



## Council 27 September 2011

### CABINET MEMBER REPORT TO FULL COUNCIL

#### *Written report by Cllr David Ray, Performance and Organisational Development Portfolio*

**Portfolio includes:**

- Democratic Services;
- Health and Safety;
- Human Resources (including workforce development plan);
- Legal Services;
- Organisational Development;
- Work style programme;
- Staff learning and development;
- Member development and training;
- Performance management;
- Consultation;
- Council Improvement Plan;
- Risk management;
- Communications;
- Diversity;
- Customer services and access;
- Transformational Government/Electronic Government;
- Systems review and business change;
- Partnership working/service integration;
- Democratic renewal
- Shared Services

#### **1. Equality and Diversity**

- 1.1 The revised Equality Scheme and the Equality Impact Assessment Guidance are now available on the intranet. The Diversity Group met on 7 September 2011 and has begun work to identify one or more possible equality objectives for publication by April 2012. The Council is required, as part of the Equality Act 2010, to publish one or more equality objectives by next April and to review them at least every four years.

#### **2. Performance Management**

- 2.1 The Covalent Performance Management system is used in all services areas for the inputting of data and reporting of Key Performance Indicators (KPIs). These are reported to the Management Team and to the Performance and Audit Scrutiny Committee on a quarterly basis. Following the annual review of KPIs and their targets and thresholds, Quarter One performance was reported in July 2011.
- 2.2 Covalent is a shared resource with Forest Heath District Council. Policy Teams from both authorities work closely together to maximise the benefits of partnership working. This has included work on aligning performance indicators and targets wherever possible and particularly in the areas of Waste and Street Scene, and Revenues and Benefits.

- 2.3 Services are utilising Covalent as a performance management tool for their local service indicators. Environmental Health and Leisure have uploaded a considerable amount of performance information onto the system and the Policy Team is currently working on data for Waste Management. This information is being used by services to clearly monitor and improve performance.

### **3. Communications**

- 3.1 Over the past couple of months, Communications Unit staff have worked with others to:-

- (a) analyse website current and potential future usage to help identify the changes necessary to enable greater, more cost-effective, transactional use (such as more online applications, payments and so on);
- (b) consider the role of the website, and other electronic communications, as part of a package of communications available for engagement with those who live and work in the Borough;
- (c) develop internal and external communications to publicise the consultation on budget issues;
- (d) support the development and communication of the Markets Business Plan;
- (e) publicise the chewing gum litter prevention campaign;
- (f) promote the Haverhill High Street public consultation;
- (g) co-ordinate communications with partners about the Haverhill office refurbishment project;
- (h) work with Suffolk County Council to promote the start of the Tour of Britain stage in Bury St Edmunds;
- (i) continue to communicate shared services issues when appropriate;
- (j) help to promote the Bury St Edmunds Business Festival; and
- (k) provide the media with information about summer children's activities and other council events.

### **4. Member Development**

#### **4.1 Member Development Charter**

- 4.1.1 The Democratic Renewal Working Party met on 8 September 2011 and received an update on the 8-item Charter Action Plan. Six out of eight items are now considered complete, most significantly the requirement to achieve a 60% to 70% return on Members' Training Needs Analysis (TNA) forms.

- 4.1.2 At the time of writing 36 forms have been received, 80%. Members' responses will be used to set a Member Development Programme for the remainder of 2011/2012. The assessors for the Charter have advised that they will need to see evidence of the development programme having been influenced by the TNA forms before they can re-issue the Charter, and this will be progressed as soon as possible.

#### **4.2 Member Development Programme 2011/2012**

- 4.2.1 As mentioned above, the remaining programme for 2011/2012 will be set following analysis of TNA forms completed by Members. This will inform the training offered from January 2012. In the meantime, the following development sessions have been set, outlines of which have appeared in the Members' Bulletin and will be repeated nearer the dates:-

<b>Date</b>	<b>Title</b>	<b>Details</b>
21 Sept 2011 5pm Room GFR-14	Communications Skills	A Communications Skills session had been identified as high priority under the previous year's Member Development Programme, and had been booked for April 2011, but was deferred due to its proximity to the election period.
29 Sept 2011 5pm Education Centre, West Stow Country Park	Scrutiny – Module 2	Further to the well-attended Module 1 of scrutiny training held in June 2011, Module 2 has now been arranged, and will be shared with Members from Forest Heath District Council.
4 Oct 2011 4pm-7pm Education Centre, West Stow Country Park	Emergency Planning	The Central Joint Emergency Planning Unit team are scheduling information sessions across the County for Members with responsibility for Emergency Planning, ie Leaders, Portfolio Holders, and Members and Substitutes of Emergency Planning Working Parties, and will be running a joint "West" session with Forest Heath and St Edmundsbury.
25 Oct 2011 5pm-7pm Room GFR-14	The New Social Housing Reforms	An information session will take place regarding the changes coming about under new housing legislation, including new affordable rents and flexible tenancies for social housing. This session will provide information that all Councillors should be familiar with.
22 Nov 2011 5pm Education Centre, West Stow Country Park	Scrutiny – Module 3	The third and final module of scrutiny training has also been arranged. The session will be shared with Members from Forest Heath District Council.

## 5. **Human Resources**

- 5.1 Sickness absence is still very low in comparison to national data, at an average of 7.22 days per employee. This is a small increase against the all time low figure of 6.67 days reported in April 2011. This fluctuation is to be expected from time to time given the nature of some long-term illnesses. That said, attendance continues to be proactively managed in all cases.

## 6. **Shared Services**

- 6.1 Work on preparing options for shared services in the Environmental Health and Housing Services is continuing despite the current political review of our preferred partnership with Forest Heath District Council. We anticipate the review being concluded during September 2011 when we will have more clarity about the future direction of our partnership work.

**7. Transformational Government/Electronic Government**

- 7.1 The Council's in-house Information and Communication Technology (ICT) team is working on a range of new websites, webpages and projects designed to promote new services to different audiences. We have recently launched a new website to promote The Apex conferencing facilities, which is accessed via [www.theapexconferencing.co.uk](http://www.theapexconferencing.co.uk). The main Apex website was developed externally, given the specific requirements and timetable of the project, but now that initial period has passed, it has been possible to develop this new ancillary website for the conference hirer ourselves, which is obviously preferable, not least financially. In a similar fashion, we have also recently launched a new website to promote the forthcoming Business Festival event, which is accessed via [www.businessfestival.org](http://www.businessfestival.org), and are also assisting the Heritage Team to make the Heritage Ticket for our two museums more automated.

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