



Corporate Services Action Plan Monitoring Report

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Parent Title: **To develop the Council's approach to corporate and strategic planning and performance management**

Action	Description	Expected Outcome	Status	Progress	Due Date	Start Date	Completed Date	Assigned To	Latest progress update from assigned user
CPA & CAA Actions	Develop action plan arising from CPA recommendations. Develop RVBC response to emerging CAA Framework.	Audit Commission recommendations acted on resulting in improvements. Action plan drawn up within one month of receiving final report.		75 %	30/06/2008	12/09/2008		Jeff Fenton; Michelle Haworth	12/09/2008 CPA action plan was approved by Policy and Finance Cttee in July 2008.
PM & DQ Framework Development	Work with departments and Elected Members to develop an enhanced performance management and data quality framework.	Improved performance management culture. Increased awareness of performance management and data quality issues amongst staff/ elected members facilitating continuous improvement. Achievement of level 3 data quality assessment by December 2008.		75 %	31/12/2008	12/09/2008		Jeff Fenton; Michelle Haworth	12/09/2008 Members have received further performance management 'training' through various committee reports. Data Quality Policy was approved by Policy and Finance Cttee 1 April 08. Data Quality assessment August 08 (looking at 07/08) should achieve an improved assessment score. This is to be confirmed by PWC later in the year. Data Quality and performance management training is carried out each March to ensure outturn PI's are accurately calculated.




PM system awareness	Ensure all officers and appropriate members are fully aware of the Council's Performance Management system (Covalent) and are appropriately trained to use it.	All staff and appropriate members are fully trained in operating Covalent resulting in improved performance management of services.		25 %	31/03/2009	01/04/2008		Michelle Haworth	12/09/2008 It was approved at O&S Cttee in June 08 that members would receive additional training on Covalent.
New LAA	Work with LCC and partners to finalise development of new Local Area Agreement and delivery thereafter.	Improved partnership working leading to improved public services in response to locally determined needs. LAA submitted to GONW in June 2008.		100 %	30/06/2008	01/04/2008	30/06/2008	Jeff Fenton	12/09/2008 LAA submitted to GONW in June 08.



Parent Title: **To ensure consistent consultation and communication both internally and externally**

Action	Description	Expected Outcome	Status	Progress	Due Date	Start Date	Completed Date	Assigned To	Latest progress update from assigned user
Corporate Communications	Publish monthly internal Newsletter (Backchat) and bi-annual editions of community newspaper Ribble Valley News.	High level of awareness of Council issues & achievements amongst staff and citizens. Published on time. Improved satisfaction in next staff survey.		50 %	31/03/2009	01/04/2008		Theresa Robson	15/09/2008 Ongoing. 'Backchat' produced monthly to date (Sept 08). Autumn edition of 'RV News' on schedule for publication end Sept 08.
Place Survey	Undertake first new Place Survey in accordance with emerging legislation.	Meet statutory requirements to conduct new survey and enhance community engagement. To be determined by DCLG.		33 %	31/03/2009	01/07/2008		Michelle Haworth	12/09/2008 Survey has been jointly commissioned by LCC and all Lancashire districts. Tender awarded to Ipsos MORI. Draft survey has been approved. Survey to be posted out for 29 September.


RV District Survey	Conduct two Ribble Valley District surveys using SNAP software in response to local needs	Results used to inform policy. Subject matter of future surveys yet to be determined.		0 %	31/03/2009	01/04/2008		Michelle Haworth	12/09/2008 Summer survey has been conducted and topics included Refuse and Recycling collection, street cleanliness, dog fouling, affordable housing and leisure services. Results are being analysed and report written - to be reported to CMT and relevant cttees in the 4th cycle.
Castle Scheme PR Support	Provide continued public relations support to Clitheroe Castle Heritage Scheme n.b. increased resource requirement during final months prior to completion.	All sections of the community kept fully informed of project. Project completion scheduled for June 2009.		50 %	31/03/2009	01/04/2008		Theresa Robson	15/09/2008 Ongoing. Castle scheme progressing well. Ongoing media coverage at key milestones during the project.
Overall PR Support	Provide PR/ promotional, fund-raising and sponsorship support to Council projects e.g. Phase 2, Three Stream Waste Collection Scheme etc.	Well publicised, successful project(s). All sections of the community fully informed. As determined by individual project.		50 %	31/03/2009	01/04/2008		Theresa Robson	15/09/2008 Ongoing. Worked closely with Streetscene Mgr to support successful implementation of Phase 2 Three Stream Waste during June 08. RV Food Trail also v. successful.
HST Communications	Work with IPB Consultants to support all communications aspects associated with the possible Housing Stock Transfer.	All sections of the community kept fully informed of developments regarding potential transfer. Ongoing pending potential transfer June 2008.		100 %	30/06/2008	01/04/2008	15/04/2008	Theresa Robson	15/09/2008 Achieved. Housing stock transfer was agreed and implemented 1st April 2008.





Parent Title: **To provide a corporate health and safety advisory function in response to the Governments health and safety agenda**






Action	Description	Expected Outcome	Status	Progress	Due Date	Start Date	Completed Date	Assigned To	Latest progress update from assigned user
Job Profile Amends	Roles and responsibilities to be incorporated into job profiles. Provide training for depot managers.	Established and maintained management control of health and safety to meet legal requirements and minimise risks. Compliance with the Management of Health and Safety Regulations 1999, regulation 5. Incorporate in job profiles Mar 2008		0 %	30/04/2008	01/04/2008		Phil Dodd	Update to be given verbally at cttee, 23 September 08.
Corporate H&S Advice	Provide corporate health and safety advice and relevant legislation awareness training to RVBC staff. HSA to attend CIEH Professional Trainer course.	Raised level of awareness of existing and revised health and safety legislation enabling effective management of risks. Compliance with the Management of Health and Safety Regulations 1999, Regulation 7. Deliver H&S awareness training as per agreed Programme. By June 2008		0 %	30/06/2008	01/04/2008		Phil Dodd	Update to be given verbally at cttee, 23 September 08.
Risk Assessment Training	Provide training to managers and supervisors in risk assessment process in order to complete their relevant generic and task specific assessments.	Sound health and safety planning and risk assessment process commencing with areas of highest degree of risk. Compliance with the Management of Health and Safety Regulations 1999, regulation 3. To be completed by May 2008.		0 %	31/05/2008	01/04/2008		Phil Dodd	Update to be given verbally at cttee, 23 September 08.

Revise H&S Policy	To revise the Council's Health & Safety Policy to incorporate Statement of Intent, Organisation and Arrangements to reflect H&S Management system.	Published strategy stating RVBC policy re: H&S issues. Compliance with section 2(3) of the Health and Safety at Work etc Act 1974 Corporate policy revised by October 2008.		0 %	31/10/2008	01/04/2008		Phil Dodd	Update to be given verbally at cttee, 23 September 08.
H&S Climate Survey	Carry out another H & S climate survey further to the one carried out in 2007.	Confirmation that appropriate management arrangements and adequate risk control systems are in place, and that appropriate workplace precautions exist. Confirmation of compliance with all relevant statutory duties and secondary legislation. To be complete by December 2008.		0 %	31/12/2008	01/04/2008		Phil Dodd	Update to be given verbally at cttee, 23 September 08.

Parent Title: To respond to the Governments transformation and modernisation agenda

Action	Description	Expected Outcome	Status	Progress	Due Date	Start Date	Completed Date	Assigned To	Latest progress update from assigned user
Develop Shared Services Agenda	Work with Lancashire partner I.a's and Aperia (Consultants) to develop shared services agenda.	Successful delivery of projects resulting in improved or more efficient services across NW Region. Publish Strategy May 2008.		90 %	31/05/2008	01/04/2008		Jeff Fenton	15/09/2008 CSM assisted Aperia (Consultants) to produce Lancs SS Strategy in May. This is being delivered by Team Lancs. Some ongoing support will be required periodically throughout remainder of year.

Contact Centre Development	Continued development of Shared Services Contact Centre into RVBC in conjunction with LCC and District partners, Northgate Information Systems and Service Managers/CMT.	To meet agreed implementation timetable as project plan. Improved access & responsiveness to Council services as per Partnership project plan. Phase 1 sign off Feb 2008.		50 %	31/03/2009	01/04/2008		Jeff Fenton	15/09/2008 Phase 1 sign-off was delayed due to problems with NIS (contractors) delaying state of readiness of the CRM. Sign off due shortly/end Sept. Progress report to P&F Sept 2008.
Service Delivery (CC)	Work with departments to identify services for delivery by the Contact Centre.	Increased % resolution of enquiries and service requests at first point of contact. Maximise use of Contact Centre resources. Services and timetable to be determined by CMT.		40 %	31/03/2009	01/04/2008		Jeff Fenton	15/09/2008 Some limited progress has been made but there remains a reluctance to embrace the CRM technology wholeheartedly. Expect to determine a firmer list once the CRM product is developed more fully and capable of handling a wider range of services.
County-Wide Customer Access Strategy	Develop Ribble Valley response to emerging County-wide Customer Access Strategy (channel migration for citizens)	To meet outcomes of LCC Customer Access Strategy, that will be informed by the findings of the pilot project. Draft strategy to be considered by LCC Cabinet in April 2008.		50 %	31/03/2009	01/04/2008		Jeff Fenton	15/09/2008 CSM worked with LCC Customer Access staff to produce pilot overview. LCC are phasing the detailed work with DC's across 3 periods. RV is in last phase so this work will not take place until Summer 2009.
StreetScene Support	Work with StreetScene Services to support roll-out of Phase 2 of the three-stream waste collection service.	Provision of satisfactory 'Helpline' information to citizens affected by the changes, and logging of all related enquiries. To meet timetable. Phase 2 roll-out June 2008.		100 %	31/08/2008	01/04/2008	31/08/2008	Jeff Fenton	15/09/2008 3 extra staff were employed in Contact Centre to successfully support Phase 2, which is now complete.

Action Status	
	Completed
	Assigned; In Progress
	Unassigned; Check Progress; Not Started
	Overdue
	Cancelled