Corporate Development Unit work programme 2007/8

Quality Services for all our people
QS1: Council services which meet the needs of all our communities

Create a more accurate and detailed picture of our customer base
Use this information explicitly in policy and service delivery decisions

These high level actions are led by the Head of Customer Services and form part of his Service Plan and work programme.

Build increased public involvement in service design and improve localised service delivery through implementing the Community Engagement review

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lead implementation of community engagement review including service design, neighbourhood forums etc	JOY											
Lead service design strand	David Payne with service heads											
Segment information on Citizen Panels							ANNE					
Agree focus areas for questionnaires & events										ANNE		
Organise events											ANNE	

QS2: Easier access to local services
Develop access channels which meet the needs of citizens, particularly those at risk of disadvantage

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Race discrimination procedures **(12)**								NIGEL				
Write a gender equality scheme **(13)**		NIGEL										

Corporate Development Unit work programme 2007/8

QS2: Easier access to local services												
Develop access channels which meet the needs of citizens, particularly those at risk of disadvantage												
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Review race equality scheme **(13)**							NIGEL	NIGEL				
Review disability equality scheme **(13)**							NIGEL	NIGEL				
Write sexuality guidance					NIGEL							
Write age guidance					NIGEL							
Write religious and cultural belief guidance					NIGEL							
Write corporate equality plan (integrating DES, GES and all relevant guidance)							NIGEL	NIGEL				
Monitoring action in corporate equality plan										NIGEL		
Reinstate working groups										NIGEL		
Review Consultation procedures							NIGEL					
Monitor and report BVPI			NIGEL			NIGEL			NIGEL			NIGEL
Equality Monitoring Forms		NIGEL										
Staff perception monitoring form					NIGEL						NIGEL	
Corporate Complaints procedure		NIGEL										
Improve external racial incident reporting and monitoring mechanisms				NIGEL								
Meet requirements of DDA 2005 for access		NIGEL										
Access Guide			NIGEL									
Procurement - PQQ and monitoring		NIGEL										
Review style guide and branding								NIGEL				
Create equality champions							NIGEL					

Corporate Development Unit work programme 2007/8

QS2: Easier access to local services

Complete the rollout of the Customer Services Centre project

This high level action is led by the Head of Customer Services and form part of his Service Plan and work programme. Supporting actions from CDU are set out below.

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Support project to migrate services to Customer Services	JOY											
	MICK											
Flexi training for Customer Services		MARY										
Full training for Customer Services eg flexi, e-procurement, budgets etc. **(1)**		DONNA										
Carry out equality impact assessments to ensure barriers are identified and actions put in palce to remove them												
EqIA- Consultancy development, all services		NIGEL										
Support with impact assessments	NIGEL											

QS3: A consistently high level of service across the Council

Improve areas of low performance and enhance good performance through improvement actions

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Produce and publish revised Corporate Plan	MARY											
Support service planning for 08/09			MARY									
			JOY									
Produce Data Quality strategy & resultant actions (training, procedures etc)			MARY									
			KAREN									
Audit PIs			KAREN				KAREN					
Collate PIs for year end report and quarterly reports			KAREN				KAREN			KAREN		
Produce Best Value Performance Plan	MARY											
Produce Performance wash-up report	MARY											

Corporate Development Unit work programme 2007/8

QS3: A consistently high level of service across the Council												
Improve areas of low performance and enhance good performance through improvement actions												
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Satisfaction surveys results "wash-up"							MARY					
General quality of life/satisfaction survey (questions agreed beforehand)							MARY					
Drive/support Performance Improvement Teams			MARY									
Complete report on PI audits in preparation for annual audit		KAREN										
Support the LAA Performance outcomes group and ensure the Council's performance activities link in		MICK										
		MARY										
Play into development of new PI set linked to Comprehensive Spending Review and future CAA							MARY					
Review arrangements for reporting performance (service wise) to Scrutiny			MARY									
Review local performance indicators (14)				MARY								
Set up PI information Icon for performance on the website (4)				KAREN								

Corporate Development Unit work programme 2007/8

Striving for Excellence in the Workplace												
SFE1: Skilled, committed and empowered members and officers												
Revise the corporate training and development plan through a competency based training needs analysis												
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Revise Planned Training & Development activities linked to LGR process						JOY	JOY	JOY	JOY			
Integrate corporate training database (9)									ANNE	ANNE		
Review E+D Training Needs (EDH)		NIGEL	NIGEL	NIGEL								
Review E+D Training Needs (DoE)							NIGEL	NIGEL				
Implement E+D Training Action Plan (EDH)				NIGEL	NIGEL	NIGEL	NIGEL	NIGEL	NIGEL	NIGEL	NIGEL	NIGEL
Implement E+D Training Action Plan (DoE)							NIGEL	NIGEL	NIGEL	NIGEL	NIGEL	NIGEL

SFE1: Skilled, committed and empowered members and officers												
Retain IIP accreditation												
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Publish staff satisfaction survey			ANNE									
Repeat survey										ANNE	ANNE	
Update Working Together guide (10)							ANNE	ANNE	ANNE			
								MARY	MARY			
Lead team to prepare for accreditation visit												JOY
												ANNE
IIP review (11)												JOY
												ANNE
Organise appraisal training							ANNE					
Carry out audit on appraisals								ANNE				ANNE
Maximise human resources by continued improvement in sickness absence levels												
Improve sickness levels to corporate target	ALL											

Corporate Development Unit work programme 2007/8

SFE2: A council which takes an active and effective community leadership role												
Implement and monitor the effectiveness of a model for neighbourhood and community engagement building on the 2006 community engagement review												
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lead implementation of community engagement review including service design, neighbourhood forums etc	JOY											
Community engagement 'performance through residents eyes' - Pilot with Pathfinder (Local Action Teams)	MARY											
Increase the effectiveness of collaborative and partnership working through use of the Partnership Framework												
Ensure partnership framework is used						JOY						

Corporate Development Unit work programme 2007/8

Linked activities for team, not reflected in Corporate Plan												
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Support the development of neighbourhood working approaches through the governance strand of the Local Area Agreement	JOY											
Lead role in LAA Risk Management including carrying out risk assessments with Blocks, Board etc	MICK											
	DONNA											
Risk Management Exercise (Janice Docherty, Voluntary sector, Derwentside)		MICK										
		DONNA										
Lead development of discussion papers on role of VCS infrastructure in County Durham	JOY											
Lead on revised partnership framework for County Durham	JOY											
Revise Community Strategy (5)	JOHN											
Facilitate the LSP Review			JOHN									
			JANE									
Ensure effective integration of new Local Children's Board with LSP (6)				JOHN								
NRF impact research- in depth consultation (7)	JOHN											
Review LSP Environment Group (8)					JANE							
LSP reports to LAA blocks					JANE			JANE				JANE
Future role of LSP (LGR)					JANE							
					JOHN							
Ensure new LAA outcomes reflect East Durham priorities						JOY						
						MICK						

Corporate Development Unit work programme 2007/8

SFE3: A council which provides value for money

Deliver the programme of VFM reviews identified in the Council's approach

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Support VFM review of Horticultural Services			MARY									
			MICK									
Publish VFM toolkit	MICK											
Lead implementation of BVR of support services across council			JOY									
Implement BVR findings in own team including structural changes and PROBE improvements			JOY									
			MICK									
			MARY									
Use of resources- value for money self-assessment						MARY						

Linked activities for team, not reflected in Corporate Plan

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Improvement Partnership Action Learning on VFM/development of toolkit		JOY										

DH1: All East Durham homes meet the Decent Homes Standard and are part of sustainable communities

Support East Durham Homes in delivering an effective housing service for tenants

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Support EDH in the development of its VFM approach -PMF/Service Plans/VFM	MARY											
Support EDH project planning on 6 key improvement projects		MICK										
		DONNA										
Support delivery of projects on Care Services and Homelessness	MICK											

Corporate Development Unit work programme 2007/8

Activities supporting the Council not reflected in the Corporate Plan												
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Participate in developing responses to Local Government Reorganisation		JOY										
Participate in any changes springing from local government reorganisation whatever the outcome							ALL					
Emergency Planning- proposed site relocation (2)			MICK									
			DONNA									
Emergency Planning- deliver and support staff training (3)		DONNA										
		ANNE										
Direction of travel								JOY				
								MARY				

Shared Services activities (income generating)												
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Implementation of Business Risk Management for Durham and Darlington Fire and Rescue	MICK											
	DONNA											
Implementation of Business Risk Management for Police Service			MICK									
			DONNA									
Implementation of Business Risk Management for Police Authority			MICK									
			DONNA									

Corporate Development Unit work programme 2007/8

Activities supporting the more effective running of the team												
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Improved budget coding and monitoring		DONNA										
		MARY										
Year end budgets											DONNA	
Clarify recharges for LSP and District Vision		DONNA										
Carry out Website Audit and ensure the team's contributions are up to date and clear		DONNA										

Key

☐ Where tasks have been coloured in grey - tasks have been completed

☐ Where the text is highlighted in yellow - there has been some slippage on tasks – these have been numbered and correspond with the notes below

There has been some slippage on the highlighted tasks.

(1) Full training for CS eg flexi..-2/3rds of this task is complete. Customer Services now do their own flexi and e-procurement but for the moment I am still controlling the budget. This is expected to be complete before Christmas.

(2) Emergency Planning- Proposed site relocation- Mick and I had preparatory meetings to discuss with David Payne and Andrew Morkot from Emergency Planning. Andrew Morkot has now left Emergency Planning causing plans to come to a standstill, but as Anne is now back to work, this work will be taken forward by her and Mick, hopefully to be completed by the end of the year.

(3) Emergency Planning- support staff training- this was completed with the majority of staff, however a further mop-up training session was to be arranged for those who had been unable to attend. Again, the reason for this task not being completed is the fact that Andrew Morkot has left Emergency Planning as he facilitated the training. As far as I'm aware Andrew has not been replaced, and is unlikely to be, therefore other methods of training may need to be adopted to complete the sessions. I will let Anne know that the second session has not taken place.

(4) PI information icon for performance on the website - needs inputting & setting up -Tridion refresher training from IT needed before commencing the work.

Corporate Development Unit work programme 2007/8

(5) Revise Community Strategy - Draft complete, extended until the end of December to finalise

(6) Ensure effective integration of new Local Children's Board with LSP - launch shadow board by end of October

(7) NRF impact research - in depth consultation - interviews with partners ongoing awaiting feedback

(8) Review LSP Environment Group - Discussions took place with Chair, work ongoing

(9) Integrate Corporate training base - Delays due to software

(10) Working together guide, Staff survey & repeat staff survey - Delays due to sickness

(11) IIP review - Postponed due to LGR

(12) Race discrimination procedures - Moved to November so it can become part of the Durham Equality Partnership Programme

(13) Gender equality scheme - The gender equality scheme has been written but has been extended to November as it is currently going through the committee process

(14) Review local performance indicators – To be considered later in the year