

QUALITY SERVICES FOR ALL OUR PEOPLE

Continue the development of Customer Services approach and technology to support it

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Access to services inspection	Mick											
	Mary											
	David											
COI Performance management framework	DAVID			DAVID			DAVID			DAVID		
New National indicators (NI14)	DAVID									DAVID		

Implement neighbourhood working and community engagement – zonal forums, service design, continued development of the Youth Forum

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Community Engagement- 1) Choice based lettings						ANNE						
Improving neighbourhood working and forums	BARRY										BARRY	
	STEPHEN										STEPH EN	
Lead neighbourhood pilots/ensure proper evaluation & feeding into LGR work						JOY					BARRY	
											STEPH EN	
Youth Strategy/Youth Forum Annual Report			Jeff & team									

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Implement neighbourhood working and community engagement – zonal forums, service design, continued development of the Youth Forum

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Design Team – Other Annual Projects			Schools out Project Jeff & team			Warm Homes HECA Report/ Climate Change Report Jeff & team			Christmas Card Jeff & team	Sports Awards Jeff & team	Angling Event Jeff & team	
Music Festival					Jeff and team							
Sports Development Newsletter			Jeff & team			Jeff & team			Jeff & team			Jeff & team
Arts Newsletter							Jeff & team					Jeff & team
Street Wardens Newsletter							Jeff & team			Jeff & team		
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												
Review of post office network Easington constituency			STEPHEN									

QUALITY SERVICES FOR ALL OUR PEOPLE

Maintain service performance

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Year end collation of performance indicators- DoE	KAREN											
Year end collation of performance indicators- EDH	KAREN											
Audit of PI's		KAREN			KAREN			KAREN			KAREN	
Quarterly Audit of PI's		KAREN			KAREN			KAREN			KAREN	
Quarterly collation of PI's			KAREN			KAREN			KAREN			KAREN
Collate and quality check data for performance wash up report	MARY											
Performance wash up report			MARY									
Report to audit committee			KAREN						KAREN			
Quarterly report on performance to management team, executive and audit committee	MARY			MARY			MARY			MARY		
Results from place survey											MARY	

QUALITY SERVICES FOR ALL OUR PEOPLE

Increase effectiveness of collaboration working through the use of Partnership Framework

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
LAA/County Durham Partnership-sign off governance work by board as far as completed		JOY											
LAA/County Durham Partnership-Ensure fifth thematic partnership for neighbourhoods/ environment is set up by liaising with key players.	JOY												
Revised support arrangements for the County Durham Partnership/Local Area Agreement	MICK										MICK		
(inc Delivery and Improvement Group)					MARY			MARY			MARY		
Review political management arrangements following DCC Annual meeting			BARRY										
LAA/County Durham Partnership-Prepare proposals for role of members in governance				JOY									
LAA- Quarterly reporting	JANE			JANE			JANE						
LAA/County Durham Partnership-Facilitate discussions on investment plan approach to funding VCS infrastructure					JOY			NB Donna Jefferson taking on lead role		JOHN	JOHN		
					JOHN								
LAA/County Durham Partnership-Prepare proposals for future make up of LAA board					JOY			NB Anne Campbell/Donna Jefferson taking on lead role					

STRIVING FOR EXCELLENCE IN THE WORKPLACE

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Elections	BARRY											
Support for elections	DONNA											
Electoral Register					BARRY							
Preparation for Euro elections (Feb 09-Jun 09)											BARRY	
Preparation for annual meeting for the new civic year	BARRY											
Cleaning Historic Planning Application GIS Dataset (1992 – 2005 applications)	JEFF & TEAM										JEFF & TEAM	
Strengthen the quality of positional geographical data through the GIS system												
Managing PAI adjustment of GIS datasets							JEFF & TEAM				JEFF & TEAM	
Cleaning Historic Planning Application GIS Dataset (1992-2005 applications)	JEFF & TEAM							JEFF & TEAM			JEFF & TEAM	
Provide Technical support to Asset Management/Legal/Housing re: RTB's/Land Sales & acquisitions	JEFF & TEAM							JEFF & TEAM			JEFF & TEAM	
Re-aligning digital Land Terrier information within GIS	JEFF/BRIAN				JEFF/CRAIG/BRIAN					JEFF/CRAIG/ BRIAN		
Complete the refreshment of the council's Strategic Policy Framework												
Complete the Community Strategy	JOHN											
Retain skills and commitment of staff and members and support them through transition												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Transitional training through LAPS*	ANNE										ANNE	
Member transition reconvene political management working group to reflect back challenges/decide actions	JOY											

**ASSISTANT CHIEF EXECUTIVE UNIT
WORK PROGRAMME 2008/2009**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Appraisal interview training (NB moved back)								MARY ANNE				
Training and development activities	ANNE MICK										ANNE MICK	
Review member development programme following DCC elections and DoE AGM (NB this work taken into County programme)		STEPHEN										
Regional/sub-regional networking- NEREO & Countywide for overview & scrutiny	STEPHEN			STEPHEN			STEPHEN			STEPHEN		
Deliver Value For Money reviews and meet efficiency targets												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
BVRSS- Ensure implementation of structure proposals	JOY											
Scrutiny work programme 2008/9 developed and agreed	STEPHEN											
Support to scrutiny committees – Reviews as per work programme also Service unit performance reporting & service publicity for review issues			STEPHEN									
Input to Use of resources judgement- Audit commission				MARY								
Direction of Travel statement							JOY MARY					

A SUSTAINABLE JOB FOR EVERYONE

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Allocation of WNF employability element	JOHN										JOHN	

**ASSISTANT CHIEF EXECUTIVE UNIT
WORK PROGRAMME 2008/2009**

DECENT HOMES FOR ALL												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Support for 6 projects EDH	MICK										MICK	
Support for Sheltered Housing Project	MICK										MICK	
	DONNA										DONNA	
Support for Communal Halls Project	MICK										MICK	
	DONNA										DONNA	
Support for financial assistance project (private sector renewal)	MICK											
	DONNA											
EDH. Revised approach to managing risk.			MICK									
EDH. Support to manage top 6 risks	MICK											
	DONNA											
	KAREN											
EDH. Visioning exercise- pulling together outcomes of events/key actions from service and delivery plans and new business plan	MARY											
EDH. Improvement project, performance management, advice and support	MARY											
EDH. Equality and Diversity support												
Preparation and support for EDH inspection as requested					MICK						MICK	
					MARY						MARY	
					DONNA						DONNA	

BUILDING A HEALTHY COMMUNITY												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
O & S Review- Health services in Teesside (with DCC)		STEPHEN									STEPHEN	

**ASSISTANT CHIEF EXECUTIVE UNIT
WORK PROGRAMME 2008/2009**

Linked activities for team, not reflected in the transitional plan												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Quarterly LSP recharges	DONNA			DONNA			DONNA			DONNA		
Year end budget												DONNA
												MARY
Continue review of environment group			JOHN									
Ensure effective integration of new Local Children's Board with LSP	JOHN/JANE											
Joint and Emergency Liaison Group-training group quarterly meeting and associated work			ANNE			ANNE			ANNE			ANNE
Quarterly reporting of LSP to SMB	JANE			JANE			JANE					
Hexion plan and exercise						ANNE					ANNE	
Communications Strategy- Peterlee Show						JANE						
Communications strategy- Healthworks			JANE									
NRF Impact research- DCLG	JOHN											
	JANE											
NRF Impact research- Local	JOHN											
	JANE											
LSP/NRF Evaluation	JOHN											
National Capabilities survey												ANNE

**ASSISTANT CHIEF EXECUTIVE UNIT
WORK PROGRAMME 2008/2009**

Local Government Review Activity												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
LGR Areas and participation workstream- workshop for relevant workstreams on area based working ideas	JOY											
LGR Areas and participation workstream- run milestone 1 event- get member steer on options for consultation			JOY									
LGR Areas and participation workstream- Public Consultation			JOY									
LGR Areas and participation workstream- Establish relationship of new council with communities of identity & interest inc. SLA's with relevant organisations	JOY											
	JOHN											
LGR Areas and participation workstream- Participate in Challenge programme board and lead A & P workstream	JOY							NB this workstream being co led by Gordon Elliott and Rachel Bowles pending appt of HOS				
LGR Areas and participation workstream- Present favoured options for area working to executive										Leads		
LGR Areas and participation workstream- Transitional arrangements and AAP Launch								JOHN			JOHN	
								JANE			JANE	
LGR Areas and Participation Workstream- Constitution										JOHN	JOHN	
LGR Areas and participation workstream- AAP boundary reviews								JOHN				
								JANE				
LGR Areas and Participation Workstream – Exit Strategy, Current Initiatives: Produce WNF Delivery Plan, Identify handover delivery mechanisms										JOHN	JOHN	

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WORK PROGRAMME 2008/2009**

LGR Areas and Participation Workstream – Exit Strategy, Current Partners: Communications to be sent to partners re arrangements from April, Presentations to Implementation Groups and Area and Neighbourhood Forums										JOHN	JOHN	
											Communications	Presentations
										JANE	JANE	
LGR Areas and Participation Workstream – Exit Strategy, Current locality based mechanisms: Communications to be sent to partners re arrangements from April										JOHN	JOHN	
LGR Areas and Participation Workstream – Exit Strategy, Staffing: Keep current staff informed of progress										JOHN	JOHN	
LGR Areas and Participation Workstream – Exit Strategy, Legacy and Best Practice: Produce legacy document/ book										JOHN		
LGR Areas and Participation Workstream – Exit Strategy, Filing/ Archiving: Box up files/ archive computer information										JANE	JANE	
										DONNA	DONNA	
LGR Areas and Participation Workstream – Exit Strategy, Assets and liabilities: Produce Asset Register										JOHN		
LGR Areas and Participation Workstream – Exit Strategy, Assets and liabilities: Asset disposal – identify potential recipients										JOHN	JOHN	
										JANE	JANE	
Forum evaluation- feed into LGR workstream										BARRY		
										STEPHEN		
Shaping electoral services transition and forming a common electoral register										BARRY		
Contribute to the facilities (members) sub-workstream		STEPHEN										
Design new political structures and processes										BARRY	BARRY	
Develop new overview and scrutiny arrangements										STEPHEN	STEPHEN	

**ASSISTANT CHIEF EXECUTIVE UNIT
WORK PROGRAMME 2008/2009**

Local Government Review Activity												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
LGR Workstream ICT Print Sub-Group	STUART										STUART	
LGR – Design work for rebranding i.e. Logo/Signage/Vehicle Livery – and Initial projects i.e. Council Tax leaflet/Recycling campaign leaflet	JEFF & TEAM										JEFF & TEAM	
LGR Workstream (Customers & Access)	DAVID										DAVID	
LGR Workstream- Budget & service plan					DAVID						DAVID	
LGR Customers and Access Service standards	DAVID										DAVID	
LGR Corporate Customer Charter	DAVID										DAVID	
LGR Options Appraisal	DAVID											
LGR Design new complaints process (lead)					DAVID						DAVID	
LGR Policy and partnership workstream-baseline data gathering involving district and county officers	MARY											
LGR Policy and partnership workstream-support to LAA project team to ensure target setting process is completed	MARY											
LGR Policy and partnership workstream-strategic planning cycle, LAA sign offs, corporate plan, service plans etc options paper	MARY											
LGR Policy and partnership workstream-new members of the cabinet informed and involved			MARY									
LGR Policy and partnership workstream-reporting mechanisms for transition and new council- performance management			MARY									
LGR Policy and partnership workstream-options paper for new performance management framework			MARY									
LGR Policy and partnership workstream-alignment of data quality systems to ensure robust data collection and monitoring			MARY									

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WORK PROGRAMME 2008/2009**

LGR Policy and partnership workstream-proposals for functions to be included in new chief exec's office					MARY					
LGR Risk work	MICK									
	DONNA									

**ASSISTANT CHIEF EXECUTIVE UNIT
WORK PROGRAMME 2008/2009**

Local Government Review Activity												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
LGR Equalities workstream												
Work on bid for District Vision funding for transitional training	ANNE											
Sub workstream on training and development				ANNE							ANNE	
Presentation to LGC conference (performance management and partnerships)					MARY							
					JOHN							

**ASSISTANT CHIEF EXECUTIVE UNIT
WORK PROGRAMME 2008/2009**

Ongoing work												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Support for LGR workstreams	KAREN										Karen	
	DONNA										Donna	
Customer First Network	DAVID										DAVID	
Community Advisory Panel	DAVID										DAVID	
	ANNE										ANNE	
Publish corporate documents to timescale	JEFF & TEAM										JEFF & TEAM	
Provide design service for all major Corporate events/Publicity projects	JEFF & TEAM										JEFF & TEAM	
Work on Building and Development Control system (Northgate SX3)	JEFF & TEAM										JEFF & TEAM	
Land Terrier GIS data capture and ongoing maintenance	JEFF & TEAM										JEFF & TEAM	
Equality impact assessments												
	DAVID										DAVID	
Ongoing CSC Development	DAVID										DAVID	
Budget monitoring throughout the year	DONNA										DONNA	
	MARY										MARY	
CRM Development	DAVID										DAVID	
Ongoing support for team	DONNA										DONNA	
Supporting EDH's contact centre	DAVID											
Liaison over County Durham Partnership/LSP	JOHN										JOHN	
	JANE										JANE	
Team/MT balance workloads during year	JOY						Service heads, Mick, Mary and John					
Emergency Planning Involvement	DONNA										DONNA	
Flexi system	DONNA										DONNA	
Invoicing	DONNA										DONNA	

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WORK PROGRAMME 2008/2009**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
E-Procurement	DONNA										DONNA	
Website	DONNA										DONNA	
LACCG- monthly	ANNE										ANNE	
Communications strategy- website & review	JANE										JANE	

Tasks removed as part of team's work programme review September 2008. Decisions to remove tasks were related either to current level of LGR workload or to the fact that some of these tasks have been picked up by the LGR programme.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Community engagement - low cost home ownership					ANNE							
Community Engagement- 1) Views on electoral process 2) Homelessness strategy 3) Perception of anti-social behaviour 4) Sports development holiday programme						ANNE						
Develop a DoE CC (community call) Action Procedure (in conjunction with DCC)										STEPHEN	STEPHEN	
Support to member training and development programme (being done countywide)		STEPHEN									STEPHEN	
Update emergency plan & business continuity plan							ANNE					
Response to DoE councillor call for action									STEPHEN		STEPHEN	