

**BEST VALUE REVIEW OF EDUCATION TRADED SERVICES  
IMPLEMENTATION MONITORING SHEET**

<b>Best Value action/target</b>	<b>Responsible officer</b>	<b>By when</b>	<b>Progress</b>
<b>Clarify the range of services that Schools IT Systems Support (SITSS) can supply</b> and be clear about what they cannot do. Communicate the product range and service standards to schools so as to manage their expectations of the service.	J Bryant	September 2000	A menu for schools has now been produced. It was decided to allow a slightly longer timescale in order to have time to consult schools fully.
<b>Produce Best Value Guide on the procurement of IT for Schools</b> as part of the Authority's Best Value for Schools' guides.	J Bryant/ C Cook	Autumn	Will be complete by the end of the Autumn term
<b>Introduce a new strategic planning framework</b> - with fully developed three-year service plans.	M Surtees	April 2001	The purpose of this framework is to enable services to plan and budget for developments to services over a longer period in response to customer needs.
<b>Relocate SITSS reporting lines to Resources Division.</b> SITSS currently reports to the Advisory Service although they do not provide curriculum support. Reporting to resources should enable appropriate links to be made.	M Surtees		Proposed implementation of January 2001.
<b>Develop a market test of SITSS.</b> Once the changes to reporting structure have had time to bed down and the role has been clarified it will be appropriate to test the market to see if systems support can be better provided externally	M Surtees	Sept 2001	On course.
<b>Evaluate the business case for forming strategic partnership for the delivery of Financial Services to Schools (FSS).</b> FSS is the "in school" accounting service which it may be appropriate to consider as part of a completely reconfigured service with an outside provider	C Cook	Probably Jan – April 2002	Timescales are dependent on outcomes of Financial Systems Review.

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<b>Seek a partner organisation for provision of the schools library service.</b> The larger service which would result would make possible provision of specialist services and possibly economies of scale/income generation through provision to other authorities	A Robertson/ R Shostak	Dec 2001	Identifying potential partners.
<b>Investigate the feasibility of partnership with other LEA(s) for Hertfordshire Outdoors.</b> Our centres tend to have more interest for primary than secondary schools, partnership with another authority could have mutual benefits.	T Self	Dec 2001	Discussions advanced with a potential partner.
<b>Market Test Hertfordshire Outdoors</b>	T Self	March 2001	In the light of the good progress being made in discussions with a potential partner we may propose leaving the market testing process until the partnership is established – possibly March 2002
<b>Market Test Education Workshops</b> The workshops provide maintenance/small technical support for schools	J Proctor	March 2001	This process has been delayed due to slippage in developing a Corporate template for the Education service.
<b>Clarify the relationship between Traded Services and the Education Service</b> through clearly defined SLAs. The Trading Development Group to define terms of reference.	M Surtees	Dec 2001	
<b>Review the formula for allocating overheads to traded services</b>	M Surtees	Sept 2001	Review needs to be set alongside CSF and introduction of Best Value Accounting – implementation for 2001/02 proposed.
<b>Have in place a common customer and business information system</b> for all traded services.	M Surtees	April 2001	System will provide basic information on school take up and use of services enabling targeted marketing

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<b>Establish annual benchmarking exercise</b>	All Managers	First report c April 2001	Arrangements are being put in place to benchmark with 4 neighbouring authorities on Value for Money and User satisfaction
<b>Develop a revised marketing strategy and implement proposals</b>	All Managers	Dec 2000	Delay whilst Education Service evaluates the potential benefits of Herts Direct Website. Strategy will target a number of forms of marketing but Herts direct will be key
<b>Investigate the feasibility of setting up School Standing Panel.</b>	M Surtees	Dec 2000	This is a general issue for Best Value Reviews trying to make the involvement of schools a little less ad hoc. To be explored with school Partnership Groups.

**Service Improvement:**

Expected service improvements as a result of this action plan are:

- Increase in user satisfaction with SITSS
- Provision of specialist school library service
- Fuller use of Hertfordshire Outdoors facilities

**Savings – Cashable**

Increased income through greater take up by schools (£97,000)

**- Non cashable**