

**SERVICE LEVEL KEY TASKS 2008/09 – MONITORING REPORT – 3<sup>rd</sup> QUARTER– 31<sup>st</sup> DECEMBER 2008**

Ref	Action	Target for 2008/09	Responsible Head of Service	Achievements to 31 <sup>st</sup> December 2008	Assess- - ment Against Target	Reasons if Not "On Track"
<b>THEME 3: HIGHER QUALITY SERVICES</b>						
<b>Priority: Better Value For Money</b>						
FPS 3	Continue to progress electronic processing of purchase orders and invoice payments	Full implementation across the Council	Finance & Property Services	The system infrastructure is now almost complete and tested. This task is now forming part of the wider "Purchase to Pay" business improvement project for which the project plan is currently being implemented	<b>Green</b>	

FPS 4	To improve quality of annual accounts and production of the Annual Report	National Level 4 Standard in Financial Reporting	Finance & Property Services	<p><i>Accounts and annual report completed and reported.</i></p> <p>Audit completed with unqualified opinion and with minimum adjustments to that reported in draft (as reported to the Audit Sub-Committee on 25<sup>th</sup> September).</p>	<b>Red</b>	<p>Although progress was reported as achieved (with regards to the production of the first annual report, the Use of Resources Assessment remained at National Level 3 (out of a maximum score of 4)</p> <p>Further details will be reported in the External Auditor's Annual Letter to the Council later in the year. It should be noted that Level 3 is considered 'good performance'</p>
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OD6	Review and roll forward People Strategy and year 3 actions	Review completed Year 3 actions delivered	Org. Dev	<p><i>Review completed and approved at F &amp; M Ctte</i></p> <p><i>Professional advice provided for the Waste &amp; Cleansing Contract.</i></p> <p><i>Revised employment procedures agreed – Stress Management, Disciplinary.</i></p> <p><i>Leadership &amp; Management Development programmes have commenced.</i></p> <p>IIP Status retained</p> <p>Communication review complete</p> <p>Employee survey completed</p>	Green	
OD7	Complete Pay & Grading Review	a) Local Agreement implemented b) Completion of Equality Impact Risk Assessments on proposals c) Completion of Equal Pay Audit	Org. Dev	<p>Job evaluations for all posts are complete and hierarchy published.</p> <p>Pay models have been developed and submitted to the Trade Unions</p> <p>Initial Equality Impact Risk Assessment and Equal Pay Audit exercises completed on proposals model</p> <p>Local Agreement drafted for consideration by Trades Unions</p>	Green	
OD8	Development of Corporate Workforce Strategy	Workforce Strategy in place	Org. Dev	Work to be completed during the next reporting period	Green	

OD9	To ensure that employment procedure and practice are compliant with legislation and best practice.	Equality Impact Risk Assessments (EIRA) completed on key employment policy (local indicator OD5) Actions arising from Pay & Grading Review are reflected in current/new employment policy/procedure Reviewed portfolio of flexible working options	Org. Dev	EIRA screening assessment on key employment policies completed in August 2008.  <i>Pay &amp; Grading review to be completed.</i>  <i>Review of flexible working options to be considered as part of Pay &amp; Grading review.</i>	Green	
OD10	Investor In People Accreditation	Investor in People status confirmed	Org. Dev	Investor in People status confirmed in October.. The Council was assessed under the profile award and exceeded the requirements in 9 out of the 10 areas. Achieved 'excellent' status in 3 areas (Management effectiveness, involvement and empowerment, and Learning and development)	Green	
OD11	To sustain an effective Health & Safety management framework.	a) Accident incidents rates below 2%  b) Actions completed on Corporate Health & Safety Action plan	Org. Dev	<i>Regular monitoring of accidents is undertaken and reported to H &amp; S Cttee.</i> <i>H &amp; S Cttee monitors progress on action plan.</i> <i>Current incident rate is below 2%</i>	Green	

OD12	To progress efficiencies within transactional processes used within the Service.	<p>80% of DSE assessments completed electronically</p> <p>Pilot of risk assessment module completed</p> <p>Review attendance management and recording leave via HR system</p> <p>Training module made available to Managers</p>	Org. Dev	<p><i>Pilot completed on DSE assessment – roll out of module to be progressed.</i></p> <p><i>Risk assessment module to be reviewed after DSE assessment module rolled out.</i></p> <p><i>Scoping work on functionality of HR system to record leave has commenced.</i></p> <p><i>Access to training module to be progressed.</i></p>	Green	
OD13	Maintaining and developing the corporate Policy framework	<p>a) Annual report produced.</p> <p>b) Action plan in place to complete fundamental review of Corporate Plan</p>	Org. Dev	<p><i>a) Annual Report was approved at Council on the 3<sup>rd</sup> July 2008 and is on the website.</i></p> <p><i>b) Action Plan to complete the review of Corporate Plan has been developed. Consultation on understanding local priorities underway</i></p>	Green	

OD15	Develop the Performance Management Framework to include LEA, NI's, CAA and the emerging changes to come through National legislation	<p>a) Report to F&amp;M</p> <p>b) Develop the framework document Benchmarking information in place</p> <p>c) Decision taken on provision of IT system for collating performance data</p>	Org. Dev	<p><i>Report on new performance management framework for Local Government including NI's, LAA was presented to F &amp; M Cttee. Benchmarking information included in Service Plans for 0809. Other comparative data sets to be developed during year.</i></p> <p>We will develop the framework prior to the implementation of the new ICT system, which is currently being implemented. The ICT system will be tested from January 2009 and will be in place by March 2009</p>	<b>Green</b>	
OD16	Develop policy and action plan safeguarding and promoting the welfare of children	Policy and Action Plan produced	Org. Dev	Policy and action plan approved by Finance & Management Committee on the 4 <sup>th</sup> December.	<b>Green</b>	
OD19	Review the Data Quality Strategy and deliver key actions from action plan	Key actions delivered Officer and member training	Org. Dev	Actions on track and training to be delivered as part of a wider session on performance management for key officers and briefings for members to commence from February 2009	<b>Green</b>	
<b>Priority: Improving Customer Care and access to services</b>						

OD14	Develop and monitor against the Corporate Equalities and Fairness Action Plan	Action Plan to F&M in June 2008 Bi-monthly review of progress at Equality & Fairness Group (Corporate Plan action 3.6)	Org. Dev	Action Plan approved June 2008, first review undertaken at the Equalities and Fairness Group in October 2008.  EIRA's have commenced within the Council	<b>Green</b>	
OD17	Revise the Communications Strategy Action Plan following the Communications Review.	a) Review complete  b) Incorporate recommendations into the Action Plan	Org. Dev	Review complete, new structure implemented on 1 <sup>st</sup> December 2008. Action Plan to be reviewed in early 2009, and reported to Finance & Management Committee in April.	<b>Green</b>	
OD18	To set up and regularly refresh a consultation calendar and a database on the themes to emerge from consultation.	a) Calendar produced  b) Database available	Org. Dev	We have developed an in-house temporary solution which is available on the website. We are working to develop a database that will provide better functionality for officers, residents and our partners to find out about consultation that has taken place, is happening and is planned.	<b>Green</b>	