



# CLIENT CASE STUDY

## Mid-sized District Council

### using Covalent PROJECTS intensively

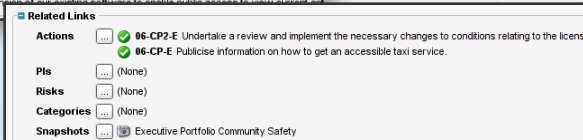
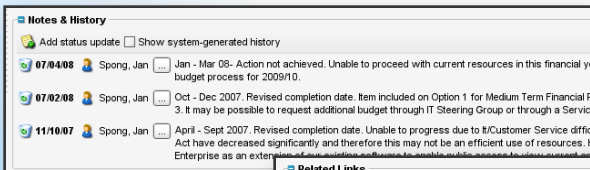
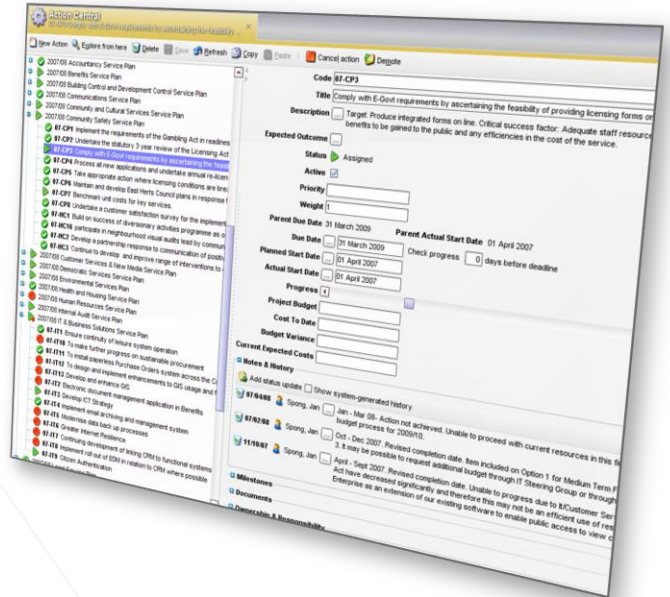
East Herts DC was Covalent's sixth customer, and purchased the software in early 2004. Covalent is now used by over 50 people to actively manage over 2000 actions across the council.

East Herts DC uses Covalent to manage a variety of projects, from Service Plans to Risk Actions and Best Value Review action plans.

### Managing action plans effectively

Service Plans and Best Value action plans are monitored six monthly and are reported to the Council's senior management team and the Council's Performance Scrutiny Committee. This enables both senior management and members to see how the Council priorities are being achieved and whether they would like to further scrutinise any area of underperformance. Risk actions are reported quarterly to the Council's Audit Committee.

Users attach detailed notes to provide useful status updates on each action.

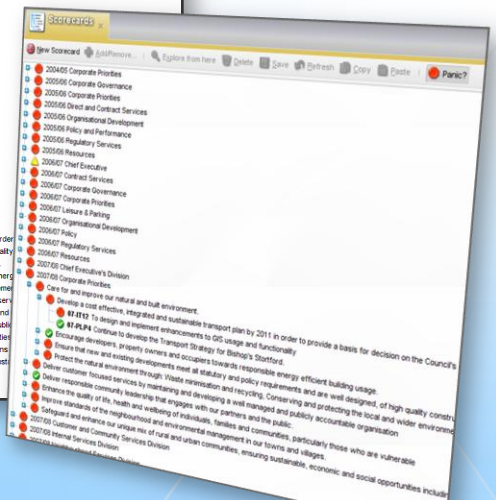
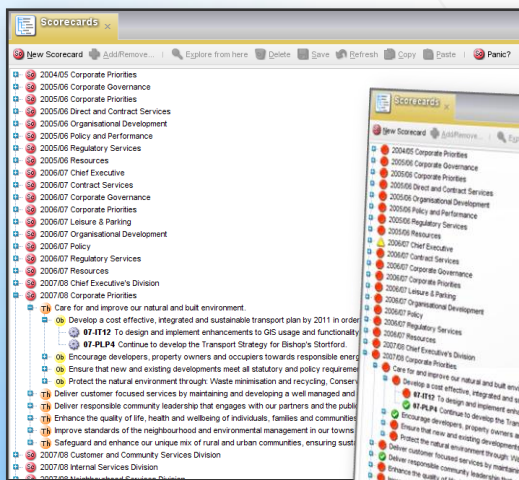


These actions are also linked to other Covalent elements, such as other actions, performance indicators, risks or Snapshots

### Mapping actions to priorities with Scorecards

East Herts DC use Scorecards to map actions onto Themes and Strategies that the action is supporting.

This "Corporate Priorities" Scorecard maps actions (with the cog icon) onto each of the priorities in that strategy. The status of those priorities can be tracked at any time, by using the 'status overlay', as with the screenshot on the right below.

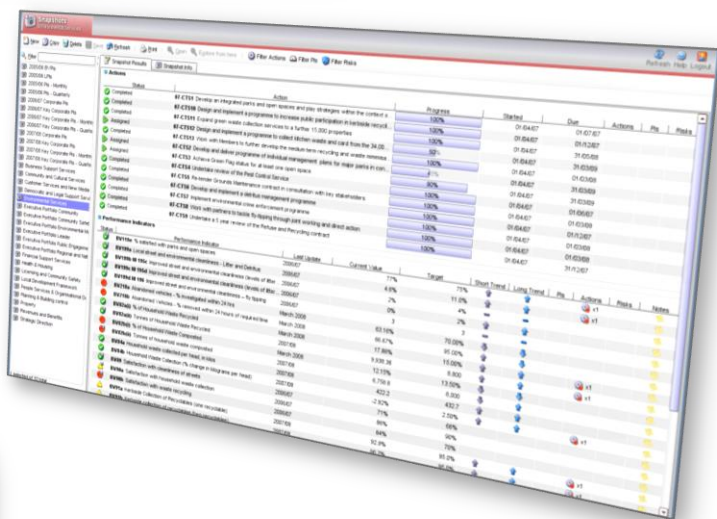




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## Key information at a glance with Snapshots

East Herts DC use **Snapshots** to bring together key elements in terms of actions, performance indicators and risks for a service or key theme issues, which at a glance summarises the key information.



"Covalent has really helped us to focus and put performance management at the heart of the organisation. It enables us to effectively measure and check that the Council's priorities and objectives are being achieved"

**Ceridwen Pettit, Head of Performance, East Herts District Council**

## Straightforward and comprehensive reporting

East Herts DC report on actions progress with a number of different formats and content, a sampling of which are shown below.

**BC actions/updates**

Report Author: Jan Spang  
Report Type: Action Report  
Generated on: 16 October 2006

Revis are sorted by Action Code & Title.

**Project Code & Title: 105-CEP Corporate Equality Plan**

Action Code & Title	Status Icon	Progress	Due Date	Latest Status Update
05-BQ-6 Further develop the regular customer satisfaction surveys, sent to customers at completion stage of all projects, to include questions relating to equality.			31/03/2007	
05-BQ-6 Promote advice and information on good practice in the provision of physical accessibility to buildings.			31/03/2007	

**Project Code & Title: 2005/06 Regulatory Services Strategic Plan**

Action Code & Title	Status Icon	Progress	Due Date	Latest Status Update
05-BC1 Roll out of phase 2 BDM project for Building Control		25%	31/12/2005	30/11/2005 - corporately targeted for mid 2007
05-BC1 Review and identify alternative methods of delivering services within building control to provide cost effective and comprehensive Building Control Service		100%	31/12/2005	October 2005 - March 2006: Partner Authority (Scheme) in operations/Partnership in operation
05-BC1.1 Use OSA Quality and Performance Matrix to analyse service and form Improvement Plan		100%	30/11/2005	October 2005 - March 2006. Completed Nov 2005
05-BC1.2 Maintain ISO 9001 Accreditation		100%	31/03/2006	April to Sept 2005 - Achieved: Passed Annual Audit, carried out by BSI, to maintain accreditation. Monthly and annual QM meetings continue.
05-BC1.3 Progress 'Consortium' possibilities		30%	31/03/2006	April - September 2006 dependent on others but started in August
05-BC1.4 Become a Partner Authority, with one or more partners, and maintain an overall surplus on this account.		100%	30/04/2005	April to Sept 2005 - Achieved: Now partnered with two Companies and awaiting final agreement
05-BC1.5 Produce Building Owner/Occupier Guides (Booklets)		15%	31/03/2006	April - September 2006 Ongoing
05-BC1.6 Hold Technical Seminars for regular users		100%	31/03/2006	October 2005 - March 2006: Achieved: Held in conjunction with other Herts Authorities
05-BC1.7 Work with neighbouring authorities to achieve consistency in interpretation and issue informative and a guidance to regular users		100%	31/03/2006	included in conjunction with Herts Building Control Group.
05-BC1.8 Compile and introduce an Inspection Notification Framework and Inspection Plans to satisfy Performance Standards document.		80%	30/09/2006	now compiled and admin/IT processes being introduced in readiness for implementation.

**IT actions**

Report Author: Simon Hawkins  
Report Type: Action Report  
Generated on: 30 March 2007

Revis are sorted by Action Code & Title.

**Route Action Code & Title: 2005/06 Communications Strategic Plan**

Action Code & Title	Narrow Gap	Status Icon
05-CD1 Contribute to the Brand Management Campaign linking the Communications to develop and market the Design and Print Service		
05-CD1.1 Carry out customer surveys across the Council to measure Customer satisfaction with Purchasing, CPD, Time Keeping and First Services		
05-CD1.2 Review past services across both sites and the implications for any changes required following the Service Review		
05-CD1.3 Articulate in the Corporate Marketing programme the vision and continuing development of a marketing programme for the replacement of the Public Home Contact		
05-CD1.4 Increase the provision of sustainable products purchased by the Council		
05-CD1.5 Review Local Government on-line opportunities to meet ISO targets and IT enable programme targets		
05-CD1.6 To identify and meet a National Land and Property Database to be the source of the customer address		
05-CD1.7 To install Purchase Order system across the Council		
05-CD1.8 To install a major new release of Microsoft Search to facilitate information to be accessed by the public		
05-CD1.9 To enable the Burnham Road to have access to an inspection and data services		
05-CD1.10 To manage emails to allow for recovery by Microsoft Office		
05-CD1.11 To enable quick and expedient access for the future		
05-CD2 Develop a process and procedure for electronic billing		
05-CD2.1 To define and implement the integration of a new office system with Content Management		
05-CD2.2 Develop a more comprehensive and efficient online data record system for Freedom of Information		
05-CD2.3 Develop a more comprehensive and efficient online data record system for Freedom of Information		
05-CD2.4 To roll out Business Document and Record Management (BDRM) to all users (subject to be rolled out via the following order: Development Centre, Legal, Health, Building Control, Health & Safety, Corporate Communications, HR, HR)		

**Route Action Code & Title: 2007/08 IT & Business Solutions Service Plan**

Action Code & Title	Narrow Gap	Status Icon
05-CD3 Ensure continuity of secure system		
05-CD3.1 To make further progress on sustainable system		
05-CD3.2 To make further progress on sustainable system across the Council and set up a secure system		
05-CD3.3 To design and implement enhancements to secure system		
05-CD3.4 To design and enhance GIS application in secure system management application in secure system		
05-CD3.5 To design and enhance GIS application in secure system		
05-CD3.6 To design and enhance GIS application in secure system		
05-CD3.7 To design and enhance GIS application in secure system		
05-CD3.8 To design and enhance GIS application in secure system		
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05-CD3.20 To design and enhance GIS application in secure system		