

Corporate Plan 2009/14 – Monitoring Report – Quarter ending 30<sup>th</sup> September 2009

| Action | Progress | Status | Remedial measures if 'Not on Track' | Service Area |
|--------|----------|--------|-------------------------------------|--------------|
|--------|----------|--------|-------------------------------------|--------------|

## Objective: Value For Money

## Initiative: Meeting Community Needs

|  |  |   |  |                            |
|--|--|---|--|----------------------------|
| VFM 4.1.1 - Ensure vulnerable customers, particularly those in isolated rural communities have access to Council services. | <i>Continue to promote the Customer Services Visiting Officer by increasing the number of home visits to vulnerable and rurally excluded groups.</i><br><br>We are finalising the process that will allow the Visiting Officer to complete an electronic benefit application in the customer's own home or at group venues.  | G |  | Customer Services          |
| VFM 4.1.2 - Effective consultation and communication with the community, business and partners                             | <i>Place survey results have been received and will be reported to Council and its partners in early September 2009. These results will be used as a baseline from which we will be able to measure ourselves over the next year. We will also undertake a baseline position for 'unavoidable contact' across the Council, which will be reported in the next quarter.</i><br><br>The Place Survey has been completed and results published. Ipsos Mori have presented the full information to Full Council (10th September 2009) and the South Derbyshire Partnership Board (22nd October 2009). We have reviewed the findings and are in the process of developing an action plan as to how we will address the issues raised. | G |  | Organisational Development |
| VFM 4.1.99.1 - Achieving Actions in line with the Corporate Equalities & Fairness Scheme                                   | <i>Action plan is being developed in order to deliver the 'achieving' status by March 2010. Self-assessment is scheduled for December 2009. Peer assessment is scheduled for January 2010. Progress will be made in all areas including monitoring, Equalities Impact Risk Assessments (EIRAs) and training for Members and Officers.</i><br><br>The IdeA is scheduled to undertake our peer assessment on the 3rd / 4th February 2010. Another 34 officers have participated in general equality training. Work has been continuing with EIRA screening across the Council, with the identification of one high risk policy which as had a full EIRA assessment   | G |  | Organisational Development |

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| VFM 4.1.99.2 - Produce and publish an annual Workforce Profile for the Council | <p><i>Our first ever Workforce Profile was produced in June 2009. The Profile will used to drive our workforce development strategy, in order to move towards a more representative workforce for the Council. We are on track to review this and produce a revised profile by March 2010.</i></p> <p>Three leadership and management development programmes have continued during the quarter that includes another programme for first line managers. A review of the Council's Performance Development review Scheme has been completed with an implementation expected ahead of the next full round of PDR's (March 2010). A corporate training matrix has been completed and made available across the Council. The Council has signed up to the Skills Pledge with an action plan being developed to continue this work. An action learning set has been used to review the PDR scheme. A workforce profile has been completed and will be made available on the Council's intranet. Employment policies have been reviewed including the Recruitment and Selection Policy and Sickness Absence.</p> | G      |                                     | Organisational Development |
| VFM 4.1.99.3 - Complete actions under the Corporate Communications Strategy    | <p><i>All actions on track against the Corporate Communications Action Plan. The Communications Team have delivered a number of high profile external campaigns, which include the 'Cleaner South Derbyshire' and launch of the new Etwall Leisure Centre. Internally we have revamped Communications across the Council introducing the new magazine 'Better' and Corporate 'blogs' for each member of Corporate Management Team.</i></p> <p>The Communications Team have continued to deliver on the external campaigns including 'Cleaner South Derbyshire' and 'Beat the Crunch' developing promotional material, supporting the events and continuing to receive a lot of positive media coverage. Internally we have published 3 further copies of the staff magazine 'Better' and a number of Corporate 'blogs' from the Corporate Management Team and a guest 'blog' from the Chairman of the Council</p>  | G      |                                     | Organisational Development |

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| VFM 4.1.99.4 - Complete actions under the Corporate Consultation Strategy   | <p><i>All actions within the Corporate Consultation Action Plan are 'on track'. Work is being undertaken to look at the future development of the Citizens' Panel and the results of the Place Survey, for instance, how we can better understand the data and put in place actions to improve satisfaction across the district.</i></p> <p>All actions are on track against the Corporate Consultation Action Plan. The Place Survey Results have now been published and the information was presented by Ipsos Mori to Full Council on the 10th September and the South Derbyshire Partnership Board on the 22nd October 2009. We have reviewed the findings and are in the process of developing an action plan as to how we will address the issues raised to increase satisfaction across the district.</p>   | G      |                                     | Organisational Development |
| <b>Initiative: Increasing Efficiency</b>  |  |        |                                     |                            |
| VFM 4.2.1 - Improve performance and release cash resources (e.g. service delivery reviews and Disposal of Assets surplus to requirements) | <p><i>The efficiency statement to be reported to Committee (10<sup>th</sup> September 2009) identifies cumulative efficiency savings of approximately £1.2m by 2015 under CSR07. Most of this has been included in the Medium Term Financial Plan (MTFP). An additional £25K maybe attained if as expected, the savings made on stationery and protective clothing in 2008/09 can be sustained over the period. This would generate approx £150K between 2009 and 2015.</i></p> <p><i>Other cashable gains may be made through, for example, the Corporate Partnership Partnering Project and the introduction of the new 'purchase to pay' process. The efficiency statement is part of the MTFP. In accordance with the Financial Strategy, further gains will be built in once achieved and with known amounts. The estimated new gains, during 2009/10 are £191,746.</i></p> <p><i>The continuing uncertainty on many external factors such as the economic downturn, levels of government grant and public expectations etc. will need to be considered. These have been considered in full in the latest MTFP to be reported to Committee in September 2009.</i></p> | G      |                                     | IT & Business Improvement  |

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|   | <p>A review of the Council's MTFP was considered and approved by the Committee in September 2010. This showed a widening budget deficit in the medium-term with further efficiency savings required of approximately £300,000 by 2011/12 in order to safeguard the Council's overall financial position. A programme of savings is currently being formulated.</p> <p>CMT has completed a robust review of all budgets with Heads of Service including more central purchasing of goods and other initiatives to come before members in the coming months in order to close the impending deficit.</p>       |        |                                     |                            |
| <b>Initiative: Developing Members &amp; Staff</b>                 |  |        |                                     |                            |
| VFM 4.3.1 - Develop the leadership and management programme       | <p><i>The programme has continued during this quarter, with all delegates completing their second round of 360° appraisals.</i></p> <p><i>The Council was awarded the 'Silver ' rating of the IiP Standard (2<sup>nd</sup> highest rating).</i></p> <p>The three programmes have continued during this quarter with feedback provided to all delegates following the completion of 360 individual surveys</p>  | G      |                                     | Organisational Development |
| VFM 4.3.2 - Implement key actions from Workforce Development Plan | <p><i>E- induction has been completed and implemented. A review of the absence management policy has been completed with proposals made to the Trade Unions. All actions are on track. Key achievements include the development of a corporate training matrix, preparatory work for our commitment to the Skills Pledge and a review of the PDR scheme.</i></p> <p>The review of the absence management procedure has been submitted to the trade unions and is subject to ongoing consultation. The Council has signed up to the Skills Pledge and is in the process of moving forward on key actions.</p> | G      |                                     | Organisational Development |

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|   | Delegates from the First Line Managers Group have completed a review of the PDR scheme. This is to be rolled out, with training, in preparation for PDR's undertaken in 2010. A Corporate Training Matrix has been produced and made available. The reporting of Health & Safety accidents is being recorded electronically with plans to roll out further modules later this year. A workforce profile has been produced. Continued progress is being made with the completion of the Pay & Grading review.  |        |                                     |                             |
| VFM 4.3.3 - Implement key actions from the Member Training and Development Plan | <p><i>The 'Training' Member Champions have agreed the procedure to be undertaken in relation to the rollout of the Member Performance Development Plans. Members of the Development Control, Standards and Licensing Sub Committees have received their annual awareness training.</i></p> <p>All Heads of Service have provided individual training sessions for Members</p>   | G      |                                     | Legal & Democratic Services |
| <b>Initiative: High Performing Services</b>                                     |   |        |                                     |                             |
| VFM 4.4.1 - Improving performance of services                                   | <p><i>Baseline to be established at the end of the year.</i></p> <p><i>Service Level key tasks that underpin this action include completing the actions in line with the Corporate H&amp;S Plan and production of key Corporate policy documents.</i></p> <p>Corporate Plan 2009/14 has been produced and distributed. The second Annual Report has been produced using internal resources and circulated to key partners, business, stakeholders and the community. Continued development of the Health &amp; Safety IT system to include the electronic recording of accident data and production of management information. The Ten performance management system has been implemented and continues to be used to collate corporate performance data.</p> | G      |                                     | Organisational Development  |

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| VFM 4.4.1.1 - Complete actions in line with the Corporate Health & Safety Plan | <p><i>The Corporate Health and Safety Action Plan has been developed and we are on track against the main actions. During Quarter 1 we have updated the Accident Reporting forms, rolled out the 'Assess net' accident reporting module and rewritten the training plan. Training has been delivered to 30 Council employees.</i></p> <p>A continued programme of Health &amp; Safety training has been provided including basic Health &amp; Safety, and Manual Handling. Generic templates have been made developed and made available on the intranet to complete risk assessments. Revised arrangements for reporting accidents have been implemented and use electronic transfer of data. The Corporate IT Health &amp; Safety System (AssessNet) is being developed.</p>   |        |                                     | Organisational Development |
| VFM 4.4.1.2 - Production of key Corporate Policy documents                     | <p><i>Produced and launched the Council's new Corporate Plan 2009-14 in April 2009, which sets out the main priorities for the Council over the next 5 years. Commenced work on the Annual Report 2008-2009, which will be published in August 2009. Preparations for inspections and judgments for the Council's assessment under the new CAA regime are underway and self-assessments have been produced and submitted to our external auditors, Grant Thornton and the Audit Commission, to highlight our current position. We will receive this judgment in September 2009.</i></p> <p>We published the Council's Annual Report 2008-2009 in August 2009. This highlights our achievements in 2008-2009 and what we plan to do in 2009-2010. Over the last quarter our external auditors, Grant Thornton and the Audit Commission have been assessing our performance against the new CAA regime. This judgment will be formally announced in December 2009.</p> |        |                                     | Organisational Development |

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### Initiative: High Standards of Corporate Governance

|  |  |   |  |                             |
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| VFM 4.5.1 - Maintain sound and stable finances and high standards of Corporate Governance.   | <i>A review of the assessment undertaken in November 2008 was carried out by Officers in May 2009. Progress and a recalculation of the score was reported to the Standards Committee (21st July 2009) and Audit Sub Committee (17 June 2009) with their views on progress considered by Full Council (1 October 2009). An external review of the Authority's corporate governance arrangements was undertaken by Solace Enterprises that confirmed that the Council's local code complies in full with best practice, as set out in the national framework.</i>  | G |  | Legal & Democratic Services |
| VFM 4.5.1.1 - Establish the electronic recording and reporting of performance data via implementation of the PRiDe (TEN) Performance Management System | <p><i>The new performance system is up and running and will be used to drive timely and accurate information to improve service delivery. The first quarter reporting has been produced using the new system</i></p> <p>The Ten system is now place and reports have been produced from the 1st Quarter. A future plan is in place to structure development around the needs of the Council and will integrate the key drivers to help us maintain continuous improvement. Further training for users will take place in the 3rd Quarter as well as a presentation to Members on the new system</p> <p>.</p> |   |  | Organisational Development  |

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