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Iain Phillips Chief Executive

20th March 2007

Dear Councillor,

I hereby give you Notice that a Meeting of the **POLICY AND STRATEGIC DEVELOPMENT COMMITTEE** will be held in the **COUNCIL CHAMBER, CIVIC CENTRE, CROOK** on **WEDNESDAY, 28th MARCH 2007** at **6.00PM**.

AGENDA

	Page No.
1. Apologies for Absence.	
2. To consider the Minutes of the last Meeting of the Committee held on 31 st January 2007 as a true record.	Copies previously circulated
3. To consider proposals regarding a graphic design and print policy and procedure.	1 - 6
4. To consider the six month performance indicator update for the Best Value Performance Indicators 2006/07.	7 - 16
5. To consider the status of the low performing Best Value Performance Indicators.	17 - 39
6. To consider the Best Value Performance Indicators – Quartile Improvement.	40 - 46
7. To consider the indicative results of the triennial survey for Wear Valley in comparison to single and upper tier local authorities.	47 - 57
8. To consider the annual accident statistics for 2006.	58 - 62
9. To consider the revised Partnerships and Partnering Protocol.	63 – 71
10. To consider the Corporate Development Unit (CDU) Draft Service Plan 2007/08.	72
11. To consider recommendations from the Regeneration Committee regarding minor changes to the Capital Programme.	73 – 80

12. To consider the interim management arrangements.

81 - 83

13. To consider such other items of business which, by reason of special circumstances so specified, the Chair of the meeting is of the opinion should be considered as a matter of urgency.

* It is likely that item 12 will be taken in the closed part of the meeting in accordance with paragraph 1 of Part I of Schedule 12A of the Local Government Act 1972 as amended by the Local Government (Access to Information) (Variation) Order 2006.

Yours faithfully



Chief Executive

Members of this Committee : Councillors Mrs. Brown, Ferguson, Foote Wood, Gale, Grogan, Hayton, Mrs Jones*, Kay, Kingston, Laurie, Mews, Murphy*, Nevins, Perkins, Stonehouse, Townsend and Zair.

*ex-officio, non-voting capacity.

Chair : Councillor Stonehouse

Deputy Chair : Councillor Kay

TO: All other Members of the Council for information.
Management Team.



POLICY AND STRATEGIC DEVELOPMENT COMMITTEE

28TH MARCH 2007

Report of the Chief Officer, Corporate Development Unit
GRAPHIC DESIGN & PRINT POLICY AND PROCEDURE

purpose of the report

1. To submit for approval a proposed policy and procedure for graphic design and printing operations across all departments.

introduction

2. Internal audit have completed a review of the procurement and management of the Council's graphic design and print requirements and have recommended that the Marketing and Communications Section implement a policy and procedure for graphic design and print.

background

3. Departments have outsourced design and print work to external printers without discussing their requirements with the Marketing and Communications Section. This has led to non-conformance of the corporate branding guidelines and fragmented contractual arrangements and through that, higher than necessary costs.
4. On average the Council is spending £60,000 per annum on outsourcing graphic design and print. Some of which is unnecessary spend because it could be designed and printed internally.
5. The Internal Audit report has also identified that through independent procurement of design and print work by each department, the Council is missing the opportunity to negotiate a contract with a preferred supplier and through that, benefit from discounted rates for volume purchasing.

procurement of graphic design and print services

6. To address the recommendations in the Internal Audit report, corporate policies and supporting procurement of design and print services have been drafted for approval and they are attached as Annexes A and B of this report.

conclusion

7. Internal audit have agreed to the policies and procedures outlined in this report. Implementing the policies and procedures across all departments will allow the Marketing and Communications to retain control of corporate branding, improve planning schedules and reduce costs for outsourcing external print and design requirements by using preferred suppliers.

RECOMMENDED

That the Committee agree to the policies and procedures outlined in the report.

Officer responsible for the report
John Docherty
Chief Officer of Corporate Development
Ext 306

Author of the report
Joanna Defty
Marketing & Communications Mgr
Ext 360

POLICY & STRATEGIC DEVELOPMENT COMMITTEE

28th MARCH 2007

Report of the Chief Executive

6 MONTHLY BEST VALUE PERFORMANCE INDICATOR UPDATE

purpose of the report

1. To present to Policy and Strategic Development Committee the 6-month performance progress update for the Best Value Performance Indicators 2006/07. These figures have been projected for the full year where possible.

indicator performance

2. The performance information is presented in Annex C and shows the current performance all indicators for 2006/07 and previous performance of the Council's BVPIs over the last five years.
3. Annex D, shows the high level summary of performance for the first 6 months 2006/07 and indicate a declined rate of improvement from previous years with:
 - 41% of indicators have improved from the previous year compared with 58% the year before;
 - 24% have declined in performance compared to 14% the previous year,
 - 23% remain unchanged compared to 14% the previous year;
 - 12% are performing at an optimum performance level in comparison to 14% the previous year.
4. The predicted quartile analysis can be found at Annex E and also represent in top quartile performance and only a slight increase in above median performance.
5. In addition, the initial 6-month performance trend has been compared against the targeted end of year performance to identify if we are on track. This information indicates that 59% of indicators will meet their target and 41% will not meet the target.

RECOMMENDED

That Members consider the performance information presented in this report.

Officer responsible for the report

Iain Phillips
Chief Executive

Author of the report

Cheryl Duggan
Performance Improvement Manager
Ext.313

POLICY AND STRATEGIC DEVELOPMENT COMMITTEE

28TH MARCH 2007

Report of the Chief Officer

LOW PERFORMING BVPI UPDATE – QUARTER 3

purpose of the report

1. To report on the status of the low performing Best Value Performance Indicators (BVPI's).

background

2. At the end of the 2005/2006 a list of BVPI's that were performing poorly was identified. These indicators were to be monitored on a quarterly basis. This report presents BVPI data for the 3rd Quarter (October - January).
3. Annex F tabulates the 3rd Quarter BVPI data in relation to our targets and previous performance. Quartile figures have been updated from the previous quarterly performance presented this year, as the figures have now been released for 2005/06.
4. Graphs mapping actual performance over time against their individual targets are presented for each indicator at Annex G.

high level findings

5. Overall, seventeen (81%) of our low performing BVPI's have improved in performance this quarter in comparison to their end performance in 2005/06, One (5%) have remained constant and three (14%) have declined in performance.
6. Annex H displays the current quartile range of the low-performing BVPI's after the third quarter. The third quarter performance is compared against the latest quartile data available (2005-06). It indicates that one indicator (5%) features in the top quartile nationally. Seven (33%) are in the above median quartile, with eight (38%) below the median. Five indicators (24%) currently perform within the bottom quartile for district councils nationally.
7. Six BVPI's rose in performance quartile between the second and third quarters. Only one of these rose by more than one quartile. This was BV127a (violent crime per 1000 population), which rose from being within the bottom quartile to being above the median.

8. Annex I demonstrates the current status of the low-performing indicators in regards to meeting their targets. At present only nine (43%) are on course to meet their targets. The remaining twelve indicators (57%) are not on target.

departmental findings

9. Annexes J – L breaks the data down into departments.
10. Annex J demonstrates the quartile performance for each department. Corporate Development has three (75%) of its indicators above the median, and one (25%) within the top quartile. All three indicators from Environment and Regeneration feature in the third (below median) quartile.
11. Of the ten low-performing indicators within Resources, three (30%) are within the bottom quartile. A further three (30%) are ranked above the median, with four (40%) in the below median quartile. Two (50%) of Strategic Communities indicators remain in the lowest quartile, whilst one is ranked below median (25%), and another above median (25%).
12. Annex K breaks down, by department, whether the low-performing indicators are on target. All four (100%) Corporate Development indicators are on course to meet their targets. One (33%) of the Environment and Regeneration indicators is meeting its target, with the remaining two (67%), at their present level, unlikely to meet their targets for 2006-07.
13. Four BVPI's from Resources (40%) are presently on course to meet their targets. The remaining six indicators (60%) will not meet their year-end targets at their current rate of performance. All four BVPI's from Strategic Communities (100%) are currently not performing to the levels needed to reach their targets.
14. Annex L demonstrates the level of improvement between the second and third quarters. This demonstrates that only one indicator has declined in quartile performance since the second quarter. This is BVPI11a (the percentage of top 5% earners who are women), which dropped two quartiles after a drop in levels from 26% to 16%.
15. The majority of indicators across the Environment and Regeneration, Resources and Strategic Community have remained in the same quartile despite their improvement in performance (as demonstrated in Annex G's graphs). This indicates that whilst there has been improvement, it can only have been slight.
16. The greatest level of quartile improvement has been in Corporate Development, where three indicators (75%) have improved quartiles. One indicator (33%) in Environment and Regeneration has improved, as have two within Resources (20%) and one within Strategic Community (25%).

conclusion

17. This quarterly report has indicated that whilst the majority of the low-performing BVPI's have continued their improvement in the third quarter of the year, the actual performance in terms of quartile improvement is not as rapid.

RECOMMENDED

1. That Members note the content of this report.
2. That the indicators continued to be monitored on a quarterly basis and be reported to the Policy and Strategic Development Committee.

Officer responsible for the report
John Docherty
Chief Officer, Corporate Development
Ext 306

Author of the report
Paul Hopkins
Best Value Co-ordinator
Ext 878

POLICY AND STRATEGIC DEVELOPMENT COMMITTEE

28TH MARCH 2007

Report of the Chief Officer – Corporate Development

BEST VALUE PERFORMANCE INDICATORS – QUARTILE IMPROVEMENT

purpose of the report

1. To highlight those Best Value Performance Indicators (BVPI's) with the greatest prospects for improvement into the top national quartile.
2. To present quartile performance data for the six further Durham districts as well as the nearest neighbouring authorities, to allow comparison with Wear Valley's performance.

improving quartile

3. Annex M highlights the BVPI's that currently sit within the above median quartile, and their present targets. It also indicates the change required to achieve the top quartile amongst district councils.
4. Of the twelve above median indicators, only two would likely attain top quartile status through meeting the targets set in either 2006/07 or 2007/08. These both relate to crime and disorder.
5. Three of the twelve indicators have declined in actual performance terms between 2005-06 and 2006-07, and therefore will require a reverse in trends before moving up a quartile.
6. Based upon the six month updates for 2006-07 several indicators have already surpassed their targets for 2006-07.

durham districts comparison

7. Annex N presents the BVPI data for each of the Durham districts. The figures show that across the Durham districts, Wear Valley has the highest proportion of indicators in the top quartile.
8. However, it needs to be remembered that Wear Valley's figures are based on the 2006-07 six-monthly update, as opposed to all other authorities, for which 2005-06 data is used.
9. Wear Valley also has the highest proportion of its indicators above the median for district councils nationally. 54% of the indicators come above average, which is just ahead of Chester-le-Street and Derwentside, who both stand on 53%. The lowest proportion was Easington, with just 41% of its indicators above the median.

10. Easington also had the lowest percentage of figures in the bottom quartile with 38%, ahead of Teesdale with 35% and Durham City with 34%.
11. Wear Valley has the lowest proportion of its indicators in the bottom quartile by a considerable margin. Only 14% feature in the bottom 25% nationally, compared to its nearest rival – Sedgefield with 21%.
12. Wear Valley has 31% of its indicators in the below median quartile, the largest of any of the Durham districts. This fact combined with it also having the highest proportion in the top quartile indicates the success enjoyed recently in improving quartile performance and indicator outcomes.

‘nearest neighbours’ comparison

13. Annex O has compiled the quartile performance for each of Wear Valley’s nearest neighbours, and compares it against WVDC’s performance. Again, Wear Valley’s six-monthly figures for 2006-2007 compare favourably with all other authorities for 2005-06.
14. Only Boston has more indicators in the top quartile, with 38%, compared to Wear Valley’s 36%. Wansbeck has the lowest proportion, with 18%, just behind Carlisle City, Derwentside and Mansfield on 19%.
15. However, Wear Valley, again has the highest percentage of its indicators above the median. The worst Authority in terms of this performance is Allerdale with just 36% above the median.
16. Furthermore, Wear Valley again has the lowest proportion of indicators in the bottom quartile – 14%. The nearest council to this is Boston with 18%.

conclusion

17. The data presented in Annex M shows that in order to increase the levels of indicators within the top quartile nationally, the performance increase will need to be greater than the targets set. However, with some of the indicators having already surpassed their targets, current performance can lead to the performance becoming top quartile.
18. The data contained within Annexes N and O demonstrates that Wear Valley is performing well compared to its geographical and socio-economic neighbours for its quartile performance.

RECOMMENDED That Members consider the performance information presented in this report.

Officer responsible for the report

John Docherty
 Head of Corporate Development
 Ext 306

Author of the report

Paul Hopkins
 Best Value Co-ordinator
 Ext 878

POLICY AND STRATEGIC DEVELOPMENT COMMITTEE

28TH MARCH 2007

Report of the Chief Officer of Corporate Development
INDICATIVE TRIENNIAL SURVEY RESULTS

purpose of the report

1. To inform the Policy and Strategic Development Committee of the indicative results of the triennial survey for Wear Valley in comparison to single and upper tier local authorities.

background

2. All English local authorities are statutorily required to undertake Best Value Performance Indicator (BVPI) surveys on a three-yearly basis to collect data for satisfaction performance indicators. The first round of surveys ran in 2000-01, the second in 2003-04 and this report publishes an initial set of results from the third round in 2006-07.
3. These survey-based measures form part of the wider suite of BVPIs, which councils are statutorily required to report. Local authorities collect these survey data following a methodology and a timetable prescribed by the Department of Communities and Local Government and the Audit Commission. Following data collection, authorities submit their data to the Audit Commission for collation and further analysis at national and regional aggregate levels.
4. There are five BVPI surveys: a general household survey; a survey of local authority benefit claimants, a survey of local authority tenants, a survey of planning applicants, and a survey of library users. This report focuses initially on the General Survey and brings into consideration the tenant and planning BVPI results where applicable.
5. The results presented here only relate to single tier and upper tier authorities because these authorities were asked to submit their data earlier than usual so that it could be use for Comprehensive Performance Assessment (CPA) 2006. District councils are working to a slightly longer timetable with the results being due for submission at the end of March 2007.

general survey

6. This survey focuses on four key areas: Corporate Health, Environment & Waste, Transport and Cultural and Recreational Services. The General Survey collects 13 Best Value Performance Indicators for single tier authorities and 9 for district authorities.

7. Authorities collect data for the General Survey using a standardised questionnaire template and prescribed postal methodology. In addition to questions used to collect data for BVPIs, there are several non-BVPI questions. This includes questions based on the Quality of Life in the local area and Anti-Social Behaviour. Wear Valley results for these areas will be presented to COMT in March with comparable data available from the DCLG in the summer of 2007.

results

8. This report includes an indicator commentary for the 2006-07 single tier (149 councils) results for the 9 BVPIs included in the General Survey in comparison to Wear Valley District Council and Durham County Council. It also indicates where possible, a time-series comparison with 2000-2001 and 2003-04 results, as well as results by authority type and where possible, regional breakdowns.

summary of best value performance indicator results for single tier and counties

9. Overall Satisfaction - On average 51% are satisfied with the overall service provided by their local authority. This represents a decline of 2 percentage points since 2003-04. In contrast to this Wear Valley achieved a score of 55% representing an 8-percentage point increase. Durham County Council achieved 48% indicating a 4-percentage point decrease from 52% in 2003/04.
10. Complaints Handling - On average 32% of complainants were satisfied with the handling of their complaints. This represents an improvement of 1 percentage point since 2003/04. Wear Valley attained a score of 35% representing a 3% increase from 32% in 2003/04. For 2006/07 DCC achieved a score of 33% a 2% decrease from 2003/04.
11. Street Cleaning - On average 64% were satisfied with the cleanliness standard (keeping land clear of litter and waste) in their area. This equates to a 9-percentage point increase since 2003/04. WVDC attained a score of 70% representing an increase of 10-percentage points from 60% in 2003/04.
12. Household Waste Collection - 79% of respondents were satisfied with the household waste collection service, representing a decline of 2-percentage points since 2003/04. WVDC decreased by 6-percentage points from 90% to 84%.
13. Waste Recycling - 66% of respondents were satisfied with the local waste recycling facilities. For WVDC 69% of respondents were satisfied representing a decline of 6-percentage points from 75 % in 2003/04.
14. Sports and Leisure Facilities - 55% of respondents were satisfied with the sports and leisure facilities indicating an improvement of 3-percentage points since 2003/04. For WVDC 56% of respondents were satisfied representing a

9-percentage point decrease since 2003/04. DCC achieved 55% making it consistent with opinion in 2003/04.

15. Museums and Galleries - 43% of respondents expressed satisfaction with museums and galleries representing a decline of 1-percentage point since 2003/04. For WVDC 27% of citizens were satisfied representing a decrease of 3% within our area. DCC achieved 32% but suffered an 8-percentage point decrease from 2003/04.
16. Theatres and Concert Halls - 44% of respondents expressed satisfaction with theatres and concert halls, a decline of 3-percentage points since 2003/04. For WVDC 27% of citizens were satisfied representing a decrease of 6-percentage points from 2003/04. DCC achieved 35 representing a 10-percentage point decrease.
17. Parks and Open Spaces - 72% of respondents expressed satisfaction with parks and open spaces representing an improvement of 2-percentage points since 2003/04. WVDC achieved a score of 63% representing a decrease of 2-percentage points from 2003/04.

quartile position

18. Table 1 represents Wear Valley BVPI results in comparison to the single tier/counties quartile performance. (Our performance is coded as dark green top quartile performance, light green above median, yellow below median and bottom quartile performance is coded red)

BVPI Number	Description	WV Result	Bottom	Median	Top Quartile
BVPI3	Overall satisfaction	55	46	50	55
BVPI4	Satisfaction with Complaint handling	35	29	32	35
BVPI89	Satisfaction with cleanliness of public land	70	59	62	69
BVPI90a	Satisfaction with the waste collection overall	84	74	80	84
BVPI90b	Satisfaction with waste recycling (local facilities)	69	61	67	72
BVPI119a	Satisfaction with sports and leisure facilities	56	51	56	60.5
BV199d	Satisfaction with theatres and concert halls	27	35.5	44	55.00
BV199e	Satisfaction with parks and open spaces	63	67.5	73	77
BV111	Satisfaction with	83	65	72	80

	overall service	planning				
BV74	Overall satisfaction with Service (all residents)	Housing (all residents)	76	68	74	78
BV75	Tenant satisfaction with opportunities to participate		85	56	61	67

19. A full analysis for each indicator can be found at Annex P of this document. Graphical data for each indicator is also attached at Annex Q.

conclusion

20. In general (using the single tier analysis as a source of comparison), the General, Planning and Tenants survey scores for WVDC have improved substantially since 2003/04. In many instances this improved performance does not align itself with the national trend of declining performance.
21. The quartile comparison shows that in many areas the Council is performing strongly. However attention should be paid to BV199e – Satisfaction with parks and open spaces.

RECOMMENDED That consideration be given to the performance information presented in this report.

Officer responsible for the report
 John Docherty
 Chief Officer, Corporate Development
 Ext 306

Author of the report
 Cheryl Duggan
 Performance Improvement
 Manager
 Ext.313

POLICY AND STRATEGIC DEVELOPMENT COMMITTEE

28th MARCH 2007

Report of the Health and Safety Officer
ANNUAL ACCIDENT STATISTICS

purpose of the report

1. To submit to the Policy and Strategic Development Committee accident statistics for 2006.

introduction

2. Accident statistics form part of the Council's Health and Safety Management system, their collection, interpretation and use within the Council assists in ensuring the continued wellbeing of employees and service users.
3. This information can also be of importance for the identification of trends and development of risk control strategies and identification of budgetary needs.

background

4. The available data appears to indicate that the improvements made to the Council's arrangements for managing Health and Safety has reduced the number of Health and Safety Executive (HSE) reportable accidents within the authority. In addition the methodology for recording and analysis allows us to identify the types of accident that are most prevalent.

analysis

5. Accident statistics have been compiled from records held by the Health and Safety Officer that identify the type of accident that has occurred.
6. The number of accidents to Wear Valley District Council employees is 50 and a graph showing their distribution by accident type is shown at Annex R. It should be noted that two of these were reportable to the HSE under Reporting of Injuries Diseases and Dangerous Occurrences Regulations' (RIDDOR). RIDDOR is the regulation that requires employers to report accidents meeting certain set criteria to the HSE. An example of this criteria is where a person remains absent from work for over three days following an accident. Annex S identifies the reduction in accidents and RIDDOR reportable accidents since 2004.
7. The number of accidents occurring to members of the public within the Council's public buildings (predominantly leisure centres) is 153, which is a decrease from 2005 where there were 243 accidents to members of the

public. Graphs showing the trends in reported accidents incurred by the public are shown at Annex T.

8. One of these accidents was reportable to the HSE due to the individual leaving site and going straight to the hospital.
9. The distribution by type of Wear Valley District Council's accident statistics appears to mirror the trend present within HSE research. Manual Handling accounts for the highest percentage of accidents (38%) and slips and trips are the second biggest cause of accidents (26%).

conclusion

10. The majority of manual handling accidents involve refuse collection staff. The weights of the objects and the size of the objects are outside of the Council's control, however it is recommended that refuse collection staff are provided with manual handling training with the aim of reducing these accidents. If further accidents occur further investment in manual handling devices may be required (to be reviewed following the 2007 statistics).
11. Slips and trips involve predominantly the refuse collection staff and leisure staff. A review of the footwear issued to these staff is recommended, to identify if it is the most suitable for the respective work areas in relation to the footwear's slip resistance.
12. To continue to improve our reported accident statistics it is recommended that a target of a 5% reduction in lost time injuries is set for 2007, based on the apparent RIDDOR gains demonstrated within this report.

RECOMMENDED That Members note the contents of this report.

Officer responsible for the report
Iain Phillips
Chief Executive

Author of the report
Tony Bough
Health and Safety Officer
Ext 446

POLICY AND STRATEGIC DEVELOPMENT COMMITTEE

28TH MARCH 2007

Report of the Chief Executive
REVISED PARTNERSHIPS AND PARTNERING PROTOCOL

purpose of the report

1. To submit for discussion and approval a revised definition of partnerships and a revised protocol for partnership working.

background

2. District Audit reviewed partnership control arrangements in Wear Valley District Council in April 2004 and published their findings in the same month.
3. The District audit report identified several issues regarding the Council's approach to partnerships and partnering arrangements. In particular, the District Audit was concerned that:
 - The Council lacked a corporate register or database of partnerships;
 - The Council lacked a corporate strategic statement or guidance on partnership working;
 - The Council lacked a clear definition of what constituted a partnership;
 - Partnership working did not feature in the Council's medium term financial strategy;
 - The Council does not have robust procedures in place to monitor partnership working;
4. To address these, and related issues, an action plan was designed and considered at the Policy and Strategic Development Committee in December 2005.
5. After the action plan was approved and undertaken, the Council reviewed its arrangements with a self-assessment of its partnership arrangements in July 2006.
6. The revised self-assessment report recommended:
 - That the Council undertake a planned review of the Council's Protocol for Partnership Working, and;
 - That the Council classify and prioritise the partnerships to evaluate their effectiveness.
7. The action plan was due to be reviewed in December 2006 but post vacancies meant that the protocol could not be reviewed until February 2007.

8. The protocol review highlighted a problem with the partnership definition that was being used. The definition did not distinguish between formal and informal arrangements, which resulted in over 100 arrangements being identified as partnerships.
9. The Council used the phrase that had been developed by Birmingham University's Institute of Local Government (INLOGoV). INLOGoV's defined a partnership as:
"Arrangements involving two or more bodies to achieve common objectives."
10. The protocol review revised the definition of a partnership to distinguish between informal and formal arrangements and thereby reduce the number of arrangements that were improperly classified as partnerships.
11. The proposed revised definition is:
"A formal arrangement between two or more bodies, which is characterised by cooperation and responsibility to achieve common objectives."
12. The Corporate Development Unit is near to completing a risk assessment of existing partnerships. The risk assessment will then be followed with an in-depth health check for high-risk partnerships for monitoring and regular reviews.

human resource implications

13. Other than staff time needed to develop the arrangements outlined in the action plan, there are no Human Resource implications associated with this report.

financial implications

14. If the financial guidelines described in the attached Partnerships Protocol are adhered to, there are no financial implications associated with this report.

legal implications

15. The revised protocol has been reviewed and agreed by the Assistant Director - Legal and Administrative Services. It will assist in ensuring that the Council enters into effective arrangements to deliver key objectives and minimise risks.

conclusion

16. The Council has responded to the District Audit's concerns about partnerships by developing a definition of partnerships, a partnership database, and is near to completing the risk assessment of the partnerships.
17. The protocol has been reviewed and the definition of a partnership has been revised.
18. The Corporate Development Unit has begun to classify and prioritise the partnerships to evaluate their effectiveness.
19. High-risk partnership, as identified by the risk assessment, will be monitored and reviewed regularly.

RECOMMENDED

1. That the revised protocol, with the proposed definition of a partnership, attached as Annex U, is approved as the baseline document to provide guidance on the Council's future partnerships;

2. That the Chief Officer, Corporate Development reports on progress of the partnership project to Committee in August 2007.

Officer responsible for the report

Iain Phillips
Chief Executive
Ext 304

Author of the report

Lawrence Serewicz
Policy and Partnership Manager
Ext 311

POLICY AND STRATEGIC DEVELOPMENT COMMITTEE

28TH MARCH 2007

Report of the Chief Executive
CORPORATE DEVELOPMENT UNIT (CDU) DRAFT SERVICE PLAN 2007- 08

purpose of the report

1. To report the Corporate Development Unit's (CDU) draft Service Plan 2007/08 to the Policy and Strategic Development Committee (Annex V refers).

introduction

2. Each Department within the Council publishes a Service Plan every year to align its activities and budget with the corporate objectives within the Council Plan. The Service Plan is therefore a key part of the Council's planning, performance management and improvement process.
3. In addition to information on performance, Best Value Reviews, consultation and customers presented in previous Service Plans, CDU's Service Plan has the new structure and how the Unit supports the Council's Corporate Plan Objectives.

conclusion

4. The CDU's Service Plan for 2007/08 describes how the Unit will continue to play a vital role in improving the performance of the Council and meeting the challenges set for it by Government, its partners and the needs and wishes of local people.

RECOMMENDED

That the Corporate Development Unit's Draft Service Plan 2007/08 be approved.

Officer responsible for the report

Iain Phillips
Chief Executive
Ext 304

Author of the report

Lawrence Serewicz
Policy and Partnership Manager
Ext 311

POLICY AND STRATEGIC DEVELOPMENT COMMITTEE

28TH MARCH 2007

Report of the Strategic Director for Resource Management
PROPOSED CHANGES TO THE CAPITAL PROGRAMME 2006/07

purpose of the report

1. To consider recommendations from the Regeneration Committee that some minor changes be made to the Capital Programme 2006/07.

background

2. At the meeting of the Regeneration Committee held on 7th March 2007, Members were appraised on the need to transfer two separate contributions, detailed within the Capital Programme 2006/07, into 2007/08, to allow further project development to be approved. A copy of the report considered at the meeting is attached as Annex W.

conclusion

3. Following debate the report was moved and seconded. The proposed changes are now reported to the Policy and Strategic Development Committee in accordance with Delegated Powers.

RECOMMENDED that the proposed changes to the Capital Programme 2006/07, contained within Annex W, be agreed.

Officer responsible for the report
Gary Ridley
Strategic Director for Resource Management
Ext 227

Author of the report
Jocasta Lawton
Committee Administrator
Ext 309

Procurement of graphic design services:

To comply with the Council's financial regulations, the Corporate Development Unit will negotiate a preferred supplier list on behalf of the council for the procurement of graphic design and/or print services. All departmental requirements for work of this kind will be placed with the nominated preferred supplier. Written approval to use another supplier will need to be obtained from the Chief Officer, Corporate Development or his approved deputy.

All graphic design requirements should come to the Marketing & Communication Section within Corporate Development, who will then provide guidance on the most cost effective approach to meet the request.

All graphic design requests need to be submitted on Graphic Design /Print Request Form.

When considering graphic design work; the average turnaround time for a particular type of document is:

- | | |
|--|------------|
| a. Leaflets & posters | 14 days |
| b. Corporate Documents | 20-30 days |
| c. Major Events e.g. Proms in the Park | 20-30 days |

Design requirements containing more than 30 words, must be submitted with text in word format.

When resource constraints prevent graphic design production in-house, the Marketing and Communication Section will arrange for the customers work to be sent to an external graphic designer for completion.

The decision to outsource graphic design work rests with the Marketing and Communications Manager and additional costs rest with the commissioning department.

The Marketing and Communications Manager will be required to check the design proof prior to print, both for internal or external design.

The customer must sign off a final approval statement on the Graphic Design /Print Request Form before the artwork can be forwarded for print. All responsibility for final artwork rests with the customer.

If the design job costs over £10,000, the Marketing & Communications Section will obtain three quotations from printing suppliers.

Procedure for graphic design services:

The design/text information must be checked by a supervisor / budget holder, before submitting a graphic design request to the Marketing and Communications Section.

Graphic design requests need to be submitted on a Graphic Design /Print Request Form. Ask the Marketing and Communications Section for a copy.

If the graphic design requirements are complicated, the Graphic Designer or/and Marketing and Communications Manager will meet with the customer to discuss the requirements.

The customer will receive a proof of the artwork before it is sent to print.

The customer must sign off a final approval statement on the design brief form. All responsibility for final artwork rests with the customer.

Procurement of printing and colour copying services:

All printing/copying requirements should be submitted to the Marketing & Communication Section within Corporate Development, who will then decide whether the artwork can be printed in house or outsourced.

In-house printing requests need to be submitted on a Graphic Design /Print Request Form.

The Marketing & Communication Section is able to print / copy up to:

- a. 500 A4 copies or
- b. 350 A3 copies in house.

If further prints are required, the Marketing & Communications Section will obtain quotations and arrange for the job to be printed/ copied at a preferred supplier.

The cost of outsourcing printing requirements will rest with the commissioning department.

The Marketing and Communication Section will request a proof of all artwork before it goes to print for quality control purposes.

The commissioning department will need to have a purchase order number available prior to sending work to external printers.

Print work will be delivered to the Marketing and Communications Section for quality control purposes.

The Marketing and Communications Section will retain a sample copy of all print work for quality control purposes.

The Commissioning department is responsible for approving the document prior to printing.

If the print job costs over £10,000, the Marketing & Communications Section will attain three quotations from printing suppliers.

Procedure for printing services:

Copies or print requests need to be discussed with the Marketing and Communications Section. The Marketing and Communications Section will advise on whether, the document can be printed in house or whether (due to complexity of job or quantity of print) the job will have to be sent to external printers.

Printing in House (colour copier)

If the job can be printed in house, a Graphic Design /Print Request Form, detailing the quantity of copies required will need to be completed and submitted to the Marketing & Communications Section.

Copying in House (colour copier)

If the job can be copied in house, you will need to fill in Copy Record book, detailing the quantity of copies, department etc.

If the job has to be printed externally, the Marketing and Communications Section will arrange a quote from the printers (preferred supplier only).

When the quote has been accepted the commissioning department will need to raise a requisition (purchase order).

The Marketing and Communications Section will save the artwork to CD for collection from the commissioning department, who will then deliver the artwork to the printers with a print specification sheet and a proof.

Private copying:

The Marketing and Communication Section can copy a document for private use, however, a charge will incur. See below.

Private Copying Price List

	Colour	Black & White
A4	12p	5p
A3	16p	8p

The Marketing & Communication Section cannot supply more than 50 copies for private use, and all private copying jobs will need a private Graphic Design /Print Request Form, payment and acceptance of a formal receipt.

(Annex C) BVPI performance for six consecutive years with 06/07 Quartiles included.

		Performance								Improved since last year	Target	Target	Met Target	National Average	Top Quartile	Median	Bottom	
Plan priority	PI No.	Description	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07 6 month Update		2006/07	2007/08		2005/06	2005/06	2005/06	2005/06	
				-														
1	Population	BV002a	The level of the Equality's standard for local government to which the authority conforms	-	1	0	0	1	1	1	☹️	2	3	☹️	1	1.00	1.00	1.00
2	Population	BV002b	The duty to promote race equality checklist score	-	-	-	0	0	42	42	☹️	50	55	☹️	57	73.00	58.00	42.00
3	Capacity to Deliver	BV008	The percentages of invoices which were paid by the authority within 30 days of such invoices being received by the authority	94.7	97.6	94.7	96.3	96.9	97.9	99	😊	100	100	☹️	93.71	97.30	95.00	92.20
4	Capacity to Deliver	BV009	Percentage Council Tax collected	96.5	97	97.7	98.2	98.8	99.09	59.91 (Y to D)	😊	98.8	98.9	😊	97.84	98.53	98.11	97.40
5	Capacity to Deliver	BV010	Percentage of NNDR received	98.4	98.5	97.6	98.8	99.18	99.29	62.16 (Y to D)	😊	99.2	99.2	😊	98.69	99.30	99.00	98.40
6	Population	BV011a	The percentage of top 5% of earners that are women	21.88	5.88	14.28	16.66	14.28	20.88	26	😊	24	25	😊	25.15	31.25	25.00	18.79
7	Population	BV011b	The percentage of top 5% of earners from black and minority ethnic communities	-	-	3.57	3.7	0	0	0	☹️	4.2	4.5	☹️	1.88	3.37	0.00	0.00
8	Population	BV011c	The percentage of top 5% earners with a disability						0	0	☹️	3.5	3.5	☹️	3.28	5.91	2.09	0.00
9	Capacity to Deliver	BV012	The number of working days/shifts lost to sickness absence	13.65	13.32	13.25	11.06	10	8.3	4.9 (9.8)	☹️	8	7	☹️	9.78	8.29	9.54	10.92
10	Capacity to Deliver	BV014	Percentage of employees retiring early (excluding ill health retirements) as a percentage of the total workforce	2.09	1.8	0.37	1.7	1.06	0.35	1.28	☹️	1	1	☹️	0.61	0.00	0.40	0.83
11	Health	BV015	Percentage of employees retiring on grounds of ill health as a percentage of the total workforce	1.33	0.54	0.93	0.94	0	0.35	0.36	☹️	0.35	0.35	☹️	0.29	0.00	0.25	0.42
12	Population	BV016a	Percentage of authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition	1.3	2.27	2.61	3.11	2.84	3	2.93	☹️	3.1	3.2	☹️	3.4	4.37	3.11	2.13
13	Population	BV016b	Percentage of economically active disabled people in the area	-	30	20.8	20.8	20.8	20.8	20.8	☹️	20.8	20.8	😊	N/A	N/A	N/A	N/A
14	Population	BV017a	Percentage of local authority employees from minority ethnic communities	0.8	0.9	0.84	1.13	0.35	0.35	0.54	😊	1	1	☹️	2.1	2.70	1.40	0.80
15	Population	BV017b	Percentage of economically active minority ethnic community population	-	1.3	0.87	0.87	0.87	0.87	0.87	☹️	0.87	0.87	😊	N/A	N/A	N/A	N/A
16	Capacity to Deliver	BV076a	Housing Benefit Security: No. of claimants visited, per 1,000 caseload	-	-	-	180.5	234	272.04	132.34 (264.68)	☹️	271	294	☹️	266.06	331.54	243.66	198.05
17	Capacity to Deliver	BV076b	Housing Benefit Security: No. of fraud investigators employed, per 1,000 caseload	-	-	-	0.18	0.21	0.29	0.36	😊	0.42	0.42	☹️	0.39	0.45	0.35	0.28

(Annex C) BVPI performance for six consecutive years with 06/07 Quartiles included.

Plan priority	PI No.	Description	Performance							2006/07 6 month Update	Improved since last year	Target	Target	Met Target	National Average	Top Quartile	Median	Bottom
			2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07			2007/08	2005/06		2005/06	2005/06	2005/06	
18	Capacity to Deliver	BV076c	Housing Benefit Security: No. of fraud investigations, per 1,000 caseload	-	-	-	21.75	20.13	31.83	22.58 (45.16)		49	50		48.39	60.27	45.32	31.21
19	Capacity to Deliver	BV076d	Housing Benefit Security: No. of prosecutions and sanctions, per 1,000 caseload	-	-	-	0	0.5	3.5	1.74 (3.48)		4.7	5.3		6.51	8.14	5.47	3.62
20	Capacity to Deliver	BV078a	Speed of processing: (a) Average time for processing new claims	26.8	101	78.23	46.4	32.49	20.2	22.31		25	24		33.5	25.50	31.00	37.80
21	Capacity to Deliver	BV078b	Speed of processing: (b) Average time for processing notifications of changes of circumstances	20.1	19.5	16.45	10.68	8.73	7.9	8.47		7	6		13.9	8.50	11.90	16.70
22	Capacity to Deliver	BV079a	Percentage of cases for which the calculation of the amount of benefit due was correct	88.4	97	98	99	99	99	99.2		99	99		97.56	99.00	98.20	96.80
24	Capacity to Deliver	BV079b(i)	The amount of housing benefit overpayments recovered during the period being reported as a % of HB deemed recoverable overpayments during that period						105.61	88.11		101	109		69.48	79.46	70.35	59.37
25	Capacity to Deliver	BV079b(ii)	Housing benefit over payment recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period	82	55.9	56.17	46.4(*)	59.74	49.19	33.31 (66.62)		54	56		35.1	41.22	34.11	28.35
26	Capacity to Deliver	BV079b(iii)	HB overpayments written off during the period as a % of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayment identified during period.						8.52	0.94		8.3	8.2		5.87	6.77	4.23	2.57
27	Capacity to Deliver	BV80a	Benefits: Percentage satisfaction regarding contact/access	-	-	-	77.3	-	-	n/a		85	n/a		triennial survey			
28	Capacity to Deliver	BV80b	Benefits: Percentage satisfaction with service from the benefits office	-	-	-	74.9	-	-	n/a		16	25		triennial survey			
29	Capacity to Deliver	BV80c	Benefits: Percentage satisfaction with the telephone service given	-	-	-	64.7	-	-	n/a					triennial survey			
30	Capacity to Deliver	BV80d	Benefits: Percentage satisfaction with staff in the benefits office	-	-	-	77.3	-	-	n/a					triennial survey			
31	Capacity to Deliver	BV80e	Benefits: Percentage satisfaction with the clarity of forms	-	-	-	60.9	-	-	n/a					triennial survey			
32	Capacity to Deliver	BV80f	Benefits: Percentage satisfaction with time taken to reach a decision	-	-	-	65.6	-	-	n/a					triennial survey			
33	Capacity to Deliver	BV80g	Benefits: Overall satisfaction with benefits service	-	-	-	70.3	-	-	n/a					triennial survey			
34	Capacity to Deliver	BV157	Number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery	-	33	53	42	87.4	100	100		100	100		96.96	100.00	99.45	97.01
36	Capacity to Deliver	BV179	The percentage of standard searches carried out in 10 working days	83	83	72	87	97	98.01	98.96		98.5	98.9		94.47	100.00	99.93	97.18
37	Capacity to Deliver	BV226a	Total amount spent by LA on advice and guidance services provided by external organisations						£77,000	£77,000		£77,000	£78,000					

(Annex C) BVPI performance for six consecutive years with 06/07 Quartiles included.

	Plan priority	PI No.	Description	Performance							2006/07 6 month Update	Improved since last year	Target	Target	Met Target	National Average	Top Quartile	Median	Bottom	
				2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07			2007/08	2005/06		2005/06	2005/06	2005/06		
38	RESOURCES	Capacity to Deliver	BV226b	% monies spent on advice and guidance that was given to organisations holding the CLS Quality Mark at General Help level and above						73	73		73	73.42						
39	RESOURCES	Capacity to Deliver	BV226c	Total amount spent by LA on advice and guidance services in the area of housing, welfare benefits and consumer matters which is provided directly by the authority to the public						£915,000	£471,000 (942,000)		£938,000	£960,000						
40	STRATEGIC COMMUNITY (COMMUNITY SERVICES)	Environment	BV082a(i)	Percentage of the total tonnage of household waste a risings which have been recycled	3.07	4.45	5.95	12.64	11.9	15.81	13.39		16	25		18.55	21.72	18.15	14.79	
41		Environment	BV082a(ii)	Total tonnage of household waste a risings which have been sent by the Authority for recycling						4505.31	1903.14 (3806.28)		4600	4900		7631.52	9082.98	6839.79	5279.84	
42		Environment	BV082b(i)	The Percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion	0	0	0	0	0	7.36	9.32		7.8	8		9.44	14.67	8.29	2.68	
43		Environment	BV082b(ii)	The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion						2098.27	1324.45 (2648.90)		2107.5	2111.71		3945.75	6048.83	3157.91	933.96	
44		Environment	BV082C(i)	Percentage of household waste used to recover other energy sources						0	0		0	0						
45		Environment	BV082C(ii)	Tonnage of household waste used to recover other energy sources						0	0		0	0						
46		Environment	BV82d(i)	Percentage of household waste land filled						77.12	77.29		76.62	76.12						
47		Environment	BV82d(ii)	Tonnage of household waste land filled						21976.94	10981.89 (21963.78)		22959	22845						
48		Environment	BV84a	Number of kilograms of household waste collected per head	450.32	421.28	420.26	397.01	408.79	463.84	229.54 (459.08)		400	400		410.3	381.00	409.60	442.70	
49		Environment	BV84b	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of population						13.46	0.64% (difference from 2005 6 month)		-16	0		-0.11	-3.22	-0.44	2.51	
50		Environment	BV86	Cost of waste collection per household	27.78	28.76	29.97	33.8	33.7	55.73	25.00 (50.00)		55	50		43.1	40.28	46.25	52.61	
51		Environment	BV89	Percentage of people satisfied with cleanliness standards	65	-	-	60.3	-								triennial survey			
52		Environment	BV90a	Percentage of people expressing satisfaction with household waste collection	52	-	-	90.1	-								triennial survey			
53		Environment	BV 90b	Percentage of people expressing satisfaction with waste recycling	89	-	-	75.3	-								triennial survey			
54		Environment	BV91a	Percentage of population resident in the authority's area which are served by a kerbside collection of recyclables	54	87.1	100	100	100	100	100		100	100		94.8	100.00	99.40	94.00	
55	Environment	BV91b	Percentage of population resident in the authority's area which are served by a kerbside collection of at least two recyclables						100	100		100	100		92	100.00	98.80	92.30		

(Annex C) BVPI performance for six consecutive years with 06/07 Quartiles included.

	Plan priority	PI No.	Description	Performance						2006/07 6 month Update	Improved since last year	Target	Target	Met Target	National Average	Top Quartile	Median	Bottom
				2000/01	2001/02	2002/03	2003/04	2004/05	2005/06			2006/07	2007/08		2005/06	2005/06	2005/06	2005/06
56	Environment	BV 199a	The proportion of relevant land and highways having combined deposits of litter and detritus that fall below an acceptable level (%)		-	-	13	12	11	8		10	10		13.70	8	12	19
57	Environment	BV 199b	The proportion of relevant land and highways from which unacceptable levels of graffiti are visible (%)						2	1		2	2		3	0	1	4
58	Environment	BV 199c	The proportion of relevant land and highways from which unacceptable levels of fly-posting are visible (%)						5	0		4	4		1	0	0	1
59	Environment	BV 199d	The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with fly-tipping						4	n/a		4	4		N/A	N/A	N/A	N/A
60	Environment	BV218a	Abandoned vehicles- investigation	N/A	N/A	N/A	N/A	N/A	93	94		94	95		80.09	96.12	87.00	71.58
61	Environment	BV218b	Abandoned vehicles - removal	N/A	N/A	N/A	N/A	N/A	62	83		63	64		70.67	93.95	77.50	56.53
62	Health	BV119a	Percentage of residents satisfied with sports and leisure facilities	56	-	-	50.9	-	-						triennial survey			
63	Life Long Learning	BV 119c	Percentage of residents satisfied with museums and galleries	56	-	-	29.7	-							triennial survey			
64	Life Long Learning	BV119d	Percentage of residents satisfied with theatres and concert halls	56	-	-	33.1	-							triennial survey			
65	Environment	BV 119e	Percentage of residents satisfied with parks and open spaces	56	-	-	64.9	-							triennial survey			
66	Life Long Learning	BV170a	Visits to and use of Museums and Galleries: all visits															
67	Life Long Learning	BV170b	Visits to and use of Museums and Galleries: visits in person															
68	Life Long Learning	BV170c	Visits and use of Museums and Galleries: school groups															
69	Environment	BV063	Energy Efficiency - the average SAP rating of local authority owned dwellings	-	56	58	60.1	62.5	63	64.2		65	65.5		66	69	67	64
70	Capacity to Deliver	BV066a	Local authority rent collection and arrears: proportion of rent collected	94.4	95	96.8	96.2	97.1	98.37	98.13		98.9	99		97.32	98.84	98.2	97.41
71	Population	BV66b	The number of local authority tenants with more than seven weeks of (Gross) rent arrears as a percentage of the total number of council tenants					N/A	3.45	2.98		3.1	3		6.01	3.39	5.23	7.35
72	Population	BV66c	Percentage of local authority tenants in arrears who have had notices Seeking Possession served					N/A	32.44	16.73		26	23.5		26.32	13.55	25.12	35.81
73	Population	BV66d	Percentage of local authority tenants evicted as a result of rent arrears					N/A	0.69	0.36		0.6	0.5		1	0	0	0
74	Environment	BV74a	Satisfaction of tenants of council housing with the overall service provided by their landlord	71	-	69	71.1	72	N/A	N/A		83	n/a		80.59	85	83	77.5
75	Environment	BV74b	Tenant Satisfaction with Landlord (Ethnic Minority Tenants)				72		N/A	N/A		83	83		71.08	85.75	75	61.5
76	Environment	BV74c	Tenant Satisfaction with Landlord (Non-Ethnic Minority Tenants)				72		N/A	N/A		83	83		80.27	85	83	78















(Annex C) BVPI performance for six consecutive years with 06/07 Quartiles included.

	Plan priority	PI No.	Description	Performance						2006/07 6 month Update	Improved since last year	Target	Target	Met Target	National Average	Top Quartile	Median	Bottom	
				2000/01	2001/02	2002/03	2003/04	2004/05	2005/06			2006/07	2007/08		2005/06	2005/06	2005/06	2005/06	
77	Environment	BV75a	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord	53	-	-	55.2	55	triennial survey	N/A			65	65	triennial survey	64.61	70	65	59
78	Environment	BV75b	Tenant Satisfaction with Participation - Ethnic Minority Tenants						triennial survey	N/A			65	65	triennial survey	60.76	75	62.5	50
79	Environment	BV75c	Tenant Satisfaction with Participation - Non-Ethnic Minority Tenants						triennial survey	N/A		65		triennial survey	64.31	70	65.5	59	
80	Population	BV156	Percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	4.8	4.8	4.2	10	30	45	45	☹️		50	60	☹️	67.96	87.5	72.87	53.81
81	Population	BV164	Does the authority follow the Commission for Racial Equality's code of practice in rented housing?	No	No	No	No	Yes	Yes	Yes	☹️	Yes	Yes	☺️					
82	Health	BV183a	The average length of stay in bed and breakfast accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need			0	0	0	0	0	☹️	0	0	☺️	3.35	1.35	3	4.95	
83	Health	BV183b	The average length of stay in hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need			0	0	0	0	0	☹️	0	0	☺️	11.77	0	6.84	18.48	
84	Environment	BV184a	The proportion of LA homes which were non-decent at the beginning of the year	-	-	42	41.9	41.5	36.8	32.8	☺️	15	52	☹️	26	12	24	39	
85	Environment	BV184b	The percentage change in proportion of non-decent LA homes in the year	-	-	21.4	0.23	6.4	12.7	10.8	☹️	60	-246	☹️	22.8	29.20	14.20	0.70	
86	Environment	BV202	The number of people sleeping rough on a single night within the area of the local authority	-	-	-	-	0	0	0	☹️	0	0	☺️	2	0.00	1.00	4.00	
87	Health	BV203	The % change in the average number of families, which include dependent children or a pregnant woman, placed in temporary accommodation under the homelessness legislation compared with the average from the previous year.	-	-	-	-	0	-17.24	69.23	☹️	0	0	☹️	8.94	-17.82	1.05	22.22	
88	Population	BV213	Housing advice service - preventing homelessness						0	0	☹️	0	0	☺️	18	5	2	1	
89	Population	BV214	Repeated homelessness						0	1.75	☹️	0	0	☹️	3.13	0	1.82	4.19	
90	Environment	BV064	Number of private sector dwellings that are returned into occupation or demolished during 2003/04 as a direct result of action by the local authority	4	10.3	0.4 (previously reported as 2)	24	56	53	13	☹️	30	35	☹️	28	38.00	13.00	4.00	
91	Environment	BV106	Percentage of new homes built on previously developed land.	60	46	56	41.27	48.5	55	62.38	☺️	65	70	☹️	72.69	89.36	75.00	57.36	
93	Environment	BV109a	Percentage of major applications determined within 8 weeks			60	62.9	64.71	60.71	66.67	☺️	60	62	☺️	65.51	74.75	66.67	58.05	

(Annex C) BVPI performance for six consecutive years with 06/07 Quartiles included.


















	Plan priority	PI No.	Description	Performance						2006/07 6 month Update	Improved since last year	Target	Target	Met Target	National Average	Top Quartile	Median	Bottom
				2000/01	2001/02	2002/03	2003/04	2004/05	2005/06			2006/07	2007/08		2005/06	2005/06	2005/06	2005/06
94	Environment	BV109b	Percentage of minor applications determined within 8 weeks	-	-	47	78.3	56.65	72.42	86.42		74	76		73.73	80.39	74.01	68.60
95	Environment	BV109c	Percentage of other applications determined within 8 weeks	-	-	74.5	90	72.74	88.35	88.19		88	90		86.71	91.61	88.23	83.85
96	Environment	BV 111	Percentage of applicants and those commenting on planning applications satisfied with the service received.	85	-	84	89.5	no survey	66	N/A		75	80		N/A	N/A	N/A	N/A
98	Environment	BV200a	Does the Council have a development plan (or alterations to it) that has been adopted in the last 5 years and the end date of which has not expired?	-	-	-	No	No	No	No		No	No		N/A	N/A	N/A	N/A
99	Environment	BV200b	If 200a is 'no', are there proposals on deposit for an alteration or replacement, with a published timetable for adopting those alterations or the replacement plan within three years?	-	-	-	No	No	No	No		Yes	Yes		N/A	N/A	N/A	N/A
100	Environment	200c	Did the local authority publish an annual report at 31Dec each year						Yes	Yes		Yes	Yes		N/A	N/A	N/A	N/A
101	Environment	BV204	% of appeals allowed against the authorities decision to refuse planning applications	-	-	-	-	43	44.44	57.14		34	30		30.7	36.10	30.00	25.00
102	Environment	BV205	Quality of service checklist	-	-	-	-	83.3	88.9	88.9		100	100		88.6	94.4	94	83.3
103	Environment	BV 216a	Number of 'sites of potential concern' within the local authority area with regard to contaminated land					0	534	534		532	530		1113	1198	697	323
104	Environment	BV 216b	Percentage of number of sites with sufficient detailed information to decide if remediation of the land is necessary					0	0	0		0	0		9	8	3	1
105	Environment	BV211a	Proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings						62	65		65.35	70.3		N/A	N/A	N/A	N/A
106	Environment	BV211b	Proportion of expenditure on emergency and urgent repairs to HRA dwellings compared to non-urgent repairs expenditure to HRA dwellings.						4	3		5	5		N/A	N/A	N/A	N/A
107	Environment	BV212	Average time taken to re-let local Authority housing					49	33	21.8		30	26		41	27	36	49
108	Environment	BV 219a	Total number of conservation areas in the local authority area						20	20		20	20		27	36	22	12
109	Environment	BV 219b	Percentage of conservations areas in the local authority ware with an up-to-date character appraisal						0	0		3	8		19.87	26	7.69	0
110	Environment	BV 219c	Percentage of conservation areas with published management proposals						0	0		0	3		8.04	5.5	0	0
111	Environment	BV217	Percentage of pollution control improvements to existing installations completed on time	N/A	N/A	N/A	N/A	N/A	100	71		100	100		86	100	94	85
112	Environment	BV166a	Score against a checklist of enforcement best practice for environmental health	-	37.1	63.33	83.33	93.33	100	100		100	100		87.2	98.70	90.00	80.00
114	Performance	BV001	Does the authority have a community strategy developed in collaboration with the LSP?	-	No	No	No	No	Yes	Yes		yes	yes		N/A	N/A	N/A	N/A

(Annex C) BVPI performance for six consecutive years with 06/07 Quartiles included.

	Plan priority	PI No.	Description	Performance							Improved since last year	Target	Target	Met Target	National Average	Top Quartile	Median	Bottom
				2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07		2007/08	2005/06		2005/06	2005/06	2005/06	
										6 month Update		2006/07	2007/08					
115	Performance	BV003	The percentage of citizens satisfied with the overall service provided by their authority	65	-	-	47.4	-	triennial survey	n/a		65	65		triennial survey	N/A	N/A	N/A
116	Capacity to Deliver	BV004	The percentage of those making complaints satisfied with the handling of those complaints	40	-	-	32.5	-	triennial survey	n/a		45	45		triennial survey	N/A	N/A	N/A
117	crime	BV126	Domestic burglaries per 1,000 households (No.)	15.32	13.87	13.59	11.75	7.9	8.07	8.79		7	7		8.2	5.70	7.40	9.60
118	crime	BV127a	Violent crime per year, 1,000 population in the LA area						17.9	17.61		17	16.5		15.6	11.10	14.50	18.60
119	crime	BV127b	Robberies per 1,000 population (No.)	-	-	0.33	0.32	0.17	0.23	0.29		0.05	0.05		0.6	0.20	0.30	0.70
120	crime	BV128	Vehicle crimes per 1,000 population (No.)	13.39	10.65	15.3	12.27	12.56	11.93	8.34		10	9		9.2	6.40	8.30	10.50
121	crime	BV174	The number of racial incidents recorded by the authority per 100,000 population	0.06	0	0	3.2	0.63	1.63	1.61		0	0		4.4	3.60	0.80	0.00
122	crime	BV175	The percentage of racial incidents that resulted in further action	-	0	0	100	100	100	100		100	100		100	1	1	1
123	crime	BV225	% of questions from a checklist to which a local authority can answer yes						90.1	90.1		90.1	90.1		53	64	54.5	36.4

* New, more robust, crime recording methodology being used therefore crime figures appear considerably higher than national averages.

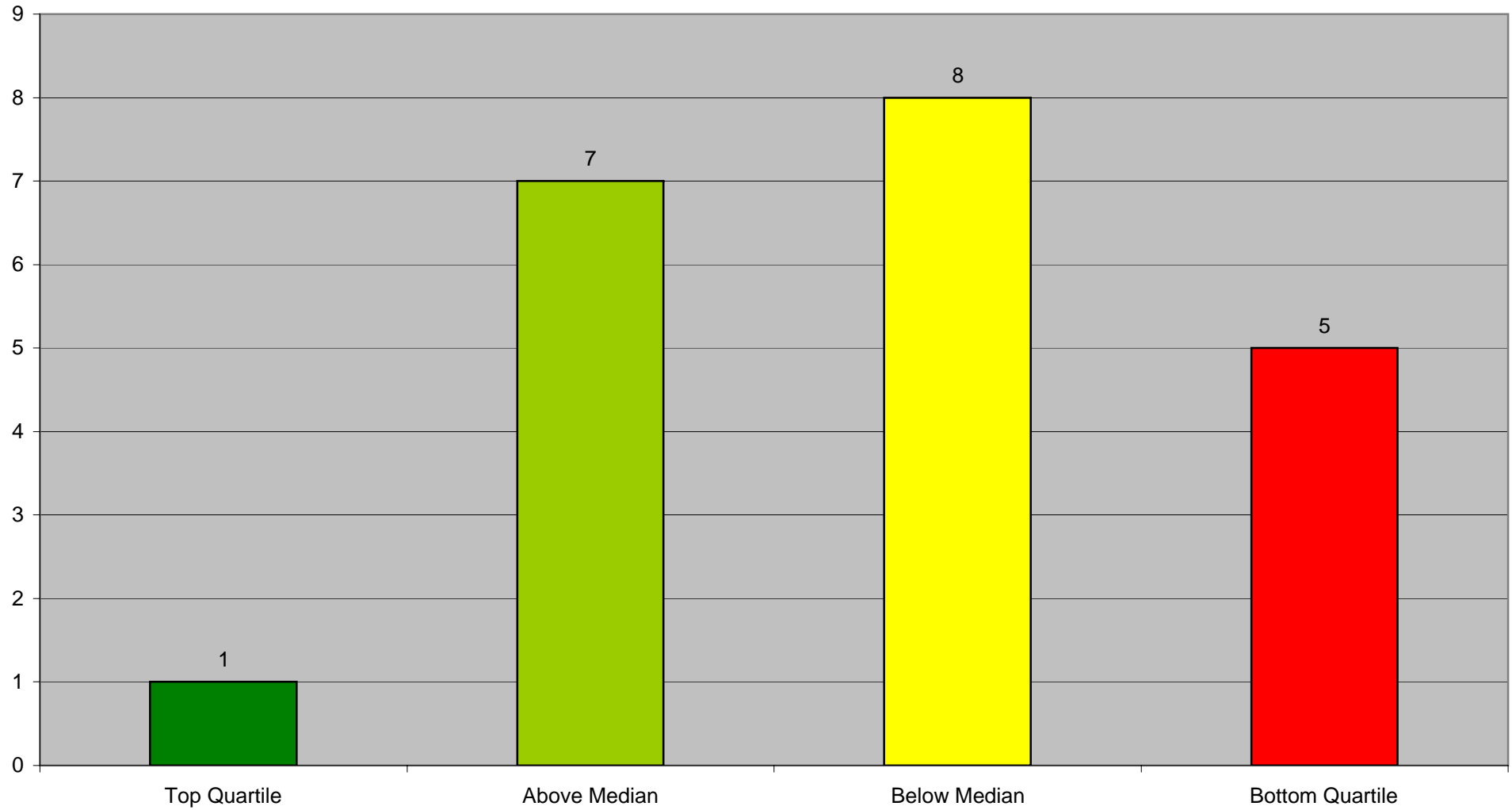
(Annex C) BVPI performance for six consecutive years with 06/07 Quartiles included.

Validation proforma Completed


















(Annex C) BVPI performance for six consecutive years with 06/07 Quartiles included.

Validation proforma Completed	
	PO
	PO
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	EE
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	PO

Annex H - Overall Quartile Performance



Annex O - Nearest neighbours BVPI Comparison

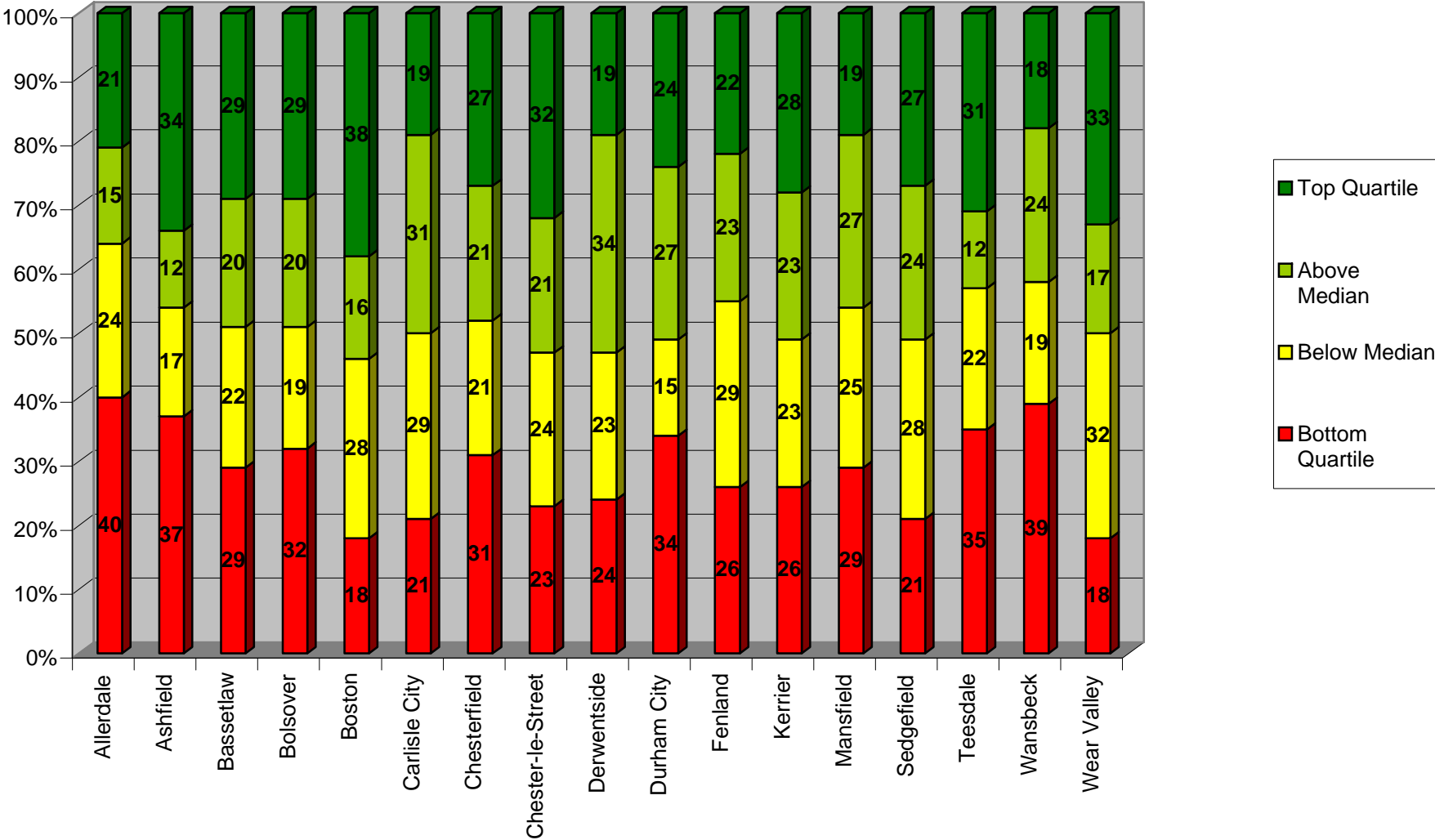


Table 2: Overall Satisfaction BVPI3					
<i>Taking everything into account, how satisfied or dissatisfied are you with the ways the Authority runs things</i>					
% Satisfied	2000/01	2003/04	Change 2000/01 to 2003/04	2006/07	Change 2003/04 to 2006/07
National Average	65	55	-10	*	*
Single tier and County Council Average	61	53	-8	51	-2
County Councils	62	54	-8	50	-4
Unitary Authorities	62	52	-10	50	-2
Metropolitan Boroughs	62	54	-8	52	-2
London Boroughs	55	52	-3	54	+2
District Councils	68	56	-12	*	*
Wear Valley	65	47	-18	55	+8
Durham County Council	69	52	-17	48	-4

Table 3: Satisfaction with complaint handling BVPI4					
<i>How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled?</i>					
% Satisfied	2000/01	2003/04	Change 2000/01 to 2003/04	2006/07	Change 2003/04 to 2006/07
National Average	40	33	-7	*	*
Single tier and County Council Average	36	31	-5	32	+1
County Councils	38	32	-6	34	+2
Unitary Authorities	40	32	-8	32	-
Metropolitan Boroughs	39	32	-7	32	-
London Boroughs	40	29	-11	31	+2
District Councils	40	33	-7	*	*
Wear Valley	40	32	-8	35	+3
Durham County Council	41	35	-6	33	-2

Table 4: Satisfaction with cleanliness of public land BVPI89					
<i>The Local Authority has a duty to keep clear of litter and refuse all open public land which it controls. How satisfied are you that the authority has kept this land clear of litter and refuse?</i>					
% Satisfied	2000/01	2003/04	Change 2000/01 to 2003/04	2006/07	Change 2003/04 to 2006/07
National Average	63	60	-3	*	*
Single tier and County Council Average	56	55	-1	64	+9
County Councils	N/a	N/a	N/a	N/a	N/a
Unitary Authorities	58	57	-1	64	+7
Metropolitan Boroughs	54	54	-	61	+7
London Boroughs	53	52	-1	65	+13
District Councils	67	63	-4	*	*
Wear Valley	65	60	-5	70	+10

Table 5: Satisfaction with household waste collection BVPI90a					
<i>Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service, which we provide.....the waste collection service overall.</i>					
% Satisfied	2000/01	2003/04	Change 2000/01 to 2003/04	2006/07	Change 2003/04 to 2006/07
National Average	86	84	-2	*	*
Single tier and County Council Average	81	81	-	79	-2
County Councils	N/a	N/a	N/a	N/a	N/a
Unitary Authorities	84	85	+1	79	-6
Metropolitan Boroughs	85	85	-	82	-3
London Boroughs	74	71	-3	75	+4
District Councils	88	86	-2	*	*
Wear Valley	52	90	+38	84	-6

Table 6: Satisfaction with waste recycling (local facilities) BVPI90b					
<i>Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide....the provision of local recycling facilities overall.</i>					
% Satisfied	2000/01	2003/04	Change 2000/01 to 2003/04	2006/07	Change 2003/04 to 2006/07
National Average	66	68	+2	*	*
Single tier and	60	61	+1	66	+5

County Council Average					
County Councils	N/a	N/a	N/a	N/a	N/a
Unitary Authorities	64	66	+2	69	+3
Metropolitan Boroughs	59	62	+3	67	+5
London Boroughs	56	52	-4	61	+9
District Councils	69	71	+2	*	*
Wear Valley	89	75	-14	69	-6

Table 7: Satisfaction with Sports and Leisure Facilities

Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Wear Valley....sports and leisure facilities and events.

% Satisfied	2000/01	2003/04	Change 2000/01 to 2003/04	2006/07	Change 2003/04 to 2006/07
National Average	53	54	+1	*	*
Single tier and County Council Average	54	52	-2	55	+3
County Councils	54	53	-1	57	+4
Unitary Authorities	58	56	-2	57	+1
Metropolitan Boroughs	56	54	-2	55	+1
London Boroughs	45	44	-1	48	+4
District Councils	52	55	+3	*	*
Wear Valley	-	65	-	56	-9
Durham County Council	-	55	-	55	-

Table 9: Satisfaction with theatres and concert halls BV199d

Please indicate how satisfied or dissatisfied you are with each of the following services provided by the authority....theatres and concert halls

% Satisfied	2000/01	2003/04	Change 2000/01 to 2003/04	2006/07	Change 2003/04 to 2006/07
National Average	52	47	-5	*	*
Single tier and County Council Average	53	47	-6	44	-3
County Councils	53	45	-8	42	-3
Unitary Authorities	57	53	-4	50	-3
Metropolitan Boroughs	54	49	-5	46	-3

London Boroughs	44	38	-6	37	-1
District Councils	51	47	-4	*	*
Wear Valley	-	33	-	27	-6
Durham County Council	65	46	-19	35	-11

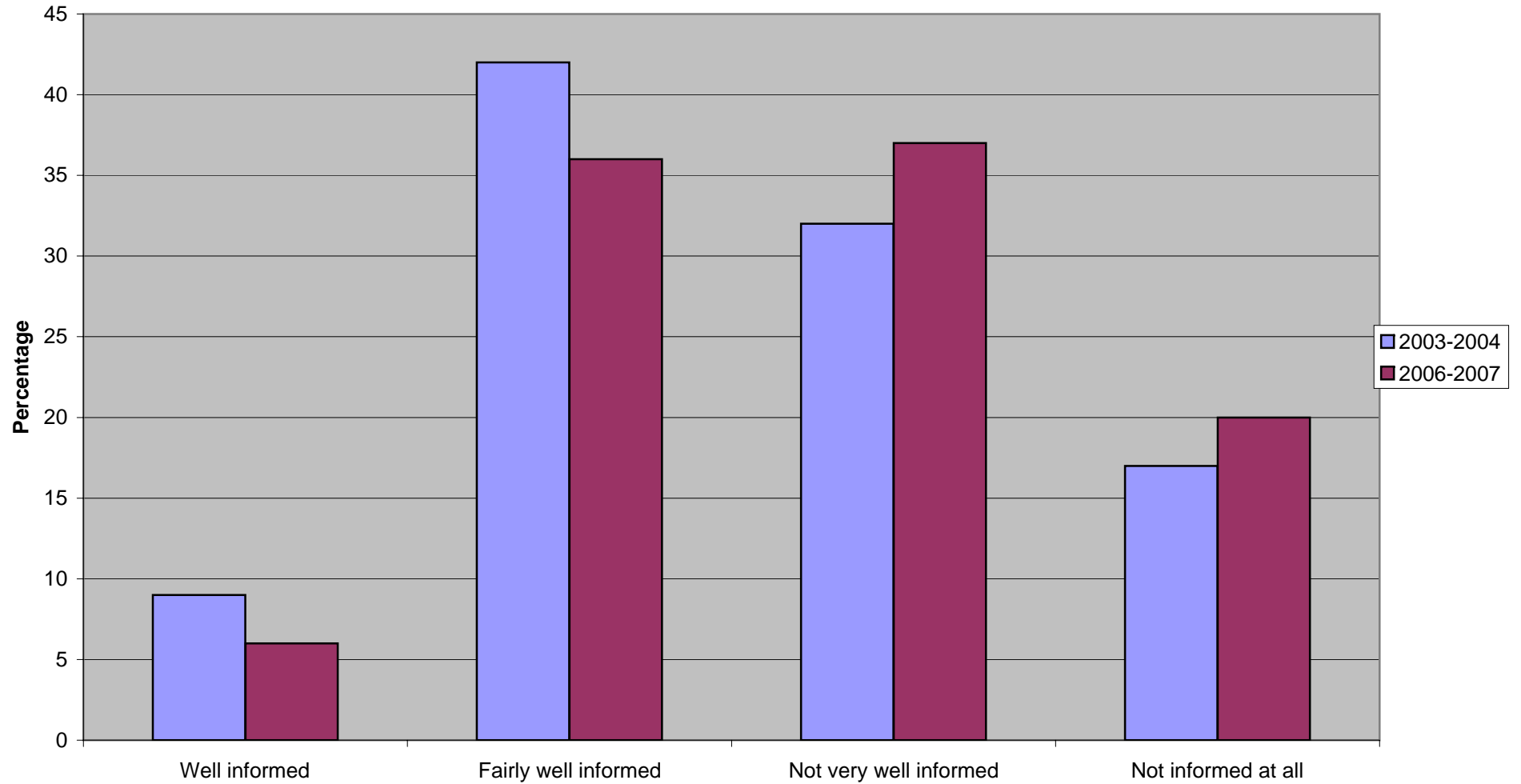
Table 10: Satisfaction with parks and open spaces BV199d
Please indicate how satisfied or dissatisfied you are with each of the following services provided by the authority....parks and open spaces

% Satisfied	2000/01	2003/04	Change 2000/01 to 2003/04	2006/07	Change 2003/04 to 2006/07
National Average	63	71	+8	*	*
Single tier and County Council Average	66	70	+4	72	+2
County Councils	67	70	+3	73	+3
Unitary Authorities	69	74	+5	74	-
Metropolitan Boroughs	61	67	+6	68	+1
London Boroughs	65	69	+4	73	+4
District Councils	62	72	+10	*	*
Wear Valley	-	65		63	-2
Durham County Council	-	-	-	64	-

Table 11: Information provision & overall satisfaction BVPI3
Overall, how well informed do you think your Council keeps residents about the service and benefits its provided.

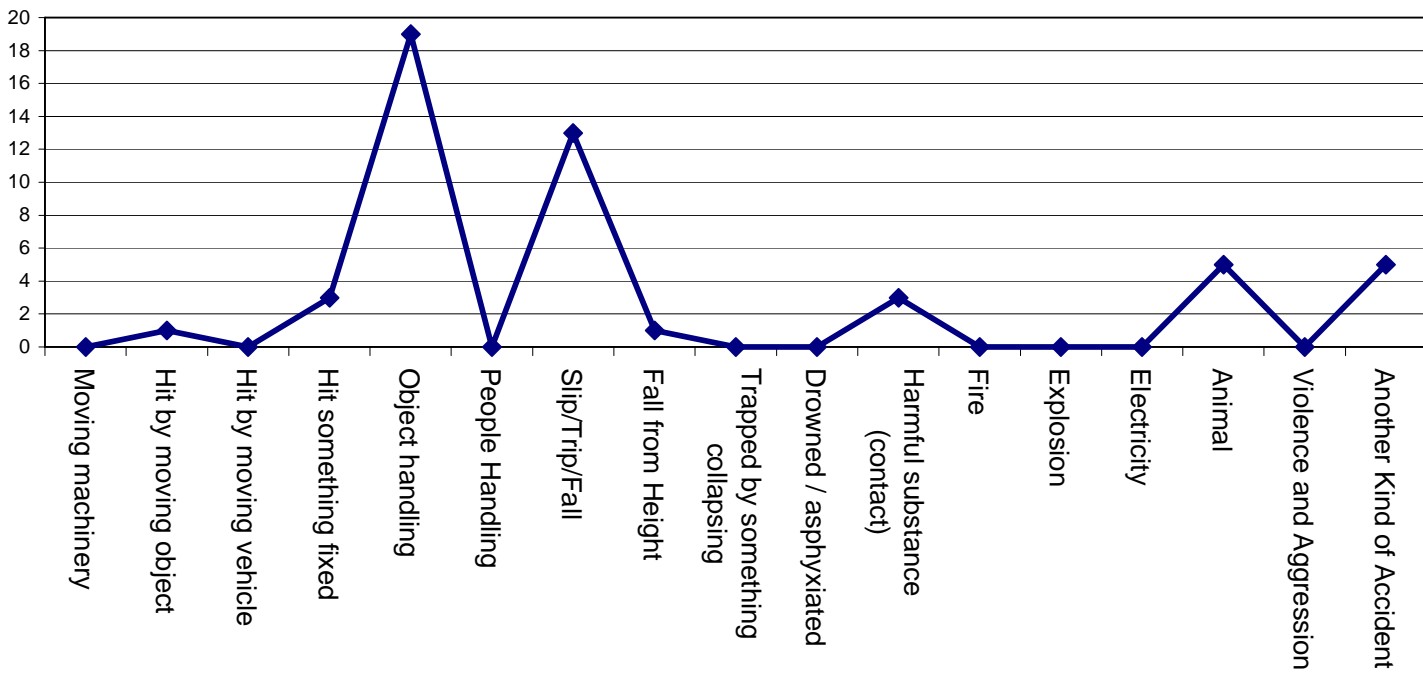
% Satisfied	2003-2004	2006-07	Change 2003-04 to 2006-07	Wear Valley 2003-04	Wear Valley 2006-07	WV Change 2003-04 to 2006-07
Well informed	9	6	-3		8	
Fairly Well Informed	42	36	-6		41	
Not Very Well Informed	32	37	+5		33	
Not informed at all	17	20	+3		18	

Wear Valley DC - 'Overall how well informed do you think your Council keeps residents about the service and benefits it provides?'

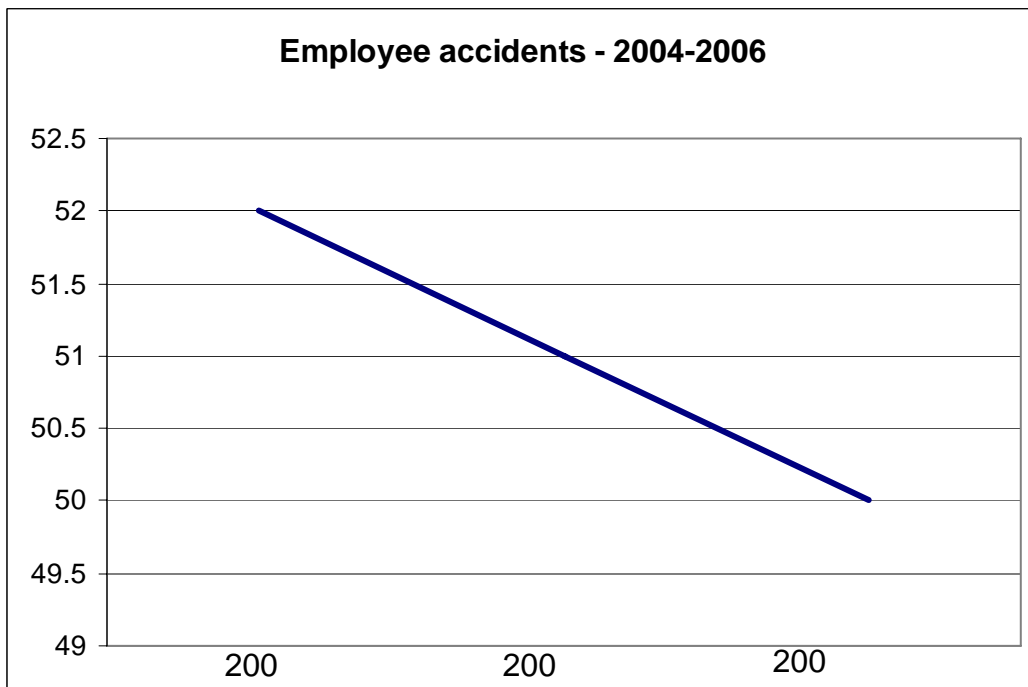


Annex R

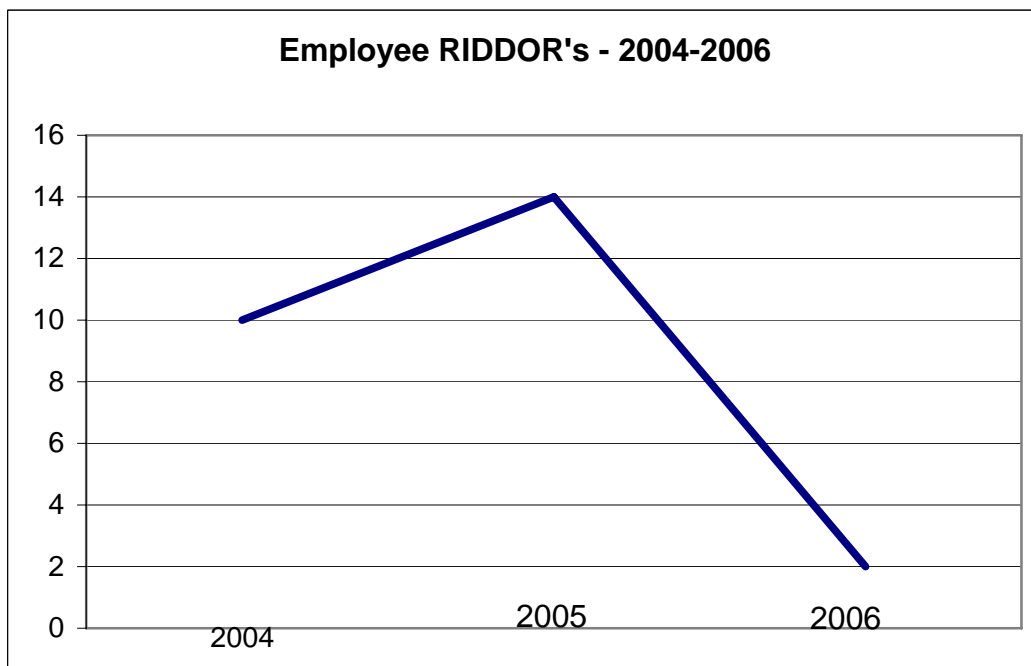
Wear Valley District Council Accidents to employees - 2006



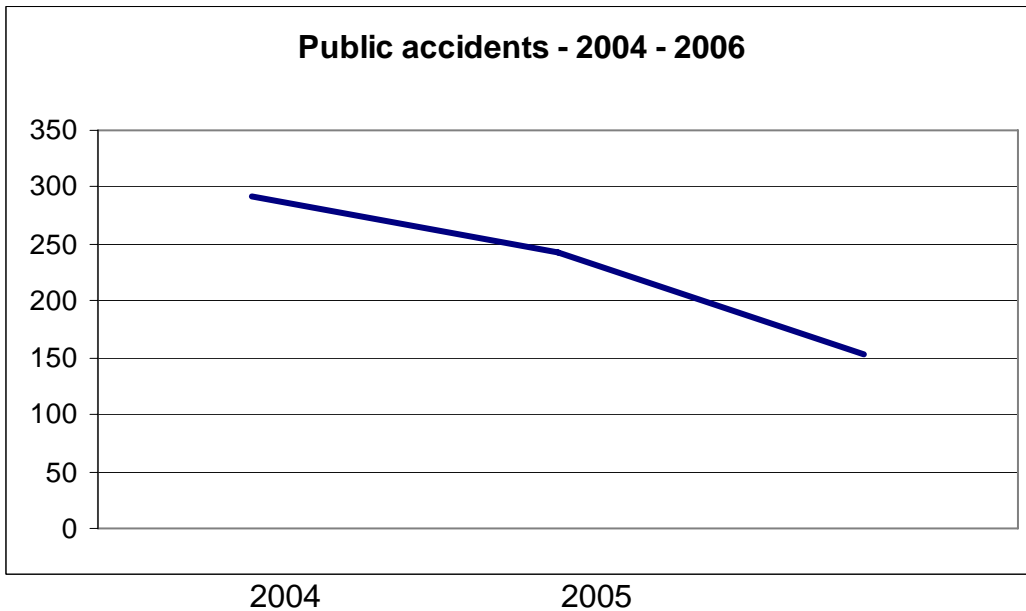
This graph indicates the type of accidents that have occurred in 2006 to Wear Valley District Council employees.



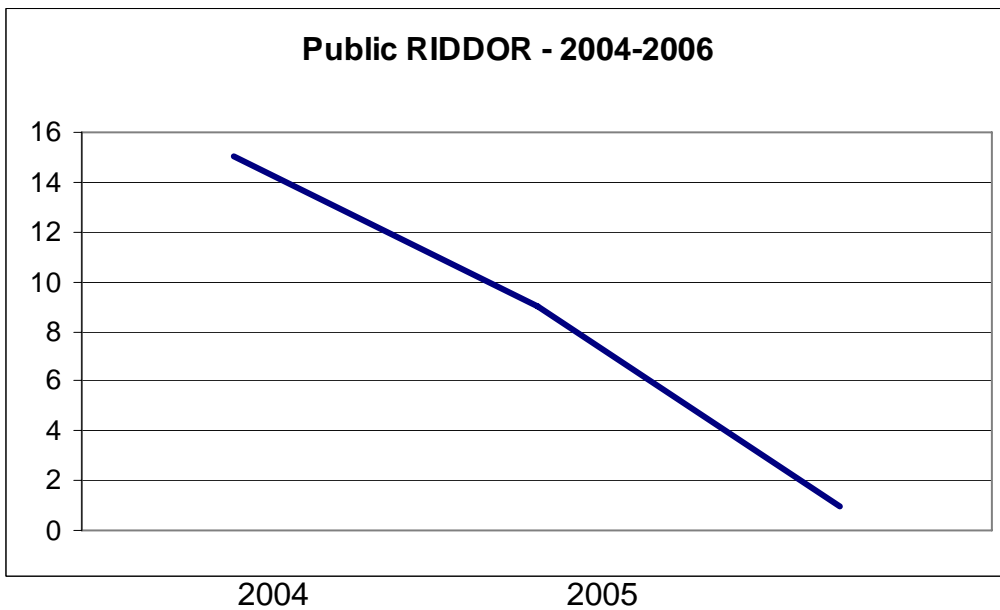
This identifies the reduction in accidents; from 52 in 2004, 51 in 2005 to 50 in 2006.



Employee RIDDOR's are down from 10 in 2004, 14 in 2005 to 2 in 2006. This graph demonstrates the most important gains as these are the reportable accidents.



Public accidents have shown a steady decline from 292 in 2004, 243 in 2005 to 153 in 2006.



Public related RIDDOR's have also seen a steady decline from 15 in 2004, 9 in 2005 to 1 in 2006.

WEAR VALLEY DISTRICT COUNCIL



WEAR
VALLEY
DISTRICT COUNCIL

PROTOCOL FOR PARTNERSHIP WORKING

ISSUE NUMBER	#3
APPROVING COMMITTEE	P&SD
DATE APPROVED	
RESPONSIBLE FOR POLICY	CORPORATE DEVELOPMENT UNIT
INTRODUCED	7 December 2005
REVIEW DATE	December 2006
	February 2007
RESPONSIBLE FOR REVIEW	CORPORATE DEVELOPMENT UNIT

PURPOSE OF THE DOCUMENT

This document articulates Wear Valley District Council's strategy for working in partnership with other agencies to achieve agreed common objectives.

The document sets out the Authority's strategic approach to the establishment of partnering arrangements and provides guidance on what the authority sees as the key principles to establish, deliver and monitor successful partnerships.

DEFINITION OF PARTNERSHIP

The Council will use as its definition of partnership the following:

“A formal arrangement between two or more bodies which is characterised by cooperation and responsibility to achieve common objectives.”

COMMITMENT TO PARTNERSHIPS

Wear Valley District Council will work in partnership whenever this method of working demonstrate that it is an effective and efficient way to deliver objectives, which we agree and share with any partnering agencies.

We will commit to partnership working because one or more of the following points can be demonstrated by the potential partnering arrangement:

- a) It uses the experience or knowledge of the partner organisations.
- b) It brings in new ideas from voluntary, community, public or private sector organisations.
- c) It pools extra resources (financial or otherwise).
- d) It enables existing resources to be used more effectively or efficiently.
- e) It reduces or avoids duplication.
- f) It enables WVDC to engage further with customer, citizens, and communities in achieving the agreed objectives.

As a Council we will not engage in partnerships unless the following points have been agreed and established:

- a clear enabling power has been identified and all relevant regulatory issues are satisfied;
- a formal partnership agreement is in place with all partners and that it includes a clear shared vision;
- arrangements exist that will ensure that all partners can be actively involved in the partnership and that it effectively reflects the needs of the local community;
- clear objectives and outcomes for the partnership have been agreed in advance of any work commencing;

- clear and agreed arrangements are in place for measuring, monitoring and reporting performance against agreed outcomes and actions to be taken where required;
- it is clear about who the partnership will be accountable to, whether it is a single organisation, a steering group or a partnership board and;
- there are clear and agreed arrangements in place for actions to be taken in the event of one of the following occurring:
 - a. The partnership ends when objectives are achieved
 - b. The partners exit or partnership dissolves

PARTNERSHIP WORKING - KEY POINTS

To provide strategic guidance this document has been structured around the key points for delivering effective partnerships that are described in the Audit Commission's Bulletin – Developing Productive Partnerships. The three identified critical issues are:

- **Performance**
 - How do you build the sort of relationships that deliver improvement?
 - How will you know if your partnership is making a difference?
- **Inclusion**
 - How can you actively involve all the partners you need to reflect different perspectives in the local community?
 - How do you make partnership working attractive to both public organisations and private business?
- **Probity**
 - To whom is your partnership accountable and how can you ensure that public money is being properly spent?
 - What formal monitoring and appraisal systems do you need to have in place?

Performance will be at the heart of any partnering arrangements that Wear Valley District Council signs up to from the outset. To meet this requirement the following elements will be considered prior to entering into a partnering arrangement with any other agencies:

- Clear shared objectives;
- A realistic written plan and timetable;
- A commitment from all partners to properly resource the partnership;
- A clear framework of responsibilities and accountability;

- Realistic and robust ways of measuring achievements that includes clear and agreed performance indicators;
- There are clear guidelines around which resources are within the control of the partnership.

Wear Valley District Council is committed to **inclusion** at every level and will ensure that it is a key element in any partnering arrangements that the Authority enters.

On this basis, we will ensure that any partnering arrangements that are being considered will be based on effective consultation with all stakeholders (and especially affected communities) **before** any agreements are entered into and we will ensure that our partnering arrangements actively engage with communities affected by them.

To meet this requirement we will actively pursue the positive and ongoing development of skills for partnership members who require new skills and knowledge to make the most effective contribution to the partnership.

We will pro-actively seek to engage with minority groups and work hard to engage with groups that have traditionally been 'hard to reach'. We will do this by ensuring that these issues are actively addressed when discussions around the formation of the partnership(s) are taking place, and we will work to ensure that the issues are formally recorded in any agreement.

For any partnering arrangement to work effectively and, just as importantly, be seen to be working effectively, we will ensure that issues of **probity** are considered at an early stage in any discussions around partnering arrangements.

FINANCIAL MANAGEMENT

Where there are funding issues to be considered Wear Valley District Council will seek to ensure that there will be robust financial management and monitoring systems in place. There will be appropriate asset registers maintained and accounts will be prepared each year in accordance with effective accounting practices and statutory requirements for audit by an agreed independent auditor.

We will seek to ensure from the outset of any partnering discussions that, where necessary, common standing orders and financial regulations will be in place for all partners who engage with the partnership.

In addition the Council will seek to ensure that there are agreed and robust financial controls in place are supported by structured and agreed audit arrangements.

RISK MANAGEMENT

With regard to the management of any risks that might be associated with any partnership/partnering arrangements, Wear Valley District Council will ensure that a formal partnership risk assessment is undertaken and recorded prior to the commencement of any agreed partnerships. We will ensure that any risk assessment takes into account any Health and Safety issues that might arise during the lifetime of the partnership.

As a further risk-mitigation measure, the Council will ensure that the Legal Services Section reviews any proposed partnering arrangements and agreements before they are formally entered. The partnerships will be risk assessed in each Department's Service Plan.

EQUALITY AND DIVERSITY STATEMENT

The Council strives to meet the following equality principles.

- We are aware of the importance of equality of opportunity in discharging our functions and in the leadership we provide to our staff and the citizens of Wear Valley.
- We will not discriminate or disadvantage any person because of their race, colour, nationality, ethnic origin or faith.
- We believe diversity brings strength and a shared understanding of different cultures.

- We are committed to ensuring that all local people have the opportunity to achieve their potential and have their needs met.
- We will ensure we make every effort to consult and include ethnic minorities and hard to reach groups in Wear Valley.
- We will eliminate racial discrimination.
- We will promote equal opportunities.
- We will promote good race relations.
- We will train and develop staff to develop a better understanding and acceptance of cultural differences.

The Council expects its partners to embrace the above or similar principles so as to demonstrate equality of service delivery and employment. The Council expects partners to be able to demonstrate equality of service deliver and employment where requested.

DETAILED SUPPORTING GUIDANCE

The detailed procedures and guidance for all of the partnership/partnering arrangements described in this strategy will be contained in the Partnerships section of Wear Valley District Council's Performance Management Framework.

Corporate Development Unit

Draft Service Plan 2007/8

1.	INTRODUCTION	3
2.	UNIT PROFILE	4
2.1	Activities	6
2.2	Staff	7
2.3	Financial resources	8
2.4	Equality & Diversity	8
	THEME 1: DIRECTION OF TRAVEL	14
2.	Customers and consultation	22
3.	Service Based Action Plans	24
	THEME 2: SERVICE PERFORMANCE	25
1.	Best Value Performance Indicators	25
2.	Local Performance Indicators	25
	THEME 3: USE OF RESOURCES	27
1.	Value For Money	27
2.	Procurement	28
3b.	Capital Programme	28
3c.	Asset Management PI's	28
	THEME 4: RISK	29
1.	Council plan risks	29
2.	Departmental risks	29
3.	Corporate risks	32
4.	Statement of Internal Control	32
5.	Data Quality	32
6.	Partnership Profile	33
7.	How this plan will be monitored	34

1. INTRODUCTION

FOREWORD

Last year we said that the pace of change showed no sign of slowing down. Since then we have seen the publication of the Government's White Paper "Strong and Prosperous Communities" which lays out a blueprint for future local governance, increased Gershon targets, local government reorganisation and the prospect of tighter financial settlements for Districts in the Comprehensive Spending Review this summer. As importantly, we are committed to providing ever better services to our citizens. These challenges will require skilful and innovative deployment of our limited resources to ensure we have the capacity to meet them.

The Corporate Development Unit has a key role in helping the Council to meet these challenges. This service plan details actions, which will improve service delivery by rigorous scrutiny of our performance and finding better ways of working. For example, joint working with partners, and by having a better understanding of what local people want. The plan also identifies the Unit's important role in meeting the performance targets set by Government.

This plan maybe hard to sustain but we have built on solid foundations, which, through our commitment and record of improvement, we intend to maintain the high standard of support and delivery of services to our internal and external customers.

Wear Valley District Council has embraced change and recognised the benefits that have flowed from having an open and innovative response to challenges. We will adhere to this course through the difficult times ahead, because we are committed to quality services that are locally delivered.

Councillor Neil Stonehouse
Leader of the Council

Iain Phillips
Chief Executive

2. UNIT PROFILE

In this section we describe the work of the Corporate Development Unit (CDU), firstly in terms of its purpose, values and contribution to the work of the Council as a whole, secondly in terms of its major functions and activities, thirdly in terms of its internal organisation, and lastly, and very importantly, in terms of the customers it serves.

The 2007/2008 service plan is a hybrid service plan because it includes a reference to the Management Support Unit and the 2006/2007 Council Plan reporting mechanism. From April 2006 the functions of the MSU were incorporated into the Corporate Development Unit headed by a Chief Officer within the Chief Executive's Office. The Council Plan and its priority actions have changed to reflect the new structure.

The Management Support Unit has become the Corporate Development Unit. The CDU is made up of two sections covering Policy and Partnerships and Organisational Improvement. The structure reflects the Unit's work to improve our organisational capacity within the Council and develop our capacity to work more effectively in partnership. An Organisational Improvement Manager and a Policy and Partnerships Manager head the respective sections.

Our purpose

Like every part of the Council, the CDU is working to make Wear Valley District Council:

the best District Council in England

The CDU has a vital role in achieving this, particularly through making the Council:

- *Citizen focused*
- *Community led*
- *Customer centred*
- *A centre of management and organisational excellence*

Our values

The Corporate Development Unit is committed to treating all people equally with dignity and respect. We work to remove discrimination on the grounds of race, religion, colour, class, disability, gender, age or sexuality. We are committed to ensuring that Council services are easily accessible by all and employment and progression within the Council is open to all. We demonstrate our commitment by developing and embedding policies across the Council to remove discrimination, promote good community relations, and deliver a high quality of service.

We are committed to upholding the highest standards in all our activities. Everything we do is accountable and transparent. We use our allocated money efficiently and responsibly.

To embed our values into all Council activities, the Council has adopted seven Corporate Baselines. The CDU supports these values and works to extend them across the entire Council.

Empowerment – Empowering employees at the lowest sensible level to deliver effective and continuously improving services to our customers

Communication – Putting in place effective resources, structures and systems to ensure that internal and external communications are established and maintained as a corporate priority

Consultation – Putting in place effective resources, structures and systems to ensure that formal methods for consultation with all of our stakeholders are established and maintained as a corporate priority

Priorities – Putting in place effective systems to ensure that corporate and service priorities are properly planned, agreed regularly reviewed and communicated with our staff, service delivery partners and customers are embedded in our arrangements for justifying performance

Financial Management – Putting in place financial management systems and training support to ensure that financial resources are deployed as effectively as possible to support improved service delivery, and that these comply with modern accounting methods and practices

Corporate Governance – Putting in place arrangements to ensure that our activities comply with the guidance on corporate governance and develop a culture of openness and transparency, high standards and a willingness to identify and recognise where improvements are needed within the public gaze

Performance Management – Putting in place a performance management framework that will allow staff to understand how their efforts, at every level, will contribute to the achievement of corporate objectives and encourage the development of a culture of continuous improvement in service delivery

What we do

To help Wear Valley District Council become the best, the CDU:

- communicates and consults with local people as citizens and customers and markets Wear Valley as a place to live, work and play.
- works in partnership with the Local Strategic Partnership and others, empowering citizens and communities to get involved in making decisions that affect them and where they live.
- monitors the performance of the whole Council so we deliver our customers needs and continuously improve as a Council.
- supports Members in their vital work of scrutinising the work of the Council and other public bodies in Wear Valley
- provides expert policy and research which supports the work throughout the Council and contributes to the achievement of our corporate goals.

In short, the CDU's functions embody the core activities of all modern councils committed to continuously improving their services and keeping in touch with the diverse needs of their citizens and communities.

2.1 Activities

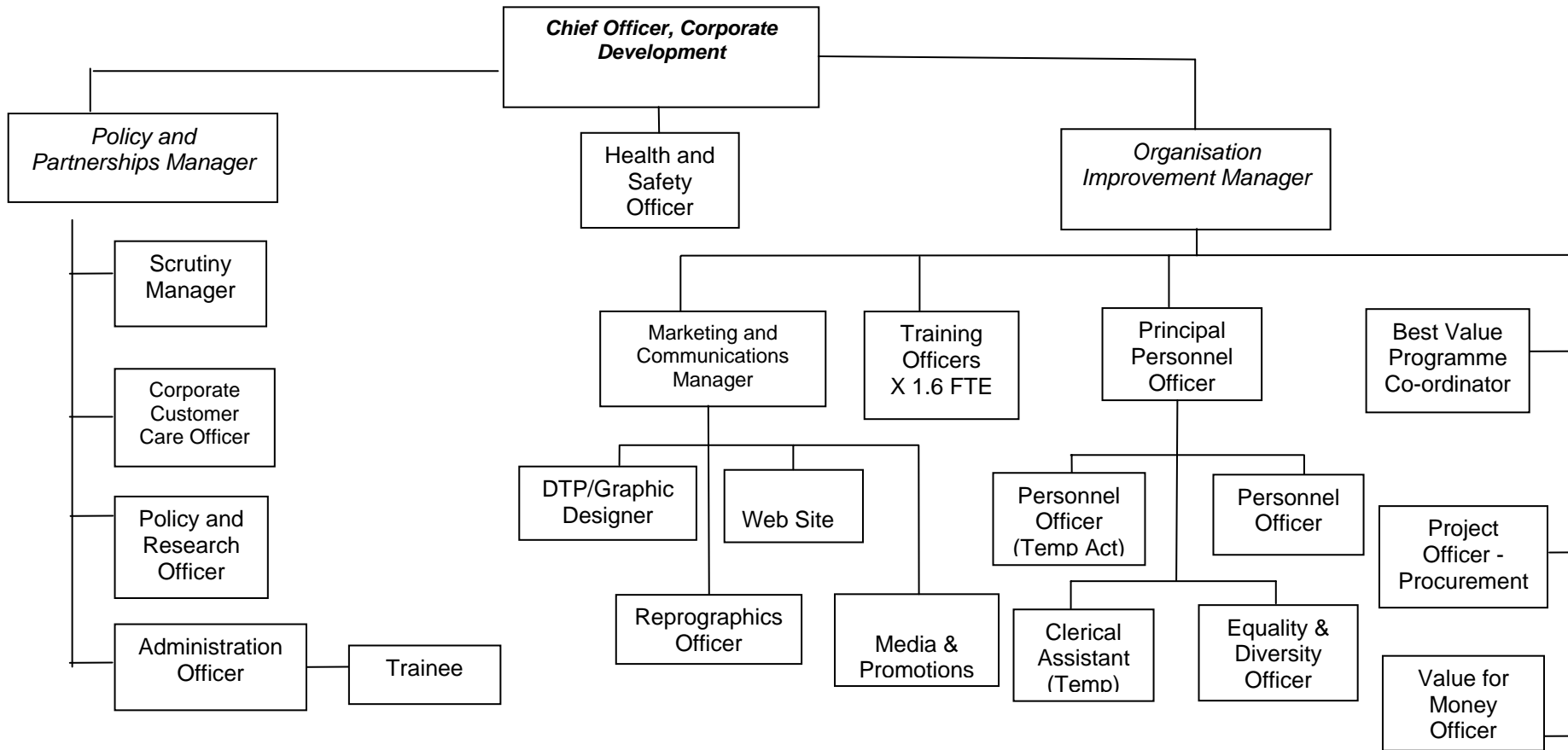
Our functions include:

- Procurement
- Value for Money
- Personnel
- Organisation Development
- Corporate Planning
- Unit Administration
- Policy Development and Research
- Best Value
- Performance Management
- Marketing and Communications
- Overview and Scrutiny Support
- Support to the Local Strategic Partnership
- Health and Safety
- Emergency Planning
- Corporate Customer Care

2.2 Staff

Numbers and structure (department organisation diagram)

CORPORATE DEVELOPMENT UNIT



2.3 Financial resources

Cost Centre	Expenditure	
4000	206469	POLICY DEVELOPMENT
4010	35400	SERVICE IMPROVEMENT FUND
4020	95529	BEST VALUE PERFORMANCE PLAN
4030	102105	COMMUNICATION STRATEGY
4040	40150	OVERVIEW & SCRUTINY
4050	193019	FILING & GENERAL ADMIN **
4060	250600	CHIEF EXECUTIVE
(4453)	15000	CPA IMPROVEMENT BEST VALUE
(4459)	17500	LIFELONG LEARNING
(4600)	10000	GRANTS AND DISTRIBUTIONS
(4461)	60000	NEIGHBOURHOOD FUND
4070	35000	PROCUREMENT
4080	18800	CONSULTATION FUND
4100	47980	COMMUNITY PLANNING *
4300	19900	DTP CORPORATE **
4310	31600	INTERNET DEVELOPMENT CORP **
4320	43600	SAFETY OFFICER **
4330	6000	COLOUR COPIER **
4340	25000	YOUTH FUND

* Some or all of this expenditure is met from external sources

** Some or all of this expenditure is recharged within the Council

2.4 Equality & Diversity

CDU Equality Statement

- We are aware of the importance of equality of opportunity in discharging our functions and in the leadership we provide to our staff and the citizens of Wear Valley.
- We will not discriminate or disadvantage any person because of their race, colour, nationality, ethnic origin or faith.
- We believe diversity brings strength and a shared understanding of different cultures.
- We are committed to ensuring that all local people have the opportunity to achieve their potential and have their needs met.

- We will ensure we make every effort to consult and include ethnic minorities and hard to reach groups in Wear Valley.
- We will eliminate racial discrimination.
- We will promote equal opportunities.
- We will promote good race relations.
- We will train and develop staff to develop a better understanding and acceptance of cultural differences.
- We will eliminate disability related harassment.
- We will promote positive attitudes toward disabled people.
- We will encourage disabled people's participation in public life.

3. REVIEW OF YEAR

Review of 2006/7

During 2006/7 we delivered several achievements for the Council. Some of the more significant are listed below:

Policy Development and Research

- Contributed to the Durham District Councils' unitary bid in response to the 2006 White Paper's invitation
- Council Plan 2006-2009 agreed
- CPA Direction of Travel Assessment submitted
- Monitored delivery of the Council Plan actions every six months

Best Value

- Conducted indicative inspection of Housing
- Triennial Surveys completed

Procurement

- Piloted and implemented fuel card system
- Developed and adapted a joint procurement strategy with Teesdale District Council
- Started to implement procurement cards across the Council
- Analysed procurement spending across the Council that identified savings of £85,000

Performance Management

- Undertook a series of business improvement and service excellence programme to develop the Council's capacity to improve Value for Money

- Monitored Best Value Performance Indicators six monthly and low performing BVPIs quarterly
- Supported and analysed four surveys
 - Benefits
 - Triennial Satisfaction Survey
 - Tenants
 - Planning

Marketing and Communications

- Prepared Policy and Procedures for design and print
- Media and Promotions Officer to work on positively promoting the Council
- Carried out a number of focus groups with regeneration to help improve their customer service
- Purchased consultation tool called Standpoint for real time feedback on services
- Published and delivered Wear Valley Matters to 33,000 households in Wear Valley

Community Safety

- Implemented the PPO strategy
- Installed CCTV on Woodhouse Close Estate
- Set up crisis intervention for domestic abuse victims.

Scrutiny Support

- Completed the Joint Fly Tipping Review with Teesdale Council
- Supported the Local Strategic Partnership (LSP) review
- Scoped the Parish Council Review and the Asset Management Review
- Undertook a review of Committee previous reviews
- Organised the Annual General Meeting for the Fourth Option Special Interest Group (FOSIG)

Freedom of Information

- Co-ordinated 63 requests for information
- Chaired the Regional Forum for Freedom of Information and Data Protection
- Co-ordinated the Council's response to the Freedom of Information Act

Support to the Local Strategic Partnership

- Consulted on Community Strategy for Wear Valley
- LSP received an amber green rating from Government Office
- LSP Linkage to Local Area Agreement (LAA) initiated
- Neighbourhood Profiles completed and used as part of appraisal process for external funding
- Youth Participation Officer in post and participation strategy agreed within the LSP.

Health and Safety

- Asbestos procedure and Management Plan implemented, including delivery of asbestos training to tradesmen and leisure centre staff
- Drafted the Corporate Health and Safety procedures for the council and the Health and Safety Procedures for Dale and Valley Homes
- Delivered Manual Handling training to the trades staff
- Reduced public accidents from 243 in 2005 to 153 in 2006

Emergency Planning

- Co-ordinated the emergency response to gas leak in Middleston Moor, which affected over 11,000 residents in February 2007

Sickness Levels

- Average 2.1 days per staff member against the Council average of 7.5 days per staff member

Council plan achievements 2006/07

Priority Key Task	Achieved or Outstanding
1a Allocate resources, develop policies and use our influence to achieve a stable or growing population in Wear Valley	Stable and growing population, which has increased by just under 1% from 61,600 to 62,100
1b Creating pride and a sense of place among our young people	Participation Officer is in place. Participation Strategy agreed within the LSP Outstanding: Training and action plan to be developed with partners including WVDC
2a Build community capacity and confidence to participate in neighbourhood decision making and policy delivery (See also 7b)	Temporary neighbourhood arrangements for the NRF delivery are in place
5a Deliver the targets in Crime and Disorder Reduction Strategy to reduce <ul style="list-style-type: none"> • House (and other) burglary • Violent Crime • Domestic Abuse • Vehicle Crime • Anti Social Behaviour and Criminal Damage • Drugs and Alcohol Misuse • Hate Crimes • Offences by prolific offenders • Fear of Crime 	Working in partnership with other bodies Implemented enforcement and regulatory powers to reduce crime Applied 'secure by design' standards to new developments and provide measures to secure Council housing and other premises

Priority Key Task	Achieved or Outstanding
<ul style="list-style-type: none"> Provide street wardens to reduce crime and reassure residents 	Raised awareness of crime and how to reduce crime
<p>5b Deliver recommendations of Best Value Review Improvement Plan to:</p> <ul style="list-style-type: none"> Align service plans more closely to Council Plan Consider community safety issues more systematically in the Council's decision making process Train staff to be aware of Section 17 Community Safety implications Evaluate impact of measures and activities to reduce crime Develop and apply processes to measure impact of community safety activities 	<p>Developed and implement formal process to align service plans with Council Plan</p> <p>Implemented processes to consider systematically community safety aspects of Council activities</p> <p>Trained staff in Section 17</p>
<p>7b Develop our Community Leadership role to engage and involve citizens in making decisions that matter to them</p>	<p>Outstanding Action: Problems in areas of greatest need to: Improve partnerships and support to Parish and Town Councils, Residents and Tenants Associations and other community groups</p> <p>Further develop Members as Community Leaders in their local communities</p>
<p>7c Improve customer access and Satisfaction</p>	<p>Customer Care Officer in post. Customer Care Strategy being developed. Customer Care improvement plan being developed</p>
<p>7e Clarify our priorities</p>	<p>New Council Plan 2006-2009 prepared</p>
<p>7g Performance Management</p>	<p>Developed and embedded clear performance management system that uses accurate, valid robust and timely information to drive improvement</p>
<p>7h Improve the way we challenge ourselves</p>	<p>a) Agreed Programme of Best Value Reviews</p> <p>b) Programme of Performance Improvement Teams ongoing through Business Improvement Teams through NECE improvement programme</p> <p>c) Improved use of customer satisfaction and other survey data, achieved through SIMALTO</p>

Priority Key Task	Achieved or Outstanding
	assessments
7k Improve Corporate Learning	Re-established Extended Management Team Briefings for senior officers and Members.
7l Manage Change	<p>Achieved:</p> <ul style="list-style-type: none"> a) Completed Restructure b) Developed Human Resources Strategy e) Responded to external changes such as Local Government Reorganisation <p>Outstanding:</p> <ul style="list-style-type: none"> c) Develop Management Development Programme d) Develop the Member Development Programme
7m Organisational Development (links to 7l)	Developed Service Delivery partnerships to improve quality and capacity of our services In current Council Plan
7n Durham Local Area Agreement	Agree and deliver Durham LAA
7o CPA and other external inspections	Direction of Travel Assessment completed.

THEME 1: DIRECTION OF TRAVEL**1. Contribution to Council Plan/ Balanced Scorecard**

The following table shows the explicit link between the Council Plan task and team workplans.

Council Plan/Balanced Scorecard	TARGET	RESPONSIBLE OFFICER/ TEAM	MILESTONES (include timeframe and target)	COMMENT
P1 Balanced and increasing total population.	Greater than or equal to 0.1% growth annually	Chief Officer Corporate Development/ LSP Manager	<p>A build rate of at least 250 dwellings per year (RSSW target).</p> <p>Bring 50 vacant dwellings back into occupation.</p> <p>2% decrease year on year from 08/09.</p> <p>2% increase year on year from 08/09.</p>	<p>Planning process complies with targets set in LDF linking into Sustainable Communities Plan process.</p> <p>% of vacant residential properties (BVP164).</p> <p>BV184a. The proportion of homes which were non-decent at the beginning of the year.</p> <p>BV184b. The % change in proportion of non-decent LA homes in the year.</p>

Council Plan/Balanced Scorecard	TARGET	RESPONSIBLE OFFICER/ TEAM	MILESTONES (include timeframe and target)	COMMENT
P2 Improved Community engagement and capacity.	Year on year improvement on 2006/07 baseline.	Policy and Partnership Manager/ LSP Manager	<p>60% of population covered by community engagement arrangements by June 2007.</p> <p>Work with the Community Network (CN) to agree measurable outcomes for improved capacity. Outcome framework agreed by June 2007.</p> <p>Development and implementation of Community Engagement Strategy. Council Consultation and Community Engagement Strategy completed by Dec 06.</p> <p>Supported the CN through the LSP and use of external funding. Ensured LAA is also addressing this issue.</p> <p>Interim neighbourhood arrangements put in place to involve community in performance management of external funded</p>	

			programmes	
P3 People satisfied with Wear Valley as a place to live.	Year on year improvement on 2006/07 baseline.	LSP Manager/ Policy and Partnership Manager, Customer Care Officer	60% of residents satisfied with Wear Valley as place to live. Progressing neighbourhood arrangements development with partner agencies to ensure communities have greater influence on policy. Neighbourhood Charters will ensure service quality standards are set with communities	Research shows that neighbourhood working should lead to greater satisfaction as services are closer to the people.

Council Plan/Balanced Scorecard	TARGET	RESPONSIBLE OFFICER/ TEAM	MILESTONES (include timeframe and target)	COMMENT
P4 Reduction in the proportion of population living in SOA's identified as being in the top 10% for deprivation.	1% year on year reduction and reduce the gap between best and worst SOAs in terms of NRF targets as set out within the LAA.	LSP Manager/ CDU	<p>Progress on the Quality of Life improvement indicators in the Council Plan.</p> <p>60% of population covered by community engagement arrangements by June 2007.</p> <p>Council Consultation and Community Engagement Strategy completed by Dec 06.</p>	Work is ongoing to expand our neighbourhood profiles and to ensure partners in the LSP access these to deliver against floortargets, local targets and those in the LAA
L1 Increasing proportion of population attaining basic skills standards (PSA6, PSA7, PSA10).	<p>An additional 500 people engaging with basic skills programme. by March 2007. A further 500 by March 2008.</p> <p>An additional 100 people successfully completing basic skills programmes to NVQ level 1 by March 2007.</p>	LSP Manager/ CDU	Number of people engaged with the programmes to be 100 by 2008/09 as per Pathway to Employment NRF Scheme. Position will be clear following performance reporting at year end but other NRF programmes are also contributing to this target.	Increased targeting of resources within an integrated programme will also ensure those young people not in education, employment and training are assisted to engage. This will also impact on Children;s Trust commissioning

Council Plan/Balanced Scorecard	TARGET	RESPONSIBLE OFFICER/ TEAM	MILESTONES (include timeframe and target)	COMMENT
L1 continued	A further 100 people successfully completing basic skills programmes to NVQ level 1 by March 2008			
L2 Increased number of working age people with qualifications in key SOA's	Overall reduction of 50 (approx. 0.7%) of people with no qualifications.	LSP Manager/ CDU	25 people in SOA gaining qualification by 2007/08 25 by 2008/09 as per Pathway to Employment NRF Scheme.	This is reviewed quarterly and there has been an increase in outreach targeting of services out into communities which is impacting positively on achievements.
L3 More Council employees with accredited qualifications.	2% increase year on year of staff obtaining qualifications.	CDU/ Performance Improvement Manager	30 staff in 2006/07 with qualifications. 42 staff 2007/08 with qualifications. 56 staff 2008/09 with qualifications.	
L4 Increased number of modern apprentices.	3 modern apprentices sponsored.	CUD/ Organisational Development Manager	Modern apprentices employed locally.	

Council Plan/Balanced Scorecard	TARGET	RESPONSIBLE OFFICER/ TEAM	MILESTONES (include timeframe and target)	COMMENT
OD1 An improved focus on the better understanding of the Council's objectives and priorities.	<p>25% of members and officers engaged with training programmes to improve capacity year on year.</p> <p>50% of all direct service conducting user surveys annually.</p> <p>60% of all employees stating that they understand the Council's objectives. (from annual employee survey).</p>	Chief Officer Corporate Development/ CDU	<p>100% of members completing the programme and achieving set milestones.</p> <p>Organisational Development Strategy in place by June 2007.</p> <p>Key milestones met.</p> <p>60% of population covered by community engagement arrangements.</p> <p>Annual staff survey conducted by September each year and reported to COMT and P&SD by end of November</p>	
OD2 An improving CPA score.	Positive reassessment by 2009	Chief Officer, Corporate Development/ CDU	<p>Targets set in accordance with action plans.</p> <p>By July annually a gap analysis of resource requirements to meet targets in KLOES.</p>	

Council Plan/Balanced Scorecard	TARGET	RESPOSINBLE OFFICER/ TEAM	MILESTONES (include timeframe and target)	COMMENT
OD2 continued			<p>Development and implementation of Community Engagement Strategy.</p> <p>Action plans for emerging KLOES approved by December 2006</p> <p>All KLOE responses to achieve score of level 2 or better on an ongoing basis.</p>	
OD3 Increased satisfaction with Council overall.	2% annually year on year improvement in satisfaction scores from surveys conducted with all Council stakeholders To be reviewed annually.	Chief Officer, Corporate Development, Policy and Partnership Manager, Customer Care Officer/CDU	<p>December 2006 a strategy developed and implemented for corporate consultation and community engagement.</p> <p>100% milestones achieved.</p> <p>April 2007 a strategy to improve customer care and access to services developed and implemented</p> <p>100% of milestones achieved.</p>	

Council Plan/Balanced Scorecard	TARGET	RESPONSIBLE OFFICER/ TEAM	MILESTONES (include timeframe and target)	COMMENT
OD4 Improved Value for Money.	Level 2 Value for Money score by 2006 Level 3 Value for Money score by 2007 2.5% or more Gershon efficiency savings annually.	Chief Officer, Corporate Development, Organisational Improvement Manager, Value for Money Officer/CDU	Value for Money Strategy implemented by July 2006 100% of key milestones met. 100% of savings in Annual Efficiency Statement met in August 2006.	

2. Customers and consultation

The table below sets out the planned consultation within the Department covered by the period 2006/7 to 2008/9.

AREA OF CONSULTATION	RESPONSIBLE OFFICER	TIMELINE	COMMENT ON HOW THIS IS USED AND WHAT ARE THE RESOURCE IMPLICATIONS
Triennial Satisfaction Survey (2006)	Organisational Development Manager		To inform the Council Plan and set Corporate Priorities
Benefits (2006)	Organisational Development Manager		To inform the Benefits Service and the Corporate Priorities
Tenants (2006)	Organisational Development Manager		To inform the Housing Department and the Corporate Priorities
Planning (2006)	Organisational Development Manager		To inform the Regeneration Department and the Corporate Priorities
Quality of Life Survey	Policy Research Officer		Corporate Survey to measure satisfaction
Sustainable communities Plan 2007/8	LSP Manager/ LDF Lead officer		To inform local strategic decision making and LAA
LAA	Policy and Partnerships Manager, LSP Manager		Survey to ensure baselines in place and progress measurable

Who are our customers?

The CDU has a number of customers. Firstly, there are our internal customers, our colleagues within other parts of Wear Valley District Council and the Members of the Council. Secondly, there are the Council's partners within the Local Strategic Partnership and other public bodies who also deliver services for people in Wear Valley like the Police, Bishop Auckland College or the National Health Service. Thirdly, and most importantly, there are the people of Wear Valley themselves.

Wear Valley District Council

As the name suggests the Corporate Development Unit supports the whole Council by providing the functions that are essential to the effective management of a modern local authority. Thus the whole Council, its Members, senior officers and all its employees, are our customers. We serve our customers within the Council by:-

- monitoring and managing performance to develop and embed a culture of continuous improvement;
- providing the research and analysis which can show better ways of delivering services or engaging the public and stakeholders;
- supporting the work of all parts of the Council to get closer to citizens and customers;
- develop corporate policies to improve outcomes for the communities that we serve;
- communicating and consulting with our employees, customers and citizens
- reporting to Council Members on our performance;
- co-ordinating activities with partners within the Local Strategic Partnership and beyond.

Our partners and stakeholders

The Council also has its customers and partners. CDU supports the work of the Local Strategic Partnership and the Crime and Disorder Reduction Partnership and Children's Trust directly and works with partners in other public agencies, and voluntary and community groups.

The partnerships that the CDU supports directly are listed in section 7 under our partnership profile.

Wear Valley citizens

CDU, like every part of Wear Valley District Council, serves the citizens of Wear Valley. Local people elect the Council, use its services and through the Council tax helps to pay for our activities. They are our key customers.

CDU helps the Council satisfy local people in several ways. We monitor the performance of the Council as a whole and, as part of the Council's Citizens Promise, regularly tell local people about how well the Council is doing. We work with all parts of the Council to research how our performance can be raised so that our customers can receive better services. Thirdly, CDU

regularly consults with our citizens and customers about our services, whether they meet public needs and what improvements the public want to see.

One of our key activities over the next twelve months will be to increase the Council's capacity to consult with local people and service users and use that information more effectively. We are investing in software and training to improve how we ask for people's opinions and how we use that information to make our services better. A further challenge we will begin to tackle over the next twelve months will be to develop different ways to engage and involve local people and groups in deciding what services they want and how they should be delivered.

3. Service Based Action Plans

Our service based action plans are under development. These are explicit tasks which are considered necessary to improve overall service delivery.

THEME 2: SERVICE PERFORMANCE**1. Best Value Performance Indicators**

The CDU is not responsible for the delivery of any BVPIs in 2007/2008.

2. Local Performance Indicators

LPI Number	Description	LINK TO CORPORATE OBJECTIVE	RESPONSIBLE OFFICER	PREVIOUS YEAR PERFORMANCE AND QUARTILE	2006/7 TARGET	2007/8 TARGET	TARGETED QUARTILE PERFORMANCE BY 2008/09
	Sickness Levels			2.3			
PRO1	Average minimum cost of raising an order	OD4	Project Officer-Procurement/Organisational Development Manager		£7	£7	
PRO2	Average invoice value	OD4	Project Officer-Procurement/Organisational Development Manager		£1,600	£1,600	
PRO3	Average Spend per supplier	OD4	Project Officer-Procurement/Organisational Development Manager		£13,000	13000	
PRO4	% of spend through electronic orders	OD4	Project Officer-Procurement/Organisational Development Manager		22%	22%	
PRO5	% of invoices received	OD4	Project Officer-Procurement/Organisa		1%	1%	

	electronically		tional Development Manager			
PRO6	% of orders raised electronically	OD4	Project Officer- Procurement/Organisa tional Development Manager		100%	100
PRO7	% of invoices paid electronically	OD4	Project Officer- Procurement/Organisa tional Development Manager		97%	97
PRO8	Percentage of corporate spend through p-cards	OD4	Project Officer- Procurement/Organisa tional Development Manager		10%	10
PRO9	% of milestones activities completed in the National Procurement Strategy	OD4	Project Officer- Procurement/Organisa tional Development Manager		73%	76
PRO10	% of medium and high-risk projects managed under a structured project management methodology.	OD4	Project Officer- Procurement/Organisa tional Development Manager		50%	50

THEME 3: USE OF RESOURCES

1. Value For Money

The following table represents the departments' contribution toward the Corporate Value for Money Framework and evaluates cost against performance and customer satisfaction (quality).

SERVICE	COST DRIVER	COST PERFORMANCE	PERFORMANCE MEASURE (BVPI/LPI)	MOST RECENT PERFORMANCE	TARGET PERFORMANCE 3 YEARS	CUSTOMER SATISFACTION	TARGET PERFORMANCE 3 YEARS
Corporate	Cost per head of population		Number of complaints managed			% of people satisfied with the council overall Overall BVPI improvement People satisfied with the Council overall	

2. Procurement

This section defines all the contracts applicable to the department that are to be reviewed during the coming year 2006/07.

Contract description	Supplier	Responsible Officer	Contract Start Date	Contract End Date	Extension Period	Contract Type	Review Date	Comments
Colour Copier	Canon	Jo Defty	2004	2008			End 2007	

3a. Asset Management

a) The Asset Management Plan will provide departmental list of assets for inclusion in the plan.

Asset	Value	Service Provided by Asset	Link to Corporate Objective	Replacement strategy
Land Rover	£7000	Emergency Response	OD1	To be managed according to Council needs.

3b. Capital Programme

The CDU does not have a capital programme.

3c. Asset Management PI's

The CDU does not manage a performance indicator for asset management.

THEME 4: RISK

1. Council plan risks

None

2. Departmental risks

	RESPONSIBLE OFFICER	RESPONSE
COMMUNICATIONS		
Desk Top Publishing		
Risk of losing DTP skills	Marketing & Communications Manager	Train other staff
Website		
Failure to comply with priority outcomes (e-govt)	Web Site Manager	Develop local PI
External Communication		
Failure to coordinate external communication leading to overloading the customer and loss of reputation	Marketing and Communications Manager	Communications Strategy
PERFORMANCE MANAGEMENT		
Performance Management Framework (PMF)		
Failure to develop an adequate PMF leading to a failure to identify and deal with poor performance, a poor CPA score and direct Government intervention	Organisation Development Manager	Set in place annual review of PMF
Performance Management System		
Failure to implement PMS correctly	Organisation Development Manager	Investigate systems fully

Policy		
Failure to keep in touch with Government initiatives leading to missing Gov't deadlines, not complying with laws and regulations, missing out on funding, poor CPA score	Policy and Partnership Manager	Raise member awareness. Increase policy capacity through additional posts. Sufficient budget to attend important events and seminars
BEST VALUE		
Best Value Performance Plan		
Failure to complete Performance Plan leading to criticism from Auditors.	Organisation Development Manager	Performance Plan timetable
Best Value Performance Indicators		
Risk of incorrect PIs in Performance Plan	Organisation Development Manager	Identification and Improvement plans for low scoring PI's
ADMINISTRATION		
Budgets		
Failure to achieve 2.5% saving	Chief Officer, Corporate Development	
LSP		
Loss of central support to community network (funding)	LSP Manager	Partnership to review support for network
Increasing role of the LSP in the LAA but lack of partnership support to build capacity within partners	LSP	Training of partners and Members to ensure there is a clear understanding of the role of all partners. Strategy developed for increasing capacity
Potential LGR decisions could lead to demise of LSP or changing role – need to ensure strong local voice is sustained	LSP	Ensure partners are informed of decisions as soon as possible and future strategy prepared
HEALTH & SAFETY		
Accidents		

Annex V

Failure to report accidents	Health and Safety Officer	Reporting policy in place
Failure to investigate accidents	Health and Safety Officer	Investigation policy in place

3. Corporate risks

Corporate risk	Responsible officer	Risks	Risk management actions
Corporate Reputation	Chief Officer, Corporate Development	Adverse publicity creating a negative effect on Council reputation.	Effective management of corporate communication and relationship with print and broadcast media.

4. Statement of Internal Control

Area of responsibility	Responsible Officer	Evidence	Exceptions and action plans
Unit Budget	John Docherty	DMT Report	

5. Data Quality

SOURCE	RESPONSIBLE OFFICER	DATA QUALITY ISSUE
Submitted BVPIs	Judith Grayson/Paul Hopkins	Joint arrangements with internal audit developed to carry out spot checks of submitted data by individual departments and across the Council

6. Partnership Profile

Partnership	Purpose	Authority Financial Contribution	Contribution to Council Objectives	Specifying/ monitoring arrangements
Wear Valley Local Strategic Partnership (LSP) and supporting theme groups	To tackle issues facing Wear Valley in a coherent joined up way.	£65000		Subject to monitoring by Government Office North East (GONE)
2D (Support for the Voluntary and Community Sector of Teesdale and Wear Valley)	Engaging with the voluntary and community sector in addressing Wear Valley issues.	£9,000		Service level agreement (SLA) under development.
Community Network	Engaging with community in addressing Wear Valley issues.			Targets are set within the NRF funding regime and the District Council are accountable Body responsible for monitoring and managing these

7. How this plan will be monitored

This Plan will be approved by the Council's Policy and Strategic Development Committee. The elements within it will be reported to Members through regular reports on implementing the Council Plan, the Best Value Performance Plan and reports on specific plans and strategies like the Community Safety Strategy. Progress on the Service Plan as a whole will be reported to Policy and Strategic Development Committee every October.

POLICY AND STRATEGIC DEVELOPMENT COMMITTEE

28 MARCH 2007

Report of the Strategic Director for Environment and Regeneration
CAPITAL PROGRAMME 2006/7

purpose of the report

1. To update Members of the progress made in the delivery of the Capital Programme 2006/7 at the end of quarter 3 and seek agreement to some minor changes to the programme.

introduction

2. The regeneration department has a substantial capital programme for 2006/7. Below is the progress made on each scheme during quarters 1 to 3 to the period April to December 2006. For each of the projects the revised budget is shown, progress towards securing additional external resources to deliver the scheme (where appropriate) and finally the risk of the deliverability of the project and whether spend will be achieved during 2006/7.

C001 – Renovation Grants		Richard Roddam	
2006/7 Budget Total	£200,000	2006/7 Revised Budget	£192,000
2006/7 Budget WVDC	£192,000	2006/7 Revised WVDC	£192,000
Partly externally funded	N	Duration of scheme	On-going
Funding secured	n/a	Spend @ 31.12.06	£112,453

3. We are currently well underway with carrying out Renovation Grants, the budget is fully committed and a large amount of work is at present underway. It is envisaged that the budget will be fully spent by end of year.

C003 – Disabled Facilities Grants		Richard Roddam	
2006/7 Budget Total	£225,000	2006/7 Revised Budget	£225,000
2006/7 Budget WVDC	£90,000	2006/7 Revised WVDC	£90,000
Partly externally funded	Y	Duration of scheme	On-going
Funding secured	Y	Spend @ 31.12.06	£127,325

4. The Disabled Facility Grant Budget is fully committed and a number of jobs are not being completed. The budget will be fully spent by the end of year. We currently have one major job totalling £50,000 that has recently commenced and as such will ensure the budgets are fully spent.

C014 – Eldon Lane Renewal Area		Richard Roddam	
2006/7 Budget Total	£430,000	2006/7 Revised Budget	£430,000
2006/7 Budget WVDC	£430,000	2006/7 Revised WVDC	£430,000
Partly externally funded	N	Duration of scheme	On-going
Funding secured	n/a	Spend @ 31.12.06	£267,915

5. The current spend as at 16th February 2007 is currently £340,231. The Environmental Facelift scheme at Spencer Street is well underway and the remaining budget is fully committed under this scheme.

C059 – Contaminated Land

Ian Bloomfield

2006/7 Budget Total	£96,000	2006/7 Revised Budget	£40,000
2006/7 Budget WVDC	£96,000	2006/7 Revised WVDC	£40,000
Partly externally funded	N	Duration of scheme	Yr 1 of 1
Funding secured	n/a	Spend @ 31.12.06	£560

6. This budget is chiefly required for the remediation of contaminated land situations. The budget has been revised to a lower figure and it is unlikely, at present, that the full amount will be spent in this financial year, though emergency circumstances could instigate an immediate spend.

C065 – Wolsingham Business Park

Sue Dawson

2006/7 Budget Total	£1,100,000	2006/7 Revised Budget	£0
2006/7 Budget WVDC	£50,000	2006/7 Revised WVDC	£0
Partly externally funded	Y	Duration of scheme	Yr 1 of 3
Funding secured	N	Spend @ 31.12.06	£0

7. There still remain issues in relation to the planning applications submitted for the housing and industrial developments on this site. This is a pre-requisite to developing a project to create the necessary industrial and commercial workspace on this site. In this context it is not going to be possible to secure the external funding within 2006/7.

8. It is hoped that the situation will be clearer in the early part of the 2007/8 financial year and therefore consideration is requested to carry forward this resource into the next financial year to implement this project.

C066 – Bracks Farm

Sue Dawson

2006/7 Budget Total	£145,000	2006/7 Revised Budget	£145,000
2006/7 Budget WVDC	£145,000	2006/7 Revised WVDC	£145,000
Partly externally funded	N	Duration of scheme	Yr 1 of 1
Funding secured	n/a	Spend @ 31.12.06	£0

9. Legal discussions between Priority Sites and the authority have been finalised and the legal agreement has been produced. This is currently awaiting exchange between the two parties although it is anticipated this will be achieved within quarter 4 and therefore spend will be achieved within the current financial year. Construction is then anticipated to start on the new development in April.

C077 – Car Park Improvement Programme

Peter Dunn

2006/7 Budget Total	£92,000	2006/7 Revised Budget	£92,000
2006/7 Budget WVDC	£92,000	2006/7 Revised WVDC	£92,000
Partly externally funded	N	Duration of scheme	Yr 1 of 3
Funding secured	n/a	Spend @ 31.12.06	-£43

10. Refurbishment of West Road and New Road car parks in Crook have been completed, excepting the commissioning of the street lighting. Works to the South Terrace car park in Bishop Auckland will be completed by end February 2007. It is anticipated that all of the budget will be spent.

C082 – Innovation House Extension

Alan Weston

2006/7 Budget Total	£58,006	2006/7 Revised Budget	£547,238
2006/7 Budget WVDC	£58,006	2006/7 Revised WVDC	£58,006
Partly externally funded	Y	Duration of scheme	Yr 2 of 2
Funding secured	Y	Spend @ 31.12.06	£44,773

11. The contract for outstanding works left from the MMP contract has been let and construction substantially completed early in quarter 4. There remains a small amount of work in relation to fixtures and fittings to finalise the project and make the building available for letting. The revised budget reflects delays to the scheme and therefore delays in claiming match funding. The scheme will still be achieved within the original WVDC contribution of £58,006.

C083 / C109 – Eastgate Stage 2

Sue Dawson

2006/7 Budget Total	£623,000	2006/7 Revised Budget	£300,000
2006/7 Budget WVDC	£48,000	2006/7 Revised WVDC	£48,000
Partly externally funded	Y	Duration of scheme	Yr 1 of 3
Funding secured	Y	Spend @ 31.12.06	£53,902

12. The completion of works relating to Eastgate Stage 2 was achieved early in quarter 4, on target and on budget. Claims are currently being made to Single Programme for the outstanding monies and the project being finalised.
13. Also early in quarter 4 £951,000 of Single Programme resources were secured for the implementation of Phase 3 which includes all the necessary work to enable the submission of the planning application in summer / autumn.

C087 – Crook Commercial Renaissance

Alan Weston

2006/7 Budget Total	£580,000	2006/7 Revised Budget	£204,613
2006/7 Budget WVDC	£100,000	2006/7 Revised WVDC	£100,000
Partly externally funded	Y	Duration of scheme	Yr 3 of 3
Funding secured	Y	Spend @ 31.12.06	-£47,931

14. This project has been substantially complete for some time, although work is still on-going with Durham County Council as partners to the scheme to resolve a number of queries and finalise the bill of quantities for the work. It is anticipated that this will be realised within the fourth quarter.
15. At the finalisation of this account it is anticipated there will remain a small amount of resources for the implementation of some small scale additional works. However, it is unlikely these can be commissioned until 2007/8.

C088 – Low Willington Business Park**Alan Weston**

2006/7 Budget Total	£51,615	2006/7 Revised Budget	£420,441
2006/7 Budget WVDC	£51,615	2006/7 Revised WVDC	£101,615
Partly externally funded	Y	Duration of scheme	Yr 2 of 2
Funding secured	Y	Spend @ 31.12.06	-£46,907

16. Following approval of additional contributions from WVDC for this scheme at the last Committee, additional external funding has been secured and working in partnership with Durham County Council the contract has been let early in quarter 4 to allow construction work to recommence.
17. Scheduled completion for this project is now August and a significant amount of expenditure is now forecast in 2006/7 which will be split between the respective funders to maximise the money available.

C089 – South West Crook Industrial Extension**Sue Dawson**

2006/7 Budget Total	£249,406	2006/7 Revised Budget	£45,000
2006/7 Budget WVDC	£249,406	2006/7 Revised WVDC	£0
Partly externally funded	Y	Duration of scheme	Yr 1 of 1
Funding secured	Y	Spend @ 31.12.06	£0

18. Delays in agreeing the section 106 agreement for this project have meant that this project has not been able to proceed as originally envisaged. The revised budget reflects the NRF funding which has been secured for the feasibility work for this project.
19. Significant resources will be needed to acquire the land and provide site servicing and infrastructure but this is not achievable within the current financial year from the current position. Consideration is therefore requested to transfer this resource to this scheme in 2007/8 financial year.

C092 – Bishop Auckland Tourism Renaissance**Alan Weston**

2006/7 Budget Total	£1,187,000	2006/7 Revised Budget	£12,000
2006/7 Budget WVDC	£12,000	2006/7 Revised WVDC	£12,000
Partly externally funded	Y	Duration of scheme	Yr 3 of 3
Funding secured	N	Spend @ 31.12.06	£-1,166

20. Work is still on-going to enable the submission of a funding application to the Heritage Lottery Fund – Parks for People Programme by the end of March (see separate report). The WVDC money allocated to this project has been committed to the feasibility work required to support the submission of this application.

C093 – West Auckland Improvement Scheme **Carole Dillon**

2006/7 Budget Total	£320,000	2006/7 Revised Budget	£30,000
2006/7 Budget WVDC	£60,000	2006/7 Revised WVDC	£30,000
Partly externally funded	Y	Duration of scheme	Yr 1 of 3
Funding secured	Y	Spend @ 31.12.06	£0

21. There will be limited spend on this scheme in 2006/7. Working in partnership with Durham County Council a substantial amount of work has been carried out in relation to design and facilitation of this improvement scheme but as yet implementation has not been able to commence.

22. The WVDC resource is an important contribution to the funding package to help DCC secure the English Heritage resources to this scheme. Agreement is therefore sought to carry forward any underspends in relation to this project into 2007/8.

C124 – Fieldon Bridge Development – Phase 1 **Sue Dawson**

2006/7 Budget Total	£20,000	2006/7 Revised Budget	£0
2006/7 Budget WVDC	£20,000	2006/7 Revised WVDC	£0
Partly externally funded	N	Duration of scheme	Yr 1 of 3
Funding secured	n/a	Spend @ 31.12.06	£0

23. It was agreed at the previous committee to reallocate the 2006/7 resources from this scheme to the Low Willington project – see above.

C125 – Wear Valley Building Enhancement Scheme **Sue Dawson**

2006/7 Budget Total	£298,000	2006/7 Revised Budget	£180,000
2006/7 Budget WVDC	£48,000	2006/7 Revised WVDC	£10,000
Partly externally funded	Y	Duration of scheme	Yr 1 of 2
Funding secured	Y	Spend @ 31.12.06	£0

24. There are a significant number of expressions of interest from private sector developers in relation to this scheme and it is anticipated that grant offers can be issued and resources committed to a number of these by the end of 2006/7 with the grants being paid early in 2007/8

C126 – Positional Accuracy Tool **Carole Dillon**

2006/7 Budget Total	£20,000	2006/7 Revised Budget	£20,000
2006/7 Budget WVDC	£20,000	2006/7 Revised WVDC	£20,000
Partly externally funded	N	Duration of scheme	Yr 1 of 1
Funding secured	n/a	Spend @ 31.12.06	£0

25. The order for this upgrade has been placed in quarter 4. This is initially a pilot to test the compatibility of the system prior to the full upgrade. The pilot will be completed within the current financial year and if successful work will have started on the full upgrade.

C127 – Economic Development Fund **Bob Hope**

2006/7 Budget Total	£30,000	2006/7 Revised Budget	£0
2006/7 Budget WVDC	£30,000	2006/7 Revised WVDC	£0
Partly externally funded	N	Duration of scheme	On-going
Funding secured	n/a	Spend @ 31.12.06	£0

26. It was agreed at the previous committee to reallocate the 2006/7 resources from this scheme to the Low Willington project – see above.

C128 – Bishop Auckland Town Centre Management		Alan Weston	
2006/7 Budget Total	£100,000	2006/7 Revised Budget	£0
2006/7 Budget WVDC	£100,000	2006/7 Revised WVDC	£0
Partly externally funded	Y	Duration of scheme	Yr 1 of 3
Funding secured	N	Spend @ 31.12.06	£0

27. Delays to securing the ONE NorthEast funding for this project have delayed the initial phase of implementation. It is now anticipated that agreement will be reached within quarter 4 to enable some Single Programme money to be spent to begin the detailed feasibility work and employ a dedicated project manager. Significant spend has been identified within 2007/8 to begin the implementation of the proposals.

C527 – Public Sector Adaptions		Richard Roddam	
2006/7 Budget Total	£189,000	2006/7 Revised Budget	£191,500
2006/7 Budget WVDC	£174,000	2006/7 Revised WVDC	£176,350
Partly externally funded	Y	Duration of scheme	On-going
Funding secured	Y	Spend @ 31.12.06	£163,677

28. There is a large demand for Public Sector Adaptations which has increased dramatically over the last year. The budget is fully spent as at 16th February 2007. However there may be cases up until year-end that require attention. We project that there may be an overspend of around £4,000 on this account, however it is impossible to estimate what emergency jobs may require attention.

conclusion

29. Significant progress has been made on implementing a number of these key schemes over the year to date. There are a number of the schemes which have unfortunately not progressed as planned due to delays securing legal agreements or securing additional external funding.
30. There are a number of schemes were, as things currently stand, it is unlikely that delivery will be able to commence in 2006/7 and consideration is therefore requested to carry the resource identified into 2007/8 to enable the continuation of the development work on these schemes.

RECOMMENDED

1. That Members note the report and continue to receive an update report at the end of the year on further progress.
2. To the Policy and Strategic Development Committee that the request to transfer the £50,000 contribution towards the Wolsingham Business Park project into 2007/8 to allow further project development be approved.

3. To the Policy and Strategic Development Committee that the request to transfer the £249,406 contribution towards the South West Crook Industrial Estate project into 2007/8 to allow further project development be approved.
4. That Members agree the request to transfer the £30,000 identified as the WVDC contribution to the West Auckland Improvement Scheme into 2007/8 to maximise the other external funding available to the scheme.

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