

CORPORATE PLAN 2008/11 – MONITORING REPORT – 2 nd QUARTER – 30 th SEPTEMBER 2008						
Ref	Action	Target for 2008/09	Responsible Head of Service	Achievements to 30 th September 2008	Assessment Against Target	Reasons if Not "On Track"
THEME 2: YOU AT THE CENTRE						
Priority: Listening to and informing local people						
2.1	Effective consultation and communication with residents, businesses and partners	a) 60% of residents satisfied with overall service b) 80% of consultees satisfied with process	Org. Dev	<i>We will measure this as part of the November 2008 'State of the District' Citizens Panel survey and Place Survey and will report at the end of Quarter 3.</i>	Green	
THEME 3: HIGHER QUALITY SERVICES						
Priority: Better Value For Money						
3.1	Minimise Council Tax increases by improved commissioning of services (including partnerships with voluntary and public sector), streamlining processes and restructuring	3% net cash-releasing value for money gains totalling £100,000 by 2009	IT & Business Impt	<i>£15,730 actual savings made to date. £24,828 savings identified but to be confirmed.</i>	Green	

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3.2	Identify assets "surplus to requirements" in accordance with the Council's Disposals Policy to generate resources for capital investment	Proceeds of £800,000 generated by March 2009	Finance & Property Services	£267,500 generated to-date as reported to Committee in May 2008.	Amber	<p>Several disposals are being held back pending improvement in the economy. The most recent disposal put to Auction, did not attract any bids.</p> <p>Some smaller disposals have been realised but this will not be sufficient to hit the target. There are potentially some significant disposals in the pipeline (subject to approval), but it is anticipated that they will fall after March 2009.</p>
3.3a	Continue to train and develop staff	a) Leadership Training for 70% of all Managers	Org. Dev.	<i>Three leadership and management development programmes have commenced.</i>	Green	

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3.3b	Improving attendance	b) Sickness absence average 9 days or less	Org. Dev.	<i>4.25 days per employee after 6 months – straight line projection is 8.50 days.</i>	Green	Position improved from Qtr 1 and now on target <i>Ongoing support continues to be provided. A review of the procedure is to be undertaken jointly with the trades unions</i>
Priority: Improving Customer Care and access to services						
3.4	Deal with more customer enquiries at the first point of contact	75% of customers dealt with at the first point of contact	Customer Services	Currently 72% of customers are being dealt with at the first point of contact Customer Services Team currently receiving training on Benefits and Council Tax.	Green	
3.5	Develop website further to enable more transactions on line	80% of customers satisfied with website	Customer Services	68% 'Satisfied' based on the new question 'How satisfied are you with the website overall?'	Amber	Below target, but expected higher satisfaction levels when new website launched in November

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3.6	Ensure policies and practices relate fairly to all sectors of the community	Level 2 of the Equalities Standard achieved	Org. Dev.	<i>Level 2 achieved in March 2008 and Action plan in plan</i> Work has commenced on completing Equality Impact Risk Assessments within the Council	Green	
THEME 6: STRONGER IN THE REGION						
Priority: Work together with our Partners in the Local Strategic Partnership for a 'better South Derbyshire'						
6.5	Help to promote and deliver the priorities of the South Derbyshire Local Strategic Partnership (LSP)	Complete all SDDC actions	Leisure & Com. Dev	Action Plan being delivered. Progress reported to LSP Board	Green	