

Corporate Plan 2009/14 – Monitoring Report – Year ending 31<sup>st</sup> March 2010

Action	Progress	Status	Remedial measures if 'Not on Track'	Service Area
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## Objective: Value for Money

## Initiative: Meeting Community Needs

<p>VFM 1.01 - Ensure vulnerable customers, particularly those in isolated rural communities have access to Council services.</p>	<p>A process that will enable the Visiting Officer to complete an electronic benefit application in the customer's own home or at group venues was finalised.</p> <p>The Visiting Officer worked alongside other organisations i.e. Welfare Rights, CAB, and CVS in a benefit take up campaign which was targeted at low income families. Benefit take-up leaflets were delivered to schools and distributed to the children. In addition to attending the usual the usual surgeries throughout the district, links have been forged with the Woodville Surestart Children's Centre, where we hold monthly surgeries at their venue.</p> <p>A self assessment has been compiled drawing on information from the Council's evidence base, all services, partners and members of the community. This has been subject to consultation with the internal and external equality groups and review by a neighbouring authority</p> <p>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 and general equality training has been provided to over 100 members of staff Equality Impact Risk Assessments have continued and in particular on employment procedures.</p> <p>A National Equality Framework peer assessment was completed on 3rd &amp; 4th February 2010. The Council was assessed at 'Achieving' status under the National Equality Framework. A full review of the Corporate Equality &amp; Fairness Scheme has been completed and was reported to F &amp; M Committee on the 29th April 2010</p>	G		Customer Services
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<p>VFM 1.02 - Effective consultation and communication with the community, business and partners</p>	<p>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 developed an action plan as to how we will address the issues raised by the community and to increase satisfaction across the district.</p> <p>Following approval by Committee, the Place Survey outcomes and the proposed actions were reported to Council. Residents were provided feedback and consulted at area meetings. The data from a recent Citizen's Panel survey were analysed, with outcomes being presented on the Council's website.</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 9 issues of the staff magazine 'Better' and a large number of Corporate 'blogs' from the Corporate Management Team and a guest 'blogs' from the Chairman of the Council.</p> <p>The Council has continued to attract a high level of media interest, both locally and nationally on the work and services provided by the Council. This includes a member of staff being featured on a BBC TV programme.</p> <p>The quarterly 'What's on' guide was produced internally along with supporting a number of other promotional activities involving the Council's website, leaflets and graphic design work.</p> <p>All actions in the Corporate Consultation Action Plan have been delivered. A detailed report and action plan on the Place Survey that will influence the Council's approach to consultation during 2010/11 has been completed and approved by F &amp; M Committee.</p>	<p>G</p>		<p>Organisational Development</p>

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**Initiative: Increasing Efficiency**

<p>VFM 2.01 - Improve performance and release cash resources (e.g. service delivery reviews and Disposal of Assets surplus to requirements)</p>	<p>A review of the Council's MTFP was considered and approved by the Committee in January 2010. This showed a widening budget deficit in the medium-term with further efficiency savings required of approximately £375,000 by 2011/12 in order to safeguard the Council's overall financial position. A programme of savings is currently being formulated. 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. The latest efficiency statement identifies on-going efficiency savings of approximately £833,000 for 2009/10. Cumulatively, this equates to total cashable savings of £1.5mn that have been achieved under National Indicator 179 which records efficiencies achieved since 1st April 2008. Other cashable gains are likely to be made through the restructure of Community Services, together with the Corporate Services Partnering Project.</p>	<p>G</p>		<p>IT &amp; Business Improvement</p>
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**Initiative: Developing Members & Staff**

<p>VFM 3.01 - Develop the leadership and management programme</p>	<p>The Council was awarded the 'Silver' rating of the IIP Standard (2<sup>nd</sup> highest rating) The Steering Group completed a review of the programme to identify the key benefits achieved and areas for continued development.</p> <p>13 employees completed the First Line Manager programme and achieved the Institute of Management Certificate. The middle and senior manager's programme have continued during the year. Working with the partner, a web based solution has been developed to enable the completion of 360 appraisals for all delegates on the programme. 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>	<p>G</p>		<p>Organisational Development</p>
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<p>VFM 3.02 - Implement key actions from Workforce Development Plan</p>	<p>The Council has signed up to the Skills Pledge and is in the process of moving forward on key actions.</p> <p>A workforce profile has been produced and published. Continued progress is being made with the completion of the Pay &amp; Grading review. A corporate skills audit form has been developed and is in the process of being rolled out. This will enable the Council to capture additional information on the skills of the workforce. Changes to the absence management procedure were determined by the JCC in February 2010.</p> <p>An employee survey was completed using an external company. The achievements include the outcomes from the employee survey, placing the Council in the Top 75 public sector companies to work for and also as 'one to watch' in the Best Companies index</p> <p>A roll out of training for the revised PDR scheme has been undertaken. The second project for employees that have completed the First Line Manager programme commenced in February 2010; an agreed way forward to complete and implement the Council's Pay &amp; Grading Review has been approved; revised Attendance Management Procedure with training being provided for all managers and supervisors; reviewed and implemented Recruitment and Selection Procedure and reviewing and updating the Eorkforce Development Strategy action plan for 2010/11.</p> <p>A programme of Health &amp; Safety training has been provided to Members and Officers A rough guide to Health &amp; Safety has been produced and made available to all staff on the intranet.</p> <p>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>	<p>G</p>		<p>Organisational Development</p>

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<p>VFM 3.03 - Implement key actions from the Member Training and Development Plan</p>	<p>All Heads of Service have provided individual training sessions for Members. In particular, Members of the Development Control, Standards and Licensing Sub Committees have received their annual awareness training</p> <p>The 'Training' Member Champions have agreed the procedure to be undertaken in relation to the rollout of the Member Performance Development Plans which are currently being completed by Members.</p>	<p>G</p>		<p>Legal &amp; Democratic Services</p>

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**Initiative: High Performing Services**

<p>VFM 4.01 - Improving performance of services</p>	<p>Corporate Plan 2009/14 and the second Annual Report has been published and circulated to key partners, business, stakeholders and the community.</p> <p>Continued development of the Health &amp; Safety IT system to include the electronic recording of accident data and production of management information.</p> <p>The performance management system has been implemented and continues to be used to collate corporate performance data. Quarterly reports are produced using the Council's performance management system (PRiDe). The reports identify progress and where appropriate proposed actions to ensure that targets are achieved. Financial information is also included to enable Members to monitor expenditure. Training has been provided for all users. Recent developments include the electronic production of performance indicators for inclusion into 2010/11 Service Plans and the production of different management reports to show performance measures at different levels across the Council.</p> <p>The external Auditors and Audit Commission have assessed the Council's performance against the new Comprehensive Area Assessment (CAA) regime. The Council attained a score of 3 (out of 4) for 'use of resources' and 3 (out of 4) for managing performance giving the Council an overall score of 3 (out of 4) for its organisational assessment. A score of 3 shows that the Council is 'performing well' across all the services being provided to the Community.</p> <p>A recent external survey placed the Council in the top 75 of public sector organisations to work for. It was also identified as 'one to watch' in the Best Companies index</p>	<p>G</p>		<p>Organisational Development</p>
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**Initiative: High Standards of Corporate Governance**

<p>VFM 5.01 - Maintain sound and stable finances and high standards of Corporate Governance.</p>	<p>The six monthly review of the assessment was carried out by Officers in November 2009. Progress and a recalculation of the score will be reported to the Standards Committee in February 2010 and Audit Sub Committee (16 December 2009) with their views on progress considered by Full Council. An external review of the Authority's corporate governance arrangements was undertaken by Solace Enterprises which confirmed that the Council's local code complies in full with best practice, as set out in the national framework.</p> <p>The Council reviewed its MTFP to 2015 alongside the budget-round and setting of the council tax for 2010/11. This highlighted a worsening budget deficit and set out actions to address this before 2011/12. Full details can be found on the Council's web-site.</p>	<p>G</p>		<p>Legal &amp; Democratic Services</p>
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