

## PPC Service Improvement Plan (*abridged*) – 2006/07- 2008/09

<b>Theme:</b> Organisational Development	
<b>Objective:</b> Improve and develop the Council's approach to consultation	
<b>Action &amp; Milestones</b>	<b>Success Measures &amp; Targets</b>
<p><b>Corporate Consultation Strategy and Action Plan</b></p> <ul style="list-style-type: none"> <li>• Produce a revised Corporate Consultation Strategy including action plan for improvement – May 2006</li> <li>• Gain formal approval of Corporate Consultation Strategy – June 2006</li> <li>• Implement actions resulting from revised Corporate Consultation Strategy – September 2006</li> <li>• Review / monitor effectiveness of new strategy – December 2006</li> </ul>	<ul style="list-style-type: none"> <li>• Corporate Consultation Strategy produced</li> <li>• Corporate Consultation Strategy approved</li> <li>• Actions resulting from Corporate Consultation Strategy implemented</li> <li>• Review completed and actions implemented</li> </ul>
<p><b>Improve the impact and delivery of community consultation arrangements:</b></p> <ul style="list-style-type: none"> <li>• Establish monitoring process to ensure outputs from corporate consultation initiatives are used effectively – June 2006</li> <li>• Conduct an evaluation exercise to identify reasons for non response from panel members once joined and an Action Plan produced to address reasons for non-take up of panel – June 2006</li> </ul>	<ul style="list-style-type: none"> <li>• Increase percentage of residents who feel they can influence decisions affecting their local area from a net agreement of -28% to -18% by 2008 (measured in Residents' Survey)</li> <li>• Increased response rate to panel surveys: - Adult Viewpoint increase response rate from average of 65% 2005/6 to average of 70% by 2006/7, then maintain at 70% - Youth Viewpoint increase current response rate of 25% to 35% in 2006/7, 45% in 2007/08 and 60% in 2008/9 - Ensure uptake of sub panel activity is at least 50% by December 2006 (baseline to be set in December 2006)</li> </ul>
<p><b>Conduct Corporate Consultation Exercises:</b></p> <ul style="list-style-type: none"> <li>• Conduct Residents' Survey <ul style="list-style-type: none"> <li>○ Procure external agency to conduct survey - April 2006</li> <li>○ Consult officers / partners and agree content of survey – May 2006</li> <li>○ Conduct fieldwork (agency) – June/July 2006</li> <li>○ Report top line results of survey – September 2006</li> <li>○ Report results to members and officers – November 2006</li> </ul> </li> <li>• Conduct Statutory BVPI user satisfaction survey - Autumn 2006</li> </ul>	<ul style="list-style-type: none"> <li>• Completed Residents' Survey reported and fed into service planning</li> <li>• No qualifications received following submission of BVPI data</li> </ul>

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<b>Theme:</b> Organisational Development	
<b>Objective:</b> Improve access to and quality of data at area, thematic and neighbourhood levels	
<b>Action &amp; Milestones</b>	<b>Success Measures &amp; Targets</b>
<ul style="list-style-type: none"> <li>• Deliver phases 2 and 3 of the Data Profile Project (Phase 2 March 2007 and Phase 3 March 2008) enabling access to high quality data at all levels and by thematic areas</li> <li>• Establish / develop partnerships with providers to improve the data available to internal and external partners – September 2006</li> <li>• Establish ICT links with partners and internal performance software package and Flare Systems</li> </ul>	<ul style="list-style-type: none"> <li>• Improved PMF performance relating to quality of data – June 2006</li> <li>• Improve quality of data/target setting</li> <li>• Satisfaction/ usefulness measures of Data Profile Project usage.( set baseline Sept 2006)</li> <li>• Effective linkages between Extranet facilities achieved.</li> </ul>

## PPC Service Improvement Plan (*abridged*) – 2006/07- 2008/09

<b>Theme:</b> Organisational Development	
<b>Objective:</b> Strengthen the Council's approach to performance management and monitoring, service planning frameworks and service review methodology	
<b>Action &amp; Milestones</b>	<b>Success Measures &amp; Targets</b>
<p>During 2006/07 develop revised performance management framework to include:</p> <ul style="list-style-type: none"> <li>• Data gathering – implement performance software package by April 2006</li> <li>• Performance monitoring – Quarterly of LPSA, corporate basket, Gershon cross- checks, 6 monthly of Community Strategy and LAA.</li> <li>• Performance reporting (both Members &amp; officers) – Develop and consult on new framework by June 2006</li> <li>• Target setting – Develop improved target setting by April 2006</li> <li>• Service reviews – Develop and consult on revised methodology by October 2006</li> <li>• Service and Resource Planning – Further develop guidance by August 2006</li> </ul>	<ul style="list-style-type: none"> <li>• Unqualified opinion on all PIs</li> <li>• New framework in place</li> <li>• Score at least 3 for performance management in CPA</li> </ul>
<p>Submission of final LPSA agreement/performance reward grant (PRG) claim plus evidence</p> <ul style="list-style-type: none"> <li>• Evidence gathering and initial submission, May 2007</li> <li>• Evidence gathering and submission of Education Targets, October 2007</li> </ul>	<ul style="list-style-type: none"> <li>• Certification and submission of PRG claim and agreement with ODPM</li> </ul>

## PPC Service Improvement Plan (*abridged*) – 2006/07- 2008/09

<b>Theme:</b> Organisational Development	
<b>Objective:</b> Local Area Agreement – develop/ implement/ monitor	
Action & Milestones	Success Measures & Targets
Implement the new Local Area Agreement and Public Service Agreement <ul style="list-style-type: none"> <li>• Work in partnership across the region and sub region to develop a shared LAA approach by March 2007 – Continued discussions through ANEC and GONE</li> <li>• Update the LAA by March 2007 - 6th Month Review in June 2006, annual review by March 2007</li> <li>• Quarterly progress monitoring of the LPSA achievement – June 2006, September 2006, Dec 2006, March 2007</li> <li>• Develop performance and improvement clinic approach for local public service board by summer 2006</li> </ul>	<ul style="list-style-type: none"> <li>• Framework implemented for quarter 1 2006/7</li> <li>• Ongoing discussions with GONE and further pooling of resources by March 2007</li> </ul>

<b>Theme:</b> Organisational Development	
<b>Objective:</b> Lead the Council's preparations for CPA 2006	
Action & Milestones	Success Measures & Targets
Maintain the Council's 4 Star CPA Rating. <ul style="list-style-type: none"> <li>• Minimum score of 3 on all service blocks in CPA 2006. Dec 2006</li> <li>• Prepare for corporate assessment including development of improvement plan by May 2006</li> <li>• Joint CMT and Cabinet Improvement clinics initiated from summer 2006</li> <li>• Maintain or improve on the direction of travel rating of "improving well" in CPA 2006 and contribute to national development of CPA model and its successor.</li> <li>• Achieve promising or excellent prospects in all service inspections - Dec 2006</li> <li>• Contribute to Use of Resources self assessment - July 2006</li> </ul>	Monitor corporate achievement: <ul style="list-style-type: none"> <li>• At least 70% of corporate basket targets achieved at March 2007</li> <li>• At least 80% of Council Plan outcomes achieved at March 2007</li> <li>• Service Block Scores maintained or improved.</li> <li>• Self Assessments completed on time.</li> </ul>

## PPC Service Improvement Plan (*abridged*) – 2006/07- 2008/09

<b>Theme:</b> Organisational Development	
<b>Objective:</b> Support the modernisation of the democratic processes (including Scrutiny, Cabinet, Performance Management & CPA)	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> <li>Review arrangements for reporting performance to Scrutiny Committees, Cabinet and Members by June 2006.</li> </ul>	<ul style="list-style-type: none"> <li>Established reporting arrangements by quarter 1 2006/07</li> </ul>
<ul style="list-style-type: none"> <li>Support the development of Executive Scrutiny and Corporate Policy Select Committees - March 2007</li> </ul>	<ul style="list-style-type: none"> <li>Proposals developed and draft model produced for consideration by December 2006</li> </ul>
<ul style="list-style-type: none"> <li>Lead on the Council's response to the Local Government White Paper - Summer 2006</li> </ul>	<ul style="list-style-type: none"> <li>Consultation undertaken and response formulated by response timescales.</li> </ul>

<b>Theme:</b> Organisational Development	
<b>Objective:</b> Improve the effectiveness of the Council's communications with residents	
Action & Milestones	Success Measures & Targets
<p>1. Investigate the feasibility if increasing "Stockton News" to 6 editions per year:</p> <ul style="list-style-type: none"> <li>- Research } </li> <li>- Funding opportunities } </li> <li>- Evaluation } Sept/ Dec 2006</li> <li>- Staffing implications } </li> <li>- Procurement options } </li> <li>- Relaunch/ redesign April 2007</li> </ul> <p>Publish A -Z Services Guide:</p> <ul style="list-style-type: none"> <li>- survey public requirements through Viewpoint by end of April 2006</li> <li>- establish cross-service team to compile information by end of April 2006</li> <li>- production/ publication/distribution by end of June 2006</li> </ul>	<ul style="list-style-type: none"> <li>Maintain/improve corporate Residents' Survey/ CPA ratings</li> <li>Residents' Survey feedback on Stockton News</li> </ul>

## PPC Service Improvement Plan (*abridged*) – 2006/07- 2008/09

<b>Theme:</b> Organisational Development	
<b>Objective:</b> Improve the effectiveness of the Council's communications functions	
<b>Action &amp; Milestones</b>	<b>Success Measures &amp; Targets</b>
<ol style="list-style-type: none"> <li>1. Complete and implement the Council's Communications Review:               <ul style="list-style-type: none"> <li>- Complete review summer 2006</li> <li>- Implement review March 2007</li> </ul> </li> <li>2. Develop a new Communications Strategy for the authority:               <ul style="list-style-type: none"> <li>- Draft strategy December 2006</li> <li>- Final approval March 2007</li> <li>- Implementation 2007/08</li> </ul> </li> <li>3. Implement the requirements of the LGA/ IDeA 'Reputation' campaign (with CFYA):               <ul style="list-style-type: none"> <li>- Protocol on media management - December 2006</li> <li>- Internal Communications Plan in place –2007/08</li> <li>- Publish A-Z June 2006</li> <li>- Signage audit 2007/08</li> </ul> </li> </ol>	<ul style="list-style-type: none"> <li>• Completion of review</li> <li>• Implementation of findings</li> <li>• Maintain/improve Residents' Survey satisfaction/ CPA ratings</li> <li>• Achieve level 3 of LGA/ IDeA Reputation criteria by March 2008</li> </ul>

## PPC Service Improvement Plan (abridged) – 2006/07- 2008/09

Theme: Organisational Development			
Objective: Develop a diversity strategy and action plan, incorporating all duties around gender and disability schemes.			
Action & Milestones	Delivery and Responsibility	Success Measures and targets	Risk Score
<ul style="list-style-type: none"> <li>• Develop strategy</li> <li>• Consult on strategy</li> <li>• Agree strategy</li> <li>• Publish strategy</li> <li>• Develop action plan</li> <li>• Develop and publish a Gender Equality Scheme by April 2007</li> </ul>			
<b>Resource implications:</b>	06/07	07/08	08/09
Revenue			
Capital			
Assets			
<b>Resource implications:</b>	06/07	07/08	08/09
ICT			
Procurement Activity			
Human Resources			