

# 4<sup>th</sup> QUARTER CORPORATE PERFORMANCE REVIEW TEAM MEETING

25 MAY 2007

## ACTION PLAN FROM CORPORATE IMPROVEMENT PLAN

**PRESENT:** Performance Management Group

NO	3 <sup>rd</sup> Quarter - AGREED ACTION	RESPONSIBILITY	PROGRESS - 4 <sup>th</sup> Quarter
1.1	Pursue Cabinet proposal for new Consultation Officer post at Budget Council.	Cabinet	Post approved and recruitment underway.
1.1	Develop and implement information gathering system for Members and Council Services from their interaction with the public by 31 March 2007.	CD(F&P)	System now in place. Services using Lagan CRM system to collate information. Members using corporate complaints agreed process included on Internet.
2.1	Lead and co-ordinate IDeA Peer Challenge process commissioned by LSP.	HCS	Peer Challenge took place on 15/16 May.
2.3	Meet new timetable for having LDF in place.	CD(REG) HPlanS	Core strategy has been submitted and new timetable agreed by Council. On track.
5.1	Implement new pay and grading structure by April 2008.	HL&HR HRM	The new deadline is included in 2007/08 Corporate Plan and the HR Service Business Plan. See also Draft Corporate Improvement Plan).
5.1	Agree and implement the recommendations of the People Management report and feed recommendations into Workforce Plan.	HL&HR HRM	Included in the 2007/08 HR Service Business Plan. See also Draft Corporate Improvement Plan.
5.1	Proceed with IIP for whole Council and consider appointing a Consultant to project manage using LAMP as the framework.	HL&HR HRM	Included in the 2007/08 HR Service Business Plan. See also Draft Corporate Improvement Plan.
5.1	Continue to manage long term sickness absence by getting employees back to work or proceeding to Stage 4 absence hearing, particularly in CC(D)S.	HL&HR HRM	Included in 2007/08 Corporate Plan, HR Service Business Plan, and draft Corporate Improvement Plan.

<b>NO</b>	<b>3<sup>rd</sup> Quarter - AGREED ACTION</b>	<b>RESPONSIBILITY</b>	<b>PROGRESS - 4<sup>th</sup> Quarter</b>
5.1	Progress Occupational Health growth bid through Budget Council.	Cabinet	Included in HR Service Business Plan for 2007/08.
5.1	EDPA target being reassessed for inclusion in next years Plan.	HL&HR HRM	New target included in HR Service Business Plan 2007/08.
6.1	Ensure new Workforce Job Evaluation exercise completion date of August 2008 is met.	HL&HR HRM	Target included in HR Service Business Plan for 2007/08.
7.1	Complete phased integration of services into Customer Service Centre in line with new timetable.	CD(F&P) HI&CS	New timetable included in 2007/08 Corporate Plan and ICS Business Plan. Phase 2 by March 2008. Phase 3 by March 2009.
7.1	Ensure face to face customer service centres open on time in LTH and MTH.	CD(REG) HPropS	Target included in 2007/08 Corporate Plan of September 2007. Financing approved by Cabinet in April and contracts let. Being managed under LAMP.
7.3	Need for a review to be undertaken in 2007/08.	HCS	Review of PRT framework being undertaken as part of PMG work programme.

RCM/JEB/17 May 2007