

2006/07 4th QUARTER CORPORATE PERFORMANCE REVIEW TEAM MEETING

25 MAY 2007

ACTION PLAN FROM CORPORATE RED “TRAFFIC LIGHT” REPORT

PRESENT: Performance Management Group

PI Ref No	3 rd Quarter AGREED ACTION	RESPONSIBILITY	4 th Quarter PROGRESS
BV89	Analyse BV Satisfaction Survey data to identify problem areas and develop action plan.	HCS HCC(D)S	Unaudited figure for 2006/07 is 62% which is a 5% increase on survey carried out three years ago. 72% target is national top quartile.
CCS02	Management long term absences by getting employees back to work or proceeding to Stage 4 absence hearings. (See 5.1 Corp. Imp. Plan)	HCC(D)S	Days lost through short-term sickness have improved for February and March. 5 long term absences were resolved in this period.
CPI	Lead and co-ordinate IDeA Peer Challenge Review commissioned by LSP. (See 2.1 Corp. Imp. Plan)	HCS	Peer Challenge undertaken 15/16 May 2007.
BVPI3	Analyse BV Satisfaction survey data to identify problem areas and develop action plan.	HCS	Statutory BVPI satisfaction survey. Provisional figure is 51%.
BVPI3	Progress growth bid for new Consultation Officer through Budget Council. (See 1.1 Corp. Imp. Plan)	Cabinet	Post created. Recruitment underway.
BVPI68	Continue with agreed action plan and check that it will deliver target.	HCHS	Action plan developed – performance continuing to improve.
KPI 12.1	Actively promote new Festivals Innovation fund	HCultS	New Festival Innovation Fund Applications now agreed for 2007 and progressed to phase 2 for approval by case officers.

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DS03	Matter to be addressed through staff training. (% of minutes published within 5 working days – 2 days for Cabinet meetings.)	HDS	This drop in performance has been investigated and is primarily the result of poor performance by one member of staff and only 'average' performance by a number of others. The issue is to be addressed through EDPAs with targets set individually and monitored on a weekly basis.
DS04	Action sheets to be produced for all Task Groups.	HDS	Will be once Task Groups re-commence with the new Council.
DS05	Percentage of Action Plans to be produced in 5 working days - matter to be pursued through staff awareness training.	HDS	Will be once Task Groups re-commence with the new Council.
KPI 20.1	Achieve level 2 in Equality Standard for Local Government - include in HR 2007/08 Business Plan and Corporate Plan to be completed by November 2007.	HL&HR HRM	Because this work, although corporate, is within the HR business plan, there has been some slippage given the competing priorities, and the revised target is November 2007. The Corporate Equalities Officer Group has met to commence the process.
EP 08	Report to Cabinet on options to improve Contaminated Land inspection programme.	HH&SH	A consultant has now been engaged to assist with contaminated land and should enable progress to be made in 2007/08.
KPI 18.2	Continue to manage long term sickness absence by getting employees back to work or proceed to Stage 4 absence hearings. (See 5.1 of Corp. Imp. Plan)	HL&HR HRM	The average at the end of March 2007 was 11.69 days per employee against the target of 10 days. Long term sickness is being actively managed by Management Team and a number of long-term absences have recently been resolved. This will show an improvement in 2007/08.
KPI 18.3	Complete and implement new pay and grading structure by April 2008. (See 5.1 Corp. Imp. Plan)	HL&HR HRM	The traffic light relates to the existing target. However, the target has been revised to completion by March 2008, and we are on course to meet that target.

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HR1	Proceed with IIP for whole Council and consider appointing a consultant to project manage using LAMP as a framework. (See 5.1 Corp. Imp. Plan)	HL&HR HRM	The target has now been revised by Personnel Committee as being for CC(D)S only, and it is anticipated that target can be met. CC(D)S achieved the accreditation, and discussions will shortly be taking place as to how to proceed with the rest of the Council.
HR2	Reassess EDPA target for inclusion in 2007/08 Corporate Plan. (See 5.1 Corp. Imp. Plan)	HL&HR HRM	Target now amended to 95% to reflect sickness absence and maternity leave. However, Corporate Management Team has taken the view that this target needs to be reconsidered as to whether it is the most appropriate KPI.
LCC25	Implement decision to reorganise Licensing establishment.	HL&HR	Completed.
LCC26	Implement decision to reorganise Licensing establishment.	HL&HR	Completed.
RPI	Focus on identifying and meeting rural needs by developing rural neighbourhood management concept. (See 4.1 & 4.2 Corp. Imp. Plan)	CD(REG) HPlanS	Included in 2007/08 Corporate Plan.
BV9	Report to Cabinet on options to improve in-year collection rates.	CD(F&P) HRS	0.1% was achieved. However, the cancellations of Single Person Discounts added approximately 0.23% to our debit. Work is being done to address the issue, however a review of our targets in this area will also be necessary. A report to Cabinet will follow.
BV79a	Review reasons for inaccuracies in processing benefit applications and address.	CD(F&P) HRS	Outturn performance was 98.6%. The vagaries of the calculation of this indicator via a small sample of cases are highlighted by this being shown as a failing indicator. Just one case with the slightest of error being picked up can have caused this to be shown as not reaching the very high standard of 99% accuracy.

RCM/JEB/17 May 2007