

Page 17 - 19 The way we work

Issues arising from the Improvement Plan are referenced '(IP)'

THE WAY WE WORK**OUR ORGANISATIONAL ASPIRATIONS, CULTURE, AND CORPORATE GOVERNANCE FRAMEWORK****To be: Community focused, outward looking, strategic, outcome and performance driven, and enabling in order to achieve our key aims and outcomes**

ISSUE	Target 2004/05	Target 2005/06	Target 2006/07	Responsible officer
Corporate complaints	Review and re-launch corporate comments, compliments and complaints procedure and system by March 2005. £10,000 allocated from revenue budget in 2004/05	Recruit Complaints officer April 2005 - £20,000 allocated from revenue budget in 2005/06	- £20,000 allocated from revenue budget in 2005/06	Lesley Yates Cllr Mrs Pearce

ISSUE	Target 2004/05	Target 2005/06	Target 2006/07	Responsible officer
External Accreditation	Achieve IiP re-accreditation in July 2004. £3,000 allocated from revenue budget in 04/05. Implement recommendations from the IiP report. Progress – accreditation retained.	Implement recommendations for the IiP report	Achieve IiP accreditation in 2006/07.	Deborah Simpson Cllr Cartwright
	Achieve Centre for sheltered Housing Studies accreditation by April 2005. £2,250 allocated from revenue budget in 2004/05			Sheila Franklin Cllr Edmonds
Opportunities for structured learning across the council/ culture development programme	Develop structure for sharing learning across the council and implement.			Deborah Simpson/ Cllr Cartwright
Asset Management Plan: Maintaining our operational property	Address maintenance backlog, identified in Asset Management Plan. £150,000 allocated from capital programme	Undertake programme of maintenance. (suitability survey will also inform this programme) £4,084,000 allocated from capital programme for 2005/06 and beyond		David Betts Cllr Mrs Baxter
	Relocate from Exchange Street offices. £750,000 allocated from capital programme	Relocate from Exchange Street offices. £800,000 allocated from capital programme		David Betts Cllr Mrs Baxter
	Undertake suitability survey for all operational property to inform future maintenance/ improvement programme.			David Betts Cllr Mrs Baxter

ISSUE	Target 2004/05	Target 2005/06	Target 2006/07	Responsible officer
Workforce Planning and Recruitment and Retention Issues Action plan	<p>Develop career paths in Environmental Health to enable technical officers to qualify as EHO's and implement by Sept 04.</p> <p>Consider options for recruitment of senior planning officer and senior solicitor post piloting flexible recruitment benefits and implement by Nov 04.</p>	To achieve a take up of between 20 to 50 people on a flexi place working scheme by December 2005		Deborah Simpson Cllr Cartwright
Freedom of Information Act	Ensure records management policy is in place by Feb 05 to meet Phase II of the Freedom of Information Act.			Alan Evans/Cllr Mrs Morgan-Owen

ISSUE	Target 2004/05	Target 2005/06	Target 2006/07	Responsible officer
Culture Development	Undertake audit to determine the extent to which the personal qualities are embedded across the organisation and develop an action plan to address the outcome	Develop and implement action plan to address outcome of 2004/05 audit.		Richard Carr Cllr Cartwright
Partnership Review		Undertake a review of the council's partnership working in line with the Audit commission report of Feb 04		Stephanie Moffat Cllr Thompson
Review and improve the Council's Performance Management Framework (IP)	Review the council's current suite of performance indicators and agree reporting arrangements for all indicators by Dec 04	Identify any gaps in performance information and develop appropriate recording and monitoring arrangements		Stephanie Moffat Cllr Thompson
Implement improvement plan for housing rent collection	Improve rent collection from 97.38% in 2003/04 to 98% in 2004/05	Improve rent collection from 98% in 2004/05 to 98.5% in 2005/06	Improve rent collection from 98.5% in 2005/06 to 99% in 2006/07	Ian Silver Cllr Edmonds
Procurement Strategy (IP)	Adopt and implement a corporate Procurement Strategy			Norman Skedge Cllr Thompson

Glossary

CPA - Comprehensive Performance Assessment

IP - Improvement Plan

EHO - Environmental Health Officers

IiP – Investors in People