

Performance:

We have strengthened our processes for performance monitoring by applying tighter tolerances to targets and by revising the frequency of reporting.

Quarterly performance reviews have also been revised to a bi-monthly basis and with greater focus on areas for improvement. We are commissioning an electronic, industry standard performance management system which will go live during the next financial year; an implementation plan is being drawn up with the providers.

Overall our performance to date is positive, with improved performance in eight of ten priority indicators when compared to this period last year (need to check this with the latest data).

ICT Services:

The service is currently refreshing its ICT Strategy - this involves surveying all departments and capturing plans for technological improvements over the next three years.

We are continuing to roll-out a PC replacement programme and also considering options for how our IT stock is maintained in future years. We have implemented a new ICT Governance Board to improve the coordination and procurement of all IT equipment.

A number of projects continue to be underway, including the replacement of our mainframe computer. The service is currently exploring options for how extended hours support could be provided.

The CRM (Customer Relationship Management) system continues to progress, with a total of 20 services now available - including complaints, compliments and comments, and 15 streetscene and environment services (inc abandoned vehicles, bulky waste, recycling, and a range of waste services). Since going live (at the beginning of April) we have over 4300 individual customers currently registered in CRM. These customers have generated over 7000 unique transactions. As this data base of transactions builds it will provide the essential information to understand our interaction with our citizens and improve our processes and levels of customer service.

Human Relations:

Pay & Grading Review

The Joint Project Team of Management and Trade Unions is making progress with the review. The September Project Board Meeting confirmed that the project was on track with job analysis and had completed 'moderation' to the point pay modelling could begin. Negotiations have now commenced with Trade Unions on two key aspects of the review;

The Finance Team are engaged in the review so that appropriate assumptions can be built into the budget process.

'GO' Award

The Chief Executive and Leader of the Council signed a commitment on behalf of the Council to achieve the Local Government 'GO Award' on the 13 September 2007. The Go Award is aimed at encouraging local authorities to take a strategic approach to workplace literacy, language and numeracy that supports the upskilling of the nation's skill base.

Agency Worker Project

Following a full review on the use, control and expenditure on interim and agency staff, a project has now been established to introduce a new managed service.

The Council decided that the best approach to achieve these benefits was to join a contract already in existence at the County Council for the supply and control of agency staff through a vendor neutral organisation called Commensura. At this early stage the project plan indicates a go live date of December 2007, subject to finalisation of that plan.

Legal Services:

Constitution

The Council's amended constitution has been published on the inter and intranet. The constitution incorporates the various changes the Council has agreed recently. Hard copies will be made available for Councillors or Officers who need them.

Anti Social Behaviour

The section, working closely with housing, has recently been successful in obtaining an ASBO and Anti-social Behaviour Injunctions against a number of individuals. One of the injunctions has been followed with a possession order for a Council property.

Legal Systems

The legal team is actively implementing the Law Society's quality Standard known as Lexcel and this will enable it to make application for accreditation in the next few months for the Law Society's Quality Mark. Legal Services is also implementing a Legal Case Management System, which is software to assist the department in service and performance improvements.

MEETING SERVICES

Meeting services are in the process of developing Committee templates, for all committees. The Cabinet templates have already been implemented.

Performance Portfolio Report
27th September 2007

The section now publishes (and e-mails Councillors) decision notices for all decisions made by Cabinet or individual Cabinet members. These notices detail the decisions made and when Call in starts and ends. These notices are published by 10 AM, the day after the decision.

ELECTIONS

The electoral services team is in the process of conducting the annual canvass with the aim of producing a new Register of Electors on 1st December 2007. To date we have had a response rate of 50.1%, which equates to 46,751 forms. These figures indicate that we are slightly ahead of last year. Our target for the year is 90%.

The Team has also undertaken a review of the 107 polling districts within the Borough, the results of which will be reported soon.

Brian Hoare
Portfolio Holder for Performance