

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

Theme: Organisational Development	
Objective: Improve and develop the Council's approach to consultation	
Action & Milestones	Success Measures & Targets
<p>Corporate Consultation Strategy and Action Plan</p> <ul style="list-style-type: none"> • Produce a revised Corporate Consultation Strategy including action plan for improvement – May 2006 • Gain formal approval of Corporate Consultation Strategy – June 2006 • Implement actions resulting from revised Corporate Consultation Strategy – September 2006 • Review / monitor effectiveness of new strategy – December 2006 	<ul style="list-style-type: none"> • Corporate Consultation Strategy produced • Corporate Consultation Strategy approved • Actions resulting from Corporate Consultation Strategy implemented • Review completed and actions implemented
<p>Improve the impact and delivery of community consultation arrangements:</p> <ul style="list-style-type: none"> • Establish monitoring process to ensure outputs from corporate consultation initiatives are used effectively – June 2006 • 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 	<ul style="list-style-type: none"> • 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) • 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)
<p>Conduct Corporate Consultation Exercises:</p> <ul style="list-style-type: none"> • Conduct Residents' Survey <ul style="list-style-type: none"> ○ Procure external agency to conduct survey - April 2006 ○ Consult officers / partners and agree content of survey – May 2006 ○ Conduct fieldwork (agency) – June/July 2006 ○ Report top line results of survey – September 2006 ○ Report results to members and officers – November 2006 • Conduct Statutory BVPI user satisfaction survey - Autumn 2006 	<ul style="list-style-type: none"> • Completed Residents' Survey reported and fed into service planning • No qualifications received following submission of BVPI data

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Objective: Improve access to and quality of data at area, thematic and neighbourhood levels	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> • 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 • Establish / develop partnerships with providers to improve the data available to internal and external partners – September 2006 • Establish ICT links with partners and internal performance software package and Flare Systems 	<ul style="list-style-type: none"> • Improved PMF performance relating to quality of data – June 2006 • Improve quality of data/target setting • Satisfaction/ usefulness measures of Data Profile Project usage.(set baseline Sept 2006) • Effective linkages between Extranet facilities achieved.

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

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

Theme: Organisational Development	
Objective: 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"> • Minimum score of 3 on all service blocks in CPA 2006. Dec 2006 • Prepare for corporate assessment including development of improvement plan by May 2006 • Joint CMT and Cabinet Improvement clinics initiated from summer 2006 • 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. • Achieve promising or excellent prospects in all service inspections - Dec 2006 • Contribute to Use of Resources self assessment - July 2006 	Monitor corporate achievement: <ul style="list-style-type: none"> • At least 70% of corporate basket targets achieved at March 2007 • At least 80% of Council Plan outcomes achieved at March 2007 • Service Block Scores maintained or improved. • Self Assessments completed on time.

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

Theme: Organisational Development	
Objective: 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"> - Research } - Funding opportunities } - Evaluation } Sept/ Dec 2006 - Staffing implications } - Procurement options } - Relaunch/ redesign April 2007 <p>Publish A -Z Services Guide:</p> <ul style="list-style-type: none"> - survey public requirements through Viewpoint by end of April 2006 - establish cross-service team to compile information by end of April 2006 - production/ publication/distribution by end of June 2006 	<ul style="list-style-type: none"> Maintain/improve corporate Residents' Survey/ CPA ratings Residents' Survey feedback on Stockton News

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

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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"> • Develop strategy • Consult on strategy • Agree strategy • Publish strategy • Develop action plan • Develop and publish a Gender Equality Scheme by April 2007 			
Resource implications:	06/07	07/08	08/09
Revenue			
Capital			
Assets			
Resource implications:	06/07	07/08	08/09
ICT			
Procurement Activity			
Human Resources			