required by public / developer request or monthly checks in Uniform for new developments
Target	90%
Rewards/Penalties	Properties can be found by emergency services and possible lives saved
Who measures?	SN&N Officer
Who acts on the data?	SN&N Officer
What will be done	1. SN&N Officer will regularly monitor Building Regulation applications for the commencement of new developments which may require street naming services 2. The SN&N Officer will request payment for services as appropriate (Appendix A of the SN&N Policy document) 3. SN&N Officer will facilitate the adoption of the street name between emergency services, Parish Councils and the developer and inform the relevant parties as listed in Appendix B of the SN&N Policy document The SN&N Officer will ensure monies for services are collected promptly and as appropriate
Feedback	SN&N Officer to report back to Principal ICT Officer at 1 to 1 briefs
Notes	

Name	**Replacement street name plates to be erected within 4 weeks of notification**
Owner	Principal ICT Officer
Co-Owner	SN&N Officer
Purpose	Ensure that properties have adequate and accurate street signage to enable quick and efficient location of properties and comply with the Public Health Act 1925.
Links	Public Health Act 1925; SN&N Policy Document
Formula	Respond quickly and effectively to the reports of any incorrect, defaced, missing or badly damaged street name plates.
Source of Data	CRM
Frequency	Daily / Weekly basis depending on what's reported
Target	90%
Rewards/Penalties	
Who measures?	SN&N Officer
Who acts on the data?	SN&N Officer Open Space and Maintenance Team
What will be done	1. SN&N Officer responds to reported missing / defaced / broken street sign 2. SN&N Officer orders replacement name plate 3. SN&N Officer takes receipt of replacement name plate and arranges storage 4. SN&N Officer arranges with Senior Open Spaces & Maintenance Officer for installation of street name plate 5. SN&N Officer monitors progress on installation of replacement street name plate 6. Maintenance team notify SN&N Officer of any difficulties in placement of street name plate and resolve. 7. Maintenance team notify SN&N Officer when job completed 8. SN&N Officer notifies reporting parties that the matter is now resolved.
Feedback	SN&N Officer briefs Principal ICT Officer at monthly 1 to 1 meetings.
Notes	SN&N Officer to report any issues with the time taken to install replacement / new street name plates with Senior Open Spaces & Maintenance Officer