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Gary Ridley Acting Chief Executive

27th May 2008

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 4th JUNE 2008** at **6.00 P.M.**

AGENDA

Page No.

1. Apologies for absence
2. Declarations Of Interest

Members are invited to declare any personal and/or prejudicial interest in matters appearing on the agenda and the nature of their interest.

Members should use either of the following declarations:

Personal Interest – to be used where a Member will be remaining and participating on the debate and any vote:

I have a personal interest in agenda item (...) regarding the report on (...) because I am (...)

Personal and Prejudicial Interest – to be used where a Member will be withdrawing from the room for that item:

I have a personal and prejudicial interest in agenda item (...) regarding the report on (...) because I am (...)

Officers are also invited to declare any interest in any matters appearing on the agenda.

NOTE: Members are requested to complete the enclosed declarations form and, after declaring interests verbally, to hand the form in to the Committee Administrator.

3. To consider the Minutes of the Meeting of the Committee held on

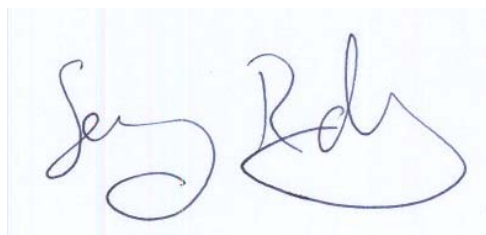
Copies
attached

12th March 2008 as a true record.

4. To consider the outturn results for BVPI's at the end of the financial year 2007/08. 33 - 45
5. To consider a report on the Corporate Development Unit Service Plan 2008/09. 46 - 79
6. To consider a report on a public sector Housing Stock Condition Survey.* 80 - 82
7. To consider such other items of business which, by reason of special circumstances so specified, the Chairman of the meeting is of the opinion should be considered as a matter of urgency.

*It is likely that agenda item 6 will be taken in the closed part of the meeting in accordance with paragraphs 1 & 2 of Part 1 of Schedule 12A of the Local Government Act 1972 as amended by the Local Government (Access to Information)(Variation) Order 2006.

Yours faithfully



Acting Chief Executive

Members of this Committee: Councillors Mrs Burn, Ferguson*, Gale, Grogan, Hayton, Henry, Kay, Kingston, Mews, Mowbray, Murphy, Miss Ord, Perkins, Stonehouse, Mrs Todd* and Zair.

Membership to be confirmed at Special Council Meeting – 29th May 2008

*ex-officio, non-voting capacity.

Chair: To be appointed

Deputy Chair: Councillor Zair

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

DECLARATIONS OF INTEREST FORM

NAME AND DATE OF COMMITTEE	AGENDA ITEM NUMBER	NATURE OF INTEREST AND REASONS	PRINT NAME	SIGNATURE



**WEAR
VALLEY**
DISTRICT COUNCIL

AGENDA ITEM NO. 5

POLICY AND STRATEGIC DEVELOPMENT COMMITTEE

4 JUNE 2008

Report of the Chief Executive INDICATIVE BVPI FINAL OUTTURN RESULTS FOR 2007/08

purpose of the report

1. To report the outturn results for BVPIs at the end of the financial year 2007/08.

performance for 2007/08 summary

2. Annex B represents the performance of all BV indicators for 2007/08 as at the 31st March 2008.
3. Annex C provides a high-level summary of performance and year on year trend analysis since 2000/01. When compared against the previous year:-
 - 53% of indicators have improved compared to 48% the previous year;
 - 26% have declined in performance compared to 22% the previous year;
 - 16% remain unchanged compared to 23% the previous year;
 - 5% are performing at an optimum level compared to 7% in the previous year.
4. Although 26% of indicators have declined in performance many, particularly in benefits have managed to maintain top quartile status. This may represent good management practices through a logical shift in resources and focus to other areas.
5. 58% of indicators have met the local targets set internally by the Council. 42% failed to reach target.

quartile analysis

6. 36% of indicators have reach top quartile status (top 25% of all district authorities), 20% is above the median, 27% below the district median and 17% in the bottom quartile or bottom 25% of district authorities.
7. The year on year quartile trend analysis from the financial year 2000/01 is represented in the histogram at Annex D.
8. Upon analysing the quartile performance the quartile position ranking movements are as follows,:

- 28% of indicators have improved one or more quartiles
- 45% of the indicators quartile performance has remained static
- 27% have decreased one or more quartiles.

performance by corporate objective

9. Population

Population – BVPI quartiles			
Top Quartile	Above Median	Below Median	Bottom
1	2	0	0

10. Economy

Economy – BVPI quartiles			
Top Quartile	Above Median	Below Median	Bottom
2	1	0	1

11. Environment

Environment – BVPI quartiles			
Top Quartile	Above Median	Below Median	Bottom
7	7	6	10

12. Crime

Crime – BVPI quartiles			
Top Quartile	Above Median	Below Median	Bottom
4	0	3	0

13. Health and Well being

Health and well-being – BVPI quartiles			
Top Quartile	Above Median	Below Median	Bottom
6	2	1	0

14. Organisational Excellence

Organisational Excellence – BVPI quartiles			
Top Quartile	Above Median	Below Median	Bottom
3	1	6	2

15. A graphical representation of the quartile performance sorted via corporate objective is presented in percentage format at Annex E.

local indicators

16. All indicator numbers shown in italics denote local indicators for the financial year 2008/09 as agreed in consultation with the citizens panel and Members. Targets for these indicators will be required for 2008/09.

Dale & Valley Homes partnership

17. Of the 7 indicators that are managed on behalf of Dale & Valley the quartile analysis is as follows:

- 29% of indicators fall within the top quartile
- 14% of indicators are above median
- 57% of indicators are in the bottom quartile.

lessons for national indicators

18. For the forthcoming year, the Council performance arrangements will be monitored locally. For this reason it is important to consider the below lessons learnt for the BVPI process:

- It is essential that the Council continues to maintain the performance management culture developed and imbedded for BVPIs and extends this to the BVPI that will continued to be monitored as local performance indicators and the new National Indicator set.
- It is important that targets are set in line with acceptable national performance dependant upon the Council's priorities, resources and ambition.

conclusion

19. The BVPI trend of improvement has continued for the financial year 2007/08.

RECOMMENDED

- i. Members are asked to consider the performance information presented in this report.

Officer responsible for the report

Gary Ridley
Chief Executive
Ext 306

Author of the report

Cheryl Duggan
Organisation Improvement Manager
Ext 313

Annex A - Best Value Performance Indicators (2007/ 2008 - 6 month update)

Ref. No.	PI No.	Corporate Priority	Polarity	Description	Performance						Improved since last year	Target 2007/08	On Target	Top Quartile	Median	Bottom
					2003/04	2004/05	2005/06	2006/07 6 month Update	2006/07	2007/08				2006/07	2006/07	2006/07
					Top Quartile	Above Median	Below Median	Lowest Quartile								
83	BV064	Population	▲	Number of private sector dwellings that are returned into occupation or demolished during 2006/07 as a direct result of action by the local authority	24	56	53	13	26	36		35	✓	55	18	4
84	BV106	Population	▲	Percentage of new homes built on previously developed land.	41.27	48.5	48.96	62.38	61.9	83.25		70	✓	91.00	78.89	60.00
98	BV212	Population	▼	Average time taken to re-let local Authority housing	-	49	39	21.8	20	22		18	✗	25	33	47
5	BV010	Economy	▲	Percentage of NNDR received	98.8	99.18	99.29	62.16 (Y to D)	99.37	99.72		99.4	✓	99.36	99.02	98.53
13	BV016b	Economy	▲	Percentage of economically active disabled people in the area	20.8	20.8	20.8	20.8	20.8	20.8		20.8	✓			
63	BV066a	Economy	▲	Local authority rent collection and arrears: proportion of rent collected	96.2	97.1	98.38	98.13	98.61	98.51		99	✗	98.81	98.24	97.53
64	BV066b	Economy	▼	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	2.81		3	✓	3.43	4.90	6.26
65	BV066c	Economy	▼	Percentage of local authority tenants in arrears who have had notices Seeking Possession served	-	N/A	32.44	16.73	31.04	34.74		23.5	✗	13.61	24.59	32.65
38	BV082a(i)	Environment	▲	Percentage of the total tonnage of household waste a risings which have been recycled	12.64	11.9	15.82	13.39	15.77	16.55		25	✗	24.19	19.98	16.88
39	BV082a(ii)	Environment	▲	Total tonnage of household waste a risings which have been sent by the Authority for recycling	-	-	4505.31	1903.14 (3806.28)	4120.89	4609.87		4900	✗	10069.95	7870.91	5827.27
40	BV082b(i)	Environment	▲	The Percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion	0	0	7.36	9.32	10.62	5.92		8	✗	17.97	11.20	4.84
41	BV082b(ii)	Environment	▲	The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion	-	-	2097.67	1324.45 (2648.90)	2776.69	1648.17		2111.71	✗	7.513.87	3890.33	1705.08

Annex A - Best Value Performance Indicators (2007/ 2008 - 6 month update)

Ref. No.	PI No.	Corporate Priority	Polarity	Description	Performance						Improved since last year	Target 2007/08	On Target	Top Quartile	Median	Bottom
					2003/04	2004/05	2005/06	2006/07 6 month Update	2006/07	2007/08				2006/07	2006/07	2006/07
42	BV082d(i)	Environment	▼	Percentage of household waste land filled	-	-	77.12	77.29	73.61	77.53		76.12	✗			
43	BV082d(ii)	Environment	▼	Tonnage of household waste land filled	-	-	21976.94	10981.89 (21963.78)	19,240.21	21,597.18		22845	✓			
44	BV084a	Environment	▼	Number of kilograms of household waste collected per head	397.01	408.79	463.84	229.54 (459.08)	422.26	447.11		400	✗	380.80	411.00	444.60
45	BV084b	Environment	▼	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of population	-	-	13.46	-	-8.964	5.88		0	✗	-1.87	0.47	2.63
46	BV086	Environment	▼	Cost of waste collection per household	33.8	33.7	53.6	25.00 (50.00)	51.34	55.39		50	✗	42.14	49.52	55.48
50	BV091a	Environment	▲	Percentage of population resident in the authority's area which are served by a kerbside collection of recyclables	100	100	100	100	100	100		100	✓	100.00	99.20	96.00
51	BV091b	Environment	▲	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		100	✓	100.00	99.00	95.20
52	BV199a	Environment	▼	The proportion of relevant land and highways having combined deposits of litter and detritus that fall below an acceptable level (%)	13	12	11	8	11	6		10	✓	6.00	10.70	15.00
53	BV199b	Environment	▼	The proportion of relevant land and highways from which unacceptable levels of graffiti are visible (%)	-	-	3	1	0.44	0		2	✓	0.00	1.00	4.00
54	BV199c	Environment	▼	The proportion of relevant land and highways from which unacceptable levels of fly-posting are visible (%)	-	-	5	0	0.11	0		4	✓	0.00	0.00	1.00
55	BV199d	Environment	▼	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	3		4	✓	1.00	3.00	3.00

Annex A - Best Value Performance Indicators (2007/ 2008 - 6 month update)

Ref. No.	PI No.	Corporate Priority	Polarity	Description	Performance						Improved since last year	Target 2007/08	On Target	Top Quartile	Median	Bottom
					2003/04	2004/05	2005/06	2006/07 6 month Update	2006/07	2007/08				2006/07	2006/07	2006/07
56	BV218a	Environment	▲	Abandoned vehicles- investigation	N/A	N/A	93	94	94	97.5		95	✓	98.22	92.00	81.03
57	BV218b	Environment	▲	Abandoned vehicles - removal	N/A	N/A	62	83	71	70		64	✓	97.8	88.0	72.6
62	BV063	Environment	▲	Energy Efficiency - the average SAP rating of local authority owned dwellings	60.1	62.5	63	64.2	64.6	65.5		65	✓	72.00	68.00	66.00
76	BV183b	Environment	▼	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	2	9		0	✗	0.00	0.14	15.48
77	BV184a	Environment	▼	The proportion of LA homes which were non-decent at the beginning of the year	41.9	41.5	37	32.8	38.6	36.7		19	✗	10	21	33
78	BV184b	Environment	▲	The percentage change in proportion of non-decent LA homes in the year	0.23	6.4	12.7	10.8	21.4	-21.3		21	✗	33.0	30.4	25.0
79	BV202	Environment	▼	The number of people sleeping rough on a single night within the area of the local authority	-	0	0	0	2	0		0	✓	32.9	16.8	3.7
85	BV109a	Environment	▲	Percentage of major applications determined within 13 weeks	62.9	64.71	60.71	66.67	82.2	69.4		62	✓	81	74	67
86	BV109b	Environment	▲	Percentage of minor applications determined within 8 weeks	78.3	56.65	72.42	86.42	81.25	82.5		76	✓	83.66	77.33	70.29
87	BV109c	Environment	▲	Percentage of other applications determined within 8 weeks	90	72.74	88.35	88.19	90.2	89.9		90	✗	92.57	89.13	85.20
89	BV200a	Environment		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		No	✓			
90	BV200b	Environment		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	No	No		Yes	✗			

Annex A - Best Value Performance Indicators (2007/ 2008 - 6 month update)

Ref. No.	PI No.	Corporate Priority	Polarity	Description	Performance						Improved since last year	Target 2007/08	On Target	Top Quartile	Median	Bottom
					2003/04	2004/05	2005/06	2006/07 6 month Update	2006/07	2007/08				2006/07	2006/07	2006/07
92	BV204	Environment	▼	% of appeals allowed against the authorities decision to refuse planning applications	-	43	44.44	57.14	50	31.25	😊	25	✗	25.0	30.4	36.8
93	BV205	Environment	▲	Quality of service checklist	-	83.3	88	88.9	88.9	94.44	😊	100	✗	100.00	94.40	88.90
94	BV216a	Environment		Number of 'sites of potential concern' within the local authority area with regard to contaminated land	-	0	534	534	534	494		530	✓			
95	BV216b	Environment	▲	Percentage of number of sites with sufficient detailed information to decide if remediation of the land is necessary	-	0	0	0	0	9.72	😊	0	✓	10.0	4.0	2.0
100	BV219b	Environment	▲	Percentage of conservations areas in the local authority ware with an up-to-date character appraisal	-	-	0	0	0	20	😊	20	✓	35.1	15.0	2.1
102	BV217	Environment	▲	Percentage of pollution control improvements to existing installations completed on time	N/A	N/A	100	71	85	89.7	😊	100	✗	100.00	100.00	94.00
103	BV166a	Environment	▲	Score against a checklist of enforcement best practice for environmental health	83.33	93.33	100	100	100	100	😊	100	✓	100	97	90
104	BV001	Environment		Does the authority have a community strategy developed in collaboration with the LSP?	No	No	Yes	Yes	Yes	Yes	😐	Yes	✓			
17	BV076b	Crime		Housing Benefit Security: No. of fraud investigators employed, per 1,000 caseload	0.18	0.21	0.29	0.36	0.37	0.46	😊	0.35	✓			
18	BV076c	Crime		Housing Benefit Security: No. of fraud investigations, per 1,000 caseload	21.75	20.13	31.83	22.58 (45.16)	54.7	77.29	😊	57	✓			
19	BV076d	Crime		Housing Benefit Security: No. of prosecutions and sanctions, per 1,000 caseload	0	0.5	3.5	1.74 (3.48)	4.87	8.38	😊	6.4	✓			
107	BV126*	Crime	▼	Domestic burglaries per 1,000 households (No.)	11.75	7.9	7.9	8.79	9.89	8.33	😊	7	✗	5.0	7.1	10.1




Annex A - Best Value Performance Indicators (2007/ 2008 - 6 month update)

Ref. No.	PI No.	Corporate Priority	Polarity	Description	Performance						Improved since last year	Target 2007/08	On Target	Top Quartile	Median	Bottom
					2003/04	2004/05	2005/06	2006/07 6 month Update	2006/07	2007/08				2006/07	2006/07	2006/07
108	BV127a*	Crime	▼	Violent crime per year, 1,000 population in the LA area	-	-	18	17.61	16.74	16.71	😊	16.5	✗	11.4	15.1	18.8
109	BV127b*	Crime	▼	Robberies per 1,000 population (No.)	0.32	0.17	0.10	0.29	0.21	0.16	😊	0.17	✓	0.3	0.6	1.3
110	BV128*	Crime	▼	Vehicle crimes per 1,000 population (No.)	12.27	12.56	10	8.34	9.67	8.2	😊	9	✓	6.20	8.10	10.70
111	BV174*	Crime		The number of racial incidents recorded by the authority per 100,000 population	3.2	0.63	1.6	1.61	3.22	0	😊	0	✓	0	5.1	46.3
112	BV175	Crime	▲	The percentage of racial incidents that resulted in further action	100	100	100	100	100	100	😐	100	✓	100	100	100
113	BV225	Crime	▲	Domestic Violence - % of questions from a checklist to which a local authority can answer yes	-	-	90.1	90.1	90.1	90.1	😐	90.1	✓	81.8	72.7	54.5
2	BV002b	Health & Well being	▲	The duty to promote race equality checklist score	0	0	42	42	58	58	😐	55	✓	79	64	53
20	BV078a	Health & Well being	▼	Speed of processing: (a) Average time for processing new claims	46.4	32.49	20.2	22.31	20.13	18.6	😊	20	✓	24.0	28.0	33.2
21	BV078b	Health & Well being	▼	Speed of processing: (b) Average time for processing notifications of changes of circumstances	10.68	8.73	7.9	8.47	6.44	6.35	😊	7	✓	7.1	9.8	13.8
22	BV079a	Health & Well being	▲	Percentage of cases for which the calculation of the amount of benefit due was correct	99	99	98.8	99.2	98.8	99.2	😊	99	✓	99.20	98.40	97.00
23	BV079b(i)	Health & Well being	▲	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	85.91	80.51	😞	85	✗	81.71	72.82	64.63
24	BV079b(ii)	Health & Well being	▲	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	46.4(*)	59.74	49.19	33.31 (66.62)	48.43	38.78	😞	55	✗	39.02	33.22	28.51
25	BV079b(iii)	Health & Well being		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 of HB overpayment identified during period.	-	-	8.52	0.94	7.45	2.01	😊	4	✓	2.9	4.84	7.03

Annex A - Best Value Performance Indicators (2007/ 2008 - 6 month update)

Ref. No.	PI No.	Corporate Priority	Polarity	Description	Performance						Improved since last year	Target 2007/08	On Target	Top Quartile	Median	Bottom
					2003/04	2004/05	2005/06	2006/07 6 month Update	2006/07	2007/08				2006/07	2006/07	2006/07
35	BV226a	Health & Well being		Total amount spent by LA on advice and guidance services provided by external organisations	-	-	£77,000	£77,000	£89,000	77,000		£78,000	✓			
36	BV226b	Health & Well being	▲	% monies spent on advice and guidance that was given to organisations holding the CLS Quality Mark at General Help level and above	-	-	73	73	62.92	73	😊	73.42	✗			
37	BV226c	Health & Well being		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)		£1,138,000		£960,000	✓			
66	BV066d	Health & Well being	▼	Percentage of local authority tenants evicted as a result of rent arrears	-	N/A	0.69	0.36	0.78	0.44	😊	0.5	✓	0.17	0.28	0.43
73	BV156	Health & Well being	▲	Percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	10	30	45	45	65	83	😊	60	✓	87.27	72.73	54.55
81	BV213	Health & Well being	▲	Housing advice service - preventing homelessness	-	-	0	0	7	5*	😊	0	✗	4.00	2.00	1.00
1	BV002a	Organisational Excellence	▲	The level of the Equality's standard for local government to which the authority conforms	0	1	1	1	1	1	😐	3	✗	2	2	1
3	BV008	Organisational Excellence	▲	The percentages of invoices which were paid by the authority within 30 days of such invoices being received by the authority	96.3	96.9	97.9	99	98.5	98.3	😞	98.7	✗	98	96	93
4	BV009	Organisational Excellence	▲	Percentage Council Tax collected	98.2	98.8	99.09	59.91 (Y to D)	99.48	99.44	😞	99.1	✓	98.60	98.20	97.35
6	BV011a	Organisational Excellence	▲	The percentage of top 5% of earners that are women	16.66	14.28	20.88	26	22	25	😊	25	✓	33.31	26.92	20.39
7	BV011b	Organisational Excellence	▲	The percentage of top 5% of earners from black and minority ethnic communities	3.7	0	0	0	0	0	😐	4.5	✗	3.70	0.00	0.00
8	BV011c	Organisational Excellence	▲	The percentage of top 5% earners with a disability	-	-	0	0	0	0	😐	3.5	✗	6.25	3.13	0.00
9	BV012	Organisational Excellence	▼	The number of working days/shifts lost to sickness absence	11.06	10	7.38	4.9 (9.8)	9.5	8.07	😊	7	✗	8.08	9.35	10.65

Annex A - Best Value Performance Indicators (2007/ 2008 - 6 month update)

Ref. No.	PI No.	Corporate Priority	Polarity	Description	Performance						Improved since last year	Target	On Target	Top Quartile	Median	Bottom
					2003/04	2004/05	2005/06	2006/07 6 month Update	2006/07	2007/08		2007/08		2006/07	2006/07	2006/07
10	BV014	Organisational Excellence	▼	Percentage of employees retiring early (excluding ill health retirements) as a percentage of the total workforce	1.7	1.06	0.35	1.28	1.74	0.2		1	✓	0.00	0.50	0.98
11	BV015	Organisational Excellence	▼	Percentage of employees retiring on grounds of ill health as a percentage of the total workforce	0.94	0	0.35	0.36	0.36	0.2		0.35	✓	0.00	0.18	0.39
12	BV016a	Organisational Excellence	▲	Percentage of authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition	3.11	2.84	3	2.93	3.29	3.27		3.2	✓	5.25	3.60	2.39
14	BV017a	Organisational Excellence	▲	Percentage of local authority employees from minority ethnic communities	1.13	0.35	0.4	0.54	0.19	0.2		1	✗	3.1	1.6	0.8



POLICY AND STRATEGIC DEVELOPMENT COMMITTEE

4 JUNE 2008

Report of the Chief Executive
REPORT ON THE CORPORATE DEVELOPMENT UNIT SERVICE PLAN 2008/09

purpose of the report

1. To seek approval of the Corporate Development Unit Service Plan 2008/09.

introduction

2. As part of the Council's Performance Management and Service Planning processes each Department or Unit must produce a service plan each year to show how its activities support the Council's objectives.
3. The attached report (Annex F) covers the Corporate Development Unit's Service Plan in support of the Council objectives 2008/09.

conclusion

4. The Corporate Development Unit's Service Plan for 2008/09 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

- i. That Members approve the Corporate Development Unit's Service Plan 2008/09.

Officer responsible for the report

Gary Ridley
Chief Executive
Ext 368

Author of the report

Dr. Lawrence Serewicz
Policy and Partnership Manager
Ext 311

Corporate Development Unit

Draft Service Plan 2008- 2009

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1. INTRODUCTION

FOREWORD

As we enter the final year of Wear Valley District Council, the pace of change for the Council will increase. The transition to the new unitary authority will bring new challenges and create additional strains on Council staff and resources. Despite the pending change to a new organisation, the Council can reflect upon having achieved a rating of excellent from its March 2008 CPA inspection. For the Council to maintain that level of service for its residents, it is important that its limited resources be deployed skilfully and innovatively. The Council will need to have the capacity to meet the challenges and deliver excellent services for our residents.

The Corporate Development Unit has a key role in helping the Council to meet the emerging challenges created by the new unitary authority. This service plan details actions that 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 Government's performance targets.

In light of the transition to the new authority, the plan may be hard to sustain but we have built on solid foundations. 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 delivering quality services to our residents.

Gary Ridley
Acting Chief Executive

2. UNIT PROFILE

The Corporate Development Unit (CDU) supports the Council's work and, in particular, the Chief Executive as the senior corporate officer. This document is a profile of the Unit and contains four parts. The first part describes its purpose and contribution to the work of the Council. The second part describes major functions and activities, while the third part covers its internal organisation, and lastly, and very importantly, in terms of the customers it serves.

The 2008/2009 service plan reflects the Council's 2006 reorganisation with the Corporate Development Unit headed by a Chief Officer. The Council Plan and its priority outcomes have been changed to reflect the new structure with a whole objective devoted to Organisational Excellence.

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 externally through our partnerships. 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 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 which 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.

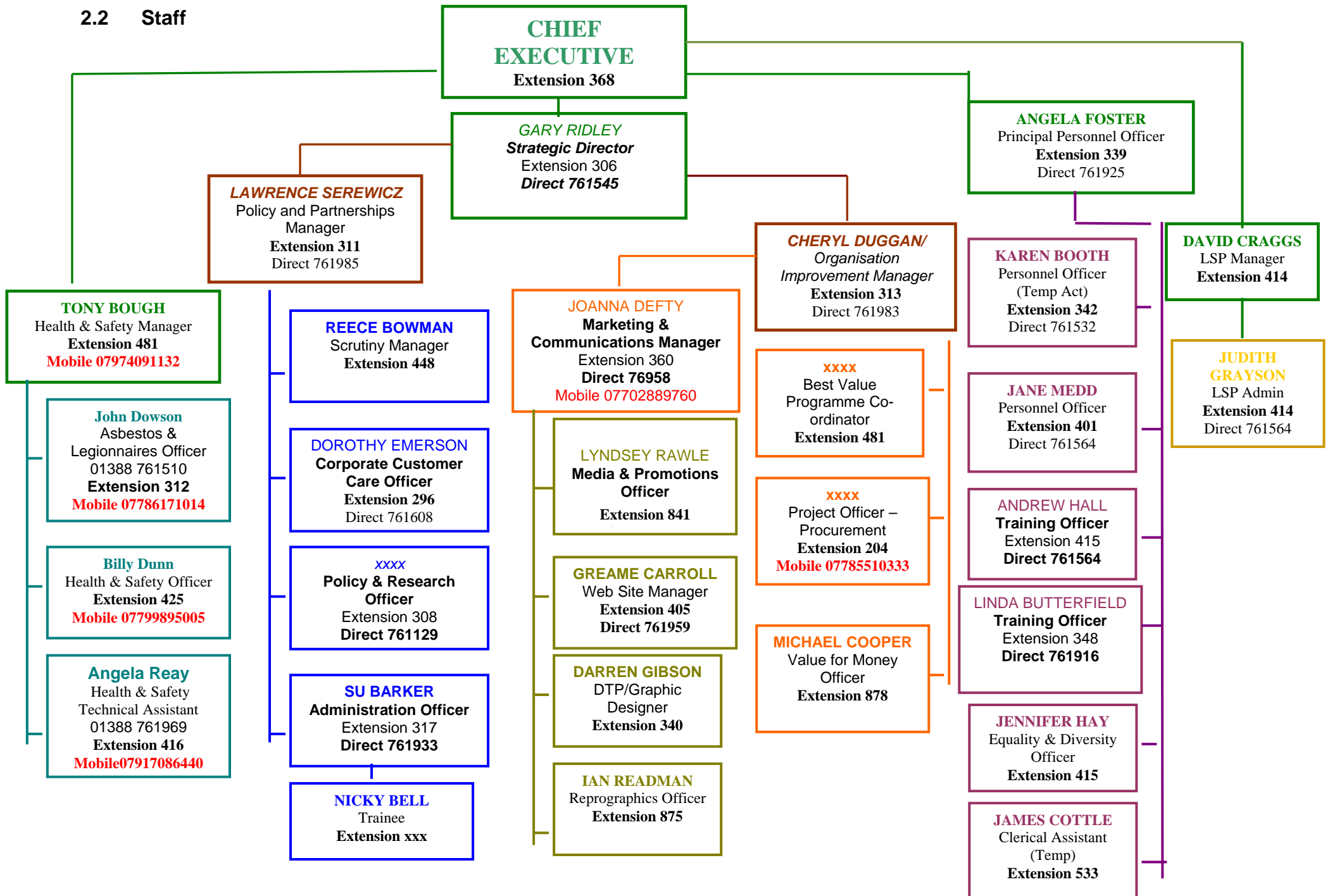
In short, the CDU's functions embody the core activities of all modern councils committed to continuously improving their services and keeping in touch with the diverse needs of their citizens and communities.

2.1 Activities

Our functions include:

- Procurement
- Value for Money
- 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
- Corporate Customer Care
- Web design and maintenance
- Desk Top Publishing

2.2 Staff



2.3 Financial resources for 2008/09

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

Expenditure '000	
215	POLICY DEVELOPMENT
24	SERVICE IMPROVEMENT FUND
127	BEST VALUE PERFORMANCE PLAN
107	COMMUNICATION STRATEGY
72	OVERVIEW & SCRUTINY
219	FILING & GENERAL ADMIN **
188	CHIEF EXECUTIVE
15	CPA IMPROVEMENT BEST VALUE
17	LIFELONG LEARNING
10	GRANTS AND DISTRIBUTIONS
60	NEIGHBOURHOOD FUND
38	PROCUREMENT
10	CONSULTATION FUND
45	COMMUNITY PLANNING *
20	DTP CORPORATE **
32	INTERNET DEVELOPMENT CORP **
214	SAFETY OFFICER **
6	COLOUR COPIER **
49	YOUTH FUND
1,468	TOTAL

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

2.4 Equality and 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 work to eliminate racial discrimination.
- We will work to promote equal opportunities.
- We will work promote good race relations.
- We will train and develop staff to develop a better understanding and acceptance of cultural differences.
- We will work to 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 2007/8

During 2007/8 we delivered the following:

Policy Development and Research

- Contributed to the Durham District Councils' unitary bid in response to the 2006 White Paper's invitation
- Council Plan 2007-2010 agreed
- Monitored delivery of the Council Plan actions every six months
- Annual Corporate Satisfaction Survey completed
- Articulated the Council vision

Best Value

- Supported a Best Value review of Revenue and Benefits
- Annual Best Value Performance Plan completed
- Led Peer Review
- Prepared for introduction of the National Indicators (NIs) as a replacement for the BVPIs in terms of ensuring monitoring systems were in place
- Led the CPA process

Procurement

- Developed and adapted a joint procurement strategy with Teesdale District Council
- Procurement cards introduced across the Council

Performance Management

- Undertook a series of business improvement and service excellence programme to develop the Council's capacity to improve Value for Money
- Continued to monitor Best Value Performance Indicators six monthly and low performing BVPIs quarterly
- Rewrote the Performance Management Framework

Marketing and Communications

- Published Wear Valley Matters and Team Talk and local edition in the Dales
- Carried out a number of focus groups with regeneration to help
- Achieved over 70% of press releases being positively reported on in the media.
- Redeveloped the Website

Scrutiny Support

- Completed the Asset Management Review, the LAA review and the review of internal communications
- Undertook a review of Committee previous recommendations.

Freedom of Information

- Co-ordinated 40 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

- Rolled out the Community Strategy for Wear Valley
- LSP received an amber green rating from Government Office

Health and Safety

- Asbestos procedure and Management Plan implemented, including delivery of asbestos training to tradesmen and leisure centre staff

Personnel

- Implemented Performance Review and Development Scheme including core competencies for staff and managers.
- Produced the Workforce Development Plan.
- Recruited 9 new modern apprentices to assist in succession planning.
- 10 staff completed The Excellent Manager Programme delivered by Leeds Business School with a further 6 staff enrolled for the second tranche.
- Established the Equalities and Diversity Steering Group that meets regularly to move the impact assessment process forward.

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
P2 Improved community engagement and capacity	Year on year improvement on 2006/07 baseline.	Policy and Partnership Manager/ Local Strategic Partnership (LSP)Manager Customer Care Officer	60% of population covered by community engagement arrangements by June 2008.	Working with the Community Involvement Manager to develop Community Engagement Toolkit.
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 Quality of Life improvement indicators met within the Council. Workplan for survey agreed for June 2008 with first draft report and action plan submitted for approval by September 2008.	Annual Satisfaction survey contains Quality of Life Indicators (QOL) and work to bringing this to 60% satisfaction developed.

Council Plan/Balanced Scorecard	TARGET	RESPONSIBLE OFFICER / TEAM	MILESTONES (include timeframe and target)	COMMENT
P4. Reduce the number of Super Output Areas (SOA)s identified as being in the top 10% for deprivation.	SOAs in top 10% Year on Year % reduction from 2007 baseline.	LSP Manager/ CDU	Work with partners to develop and implement programmes to reduce deprivation in SOAs in the top 10% of deprivation e.g. Neighbourhood Renewal Fund (NRF) and Local Area Agreement (LAA) programmes.	Work is ongoing to expand our neighbourhood profiles and to ensure partners in the LSP access these to deliver against floor targets, local targets and those in the LAA

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.	25% of members and officers engaged with training programmes to improve capacity year on year. 50% of all direct services conducting user surveys annually.	CDU	100% of members completing the programme and achieving set milestones. Annual staff survey conducted by September each year and reported to COMT and P&SD by end of November	Work to articulate the council vision and update that vision for staff, stakeholders, partners, and residents.

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.	Policy and Partnership Manager, Customer Care Officer/CDU	100% milestones achieved. Develop, implement, and act upon a uniform, regular measure of satisfaction across Council Services Develop CRM Benchmarks exceeded by March 2008. A strategy to improve customer care and access to services developed and implemented	Ongoing work to improve overall satisfaction with the Council as measured in service surveys and annual satisfaction survey.
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Council Plan/Balanced Scorecard	TARGET	RESPONSIBLE OFFICER/ TEAM	MILESTONES (include timeframe and target)	COMMENT
OD4 Improved Value for Money.	Level 3 Value for Money score. 3.1 % Gershon efficiency savings annually.	Organisational Improvement Manager, Value for Money Officer/CDU	100% of key milestones met. 100% of savings in Annual Efficiency Statement met	Future Value for Money (VfM) plans scored 3 Current VfM scored 2
OD6 To deliver sustainable development	All plans strategies and policies are sustainability proofed	Policy and Partnership Manager/Organisational Improvement	LDF sustainability framework objectives including environmental, economic, political Bio diversity, geodiversity objectives established September 2007	This is led by Environment and Regeneration Department

		manager	Application of Strategic Environmental Assessment (SEA) to Local Development Framework (LDF) core strategy and development control policies December 2007 Application of SEA framework to Council documents. March 2008	
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2. Customers and consultation

The table below sets out the planned consultation within the Department covered by the period 2007/8 2008/9.

Area Of Consultation	Responsible Officer	Timeline	Comment on how this is used and what are the resource implications
Annual Satisfaction Survey	Policy and Partnership Manager	June 2008	To inform the Council Plan and set Corporate Priorities
Equality Impact Assessments on Customer Care strategy	Corporate Customer Care Officer	April 2008	Check the equality and diversity impact of corporate policies
Customer Care Satisfaction Survey	Corporate Customer Care Officer	September 2008	To improve customer satisfaction with the council and its services.
Web Satisfaction Survey	Corporate Customer Care Officer	September 2008	To improve web site design and service delivery
Matters Satisfaction Survey	Marketing and Communications Manager	September 2008	Newsletter Survey to measure satisfaction
Complaints Satisfaction Survey	Corporate Customer Care Officer	January 2009	To inform local strategic decision making

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 such as Dale and Valley Homes and 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.

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.

4. Service Based Action Plans

Service improvement can only be made by identifying specific actions and officers responsible for ensuring they are implemented. All of the activities support the

Council Plan by contributing towards meeting corporate objectives or exemplifying the Council as a centre of management and organizational excellence. The detailed plans are shown below:

Organisational Improvement

No	Objective	Actions	Indicator of Success	To be completed
1	Best Value Performance Plan	Yearly performance plan to publish	Published on website by 30 June 2008	30 June 2008
2	Data Quality Inspection	Yearly inspection – measured against DQ KLOE	Level 3 score	July 2008
3	Corporate Health Check (Balanced Score Card) (6 monthly report)	6 monthly Corporate Health Check reports.	Improved scores in the agreed 6 areas	May 2008 October 2008
4	National Indicators (NIs) quarterly reports	Reports to CMT/Overview & Scrutiny and full Council	Quarterly reports presented on time	Tie to PMF
5	Performance Clinics (6 Monthly)	Departmental performance clinics with CMT and Overview & Scrutiny Committee Members to look at overall performance of departments	Clinics held 6 monthly	October 2008 May 2008

Personnel

No.	Objective	Actions	Indicator of Success	To be completed by:
1.	Staff Development	Roll out and support the PRADS programme of personal development plan.	PRADS completed and a training programme designed for staff	Ongoing
2.	TUPE to new organisation	Support staff during transition to new authority	Staff successfully transferred to the new authority.	31 March 2009

Value for Money

No.	Objective	Actions	Indicator of Success	To be completed by:
1.	Service Excellence Projects	Projects ongoing – Leisure, Waste, Parks & Open Spaces, Access to	Delivering value for money to meet the needs of CSR07	Ongoing

		Services		
2.	VfM Strategy	Published – needs to be embedded	Embedded VfM Strategy	31 March 2009
3.	Ensure score of 3 on Use of Resources	Undertake Value for Money action plan to deliver on the Use of Resources.	Score achieved	31 March 2009

Scrutiny

No.	Objective	Action	Indicator of Success	To be completed by:
1.	Councillor Call for Action (CCfA)	Under take Councillor Call for Action Training.	Preparatory training delivered	April 2008 (one month prior to implementation)
2.	Scrutiny review (Internal)	Work Programme Agreed in May to decide the number of reviews. 2-3 months to complete review (size dependent). Flexible slot which may be allocated to a CCfA if the need arises.	Report and recommendations produced	August / September 2008 Dependent on size and scope of review
3.	Scrutiny review (External)	Work Programme agreed in May to decide the number of reviews. 2-3 months to complete review (size dependent). Flexible slot which may be allocated to a CCfA if the need arises.	Report and recommendations produced	August / September 2008 Dependent on size and scope of review

Communications and Marketing

No	Objective	Action	Indicator of Success	To be completed
1.	Matters	Publish four times a year with additional special editions	Distributed to residents on time	Spring, Summer, Autumn, Winter
2.	Team Talk	Publish four times a year with special editions	Distributed to staff on time	March, June, September December
3.	Members newsletter	Monthly newsletter published	Distributed to Members on time	Monthly
4.	Desktop Publishing	Publish a variety of posters, documents, and	Work completed on schedule	Ongoing

		flyers for all departments		
5.	Website	Undertaken ongoing website development	New design implemented and e-service request response improvement	March 2008
6.	Media Analysis	Conduct monthly media analysis for Members and Senior Management.	Distributed to all members/ COMT at the end of each month	End of each month
7.	Reprographics	Support Council reprographics requirements	Work completed on schedule	Ongoing

Procurement

No.	Objective	Action	Indicator of Success	To be completed
1	Joint Procurement Strategy - 12 month review	Review document and amend accordingly. Circulate for consultation to internal and external stakeholders. Approval by Council.	Review completed and reported to Committee	End of August 08

Health and Safety

No.	Objective	Action	Indicator of Success	To be completed
1.	Corporate review of risk assessments within all departments.	Systematically review all risk assessments	All risk assessments reviewed with a further date for ongoing monitoring	December 2008
2.	Lone Working and Violence and aggression	Implementation of procedures and provision of training	Procedures implemented and training provided to staff. Comments from training courses and training built into an ongoing matrix.	December 2008
3.	Systematic training programme for H&S	Design and implement a comprehensive training programme covering health and safety within the various departments.	Training matrix for the authority in place	December 2008
4.	Stress Management Plan	Implement the Stress Management plan including questionnaire and training delivery	Manager trained in stress management. Questionnaire issued to staff and results analysed.	December 2008

Customer Care

No.	Objective	Action	Indicator of Success	To be Completed by
1.	Annual Review of Customer Care	Review Customer Care Standards for each service	Check against benchmarks to assess for possible revisions	August 2008
2.	Design and Re-launch of Customer Services Internet Pages	Make this more user friendly, more communication less complaints Pages needed for Customer Services (Including First Stop Shop). To include Charter, Children's pages. Competitions Suggestions RNIB Customer standard	Pages redone	July 2008

Policy and Partnership

No	Objective	Actions	Indicator of Success	To be completed by:
1.	FOI Requests, updating guidance, awareness training	Respond to FOI Requests	FOI requests sent on time	Ongoing
2.	Annual Corporate Satisfaction Survey	Prepare and send out Corporate Satisfaction Survey	Survey completed and reported to committee	June 08
3.	Consultation Working Group	Meet Monthly to progress Consultation work programme	Monthly Meetings	Ongoing
4.	Monitor Council Plan	Council Plan updates sent to Committee January and July	Committee Reports Prepared	July 2008 January 2009
5.	LAA Project Group Work	Support the Council's contribution to the LAA	Work to support Council's involvement in the LAA	Ongoing

THEME 2: SERVICE PERFORMANCE

1. Best Value Performance Indicators (to be renamed National Indicators in (2008/2009))

The CDU will contribute to NI 179 Value for Money and NI 14 for CRM

2. Local Performance Indicators

Local Performance Indicator	Description	Link to corporate objective	Responsible officer	2007/8 Actual	2008/9 target
SL1	Sickness Levels	ALL	All Managers	3.87	2.8

Scrutiny

Local Performance Indicator	Description	Link to corporate objective	Responsible officer		
SC1	Percentage of reviews with a co-opted member	Organisational Development	Scrutiny Manager	0%	90%
SC2	Number of Wear Valley residents consulted per review	Organisational Development	Scrutiny Manager	N/A	5
SC3	Percentage of members who are enthusiastic about their role in scrutiny as determined by the annual survey of scrutiny member satisfaction	Organisational Development	Scrutiny Manager	N/A	90%
SC4	The percentage of scrutiny recommendations implemented	Organisational Development	Scrutiny Manager	100%	100%

	Health and safety	Link to Corporate Objective	Health and Safety Manager	Actual figure (part year) 2007/2008	2008/2009 target
HS1	Total Accidents	Organisational Development	Health and Safety Manager	2	53
HS2	Public Accidents Per Month	Organisational Development	Health and Safety Manager	4	15
HS3	<u>RIDDOR's as a percentage of accidents</u>	Organisational Development	Health and Safety Manager	0%	12%
HS4	Percentage of remedial actions completed on time by department	Organisational Development	Health and Safety Manager	The actual is split down as shown below	90%
HS4 Continued	Peases West Glenholme Leisure Centre	Organisational Development	Health and Safety Manager	100%	N/A - see above target
	Woodhouse Close Leisure Centre			90%	
	Civic Centre			80%	
				100%	

	Queen Street Depot			0%	
	Glenholme Bowls Pavilion			100%	
	WOW trailer			100%	
HS5	Percentage of remedial actions completed on time as a total	Organisational Development	Health and Safety Manager	81.4%	90%
HS6	Percentage of H&S Audits completed within 12 months	Organisational Development	Health and Safety Manager	0%	100%
HS7	Percentage of asbestos items checked within required period (as per ongoing management of asbestos)	Organisational Development	Health and Safety Manager	100%	100%

HS8	Number of updates to Asbestos Management Plan	Organisational Development	Health and Safety Manager	2	4
HS9	Percentage of policy and procedures documents reviewed within 12 months.	Organisational Development	Health and Safety Manager	100%	100%

Corporate Customer Care

				Actual figure (part year) 2007/2008	2008/2009 target
CS1	Complaints handling Satisfaction with handling Very and fairly satisfied	Organisational Development	Corporate Customer Care Officer	40%	45%
CS2	Overall satisfaction with the Council	Organisational Development	Policy and Partnership Manager	55%	60%

THEME 3: USE OF RESOURCES

1. Value for Money

The following table represents the department's 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 2008/09.

Contract description	Supplier	Responsible Officer	Contract Start Date	Contract End Date	Extension Period	Contract Type	Review Date
Colour	Canon	Communications	2004	2008			End 2007

Copier		and Marketing Manager					
Electricity	?	Procurement Officer		March 2009			
Gas		Procurement Officer		March 2009			
Building Maintenance		Procurement Officer		March 2009			
Fire extinguishers		Procurement Officer		March 2009			

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
Standpoint	£3000	Customer Profiling	OD3	To be managed according to Council needs.
Macintosh Computer	£4000	Desktop publishing	OD1, OD3	To be managed according to Council needs.
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

Risk Scores:	Probability -	1 = Unlikely	2 = Possible	3 = Likely
	Impact -	1= Negligible	2= Moderate	3 = Significant

Council Plan Action	Risks to the Department	Risk Score			Responsible Officer	Actions to Minimise	Progress to Date
		Prob.	Impact	Total (d x e)			
Desktop Publishing	Risk of losing DTP Skills	2	2	4	Marketing and Communication Manager	Train other staff	2 additional staff already trained and 1 further member of staff to attend external training course.
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	2	3	6	Organisation Improvement Manager	Set in place annual review of PMF	PMF briefing to the EMT with a workshop on how the PMF operates. Quarterly performance clinics reinforce the PMF. Public consultation on BVPI's to be returned as local PI's. Performance Management Framework handbook produced Overview & Scrutiny Committee monitor performance

Council Plan Action	Risks to the Department	Risk Score			Responsible Officer	Actions to Minimise	Progress to Date
		Prob.	Impact	Total (d x e)			
Performance Management System	Failure to implement PMS correctly	2	2	4	Organisation Improvement Manager	Investigate systems fully	Training provided for main users
Best Value Performance Indicators	Risk of low performing PIs in Performance Plan	1	2	3	Organisation Improvement Manager	Identification and Improvement plans for low scoring PI's	PIs have been reviewed and the performance clinics give added attention to low performing PIs.
Accidents	Failure to report accidents	2	2	4	Health and Safety Officer	Reporting policy in place	Policy and procedure in place and working effectively. Local performance indicators developed and targets set and monitored.
Accidents	Failure to investigate accidents	2	2	4	Health and Safety Officer	Investigation policy in place	Policy and procedure in place and working effectively. Local performance indicators developed and targets set and monitored
CPA non-recategorisation	Council's improvement not recognised adverse publicity on Council's reputation	2	3	6	Strategic Director of Resources	Effective management of CPA recategorisation process	CPA Peer Review Completed. CPA preparation work part of the EMT and COMT agenda
Local Government Reorganisation	Council fails to engage with the transformation process to unitary Chief Executive	2	3	6	Chief Executive	Effective management of transformation process through Durham District Forum	Senior Officers involved in the LGR process and engaged with the various workstreams. Transition plan produced.

Council Plan Action	Risks to the Department	Risk Score			Responsible Officer	Actions to Minimise	Progress to Date
		Prob.	Impact	Total (d x e)			
Corporate Reputation	Adverse publicity creating a negative effect on Council reputation.	2	3	6	Strategic Director Resource Management	Effective management of corporate communication and relationship with print and broadcast media.	Press analysis ongoing and press releases increasing for positive news coverage. Local indicator for positive press releases 70%. Target 74% achieved.

3. Corporate risks

Corporate risk	Risks	Probability	Severity	Score	Responsible officer	Risk management actions
Local Government Reorganisation	Council fails to engage with the transformation process to unitary	1	3	3	Chief Executive	Effective management of transformation process through Durham District Forum
Corporate Reputation	Adverse publicity creating a negative effect on Council reputation.	1	3	3	Strategic Director Resource Management	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	Strategic Director Resource Manager	DMT Report	

5. Data Quality

SOURCE	RESPONSIBLE OFFICER	DATA QUALITY ISSUE
Desk Top Publishing	Communications and Marketing Manager	Fact checking to avoid inaccurate statements in Council publications
Website Content	Website Manager/Departmental Representativew	Fact checking to avoid inaccurate information on the Council web pages.
Submitted BVPIs	Organisational Improvement Manager/Best Value Programme Coordinator	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.		ALL	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.	39000		Service level agreement (SLA) under development.
Community Network	Engaging with community in addressing Wear Valley issues.		OD1	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.