

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					JOY					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	
Youth Strategy/Youth Forum Annual Report			Jeff & team										
Other Annual Projects			Schools out Project			Warm Homes HECA Report/Climate Change Report	Warm Homes HECA Report/Climate Change Report		Christmas Card	Sports Awards	Angling Event		
			Jeff and team			Jeff and team	Jeff and team		Jeff and team	Jeff and team	Jeff and team		
					Music Festival								
					Jeff and team								
Sports Development Newsletter			Jeff and team			Jeff and team			Jeff and team			Jeff and team	
Arts Newsletter							Jeff and team			Jeff and team			
Street Wardens Newsletter							Jeff and team			Jeff and team			

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
EDBS Newsletter			Jeff and team			Jeff and team			Jeff and team			Jeff and team
Envirocall Bi Monthly Campaigns							Jeff and team		Jeff and team		Jeff and team	
Produce Infopoint to deadline			Jeff and team			Jeff and team			Jeff and team			Jeff and team
News and Views												
Publish corporate documents to timescale	Jeff and team										Jeff and team	
Provide design service for all major Corporate events/Publicity projects	Jeff and team										Jeff and team	
Work on Building and Development Control system (Northgate SX3	Jeff and team										Jeff and team	
Land Terrier GIS data capture and ongoing maintenance	Jeff and team										Jeff and team	
Cleaning Historic Planning Application GIS Dataset (1992 – 2005 applications)	Jeff and team											
Assisting GIS officer in managing PAI adjustment of all GIS datasets in our control								Jeff and team				Jeff and team
Provide Technical support to Asset Management/Legal/Housing re: RTB's/Land Sales & aquisitions	Jeff and team										Jeff and team	

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								NIGEL			NIGEL	
Write a gender equality scheme		NIGEL										

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							NIGEL				NIGEL	
Review disability equality scheme							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 (1)											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 (2)				NIGEL								
Meet requirements of DDA 2005 for access	NIGEL						NIGEL				NIGEL	
Access Guide (3)			NIGEL				NIGEL					
Procurement - PQQ and monitoring		NIGEL					NIGEL				NIGEL	
Review style guide and branding								NIGEL			NIGEL	
Create equality champions							NIGEL					

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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
BVPP summary document											MARY	
General quality of life/satisfaction survey (questions agreed beforehand)										MARY		
Drive/support Performance Improvement Teams			MARY				MARY				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									MICK	
		MARY									MARY	
Play into development of new PI set linked to Comprehensive Spending Review and future CAA							MARY				MARY	
Review arrangements for reporting performance (service wise) to Scrutiny			MARY								MARY	
Review local performance indicators (4)				MARY								
Set up PI information icon for performance on the website (5)				KAREN								

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	
Integrate corporate training database									ANNE		ANNE	
Review E+D Training Needs (EDH)		NIGEL										
Review E+D Training Needs (DoE)							NIGEL					
Implement E+D Training Action Plan (EDH)				NIGEL							NIGEL	
Implement E+D Training Action Plan (DoE) (6)							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
Update Working Together guide (7)								ANNE				
								MARY				
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											

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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					JOY					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		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						JOY				JOY	
Lead role in LAA Risk Management including carrying out risk assessments with Blocks, Board etc	MICK						MICK					
	DONNA						DONNA					
Risk Management Exercise (Janice Docherty, Voluntary sector, Derwentside)	MICK											
	DONNA											
Risk Management Exercise with E-Govt partnership re: upgrade of the county wide CRM											MICK	
											DONNA	
Risk Management Exercise with Environmental services re: area based working									MICK			
									DONNA			
Lead development of discussion papers on role of VCS infrastructure in County Durham	JOY						JOY					
Lead on revised partnership framework for County Durham	JOY						JOY				JOY	
Revise Community Strategy	JOHN										JOHN	

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Facilitate the LSP Review				JOHN						
				JANE						
Ensure effective integration of new Local Children's Board with LSP					JOHN					
NRF impact research- in depth consultation	JOHN									
Review LSP Environment Group (8)					JANE					
LSP reports to LAA blocks					JANE			JANE		JANE
Future role of LSP (LGR) (9)					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				MARY		
						MICK				MICK		
										DONNA		
Publish VFM toolkit	MICK											
Lead implementation of BVR of support services across council			JOY				JOY					
Implement BVR findings in own team including structural changes and PROBE improvements			JOY				JOY					
			MICK				MICK					
			MARY				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	Ma	
Support EDH in the development of its VFM approach -PMF/Service Plans/VFM/Visioning						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- deliver and support staff training		DONNA ANNE										
Complete National capabilities survey										ANNE	ANNE	
Direction of travel								JOY MARY				
Support Sickness absence inspection										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				MICK					
			DONNA				DONNA					
Implementation of Business Risk Management for Police Authority			MICK				MICK					
			DONNA				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						DONNA				DONNA	
	MARY						MARY				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										
LSP recharges				DONNA			DONNA			DONNA		
Final recharge for district vision										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

Slippage

(1) Reinstate working groups – Delays due to the prioritisation of issues raised through the equality impact assessments

(2) Improve external racial incident reporting and monitoring mechanisms –

(3) Access guide – Some work has taken place but it is ongoing

(4) Review local performance indicators – Linked to development of approach to new national indicator set

(5) PI information icon for performance on the website - this task has been rescheduled to later in the year but will be reconsidered in the light of LGR

Corporate Development Unit work programme 2007/8

- 6)** Implement E+D Training Action Plan (DoE) - will be based on data from Impact Needs Assessments
- 7)** Organisational development activities reprioritised through Transitional Plan, focusing on support for staff and members through LGR.
- 8)** Review LSP Environment Group - Discussions took place with Chair, work ongoing
- 9)** Future role of LSP (LGR) – Linked to LGR workstreams