

Corporate Plan 2009/14 – Monitoring Report – Quarter ending 31<sup>st</sup> December 2009

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

## Initiative: Meeting Community Needs

VFM 1.01 - Ensure vulnerable customers, particularly those in isolated rural communities have access to Council services.	<p><i>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.</i></p> <p>The Customer Services Visiting Officer is working alongside other organisations i.e. Welfare Rights, CAB, and CVS in a benefit take up campaign targeting low income families. Benefit take-up leaflets will be delivered to schools and distributed to the children. As well as the usual surgeries throughout the district, we have forged links with the Woodville Surestart Children's Centre who are holding monthly surgeries at their venue.</p>	G		Customer Services
VFM 1.02 - Effective consultation and communication with the community, business and partners	<p><i>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.</i></p> <p>A detailed action plan is being developed. This will identify key issues arising from the Place Survey and propose actions to meet the priority needs raised by the community. Following approval by Committee, the Place Survey outcomes and the proposed actions will be taken to Council and residents will be consulted at area meetings.</p>	G		Organisational Development

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<p>VFM 1.99.1 - Achieving Actions in line with the Corporate Equalities &amp; Fairness Scheme</p>	<p><i>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</i></p> <p>The peer assessment for reaching 'achieving' status under the National Equality Framework will be completed on 3rd &amp; 4th February 2010. 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. Training has continued with over 100 staff attending the courses during the quarter. Equality Impact Risk Assessments have continued and in particular on employment procedures.</p>	<p>G</p>		<p>Organisational Development</p>

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<p>VFM 1.99.2 - Produce and publish an annual Workforce Profile for the Council</p>	<p><i>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.</i></p> <p>The Leadership and Management Development programme has continued. A review of the Performance Development and Review (PDR) has been completed and training will be rolled out in the final quarter ahead of the next PDR rounds for 2010. The workforce profile has been completed and published. A number of employment procedures are being reviewed in connection with the Pay &amp; Grading Review. Other policies reviewed include, the Council's Maternity Policy, E-Communications Policy and added guidance and training provided in line with the recently updated recruitment and selection procedure.</p>	<p>G</p>		<p>Organisational Development</p>

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<p>VFM 1.99.3 - Complete actions under the Corporate Communications Strategy</p>	<p><i>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</i></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 member of staff being featured on a BBC programme. The quarterly 'What's on' guide was produced internally along with supporting a number of other promotional activities involving the Councils website, leaflets and graphic design work. Internal communications have included editions of the 'Better magazine and blogs from the Management Team and Chairman of the Council.</p>	<p>G</p>		<p>Organisational Development</p>
<p>VFM 1.99.4 - Complete actions under the Corporate Consultation Strategy</p>	<p><i>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.</i></p> <p>A detailed action plan is being developed. This will identify key issues arising from the Place Survey and propose actions to meet the priority needs raised by the community. Following approval by Committee, the Place Survey outcomes and the proposed actions will be taken to Council and residents will be consulted at area meetings. Outcomes from a recent Citizen's Panel are being analysed with the outcomes being presented on the Council's website.</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.</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> <p>The latest efficiency statement identifies on-going efficiency savings of approximately £833,000 for 2009/10. To date, this equates to total cashable savings of £1.5m that have been achieved under NIS 179 (national PI) which records efficiencies achieved since 1<sup>st</sup> 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><i>The Council was awarded the 'Silver ' rating of the IiP Standard (2<sup>nd</sup> highest rating). The three programmes have continued during the quarter with feedback provided to all delegates following the completion of 360 individual surveys</i></p> <p>The Steering Group is completing a review of the programme to identify the key benefits achieved and areas for continued development.</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><i>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.</i></p> <p><i>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 &amp; 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 &amp; Grading review.</i></p> <p>A corporate skills audit form has been developed and will be rolled out during the final quarter. This will enable the Council to capture additional information on the skills of the workforce. Changes to the absence management procedure will be determined by the JCC in February 2010. This will be followed by training for all managers. A second corporate project has been identified for the first line managers action learning set that will commence in February.</p> <p>The employee survey has been completed using an external company. The outcomes from this will be reported in the final quarter. Work has progressed with the Pay &amp; Grading Review with statutory procedures implemented to complete and implement the review in June 2010</p>	<p>G</p>		<p>Organisational Development</p>

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VFM 3.03 - Implement key actions from the Member Training and Development Plan	<p><i>All Heads of Service have provided individual training sessions for Members</i></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>Members of the Development Control, Standards and Licensing Sub Committees have received their annual awareness training.</p>	G		Legal & Democratic Services

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**Initiative: High Performing Services**

<p>VFM 4.01 - Improving performance of services</p>	<p><i>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.</i>  <i>Continued development of the Heath &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.</i></p> <p>Quarterly reports are produced using the Council's performance management system (TEN). These are reported to Policy Committees. 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. 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 align="center">G</p>		<p align="center">Organisational Development</p>
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VFM 4.01.1 - Complete actions in the Corporate Health & Safety Plan	<p><i>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.</i></p> <p>Training has been provided in risk assessment, DSE assessment, basic Health &amp; Safety and training for Elected Members. A rough guide to Health &amp; Safety has been produced and made available to all staff on the intranet.</p>			Organisational Development
VFM 4.01.2 - Production of key Corporate Policy documents	<p><i>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.</i></p> <p>The self assessments required under the new CAA regime were completed and submitted. The Council attained an overall score of 3 – 'performing well'. Work has now commenced on developing an action plan to sustain and improve this score for the next assessment</p>			Organisational Development

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**Initiative: High Standards of Corporate Governance**

VFM 5.01 - Maintain sound and stable finances and high standards of Corporate Governance.	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.	G		Legal & Democratic Services
VFM 5.01.1 - Establish the electronic recording and reporting of performance data via implementation of the PRiDe (TEN) Performance Management System	<p><i>The PRiDE 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</i></p> <p>The action is complete and ongoing development work for the system has continued. Training will be provided to all users and opportunities are being explored to integrate the TEN system with other IT applications to enable the electronic transfer of performance data</p>			Organisational Development

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